Question   Recovery procedure for Edge unresponsive after firmware update

Answer

If you have tried to upgrade a Firebox X Edge e-Series device, and the Edge device becomes completely unresponsive after the upgrade, first try to reset the device.

Note: The complete reset process requires two power cycles of the device.

To reset a Firebox X Edge e-Series device:

1. Disconnect the power supply.
2. Press and hold the **Reset** button on the back of the device.
3. While you continue to hold the **Reset** button, connect the power supply.
4. Continue to hold down the **Reset** button until the yellow **Attn** indicator stays lit. This process. can take 45 seconds or more.
5. Release the **Reset** button
6. Disconnect the power supply.
7. Connect the power supply.

After you complete these steps, the Edge e-Series device starts with these factory default settings:

- The IP address for the trusted network is 192.168.111.1. The subnet mask for the trusted network is 255.255.255.0.
- The device is configured to give IP addresses to computers on the trusted network with DHCP. By default, these IP addresses can be from 192.168.111.2 to 192.168.111.254.
- For an Edge that uses Fireware XTM v11.x, the default *admin* account password is "readwrite" and the *status* account password is "readonly".
- For an Edge that uses Fireware v10.x, the default administrator account is set to the user name "admin" and the password "admin".

The restart process can take several minutes. After a few minutes, try to ping the device. Make sure your computer is connected to in interface on the trusted network (LAN0, LAN1, or LAN2) and that your computer has been assigned an IP address on the 192.168.111.0/24 network. Then try to connect to the device at 192.168.111.1 via the Web UI or Policy Manager.

If the device reset does not resolve the problem, it is possible that the operating system of the Edge appliance could be corrupt. To try to recover your Edge, try the steps below.

Before you begin recovery

1. If the problem occurred after you tried to upgrade from Firebox X Edge e-Series OS v10 to Fireware XTM OS v11.x, browse to c:\documents and settings*<username>*\Local Settings\temp\wgupdate, or c:\users*<username>*\AppData\Local\Temp\wgupdate to find these files:

    - `wg.cfg` the Edge v10.2.x configuration file

- `wg.xml` the configuration converted from Edge v10.2.x to Fireware XTM v11.x
- `instlog.txt` a log file with messages that describe what happened during the configuration file upgrade. You need this file if you open a support incident about this issue.

2. To upgrade from Fireware XTM OS v11.0 or later, find the last saved copy of your .xml device configuration file, or the last configuration backup you made. You need one of these to restore your configuration.
3. Download the version of Edge system software you want to use after the recovery.

- If you want to use Firebox X Edge e-Series v10.x OS, download the Firebox X Edge e-Series System Software `.exe` file to install software automatically
- For Fireware XTM v11.x OS, download the `.exe` file to upgrade from the OS version your device currently uses. There are two .exe files you can download. For example, for Fireware XTM v11.3.5, you can download one of these files:

  - `XTM_OS_Edge_11.3.5.exe` — to upgrade an Edge that uses Fireware XTM v11.0.2 OS or higher.
  - `Edge_11_3_5.exe` — to upgrade an Edge that uses Firebox X Edge e-Series v10.2.9 OS.

Start the Edge with factory default settings

To reinstall any version of Edge software, the first step is to reset the device to its factory default settings. This is the same as the first part of the reset process described above, and includes only one power cycle of the device.

1. Disconnect the power supply from the Edge.
2. Press the reset button on the back of the device.
3. Continue to press the button while you reconnect the power supply to the Edge.
4. Hold the button for 45 seconds.

After this is done, the ATTN light should be lit and not blinking.

To continue the device recovery process, use the steps below for your software version.

Recover an Edge to Fireware XTM v11.0 or later OS

Use these instructions to restore your Edge to Fireware XTM v11.0 or later.

Note: The FTP admin password is different from the Fireware XTM admin password. The FTP admin password is always "admin".

1. Connect your computer to the trusted network of the Firebox X Edge.
2. Start the Fireware XTM upgrade installer you downloaded in Step 3 of *Before you begin*. By default, the installer saves a file called `xtm_edge.sysa-dl` on your computer in:
   `C:\Program Files\Common Files\WatchGuard\resources\FirewareXTM\11.x\Edge.`
3. Move the `xtm_edge.sysa-dl` file to C:\.
4. Open the command line interface of your computer. To do this in Windows 2000 or Windows XP, from the Windows **Start** menu, select **Programs > Accessories > Command Prompt**.
5. Navigate to `C:\`, where the `xtm_edge.sysa-dl` file is located.
6. At the command prompt, type `ftp 192.168.111.1`.
7. To connect to the device with FTP, use the user name `admin` and the password `admin`.

