

Flowmon Recovery Guide

This guide describes how to perform recovery of a Flowmon hardware appliance. Recovery steps are the same for Flowmon Collector and Flowmon Probe.

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Recovery process

There are 3 general options of Flowmon hardware appliance recovery using:

- A. USB flash drive
- B. DVD optical drive (*note: applied for models with DVD-ROM drive only*)
- C. Remote Control (*note: applied for models with Enterprise version of remote control, see the specification*)

All of these options require Flowmon image, which will be used for recovery, and license file for Flowmon appliance activation. Optionally, backup configuration file can be used for Flowmon appliance configuration.

Download Flowmon Recovery DVD ISO

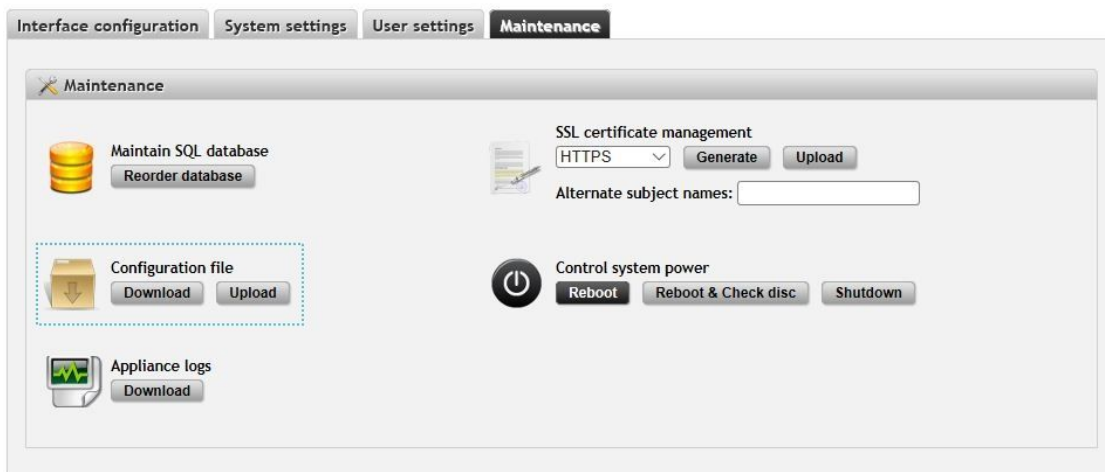
You may obtain **Flowmon Recovery DVD** ISO file from our support portal at <https://support.flowmon.com>. In the section **Downloads** you need to select the software version you would like to download. We recommend using the latest version available.

Get licence

Make sure you have valid **license file** for the appliance. If you do not have a backup of the license file, you can download it from the appliance.

The recommended approach (if device is still working) is to download the whole **Configuration file** which includes the license and appliance configuration settings. Log in the Flowmon appliance and go into *Configuration Center > System > Maintenance*. There is a button to download Configuration file. Before downloading you will be prompted to select configuration groups for export. You can keep everything selected.

Following screenshot shows the location of the Configuration file download option in Flowmon (legacy GUI):



Alternatively, you can use **terminal and scp**. Licence is stored in /etc/flowmon/license and you can download it using flowmon user and configured password.

For example using Linux shell:

