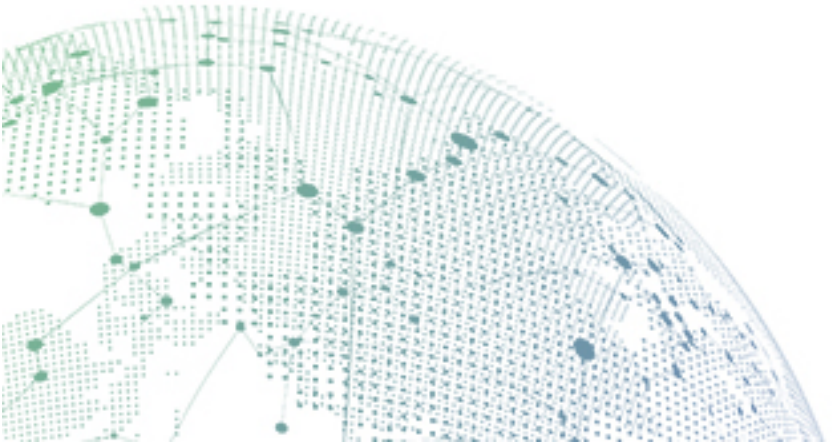
SANGFOR

IAM

Backup and Restore

Version 12.0.13



Change Log

Date	Change Description
Nov 9, 2018	Version 12.0.13, Backup and Restore

Content

Chapter 1 Introduction of Function....1

Chapter 2 Application scenario 1

Chapter 3 Description of Necessary Condition 1

Chapter 4 Configuration Ideas....1

Chapter 5 Configuration....2

5.1 Through webUI to do Backup or Restore Factory Default....2

5.1.1 Backup through webUI....2

5.1.2 Restore to Factory Default through webUI....3

5.2 Restore to Factory Default through cross cable and Login Method....4

5.2.1 Restore Method....4

5.2.2 Login Method After Restore....5

5.3 Backup and Restore through Upgrade Tool....5

5.3.1 Backup Through Upgrade Tool....5

5.3.2 Restore Factory Default through Upgrade Tool....7

Chapter 6 Precautions....7

Chapter 7 Common Problem....7

Chapter 1 Introduction of Function

1. Backup configuration and save
2. Restore to Factory Default

Chapter 2 Application scenario

Backup the configuration or restore the device to the factory default

Chapter 3 Description of Necessary Condition

To backup the configuration must ensure that you able login to device webUI or login to devie through upgrade tool.

Chapter 4 Configuration Ideas

1. Login to IAM webUI to backup configuration. Click [System]-> [Backup/Restore]. Under the Backup Configuration click Download as figure shown below:
2. Login to IAM webUI Default to restore IAM back to default setting. Click [System]-> [Backup/Restore]. Under the Backup Configuration click Restore to Factory as figure shown below:
3. Restore the factory configuration through the cross cable: Shutdown the device -> Plug the cross cable to any ports -> Power up -> Wait at least 10 minutes -> Unplug the line -> Go to login to webUI through default IP to log in.
4. Through upgrade tool to backup configuration: Login to device in upgrade tool -> Press F10 -> Click Backup -> Backup Config.
5. Through upgrade tool to restore factory default: Login to device in upgrade tool

