



Restoring factory default settings with an unknown administrative password

Contents:

Introduction:	1
Associated Products:	1
Recovery Procedure	1
Diskless VPN Routers (1010, 1050, 1100)	2
VPN Router 600.....	2
Other Nortel VPN Router models	2

Introduction:

Administration and configuration of a Nortel VPN Router is normally done using a primary administrative account, by logging in either through the GUI, Telnet or through the console. VPN Router management could also be done with an administrative sub-account (a user account with administrative privileges), though this is a slightly more restricted mode. If the administrative password is lost, the Nortel VPN Router can be set back to factory defaults using the method described in this document.

Associated Products:

The information in this document is intended to be used with the following product(s) with the indicated software or hardware revisions:

Product Name or Order Number	Revision Information	
	Potentially Affected	Corrected
Nortel VPN Routers: 600, 1010, 1050, 1100, 1600, 1700, 1740, 1750, 2600, 2700, 4500, 4600, 5000	V04_85 and above	N/A

Recovery Procedure

All of the following requires that the Nortel VPN Router have an assigned management IP address to allow GUI access to it. If the management IP address is not known, perform a trace on the private interface during a restart. An ARP will be sent out for the interface address and another for the management IP address. If the box has not been assigned an IP address this method cannot be used, and Nortel Technical Support must be contacted.

Note: Physical access to the router is required to perform the procedure.



Diskless VPN Routers (1010, 1050, 1100)

1. Restart the router and push the button (pinhole) marked REC on the back panel during the memory test. Note it is not necessary to hold it. This will put the router into Recovery mode.
2. Once the startup is complete, open a web browser and direct it to the management IP address to open the GUI.
3. Once there, select the radio button marked **Restore original factory settings** and click on the **Restore** button.
4. When the message "**Successful Factory Restore**" appears at the top of the screen perform a restart. It is now at Factory Default. The administrator userid will be returned to **admin**, with the password returned to **setup**. As the management IP address is no longer present, the console must be used to enter both the management and private interface IP addresses.

VPN Router 600

1. Restart the router and push the button marked RC on the back panel during the memory test. Note it is not necessary to hold it. This will put it into Recovery mode.
2. Once the startup is complete, open a web browser and direct it to the management IP address to open the GUI.
3. Once there, select the radio button marked **Restore original factory settings** and select the **Restore** button.
4. When the message "**Successful Factory Restore**" appears at the top of the screen perform a restart. The router is now at Factory Default. The administrator userid will be returned to **admin**, with the password returned to **setup**. As the management IP address is no longer present, the console must be used to enter both the management and private interface IP addresses.

Other Nortel VPN Router models

1. Place the Recovery Disk into the Floppy Disk Drive and Restart. Startup in Recovery mode using a floppy disk is longer than with the diskless VPN Routers or 600, which all use Recovery images stored in Flash.
2. Once the startup is complete (this can be monitored using the console if desired), open a web browser and direct it to the management IP address to open the GUI. Note that opening the GUI in Recovery mode is a lengthy process on systems using a Recovery disk.
3. Once there, select the radio button marked **Restore original factory settings** and click the **Restore** button.
4. When the message "**Successful Factory Restore**" appears at the top of the screen, remove the Recovery Disk from the Floppy Disk Drive and perform a restart. It is now at Factory Default. The administrator userid will be returned to **admin**, with the password returned to **setup**. As the management IP address is no longer present, the console must be used to enter both the management and private interface IP addresses.

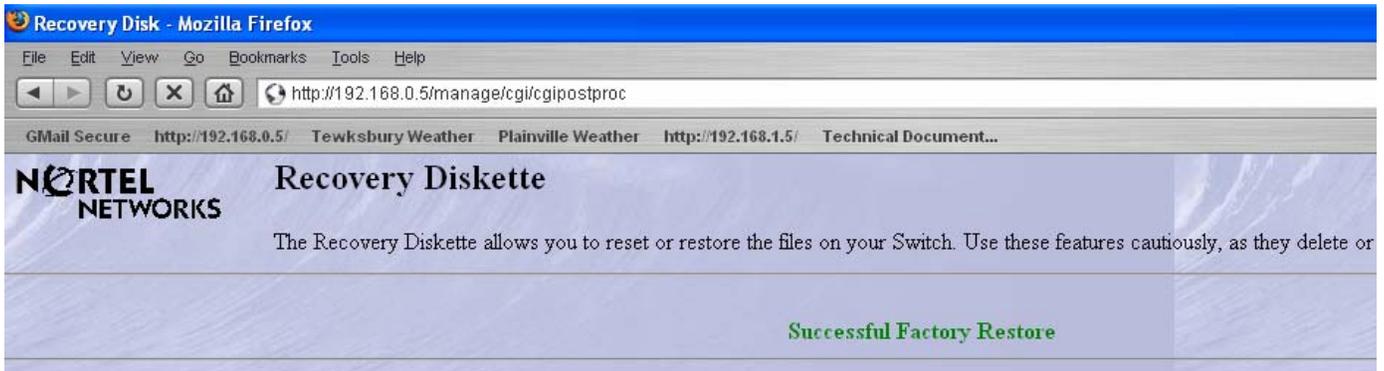


2. Click **Restore**:

Option	Action
Restore <input type="button" value="Restore"/>	<p>Restore Factory Configuration</p> <p><input checked="" type="radio"/> Restore original factory settings. This option restores the original factory settings. LDAP database entries will not be altered. Important: If you choose this option, the Switch will be reloaded.</p> <p>Restore Backups</p> <p>Restore a backup image from one of the selected backup directories. This option should be used only if you have a backup of the Switch.</p> <p>Note: To upgrade the Contivity Extranet Switch, you must first restore the backup image.</p> <p>Host <input type="text"/> Password <input type="text"/></p>
Reformat hard disk <input type="button" value="Reformat"/>	<p>Formats the hard disk in the Switch. Use this option only if you are restoring the Switch to factory default settings.</p>
Apply new version <input type="button" value="Apply"/>	<p>Changes the version of software executing on the Switch. This option is available only if the Admin->Upgrades feature of the management console is enabled.</p> <p>Select the desired software version:</p>



3. Make sure the **Success Factory Restore** message is displayed before rebooting the box. If this message is not shown, check the log for any errors:



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Nortel recommends any maintenance activities, such as those outlined in this document, be completed during a local maintenance window.

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