Technical Service Note

TSNK185  Zooter/Zooter switch Replacement

Description

Date  
February 28, 2014

Updated  
February 27, 2014

Owner  
Distributed Networks

Audience  
Service Groups

Allotted Time  
1-2 hours

Environment  
Store Infrastructure

Equipment  
Zooters, HP 2620 switches

Prerequisites  
Infra ticket should be used as a reference for the need for replacement. It will need to be updated once the replacement has occurred and sent to INF-Distributed Networks.
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Overview

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Section 1: Replacing the Zooter in TUNA and finding the Zooter on the floor

1. Log into TUNA
2. Arrow down to the Zooter segment and press enter

3. Page down until you see the Zooter APs. These will begin on 192.168.10.101. Find the Zooter that needs replaced and right arrow

4. Arrow down the Hardw Addr field. **NOTE**** If you are just replacing the MAC address and do not touch the device type the X Coord, Y Coord, Z Coord, and Hang Tag fields should retain the information. You might want to write down the information in the case that it needs re-entered.

5. Enter the Hardw Addr of the new Zooter and hit F5 to confirm.

6. The coordinates above can help with finding the physical location of Zooter that needs replaced.
   a. X Coord refers to the horizontal distance in feet from the back left structural steel column of the store
   b. Y Coord refers to the vertical distance in feet from the back left structural steel column of the store
   c. Z Coord is the height above finished floor.
   d. The Hang Tag should be visible from the floor and will match the TUNA entry.

**Note****Not all Zooters will be on the sales floor.
7. Once the Zooter has been physically replaced, log into TUNA and ping the new Zooter. If the new Zooter is pinging then this part is complete. Please contact the KSC and have them update their ticket and send it to INF-Distributed Networks.

8. Reference section 5.a below on how the Zooters are hung.

**5a** When hanging on a T-Bar that runs from the front to the back of the store, the arrow on the Bayonet washer (represented in figure 2 by red arrow) should be point to the right of the store. This will leave the arrow circled in black facing the back of the store when the Zooter is hung. The washer may need to be adjusted to allow this.

Figure 2
5b | Mounting the swivel box appropriately to the ceiling using toggle bolts and connect the conduit to the swivel using compression fittings. Plug patch cord into the ceiling jack and pass down through conduit. Must leave a minimum of 1’ service length at the bottom of the conduit.  

The figure on the left is using the Crouse-Hinds TPSFH12 and a square box. The figure on the right is shown using the TPRFH12 and an Octagonal box.

| 6 | Use ceiling tags created in Section 2, step 7 to label the location. The Zooter spreadsheet should have this information. The goal behind the ceiling tag is to have something visible from the floor. Do not label the Zooter itself. |
Mount octogonol outlet box to unpainted end of conduit using a compression fitting. Box and conduit should be painted.

Figure 4

Mount the Bayonet Washer to the octogonol outlet box using two screws per figure 5. When looking at it from the front of the store the arrow shown in red should always be facing to the right.

Figure 5
8. Plug the patch cable into the Zooter. Line up the arrow on the Zooter (figure 6, circled in red) with the arrow from figure 4 above and twist until the Zooter locks in. Once locked in, the arrow circled in black will face the back of the store.

Figure 6

9. Figure 7 – Zooter, picture taken from the front of the store. LED should be facing the back left corner of the store.

10. Repeat steps until all Zooters are hung in the appropriate designated locations.
Section 2: Replacing a Zooter switch in TUNA

1. Log into TUNA
2. Press Enter on the Ethernet segment

3. Find the existing Zooter switch. The Zooter switches are device type Zooter IDF 2620 Sw.

4. Right arrow. Replace the existing Hardw Addr with the new MAC address. Change the device type if necessary. Press F5 to make the changes.
NOTE****Device type for Zooter switch is currently located in Hub/Switch. This may change in the future.

5. Once the switch downloads its configuration you will need to verify that the Zooters are now pinging. The KSC should be able to assist with this process.

6. ESC back to the Netmenu. Choose option 21 for Zooter Utilities. Choose option 1 to ping all registered Zooters. If all ping, you will get back the following:

7. If there are devices that are dead, further troubleshooting will need to be done.