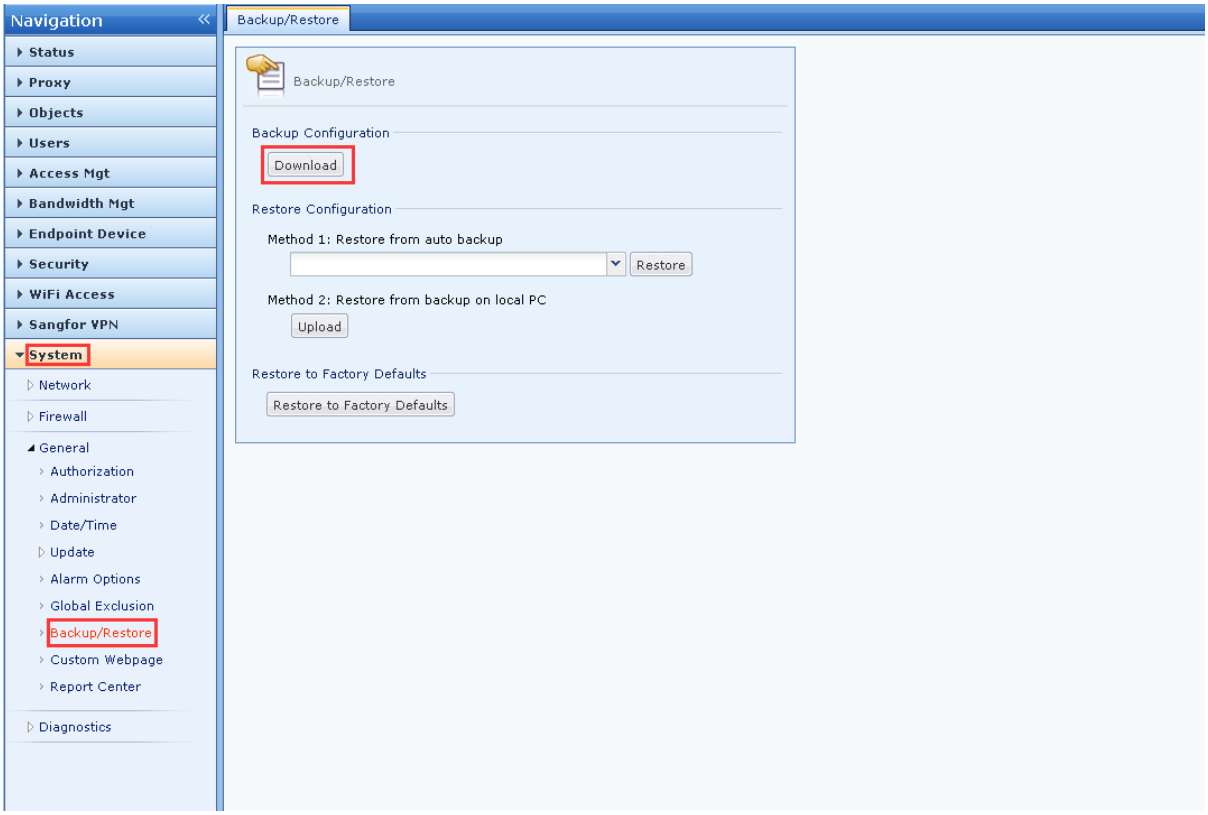
-> Press F10 -> Click Update -> Restore Factory Defaults to load the same version of the package.

Chapter 5 Configuration

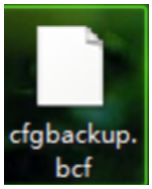
5.1 Through webUI to do Backup or Restore Factory Default

5.1.1 Backup through webUI

[System] -> [Backup/Restore] -> click [Dowload]. The downloaded backup file can be loaded in the Recovery Configuration [Upload], then the will become the configuration of the previous backup.



