

If you can not login to your Netcom or you are receiving a “Server error: 500” try to reinitialize the Netcom’s EEPROM by following this procedure.

Connect Netcom to HyperTerminal and reinitialize EEPROM by using the below procedure.

- Connect one end of the configuration cable to computer’s serial port and the other end to the Netcom configuration port labeled “Terminal”.
- On the Netcom set dip switch #1 to the on (down) position.
- Unplug the power to the Netcom.
- Launch HyperTerminal and open a new session.
- Select an available communications port from the drop-down list.
- Select the following port settings then click “OK”.
Bits per second: 9600
Data bits: 8
Parity: None
Stop Bits: 1
Flow Control: None
- Once the session is open, reconnect power to the Netcom.
- The Netcom menu should appear in the HyperTerminal window.
- See Note 1 Below.
- If option “9. Reset EEPROM” is available type “9” and press “Enter”. If option 9 is not available in the HyperTerminal menu type in the hidden command “**eform**” and then press “Enter”. Please note that with hidden commands the characters you type will not echo to the screen.
- “Reinitializing EEPROM” will be shown on the HyperTerminal.
- When done it will show “Complete.” and will return to the main menu in HyperTerminal.
- Select option “5. Exit Setup” by typing “5” and press “Enter”.
- Select option “2 Save” by typing “2” and press “Enter”.

Configuration will be saved and you could return the Netcom back to normal operation.

- Unplug the power to the Netcom.
- Set the Netcom configuration switch #1 back to the off (up) position.
- Remove cable from computer to Netcom and plug cable back into port labeled “Device” and other end into the UPS serial port.
- Plug in RJ45, network cable, into “Network” port.
- Reconnect power to the Netcom.
- You should now be able to access your Netcom through the network.

NOTE 1: While in HyperTerminal after reinitializing EEPROM is complete if power to the Netcom is removed before settings are saved all values in the Netcom including the Mac Address will be lost. If this occurs please contact Mitsubishi for instructions. If you plan to remove power to the Netcom before the changes are saved you should first go into HyperTerminal before this procedure is performed and write down all settings including Mac Address. To view or set Mac Address see “Setting a Netcom’s Mac Address” procedure.