NetCommWireless

Recovering a NetComm Wireless M2M router via the recovery console

Technical Support Guide

Please note: This document is subject to change without notice.

DOCUMENT VERSION	DATE
1.0 - Initial document release	21 March 2016

Table 1 - Document Revision History

Applicable devices

This document is applicable to the following NetComm Wireless devices:

- NTC-6908
- NTC-6908-02
- NTC-6520
- NTC-6200
- NTC-30WV
- NTC-30WV-02
- NTC-40WV
- NTC-140W
- NWL-11
- NWL-15
- NWL-25

The screenshots used in this document were taken using an NTC-6200. The same process can be applied to all the applicable devices listed above.

Recovering a NetComm Wireless M2M router in case of problems with the Main operating system

NetComm Wireless M2M routers features two independent operating systems, each with their own file systems. These two systems are referred to as 'Main' and 'Recovery'. It is always possible to use one in order to restore the other in the event that one system becomes damaged or corrupted (such as during a firmware upgrade failure). The recovery console provides limited functionality and is typically used to restore the main firmware image in the case of a problem.

This document outlines the process of booting a NetComm Wireless router into recovery mode and flashing the main firmware image to restore functionality in the case where a failure has occurred.

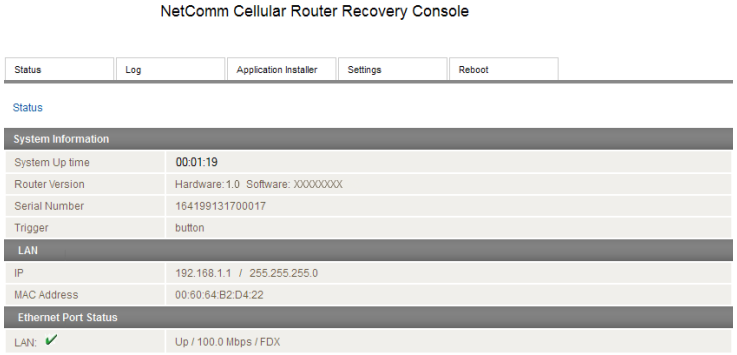
Accessing recovery mode

Both systems have web interfaces that can be used to manipulate the other inactive system. The router starts up by default in the Main system mode, however the router may be triggered to start in recovery mode if desired.
To start the router in recovery mode:

1. Press and hold the physical reset button on the interface panel of the router for 5 to 15 seconds. When the LEDs on the front panel change to amber and countdown in a sequence, release the reset button. The router then boots into recovery mode.

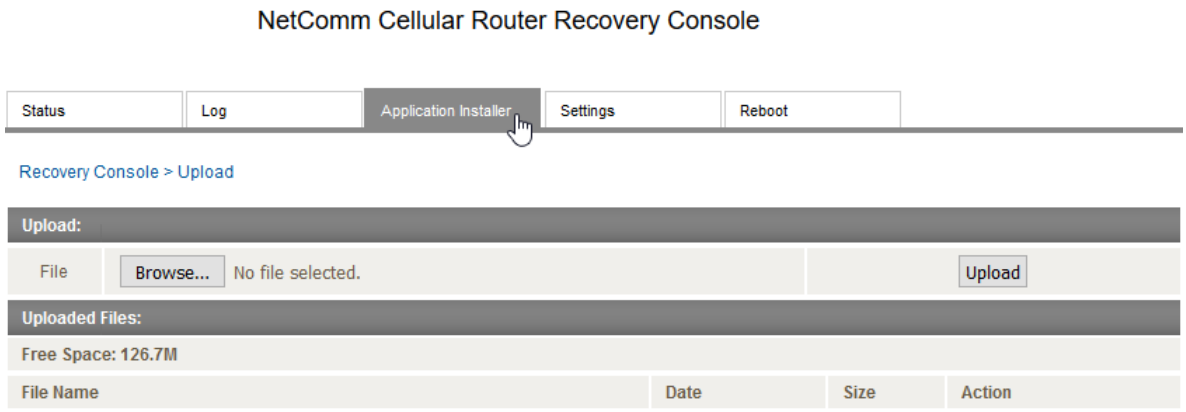
Note: Certain router models may use a different reset button timing and LED sequence to boot into recovery. If you have trouble entering recovery mode, please consult your router's User Guide.

