Gigamon®

Factory Reset Guidelines for GigaVUE-FM and GigaVUE-OS Devices

GigaVUE-OS, GigaVUE-FM

Document Version: 1.0

(See Change Notes for document updates.)

Change Notes

When a document is updated, the document version number on the cover page will indicate a new version and will provide a link to this Change Notes table, which will describe the updates.

Document Version	Date Updated	Change Notes
1.0	12/06/2024	The original release of this document with 6.9 GA.

Contents

GigaVUE-OS Nodes

Objective

To clear all the configurations, logs, licenses, packet captures and sysdumps from the system to bring it to the factory default. This procedure does not provide media sanitization, as defined by standards including but not limited to NIST SP 800-88, ASD ISM-0330, DoD 5220.22-M, UKGov's CPNI "Secure Destruction of Sensitive Media". Files will be deleted, not sanitized. If secure erasure/sanitization is mandated, please contact Gigamon Support for a procedure which will allow you to meet those requirements. Special negotiations of your support contract may be needed to support this requirement.

Environment

This applies to GigaVUE HC Series, GigaVUE TA Series,G-TAP A Series 2.

Procedure

> Log in directly to each node in the cluster to execute the necessary commands. Start with the normal member nodes, and ensure you process the Leader node last. Remember not to execute these commands on the Leader node when you decommission a normal node.

1. Remove nodes from Cluster (ignore if cluster is not enabled).

   - If Nodes are running in cluster, then remove them from cluster using the command. The required command-line mode is **Configure**.
     (config) # no cluster enable
   - Give "no" if the GigaVUE-OS CLI prompts to reset the node. (Giving YES will partially reset the device, we would skip resetting here and do a factory reset in step 4).
     For e.g. *ADVISORY!! It is recommended that whenever leaving the cluster, the traffic configuration on this aggregator to be reset and reloaded.Type 'YES' to confirm reset: no*

2. Clean card Licenses.

   - Run **"show license"** to list licenses available in various slots,
   - Clear all the licenses associated with card by running following command
     clear licenses slot 1
     clear licenses slot 2

clear licenses slot 3

clear licenses slot 4

> **NOTE:** Choose the appropriate slot and repeat the same for all cards that have a license installed. This command needs to be executed per node level.

3. Clean GigaVUE-OS License.

▪ Check if box has GigaVUE-OS license installed, using **"show license"**. If your box doesn't have GigaVUE-OS license you can go to next step.

▪ Remove GigaVUE-OS license using following command:

no license install box-id 1 key "--- License key---"

> **NOTE:** Enter the License Key that is generated from Licensing portal. If the device is managed by GigaVUE-FM, then you can unassign the license from GigaVUE-FM itself. This command needs to be executed per node level.

4. Perform write memory.

write memory

5. Reset the node to its factory defaults.

> Performing a factory reset will clear all ethernet management connection settings on the device. As a result, you can only access the device through the serial/console port. This requires direct physical access on-site or a remote serial terminal server connection. Please ensure you are prepared for this access method before proceeding.

▪ This step will internally clear log files, sysdumps, configuration text files, configuration database files and power off the GigaVUE-OS node after reset factory..

reset factory all-with-halt

GigaVUE-FM Devices and Instances

Objective

To remove all customer-supplied configurations or other data from the GigaVUE-FM instance.This procedure does not provide media sanitization, as defined by standards including but not limited to NIST SP 800-88, ASD ISM-0330, DoD 5220.22-M, UKGov's CPNI "Secure Destruction of Sensitive Media". Files will be deleted, not sanitized. If secure

erasure/sanitization is mandated, please contact Gigamon Support for a procedure which will allow you to meet those requirements. Special negotiations of your support contract may be needed to support this requirement.

Environment

This procedure applies to the GigaVUE-FM Hardware Appliance and the GigaVUE-FM Virtual Appliance.

Procedure

1. To remove any customer-supplied data stored by a GigaVUE-FM Virtual Appliance

    o   Shutdown the virtual GigaVUE-FM instance
    o   Delete the virtual instance completely from any data store associated with it
    o   Remove any backups taken by the customer using their virtualization infrastructure
    o   Remove any GigaVUE-FM backups stored on external archive servers configured by the user.
    o   GigaVUE-FM does not silently or automatically store any customer information anywhere external to the GigaVUE-FM Virtual Appliance

2. To remove any customer-supplied data stored by a GigaVUE-FM Physical Appliance

    o   Un-deploy any customer deployed Cloud Suites or Fabric Maps
    o   Log into the GigaVUE-FM CLI.
    o   Become root by running '**sudo su –**'
    o   Remove all the backend data by running '**rm -rf /config**'
    o   Remove everything else by running '**rm -rf --no-preserve-root /**'
    o   Turn off the GigaVUE-FM Physical Appliance
    o   Remove any backups taken by the customer using their physical infrastructure.
    o   GigaVUE-FM does not silently or automatically store any customer information anywhere external to the GigaVUE-FM Physical Appliance.