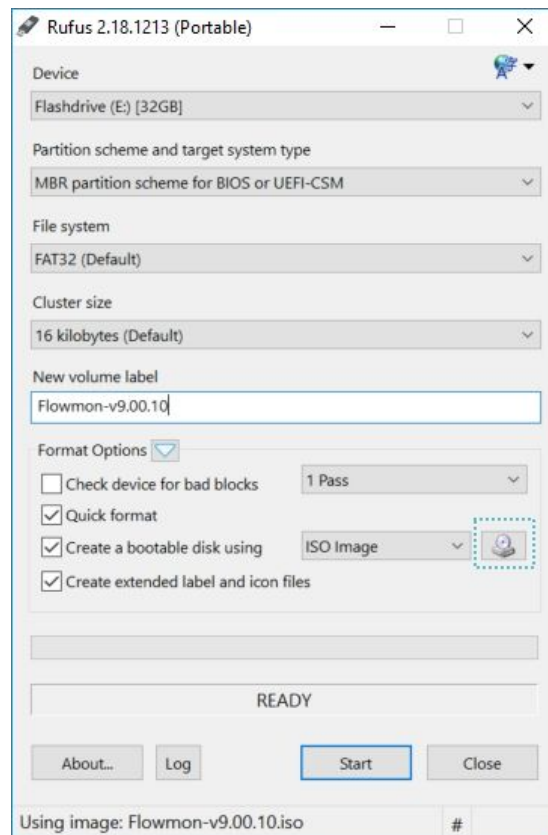
```
scp flowmon@192.168.51.237:/etc/flowmon/license ~/
flowmon@192.168.51.237's password:
license                               100% 2735      2.7KB/s   00:00
```

If you need any assistance please contact our support at support@flowmon.com. We kindly ask you to provide Service Tag of the appliance for its identification.

Option A - Recovery using USB flash drive

This option requires USB flash drive with at least 3GB of free space and application **Rufus** (<https://rufus.akeo.ie/>) to create bootable USB drive.

Create bootable drive using Rufus and Flowmon Recovery DVD ISO file. Browse to ISO file using drive icon, settings will be set automatically.



Boot from the prepared bootable USB flash drive:

- Plug in USB drive to Flowmon appliance, turn the appliance on and press **F11** to prompt booting options.
- Go to *Boot Manager* and select *One-time boot* from USB drive.
- Reboot the appliance and Flowmon installation will start.
- Wait until installation is complete and then reboot the appliance.
- Proceed to [Common configuration](#) chapter to configure the appliance.

Option B - Recovery using DVD Optical Drive

Burn Flowmon Recovery DVD ISO to DVD disc. Make sure booting from CD/DVD is set as the first device in BIOS Boot Sequence (this is default factory settings). Alternatively, you can press F11 during the start, go to *Boot Manager* and select *One-time boot* from CD/DVD optical drive.

Insert the Recovery DVD disc to DVD optical drive (*note: optionally, you can also boot from external DVD optical drive*). Reboot Flowmon appliance and wait until the installation process is finished.

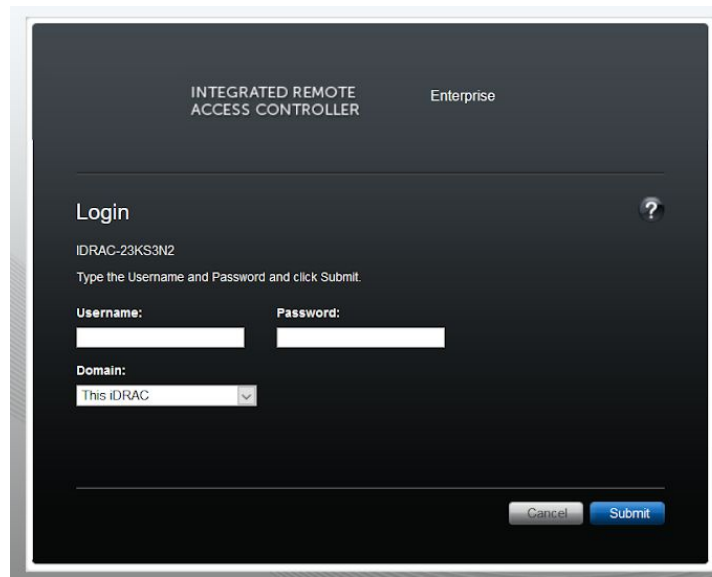
Restart the appliance and remove Recovery DVD while the appliance is in POST stage with BIOS options on screen (otherwise recovery process will start again automatically).

Option C - Recovery using Remote Control

Recovery using Remote Control requires **virtual console** (available only in Enterprise version of Remote Control, Express version does not include virtual console) and **Java Runtime Environment** (<https://java.com/en/download/>) installed on your PC.

