

**EVIDEN**

BullSequana EXR & AI100R

# **Customer Service Guide**

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### **Hardware**

**November 2024**

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## Preface

This guide explains how to replace the Customer Replaceable Units (CRUs) of the server.

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**See** The Bull support web site for the most up to date product information, documentation, firmware updates, software fixes and service offers:  
<https://support.bull.com>

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**Important** **ATTENTION: Please read carefully the safety instructions before you perform the procedures described in this manual. See the *Multilingual Safety Notices Guide* for translated versions of the safety notices.**

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## Intended Readers

This guide is intended for use by instructed or skilled personnel in charge of server and cabinet maintenance.



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## Chapter 1. Servicing a Power Supply Unit (PSU)

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**Important**    **ATTENTION:** Please read carefully the safety instructions before you perform the procedures described in this manual. See the *Multilingual Safety Notices Guide* for translated versions of the safety notices.

---



**CAUTION C009**

Cabinet doors must remain locked at all times except during maintenance operations.

Qualified personnel only are authorized to open the cabinet doors.



**CAUTION C004**

Static electricity can damage the server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

**Limit your movement.** Movement can cause static electricity to build up around you.

**Wear an electrostatic-discharge wrist strap.**

**Wear electrostatic-discharge gloves.**

**Handle the device carefully, holding it by its edges or its frame.**

**Do not solder joints, pins, or exposed circuitry.**

**Do not leave the device where others can handle and damage it.**

**While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the server for at least 2 seconds.**

**This drains static electricity from the package and from your body.**

**Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.**

**Take additional care when you handle devices during cold weather.**

**Heating reduces indoor humidity and increases static electricity.**

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**See**    Description Guide to locate the PSUs.

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## 1.1. Removing a Power Supply Unit (PSU)

---

**Important** If redundancy rules are followed, a PSU is hot-pluggable. It can be replaced when the OS is running without causing any interruption in production.

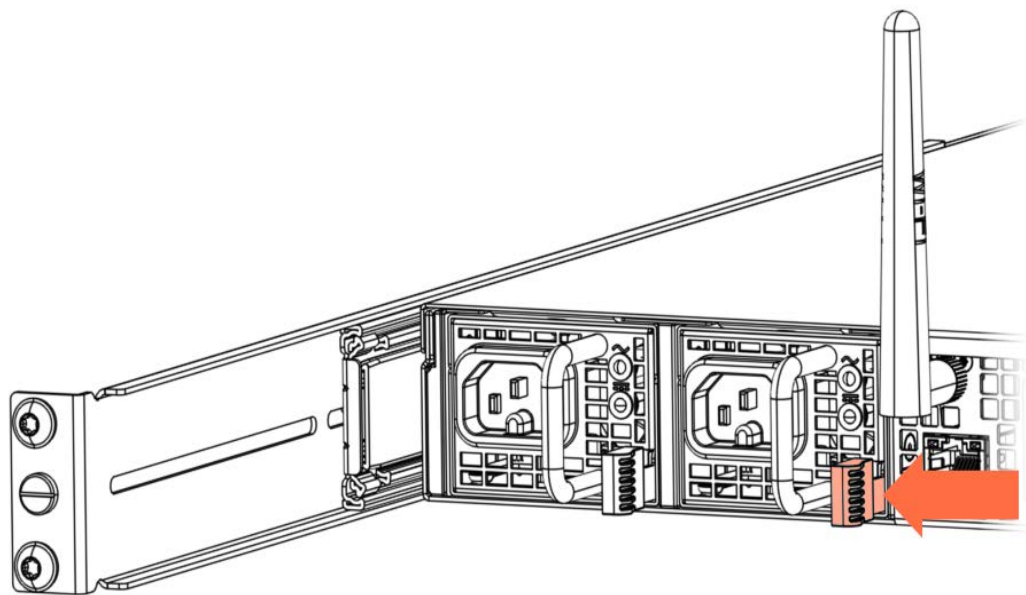
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### Required tools

None

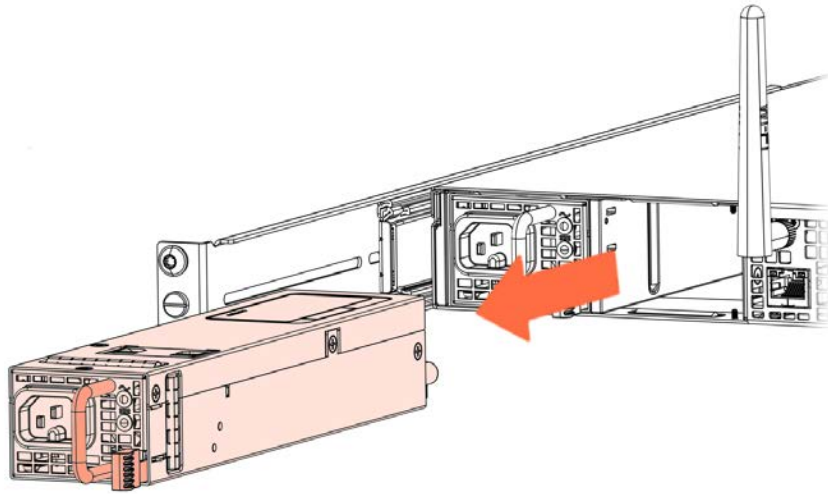
### Procedure

1. **Unpack the new component on a clean ESD-protected work surface**
2. **Open the cabinet rear door**
3. **Disconnect the power supply cable**
4. **Remove the PSU**
  1. Push and hold the latch towards the left.





2. Take hold of the handle and remove the PSU.



---

## 1.2. Installing a Power Supply Unit (PSU)

---

**Important** If redundancy rules are followed, a PSU is hot-pluggable. It can be replaced when the OS is running without causing any interruption in production.

