



Server Utilities

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Exporting Technical Support Data

Perform this task when requested by the Cisco Technical Assistance Center (TAC). This utility creates a summary report containing configuration information, logs and diagnostic data that will help TAC in troubleshooting and resolving a technical issue.

Procedure

- Step 1** In the **Navigation** pane, click the **Admin** tab.
- Step 2** On the **Admin** tab, click **Utilities**.
- Step 3** In the **Actions** area of the **Utilities** pane, click **Export Technical Support Data**.
- Step 4** In the **Export Technical Support Data** dialog box, complete the following fields:

Name	Description
TFTP Server IP Address field	The IP address of the TFTP server on which the support data file should be stored.
Path and Filename field	The name of the file in which the support data should be stored on the server. When you enter this name, include the relative path for the file from the top of the TFTP tree to the desired location.

- Step 5** Click **Export**.
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What to Do Next

Provide the generated report file to Cisco TAC.

Resetting the CIMC to Factory Defaults

On rare occasions, such as an issue with the current running firmware, troubleshooting a server may require you to reset the CIMC to the factory default. When this happens, all user-configurable settings are reset.

This procedure is not part of the normal server maintenance. After you reset the CIMC, you are logged off and must log in again. You may also lose connectivity and may need to reconfigure the network settings.

Before You Begin

You must log in as a user with admin privileges to reset the CIMC to factory defaults.

Procedure

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- Step 1** In the **Navigation** pane, click the **Admin** tab.
 - Step 2** On the **Admin** tab, click **Utilities**.
 - Step 3** In the **Actions** area of the **Utilities** pane, click **Reset CIMC to Factory Default Configuration**.
 - Step 4** Click **OK**.
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Rebooting the CIMC

On rare occasions, such as an issue with the current running firmware, troubleshooting a server may require you to reboot the CIMC. This procedure is not part of the normal maintenance of a server. After you reboot the CIMC, you are logged off and the CIMC will be unavailable for a few minutes.

Before You Begin

You must log in as a user with admin privileges to reboot the CIMC.

Procedure

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- Step 1** In the **Navigation** pane, click the **Admin** tab.
 - Step 2** On the **Admin** tab, click **Utilities**.
 - Step 3** In the **Actions** area of the **Utilities** pane, click **Reboot CIMC**.
 - Step 4** Click **OK**.
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