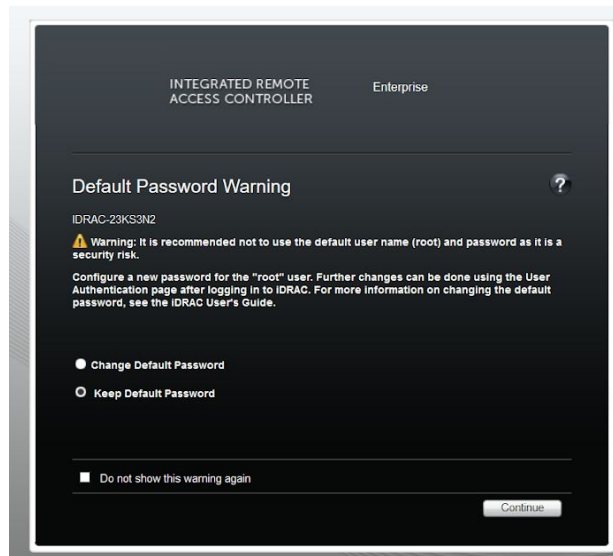
Flowmon appliances use Integrated Dell Remote Access (iDRAC) for remote control (similar to HP iLO or IBM IMM). First of all, you need to connect the iDRAC port of the appliance to network and either use default IP 192.168.0.120, assign static IP or obtain it from DHCP server. Manual is provided on our support portal (section Downloads – [Flowmon Technical Reference](#)) with explanation how to setup and log into iDRAC remote console ([Flowmon iDrac quick start guide.pdf](#)).

Visit IP address via your internet browser, confirm security exception / issue (as the certificate is self signed and not valid for the name / IP address). Then you should see following window:

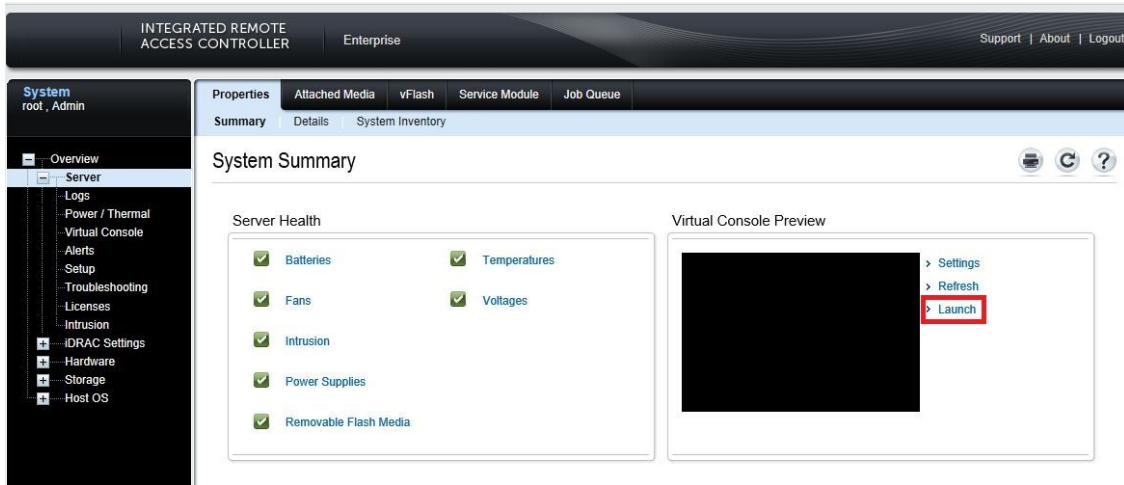


Please insert your username and password (default is root/calvin).

In the second screen “Default Password Warning” select the second option *Keep Default Password*. This screen will only show if you didn’t change the password yet.



After signing in, navigate to *Overview > Server > System Summary* where you would see health information of hardware as well as detailed information about Service Tag and you will be able to start the Virtual Console by clicking on the Launch link.