8. Type `bin` at the command prompt to switch to binary transfer mode.
9. Type `put xtm_edge.sysa-dl` at the command prompt. This uploads the firmware to the appliance.

The FTP commands and responses for this procedure look like this:

```
C:\>ftp 192.168.111.1
Connected to 192.168.111.1.
200 Service ready for new user.
User (192.168.111.1:(none)): admin
Password: admin
230 User logged in, proceed ((0xffffffff)
ftp> bin
200 Command okay.
ftp> put xtm_edge.sysa-dl
200 Command okay.
150 About to open data connection.
Connection closed by remote host.
```

When the firmware upload is complete, the Edge closes the FTP connection and automatically restarts with the default configuration. The restart process can take several minutes to complete. After a few minutes, use these steps to save the converted configuration file to the Edge:

1. In Watchguard System Manager, use Policy Manager to open the `wg.xml` file.
2. Review the configuration file to confirm it is correct.
3. To save the configuration to the Edge, select **File > Save > To Firebox**. Use the default admin passphrase "readwrite".
4. To change the passphrases, in Policy Manager, select **File > Change passphrases**.

Recover an Edge to Edge v10.2 appliance software

Use these instructions to restore to your Edge to any v10.2 Edge system software version.

1. Connect your computer to the trusted network of the Firebox X Edge.
2. Start the Edge upgrade installer you downloaded in Step 3 of *Before you Begin*.
3. When prompted for the Firebox X Edge e-Series trusted interface IP address, type `192.168.111.1`.
4. For the FTP credentials, specify the username/passphrase *admin/admin*.
5. After the Edge has completed the firmware upgrade and rebooted, you can restore your configuration to the device.

Use ftp to restore the `wg.cfg` backup configuration file:

1. Open the command line interface of your computer. To do this:
   If you use Windows 2000 or XP, select **Programs > Accessories > Command Prompt** from the Start Menu.
   If you use Mac OS X, open the Terminal program in \Applications\Utilities.
2. Change your local working directory to the location where your backup configuration file is saved. If you encrypted the backup configuration file, you must remove the encryption before you restore your settings.
3. Type ftp `192.168.111.1` at the command prompt.
4. To connect to the device with FTP, use the user name `admin` and the password `admin`.
5. Type `bin` at the command prompt to switch to binary transfer mode.

6. Type `put wg.cfg` at the command prompt. Your configuration backup file is saved to the Firebox X Edge.
7. Type `quot rebt` to restart the Edge. The new configuration is not used until the Edge restarts.
8. Type `quit` to close the FTP connection and exit the program.

The FTP commands and responses for this procedure look like this:

```
C:\>ftp 192.168.111.1
Connected to 192.168.111.1.
220 Service ready for new user.
User (192.168.111.1:(none)): admin
331 password
Password: admin
230 User logged in, proceed (0xffffffff)
ftp> put wg.cfg
200 Command okay.
150 About to open data connection.
226 Configuration updated.
ftp: 31419 bytes sent in 0.04Seconds 872.75Kbytes/sec.
ftp> quot rebt
200 OK
ftp> quit
```

After the device restarts, you should be able to connect to the Web UI on the configured IP address of the trusted interface.

Related Questions

What should I do now that I have recovered the Edge, or if this procedure did not work?

Open a support incident through the web form, and attach the wg.cfg, wg.xml, and instlog.txt files.

Why can I not connect to the Edge with FTP?

Verify that your configuration allows FTP traffic to your Edge from the network your computer uses. By default, the Firebox X Edge e-Series allows FTP traffic from the trusted network to the Edge. To change this setting and restore FTP access from the trusted network:

1. Open your Internet browser and connect to the Firebox X Edge Web interface. The default URL is: http://192.168.111.1.
2. From the navigation bar, select **Firewall > Firewall Options**.
3. Clear the check box adjacent to **Do not allow FTP access to the Edge from the Trusted Network**.
4. Click **Submit** to save your changes.

Attachments