



Release Notes for the Broadband Provisioning Registrar Device Provisioning Engine Recovery CD-ROM

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Contents

| | |
|--------------------------------|---|
| Introduction | 2 |
| Using the Recovery CD-ROM | 2 |
| Obtaining Documentation | 3 |
| World Wide Web | 3 |
| Documentation CD-ROM | 4 |
| Ordering Documentation | 4 |
| Documentation Feedback | 4 |
| Obtaining Technical Assistance | 4 |
| Cisco.com | 5 |
| Technical Assistance Center | 5 |
| Cisco TAC Web Site | 5 |
| Cisco TAC Escalation Center | 6 |



Corporate Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

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Introduction

This release note describes how to use the recovery CD-ROM to re-image a DPE-590 device. It contains the complete instruction set you must follow to re-install the original software image supplied on the DPE-590. After completing the recovery CD-ROM procedure, you must reconfigure the DPE-590 with the same configuration setting used on the previous DPE.

Using the Recovery CD-ROM

The Broadband Provisioning Registrar Device Provisioning Engine 590 Recovery CD-ROM contains one complete image of the software originally installed in your device provisioning engine (DPE).

If you need to re-image your DPE, complete this procedure:

Step 1 Locate a Solaris computer that can export directories by means of Network File Sharing (NFS). Once you have identified this computer, share the DPE-590 directory of the recovery CD-ROM. To do this:

- a. Open the `/etc/dfs/dfstab` file.
- b. Identify the path to the directory that you want to share. For example:

```
/cdrom/bpr_release_dpe-590/DPE-590
```



Note In the examples provided in this procedure, *release* identifies the BPR release number being used. For example, if you are operating with BPR 2.0.3, then you would enter 203 at this location.

- c. Add this line to the `/etc/dfs/dfstab` file:

```
share -F nfs /cdrom/bpr_release_dpe-590/DPE-590
```

- d. Enter these commands to restart the NFS server:

```
/etc/init.d/nfs.server stop
/etc/init.d/nfs.server start
```

The recovery CD-ROM should now be accessible on the network.

Step 2 Verify that the DPE is properly connected to the network and then use a terminal emulator program to connect to the console port on the DPE. Regardless of which emulator you use, you must configure these emulator settings: 9600 baud, 8 bits, no parity, 1 stop bit, and use hardware flow control.

Step 3 Verify that the DPE-590 is properly connected to the network and turn the power on.

Step 4 Press **i** within 5 seconds of the System Now Booting or the Booting CE From Flash message appearing on the screen. After approximately one minute the bash boot prompt appears.



Step 5 Enter this command at the bash prompt:

```
bash# mount -t proc /proc /proc
```



Note All subsequent commands are entered at the bash prompt (bash#).

Step 6 Identify the IP address and subnet mask you will assign to the DPE. For example purposes, assume these are 10.10.10.1 and 255.255.255.0, respectively.

- Step 7** Enter this command:
- ```
ifconfig eth0 10.10.10.1 netmask 255.255.255.0 up
```
- Step 8** Determine whether a default gateway is needed to connect to the NFS server. Assume that the IP address of this gateway is 10.20.20.2 and enter this command:
- ```
route add default gw 10.20.20.2 eth0
```
- Step 9** Determine the IP address of the NFS server containing the DPE-590 recovery CD (assume this to be 10.20.30.4) and the shared directory name (assume this to be /cdrom/bpr_release_dpe-590/DPE-590).
- Step 10** Enter this command:
- ```
mount -o nolock 10.20.30.4:/cdrom/bpr_release_dpe-590/DPE-590 /mnt/source
```
-  **Note** These warning messages may appear when you run the mount command:
- ```
nfs warning: mount version newer than kernel
nfs_read_super: get root fattr failed
```
- Step 11** Enter this command to install the recovery image onto the DPE-590:
- ```
/mnt/source/installer-bin/install-system.sh
```
-  **Note** While this command is running, a considerable amount of information is displayed on screen. The command is complete when the bash prompt re-appears.
- Step 12** Enter this command to verify that the image has been installed correctly:
- ```
/mnt/source/installer-bin/validate-image.sh
```
- Step 13** Enter these commands to complete the imaging:
- ```
/mnt/source/installer-bin/umount /mnt/floppy/opt
/mnt/source/installer-bin/umount /mnt/floppy
```
- Step 14** Power cycle the DPE-590 and reconfigure it with the previous DPE configuration settings. Refer to the *Broadband Provisioning Registrar Installation Guide* for additional information.

## Obtaining Documentation

The following sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

You can access the most current Cisco documentation on the World Wide Web at the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which is shipped with your product. The Documentation CD-ROM is updated monthly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual subscription.

## Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Leave Feedback** at the bottom of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

To submit your comments by mail, use the response card behind the front cover of your document, or write to the following address:

Cisco Systems  
Attn: Document Resource Connection  
170 West Tasman Drive  
San Jose, CA 95134-9883

We appreciate your comments.

## Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to the following URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two types of support are available through the Cisco TAC: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Inquiries to Cisco TAC are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

The Cisco TAC Web Site allows you to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to the following URL:

<http://www.cisco.com/tac>

All customers, partners, and resellers who have a valid Cisco services contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to the following URL to register:

<http://www.cisco.com/register/>

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following URL:

<http://www.cisco.com/tac/caseopen>

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses issues that are classified as priority level 1 or priority level 2; these classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled; for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). In addition, please have available your service agreement number and your product serial number.

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