

Changing Password for Ingate Firewalls/SIParators®



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Changing Password for Ingate Firewalls/SIParators®

If you forgot the old *admin* password, you need physical access to the Firewall/SIParator to set a new one. This also requires a reboot of the Firewall/SIParator to make it accept a new password.

In short the procedure to change password is to:

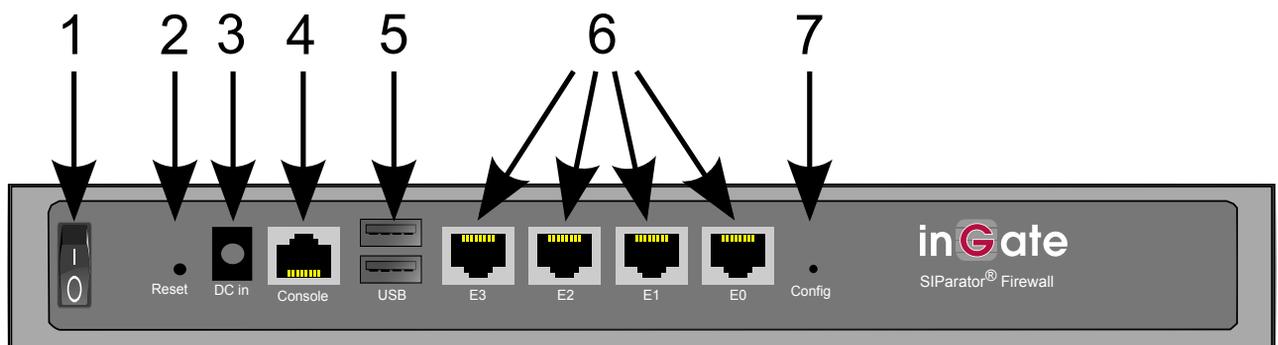
- Step 1: Change the Firewall/SIParator to Unconfigured mode by special actions during a reboot.
- Step 2: Connect to the Firewall/SIParator via a serial console.
- Step 3: Change the password.

Note: During this reset sequence there will be no traffic through the Firewall/SIParator.

Step 1. Reboot the Ingate Firewall/SIParator® and change it to Unconfigured mode

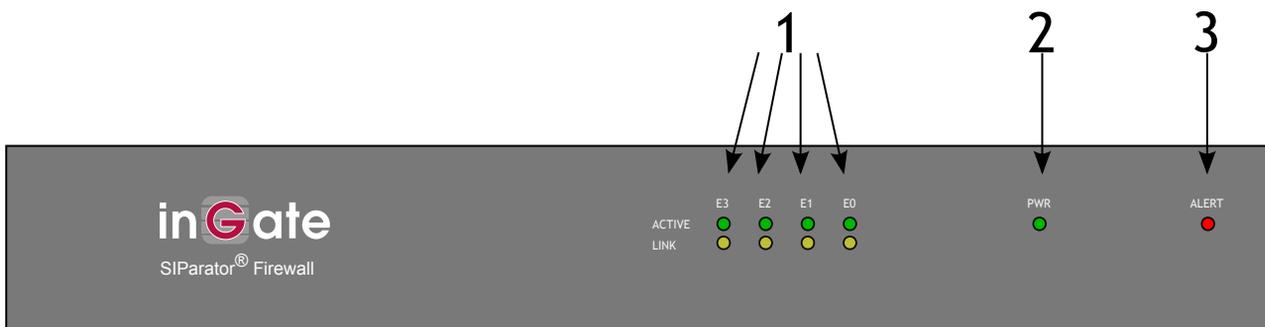
Depending on the model of the Ingate Firewall/SIParator® the reboot is done in different ways. See below:

Step 1. Alt. A: Reboot an Ingate Firewall 1210/1260/1310/1360 / SIParator 21/26/31/36



The Firewall/SIParator can be rebooted in several ways. You can switch the Power button (item 1 in the figure) off and on or you can press the RESET button (item 2 in the figure) located at the back (a bent steel paper clip or other thin device is needed).

When the Firewall/SIParator is booting up, the CONFIG button (item 7 in the figure) should be pressed at a certain time.

