



Release Notes for the Broadband Access Center for Cable Device Provisioning Engine 590 Recovery CD-ROM

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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 Access Center for Cable 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 release number being used. For example, if you are operating with BACC 2.5, then you would enter 25 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 these commands to complete the imaging:
- ```
/mnt/source/installer-bin/umount /mnt/floppy/opt
/mnt/source/installer-bin/umount /mnt/floppy
```
- Step 13** Power cycle the DPE-590 and reconfigure it with the previous DPE configuration settings. Refer to the *Broadband Access center for Cable Installation Guide* for additional information.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can send comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

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

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

The Cisco Technical Support Website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The website is available 24 hours a day, 365 days a year at this URL:

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553 2447

For a complete list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—Your network is “down,” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Severity 2 (S2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Severity 3 (S3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Visit Cisco Marketplace, the company store, at this URL:

<http://www.cisco.com/go/marketplace/>

- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- World-class networking training is available from Cisco. You can view current offerings at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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