

Cisco Secure ACS Solution Engine System Recovery

Document ID: 45422

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Introduction

This document provides information on system recovery for the Cisco Secure ACS Solution Engine (ACS SE).

Prerequisites

Requirements

The instructions in this document require these conditions.

- Before you begin the procedure, ensure that you have a successful console connection to the ACS SE. Refer to "Establishing a Serial Console Connection" in *Installing and Configuring the Cisco Secure ACS Appliance* for more information.
- You must have the Cisco Secure ACS SE Recovery CD.

Components Used

The information in this document is based on Cisco Secure ACS SE version 3.2.1.

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, make sure that you understand the potential impact of any command.

Conventions

Refer to the Cisco Technical Tips Conventions for more information on document conventions.

System Recovery Procedure

Complete these steps.

1. Insert the Cisco Secure ACS SE Recovery CD into the CD-ROM drive and reboot the ACS SE.
2. When the ACS SE reboots, type **2** to restore the hard disk image from the CD.

```
Cisco Secure ACS: 3.2.1.20
Appliance Management Software: 3.2.1.20
-----
Acs Appliance Recovery Options
[1] Reset administrator account
[2] Restore hard disk image from CD
[3] Exit and reboot
Enter menu item number: [ ]
```

3. Type **y** to confirm that you wish to erase the hard drive for system recovery, when prompted.

```
This operation will completely erase the hard drive.
Press 'Y' or 'y' to confirm, any other key to cancel.
```

The erasing process takes approximately 15 minutes.

4. Remove the recovery CD from the CD-ROM drive and press **Return** to restart, when prompted.

```
The system has been reimaged successfully
Please remove this recovery CD from the drive, then hit RETURN to restart the system
```

5. Log in to the Cisco Secure ACS SE using the console and configure the device for network connectivity.

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Related Information

- [Cisco Secure ACS SE Support Page](#)
- [Documentation for the Cisco Secure ACS Appliance](#)
- [Technical Support & Documentation – Cisco Systems](#)

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Updated: Jul 19, 2007

Document ID: 45422
