

ExtraHop

Refurbish an ExtraHop appliance

Published: 2025-01-29

The following procedures explain how to prepare an ExtraHop appliance for evaluation.

1. Verify that you have the correct appliance by reviewing the hardware list in the [Appendix](#).
2. [Download the latest rescue media](#) and overwrite the files on the USB rescue media installed in the appliance.
3. Connect to the appliance through the latest rescue media and reset to factory defaults.
4. Run the hardware tests from the rescue media.
5. Package the appliance for shipment to the next evaluation, including the front bezel plate, rail set, and all cords.

Boot into the rescue media interface

Before you begin

-  **Warning:** The rescue media must have the same firmware version that is installed on the ExtraHop system, unless you plan to reset the appliance to factory defaults and upgrade to the latest firmware version. To upgrade to the latest firmware version, overwrite your rescue media USB drive with the [latest rescue media version](#).

After you have installed the ExtraHop rescue media onto a USB drive, boot into the rescue media interface.

1. Make sure that you have only one rescue media inserted into the ExtraHop appliance.
2. Connect to the ExtraHop system from an ExtraHop console, serial port, or [iDRAC](#).
3. Restart the appliance through one of the methods listed below, in the following recommended order.
 - Log in to the Administration settings on the ExtraHop system through `https://<extrahop-hostname-or-IP-address>/admin`. In the Appliance Settings section, click **Shutdown or Restart**, and then click **Shutdown**.
 - Log in to the command-line interface with the `shell` user account, enable privileged commands, and then restart the system with the `restart system` command. It can take up to two minutes for the system to restart.
 - Press the power button once without holding, wait a few minutes for the system to shut down, and then press the power button again to restart the appliance.
 - Press and hold the power button until the appliance powers off. Then, press the power button again to restart the appliance.

 **Important:** Try this method only if the previous methods are unresponsive, as a forced reboot can cause data loss.
4. When the system reboots, follow the instructions on the screen to access the Boot Manager (or press F11).

The steps vary by the hardware manufacturing release. From the Boot Manager menu, select the option for the BIOS boot menu.
5. Depending on your rescue media type, select to boot from either DVD ROM or USB.

 **Important:** Do not select to boot from the NIC, hard drive, or UEFI (EDA 1200 only).

Reset the ExtraHop system to factory defaults

To install a copy of the ExtraHop system firmware and remove all existing data and license information, you can reset the appliance to factory defaults.

You can reset the system to factory defaults from the rescue media interface.



Note: You can restore only physical ExtraHop packetstores to factory defaults. Virtual ExtraHop packetstores must be redeployed after reset.

1. From the Select Menu Option screen, select **ExtraHop System Factory Reset** and press ENTER.
2. Select **Yes** at the prompt to confirm that all data will be deleted and press ENTER.
3. Optional: If you want to destroy all data on the disks, you can perform a secure wipe of the ExtraHop system by selecting **Yes** and pressing ENTER. A secure wipe can take several hours to complete. Otherwise, select **No**.



Important: If your appliance supports instant secure erase, this process begins automatically. This method does not require user confirmation and completes much faster.

4. When the installation is complete, select **Reboot** and press ENTER to restart the system.

The system reboots, initializes the system hardware, and then launches the ExtraHop firmware.

Next steps

Configure the system settings according to the [deployment guide](#) for your specific hardware.

Reset the ExtraHop administrator password

If you have forgotten your ExtraHop password for the Administration settings, you can reset the password to the system default. Then, you can log in to the Administration settings on the ExtraHop system with the default password and change the default password to a secure password.

Before you begin

Before completing these steps, return to the BIOS Boot Manager and select the option to boot from the rescue media.

You can reset the administrator password from the rescue media interface.

1. From the Select Menu Option screen, select **Wipe/Reset Menu**, and then press ENTER.
2. Select **Reset Password** and press ENTER.
3. At the prompt to apply the change, press ENTER.
4. Select **Return to Main** and press ENTER.
5. Select **Reboot** and press ENTER.
6. Select **Yes** and press ENTER.
7. Return to the BIOS Boot Manager and select the option to boot from the system disk.

Cable the hardware for testing

When running hardware tests, connect cables to the network ports only when you run the NICs (Detection) or NICs (Send/Receive) hardware tests.

1. Connect the 10 GB ports on the same interface card to each other with a fiber optic cable.
2. Connect interface 1 to interface 2, and then connect interface 3 to interface 4 with Ethernet cables.

Run the hardware tests

You can run hardware tests from the rescue media interface.

1. **Boot into the rescue media interface.**
2. From the Select Menu Option screen, select **Hardware Tests**, and then press ENTER.
3. From the Select Hardware Tests to Run screen, select the tests you want to run.
By default, the first seven test are selected and marked with an asterisk. To select or deselect a test, highlight the test, and then press the space bar.
4. Select **OK** and press ENTER.
5. As each test completes, the page pauses to enable you to view the results.
Press PAGE UP or PAGE DOWN on your keyboard to scroll through the information.
6. When you are finished reading the results, press any key, and then press Q on your keyboard to proceed to the next test.

