



## Server Utilities

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## Exporting Technical Support Data to a Remote Server

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   |
|---------------|--|---|
| <b>Step 1</b> | Server# <b>scope cimc</b>  | Enters CIMC command mode.   |
| <b>Step 2</b> | Server /cimc # <b>scope tech-support</b>                             | Enters tech-support command mode.   |
| <b>Step 3</b> | Server /cimc/tech-support # <b>set remote-ip ip-address</b>          | Specifies the IP address of the remote server on which the support data file should be stored.  |
| <b>Step 4</b> | Server /cimc/tech-support # <b>set remote-path path/filename</b>     | Specifies the filename for the support data to be stored on the server. When you enter this name, include the relative path for the file from the top of the server tree to the desired location. |
| <b>Step 5</b> | Server /cimc/tech-support # <b>set remote-protocol protocol-type</b> | Specifies the remote server protocol. The remote server protocol can be one of the following: <ul style="list-style-type: none"><li>• tftp</li><li>• ftp</li></ul>                                |

|                | Command or Action  | Purpose  |
|----------------|--|--|
|                |  | <ul style="list-style-type: none"> <li>• sftp</li> <li>• scp</li> <li>• http</li> </ul>  |
| <b>Step 6</b>  | Server /cimc/tech-support # <b>set remote-username</b> <i>username</i> | (Optional) The username that the system should use to log in to the remote server.<br><b>Note</b> The username is not applicable if the remote server is TFTP or HTTP. |
| <b>Step 7</b>  | Server /cimc/tech-support # <b>set remote-password</b> <i>password</i> | (Optional) The password for the remote username.<br><b>Note</b> The password is not applicable if the remote server is TFTP or HTTP.                                   |
| <b>Step 8</b>  | Server /cimc/tech-support # <b>commit</b>                              | Commits the transaction to the system configuration.   |
| <b>Step 9</b>  | Server /cimc/tech-support # <b>start</b>                               | Begins the transfer of the support data file to the remote server.   |
| <b>Step 10</b> | Server /cimc/tech-support # <b>show detail</b>                         | Displays the status of the file upload.  |
| <b>Step 11</b> | Server /cimc/tech-support # <b>cancel</b>                              | (Optional) Cancels the transfer of the support data file to the remote 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 remote-ip 10.20.30.41
Server /cimc/tech-support *# set remote-path /user/user1/supportfile
Server /cimc/tech-support *# set remote-protocol tftp
Server /cimc/tech-support *# commit
Server /cimc/tech-support # start
Tech Support upload started.
Server /cimc/tech-support # show detail
Tech Support:
  Server Address: 10.20.30.41
  Path: /user/user1/supportfile
  Protocol: tftp
  Username:
  Password: *****
  Progress(%): 0
  Status: COLLECTING
Server /cimc/tech-support # show detail
Tech Support:
  Server Address: 10.20.30.41
  Path: /user/user1/supportfile
  Protocol: tftp
  Username:
  Password: *****
  Progress(%): 85
  Status: COLLECTING
Server /cimc/tech-support # show detail
Tech Support:
  Server Address: 10.20.30.41
  Path: /user/user1/supportfile
  Protocol: tftp

```

```

Username:
Password: *****
Progress(%): 100
Status: COMPLETED

```

### What to Do Next

Provide the generated report file to Cisco TAC.

## 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  |
|---------------|------------------------------|--|
| <b>Step 1</b> | Server# <b>scope cimc</b>    | Enters the CIMC command mode.                  |
| <b>Step 2</b> | Server /cimc # <b>reboot</b> | After the prompt to confirm, reboots the CIMC. |

This example reboots the CIMC:

```

Server# scope cimc
Server /cimc # reboot
This operation will reboot the CIMC.
Continue?[y|N]y

```

## 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                   |
|---------------|---------------------------|---------------------------|
| <b>Step 1</b> | Server# <b>scope cimc</b> | Enters CIMC command mode. |

|               | Command or Action                     | Purpose   |
|---------------|---------------------------------------|---|
| <b>Step 2</b> | Server /cimc # <b>factory-default</b> | After a prompt to confirm, the CIMC resets to factory defaults. |

The CIMC factory defaults include the following conditions:

- SSH is enabled for access to the CIMC CLI.
- HTTPS is enabled for access to the CIMC GUI.
- A single user account exists (user name is **admin**, and the password is **password**).
- DHCP is enabled on the management port.
- The boot order is EFI, CDROM, PXE (using LoM), FDD, HDD.
- KVM and vMedia are enabled.
- USB is enabled.
- SoL is disabled.

This example resets the CIMC to factory defaults:

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

## 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, the CIMC will not apply the SNMP values when the file is imported.

### Procedure

|               | Command or Action   | Purpose  |
|---------------|---|--|
| <b>Step 1</b> | Server# <b>scope cimc</b>   | Enters CIMC command mode.  |
| <b>Step 2</b> | Server /cimc # <b>scope import-export</b>   | Enters import-export command mode.   |
| <b>Step 3</b> | Server /cimc/import-export #<br><b>export-config</b> <i>tftp-ip-address</i><br><i>path-and-filename</i> | Starts the backup operation. The configuration file will be stored at the specified path and file name on the TFTP server at the specified IP address. |

To determine whether the export operation has completed successfully, use the **show detail** command. To abort the operation, type CTRL+C.

This example shows how to back up the CIMC configuration:

```

Server# scope cimc
Server /cimc # scope import-export
Server /cimc/import-export # export-config 192.0.2.34 /ucs/backups/cimc5.xml
Export config started. Please check the status using "show detail".
Server /cimc/import-export # show detail
Import Export:
  Operation: EXPORT
  Status: COMPLETED
  Error Code: 100 (No Error)
  Diagnostic Message: NONE
Server /cimc/import-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, the CIMC does not overwrite the current values with those saved in the configuration file.

### Procedure

|               | Command or Action  | Purpose  |
|---------------|--|--|
| <b>Step 1</b> | Server# <b>scope cimc</b>  | Enters CIMC command mode.  |
| <b>Step 2</b> | Server /cimc # <b>scope import-export</b>  | Enters import-export command mode.   |
| <b>Step 3</b> | Server /cimc/import-export # <b>import-config</b> <i>tftp-ip-address path-and-filename</i> | Starts the import operation. The configuration file at the specified path and file name on the TFTP server at the specified IP address will be imported. |

To determine whether the import operation has completed successfully, use the **show detail** command. To abort the operation, type CTRL+C.

This example shows how to import a CIMC configuration:

```
Server# scope cimc
Server /cimc # scope import-export
Server /cimc/import-export # import-config 192.0.2.34 /ucs/backups/cimc5.xml
Import config started. Please check the status using "show detail".
Server /cimc/import-export #
```