

Appendix B

PROGRAM RESTART PROCEDURES

VM 3000, SI 3000, Saturn Reset

There are three ways to reset these controllers:

- A . Control Center Go to “Start > Programs > Jupiter Network Suite > JNS Applications > Control Center.” Then select the “Configuration” tab and “Reboot.” This will reset all controllers in the system. Or, select the “Board Info /Control” tab and toggle on the board you want to reset; then click “Reboot” (note that having different versions of software or configuration tables between boards can cause system instability). For more information about the Control Center, see page 9–1.
- B . Cycle Power
- C . Probe Use of a Probe cable is described in Appendix C.

During a reset, the VM/SI will test itself and, depending on the result, may request a new download from the file server.

File Server Restart

To reset the file server, press and hold the CTRL, ALT, and DEL keys at the same time. Or, press the hardware reset button on the computer. Or, turn the power off and on.

CLEARING BATTERY-PROTECTED MEMORY (PMEM)

VM/SI 3000/Saturn

If the reset procedure just described fails to solve the problem, clear the Pmem (battery-protected memory).

Note: When PMEM is cleared, all switcher status will be lost (but no switches will take place.) If an SI 3000 is cleared, the switcher status will be restored automatically; however, if a VM 3000 is cleared the *switcher status will not be restored until the switches are manually re-taken*. In addition, machine control links (as described on page 5–151) will have to be re-established.

Proceed as follows:

Go to “Start > Programs > Jupiter Network Suite > JNS Applications > Control Center.” Then select the “Board Info /Control” tab and toggle on the board you want to clear; then click “Clear PMEM.” After Pmem has been cleared the boards will be reset automatically. For more information about the Control Center, see page 9–1.

CLEARING FLASH MEMORY (AND FORCING DOWNLOAD)

VM/SI 3000/Saturn Only

If the above procedures fail to solve the problem, clear the flash memory in the VM/SI 3000 boards and force a download from the file server.

Go to “Start > Programs > Jupiter Network Suite > JNS Applications > Control Center.” Then select the “Board Info /Control” tab and toggle on the board you want to clear; then click “Clear Flash.” After Flash has been cleared, the boards will be downloaded automatically.

It will take several minutes for the download cycle to finish; during this time all switcher status will be lost (but no switches will take place). Status will be restored automatically when the download is complete.

CLEARING PMEM AND FLASH MEMORY (AND FORCING DOWNLOAD)

VM/SI 3000 Only

Refer to the note above before using this procedure.

Press and hold the FAULT button (hold the button down by the corner so you can watch the LED in the middle of the button). While holding this button, cycle the power—and keep the button down until the LED goes off. It will take several minutes for the download cycle to finish.