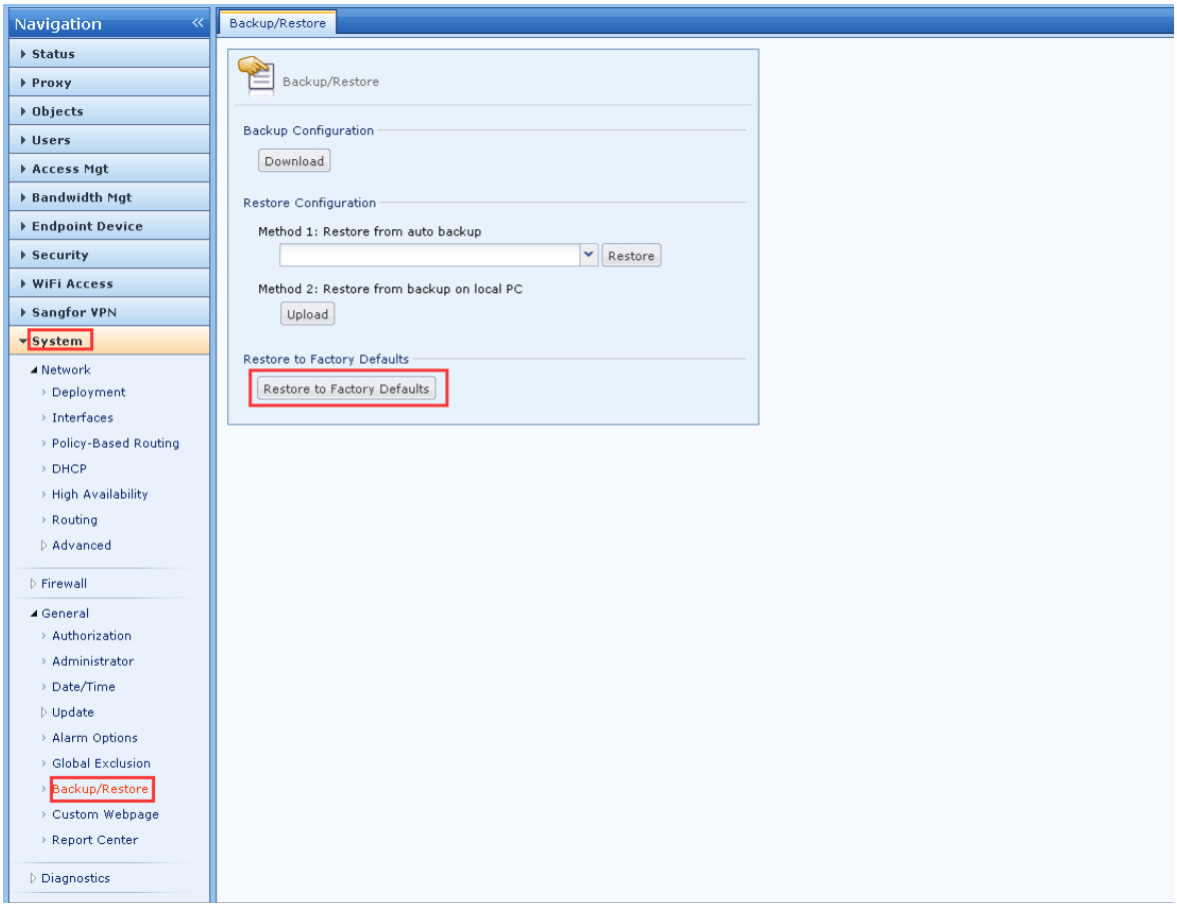
The downlaoded file is name as cfgbackup.bcf