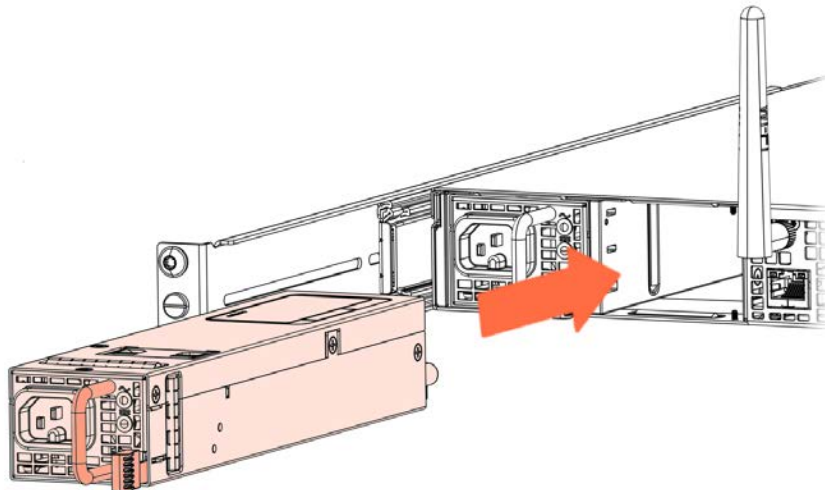
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### Required tools

None

### Procedure

- 1. Take hold of the new component**
- 2. Install the PSU**
  1. Check the PSU position.
  2. Insert the PSU using the handle, until it locks in position.



- 3. Reconnect the power supply cable**
- 4. Close the cabinet rear door**

---

## Chapter 2. Servicing a 2.5 inch SATA disk

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---



**CAUTION C009**

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**CAUTION C004**

Static electricity can damage the server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

Limit your movement. Movement can cause static electricity to build up around you.

Wear an electrostatic-discharge wrist strap.

Wear electrostatic-discharge gloves.

Handle the device carefully, holding it by its edges or its frame.

Do not solder joints, pins, or exposed circuitry.

Do not leave the device where others can handle and damage it.

While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the server for at least 2 seconds.

This drains static electricity from the package and from your body.

Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.

Take additional care when you handle devices during cold weather.

Heating reduces indoor humidity and increases static electricity.

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**See**    Description Guide to locate the disk.

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## 2.1. Removing a 2.5 inch SATA disk

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**Important** The 2.5 inch SATA disks are hot-pluggable.

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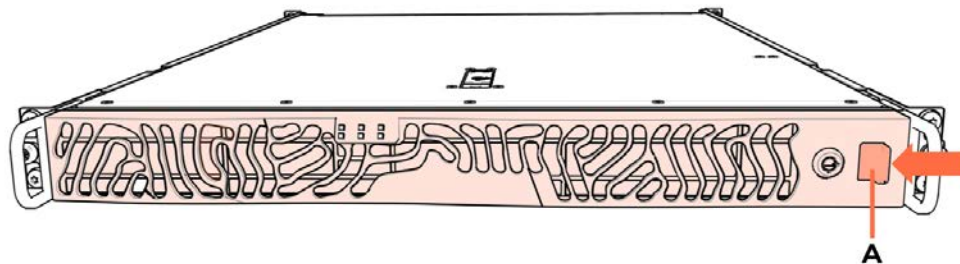
### Required tools

None

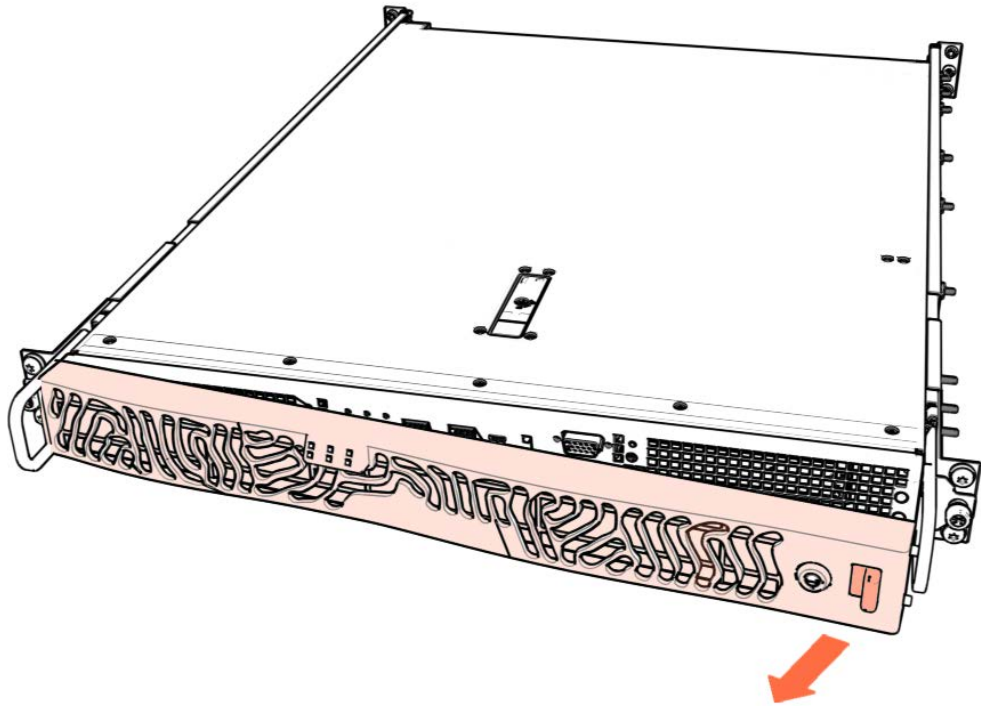
### Procedure

1. **Unpack the new component on a clean ESD-protected work surface**
2. **Open the cabinet front door**
3. **Remove the bezel**
  1. Press the latch (A) to the left to unlock the bezel.

