App Note 142

Factory reset to solve unusual problems.

Sometimes your UPB devices just don't seem to respond or operate as you expect. In doing support we have sometimes seen users reprogram the device from UPStart and that solves the problem. But sometimes the problems just don't seem cured by that approach. Why would that be?

As you know each UPB device contains 256 bytes of memory with each byte storing settings and options. UPStart understands the use of most of those bytes in each type of device, but some bytes aren't configurable by UPStart. UPStart does its best to avoid modifying those bytes, so normally this isn't a problem.

In very rare circumstances some byte values can obtain unexpected values and that can affect the device operation. You know when this happens because the device is operating in very odd ways even after being programmed from UPStart.

The best way to handle this is to factory reset the device and then re-add the device into your design using UPStart. It is very important not to use the Install/Replace option in these cases because in that operation UPStart programs the device with what it has stored in the UPStart UPB file. That could contain values in its copy of the device memory that are the source of the problems.

The correct way to handle this is to use UPStart to re-add the device to your network after the factory reset. In this way any problems in the device memory will not carry into this newly reset device.

Unfortunately, you will then have to restore the configuration of the device manually using the UPStart tools. That is the settings, the receive components table, and the transmit components table.

Key points:

- Use factory reset. The quick-start manual for each device type has instructions for this. For a switch or module, get the device into setup mode (5-tap) then once in setup mode perform a 10-tap.
- Don't use install/replace if you want to be assured of a "clean" setup. Re-add the device instead.
- Then use all the usual UPStart tools to reconfigure the device and program it.

##end##

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