

使用enablediag控制檯訪問將Cisco SEG/WSA硬體重置為出廠預設設定

目錄

[簡介](#)

[必要條件](#)

[採用元件](#)

[問題](#)

[解決方案](#)

[相關資訊](#)

簡介

本文說明如何重設思科安全電子郵件閘道(SEG)或安全網路裝置(SWA)硬體裝置 (如果您使用啟用驗證方法)。

必要條件

採用元件

- SEG AsyncOS 14.2.2或更高版本
- SWA AsyncOS 14.5.1-008或更高版本

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 (預設) 的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響

問題

如果升級失敗或服務損壞，則無法通過WebUI或網路訪問SEG/SWA，這將使RMA成為唯一的選項。SEG/SWA中的新功能允許將裝置完全重置為出廠設定，從而無需對裝置進行RMA。

解決方案

SEG/SWA和管理員密碼在手，通過控制檯或乙太網終端會話訪問裝置。

使用者使用者名稱：enablediag

密碼：管理員密碼

可用命令包括新選項resetappliance

resetappliance選項會生成要選擇的先前版本選項的清單。

選定後，裝置會清除所有設定為系統預設設定，包括刪除網路IP設定。

最終結果會生成一個完全未配置的SEG/SWA，準備進行設定。

完成resetappliance進程的輸出示例。

```
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 w
```

```
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_netcon

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>

相關資訊

- [電子郵件安全設定指南](#)
- [思科安全電子郵件網關啟動頁面以支援指南](#)
- [安全Web裝置啟動頁面](#)

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。