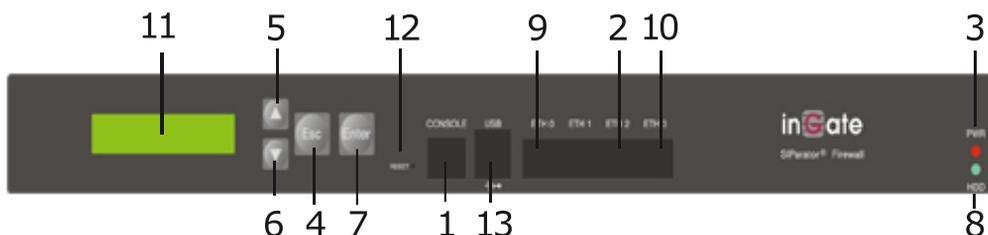


The Alert LED (item 3 in the figure) on the Firewall/SIParator front will light up, go out and then light up again. The second time it is lit, the CONFIG button should be pressed. The LED will then go out to indicate that the pressed CONFIG button was detected, and you can stop pressing the button.

If you find it hard to find the right timing, you can start pressing the CONFIG button when the Alert LED is lit the first time. You must then keep on pressing it until the LED has been lit and gone out twice.

Wait until the Firewall/SIParator has finished booting. Now, the Alert LED should double blink (two blinks followed by a short pause) to indicate that it has changed to Unconfigured mode, that implies it can receive a new password, and also a new IP address, if required.

Step 1. Alt. B: Reboot an Ingate Firewall 1510/1560/1660 / SIParator 51/56/66



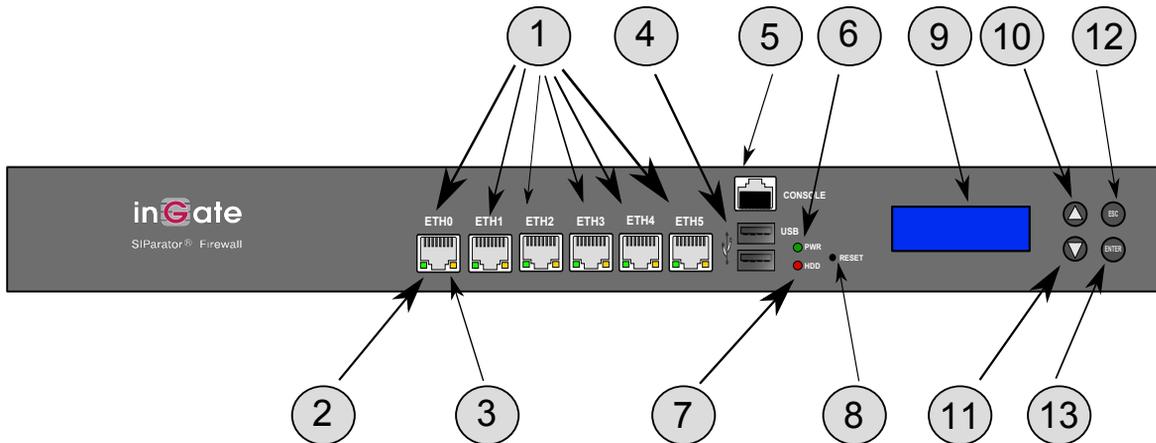
The Firewall/SIParator can be rebooted in several ways. You can switch the Power button, located at the back, off and on or you can press the RESET button (item 12 in the figure) on the front (a bent steel paper clip or other thin device is needed).

At a certain time during boot, the text "PRESS ESC for UNCONFIGURED" will be displayed on the LCD display. When ESC is pressed, the text "UNCONFIGURED STATE CONFIRMED" will be shown.

When the Firewall/SIParator is ready to receive new configuration, the text "UNCONFIGURED" and the first line of a menu is shown on the LCD display. You cannot set a new password via that menu.

Step 1. Alt. C: Reboot an Ingate Firewall 1520/1570/1670 /

SIParator 52/57/67

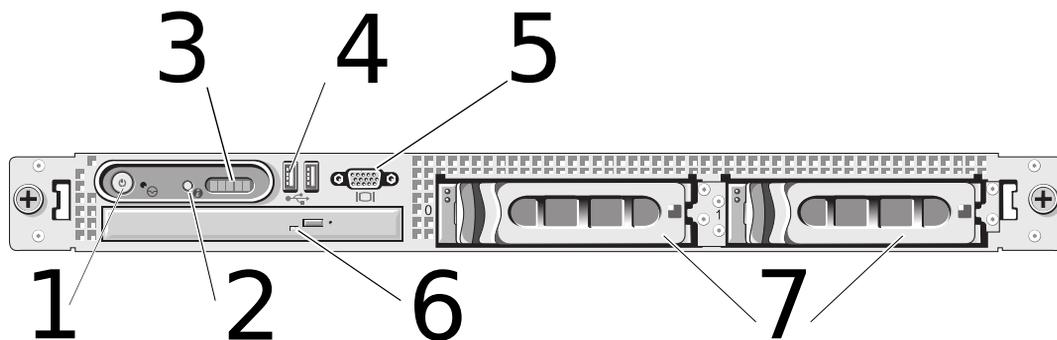


The Firewall/SIParator can be rebooted in several ways. You can switch the Power button, located at the back, off and on or you can press the RESET button (item 8 in the figure) on the front (a bent steel paper clip or other thin device is needed).

