

Reset the Configuration to Factory Defaults

ProSecure UTM Quick Start Guide

This quick start guide describes how to reset the ProSecure Unified Threat Management (UTM) Appliance to its factory default settings. For information about other features and for complete configuration steps, see the *ProSecure Unified Threat Management (UTM) Appliance Reference Manual*, available at <http://downloadcenter.netgear.com>.

You can restore the UTM to factory default settings with or without the administrator password. This quick start guide contains the following sections:

- [Reset to Factory Defaults without Access to the UTM](#)
- [Reset to Factory Defaults with Access to the UTM](#)
- [Let the UTM Automatically Retrieve Its Licenses](#)

Reset to Factory Defaults *without* Access to the UTM

Tip: If your UTM's IP address has been changed and you do not know the current IP address but do not want to revert to the factory default settings and lose your configuration settings, you can reboot the UTM and use a sniffer to capture packets sent during the reboot. Look at the ARP packets to locate the UTM's LAN interface address.

- **To restore factory default settings when you do not know the administration password or IP address and cannot access the UTM:**

Note: If you did not make a backup *before* you lost the administration password or IP address, all firewall rules, VPN policies, LAN and WAN settings, and other settings are lost.

1. Use a sharp object to press the factory default **Reset** button on the rear panel of the UTM.
2. Hold the button for about 8 seconds or until the Test LED begins to blink.

**WARNING:**

Once you press the Reset button, do *not* interrupt the reset process. Do not turn off the UTM, shut down the computer, or do anything else to the UTM until the reboot process is complete.

The Test LED blinks during the reset process (about 30 seconds). The UTM reboots. The reboot process is complete after several minutes when the Test LED on the front panel turns off.

After you reboot with factory default settings, the UTM user name is admin, the password is password, and the LAN IP address is 192.168.1.1. The domain is set to geardomain.

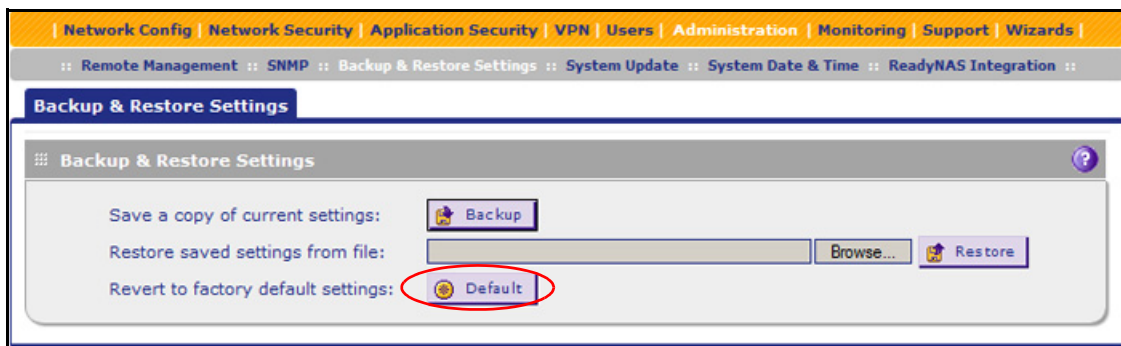
Reset to Factory Defaults *with* Access to the UTM

**WARNING:**

Back up your settings before you perform a reset (select **Administration > Backup & Restore Settings**). When you press the hardware factory default Reset button or click the software Default button, the UTM settings are erased. All firewall rules, VPN policies, LAN and WAN settings, and other settings are lost.

- To restore factory default settings when you know the administrator password and can access the UTM:

1. Log in to the UTM.
2. Select **Administration > Backup & Restore Settings**. The Settings Backup & Restore Settings screen displays:



3. Click the **Default** button.

**WARNING:**

Once you click the **Default** button, do *not* interrupt the reset process. Do not try to go online, turn off the UTM, shut down the computer, or do anything else to the UTM until the reboot process is complete.

During the reboot process, the Backup & Restore Settings screen remains visible. The Test LED blinks during the reset process (about 30 seconds). The UTM reboots. The reboot process is complete after several minutes when the Test LED on the front panel turns off.

After you reboot with factory default settings, the UTM user name is admin, the password is password, and the LAN IP address is 192.168.1.1. The domain is set to geardomain.

Let the UTM Automatically Retrieve Its Licenses

When you reset the UTM to the original factory default settings after you have entered the license keys to activate the UTM, the license keys are erased. The license keys and the different types of licenses that are available for the UTM are no longer displayed on the Registration screen. However, after you have reconfigured the UTM to connect to the Internet and to the NETGEAR registration server, the UTM can retrieve and restore all registration information based on its MAC address and hardware serial number. You do not need to reenter the license keys and reactivate the UTM.

➤ **To let the UTM automatically retrieve and restore all registration information:**

1. Select **Support > Registration**. The Registration screen displays.
2. Click **Retrieve Info**.

Note: In the unlikely situation that you have been directed to use a nondefault update server, you first need to select **Administration > System Update** to access the Signatures & Engine screen, enter the update server address in the Server address field, and click **Apply** before you can let the UTM automatically retrieve and restore all registration information.
