Reset Cisco SEG/WSA Hardware to Factory Default using enablediag console access

Contents

Introduction

This document describes how to reset the Cisco Secure Email Gateway (SEG) or Secure Web Appliance (SWA) hardware appliances, if you use the enablediag authentication method.

Prerequisites

Components Used

- SEG AsyncOS 14.2.2 or later versions
- SWA AsyncOS 14.5.1-008 or later versions

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any comman

Problem

The SEG/SWA is inaccessible through WebUI or network if an upgrade fails or services get corrupted, this leaves a RMA as the only option. The new capability in the SEG/SWA allows a full reset of the appliance to the factory settings and this avoids the need to RMA the appliance.

Solution

SEG/SWA and admin password in hand, access the appliance via console or ethernet terminal session.

User username: enablediag

password: the admin password

The available commands include the new option, **resetappliance**

The **resetappliance** option produces a list of previous version options to select.

Once selected the appliance clears all settings to system default including the removal of network ip settings.

The final result produces a clean unconfigured SEG/SWA ready for setup.

Complete sample output from the **resetappliance** process.

```
login: enablediag
enablediag@ironport.example.com's password:
AsyncOS 14.2.2 for Cisco C395 build 004

Welcome to the Cisco C395 Email Security Appliance

Available Commands:
help -- View this text.
quit -- Log out.
service -- Enable or disable access to the service system.
network -- Perform emergency configuration of the diagnostic network interface.
clearnet -- Resets configuration of the diagnostic network interface.
ssh -- Configure emergency SSH daemon on the diagnostic network interface.
clearssh -- Stop emergency SSH daemon on the diagnostic network interface.
tunnel -- Start up tech support tunnel to IronPort.
print -- Print status of the diagnostic network interface.
resetappliance -- Reset appliance reverts the appliance to chosen build with factory default settings wi
reboot -- Reboot the appliance.

S/N E8888888890-WZP2000000P
Service Access currently disabled.
ironport.example.com> resetappliance


This command will revert the appliance to a previous version of AsyncOS.

Warning: Reverting the appliance is extremely destructive.
The following data will be destroyed in the process and should be backed up:
 - current system configuration file
 - all log files
 - all reporting data (including saved scheduled and archived reports)
 - any custom end user notification pages
 - current network settings

Reverting the device will cause a reboot to take place.
After rebooting, the appliance reinitializes itself and reboots
again to the desired version, with default system configuration.

Would you like to continue [Y/N]?
y
Are you sure you want to continue [Y/N] ?
y
This command will revert the appliance to a previous version of AsyncOS.

WARNING: Reverting the appliance is extremely destructive.
The following data will be destroyed in the process:
- all configuration settings (including listeners)
- all log files
- all databases (including messages in Virus Outbreak and Policy quarantines)
- all reporting data (including saved scheduled reports)
- all message tracking data
- all IronPort Spam Quarantine message and end-user safelist/blocklist data


Before running this command, be sure you have:
- saved the configuration file of this appliance (with passwords unmasked)
- exported the IronPort Spam Quarantine safelist/blocklist database
  to another machine (if applicable)
```

```
- waited for the mail queue to empty

Reverting the device causes an immediate reboot to take place.
After rebooting, the appliance reinitializes itself and reboots
again to the desired version.

    Available versions
    ==================
 1. 13.5.3-010
 2. 13.5.4-038
 3. 14.2.2-004
Please select an AsyncOS version [2]: 3
Do you want to continue? [N]> y

Are you sure you want to continue? [N]> y
You have selected "14.2.2-004".
mv: rename /data/pub/configuration/revert_netconfigwith_v6.xml to /data/pub/configuration/revert_netconf
Reverting to "shipping" preconfigure install mode.
ls: /data/db/features/*.revert: No such file or directory

AsyncOS Amnesiac (cuau0)

login: admin
admin@ironport.example.com's password:
AsyncOS 14.2.2 for Cisco C395 build 004
Welcome to the Cisco C395 Email Security Appliance

NOTE: This session will expire if left idle for 30 minutes. Any uncommitted
configuration changes will be lost. Commit the configuration changes as soon
as they are made.

Warning!
You are currently using a demonstration certificate(Cisco ESA Certificate)
which is not secure and is not recommended for general use. Create or import
a certificate using the certconfig > CERTIFICATE option.
The features/services that are currently using the demonstration certificate
are:
default destination controls entry, LDAPS
Please run "systemsetup" or "sethostname" then "commit" before sending mail.
ironport.example.com>
```

Related Information

- [Email Security Setup Guide](#)
- [Cisco Secure Email Gateway Launch Page to Support Guides](#)
- [Secure Web Appliance Launch Page](#)