Purpose: Needing a factory reset of your Palo Alto PA220 firewall due to not being able to log in.

Background information: You are given a firewall you don't know the password to and told to sign in, and get ready to update and configure your firewall.

1: Restart the firewall via unplugging and replugging it back in.

```
        Autoboot to default partition in 5 seconds.
        Enter 'maint' to boot to maint partition.

Entry: maint

Booting to maint mode.
```

2: Once it prompts you to type an entry, type "maint"

```
               Welcome to the Maintenance Recovery Tool




    Welcome to maintenance mode. For support please contact Palo Alto
    Networks.

              866-898-9087 or support@paloaltonetworks.com




 Continue                                                              >
```

3: Welcome to maint, *Maint*enance Recovery tool

```
WARNING: Performing a factory reset will remove all logs and configuration.

Using Image:
   (X) panos-10.2.1

WARNING: Scrubbing will iteratively write patterns on pancfg, panlogs, and any
extra disks to make retrieving the data more difficult.
NOTE: This could take several hours to several days if selected.  Scrubbing is
not recommended unless explicitly required.

     [ ] Scrub

If scrubbing, select scrub type:
   (X) nnsa                       ( ) dod

< Factory Reset                                                        >

< Advanced                                                             >
```
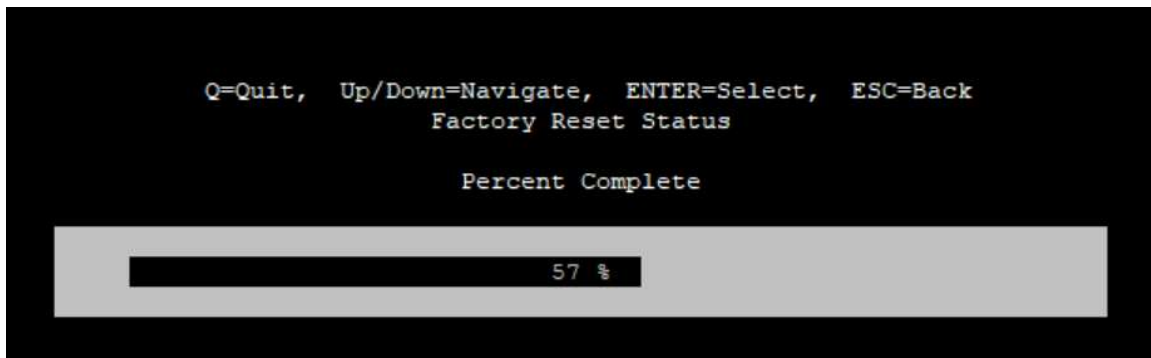
4: Select Factory Reset

```
         Q=Quit,   Up/Down=Navigate,   ENTER=Select,   ESC=Back
                        Factory Reset Status

                          Percent Complete


                               57 %
```

