



# Recovery Process

Time-Based Instructions for LGV and Back to Factory Processes

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# Recovery Process

The recovery process provides restore options that help to address system issues on your appliance. Restore options include Last Good Version and back to factory features. Last Good Version (LGV) takes a snapshot of a currently running system which can then be used to return your system to a working state if configuration changes or other events compromise system performance or functionality. LGV provides another tool to protect your system in addition to regular backups. It is recommended that you create an LGV after you complete the setup for your appliance; you should also consider updating the LGV after subsequent configuration changes have been tested and found to function as expected. The back to factory process resets your appliance to default values; this feature erases all data and any configuration changes that you applied when deploying the appliance in your network environment.

The LGV image is created in the recovery system process where the main operating system (OS) is not running. Due to its offline nature, the LGV feature is not recommended in lieu of a normal backup procedure. Also, there is only one LGV image possible at any one time, and the creation of a new LGV image will replace an existing image. The back to factory feature is also accessed when the main OS is not running.

The following instructions explain how to create an LGV, restore an LGV, and how to return your appliance to factory default settings. To initiate the recovery process you will need to determine the correct delay interval for your appliance model. These time-based interval instructions are intended to accommodate deployments where the standard audio cues cannot be used.

## Create an LGV

### Notes:

- › You will need to first shut down your appliance and then start it again to access the system recovery process.
- › This method uses timing; as such it is important that you follow the instructions carefully.

- › It may help to read through all of the instructions before starting the procedure.
1. You will need to determine the interval to wait before you initiate the recovery process.
    - WSA/MSA 1500/3000/3200/4000/42000 series – 6 seconds
    - WSA/MSA 5000/5200/6000/6200 series – 9 seconds
    - WSA/MSA 8000/8200 series – 12 secondsThis interval will be used in the following steps.
  2. Shutdown the appliance.
  3. The front panel display shows the **System Off** message after shutdown has completed.
  4. Start the appliance recovery process:
    - a. Press the Jog Dial to start the appliance.
    - b. The front panel display shows **System On**.
    - c. Wait the appropriate interval as defined in Step 1 (6, 9, or 12 seconds).
  5. Slowly turn the Jog Dial clockwise to initiate the recovery system; continue turning until the front panel display shows **Celestix Appliance Installer**.

**Note:** It is important that you turn the Jog Dial slowly; turning the dial too quickly can invalidate this process. One Jog Dial click per second is sufficient.
  6. The front panel display will show **Celestix Appliance Installer** when the recovery process launches. Menu options will display when the recovery system has loaded.
  7. Turn the Jog Dial to scroll to the option **Create Last Good Version <<** and press to select.
  8. Confirm the operation when prompted.

The **Saving System Image** screen will show a progress indicator and an estimated time to completion for the image copy process.

After the image has been created, the system will reboot.

**DO NOT ACCESS OR TURN OFF THE APPLIANCE DURING THIS PROCESS.**

## Restore LGV

Before beginning any restoration process, it is important to first try the most recently saved system version. If you regularly use the Windows backup utility,

that may be the best tool to try first. If that or other methods are unsuccessful, then the LGV is a good disaster recovery option.

### To restore an LGV image:

#### Notes:

- The restore LGV process requires a previously created LGV image.
- You will need to first shut down your appliance and then start it again to access the system recovery process.
- All data on the appliance not included in the LGV image will be lost when the LGV restore feature is used. If possible, backup data before restoring the appliance to a previous state. After completing the LGV routine, you can restore system settings from the backups. It is possible, however, that you may also restore the conditions that lead to the issue you are trying to resolve.

1. You will need to determine the interval to wait before you initiate the recovery process.
  - WSA/MSA 1500/3000/3200/4000/42000 series – 6 seconds
  - WSA/MSA 5000/5200/6000/6200 series – 9 seconds
  - WSA/MSA 8000/8200 series – 12 seconds

This interval will be used in the following steps.

