

Resetting Transfer Appliance deletes all data from any previous capture jobs, and it removes all configuration options except for the capture account credentials and the network configuration.

You can reset the Transfer Appliance by using either the Web User Interface or the Console User Interface, which is displayed on the locally attached monitor. Resetting is useful under these circumstances:

- If you inadvertently captured the wrong data, you may choose to reset and start over.
- If you forget your encryption credentials, you **must** reset the Transfer Appliance. Data can only be rehydrated into Google Cloud Storage if you enter the same encryption credentials (password and passphrase) you supplied when you [configured the Transfer Appliance](/transfer-appliance/docs/2.0/configuring-appliance/) (/transfer-appliance/docs/2.0/configuring-appliance).

1. Open the Transfer Appliance Web User Interface.
2. Sign in with the capture user account and password provided to you by Google.
3. Click the **Settings** icon in the upper right hand corner of the page and then select **Factory Reset**.
4. Enter the capture account credentials again when prompted.
5. Click **OK**.

After resetting, you will be redirected to the sign in screen. You'll need to [reconfigure the Transfer Appliance](/transfer-appliance/docs/2.0/configuring-appliance/) (/transfer-appliance/docs/2.0/configuring-appliance).

1. Open the Transfer Appliance Console User Interface.
2. Sign in with the capture user account and password provided to you by Google.
3. Select **Factory Reset** from the Transfer Appliance main menu and press **Enter**.

4. Enter the capture account credentials again.

5. Click **OK** and press **Enter**.

After resetting the appliance, you will be redirected to the sign in screen. You'll need to [reconfigure the Transfer Appliance](/transfer-appliance/docs/2.0/configuring-appliance) (/transfer-appliance/docs/2.0/configuring-appliance).

- [Configure Transfer Appliance](/transfer-appliance/docs/2.0/configuring-appliance) (/transfer-appliance/docs/2.0/configuring-appliance)