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.