2. In your browser, navigate to http://192.168.1.1. The router's recovery mode is hardcoded to use this address regardless of the IP address that was configured in the main system. The router's recovery console is displayed.

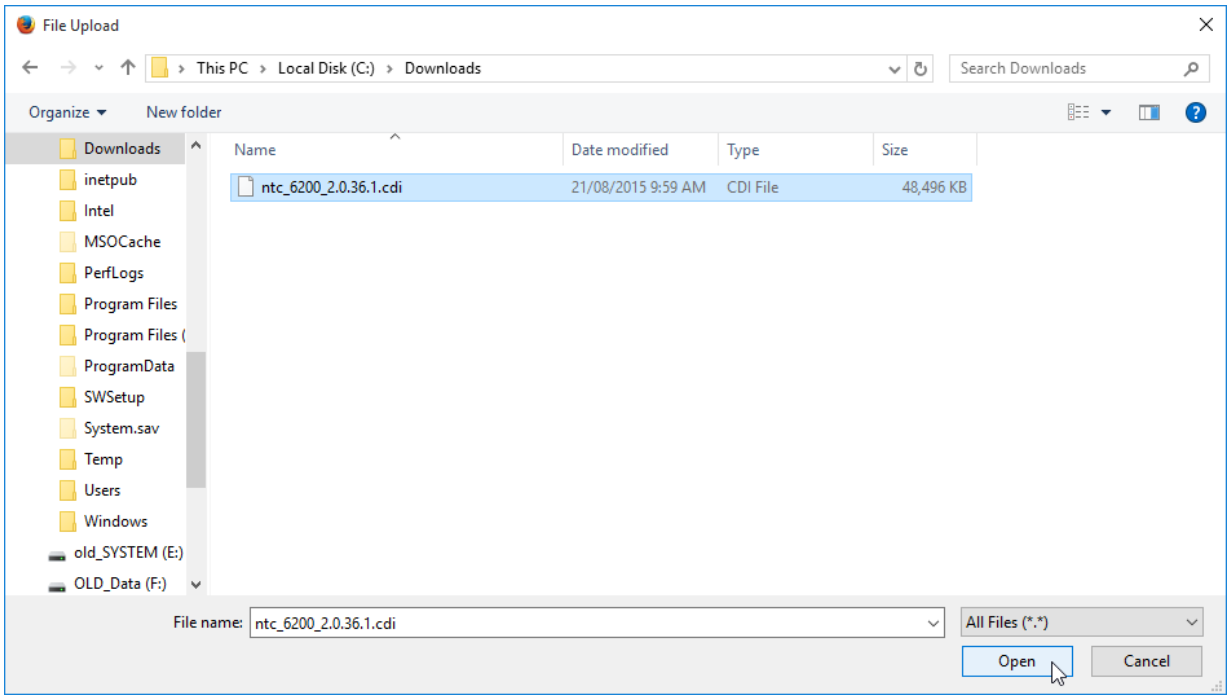


Installing the main firmware image

3. Click on the **Application Installer** menu item at the top of the screen.

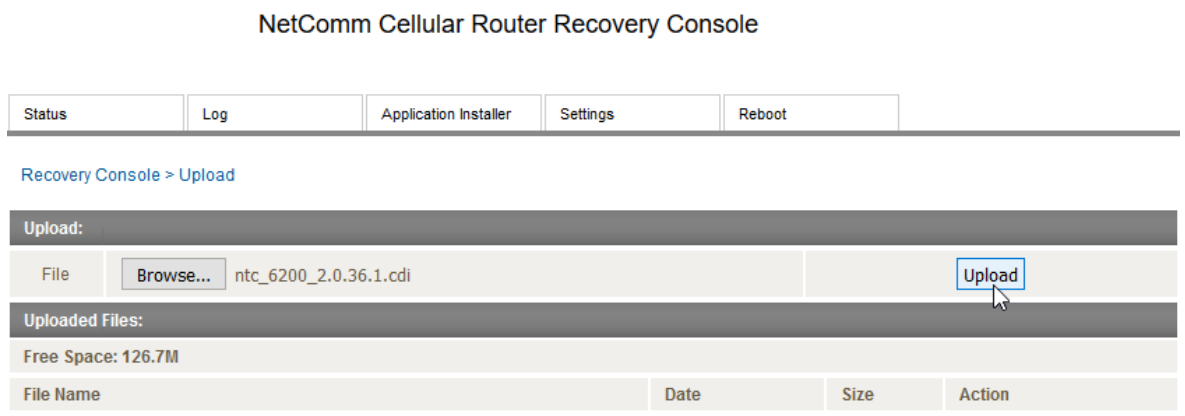