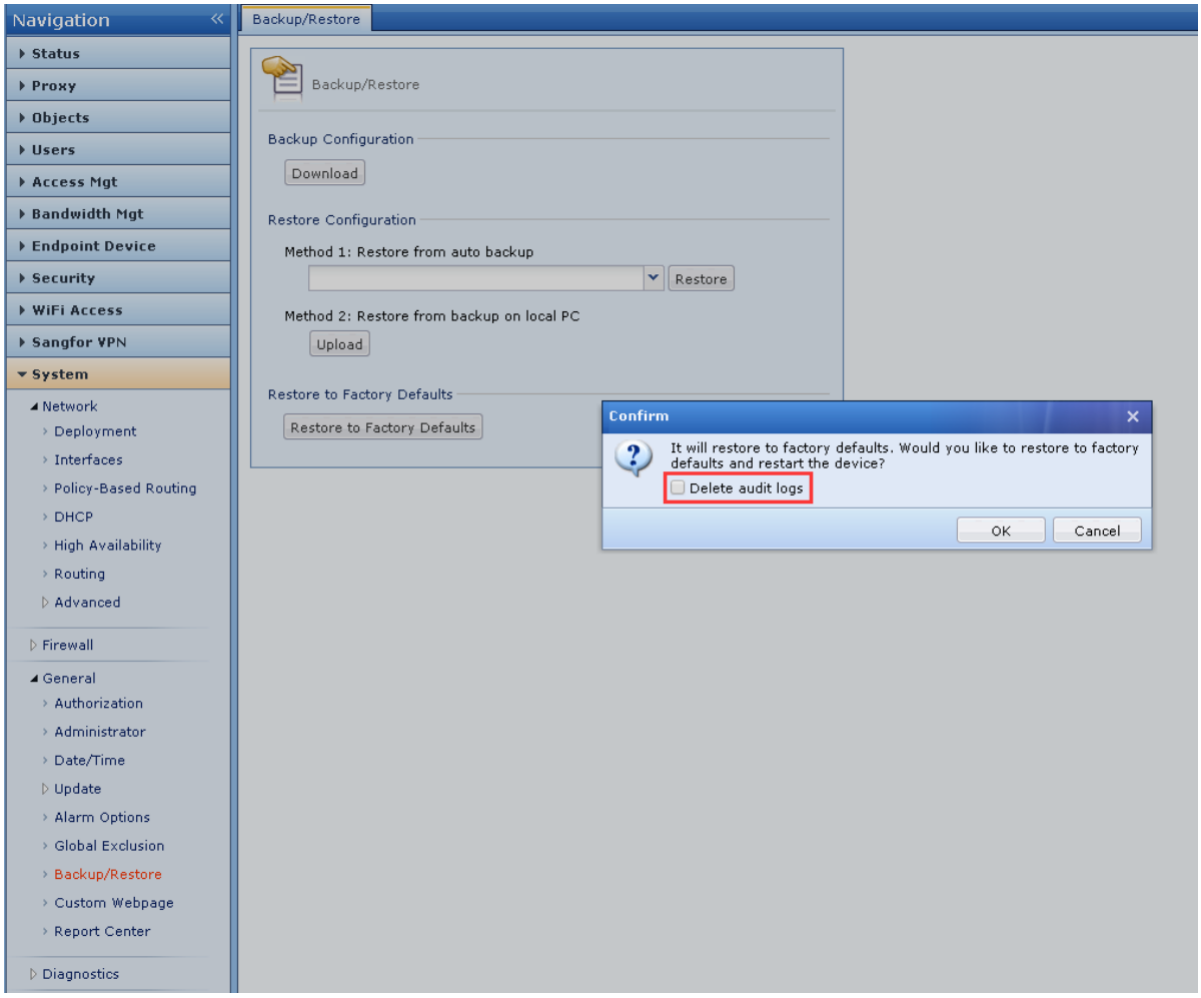
If you are prompted for a password when downloading, just click Cancel. (Depending on the browser, some people will prompt some people not to prompt).

5.1.2 Restore to Factory Default through webUI

[System] -> [Backup/Restore] -> [Restore Fatory Default]



Click on the Restore to Factory Default will pop up an interface. If the audit log is selected, the log in the report center will be deleted. Then click OK. The device will restart after the recovery is successful.



5.2 Restore to Factory Default through cross cable and Login Method

5.2.1 Restore Method

Shutdown the device, prepare a cross cable and plug to any two interfaces.

Manually press the power supply, pay attention to observe the ACT light status of the two ports shorted by the cross cable. The two ports ACT light will flash at the same time, indicating that the factory setting is restored. At this time, the unplug cross cable and the device will restart automatically. After the device is started, log in to the device through the default address and default account. Restart to the configuration recovery is about 5 minutes.

