

Compatible Systems Tech Notes: Erased Flash Recovery

Document ID: 17669

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Introduction

Pulsing lights 3,4,7, and 8 indicate that the device has lost it's operating system.

Prerequisites

Requirements

There are no specific requirements for this document.

Affected Products

900i, 1200i, 1220i, 1250i, 1270i, 2600i, 2900i, 2200R, 2220R, 2250R, 2270R, 3500R, 3800R, Ether Route II, Ether Route TCP II, 3000E, 4000S, VSR-2, VSR-8, IntraGuard, CompatiView, IntraPort 1, IntraPort 2, IntraPort 2+, IntraPort Enterprise-2, IntraPort Enterprise-8, IntraPort Carrier-2, and IntraPort Carrier-8

Affected Versions

All versions

More Information

A common problem with Flash ROM devices is that their operating systems can be accidentally erased. This can be caused when you power off the router after you initiate a configuration download or operating system download, power surges, or rarely, line test by the phone company. You can tell that the OS is erased by a pulsing 3,4,7,8 light pattern on the front of the router. You can reload the operating system quite easily.

The router now has a manufacturer's default IP address of 198.41.12.1 You need to set your computer to be IP address 198.41.12.2 in order to talk to it. The PC and the router need to be on the same hub. Ping 198.41.12.1 to make sure that your PC has connectivity with the router.

Using CompatiView, under the Administration menu bar (CompatiView v4.x), click on **TFTP download**. CompatiView v5.x uses the Control/TFTP Download menu. The target IP address is the router at 198.41.12.1 The file should be the ".dld" file you downloaded from our web page for that device. This downloads a new

operating system into the router.

Once the router restarts, then you are able to get in with your CompatiView to set it up.

Sometimes, the configuration of your device might have survived the erasing of the operating system. If you cannot access the device on the 198.41.12.1 address, check another workstation on your network to see if the router works normally. If it is, then it still has its old configuration.

If you have a backed up configuration, you can connect up with CompatiView v4.x and use the Configuration/Import from File to load the saved configuration in. The chart turns purple. Now go to Configuration/Download to device and save those changes to the device. In CompatiView v5.x, go to File/Open/Config File. Once you have the saved file open, go to File/Save to/Device and this saves the config file to the indicated device.

Related Information

- [Technical Support & Documentation – Cisco Systems](#)
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Updated: Jun 20, 2007

Document ID: 17669
