RESETTING A VIPER TO FACTORY DEFAULT SETTINGS

PN 009-XXXX-XXXX (Assigned During Routing)
Revision X
Release Data

TECHNICAL SERVICE APPLICATION NOTE

http://www.calamp.com/support/download-library

OBJECTIVE

The objective of this technical support application note is to provide the user a procedure to return a Viper back to factory default values. The user may or may not know the current IP address of the Viper that needs to be returned back to factory default values. **Note: The Viper's security settings will not be set back to factory defaults. This includes passwords and encryption phrases. There is no way to physically reset the Viper back to factory default values with a paper clip or internal button. If you have lost the password you will need to call or email CalAmp's technical support line and request a Viper backdoor password. Please have the 6 octet MAC address on the bottom of the Viper recorded. The MAC address is used to generate the backdoor password that will be emailed to you.**

EQUIPEMENT AND APPLICATIONS NEEDED

The user must have a PC with a RS 232 serial port and a terminal application such as Windows Hyper-Terminal or Putty. This is required because it will be assumed the Viper's IP address used is not known. The procedure will also assume the customer has a known working Viper with a working setup port.

The user may also use the Viper's web pages to return the Viper back to factory default values.

PROCEDURE TO SET A VIPER TO FACTORY DEFAULT VALUES VIA WEB PAGE

Login in to the Viper's web pages with your normal web browser application. Navigate to Device Maintenance web page with the navigation panel on the left hand side off the Viper's home page.

Click on the **Restore Factory Settings** radio button to enable.

Then click the **Proceed** button This will set some of the parameters settings back to factory values. You can check some of these settings before resetting the radio. Remember these settings will not take hold until the Viper has been reset or the power cycled after the **Proceed** button has been clicked.

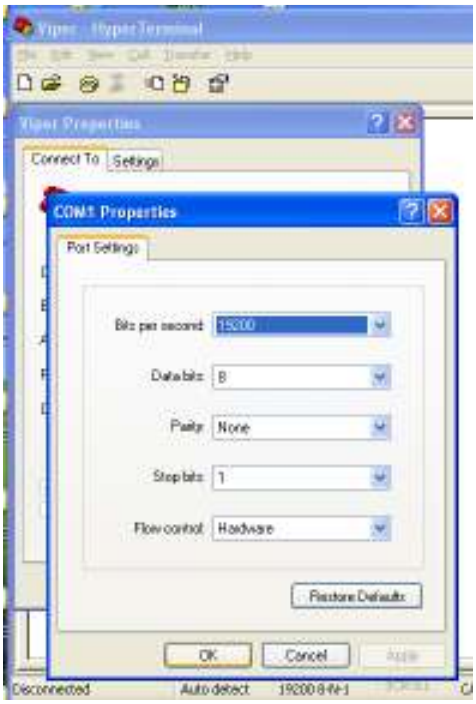
Then click the **Reset** and the **Reboot** then **OK** buttons.

The Viper must be reset before factory default values take effect.

PROCEDURE TO SET A VIPER TO FACTORY DEFAULT VALUES VIA SERIAL SETUP PORT

Startup the Windows Hyper-Terminal application and set the PC's com port to the Viper's Setup port default configuration data format of 19.2 kbps baud rate, no parity, 8 bit, 1 stop bit (19200, N, 8, 1) as shown below. Flow control setting doesn't matter. **Note: The user's PC com port should be mapped to Com1. This can be changed in the Windows Control Panel>System>Device Manager> Com Ports.**

PC's Com1 Port



PC's Com1 Port (19.2, N, 8, 1) Flow control doesn't matter

Connect a straight through serial cable to your PC's com port and the Viper's com port. A PC has a 9 pin DTE male port and the Viper has a 9 pin DCE female port.

A Login prompt should be displayed. If the login prompt is not seen try disconnecting the cable, restarting the terminal application program again and ensure all the com port settings are correct. If the Login prompt is still not display when the cable is connected then the Viper's com port is either not configured as a Setup port, the Setup port does not have default settings, or the Viper has an issue and needs to be sent back in for repair.

If the Login prompt is displayed then enter User Name and Password. In this example **Admin** and **ADMINISTRATOR** was used for the User Name and Password. (This will log the user in to the Viper's Command Line Interface (CLI) via the setup port). Please enter the following CLI commands:

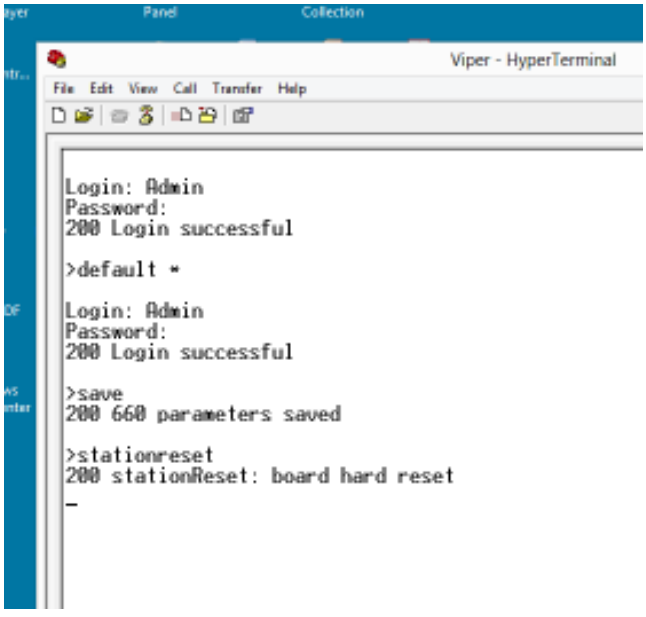
Then type **default** * (Enter key) This will log the user out.

Then log back in as before.

Then type **save** (Enter key)

Then type **stationreset** (Enter key) This will rest the Viper radio back to factory default values. When the Viper comes back online it will have the out of the box factory default settings and an IP address of **192.168.205.1**.

Note: The Viper will not reset security parameters such as passwords, encryption, and VPN settings.



CLI via the Viper's Setup Port

The user may also telnet in to the Viper's CLI session via the Viper's current IP address (192.168.205.1 or whatever the current IP address is at the time) and on telnet port 23.

USING THE SETUP PORT TO DISCOVER THE VIPER'S IP ADDRESS

Log in to the Viper as in the above example except do not set back to factory default values. Instead type the cli command

ipconfig (enter key)

This cli command will query the Viper for its current operating IP address and display it.

```
Login: Admin
Password:
200 Login successful

>IPCONFIG
200-
200-Ethernet Interface 1 [Up]
200-    IP Address.......: 192.168.205.1
200-    Netmask..........: 255.255.255.0
200-    Broadcast........: 192.168.205.255
200-    MTU..............: 1500
200-    MAC Address......: 00:0A:99:80:18:42
200-
200-
200-Default Gateway.....: 0.0.0.0
200

>
```

Viper's Current Operating IP Address

USE THE MAINTENACE IP ADDRESS (ONLY IN VER 3.5 AND LATER)

The Viper now has an IP address that should be the same in all vipers. The factory default is set to **1.1.1.1 subnet mask of 255.255.255.0**. Your company might have a new maintenance IP address assigned, if so use your new company's maintenance IP address. Ensure you change your PC's Network Interface connection (NIC) to the same subnet as the maintenance IP address such as 1.1.1.2. Then use this **IP address 1.1.1.1** in **your browser** to connect to the Viper.