

Aimetis E-Series Physical Security Appliance
Factory Recovery Instructions



Check our website for the most up-to-date information on recovering your E-Series PSA:

www.aimetis.com/RecoverPSA



Introduction

This process will restore your E-Series PSA to factory defaults. This process will NOT remove Symphony data or logs from the data drive. You may delete that data manually. See **Symphony data and log cleanup (Optional)**.

Your PSA

Your PSA contains two physical drives:

- The data drive (D:) contains Aimetis Symphony video storage and logs.
- The system drive (C:) contains everything else including the operating system, all Aimetis Software and the Aimetis Symphony database.

Warning

- Factory recovery will overwrite all data on the system drive.
- All PSA configuration changes will be lost, including network settings.
- All Aimetis Symphony configuration will be lost.
- Any updates to Web Admin or Aimetis Symphony will be lost.



Procedure

1. Shutdown the PSA.
2. **Important:** Disconnect all external USB or eSATA drives.
3. **Important:** Disconnect all network cables from LAN 1 and LAN 2 ports.
4. Insert the Factory Recovery USB stick.
5. (Optional) Connect a display so you can monitor the recovery progress. Your PSA is equipped with a VGA connector on the back panel.
6. Power-on the PSA:
 - The first stage of the factory recovery process will run. It will take approximately ten minutes.
 - When it is complete, the PSA will shut down. The power light will turn red.
7. Once the PSA shuts down, remove the Factory Recovery USB stick.
8. Power-on the PSA:
 - The second stage of the factory recovery process will run. It will take approximately three minutes.
 - The system will boot into the OS and run a configuration script. When it is complete it will reboot automatically.
 - If you do not have a display connected, listen for several beep sounds in a row to determine when the system has rebooted.
9. Once rebooted, the PSA is ready to reconnect to your network and use.



Symphony data and log cleanup (Optional)

The factory recover process will not affect Aimetis Symphony data and logs on the data (D:) drive.

To remove data and logs manually:

1. Connect a display, mouse and keyboard to the system OR connect to it remotely using Remote Desktop.
2. Open Windows Explorer.
3. Locate the **D:** drive
4. Delete the contents of the **D:\Data** and **D:\Logs** folders
 - a. Select all files, and press **SHIFT+DELETE** to delete files without recycling them.
 - b. Some files may be in use. When prompted, skip the deletion of those files.

Disclaimers and Legal Information

Copyright © 2012 Aimetis Inc. All rights reserved.

This material is for informational purposes only. AIMETIS MAKES NO WARRANTIES, EXPRESS, IMPLIED OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Aimetis Corp.

Aimetis may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Aimetis, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

Aimetis and Aimetis Symphony are either registered trademarks or trademarks of Aimetis Corp. in the United States and/or other countries.