2. Shutdown the appliance.
3. The front panel display shows the **System Off** message after shutdown has completed.
4. Start the appliance recovery process:
  - a. Press the Jog Dial to start the appliance.
  - b. The front panel display shows **System On**.
  - c. Wait the appropriate interval as defined in Step 1 (6, 9, or 12 seconds).
5. Slowly turn the Jog Dial clockwise to initiate the recovery system; continue turning until the front panel display shows **Celestix Appliance Installer**.
 

**Note:** It is important that you turn the Jog Dial slowly; turning the dial too quickly can invalidate this process. One Jog Dial click per second is sufficient.
6. The front panel display will show **Celestix Appliance Installer** when the recovery process launches. Menu options will display when the recovery system has loaded.
7. Turn the Jog Dial to scroll to the **Restore Image** option, press to select.
8. Use the Jog Dial to scroll to and select **Restore Last Good Version**.
9. Confirm the operation when prompted.

The **Restoring Last Good Version** screen will show a progress indicator and an estimated time to completion for the image copy process.

After the image has been created, the system will reboot.

**DO NOT ACCESS OR TURN OFF THE APPLIANCE DURING THIS PROCESS.**

## Troubleshooting LGV Issues

LGV creation may fail if:

- The file system is corrupted.  
File corruption may be indicated if the appliance shuts down abruptly, or has trouble shutting down. A corrupt file will not restore properly. If you are prompted to address a shutdown error, this indicates a corrupt file issue.
- There is not enough disk space:  
LGV images are allotted limited disk space. If you are prompted to clear space on your appliance, this indicates a disk space issue. Remove temporary, cache, and log files to make your appliance image smaller.

**Please Note:** A previously created LGV image will be deleted once you select **Create Last Good Version**. If LGV creation fails, you will not be able to access the previous LGV image. Until you resolve the issue impeding the LGV process, you will not be able to use the feature for system recovery.

## Back to Factory

The back to factory feature enables you to return your appliance to its original, out-of-box state. Restoring an appliance to factory settings will erase any changes made to the box, including configuration settings and stored files.

The back to factory feature can be used with both Windows backup and LGV functions to restore your system to a functioning state. In the event restore efforts combined with other functions are not successful, back to factory can still be used to restore your appliance to its original state.

## To restore your appliance to its original factory state:

### Notes:

- › You will need to shut down your appliance and then start it again to access the system recovery process.
  - › All data on the appliance will be lost when the back to factory feature completes. If possible, back up data before restoring the factory default image. After returning your appliance to default settings, you can restore system configuration from the backups. You may, however, also restore the conditions that lead to the issue you are trying to resolve.
1. You will need to determine the interval to wait before you initiate the recovery process.
    - WSA/MSA 1500/3000/3200/4000/42000 series – 6 seconds
    - WSA/MSA 5000/5200/6000/6200xxx series – 9 seconds
    - WSA/MSA 8000/8200 series – 12 seconds

This interval will be used in the following steps.
  2. Shutdown the appliance.
  3. The front panel display shows the **System Off** message after shutdown has completed.
  4. Start the appliance recovery process:
    - a. Press the Jog Dial to start the appliance.
    - b. The front panel display shows **System On**.
    - c. Wait the appropriate interval as defined in Step 1 (6, 9, or 12 seconds).
  5. Slowly turn the Jog Dial clockwise until the front panel displays **Celestix Appliance Installer**.
 

**Note:** It is important that you turn the Jog Dial slowly; turning the dial too quickly can invalidate this process. One Jog Dial click per second is sufficient.
  6. The front panel display will show **Celestix Appliance Installer** when the recovery process launches. Menu options will display when the recovery system has loaded.
  7. Turn the Jog Dial to scroll to the **Restore Image** option, press to select.
  8. Use the Jog Dial to scroll to and select **Restore Factory Image**.
  9. Confirm the operation when prompted.

The front panel display will show a progress indicator and an estimated time to completion for the image copy process.

After the image has been installed, the system will reboot.

### **DO NOT ACCESS OR TURN OFF THE UNIT DURING THIS PROCESS.**

The appliance will shut down when the process is complete.