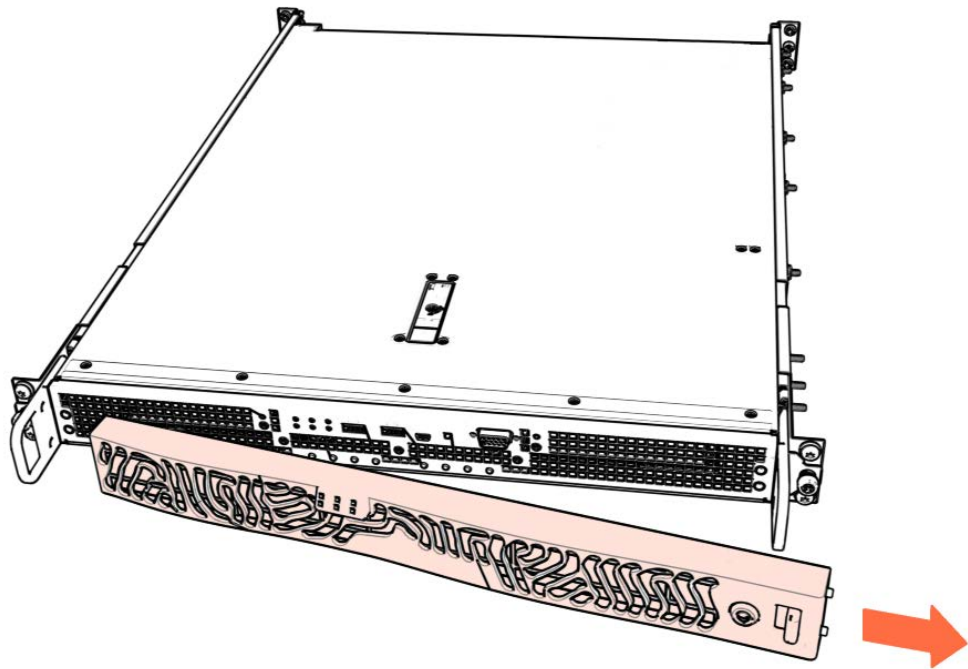
 **Front view**



2. Rotate the bezel slightly.

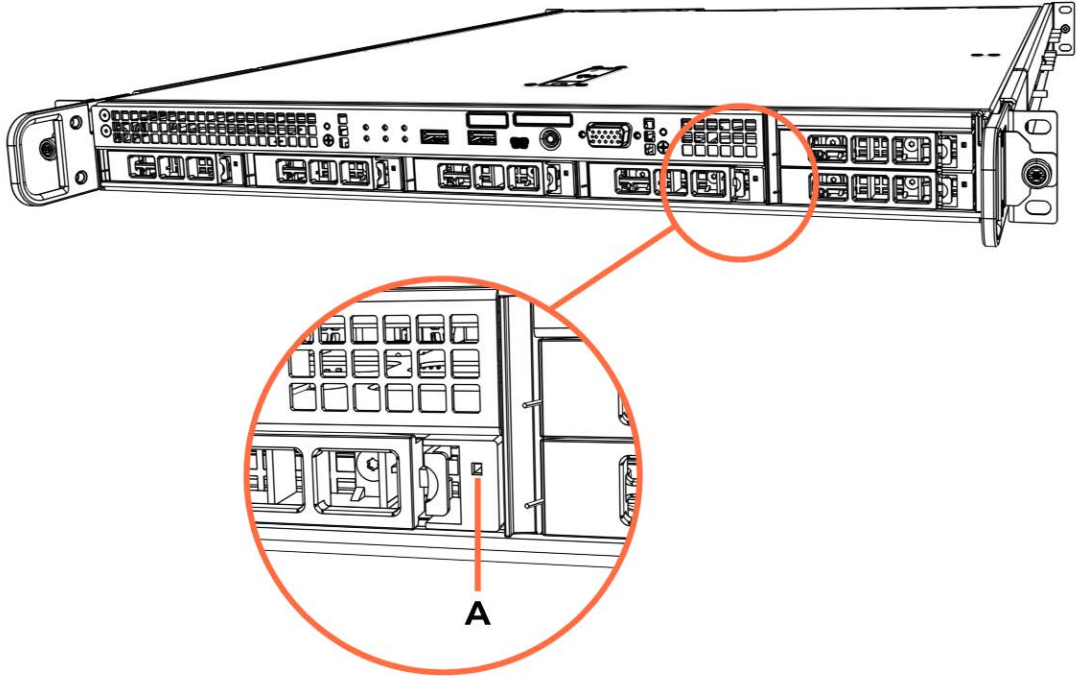


3. Remove the bezel from the left hand side of the server.



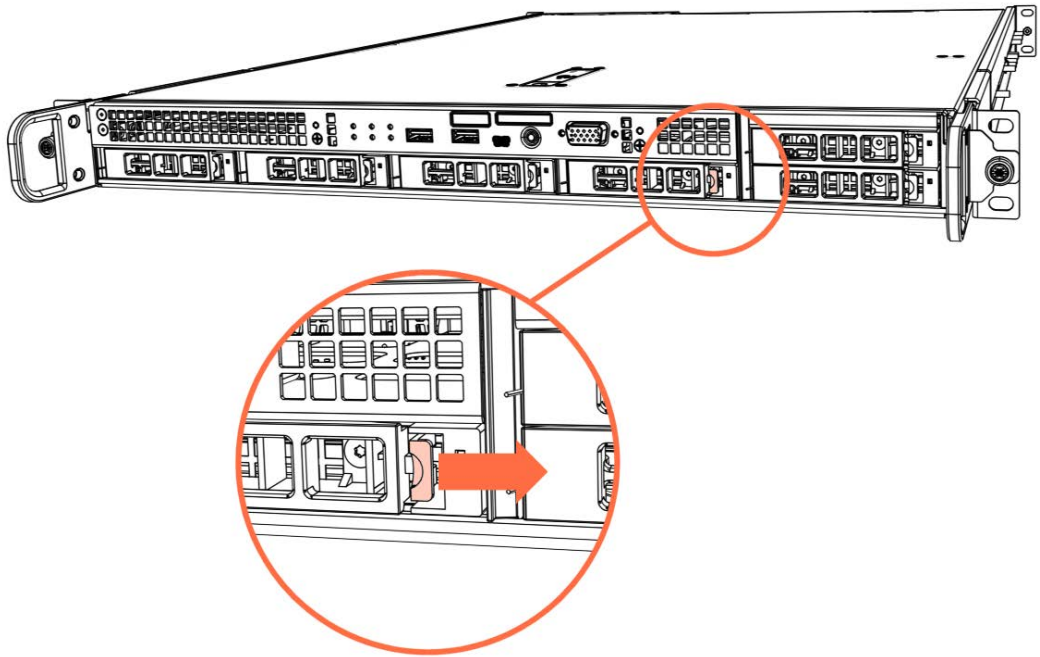
4. Check that the SATA activity LED (A) of the disk is off