If the 3 steps cannot judge whether the factory configuration is successful according to the status of the network port light, you can wait until the device restarts. When the device restarts, be sure to unplug the cross cable (if the cross cableis not unpluged,

the device will restart cyclically). After the device is started, log in to the device through the default address and default account. The whole process takes about 10 minutes.

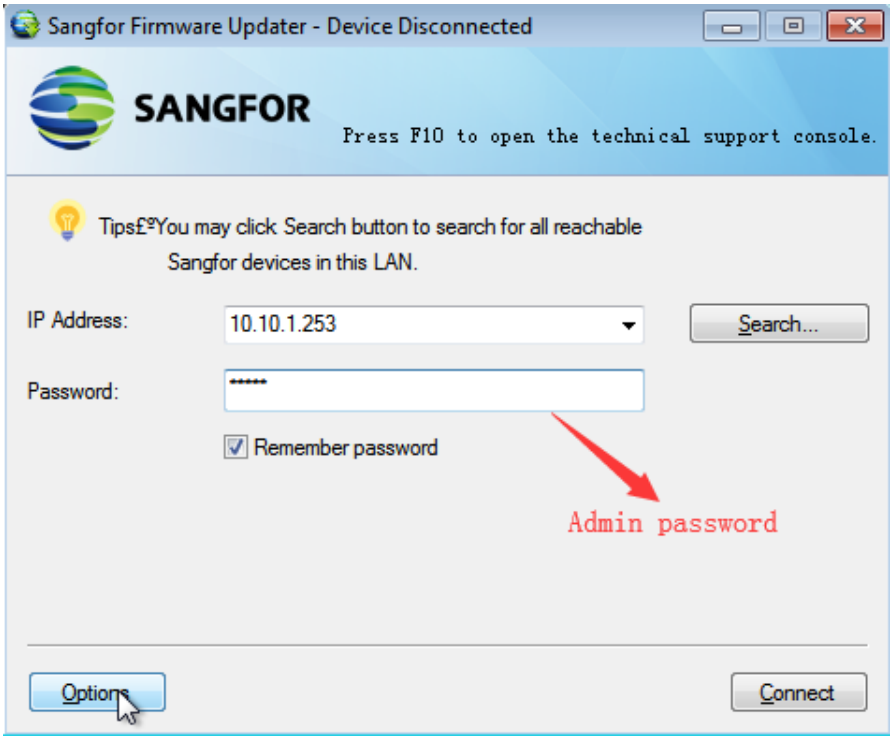
5.2.2 Login Method After Restore

1. Use a crosscable to connect PC and device
2. If the computer is connected to the eth0 port of the device, you need to configure a 10.251.251.0/24 network segment address (except 10.251.251.251) on the computer. Open the browser and enter https://10.251.251.251 to log in to the device gateway console.
3. If the computer is connected to the eth1 port of the device, you need to configure a 10.252.252.0/24 network segment address (except 10.252.252.252) on the computer. Open the browser and enter https://10.252.252.252 to log in to the device gateway console.
4. Default username and password
5. admin/admin or admin/Admin