Now depending on your browser it will either offer you to run or to download Java application called *viewer.jsp*. Launch it, confirm several exceptions and then you should see a window where you are going to see the same information like on display connected to the appliance.

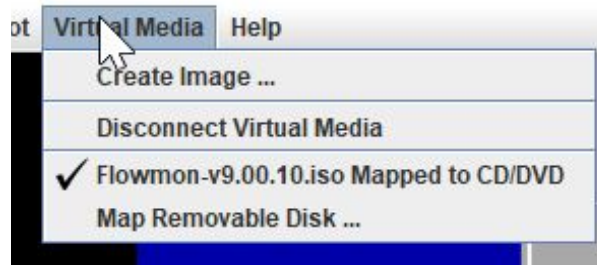
This guide shows how to perform recovery with iDRAC directly from ISO image. However, it is also possible to insert USB flash drive into Flowmon appliance and manage recovery remotely with iDRAC. Recovery steps are then the same as in chapter [Option A - Recovery using USB flash drive](#).

First step in the Java application is to connect the downloaded Recovery DVD ISO image to the virtual drive by selecting in the menu option *Virtual Media > Connect Virtual Media*.

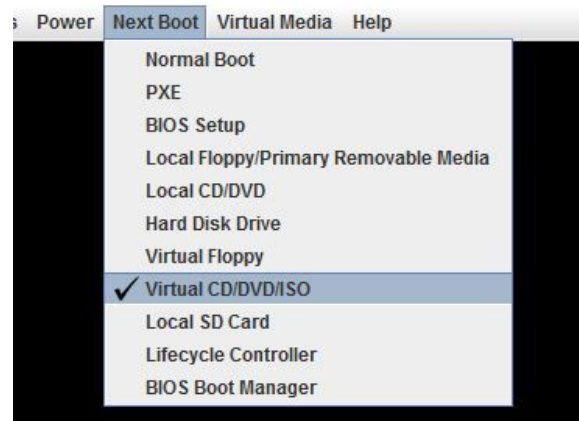
Then you will need to choose option *Virtual Media > Map CD/DVD* and select the ISO image.



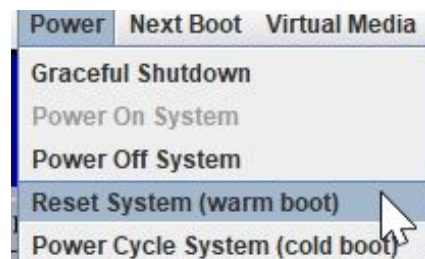
Now, verify it is connected in the same menu where you will see it mapped.



Now you need to configure the appliance to start on next boot from menu *Next Boot* select *Virtual CD/DVD/ISO* and confirm selection.



At this moment you are ready to begin the recovery process. In menu *Power* choose *Reset System (warm boot)* to reboot the appliance and start with installation.



The process will start automatically and there is no interaction required. It can take about 30 minutes to complete depending on speed of your network connection to this appliance.

Once you see in the window the text saying that installation is complete then is a time to disconnect the image in *Virtual Media* section. Once that is completed please perform in *Power* menu reboot by using *Reset System (warm boot)*.

Post-recovery Configuration

After the recovery and standard system boot, it is necessary to configure the appliance. First of all you will need to use terminal and use **sysconfig** command to set up an IP address.

Then if you have Configuration file backup containing **license file** you can navigate to *Configuration Center > System > Maintenance* to upload it. Alternatively, you can upload license file directly via *Upload new license* option in *Configuration Center > License*.

Follow appropriate quick start guide to complete configuration of the appliance. Quick start guide can be downloaded from the [support portal](#).

Licensed **Flowmon modules** (such as Flowmon ADS, Flowmon DDoS Defender, Flowmon APM, etc.) needs to be installed to appliance separately. Use installation packages available on our [support portal](#) and apply them via *Install / Update package* in *Configuration Center > Licenses*.