 Front view

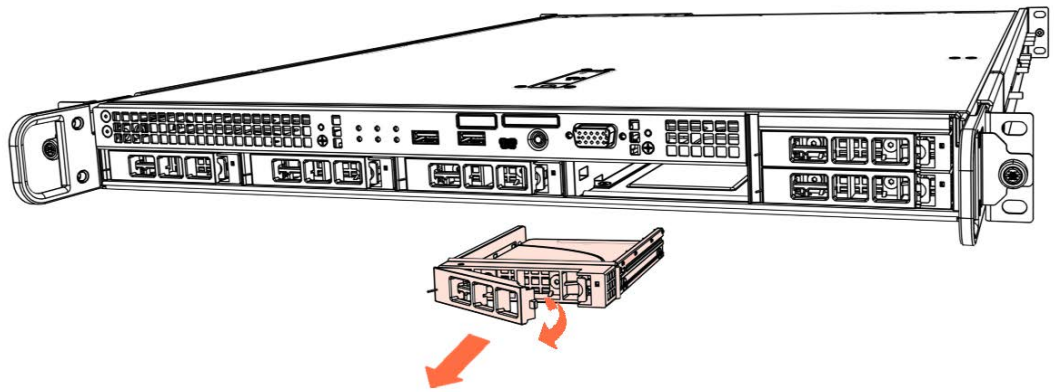


## 5. Remove the 2.5 inch SATA disk

1. Push the latch to the right to unlock the disk.



2. Take hold of the handle and remove the disk.



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## 2.2. Installing a 2.5 inch SATA disk

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**Important** The 2.5 inch SATA disks are hot-pluggable.

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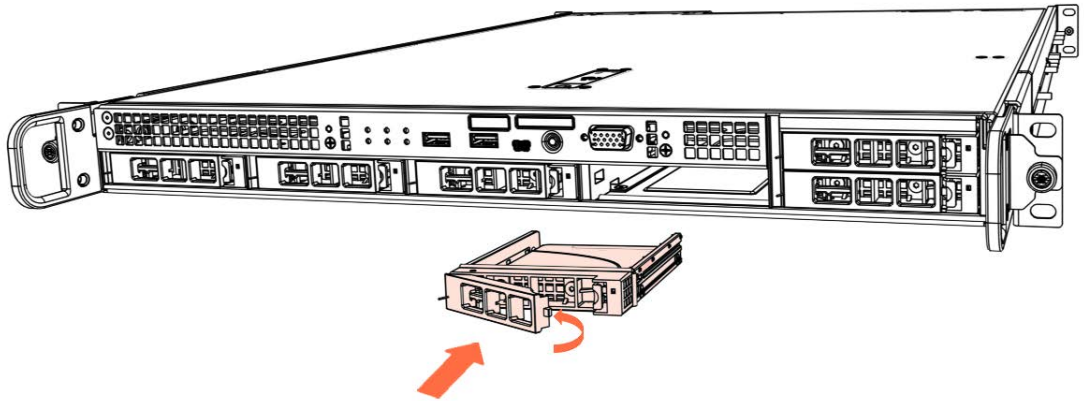
### Required tools

None

### Procedure

1. Take hold of the new component
2. Install the 2.5 inch SATA disk
  1. Carefully push the disk in until it stops.
  2. Rotate its handle to lock the latch.

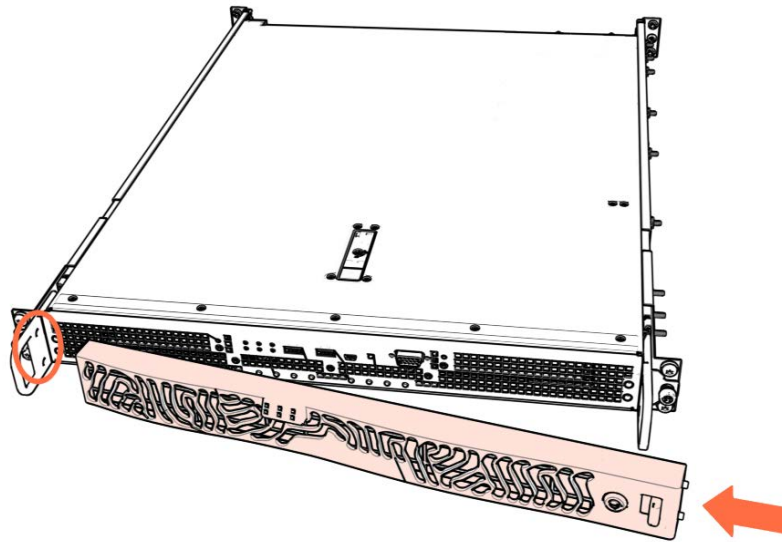
### Front view



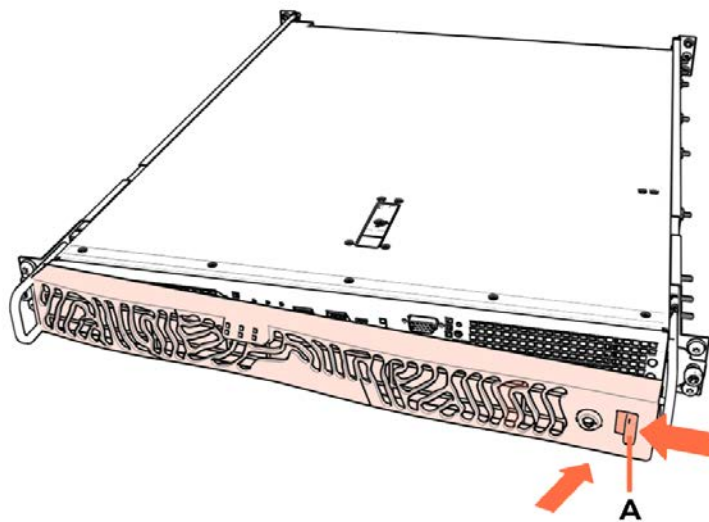


### 3. Install the bezel

1. Insert the left side of the bezel into the dedicated holes.



2. Rotate the bezel backwards.
3. Press and hold the latch (A) in.



4. Release the latch (A) when the bezel is in place.

### 4. Close the cabinet front door



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## Chapter 3. Servicing a front M.2 NVMe disk

