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# PowerVault

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**UNSOLVED**    This post is more than 5 years old

Z    zitsky          0          626990    19-10-2008 02:00 AM    ⋮

## Dell part # for MD1000/MD3000 debug/password reset cable?

I've search the forum but can't see this discussed anywhere. I have a dead MD3000 that is out of warranty.  I'd be willing to buy replacement parts EMM, power supply etc but I can't figure out what the problem is. I'm trying to track down the password reset/debug cable, but can't seem to find a part # on Dell's web site.  Does anyone know the pin out of the cable or where I can get one?

Would it work to use an old style PS/2 --> serial converter with a null modem cable, or is the debug/reset cable pinout different?

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Thanks for any advice.  I'll give Dell a call on Monday, but I was hoping to work on this over the weekend if I can make up a cable myself to do some troubleshooting.

I have this problem too (0)          Reply

## Responses (24)

**H**    HowieGSwagger                    0    25-06-2014 12:00 PM    ⋮

This diagram made it VERY easy to solder up a cable. Thanks very much for taking the time to help us all out and draw this!

Reply

**J**    JimNim                    0    25-06-2014 13:00 PM    ⋮

Glad to help! I've seen the cables available on eBay for those who aren't savvy enough with wiring to make their own, but they run around $30 so making a quick home-brew cable is usually worth the littl time it takes.

Reply

**I**    ifmtech                    0    28-05-2015 09:00 AM    ⋮

Hi JimNim,

I'm confused. The draw above is exactly? It's different from that suggested by MightyElectro

👍        **Reply**

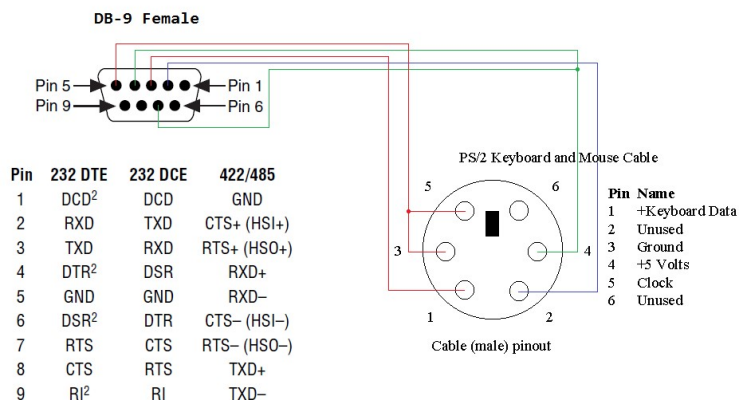---

**J**     JimNim        0    28-05-2015 10:00 AM   ⋮

Well, keep in mind that MightyElectro was referencing a non-standard pinout numbering for the PS2 connector, referencing the "top right" pin as 1, and moving clockwise from there. The "correct" pinout numbering for the PS2 connector is much less intuitive.

I'm attaching an alternate copy of my diagram with some colors changed for the right-side PS2 pins, which seems to make this significantly easier to look at, just in case you were getting lines mixed up (like I did when I went to triple-check the graph after your reply).

DB-9 Female

Pin 5 → •••••  ← Pin 1
Pin 9 → ••••  ← Pin 6

| Pin | 232 DTE | 232 DCE | 422/485 |
|-----|---------|---------|---------|
| 1 | DCD[2] | DCD | GND |
| 2 | RXD | TXD | CTS+ (HSI+) |
| 3 | TXD | RXD | RTS+ (HSO+) |
| 4 | DTR[2] | DSR | RXD+ |
| 5 | GND | GND | RXD− |
| 6 | DSR[2] | DTR | CTS− (HSI−) |
| 7 | RTS | CTS | RTS− (HSO−) |
| 8 | CTS | RTS | TXD+ |
| 9 | RI[2] | RI | TXD− |

PS/2 Keyboard and Mouse Cable

5      6
3          4
1      2

| Pin | Name |
|-----|------|
| 1 | +Keyboard Data |
| 2 | Unused |
| 3 | Ground |
| 4 | +5 Volts |
| 5 | Clock |
| 6 | Unused |

Cable (male) pinout

Note: Opening this image in a separate browser window/tab gives a better image size view.

👍        **Reply**

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**M**    mkbix        0    23-09-2015 15:00 PM   ⋮

I tried to follow the wiring examples. What I'm questioning is that pin 2 on the PS2 connector is not live. Why is that show to be cabled up? Do I need a PS2 with 5 wires? All the ones I see only have 4 wires. Thanks!

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👍                                                          Reply

**J**     JimNim                          0      24-09-2015 09:00 AM     ⋮

mkbix, you're correct that pin 2 is not typically used on PS2 connectors in more typical scenarios like with keyboards - this is even reflected in the pin naming in the graph. I have not actually used this schematic as a recipe for a DIY password reset cable myself since I have access to a few of them, but I suspect it will take much more than simply splicing the middle of the cable and swapping which wires are connected to which.

I expect that a 4-wire PS2 cable would be sufficient, as the wire coming from pin 5 on the serial connector simply connects to both pin 3 and 5 on the PS2 end. Similarly, pin 4 on the PS2 end connects to both pin 4 and 7 on the serial connector. This may require adding a little bit of extra wire at the connector end on your own in addition to the wires that already exist inside a standard PS2 cable.

👍                                                          Reply

**M**     mkbix                           0      25-09-2015 10:00 AM     ⋮

JimNim, thanks for the response. I used my multi-meter to determine which colors of the 4 wires coming out of my PS2 matched the pins. There were only 4 wires, Pin 2 had no wire associated to it, but the wiring schematic above shows it to be needed. I made a cable using the 4 wires which were associated with pins 1,3,4,5 to the correct pins of the DB9 according to the diagram in this thread, but it did not work. That's why I felt I needed a 5th wire.  I was able to manage the array without this cable, but now it's become more of a challenge. I've made many homemade cables in the past, but this one has eluded me thus far.

👍                                                          Reply

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**MK**  meisam.kisomy                    0     17-12-2015 14:00 PM    ⋮

I Made the cable like the way you guys said, But the Putty shows me Black screen Only !!

Is there anyone who can help me with this ?

So far i have tested all these options :

115200 : 8 : 1 : none : none  --> come 1 and3

9600 : 8 : 1 : none : none  --> come 1 and 3

I tried all top mentioned options on onboard COM port on a tower and USB dongle for macbook

Made the cable shorter ( 6 feet ) cuz i thought it was long for that rate and did all the tests

restarted the MD3000i with Console cable in it several time

pull the controller out and put it back in when the MD3000i was on !

Used the built in software (Modular disk controller ) scanned the IP range that i thought might be it

NO RESULT !!

I dont know how to test the controller to see if its dead or not  :-|

👍                                              Reply

**J**  JimNim                           1     18-12-2015 08:00 AM    ⋮

meisam, I would suggest you stick with using a system that has an on-board serial connection (avoid USB dongles unless you're confident that your method will work).

Does your MD3000i have a 2nd controller module that is functioning which you could connect to for testing your serial cable? It's best to ensure you have a known-good "password reset cable" in play before you begin

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troubleshooting issues with a controller module.

👍                                                    **Reply**

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