

使用enablediag控制台访问将Cisco SEG/WSA硬件重置为出厂默认设置

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简介

本文档介绍如何重置思科安全邮件网关(SEG)或安全网络设备(SWA)硬件设备 (如果您使用启用身份验证方法)。

先决条件

使用的组件

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

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始 (默认) 配置。如果您的网络处于活动状态，请确保您了解任何命令的潜在影响

问题

如果升级失败或服务损坏，则无法通过WebUI或网络访问SEG/SWA，这会将RMA作为唯一选项。SEG/SWA中的新功能允许将设备完全重置为出厂设置，这样就无需对设备进行RMA。

解决方案

SEG/SWA和管理员密码在手，通过控制台或以太网终端会话访问设备。

用户用户名：enablediag

密码：admin密码

可用命令包括新选项resetappliance

resetappliance选项会生成要选择的先前版本选项的列表。

选中后，设备会清除所有设置为系统默认设置，包括删除网络ip设置。

最终结果会生成一个完全未配置的SEG/SWA，准备进行设置。

完成resetappliance进程的输出示例。

```
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>

相关信息

- [邮件安全设置指南](#)
- [支持指南的思科安全邮件网关发布页面](#)
- [安全Web设备启动页面](#)

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