5: It should begin Factory Resetting your firewall, this will take several minutes

```
PA-220 login:
PA-220 login: admin
Password:
Last login: Thu Sep  7 13:43:59 on ttyS0

Enter old password :
Enter new password :
Confirm password   :
admin password does not meet the minimum requirement
Password should be minimum 8 characters long
Password should have minimum 1 uppercase, 1 lowercase, and 1 number or a non alp
ha-numeric character


PA-220 login: admin
Password:
Last login: Fri Sep  8 11:08:43 on ttyS0


Enter old password :
Enter new password :
Confirm password   :
Incorrect old password. Please try again.


PA-220 login: admin
Password:
Last login: Fri Sep  8 11:10:04 on ttyS0



Enter old password :
Enter new password :
Confirm password   :
Password changed
```
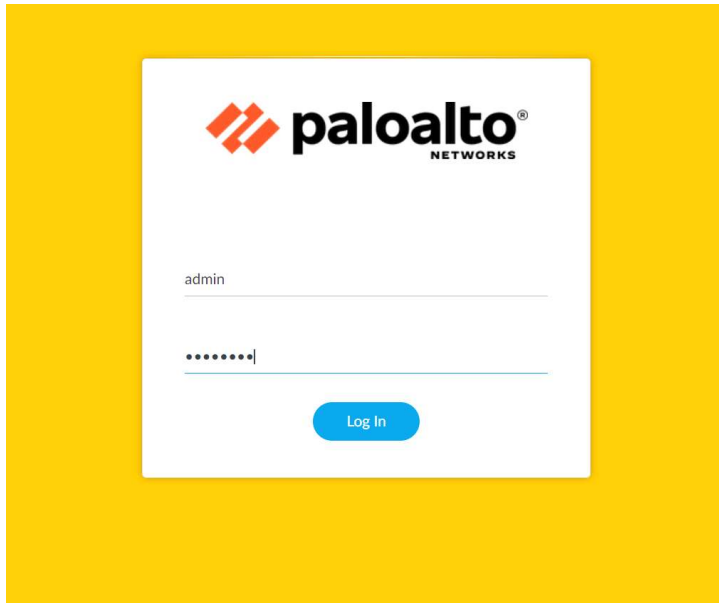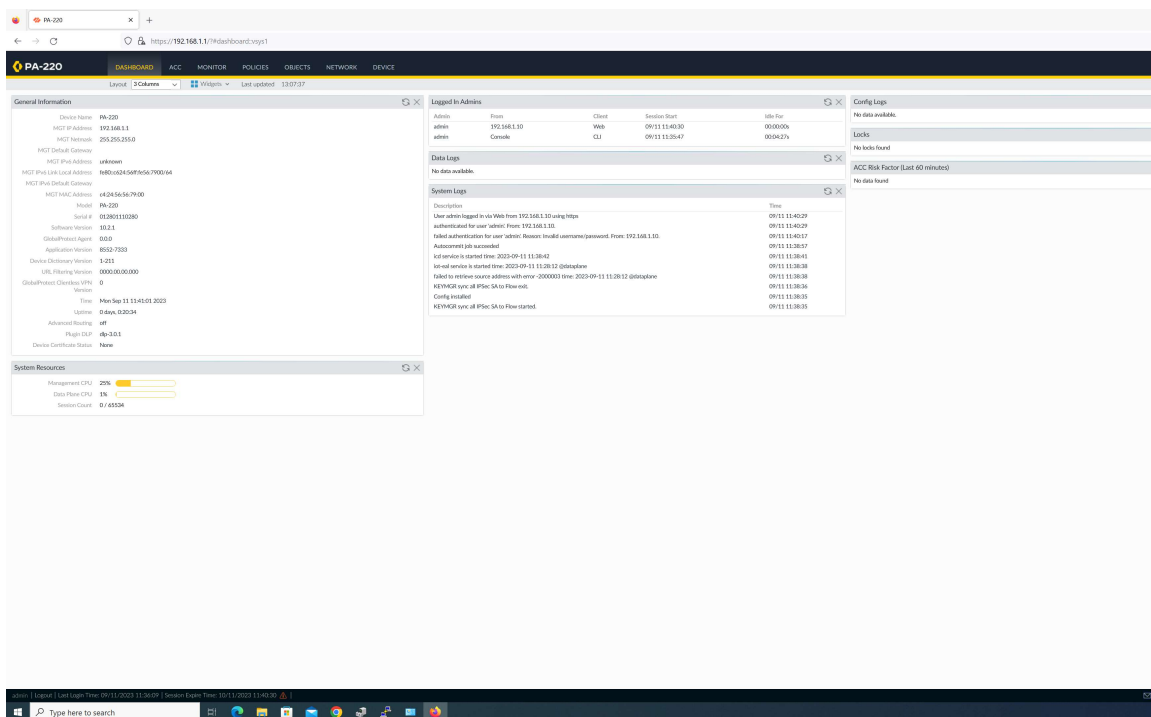
6: Wait till the prompt says "PA-220 login:" and enter the username/password of admin/admin

7: Enter a new secure password for your firewall

8: Connect your PC to your firewall via ethernet, change your PC IP address to an address in the 192.168.1.0/24 network

9: Enter your configured username and password

10: You're in!

Problems: We had to reset the router multiple times due to the firewall not factory resetting. Each factory reset took serval minutes, often time over 10-15 minutes. It took many attempts of trial and error due to the tutorials online not being very sufficient.

Conclusion: Resetting a Palo Alto PA-220 is not a difficult task but is a long process, spending

most of the time waiting for the firewall to finish its factory reset. Once done resetting, set a new username and password and go to 192.168.1.1 via browser (must plug in PC and change address to the 192.168.1.2).