

Guide for Resetting a TrustGate or SiteManager Appliance



This guide will show you how to reset a Secomea Appliance to factory default.

Please visit our support website for more information.

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1. Introduction

To reset a Secomea appliance like a TrustGate or a SiteManager you will need to connect a computer to the appliance using the serial interface. If you have the password to the appliance you can reset the appliance from the WEB GUI Maintenance menu and don't need to follow these instructions.

Resetting an appliance will clear all configurations and you will need to re-configure the unit from scratch.

The default user name is **admin** and default password is **admin**.

Hint! If in case you have use the Appliance Launcher for configuring the Appliance the password might have been set to MAC address like:

00:00:24:CA:CB:D1 (all capital letters and separated by colon “:”)

2. Cable and Application

You will need a standard null-modem cable (DB9 Female to Female) cable, pin layout is a shown:

DB9-Female	DB9-Female
Pin 2	Pin 3
Pin 3	Pin 2
Pin 4	Pin 6
Pin 5	Pin 5
Pin 6	Pin 4

If you are using a Windows computer you can with advantage use the HyperTerminal application or a similar telnet application.

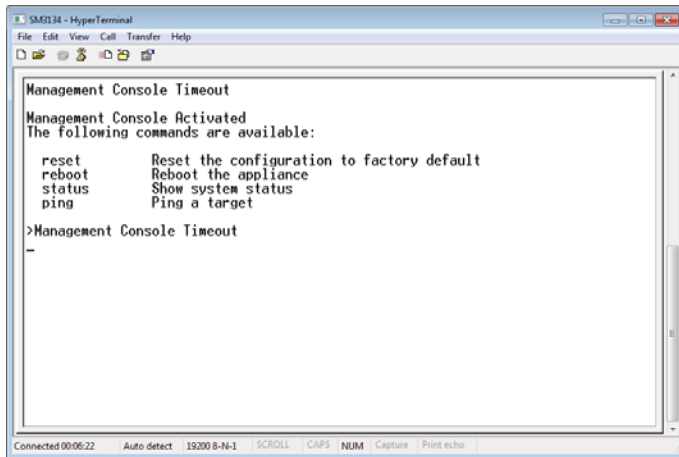
2.1. TrustGate 164, 264 and 560R

Included in the package you will find a console cable (DB9-RJ45).

3. Reset Procedure

3.1. All TrustGates

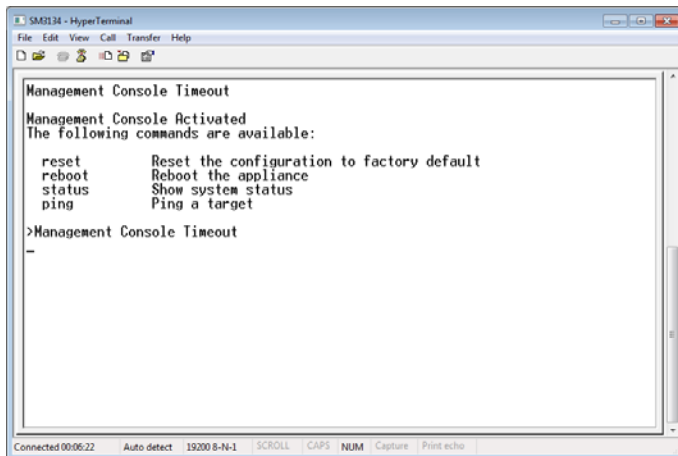
1. Power your PC and the appliance off.
2. Connect the PC and the appliance's DB-9 interface with the null-modem cable.
3. Power your PC and the appliance on.
4. Start HyperTerminal or similar program.
5. Set the communication parameters: *See figures below*
6. If a prompt (>) does not appear on the screen, press **Enter**



7. Type **reset** , followed by **Enter**
8. Type **Yes** (to confirm), followed by **Enter**
9. Type **reboot** , followed by **Enter**
10. Close the session
11. Power off and disconnect the cable.

3.2. SiteManager 3129

1. Power your PC and the appliance off.
2. Connect the black RJ45 to DB9 that was included with the SiteManager, to the SERIAL2 port of the SiteManager.
3. Connect the PC and the DN9 end of the black cable with the null-modem cable.
4. Power your PC and the appliance on.
5. Start HyperTerminal or similar program.
6. Set the communication parameters: See figures below
7. If a prompt (>) does not appear on the screen, press **Enter**

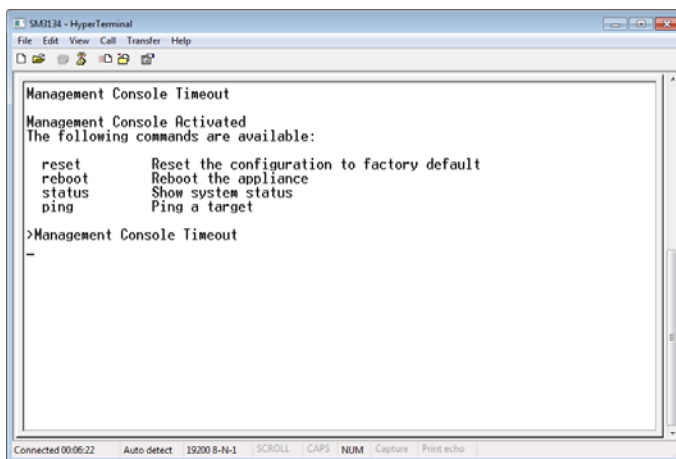


```
Management Console Timeout
Management Console Activated
The following commands are available:
reset      Reset the configuration to factory default
reboot     Reboot the appliance
status     Show system status
ping       Ping a target
>Management Console Timeout
-
```

8. Type **reset** , followed by **Enter**
9. Type **Yes** (to confirm), followed by **Enter**
10. Type **reboot** , followed by **Enter**
11. Close the session
12. Power off and disconnect the cable.

3.3. All other SiteManagers

1. Power your PC and the appliance off.
2. Connect the PC and the appliance's DB-9 interface with the null-modem cable.
3. Power your PC and the appliance on.
4. Start HyperTerminal or similar program.
5. Set the communication parameters: *See figures below*
6. If a prompt (>) does not appear on the screen, press **Enter**
 - a. **NOTE:** If a serial agent is configured on the SiteManager, the console messages on the COM port are "muted" (aka "ConMute"). To activate the console menu in the terminal, press the **Ctrl** key, while you type **kkk** . The three k's have to be typed fast after each other (within one second). Try a couple of times if you do not succeed immediately. You should then get this screen



7. Type **reset** , followed by **Enter**
8. Type **Yes** (to confirm), followed by **Enter**
9. Type **reboot** , followed by **Enter**
10. Close the session
11. Power off and disconnect the cable.

4. Serial parameters

4.1. 19200, 8 bits, 1 Stop bit, no parity:

SIG5, SIG5e,

TrustGate 5/160/260,

SiteManager xx29/xx39/xx49/2029/2129/3034/3129/3134/3229/3239/



4.2. 38400, 8 bits, 1 Stop bit, no parity

TrustGate60/61



4.3. 115200, 8 bits, 1 Stop bit, no parity

TrustGate232R/363R/460R

On the 300 series use the **Serial** port, on the 400 series use the **Console** port



4.4. 115200, 8 bits, 1 Stop bit, no parity

TrustGate 164, 264 and 560R use the DB9-RJ45 console cable included in the package.



5. Notices

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