使用enablediag排除SEG或SWA出厂重置故障

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简介

本文档介绍如果使用enablediag身份验证方法，如何重置SEG或SWA硬件设备。

先决条件

使用的组件

- 思科安全邮件网关(SEG)AsyncOS 14.2.2或更高版本
- Cisco Secure Web Appliance(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，请确保您了解所有命令的潜在影响。

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。通过此功能，您可以将设备重置为出厂默认设置并避免使用RMA。

解决方案

1.通过控制台或以太网终端会话访问SEG/SWA。

2.使用以下凭证登录：

- 用户名：enablediag
- 密码：Admin 密码

3.运行resetappliance命令。

4.从显示的列表中选择所需的早期版本选项。

5.确认重置操作。

6.等待设备将所有设置清除为系统默认值，包括删除网络IP设置。

7.验证SEG/SWA已恢复为干净的未配置状态，并已准备好进行设置。

完成resetappliance进程的输出示例。

```
login: enablediag
> Log in with the enablediag account and provide the appropriate administrator credentials when prompte

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 ABC12345678-00000000
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
> Log in with the admin account and provide the appropriate administrator credentials when prompted

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 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

- 思科电邮安全
- 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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