

DX940E - How to Reset to Factory Default

John M - 2019-12-23 - DX/10XTS Routers

How to Reset DX940e to Factory Default

Only time you will need to reset the switch to factory default.

1. If you have forgotten password of DX940e, or
2. you want to re-configure the device again.

To reset the device to factory default, you will need CLI (Command Line Interface) access using console port (9-pin DB9 connector) on the device. You will also need Serial Communication application like Tera Term or Putty.

Pre-requisites:

1. Access to device
2. Null Modem serial cable (USB to DB9 connector cable)
3. Serial Communication Software for example Tera Term, or Putty

Connect DX940e with a serial null modem cable (USB to DB9 connector cable) on the console port of the device, and USB port on your Laptop. Open a serial communication application like Term Term or Putty to get the CLI (Command Line Interface) access to the device. Set the COM Port Setting for Serial Port:

Baud Rate: 38400, Data: 8bits, Parity: none, Stop bits: 1 bit, Flow Control: none

Power cycle the device, once it's start booting, you will see a message

###Hold down SPACE key to stop boot process ###

Note: Press the "SPACE BAR" on your laptop or PC, or keep tapping the "SPACE BAR" key, till you see the sentence **Starting boot menu...**

```
COM17:38400baud - Tera Term VT
File Edit Setup Control Window Help

GarrettCom, Inc.
MNS-DX ROM version 1.0.0 <RC22>

*** Hold down SPACE to stop boot process ***

Starting boot menu...

Boot Menu
-----
1: View System Information
2: Assign System IP Address
3: Install Initial Software Image from FTP Server
4: Install Initial Software Image via TFTP
5: Install Initial Software Image via XMODEM
6: Load Temporary Image from FTP Server
7: Load Temporary Image via TFTP
8: Load Temporary Image via XMODEM
9: Restore System to Factory Defaults
b: boot

MNS-DX> █
```

Type “9” at the prompt, and press Enter Key to **Restore System to Factory Defaults**. You will see the warning message as shown in screen below:

Select “yes” Are you sure you want to continue. This will erase the configuration file, and leave the switch with factory default and firmware. See screen below:

```
GarrettCom, Inc.
MNS-DX ROM version 1.0.0 <RC22>

*** Hold down SPACE to stop boot process ***

Starting boot menu...

Boot Menu
-----
1: View System Information
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3: Install Initial Software Image from FTP Server
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MNS-DX> 9

!!! WARNING !!!

Executing this command will restore the system to its original
factory default state. All files EXCEPT software images will
be PERMANENTLY ERASED.

Are you sure you want to continue <yes or no> ? yes

Mounting file system...

Erasing files...
```

Once the switch boots up again, you can login using factory default Login and Password

Login: manager

Password: manager

See the screen below:

The device is set to factory default

You can verify by checking the default IP address, run this command at the prompt:

MagnumDX# ip show address

| Interface | DHCP Address | Subnet Mask | Remote Address | Sys |
|-----------|--------------|-------------|----------------|-----|
| Default | No | 192.168.1.2 | 255.255.255.0 | Yes |
| Up | | | | |
| CELL1 | No | | | No |
| Down | | | | |

```
COM17:38400baud - Tera Term VT
File Edit Setup Control Window Help

GarrettCom, Inc.
MNS-DX ROM version 1.0.0 (RC22)

*** Hold down SPACE to stop boot process ***

Booting...

Loading OS...13220 + 6395612
Starting at 0x5000000...

This system is for the use of authorized users only.
Individuals using this system are subject to having their
activities monitored and recorded by authorized company personnel.

Anyone using this system expressly consents to such monitoring and is
advised that if such monitoring reveals possible evidence
of criminal activity, company personnel may provide the evidence
of such monitoring to enforcement officials.

Login: manager
Password:

MagnumDX# ip show address

Interface      DHCP Address      Subnet Mask      Remote Address    Sys Status
-----
Default       No  192.168.1.2      255.255.255.0    Yes Up
CELL1        No

MagnumDX#
```