



Server Utilities

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Exporting Technical Support Data

Exporting Technical Support Data to TFTP

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. |

| Name | Description |
|--------------------------------|--|
| Path and Filename field | <p>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.</p> <p>Note If the server includes one of the supported network adapter cards, such as the Cisco UCS P81E Virtual Interface Card, the data file also includes technical support data from the adapter card.</p> |

Step 5 Click **Export**.

What to Do Next

Provide the generated report file to Cisco TAC.

Downloading Technical Support Data to a Local File

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 **Generate Technical Support Data for Local Download**.

Step 4 In the **Download Technical Support Data to Local File** dialog box, complete the following fields:

| Name | Description |
|---|--|
| Generate Technical Support Data radio button | <p>CIMC displays this radio button when there is no technical support data file to download.</p> <p>Click Generate to create the data file. When data collection is complete, click Download Technical Support Data to Local File in the Actions area to download the file.</p> |
| Regenerate Technical Support Data radio button | <p>CIMC displays this radio button when a technical support data file is available to download.</p> <p>To replace the existing support data file with a new one, select this option and click Regenerate. When data collection is complete, click Download Technical Support Data to Local File in the Actions area to download the file.</p> |

| Name | Description |
|--|---|
| Download to local file radio button | <p>CIMC enables this radio button when a technical support data file is available to download.</p> <p>To download the existing file, select this option and click Download.</p> <p>Note If the server includes one of the supported network adapter cards, such as the Cisco UCS P81E Virtual Interface Card, the data file also includes technical support data from the adapter card.</p> |

What to Do Next

Provide the generated report file to Cisco TAC.

Rebooting 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.

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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Recovering from a Corrupted BIOS

**Note**

This procedure is not available in some server models.

In addition to this procedure, there are three other methods for recovering from a corrupted BIOS:

- Use the Cisco Host Upgrade Utility (HUU). This is the recommended method.
- Use the CIMC CLI interface.
- If your server model supports it, use the BIOS recovery function of the hardware jumper on the server motherboard. For instructions, see the Cisco UCS Server Installation and Service Guide for your server model.

Before You Begin

- You must be logged in as admin to recover corrupt 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 powered cycled at the end of the recovery procedure.

Procedure

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- Step 1** In the **Navigation** pane, click the **Server** tab.
- Step 2** On the server tab, click **BIOS**.
The BIOS page appears.
- Step 3** In the **Actions** area, click **Recover Corrupt BIOS**.
The **Recover Corrupt BIOS** wizard appears.
- Step 4** Use the **Recover Corrupt BIOS** wizard to recover your corrupt BIOS.
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Resetting 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**.
- A reboot of CIMC while the host is performing BIOS POST (Power on Self Test) or is in EFI shell will turn off the host for a short amount of time. CIMC will power on when it is ready.
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Exporting and Importing the CIMC Configuration

Exporting and Importing the CIMC Configuration

To perform a backup of the CIMC configuration, you take a snapshot of the system configuration and export the resulting CIMC configuration file to a location on your network. The export operation saves information from the management plane only; it does not back up data on the servers. Sensitive configuration information such as user accounts and the server certificate are not exported.

You can restore an exported CIMC configuration file to the same system or you can import it to another CIMC system, provided that the software version of the importing system is the same as or is configuration-compatible with the software version of the exporting system. When you import a configuration file to another system as a configuration template, you must modify system-specific settings such as IP addresses and host names. An import operation modifies information on the management plane only.

The CIMC configuration file is an XML text file whose structure and elements correspond to the CIMC command modes.

When performing an export or import operation, consider these guidelines:

- You can perform an export or an import while the system is up and running. While an export operation has no impact on the server or network traffic, some modifications caused by an import operation, such as IP address changes, can disrupt traffic or cause a server reboot.
- You cannot execute an export and an import simultaneously.

Exporting the CIMC Configuration

**Note**

For security reasons, this operation does not export user accounts or the server certificate.

Before You Begin

Obtain the backup TFTP server IP address.

If you want the option to restore the SNMP configuration information when you import the configuration file, make sure that SNMP is enabled on this server before you create the configuration file. If SNMP is disabled when you export the configuration, CIMC will not apply the SNMP values when the file is imported.

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 CIMC Configuration**.
- Step 4** In the **Export CIMC Configuration** dialog box, complete the following fields:

| Name | Description |
|--|---|
| Export to a local file radio button | Select this option and click Export to save the XML configuration file to a drive that is local to the computer running the CIMC GUI. When you select this option, CIMC GUI displays a Browse dialog box that lets you navigate to the location to which the configuration file should be saved. |
| Export to TFTP server radio button | Select this option to save the XML configuration file to a TFTP server. When you select this option, CIMC GUI displays the following fields: <ul style="list-style-type: none"> • TFTP Server IP Address—The IP address of the TFTP server to which the configuration file will be exported. • Path and Filename—The path and filename CIMC should use when exporting the file to the TFTP server. |

- Step 5** Click **Export**.

Importing a CIMC Configuration

Before You Begin

If you want to restore the SNMP configuration information when you import the configuration file, make sure that SNMP is disabled on this server before you do the import. If SNMP is enabled when you perform the import, CIMC does not overwrite the current values with those saved in the configuration file.

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 **Import CIMC Configuration**.

Step 4 In the **Import CIMC Configuration** dialog box, complete the following fields:

| Name | Description |
|--|---|
| Import from a local file radio button | Select this option and click Import to navigate to the XML configuration file stored on a drive that is local to the computer running the CIMC GUI. When you select this option, CIMC GUI displays the File field and a Browse button that lets you navigate to the file you want to import. |
| Import from TFTP server radio button | Select this option to import the XML configuration file from a TFTP server. When you select this option, CIMC GUI displays the following fields: <ul style="list-style-type: none">• TFTP Server IP Address—The IP address of the TFTP server on which the configuration file resides.• Path and Filename—The path and filename of the configuration file on the TFTP server. |

Step 5 Click **Import**.

