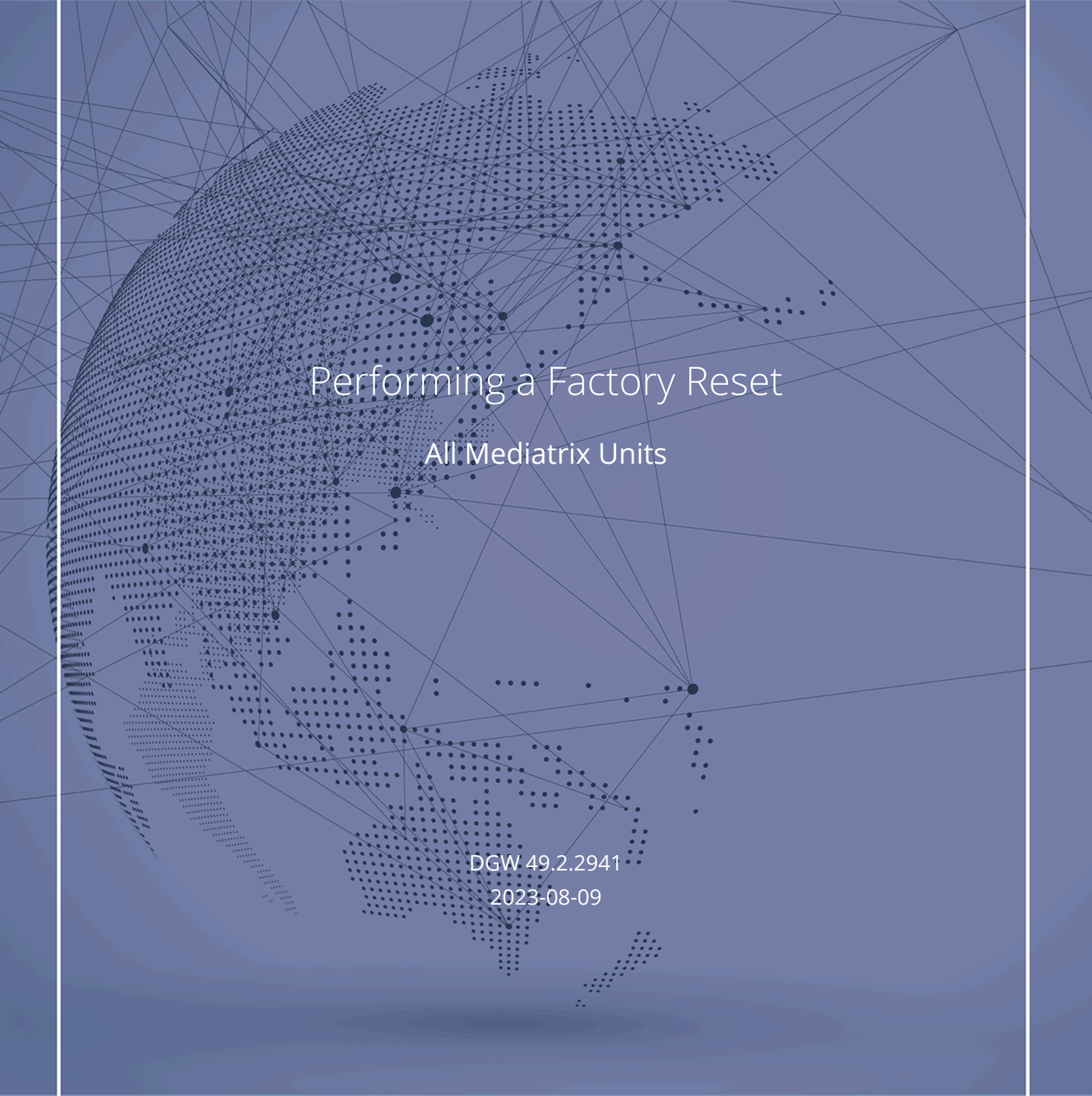


The background of the page is a dark blue gradient with a complex, abstract pattern of white lines and dots. The pattern resembles a network or a stylized map, with lines connecting various points and dots scattered throughout. The overall effect is a sense of connectivity and data.

Performing a Factory Reset

All Mediatrix Units

DGW 49.2.2941
2023-08-09

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Factory Reset

The Factory reset reverts the Mediatrix unit back to its default factory settings.

