

Kerio Operator Box

USB Tools

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1 USB Tools for Kerio Operator Box

Kerio Technologies provides a set of tools for solutions in situations where it is not possible to connect to *Kerio Operator Box* via network and administer it via the *Kerio Operator Administration* web interface:

- [Recovery of a forgotten administration password](#),
- [Recovery of the default configuration \(factory settings\)](#),
- [Complete recovery of the device system](#) (for case where even the default configuration cannot be recovered).

These tools are designed for use from a USB flashdisk. Therefore, they are called *USB Tools*. For complete system recovery a USB flasdisk with capacity of at least 2 GB is required, for other tools capacity of 256 MB will do.

All USB tools are designed for a single used and get invalid once the operation is finished. The main reason for this measure is to avoid unexpected repetition of the operation upon the next restart in case that the flashdisk has not been dismounted. This implies that once you perform the operation, the flashdisk content cannot be used again and can be removed (the case of complete system recovery is a bit more complicated — for details, see section [??](#)).

Warning:

Upon the first start, Kerio Operator Box has a static IP address set to 10.10.10.1 on Ethernet port 1.

More information

This document describes only how to use USB tools. For in-depth information on the product configuration, see the [Administrator's Guide](#).

Should any issue arise (e.g. if *Kerio Operator Box* fails to work even after the complete system recovery) please contact [our technical support](#).

2 Administration password recovery

Forgotten administration password can be recovered by using file [kerio-operator-password-reset](#).

Check the following example:

1. Mount the USB flashdisk to your computer.
2. Make sure that only one partition with file system *FAT16* or *FAT32 (VFAT)* is created on the flashdisk. The USB disk must not be formatted by file system *NTFS* or *ext2 / ext3 / ext4*.
3. Save file [kerio-operator-password-reset](#) to the flashdisk.
4. Switch off *Kerio Operator Box*.
5. Plug the USB flashdisk into one of the USB ports of your *Kerio Operator Box*.
6. Switch on *Kerio Operator Box*.
7. In your web browser, open the *Kerio Operator Administration* interface.
8. The browser will ask you to enter a new administrator password.
9. Now you can login as user *admin* with a new password.

3 Restoring default configuration

Factory settings of *Kerio Operator Box* can be recovered by using file [kerio-operator-factory-reset](#).

Recovery of the factory settings removes all configuration data and logs.

Check the following example:

1. Mount the USB flashdisk to your computer.
2. Make sure that only one partition with file system *FAT16* or *FAT32 (VFAT)* is created on the flashdisk. The USB disk must not be formatted by file system *NTFS* or *ext2 / ext3 / ext4*.
3. Save file [kerio-operator-factory-reset](#) to the flashdisk.
4. Switch off *Kerio Operator Box*.
5. Plug the USB flashdisk into one of the USB ports of your *Kerio Operator Box*.
6. Switch on *Kerio Operator Box*.
7. For factory settings recovery to take effect, *Kerio Operator Box* will be restarted automatically.

8. To connect to Kerio Operator, set the following TCP/IP parameters on your computer:
 - IP address: 10.10.10.2
 - Subnet mask: 255.255.255.0
9. Use the web browser of the connected computer to enter the following address:
`https://10.10.10.1:4021/admin`
10. Set the administrator password, login to the product administration and configure *Kerio Operator Box* as needed.

4 Complete system recovery

The *Kerio Operator Box* system can be completely recovered by using file [kerio-operator-rescue](#). Within the system recovery, all configuration data including activation. Therefore the device will have to be reactivated and reconfigured for further use.

Warning:

Before applying complete system recovery, it is highly recommended to retest connection to *Kerio Operator Box* after attempting the factory settings recovery.

Preparing flashdisk for system recovery

For complete system recovery, *Kerio Operator Box* first needs to introduce operating system from USB disk. File [kerio-operator-rescue](#) is an image of an installation disk and must be saved directly on the physical device (similarly as in case of burning ISO images on CD). Please follow the instructions according to your client system.

Microsoft Windows

1. Mount the USB flashdisk to your computer. If necessary, back up files saved on the disk. The flashdisk data will be rewritten completely!
2. Download and unpack [Image Writer](#) (it does not require installation).
3. Download file [kerio-operator-rescue](#).
4. In application *Image Writer*, look up this file, select your flashdisk and click on *Write*.
5. Remove the disk securely and unplug it from your computer.

Linux

1. Mount the USB flashdisk to your computer. If necessary, back up files saved on the disk. The flashdisk data will be rewritten completely!
2. Download file [kerio-operator-rescue](#).
3. Run the terminal (console).
4. Use command `sudo fdisk -l` to detect the USB flashdisk name (e.g. `/dev/sdb`).
5. Save the [kerio-operator-rescue](#) file to the appliance using command:
`sudo dd if=rescue.img of=/dev/sdx bs=1M`

replace `rescue.img` with the real file name and `/dev/diskX` with the real appliance. It is necessary to enter the physical device (e.g. `/dev/sdx`), not only a partition (e.g. `/dev/sdx1`).

6. Use command `sudo sync` to guarantee finishing of all disk operations.
7. Unplug the USB disk from your computer.

Mac OS X

1. Mount the USB flashdisk to your computer. If necessary, back up files saved on the disk. The flashdisk data will be rewritten completely!
2. Download file [kerio-operator-rescue](#).
3. Run the terminal (*Applications* → *Utilities* → *Terminal*).
4. Use command `sudo diskutil list` to detect the USB flashdisk name (e.g. `/dev/DiskX`).
5. Use command `sudo diskutil unmountDisk /dev/diskX` to unmount the disk.
6. Save file [kerio-operator-rescue](#) to the USB flash disk by using command:

```
sudo dd if=rescue.img of=/dev/Disk1 bs=1M
```

replace `rescue.img` with the real file name and `/dev/diskX` with the real appliance.

7. Unplug the USB disk from your computer.

Kerio Operator Box device system recovery

1. Switch off *Kerio Operator Box*.
2. Plug the USB flashdisk into one of the USB ports of your *Kerio Operator Box*.
3. Start the *Kerio Operator Box* and wait for a sound signal.
4. To connect to Kerio Operator, set the following TCP/IP parameters on your computer:
 - IP address: 10.10.10.2
 - Subnet mask: 255.255.255.0
5. Use the web browser of the connected computer to enter the following address:
`https://10.10.10.1:4021/admin`
6. Set the password, login to the product administration and configure *Kerio Operator Box* as needed.

Recovering USB flashdisk for further use

Special partitions are now created on the USB flashdisk and part of the space is unused. To reuse the disk again as an external desk for other purposes, remove all disk partitions, create one or more new partitions and reformat the disk by an appropriate file system.

Please follow the instructions according to your client system.

Microsoft Windows

1. Run the *Command Line*.
2. Enter command `diskpart`. On *Windows Vista* and *Windows 7* confirmation of running the application under administration account can be required.

3. Use command `list disk` to show the list and look up the number of the physical disk.
4. Enter command `select disk 8` (replace number 8 by the number of the corresponding disk).
5. Use command `clean` to remove all created partitions.
6. Create a new disk partition by using the following commands, as listed:

```
create partition primary  
  
select partition 1  
  
format fs=fat32 label="USB Flash"  
  
exit
```

Linux

Use graphical tool *GParted* or command `fdisk`.

Mac OS X

Use system tool *Disk Utility* (*Application* → *Utilities* → *Disk Utility*).

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