Hardware test types

The following table provides information about the hardware tests that are available on the ExtraHop appliance.

Test	Description	Test Time
Firmware	Verifies that the firmware version is correct by checking the MD5 sums on both the base firmware and the ExtraHop firmware.	5 seconds
Hard Drives	Performs a test of all hard drives in the appliance.	5 to 10 seconds
Raid Controller	Checks the RAID statistics and gives a summary of any errors.	5 seconds
Card Slot Placement	Verifies that additional TLS and 10G cards are installed in the correct slots.	5 minutes
SSL Offload	Enables the card and performs two decryption tests.	5 minutes
NICs (Detection)	Checks the appliance to ensure the number of detected interfaces matches the number of interfaces on the appliance. The result displays the number of interfaces detected and whether the detection test has passed.	5 to 10 seconds
NICs (Send/Receive)	Verifies that the interfaces are working by sending and receiving data through the NICs.	1 minutes
Extended Hard Drive Test	Performs a thorough test of the hard drive. This test can take up to 24 hours and checks every sector of every hard drive for errors. Run this test separately	Up to 24 hours

Test	Description	Test Time
	and only if there were errors in the previous hard drive tests.	

Interpreting hardware test results

The following table provides information about how to resolve hardware tests failures.

If the steps in the Resolution column are unsuccessful, contact [ExtraHop Support](#).

Test	Failure Description	Resolution
Firmware	If a firmware test fails, the firmware or base image file might be corrupt.	Return to the rescue media interface, and select ExtraHop System Factory Reset .
Hard Drives	If the hard drive test fails, the drive might not be present or the drive might not be secure inside the slot.	Seat the drive correctly in the slot and run the test again. If the error persists, contact ExtraHop Support to replace the drive.
Raid Controller	If the RAID controller test fails, the drives might not be present or the drives might not be secure inside the slots.	Seat the drive correctly in the slots and run the test again. If the error persists, contact ExtraHop Support to replace the drives.
Card Slot Placement	If the card slot placement test fails, the output shows a slot mismatch for the 10G or TLS cards. Designated slots vary by appliance model.	To verify the designated slots, refer to your appliance documentation. If you have trouble replacing the cards in the correct slots, contact ExtraHop Support.
SSL Offload	If the SSL Offload test fails, the TLS card might not be initialized properly, or it might be in the incorrect slot.	Ensure that the TLS card is in the correct slot. If you have trouble replacing the cards in the correct slots, contact ExtraHop Support.
NICs (Detection)	The output of the NIC (network interface card) detection test is a list of fiber interfaces and Ethernet interfaces on the ExtraHop appliance.	Ensure that the number of detected interfaces matches the number of interfaces on the ExtraHop appliance. If one or more interfaces are not listed, ensure that all network interfaces and cards are present. If they are present and the system does not detect them, contact ExtraHop Support.
NICs (Send/Receive)	A failure means cables are connected incorrectly or there is no connectivity. The test verifies that the interfaces are functioning by enabling the interface checking for network connectivity.	Ensure that the cables are properly connected and restart the ExtraHop system. If the error persists, read the output to determine whether traffic was unable to send or receive. If there is no traffic, the NIC might be defective. To replace a defective NIC, contact ExtraHop Support.

Test	Failure Description	Resolution
Extended Hard Drive Test		Contact ExtraHop Support