It deletes the persistent configuration parameters of the unit, including:

- User files stored in the File service
- Certificates, except for factory installed ones
- Log files of the File service

The Factory reset should be performed with the Mediatrix unit connected to a network with access to a DHCP server. If the unit cannot find a DHCP server, it will sent requests indefinitely. A Factory Reset can be triggered either:

- Directly on the unit. Refer to [Performing a Factory Reset](#) (p.3).
- Via the web interface of the Mediatrix unit (**Management/Firmware Upgrade**).
- Via the Command Line Interface of the Mediatrix unit by using the **fpu.defaultsetting** parameter.

Performing a Factory Reset

Information

The Factory reset alters any persistent configuration data of the Mediatrix unit.

Steps

- 1) Insert a small, unbent paper clip into the hole of the **Reset/Default** button, located on the Mediatrix unit.

Note: Do not release the **Reset/Default** button before the LEDs stop blinking and are steadily ON. This can last from 12 to 16 seconds. If you leave the inserted pin longer, no action will be taken which is useful if you accidentally pushed the button and do not need any action to be applied.

- 2) Release the paper clip.

Result

All configuration parameters are reset to their default value. The unit can then be contacted via its WAN interface DHCP-provided IP address (ETH1 or WAN on the 4102S), or via its LAN interface default IP address 192.168.0.10 (ETH2 or LAN on the 4102S).

Performing a Factory Reset Using the DGW Web Interface

Information

The Factory reset alters any persistent configuration data of the Mediatrix unit.

Steps

- 1) Go to **Management/Firmware Upgrade**.
- 2) Click **Factory Reset**.
- 3) Click **OK**.

Result

All configuration parameters are reset to their default value. The unit can then be contacted via its WAN interface DHCP-provided IP address (ETH1 for most platforms), or via its LAN interface default IP address 192.168.0.10 (ETH2 for most platforms).

Performing a Factory Reset Using the CLI

Information

The Factory reset alters any persistent configuration data of the Mediatrix unit.

Steps

- 1) Log into the CLI using an SSH client.
- 2) Restart the unit by typing **Fpu.DefaultSettings** in the command line.

Result

All configuration parameters are reset to their default value. The unit can then be contacted via its WAN interface DHCP-provided IP address (ETH1 for most platforms), or via its LAN interface default IP address 192.168.0.10 (ETH2 for most platforms).

Online Help

If you are not familiar with the meaning of the fields and buttons, click **Show Help**, located at the upper right corner of the Web page. When activated, the fields and buttons that offer online help will change to green and if you hover over them, the description will be displayed.

DGW Documentation

Mediatrix devices are supplied with an exhaustive set of documentation.

Mediatrix user documentation is available on the [Media5 Documentation Portal](#).

Several types of documents were created to clearly present the information you are looking for. Our documentation includes:

- **Release notes:** Generated at each GA release, this document includes the known and solved issues of the software. It also outlines the changes and the new features the release includes.
- **Configuration notes:** These documents are created to facilitate the configuration of a specific use case. They address a configuration aspect we consider that most users will need to perform. However, in some cases, a configuration note is created after receiving a question from a customer. They provide standard step-by-step procedures detailing the values of the parameters to use. They provide a means of validation and present some conceptual information. The configuration notes are specifically created to guide the user through an aspect of the configuration.
- **Technical bulletins:** These documents are created to facilitate the configuration of a specific technical action, such as performing a firmware upgrade.
- **Hardware installation guide:** They provide the detailed procedure on how to safely and adequately install the unit. It provides information on card installation, cable connections, and how to access for the first time the Management interface.
- **User guide:** The user guide explains how to customise to your needs the configuration of the unit. Although this document is task oriented, it provides conceptual information to help the user understand the purpose and impact of each task. The User Guide will provide information such as where and how TR-069 can be configured in the Management Interface, how to set firewalls, or how to use the CLI to configure parameters that are not available in the Management Interface.
- **Reference guide:** This exhaustive document has been created for advanced users. It includes a description of all the parameters used by all the services of the Mediatrix units. You will find, for example, scripts to configure a specific parameter, notification messages sent by a service, or an action description used to create Rulesets. This document includes reference information such as a dictionary, and it does not include any step-by-step procedures.

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