



TCU Image Recovery

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1 Introduction

This document provides the steps required to install an operating system onto the Telepresence TCU. These steps should be followed when it becomes necessary to recover the TCU from a failure due to a corrupted OS image, or to place an image on a TCU that doesn't have one installed.

1.1 Release Notes

Table 1 - Release Notes

Technical Change	Title(s) of Affected Section(s)	Changes Made By	Date
Original Document		Philip Matthews	6/5/12

2 Create TCU Recovery USB Boot Image

1. Download Universal USB Installer. A Google search will direct you to a current link.

NOTE: As of 2012-06-19, it's available at the following link: <http://www.pendrivelinux.com/universal-usb-installer-easy-as-1-2-3/#download>

2. Download a Knoppix Linux iso and save it to your desktop. This process was tested with the following version, however, any Linux version should work:

ADRIANE-KNOPPIX_V6.7.0cd-2011-08-01-EN.iso

(Available from <http://knoppix.net/get.php> under section "Download Knoppix for free with FTP".)

3. Download TCU software from the Cisco site and save it to your desktop

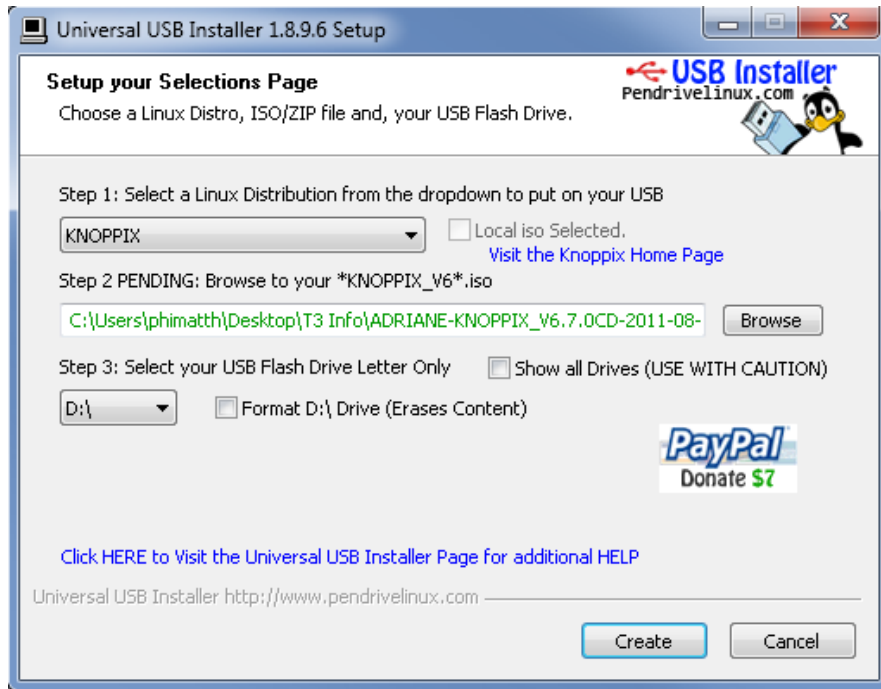
<http://www.cisco.com/cisco/software/release.html?mdfid=283644993&flowid=21862&softwareid=280886992&release=TCU4.2.0&relind=AVAILABLE&rellifecycle=&reltype=latest>

4. Plug the USB Drive in to your Laptop

5. Run the Universal-USB-Installer-1.8.9.6.exe application

- a. From the drop down box select the version of Linux, in this case Knoppix
- b. Browse for the appropriate .iso file (KNOPPIX_V6.7.0cd-2011-08-01-EN.iso)
- c. Select the USB Drive and check the "Format D:\ Drive (Erases Content)" box (**insure that the drive you select is your USB drive**)

Figure 1 - Universal USB Installer app






































In this example D is the USB Drive

- d. Click on Create and wait for the installation to complete
- e. Open the USB Drive and create a "Tandberg" folder. USB Drive directory should appear as follows:

Figure 2 - Post-Linux Install USB Drive

- f. Install the TCU Image in the Tandberg folder
- g. Change the file name to **image.zip** (this is required for the scripts to run correctly in later steps)
- h. Open the zip file on your desktop and navigate to the /tandberg/scripts folder
 1. Copy all the files from Scripts folder into Tandberg folder on the USB Flash Drive (34 files)
 2. When complete the Tandberg folder on the USB Drive should contain the following files per Figure 3:

Figure 3 - Complete files on USB Drive

Name	Date modified	Type	Size
 s59000tcu4_1_0.zip	5/30/2011 1:03 PM	Compressed (zipp...	247,648 KB
 boot_part1.ini	12/7/2009 1:13 PM	Configuration sett...	1 KB
 boot_part2.ini	12/7/2009 1:13 PM	Configuration sett...	1 KB
 convert_params	12/7/2009 1:13 PM	File	1 KB
 part1	12/7/2009 1:13 PM	File	1 KB
 part2	12/7/2009 1:13 PM	File	1 KB
 fd_add.in	12/7/2009 1:13 PM	IN File	1 KB
 fd_delete.in	12/7/2009 1:13 PM	IN File	1 KB
 menu_default_part1.lst	12/7/2009 1:13 PM	LST File	1 KB
 menu_default_part2.lst	12/7/2009 1:13 PM	LST File	1 KB
 boot_part1.sh	12/7/2009 1:13 PM	SH File	1 KB
 boot_part2.sh	12/7/2009 1:13 PM	SH File	1 KB
 convert_fat32_ntfs.sh	12/7/2009 1:13 PM	SH File	1 KB
 setup.sh	12/7/2009 1:13 PM	SH File	2 KB
 startBindWithDNSaddress.sh	2/28/2011 12:07 PM	SH File	2 KB
 startDibbler.sh	3/10/2011 3:37 PM	SH File	1 KB
 update_image.sh	12/7/2009 1:13 PM	SH File	1 KB
 update_scripts.sh	12/7/2009 1:13 PM	SH File	1 KB
 upgrade.sh	3/4/2011 2:17 PM	SH File	1 KB
 upgrade_post.sh	12/14/2009 10:02 ...	SH File	1 KB
 upgrade_stage2.sh	12/7/2009 1:13 PM	SH File	1 KB
 upgrade_part1.txt	12/7/2009 1:13 PM	Text Document	1 KB
 upgrade_part2.txt	12/7/2009 1:13 PM	Text Document	1 KB
 dns-localhost.vbs	2/28/2011 12:10 PM	VBScript Script File	1 KB
 forcednstolocalhost.vbs	2/23/2011 11:59 AM	VBScript Script File	1 KB
 boot_part1.bat	12/7/2009 1:13 PM	Windows Batch File	1 KB
 boot_part2.bat	12/7/2009 1:13 PM	Windows Batch File	1 KB
 convert_fat32_ntfs.bat	12/7/2009 1:13 PM	Windows Batch File	1 KB
 reboot.bat	12/7/2009 1:13 PM	Windows Batch File	1 KB
 setpaths.bat	4/9/2010 9:57 AM	Windows Batch File	1 KB
 shutdown.bat	12/7/2009 1:13 PM	Windows Batch File	1 KB
 startDibblerIAOnly.bat	2/25/2011 2:43 PM	Windows Batch File	1 KB
 startDibblerStateful.bat	3/10/2011 2:54 PM	Windows Batch File	1 KB
 startDibblerStateless.bat	3/10/2011 2:54 PM	Windows Batch File	1 KB
 upgrade.bat	12/7/2009 1:13 PM	Windows Batch File	1 KB

6. Safely remove the USB Drive

3 Recover the TCU Image from the USB Drive

1. Install the USB Drive in one of the USB ports on the TCU
2. Power on the TCU
3. Once it's booted up you should see 14 options, use the keyboard arrows to go down to "11 Shell" and press enter
4. Type: su root
5. Type: df
6. Identify where the /dev/sdb1 is mounted, you will probably see it in the /mnt-system directory
7. Navigate to the tandberg directory, if it's in the /mnt-system directory follow steps:
 - a. Type: cd ..
 - b. Type: cd ..
 - c. Type: cd /mnt-system/tandberg
 - d. Type: ./setup.sh /dev/sda ./

This will format the hard drive, create partitions, and install the application.

8. Once this completes and a command prompt appears:
 - a. Type: cd ..
 - b. Type: cd ..
9. Remove the USB Drive and reboot the TCU. The TCU will go through the steps of installing the windows components and reboot one more time. After a successful reboot, the Installation Wizard will be visible.
10. Proceed with the installation Wizard Setup.

End of Document