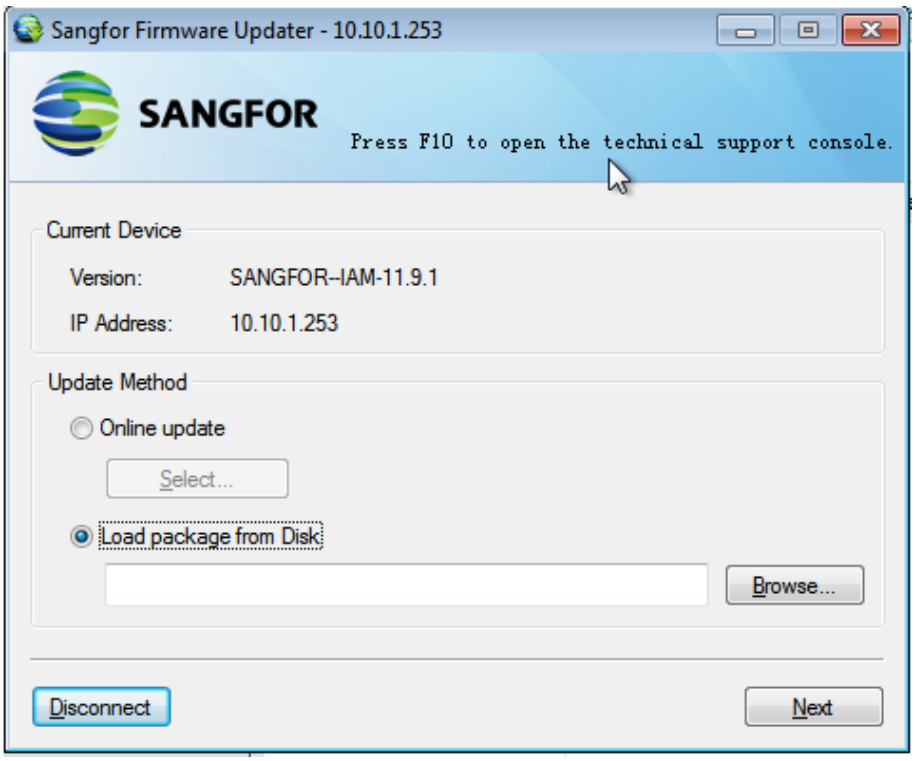
5.3 Backup and Restore through Upgrade Tool

5.3.1 Backup Through Upgrade Tool

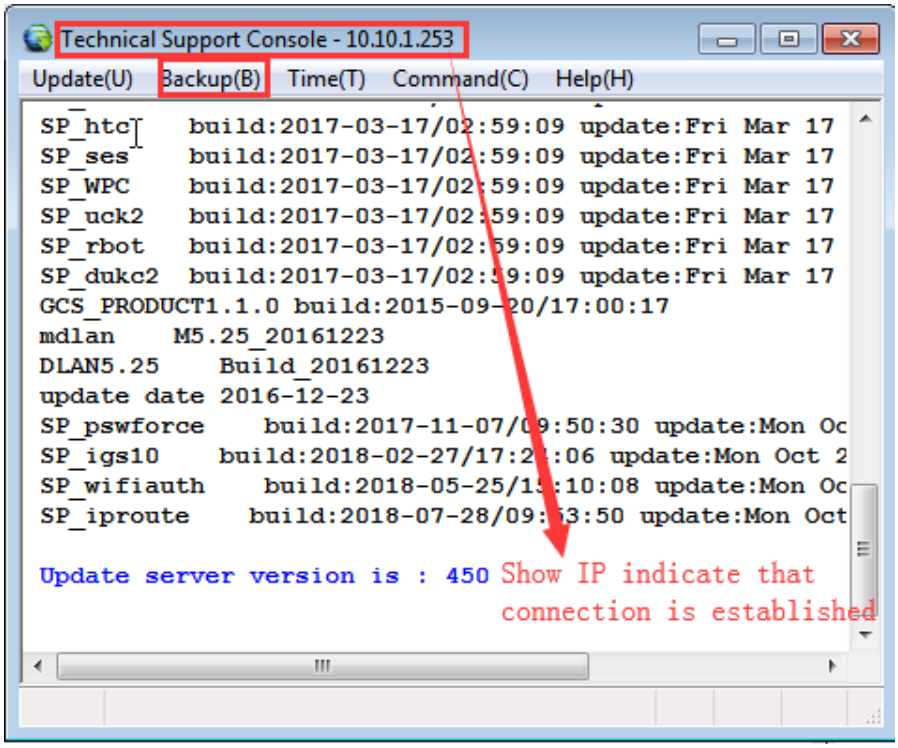
1. Login in the upgrade tool. IP is the device IP and password is device password.



