How to reset NetXGATE Firewall to Factory Defaults

Rel ver.1.0

Overview

This Document illustrate the necessary steps to perform a factory reset on an NetxGATE NGFW device. This will completely erase the entire configuration and restore the device to the original factory settings. This is only recommended if you're locked out of the device or wish to start from scratch with a new configuration.

There are two ways to restore the NGFW to factory default.

Learn how to perform a factory reset using the VGA /command line and the Admin UI .

(Note - The NetXGATE NGFW version number remains the same, and all installed firmware and patch updates are retained.)
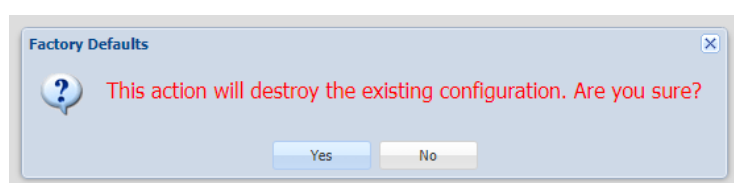
Method-1 Using Admin UI

If you have access to the UI from LAN1 and just want to reset back, this is the easiest way to do it: Do as follows:
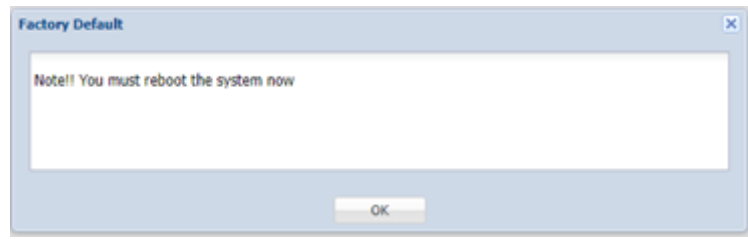
1. Sign in to NetXGATE Admin UI
2. Navigate to **Administration> Configuration Management > Load Factory Defaults** .
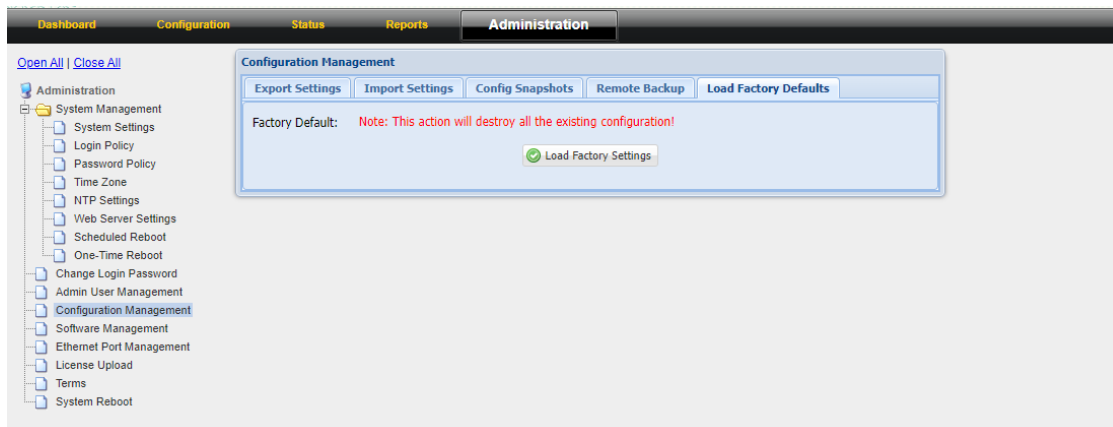
3. On the window is an option labeled **"Load factory Setting"**. Clicking in that will pop a confirmation window.

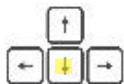4. Click 'Yes, will pop a window to reboot . Once clicking 'OK' NG Firewall begin the restore process .

It usually takes about 2~3 minutes depending on the size of the Solid State Drive and the amount of configuration that is present.

Note- *NetXGATE NGFW automatically Reboot when the factory reset is complete.*

## Method-2 Using VGA Monitor / Command-line

To reset NetXGATE NGFW using a VGA Monitor (HDMI) / command line, do as follows:

1. Connect the VGA monitor to the NetXGATE NGFW using VGA /HDMI PORT also connect the USB Keyboard to the Firewall USB PORT.

2. Re-start the NetXGATE Firewall Manually and continuously press the DOWN ARROW
 KEY of the USB Keyboard while fresh booting Process .

3. Click on the last option **"SET FACTORY DEFAULT"**
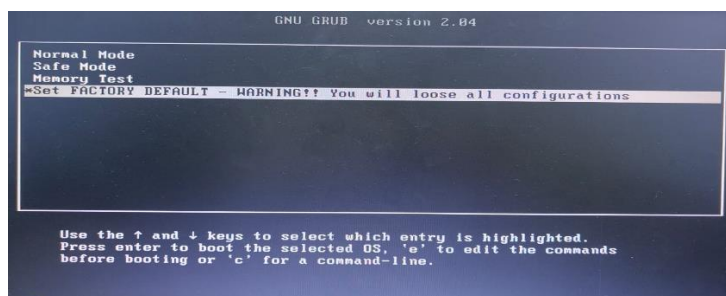
It will take 30~60 seconds to LOAD FACTORY Defaults and show below screen.

Booting in FACTORY DEFAULT mode. This will reset all configurations to default value.
Press CONTROL-ALT-DELETE within 30 seconds if you want to cancel this operation.
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   The factory reset starts. NetXGATE NGFW automatically Reboot when the factory reset is complete.