KerioControl AI

Understanding NG Hardware & Recovery Guide

This guide provides detailed instructions on how to effectively install or reinstall software on your NG-series hardware boxes.



GFI Software™

This guide explains how to properly install or reinstall software on your NG-series hardware boxes. Understanding the correct installation method ensures all hardware features work properly and your license activates correctly.

Key Principle: NG hardware requires hardware-specific software (rescue image), not generic software (ISO).

The Hardware-Software Relationship

Your NG hardware box is like a specialized computer designed specifically for network security. Here's how it works:

Your NG Box = Specialized Hardware + GFI KerioControl Software + Your License

The Three Essential Components:

Component	What It Is	What It Does
Hardware	The physical NG box (NG120/320/520/521/720)	Provides processing power, network ports, storage
Software	GFI KerioControl application	Manages security, routing, VPN, filtering etc.
License	Your subscription key	Unlocks features based on user count

The NG series represents purpose-built network security appliances:

Model	Target Use	Key Features	Network Ports
NG120	Small office	5-25 users	4 × 1GbE
NG320	Medium office	25-50 users	8 × 2.5GbE + 2 × SFP
NG520	Large office	50-100 users	8 × 2.5GbE
NG521	Complex networks	50-100 users	8 × 2.5GbE + 8 × 1GbE
NG700	Enterprise	100+ users	4 × 10GbE SFP

Each model has hardware-specific features that ONLY work when the software correctly recognizes the hardware.

Migrating from Older Hardware?

If you are transitioning from legacy GFI KerioControl hardware (NG110/310/510/511) to the new NG series, please refer to the comprehensive Hardware Transition Guide for detailed migration instructions, port mapping strategies, and VLAN configuration guidance.

Software Installation Methods

Two Types of Installation Files

GFI KerioControl offers two installation methods, each for different scenarios:

Installation Type	File Format	Use For
Rescue Image	.img	Next-Gen Hardware (NG120 -700)
ISO image	.iso	Virtual machines and standard hardware

Why This Matters

Using the correct installation method ensures:

- Hardware properly recognized (shows "NG521" not "Linux").
- All hardware features enabled (LAN switch mode, etc.).
- Correct license type accepted (NG license vs Linux license).
- Optimal performance and hardware acceleration.

THE GOLDEN RULE

→ **For NG Hardware:** ALWAYS use rescue image (.img)

→ **For Everything Else:** Use ISO image (.iso)

When You Need to Reinstall

You may need to reinstall your NG hardware software in the following situations:

→ When you perform a factory reset.

→ If you're recovering from configuration issues.

→ To resolve system corruption.

→ When starting fresh with a new configuration.

Before You Begin

Check your current status:

Step 1: Backup Current Configuration *(If Already Using the Box)*

If you've been using the box already:

1. Log into: https://[your-device-ip]/admin
2. Go to Dashboard → Configuration Assistant
3. Click "Export your configuration"
4. Select all items → Click Export
5. Save the file safely (format: ControlBackup_[date].tar.gz)

Step 2: Download the Correct Rescue Image

Download the rescue image for YOUR model:

NG520/NG521 Download Here

Important: File must be .img format (NOT .iso)

Step 3: Create Recovery USB

Using Rufus (Windows):

1. Download Rufus: https://rufus.ie/ (portable version)
2. Insert USB drive (will be erased!)
3. Open Rufus:
   - Device: Select your USB
   - SELECT: Choose your .img file
   - Leave other settings as default
4. Click START → Confirm → Wait for "READY"
5. Close Rufus and safely eject USB

Step 4: Perform Recovery

1. **Shutdown the box:**
   - Through web interface: Dashboard → Shut down.
   - Or hold power button for 5 seconds.
2. **Start recovery:**
   - With box OFF, insert USB drive.
   - Power ON the box.
   - Recovery starts automatically (no screen needed).
3. **Wait for completion:**
   - Duration: 15-30 minutes.
   - Don't interrupt!
   - Box will power OFF automatically when done.
4. **First boot:**
   - Remove USB drive.
   - Power ON.
   - Wait 3-5 minutes for boot.

Step 5: Verify Success & Setup

1. Access the box:
   - Connect computer to LAN port 1.
   - Browse to: https://10.10.10.1/admin.
   - Default login: admin/admin (change immediately).
2. Verify fix worked:
   - Dashboard now shows correct model (NG520/NG521).
   - All ports visible in Interfaces.
   - Hardware features available.
3. Activate license:
   - Go to Dashboard → License.
   - Enter your original NG license key.
   - Should activate immediately.
4. Restore configuration (if you backed up):
   - Dashboard → Configuration Assistant.
   - Click "Import configuration".
   - Upload your backup file.
   - System restarts with your settings.

What Happens With Wrong Installation Method

If ISO is Used on NG Hardware

Aspect	What Happens	Impact
Recognition	Displays as "Linux/Custom"	Hardware not identified
Features	Hardware-specific features are turned off	No LAN switch mode, etc.
Licensing	A Linux license is necessary	NG license won't work
Performance	Only generic drivers are available	Suboptimal performance

How to Correct

To reinstall using the rescue image, just follow Section 3. This will:

→ Restore complete hardware recognition.

→ Enable all functionalities.

→ Allow the original NG license to function.

→ Optimize overall performance.

Getting Help

Before Contacting Support

Gather this information:

→ Hardware serial number (bottom of box).

→ What Dashboard shows for model.

→ Your license key.

→ Steps you've tried.

Support Contacts:

Email: tech-distribution@gfi.com

Portal: https://support.keriocontrol.gfi.com

Quick Reference Card

What are you installing on?

NG Hardware Box (NG120-720)

Use: Rescue Image (.img) License: NG-specific

Virtual Machine

Use: ISO Image (.iso) License: Linux

Generic Hardware

Use: ISO Image (.iso) License: Linux

Related Resources

Primary Documentation:

Hardware Transition Guide

Complete guide for migrating from older GFI KerioControl hardware to NG series.

Configuration Backup & Restore Guide

Detailed backup and restore procedures.

Hardware Migration Article

Step-by-step hardware migration instructions.

Network Configuration:

Network Interface Setup

Configuring network interfaces.

VLAN Management Guide

VLAN configuration for port consolidation.

GFI AppManager Integration:

GFI AppManager Connection Reset

Troubleshooting GFI AppManager connectivity.

Tools & Downloads:

Rufus USB Creator

Recommended tool for creating recovery USB drives.

NG520/521 Rescue Image

Recovery image for NG520/521 models.

Support Channels:

GFI Support Portal

Knowledge base and documentation.

GFI Customer Care

License and account support.

Technical Distribution Support:

tech-distribution@gfi.com

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