Wildix

Quick Start and System Recovery Guide

Wildix
WGW PBX Series

DISCOVER NEW WAYS TO COMMUNICATE

Contents

www.wildix.com/contacts

Password recovery

If you forget your admin password, apply the following procedure:
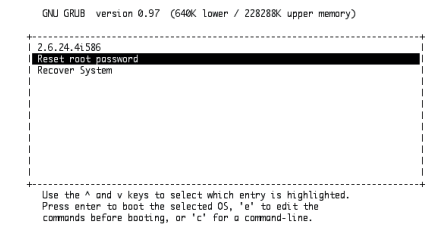
Step 1

• Connect and configure access to the system following steps 1 and 2 of "Console connection"

• Reset the System (Power off and on)

Step 2

• When you see the **GRUB** menu press any key to stop the startup

• Select option to reset **root/admin password** press **enter** and wait for the reboot

```
GNU GRUB  version 0.97  (640K lower / 228288K upper memory)

 2.6.24.4:586
 Reset root password
 Recover System




Use the ^ and v keys to select which entry is highlighted.
Press enter to boot the selected OS, 'e' to edit the
commands before booting, or 'c' for a command-line.
```

Step 3

• Wait for the system initializing and login with admin account (by default **admin** : **wildix**)

• Choose the option "Change admin password" to set up a new password

```
Wildix VoIP gateway console menu
.:!~~~~~~~~~~~~~~~~~~~~~~~~~~~~~:!.

 0) Exit
 1) Connect to PBX engine (type quit to logout from it)
 2) Services status
 3) Services restart
 4) Change admin password
 5) Realtime Syslog
 6) Reset network settings
 7) Reset WMS to factory defaults
 8) Backup configs
 9) Recover system
10) Reboot
11) Shell
12) Ping

Enter an option: 4

Change admin password? (yes/No)
yes
Please, enter the new password:
Confirm the new password:
Changing the password
```

Index

Console connection options

| Option 0 - Exit	Close the connection and disconnect form the PBX
Option 1 - Connect to PBX engine	Open the connection to the PBX engine
Option 2 - Services status	Check services status including WMS Network
Option 3 - Services restart	Check and restart services status including WMS Network
Option 4 - Change Admin password	Change the password for the Admin user
Option 5 - Enable remote support VPN	Start the VPN connection to the Wildix Datacenter
Option 6 - Reset network settings	Reset the network setting to the default configuration
Option 7 - Reset WMS to factory default	Factory default configuration
Option 8 - Backup configs	Create a new backup of the current configuration
Option 9 - Upgrade gateway firmware	Start the upgrade procedure from the default repository
Option 10 - Reboot	Reboot the PBX
Option 11 - Shell	Open the Linux shell
Option 12 - Ping	Start the ping utility
Option 13 - Recover system	To recover after a failed upgrade. It downloads and repair all packages. It doesn't affect the actual configuration. Working internet connection is needed

First connection

Default settings of Ethernet ports				
Port	1	2	3	4*
Type	WAN	LAN 1	LAN 2	LAN 3
DHCP	Client	Server	Disabled	Disabled
IP	Dynamic	10.135.0.1/24	Disabled	Disabled

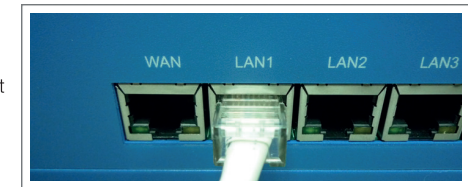*available only on enterprise models

Step 1

• Power on the unit
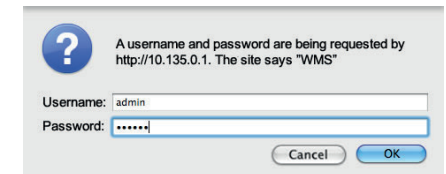• Connect **WAN** port to a network that provide internet access
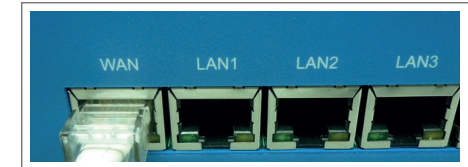
Step 2

• Configure your PC ethernet port in DHCP Client mode.
• Connect a RJ45 cable between your PC and **LAN 1**

Step 3

• Start your browser and open the address http://10.135.0.1
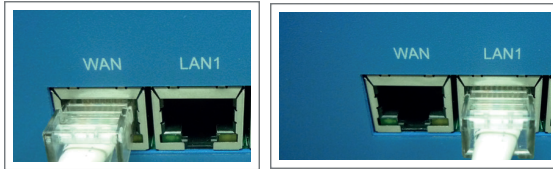• Login with admin account (by default **admin** : **wildix**)

Shell Console Connection

You can access the system recovery console from the network using a remote Secure SHell connection.

Step 1

Check you can reach the PBX from the network with the **Ping** utility

Step 2

- Open a SSH client like **PuTTY** for Windows, **Terminal** on Linux or Mac
- Set up the console connection using **port number 22**
- Login with admin account (by default **admin** : **wildix**)

Step 3

- Enter the option you need (see options in page 6)

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Wildix VoIP gateway console menu
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11) Shell
12) Ping

Enter an option:
```

Console Connection

If you are not able to access the system because you forgot the IP address or your network doesn't work properly then you can use serial console connection as recovery utility.
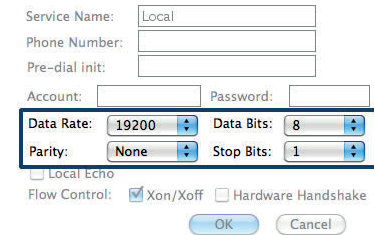
Step 1

- Connect the RJ45 cable between the COM RS-232 port Wildix and your PC.

  How to build a RJ45 - D-SUB 9 Pin cable: **www.wildix.com/console-cable/**

Step 2

- Open a terminal software client like **PuTTY** for Windows, **Minicom** on Linux or **ZetaTerm** on Mac
- Set up the connection with **19200**, **8**, **N**, **1**

Service Name:	Local
Phone Number:	
Pre-dial init:	
Account:	Password:
Data Rate:	19200	Data Bits:	8
Parity:	None	Stop Bits:	1

Local Echo
Flow Control: ☑ Xon/Xoff ☐ Hardware Handshake
OK Cancel

Step 3

- Press Enter, and Login with admin account (by default **admin** : **wildix**)
- Enter the option you need (see options in page 6)

```
Wildix VoIP gateway console menu
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Enter an option:
```