

ST950 Quiet Initialisation Workaround

16th December 2016

Product: ST950

Modifications Req: No

Retrospective Action Req: No

Priority of Change: Action only if problem arises

- ✓ Introduction
- ✓ Scope
- ✓ Procedure

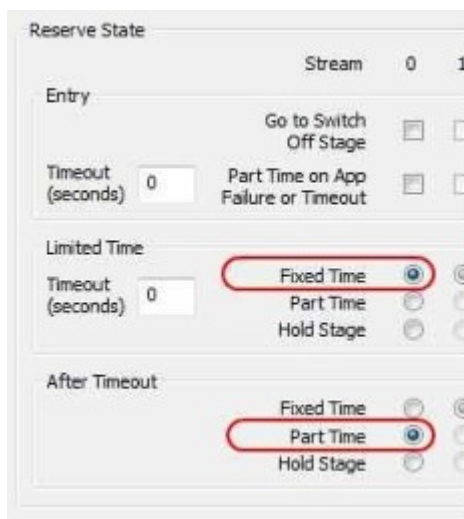
Introduction

This bulletin is to notify users of a workaround to a problem with Quiet Initialisation on ST950 running Firmware v10 or earlier which, under certain conditions, can cause the signals to be extinguished.

Scope

All ST950 firmware versions prior to v11 suffer from a problem whereby under certain conditions a Quiet Initialisation can take longer than the usual (5minutes+). This can then cause the Reserve State Timeout to expire and the subsequent action to be performed.

Where this subsequent action is *Part Time* (see screen shot below) this can lead to the signals being extinguished.



Procedure

This workaround should be considered when a Quiet Initialisation is to be performed on an ST950 running firmware v10 or earlier **and** one or more of the following is true:

- The Reserve State *After Timeout* option is set to *Part Time*
- Time taken to perform Quiet Initialisation needs to be less than 5 minutes

If you have one or more of the above conditions, then before starting the Quiet Initialisation operation, perform the following workaround:

1. Open a GVP terminal session on the controller e.g. web terminal, ssh, telnet (not 25 way serial handset).

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2. Enter the command `reboot -full` followed by the *enter* key.

3. Wait until the controller completes its restart.

NOTE: this problem has now been fixed in ST950 firmware v11

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