

Understanding NG Hardware & Recovery Guide

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).

1. The Hardware-Software Relationship

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

None
Your NG Box = Specialized Hardware + 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	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.

2. Migrating from Older Hardware?

If you're transitioning from legacy 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.

SECTION 2: SOFTWARE INSTALLATION METHODS

Two Types of Installation Files

KerioControl offers two installation methods, each for different scenarios:

Installation Type	File Format	Use For
Rescue Image	<code>.img</code>	NG Hardware (NG120 -700)
ISO image	<code>.iso</code>	Virtual machines & generic 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 RuleFor NG Hardware: ALWAYS use rescue image (`.img`)

For Everything Else: Use ISO image (`.iso`)

SECTION 3: WHEN YOU NEED TO REINSTALL

You might need to reinstall your NG hardware software when:

- Performing a factory reset
- Recovering from configuration issues
- Resolving system corruption
- Starting fresh with 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](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:

Your Model	Download Link
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

Recovery Process:

1. **Shutdown the box:**
 - Through web interface: **Dashboard** → **Shut down**
 - Or hold power button 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

SECTION 4: WHAT HAPPENS WITH WRONG INSTALLATION METHOD

If ISO is Used on NG Hardware

Aspect	What Happens	Impact
Recognition	Shows as "Linux/Custom"	Hardware not identified
Features	Hardware-specific features disabled	No LAN switch mode, etc.
Licensing	Requires Linux license	NG license won't work
Performance	Generic drivers only	Suboptimal performance

How to Correct

Simply follow Section 3 to reinstall using rescue image. This will:

- Restore full hardware recognition
- Enable all features
- Allow original NG license to work
- Optimize performance

SECTION 5: 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

Recovery Checklist

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 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

- [AppManager Connection Reset](#) - Troubleshooting 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