
Subject: 2882 Not recognized by computer
Posted by [kennewman](#) on Sat, 31 Oct 2015 00:15:50 GMT
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I have a 2882 that I've been using for a few years with my MacPro. Worked just fine the last time I used it a week or so ago. Today when I turned on my equipment and launched the MH Console app, the interface shows as "OFFLINE".... I tried another cable, it still isn't recognized by the computer.

Some lights on the front of the 2882 ARE on, but it is an odd combination:

These lights are ON:

96
POWER
FIREWIRE
LOCKED
INTERNAL

None of the lights under "DIGITAL I/O" are on, even though a digital source (DAT machine) is connected to the SPDIF input.

I'm thinking maybe the 2882 simply needs to be "hard reset" or something like that... Is that even possible if the computer doesn't recognize it??

Any ideas??

Thanks!

Ken Newman

Subject: Re: 2882 Not recognized by computer
Posted by [griff505](#) on Sun, 10 Apr 2016 20:44:12 GMT
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I have the same problem. Is there a fix?

Subject: Re: 2882 Not recognized by computer
Posted by [bj](#) on Sun, 10 Apr 2016 21:38:43 GMT
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This generally indicates either a firmware problem, a boot state problem or a problem with the 2d card.

Safety boot the MIO by holding the MUTE button while powering the unit up.

If the box is seen by the computer at this point, it is either the firmware or the boot state.

Update the firmware with the correct version for the box (depending on whether it has a 2d Card or not).

Reboot the box. If all is well, great!

If not try the MUTE - boot again, and then run the "Erase boot states" command from the Utilities menu in MIO Console

Reboot the box. If all is well, great!

If not, please open a support ticket, as you need more hands-on, one-to-one support:

<https://mhsecure.com/support>

Subject: Re: 2882 Not recognized by computer
Posted by [griff505](#) on Mon, 11 Apr 2016 10:13:31 GMT
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Thanks for the info!

I rebooted while holding MUTE which appears to have reset the MIO and now the Firewire light is flickering. I've got a new cable arriving this evening - hopefully it will allow me to update the firmware and fix the issue!!

Subject: Re: 2882 Not recognized by computer
Posted by [griff505](#) on Mon, 11 Apr 2016 21:08:30 GMT
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Same thing with the new firewire cable - Firewire light still flickers.

Console shows Firmware: Offline.

The erasebootstate script returns the following:

```
miotool: build date May 22 2008 (16:28:50)
MIOAddMIOUnit: Box attached! [0] - 0x200dc00vendorID: 759, boxType: ff, serialNumber: 8f8
No MIO Units found!
Erasing FFS data areaWriting FCP Command
```

Segmentation fault: 11
logout
Saving session...
...copying shared history...
...saving history...truncating history files...
...completed.

[Process completed]

Subject: Re: 2882 Not recognized by computer
Posted by [bj](#) on Mon, 11 Apr 2016 21:19:05 GMT
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Please open a support ticket -- I don't think I will be able to help you on the forum...

Subject: Re: 2882 Not recognized by computer
Posted by [griff505](#) on Tue, 12 Apr 2016 11:43:07 GMT
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Cheers BJ. Ticket opened - #982756.

Subject: Re: 2882 Not recognized by computer
Posted by [skog25](#) on Tue, 03 May 2016 10:28:39 GMT
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Hi griff505 Have you find a solution? I have the same problem .

Cheers

Subject: Re: 2882 Not recognized by computer
Posted by [griff505](#) on Tue, 03 May 2016 14:44:29 GMT
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No - I've sent it back to be looked at.

Subject: Re: 2882 Not recognized by computer
Posted by [skog25](#) on Tue, 03 May 2016 15:21:34 GMT
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Ok Thank you for your answer ;)

It's so strange, sometimes i have the green firewire led on, sometimes not...

Is the firmware "offline" in the Mio?

When you have an answer i'm really interested to know what's the problem.

Cheers