At a certain time during boot, the text "ESC+ENTER for UNCONFIGURED" will be displayed on the LCD display. When ESC and Enter are pressed at the same time, the text "UNCONFIGURED STATE CONFIRMED" will be shown.

When the Firewall/SIParator is ready to receive new configuration, the text "UNCONFIGURED" and the first line of a menu is shown on the LCD display. You cannot set a new password via that menu.

Step 1. Alt. D: Reboot an Ingate Firewall 29x-series, e.g. 2950/2960/2970/2980 / SIParator 9x-series, e.g. 95/96/97/98



Reboot the Firewall/SIParator with the Ingate CD, that includes a factory reset function, in the drive during the boot sequence. This is the CD, including the user documentation, that was delivered together with your Firewall/SIParator in the box. To reboot the Firewall/SIParator switch the Power button, located at the back, off and on.

The admin password is erased and the unit is placed into an UNCONFIGURED state.

Note: eject the CD before next reboot.

Step 2. Connect to the Firewall/SIParator with a serial cable and a terminal program

You need a serial cable (one was included with the product), a serial adapter cable, and a terminal program on your workstation.

Connect the serial port at the Firewall/SIParator to your workstation with the serial cable, using a serial adapter suiting your workstation.

When communicating via serial links with Ingate products, use 19200bps, 8N1 (i.e. 8 data, No parity, 1 stop bit), VT100.

- If you use a **Windows workstation**, connect like this: Start *PUTTY* (of course other terminal programs can be used, however only *PUTTY* is described here).

Check which Serial Port that is used by checking in the Device manager, for example it can be COM3.

Write in Serial line: COM3 (use the port that is in use, in this example COM3)

Select Connection Type: Serial

Among the port settings make sure that the Speed is 19200 bit/s.

Use the default values for all other settings.

Connect by clicking *Open*.

Wait for a login prompt. (In some cases you have to press Return to get the login prompt.)

- If you use a **Linux workstation**, connect like this:

1. Plug in your USB serial converter.

2. Determine the tty port the converter is on.

```
dmesg | grep tty
```

You should get something like this:

```
usb 2-1.5: pl2303 converter now attached to ttyUSB0
```

That means you should use `/dev/ttyUSB0`.

3. Use `minicom` to access the console.

```
minicom -8 -b 19200 -D /dev/ttyUSB0
```

You have to press Return to get the login prompt.

If you get the following error:

```
minicom: cannot open /dev/ttyUSB0: Permission denied
```

You need to make sure you have permission to access the ttyUSB0 device. Consult the manual of your particular distribution.

- If you use a **MAC workstation**, connect like this: Start *Screen* (of course other terminal programs can be used, however only Screen is described here).

1. Plug in your USB-serial adapter.
2. Find the right TTY device.

```
ls /dev/tty*
```

You should get something like this:

```
/dev/tty  
/dev/tty.Bluetooth-Incoming-Port  
/dev/tty.Bluetooth-Modem  
/dev/tty.usbserial
```

Look for something like usbserial (or similar).

That means you should use /dev/tty.usbserial.

Alternatively use :

```
dmesg | grep tty
```

You should get something like this:

```
usb 2-1.5: pl2303 converter now attached to ttyUSB0
```

That means you should use /dev/ttyUSB0.

3. Use Screen to access the console.

```
screen /dev/tty.usbserial 19200
```

You have to press Return to get the login prompt.

Step 3. Enter a new password

Log on as *admin* from the serial console. You will see this menu:

Administration

(Navigation tip: You may use Ctrl-d to skip back to this menu.)

1. Basic configuration
2. Download/Upload
3. Become a failover team member
4. Leave failover team and become standalone
5. Wipe email logs
6. Set password
7. Command line interface
 - a. About
 - reboot. Reboot
 - reset. Factory reset
 - q. Exit admin

==>

Select 6. Set password and set a new password, you will be asked to write it again.

Select q to Exit admin.

After that, log on to the web interface as *admin*, using the new password.