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

	Command or Action	Purpose
Step 1	Server# **scope cimc**	Enters the CIMC command mode.
Step 2	Server /cimc # **scope tech-support**	Enters the tech-support command mode.
Step 3	Server /cimc/tech-support # **set tftp-ip** *ip-address*	Specifies the IP address of the TFTP server on which the support data file should be stored.
Step 4	Server /cimc/tech-support # **set path** *path/filename*	Specifies the file name 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	Server /cimc/tech-support # **commit**	Commits the transaction to the system configuration.
Step 6	Server /cimc/tech-support # **start**	Begins the transfer of the support data file to the TFTP server.

	Command or Action	Purpose
Step 7	Server /cimc/tech-support # **cancel**	(Optional) Cancels the transfer of the support data file to the TFTP server.

This example creates a support data file and transfers the file to a TFTP server:

```
Server# scope cimc
Server /cimc # scope tech-support
Server /cimc/tech-support # set tftp-ip 10.20.30.41
Server /cimc/tech-support *# set path /user/user1/supportfile
Server /cimc/tech-support *# commit
Server /cimc/tech-support # start
```

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.

Procedure

	Command or Action	Purpose
Step 1	Server# **scope cimc**	Enters the CIMC command mode.
Step 2	Server /cimc # **factory-default**	After a prompt to confirm, the CIMC resets to factory defaults.

This example resets the CIMC to factory defaults:

```
Server# scope cimc
Server /cimc # factory-default
This operation will reset the BMC configuration to factory default.
All your configuration will be lost.
Continue?[y|N]
```

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.

Note If you reboot the CIMC while the server is performing power-on self test (POST) or is operating in the Extensible Firmware Interface (EFI) shell, the server will be powered down until the CIMC reboot is complete.

Procedure

	Command or Action	Purpose
Step 1	Server# **scope cimc**	Enters the CIMC command mode.
Step 2	Server /cimc # **reboot**	The CIMC reboots.

This example reboots the CIMC:

```
Server# scope cimc
Server /cimc # reboot
```

Recovering from a Corrupted BIOS

Before You Begin

- You must be logged in as admin to recover from a corrupted BIOS.
- Have the BIOS recovery ISO image ready. You will find the BIOS recovery ISO image under the Recovery folder of the firmware distribution package.
- Schedule some down time for the server because it will be power cycled at the end of the recovery procedure.

Procedure

	Command or Action	Purpose
Step 1	Server# **scope bios**	Enters the bios command mode.
Step 2	Server# **recover**	Launches a dialog for loading the BIOS recovery image.

This example shows how to recover from a corrupted BIOS:

```
Server# scope bios
Server /bios # recover
This operation will automatically power on the server to perform BIOS FW recovery.
Continue?[y|N]y
```

What to Do Next

Power cycle or reset the server.