

NedDefend_OS License File Crash

This chapter is talking about how to recovery DFL NetDefend_OS license file, when DFL NetDefend_OS license file is crashed, DFL just going to "lock down" mode, and you can't control your firewall anymore. Please follow below troubleshooting guide and try to fix your problem.

Troubleshooting Guide

For better understanding on how to solve these issues, given below is a list of trouble shooting steps for a test case scenario.

[Syptom1: License file is crashed]

[Step 1] Please try to reset firewall configuration to default setting, and check if this problem go away.

[Step 2] Please try to reset firewall to factory default (The firmware will be downgrade to original factory firmware version), and then check if this problem still persists.

[Step 3] If problem persists, please go RMA procedure to fix this problem.