System Recovery

This chapter describes how to recover a system after it has failed to complete a reboot following a power off cycle or interruption of the normal boot sequence following a **reload** command.

Caution This system recovery process interrupts subscriber service by dropping any existing flows and preventing traffic from being processed during the boot interval. It should only be initiated as an emergency measure.

This chapter includes the following sections:

Prerequisites

Console Access

Boot Image

The system recovery process will prompt you to enter the path name for the location of the StarOS boot image from which the system will boot. By default the boot command will timeout and attempt to reload the highest priority image from flash memory using the default configuration file.

The StarOS software is delivered as a single binary file (**.bin** file extension) and is loaded as a single instance for the entire system.

- The image filename is identified by its platform type and release number. Format = *platform-release_number***.bin**.

Refer to the *Configuring the Boot Stack* section in the *Software Management Operations* chapter for additional information on boot stack entries and prioritization.

Accessing the boot CLI

To access the boot CLI you must interrupt an in-progress reload (reboot) sequence.

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Initiate a Reboot

Recovering from an Unbootable System

If VPC becomes unbootable (for reasons such as, deleting all images or mis-configuring boot priorities), it can be recovered by booting the installer ISO (.ssi.iso file) and choosing option 2 (recover). This option installs a new bootable .bin file and creates a new boot priority list. The vHDD will not be reformatted (choose option 1 to do that), so the configuration files will persist.