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---



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**CAUTION C004**

Static electricity can damage the server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

**Limit your movement.** Movement can cause static electricity to build up around you.

**Wear an electrostatic-discharge wrist strap.**

**Wear electrostatic-discharge gloves.**

**Handle the device carefully, holding it by its edges or its frame.**

**Do not solder joints, pins, or exposed circuitry.**

**Do not leave the device where others can handle and damage it.**

**While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the server for at least 2 seconds.**

**This drains static electricity from the package and from your body.**

**Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.**

**Take additional care when you handle devices during cold weather.**

**Heating reduces indoor humidity and increases static electricity.**

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**See** Description Guide to locate the disk.

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## 3.1. Removing a front M.2 NVMe disk

### Required tools

Cross-headed screwdriver

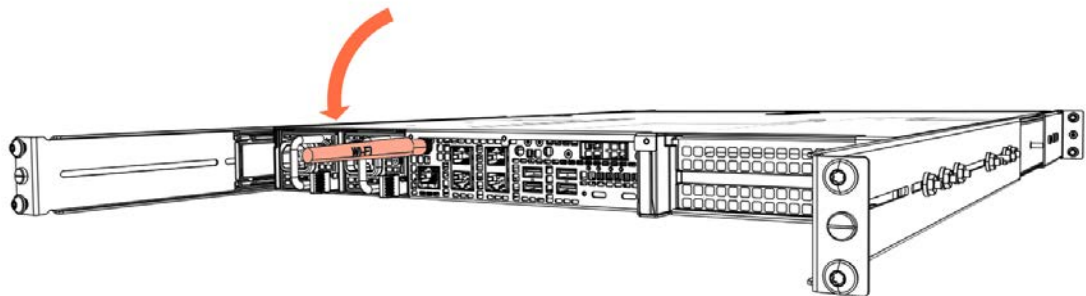
PH0 cross-headed screwdriver

### Procedure

1. **Unpack the new component on a clean ESD-protected work surface**
2. **Open the cabinet front door**
3. **Open the cabinet rear door**
4. **Power off the server**
5. **Disconnect all the cables from the server**
  1. Check all the cables are correctly labeled.
  2. Disconnect all the power cables.
  3. Disconnect all the network cables.
  4. Check all the LEDs are off.
6. **Rotate the external antennas to the horizontal position**



Rear view



## 7. Remove the server from the cabinet



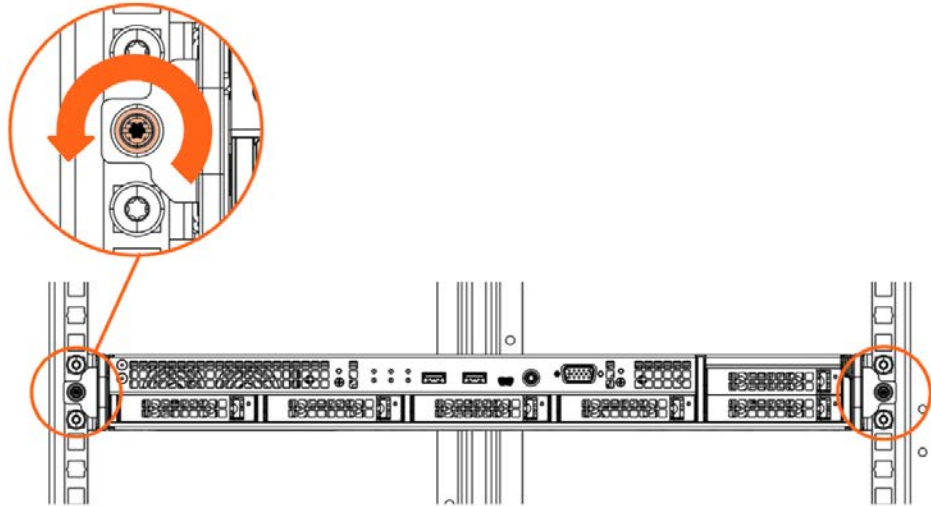
### CAUTION C045

Two people are required to perform this operation.

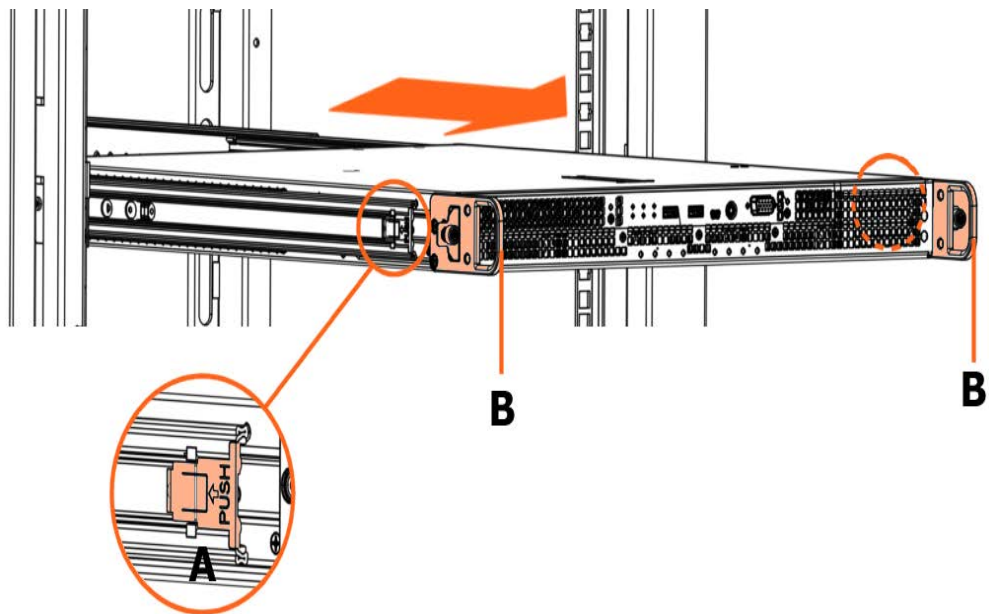
1. Loosen the captive screws to release the server.