Appendix

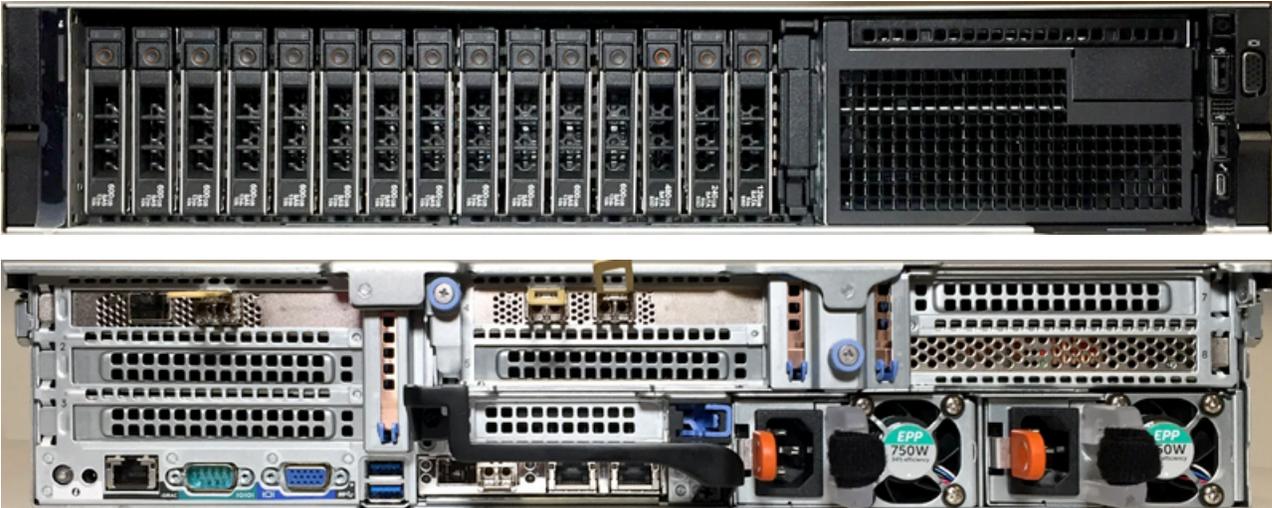
EDA 6200



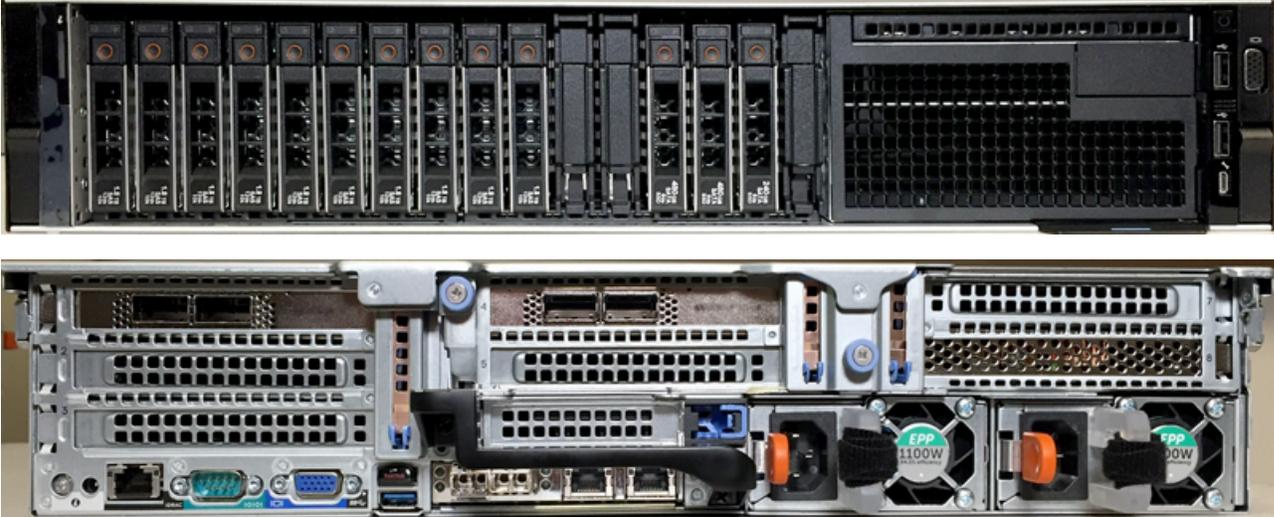
EDA 8200



EDA 9200



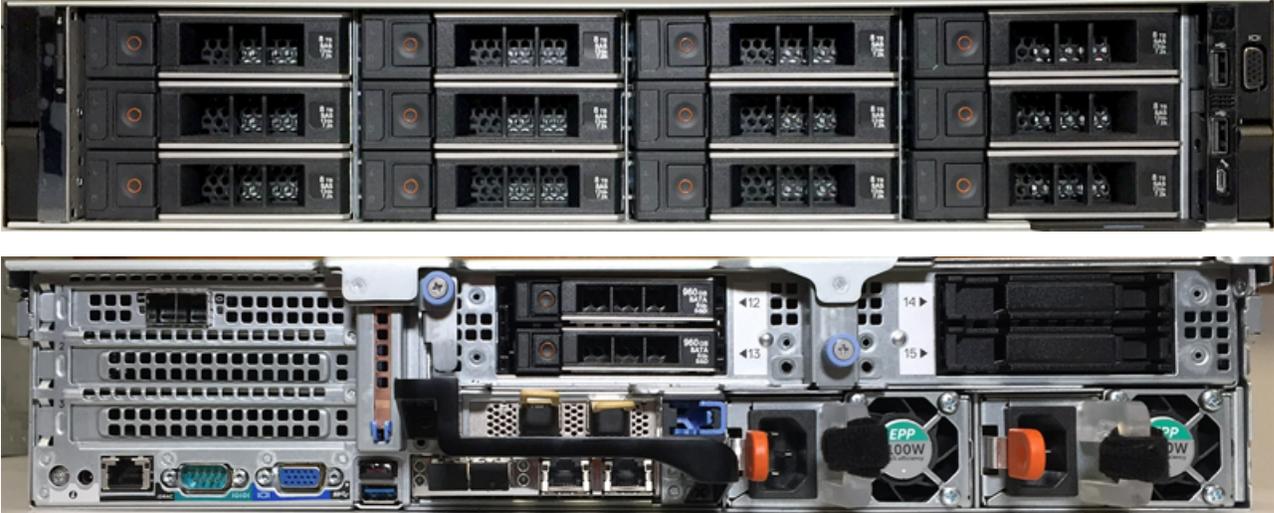
EDA 10200



EXA 5200



ETA 8250



ESU

