IBM TotalStorage NAS 100
OS Recovery Maintenance Procedure

Conditions:

1. Unable to access the NAS100 via the Network. Check the Hard Disks LEDs to see which drive the NAS100 is booting from (reference the Installation and Service Guide page 22-23). If the NAS100 is booting from the backup OS then follow the procedure to recover the Primary OS under Condition#1.

2. Unable to access the NAS100 via the Network. No indication on the Hard Drives as to which drive the NAS100 booted from. Connect to the static Ethernet port and attempt to ping the default IP address 192.168.0.1. Make sure the connecting device is configured within the subnet as the default IP of the NAS100. If the NAS 100 replies to the ping, then it means either you are in the backup OS, or an error has occurred with your current Ethernet port settings. You can view the other Ethernet ports settings by viewing the TCP/IP properties after logging into the NAS 100 using Terminal Services with the default IP address. To restore all factory defaults, simply use the procedure in Condition #1. If still no response to the ping follow the procedure to recover the Primary OS under Condition #2.

Condition #1

1. Connect a PC directly to the Static port via a cross over cable
2. Attempt to connect to the NAS100 using the Default IP address. If the IP address was changed by the customer in the Backup OS then attempt to connect with that IP address.
3. Using Terminal Service go into Disk Manager. Check the status of the C: volume. If the volume shows healthy then continue to the next step:
4. Open a command prompt
5. Go to D:\IBM\NAS100 enter the command recovery_OS
6. The NAS should automatically reboot from (Physical – slot 1) Hard Drive #1 after the load process completes. During the reload the DOS screen will show files being deleted /copied and then several access denied messages- this is normal
7. Access the NAS100 Primary OS via the default IP

Condition #2

1. Connect a PC directly to the Static Port via a cross over cable
2. Remove Hard Drive # (physical) 1 & 2 (do not completely remove the drives from the slots). This way you will not loose the order the drives were originally in.
3. Reboot the NAS100 - it should boot to the Backup OS on hard drive #3

4. Use the Terminal Service Client to access the NAS100 using the default IP address.
5. Open a command prompt.
6. Invoke the **bootchg 2** command from the **D:\IBM\NAS100** directory.
7. Shut down the NAS 100 by going to the Start menu, and shutting it down.
8. Reinsert hard drives 1 & 2 back into the NAS100, and power it on.
9. The NAS 100 will boot back up in the Backup OS.
10. Go to Disk Management: Both the C and E volume should be in an online state. If the drives are not in an online state then reactivate the volumes (they will regenerate). After reactivating the volumes log off/on Terminal Service and continue to step 11 after the regeneration completes.
11. Open a command prompt
12. Invoke the **recovery_OS** command from **D:\IBM\NAS100** directory
13. The DOS screen will show files being deleted and copied and then several access denied messages- this is normal.
14. When the load process completes the NAS100 should automatically reboot from Disk #1.
15. Log in through Terminal Services
16. You should be able to access the NAS100 via the default IP.