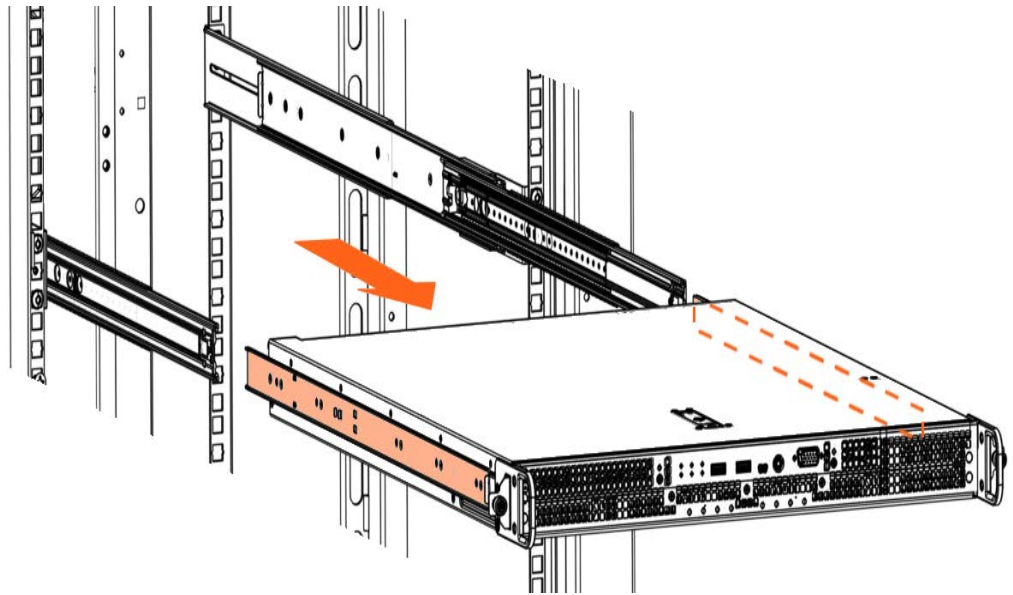
Front view



2. Pull the server using the handles (B) until it is blocked, then push the release latch (A) on each side to free the server from the rail assemblies.



3. Pull the server completely out of the cabinet.

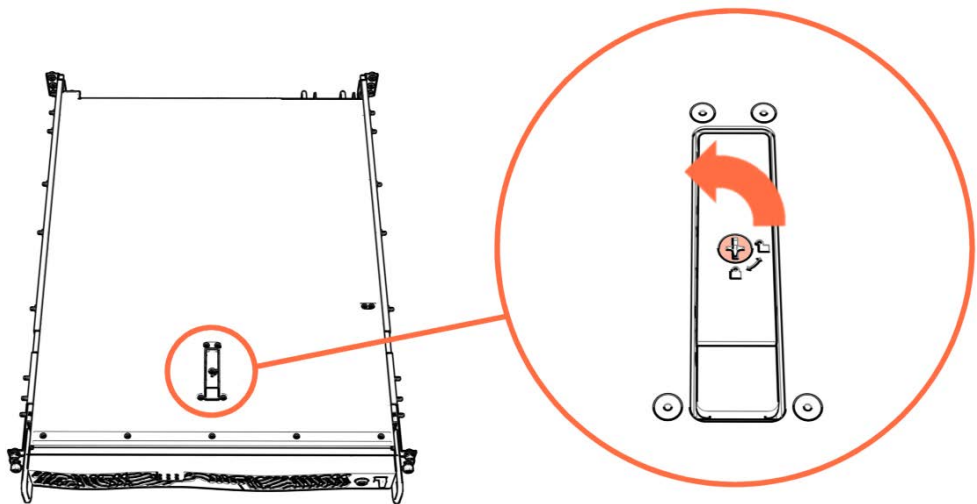


## 8. Remove the top cover

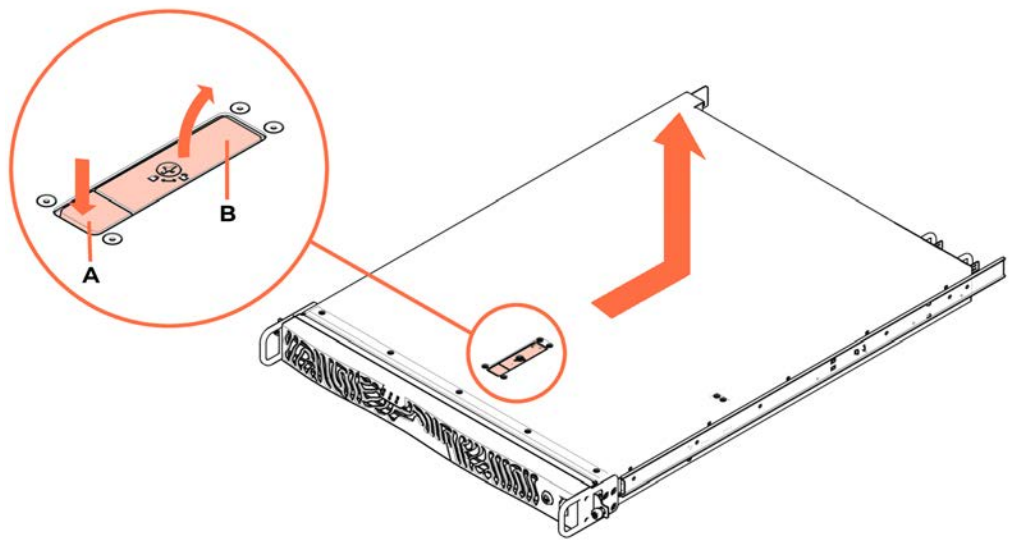
1. Loosen the captive screw to unlock the cover latch.