2. After success login, press F10

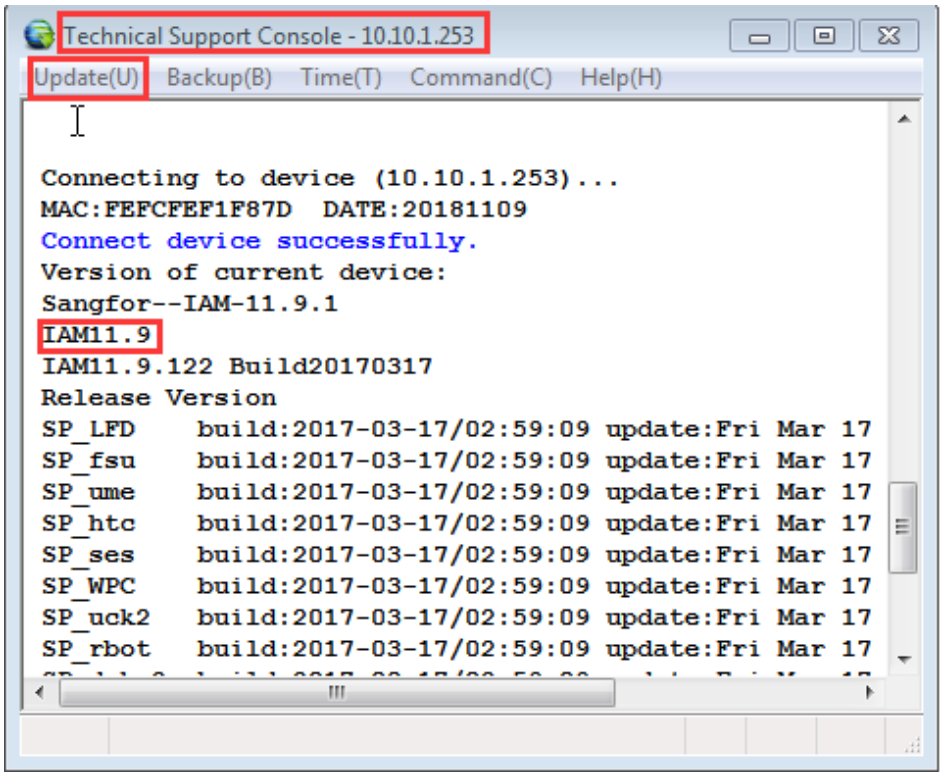


3. Click [Backup] -> [Backup Configs]. The backed file in upgrade tool also can berestored in the Backup/Restore backup configuration under this module. If you click on the gray font after the backup, there is no way to see if the top is unconnected. If yes, reconnect.



5.3.2 Restore Factory Default through Upgrade Tool

Login to upgrade tool then press F10. Under [Update] -> [Factory Restore Default] to load the same version of the package, the same version of the upgrade package download link



Chapter 6 Precautions

If the cross-cable and upgrade tool are used to restore the factory configuration, the logs will not be deleted. If the factory configuration is restored on the webUI and the deletion of logs is selected, it will delete the logs.

Chapter 7 Common Problem

1. Unable to download configuration through webUI.

   A: Change to another browser to do testing.

2. Restoring the factory configuration via the crossover line was unsuccessful.

   A: Try it multiple times, or if not, unplug the crossover line and try to manually reboot the device.

3. See if it is a crosshair used. Cross line sequence: One end is: Standard 568A: Green White-1, Green-2, Orange White-3, Blue-4, Blue White-5, Orange-6, Brownish White 7, Brown-8; The other end is: Standard 568B: Orange White-1, Orange-2, Green White-3, Blue-4, Blue White-5, Green-6, Brownish White 7, Brown-8.

   The page of the upgrade tool cannot be clicked when it is gray.

   A: See if it is disconnected from the device, please try again after logging in.

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