

## SOHO TZW Firmware Reset Procedures

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SonicWALL introduced a new reset feature in SonicOS 1.0.0.2 for the SonicWALL SOHO TZW Wireless Security Appliance. The new feature allows you to reset the SOHO TZW to factory default settings including the user name and password, but **does not require reloading the firmware**.

This new feature is in addition to the earlier reset features of SonicWALL products, all of which are described in the following sections.

### Resetting Firmware to Factory Default Settings (New SOHO TZW Feature)

At times, it may be necessary to reset the firmware to factory defaults on your SOHO TZW. For example: if you forget your password and cannot access the management interface.

To quickly reset the firmware to factory default settings, locate the Reset button on the back of the SOHO TZW next to the LAN connection. Using a pointed object, press and hold the Reset button for 5-10 seconds. All settings are returned to the factory default settings including the password and the default LAN IP address of 192.168.168.168.

*Tip: If you have a saved preferences file, you can import it for quick recovery of your configurations. Importing a preferences file will not overwrite the username and password.*

### Resetting Firmware if Firmware is Corrupted (Test Light Remains On)

If the Test light remains on after 90 seconds, the firmware may be corrupted. Follow these steps to load firmware onto the appliance:

1. Power down the appliance. Disconnect LAN and WAN ports
2. Wait 30 seconds, press and hold the Reset button.
3. While holding the reset button, power on the appliance.
4. Continue to hold the Reset button until the Test light begins blinking.
5. Once the Test light stops blinking and remains lit, release the Reset button.
6. Reconnect to LAN port directly from host PC with cross-over cable (red cable that came with the SonicWALL) and reconnect WAN port. Configure the host Ethernet adapter settings to IP address 192.168.168.200 and mask 255.255.255.0
7. Open a Web browser, and type 192.168.168.168 into the Address or Location field.
8. A Web page displays the message, "Firmware appears to be corrupted." Click Browse to open a File Open dialogue box. Browse to the location of the firmware file. A rescue version of the firmware is located on the product CD.
9. After restoring the firmware on the appliance, go to <https://www.mysonicwall.com> and log into your account. Download the latest version of the firmware and then upload it to your appliance.

*Tip: If you have a saved preferences file, you can import it for quick recovery of your configurations. Importing a preferences file will not overwrite the username and password.*

### Restore Defaults (from System>Settings page)

You can restore the SonicWALL to default settings by clicking 'Restore Defaults' on the System>Settings page. This resets all configuration settings **except** the administrator name and password, and the LAN IP address and subnet mask.

**Alert!** It's recommended you export your current configuration to a file before choosing Restore Defaults.  
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