

# 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

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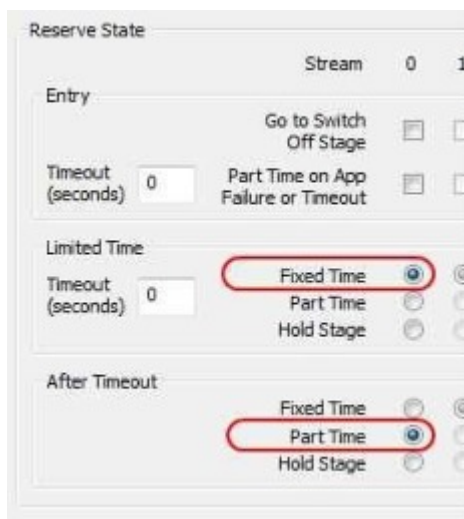
## Introduction

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).

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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**Approved by:** Keith Manston

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