

**2016 to 2020**

## **Q60012009 - How to solve the “Volume for BBM - Mismatch” message shows on the ARC-9200 event log, and always showing “initializing” for the dual controller status.**

It is a status for FBM not proper power up/down. So the NVRAM remembers what it had before and trying to “recovery”.

### **Resolution:**

- Remove the front cover with 2 thumb screws
- Disconnect both BBU cables.
- Power Up, and make sure they are “dual operational”.
- Then power down, and reconnect both BBU cables.
- Tighten up the 2 thumb screws again,
- Power up again.

Unique solution ID: #1921

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