

# Password recovery procedure for the Summit 24e2

## EXTERNAL VERSION

The following is the process a customer/reseller should follow in the event the administrative password is either forgotten or set to read only privilege. As the 24e2 is running a different version of ExtremeWare and it's BootROM, we need an adjusted procedure for this switch. I assume the customer has a case logged at the TAC at all times to receive any help during the process.

There are three possibilities:

1) Customer connects a modem to the console port, Tech Support Engineer or System Engineer dials in. Modem is required to be configured with DTR override, Auto Answer on, and Suppress result codes. A normal serial cable, DTE (switch console) to DCE (modem) is required. For more information on modem configurations, see next pages.

2) The customer RMA's the switch. If due to loss of password, it's a **Paid Repair**. Ask your TAC engineer to verify the costs and needed information.

3) To Factory-reset the entire switch follow the next steps:

-1 Connect to Summit24e2 via serial port

-2 Power cycle switch

-3 S24e2 will display the boot up screen as below:

```
Boot Procedure                               1.00-B00
-----
Power On Self Test ..... 100 %

MAC Address  : 00-01-02-03-04-00
H/W Version  : 1A1-1A1
```

4) When runtime image starts loading, press shift # and hold until the device finishes loading.

5) Now the switch will do a factory reset.

## Modem String Configuration for Remote Access

Required Equipment: modem

- Modem power supply
- RJ-11 phone patch cable
- 9-pin male-to-25-pin female serial cable
- analog phone line
- AC power source

Connection to the console port is used for direct local management. The console port Settings are configured as follows:

Baud Rate	9600
Data Bits	8
Stop Bit	1
Parity	None
Flow Control	XON/XOFF

For best results you will want an AT initialisation string customized for your modem. This can be obtained from your modem documentation or from the modem manufacturer.

You want the modem attached to the Extreme box to do the following:

Raise DCD (Data Carrier Detect) when a call comes in (typically &C1)

Ignore DTR/DTR Override (typically &D0)

Use XON/XOFF software flow control (typically &K2 or &K4. &F2 on some USRs)

Answer on the first ring (typically S0=1)

Depending on the modem, it may be necessary to lock down the DTE speed to 9600. Some modems require a special AT command or dipswitch setting to lock the DTE speed. Check the manual for your modem.

## **Verified Modem Init Strings**

### **Dynalink Model 1456ER2.**

The string is:

AT&F&C1S37=9S0=2Q1&D0&W

&F Restore to factory default  
&C1 Carrier detect set to normal  
S37=9 Other than PC connection  
S0=2 Auto answer after 2 rings  
&D0 DTR ignored. Allows operation with DTE that does not provide DTR.  
&W Write config to memory

### **Hayes Accura 56K Model 4703US**

The string is:

AT&C1&D0&K4S0=1&W

&C1 Carrier detect set to normal  
&D0 DTR ignored. Allows operation with DTE that does not provide DTR.  
&K4 Use XON/XOFF flow control  
S0=1 Auto answer after 1 ring  
&W Write config to memory

### **US Robotics Courier V.Everything 33.6/28.8**

The string is:

AT&F2&C1&D0S0=1&W

&F2 Load Software Flow Control template settings  
&C1 Carrier detect set to normal  
&D0 DTR ignored. Allows operation with DTE that does not provide DTR.  
S0=1 Auto answer after 1 ring  
&W Write config to memory

#### **Dip Switch Settings**

Dip	Position	Purpose
1	ON	DTR Always On
2	OFF	Verbal Result Codes
3	OFF	Suppress Result Codes
4	OFF	Echo Offline Commands
5	OFF	Auto Answer ON RING
6	OFF	NORMAL CARRIER DETECT
7	OFF	DISPLAY ALL RESULT CODES
8	ON	ENABLE AT COMMAND SET
9	ON	NO DISCONNECT WITH +++
10	OFF	LOAD NVRAM DEFAULTS