Top view

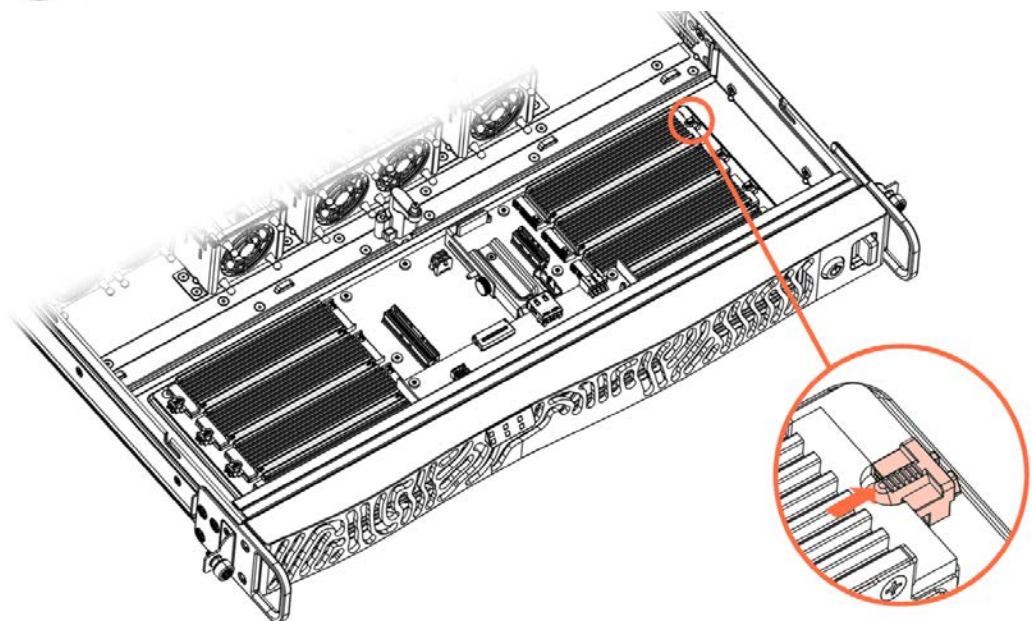


2. Push the button (A) to release the latch. The upper part (B) rises up.
3. Slide the cover back slightly and lift it up.