4. Click on the **Browse** button.
5. Locate the firmware image on your computer. Firmware images always have a ".cdi" extension and the latest versions are always downloadable from the product support page on www.netcommwireless.com.

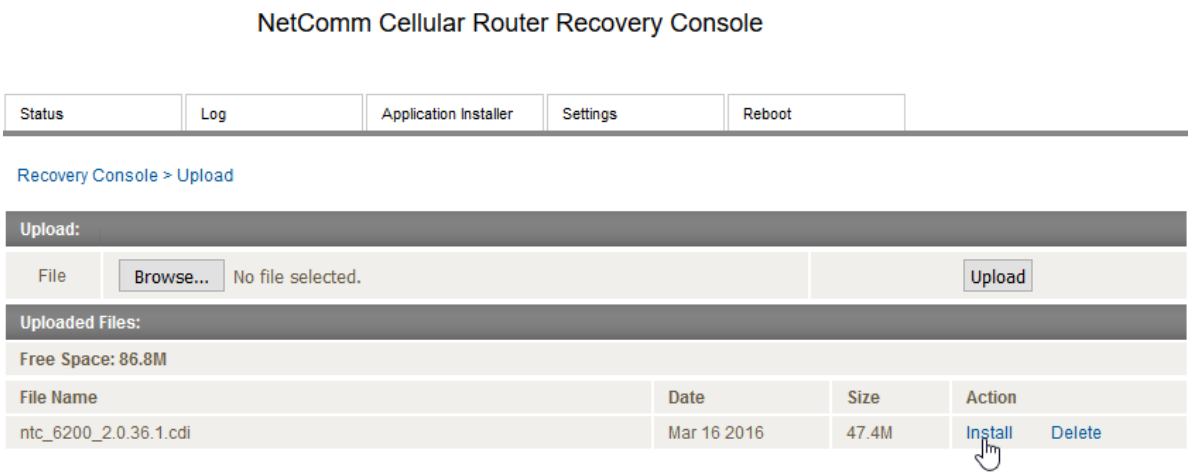


Click the **Open** button.

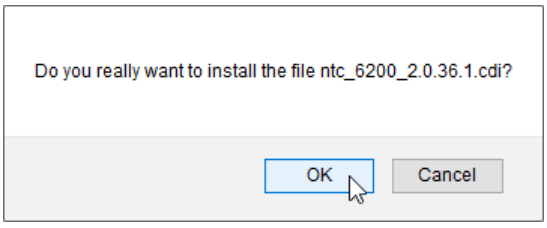
6. Click the **Upload** button to begin the transfer of the firmware file to the router.



