Password Recovery

How to recovery the login account and password for your NetDefend firewall?

If you forgot your account or password, this document is able to help you reset login credentials.

[Symptom]

[Syptom1: Forgot Web login account/password]

If you forgot your Web login account or password, but are able to login via CLI (Command Line Interface), then you can follow below instruction to recover your credentials.

[Step 1] Enter into CLI.

[Step 2] Issue the following commands to recovery account and password to: admin/admin.

cc LocalUserDatabase AdminUsers

set User admin Password=admin Groups=administrators

activate
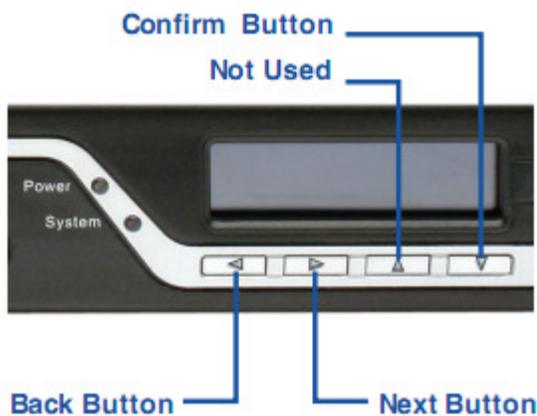
commit

[Syptom2: Forgot Web login account/password and CLI login password]

In case both passwords of Web UI and CLI are lost, the only solution is to press the reset button; this action will cause all the configurations turn to default settings.

Ways for DFL-1600/1660/2500/2560.
Reset the configuration via keypad control of LCD panel.

[Step 1] Power cycle the unit.

[Step 2] If you press any keypad buttons within five seconds of powering the firewall on, the LCD panel will display three options:

<Start Firewall>
If this option is selected, the system will initialize, start the NetDefendOS software, and load the saved configuration.
<Reset Firewall>
If this option is selected, the hardware will reset to factory defaults. This option will carry out the following steps:

Remove console security so there is no "console password".

Restore all NetDefendOS settings to their "default configuration".

<Reset Config>
When you select this option, the system will restore all NetDefendOS settings to their default configuration. Other options, such as console security, will not be affected.

Note: Once you select "Reset Firewall" or "Reset Config" and confirm these options, all saved settings will be permanently erased.

[Step 3] After above action selected, reboot the firewall again.

[Step 4] If the configuration is reset to default, you're able to login firewall by default credentials (username:admin/password:admin).

Ways for DFL-210/260/800/860.
Reset the configuration via reset button on the back panel.

[Step 1] Find the reset button on the back panel of firewall.

[Step 2] Hold the button around 20 seconds, the password and configuration will be reset to default.
The default credentials are:
Username/Password : admin/admin

Management IP address on LAN interface: Http(s)://192.168.1.1

End of document.