

Factory Reset and Firmware Recovery Instructions PacketFlux RackInjector and SiteMonitor Base 3

- 1) Obtain the latest version of the recovery zip file for your device. This should be available on the same website as the documentation and firmware updates for your device.
- 2) Remove the microSD card from the device. You will need to power off the device and open the enclosure to complete this step.
- 3) Insert the microSD card into a Windows or Mac PC using an appropriate adapter if required.
- 4) (Optional) Copy the files from the 'log' directory and the file '\fw\bl.log' from the device for future reference and possible submission to PacketFlux. This is particularly important if you believe the device is being reset as a result of some failure of the device (as opposed to a simple misconfiguration). Alternatively, you could just make an archive of the entire microSD card contents using an archive/compression program like WinZip or WinRAR.
- 5) (Optional, but highly recommended). Obtain a copy of the official SD card formatter application from sdcards.org/downloads/formatter. Following the instructions on this site, format the microSD card to erase all of its contents. This will ensure there are no leftover log files or other files which may be causing problems.

If you do not complete this step, the device will reset the internal settings but any data stored on the microSD card such as logs or other stored data will remain.

- 6) Using an unzip program such as WinZip or WinRAR, unzip the contents of the recovery zip file, obtained in #1 above, into the root of the microSD card, preserving the directory structure found in the zip file. It is important to ensure that all files are unzipped and the directory structure is preserved so that the recovery works.
- 7) Safely unmount and remove the microSD card from the computer.
- 8) Reinstall the microSD card in the PacketFlux device.
- 9) Power the PacketFlux device. This will start the process to upgrade the firmware to the version provided in the recovery zip file and factory reset the device. This is a two step process during which the PacketFlux device will reboot twice. During this process you should see the power light flashing various patterns over 30-60 seconds or so.
- 10) Verify that the unit has been factory reset and upgraded to the correct version.

If you have any questions about this process, please contact us at custsvc@packetflux.com