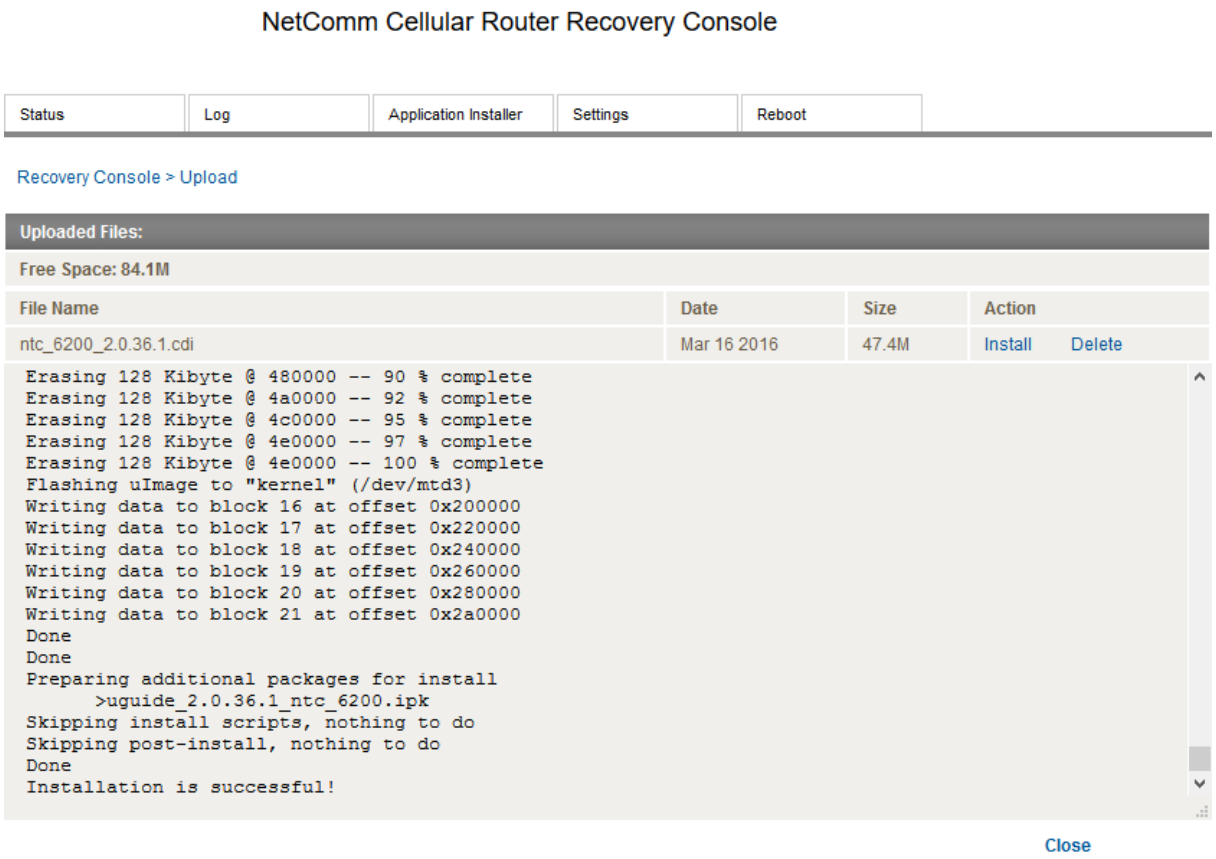
7. When the file has completed uploading, click on the **Install** link next to the firmware image file.



8. Click on the **OK** button to begin the installation.



When the installation is complete, the router displays “Installation is successful!” and returns to the file list.



9. To ensure that the router runs correctly, it is necessary to perform a restore to the factory default settings. This means that any previous settings on the router are erased.

   Using a pen, hold down the reset button on the router for 15-20 seconds. Release the reset button when the LEDs are red and turn off one at a time. The router resets all settings to the factory defaults and reboots to the main firmware.

   The recovery process is complete.