

Factory Reset of the ESM on CGR 2010

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Introduction

This document describes how to perform a factory reset or password recovery of the Ethernet Switch Module (ESM) on Cisco Connected Grid Router 2010 (CGR 2010). This procedure can also be used to recover an ESM module with a corrupt software image.

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Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these software and hardware versions:

- ESM for Cisco2000
- CGR 2010

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem

To perform a factory reset, password recovery of the ESM module or recover an ESM module with a corrupt software image on the CGR 2010.

Note: A direct connection to the CGR 2010 via console is required for this procedure to work.

Solution

Step 1. Connect to the CGR 2010 directly via console.

Step 2. Issue the command **service-module gix/x/x reload** to reload the ESM:

```
service-module gi0/0/0 reload
```

Step 3. As the ESM module is booting, use a pin to press the Express Setup (ES) button on the ESM module to break the boot sequence.

Step 4. Enter the ESM by issuing **service-module gix/x/x session**.

Step 5. Once in the switch: prompt, initialize flash: by issuing **flash_init**. After Step 5., follow the appropriate sections.

Factory Reset

Step 6. Delete the **config.text** and **vlan.dat** file.

```
switch: delete flash:config.text  
switch: delete flash:vlan.dat
```

Step 7. Load the system image and issue the command **boot flash:<image-name>**.

Recover an ESM with a Corrupt Software Image

Step 8. A new image can be copied onto the ESM with x-modem. From the ESM switch: prompt, press enter several times to clear the line.

Step 9. Press **Control + Shift + 6 + X** to go back into the CGR 2010. Clear the ESM session for xmodem to transfer successfully.

```
service-module gigabitEthernet 0/0/0 session clear
```

Step 10. Once in the CGR, use the **copy** command **copy flash:<file from CGR2010> xmodem:** to copy the new ESM image to xmodem.

```
cgr2010-ast03-lab#copy flash:test1 xmodem:test2  
**** WARNING ****  
x/ymodem is a slow transfer protocol limited to the current speed  
settings of the auxiliary/console ports. The use of the auxiliary  
port for this download is strongly recommended.  
During the course of the download no exec input/output will be  
available.  
---- ***** ----  
Proceed? [confirm]  
Destination filename [test2]?  
Service Module slot number? [1]: 0  
Service Module interface number? [0]:  
1k buffer? [confirm]  
Max Retry Count [10]: 2  
Xmodem send on slot 0 interface 0. Please be sure there is enough space on receiving side.  
Continue? [confirm]  
Ready to send file.....C!!!  
3072 bytes copied in 24.596 secs (125 bytes/sec)
```


Step 20. Overwrite the current passwords.

Step 21. Copy current config with new passwords to startup-config.

```
switch_austin#copy running-config startup-config
Destination filename [startup-config]?
Building configuration...
[OK]
```