How To Guide:
Factory Reset

Introduction

This article outlines the procedures for factory reset via the **Q-Balancer Console**.

Follow the steps below to access the Q-Balancer appliance via the Q-Balancer Console:

Attach RS232 cable to the COM Ports of management PC and Q-Balancer appliance respectively.

Run **HyperTerminal** on Windows PC, and enter a name, e.g. Q-Balancer, in the field of **Name**. Click on *OK* shown below:

Set the Modem for *Connect To* to *COM1* and click on *OK* as follows:

As shown below, set **Bits per second** to **19200**, **Data bits** to **8**, **Parity** to **None**, **Stop bits** to **1**, and **Flow control** to **None.** *Once it is all set,* click on **OK**.
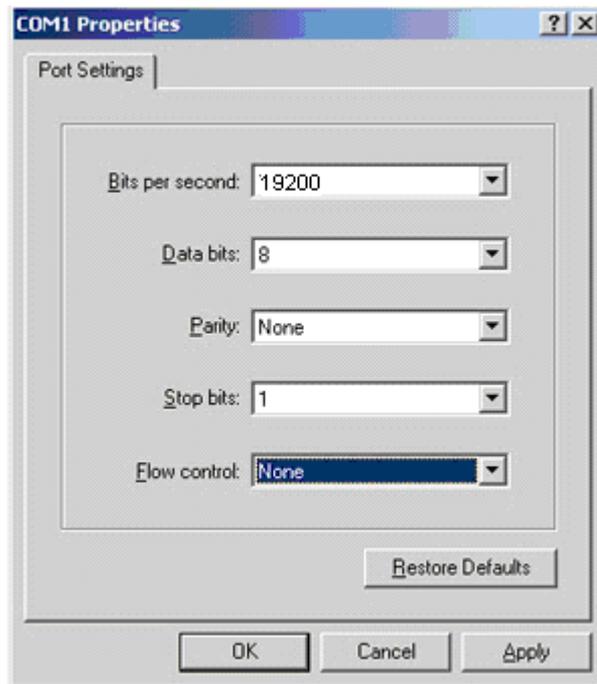
If the configuration above is correctly done, the **Q-Balancer Console** appears as follows:
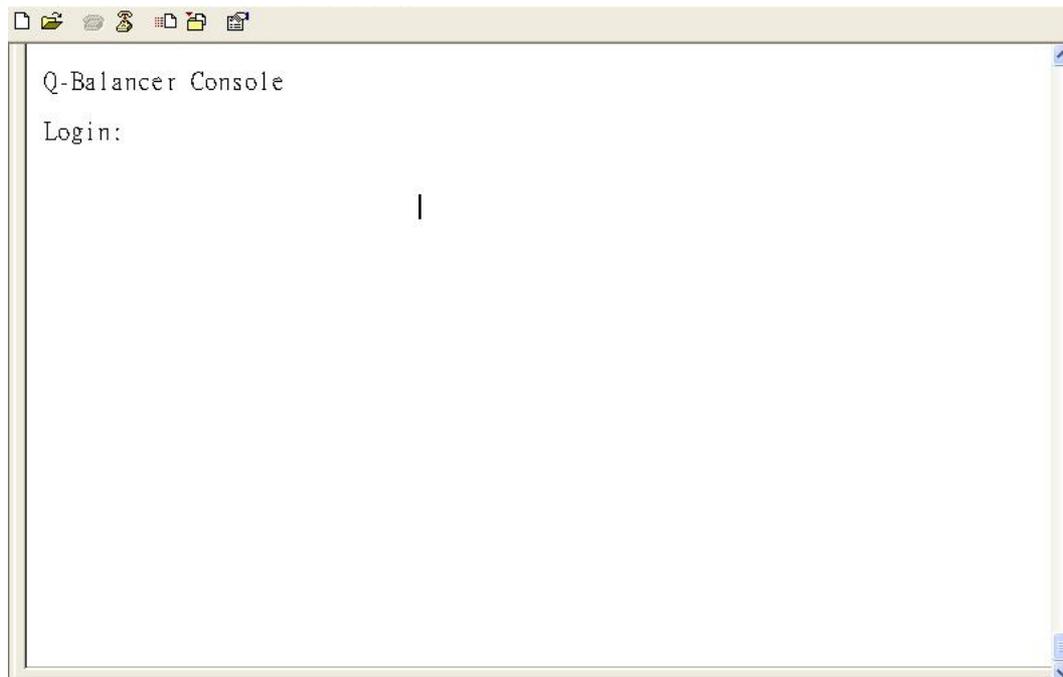
After the login, the screen displays as follows:


```
Welcome to the Q-Balancer Console

1. Rescue Mode
2. Network Status
3. Network Tools
4. Kernel Outputs
5. Operations
6. Reboot System




Press ; to logout
```

As illustrated, press the relevant characters underlined to run the commands respectively. For example, if you want to run command of *Rescue Mode*, then simply press "*c*".

The **Rescue Mode** appears as follows:

```
Rescue Mode Menu

1. Restore root password to the default value.
2. Factory Reset

Press ; to go back to the upper-level menu
```

> To restore the password of **root** via web UI to default value, press **"p"**. The Q-Balancer appliance then restores the password of **root** via web UI to default value.

> To restore a Q-Balancer to factory default, press "**f**". The appliance then restores to factory default. In this case, the firmware version restores to factory default version, and the configuration files will be cleared.

The rest of functions can be similarly used as outlined above. You may access the **Q-Balancer Console** via SSH as well. The password for **admin** via SSH is same as the password of **root** via web UI to the appliance, and is subject to change as soon as the password of root via web UI is changed.