How To RMA Edge

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Important Information

Latest Software
We recommend that you install the most recent software release to stay up-to-date with the latest functional improvements, stability fixes, security enhancements and protection against new and evolving attacks.

Latest Documentation
The latest version of this document is at: http://supportcontent.checkpoint.com/documentation_download?ID=11876
For additional technical information, visit the Check Point Support Center (http://supportcenter.checkpoint.com).

Revision History

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Feedback
Check Point is engaged in a continuous effort to improve its documentation.
Please help us by sending your comments (mailto:cp_techpub_feedback@checkpoint.com?subject=Feedback on How To RMA Edge ).
How To RMA Edge box

Objective

To speed up the process and prevent unjustified RMAs, there are few steps that should be made before opening a Service Request in Check Point.

This document describes the necessary steps prior to initiating a RMA for Edge box.

Supported Versions

The procedures mention in this guide are relevant for the following Edge firmware versions:

- 7.X.X
- 8.X.X

Supported OS

- Not Applicable

Supported Appliances

- UTM-1 Edge

Before You Start

- Below are scenarios of hardware failure and troubleshooting steps that you need to execute before you initiate RMA. All the necessary procedures can be found on this document.
- If none of the mentioned steps helps to resolve the problem, contact Check Point support with an RMA request.
- It is highly recommended to upgrade the Edge firmware to the latest released version, available from the Check Point Download center, and can then be distributed by your TFTP.
Hardware Failure Scenarios

1. **Edge not powering on:**
   Replace the power supply/power source.

2. **There is buzzing/humming from the Edge:**
   Reset to default the Edge (see Reset to Default ("Reset to Default (Hard Reset):" on page 6)).

3. **There is buzzing/humming from the power supply:**
   If this is a 9V power supply, replace it with a 12V power supply.

4. **One of the interfaces is not working; when you plug network cable to the interface, no connectivity or LED illumination appears:**
   If you are using a 9V power supply, try to replace it with a 12V power supply, if this does not work, RMA the Edge (see Completing the Procedure (on page 8)).

5. **Wireless is not working:**
   - Check that the wireless is enabled through the Edge GUI.
   - Verify that the wireless LED on the Edge front panel illuminates, if not reset to default the Edge (see Reset to Default ("Reset to Default (Hard Reset):" on page 6)).

6. **Edge power LED is always red:**
   If the Edge power LED is steady red, it means that Edge is stuck in TFTP mode. You need to upgrade the Edge using TFTP procedure (see Firmware Upgrade (on page 7)).

7. **There is no connectivity to the Edge on one of the interfaces(LAN/WAN/DMZ):**
   Reset to default the Edge (see Reset to Default ("Reset to Default (Hard Reset):" on page 6)).

8. **Edge is not passing traffic:**
   This may be a performance issue,
   Check edge CPU and memory by console connection using the command: info dev.
   Check that the Edge is not being reset, you can check its uptime on the GUI: Reports=>Status.

9. **Edge is losing time setting after reboot/disconnect from power source:**
   RMA the Edge (see Completing the Procedure (on page 8)).

10. **Edge constantly reboots:**
    Upgrade using TFTP procedure (see Firmware Upgrade (on page 7)).

11. **Edge is unstable and/or the error massage "I/O error message" appears in the logs:**
    Edge Flash memory issue, reset the Edge to default (see Reset to Default ("Reset to Default (Hard Reset):" on page 6)).

12. **Edge is hot, after some time it may lose connection:**
    Reset the Edge to default (see Reset to Default ("Reset to Default (Hard Reset):" on page 6)) and replace the power supply.

13. **One of the interfaces illuminating without cable connected:**
    RMA the edge (see Completing the Procedure (on page 8)).

14. **Reset button is not working:**
    RMA the edge (see Completing the Procedure (on page 8)).
Reset to Default (Hard Reset):

To reset to factory defaults:
Carry out the following steps:
1. Unplug the power cord.
2. Hold the reset button on the back of the box.
3. Plug in the power cord while holding the button until the PWR/SEC LED is steady red.
4. Leave the reset button for 3 seconds.
5. Press the reset button again for 30 seconds until the PWR/SEC LED starts blinking red.
6. Reconfigure the appliance again.
7. Connect network PC and network cable to the Edge, check that you receive DHCP address from the Edge device and then try to connect Edge GUI.
8. Type `my.firewall` in the browser.

Firmware Upgrade

Methods
There are several ways to upgrade Edge firmware, using:
- **SmartUpdate** – Used to distribute the same firmware package to several Edges, centrally.
- **Edge GUI** – Used to upgrade the Edge firmware while connecting with HTTPS or HTTP (from LAN).
- **TFTP Procedure** – there are two existing firmware, one is backup and one is correct. The backup is the original firmware version that Edge comes with from the vendor and the correct is the one that you can upgrade using Edge GUI of SmartUpdate. To resolve database corruption or firmware corruption that may happen during several GUI/Smart Update updates use TFTP update. The TFTP will overwrite the backup firmware and the Edge will boot with the new backup firmware.

Limitations
When upgrading version, you must upgrade from one lower GA to high GA see examples below.
- 7.0 -> 7.5.55 -> 8.0.42 > 8.1.37

**Note:** If you are using TFTP procedure you can upgrade or downgrade as you wish.

Instructions
To upgrade the firmware:
- Select the preferred method and carry out the installation instructions below.

**SmartUpdate**
1. In the Product Repository pane, right-click a UTM-1 Edge gateway and select Add from Download Center.
2. In the displayed window, select the required firmware and click Download.
3. In the Product Repository, right-click a UTM-1 Edge gateway and select Install Product.
4. Select the firmware and click OK.

The firmware is downloaded and sent to the Security Management Server that is responsible for downloading it to the UTM-1 Edge gateways when the latter is ready to receive it.
**Edge GUI**

1. Download the required file from CheckPoint website
2. Go to Edge Menu --> Setup --> Firmware Update --> Upload

**TFTP Procedure**

1. Download the latest TFTP firmware from the CheckPoint website.
2. Activate the TFTP server on the appliance by following these steps:
   a) Unplug the power cord.
   b) Using a pointed object, press the RESET button on the back of the VPN-1 Edge appliance steadily while plugging in the power cord.
   c) Keep pressing the RESET button a few seconds until the PWR/SEC LED lights steadily in red.
3. Configure the TFTP client
   a) Use a standard Ethernet cable to connect a computer to one of the LAN ports of the appliance.
   b) Configure the computer to use any fixed IP address in the range 192.168.10.2 - 192.168.10.254.
   c) Set the subnet mask to 255.255.255.0.
4. If SecuRemote is installed on your PC, disable it.
5. If you are using the Windows 2000/2003/XP-embedded TFTP client, type the following command on the Windows command prompt:

   ```
   tftp -i 192.168.10.1 put [filename.cfg]
   ```

   The appliance will store the configuration file and automatically restart.
6. Allow the VPN-1 Edge appliance to boot-up until the system is ready (PWR/SEC LED flashes slowly or illuminates steadily in green light).

**Completing the Procedure**

If all the previous steps did not solve the issue, open a new Service Request with Check Point.

**To initiate RMA:**

- Mention all the steps that were taken and send the following shipment details:
  - Customer Name
  - Email Address
  - Telephone
  - Company Name
  - Street
  - City
  - State/Province
  - Country
  - Zip/Postal Code
  - Edge MAC address (as appears at the bottom of the box)
  - Edge Serial Number (as appears at the bottom of the box)