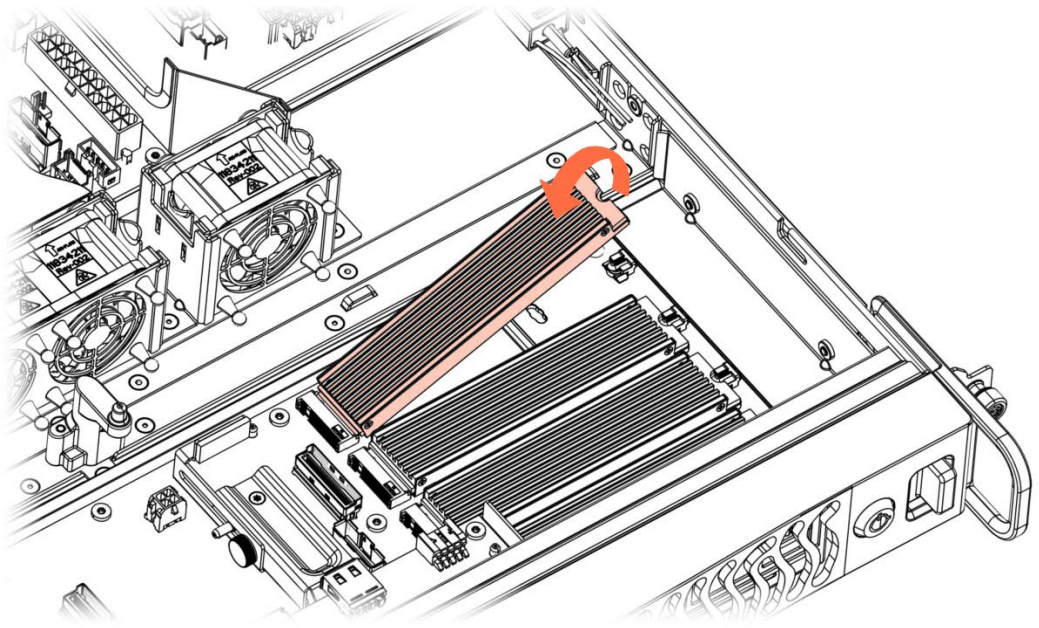


### 9. Remove the disk assembly

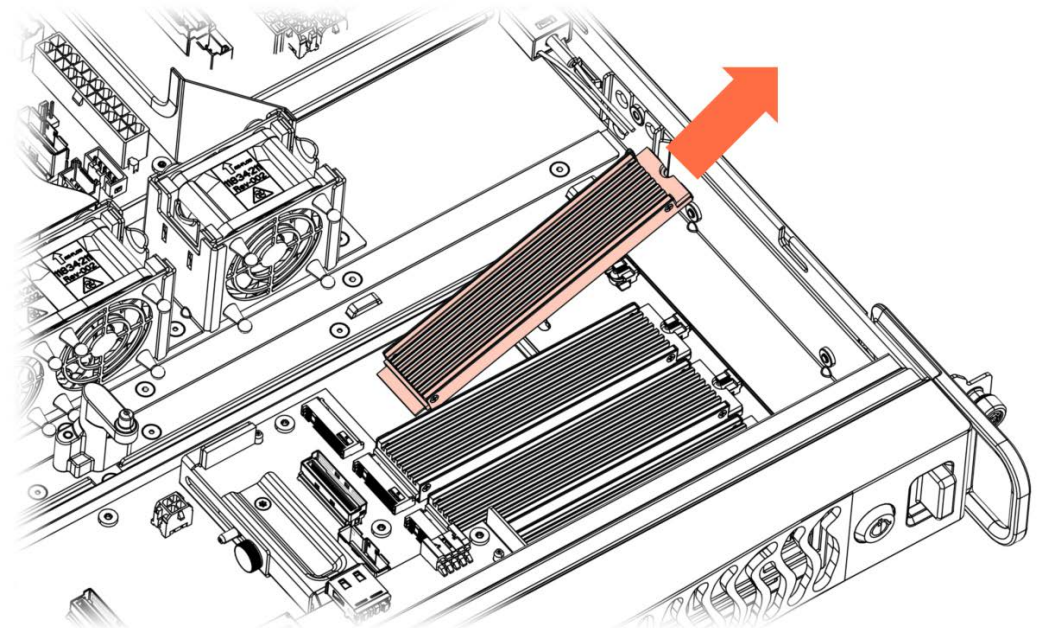
1. Push the latch to unlock the disk assembly.



2. Raise the disk assembly up to about 20 degrees above the horizontal.



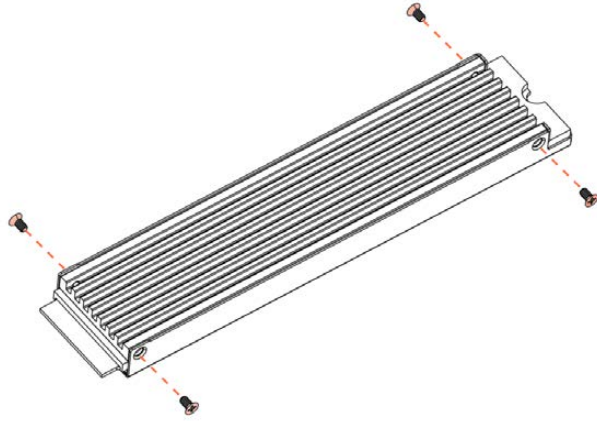
3. Remove the disk assembly.



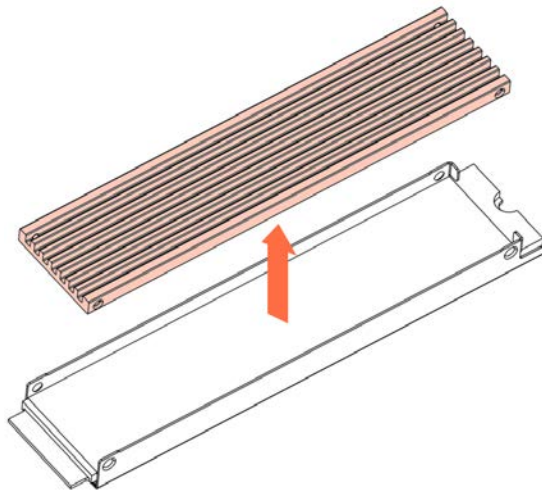


## 10. Remove the M.2 NVMe disk

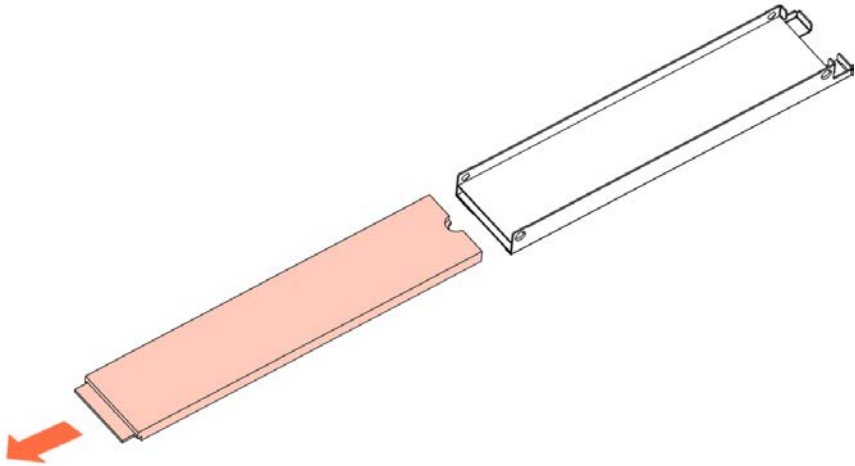
1. Remove the heatsink.
  - a. Remove the screws.



- b. Lift the heatsink cover up.



2. Remove the M.2 NVMe disk from the heat sink base.



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## 3.2. Installing a front M.2 NVMe disk

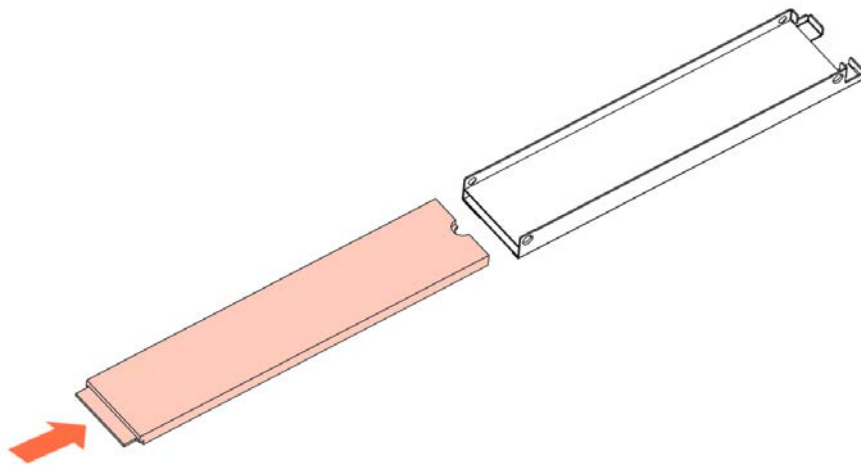
### Required tools

Cross-headed screwdriver

PH0 cross-headed screwdriver

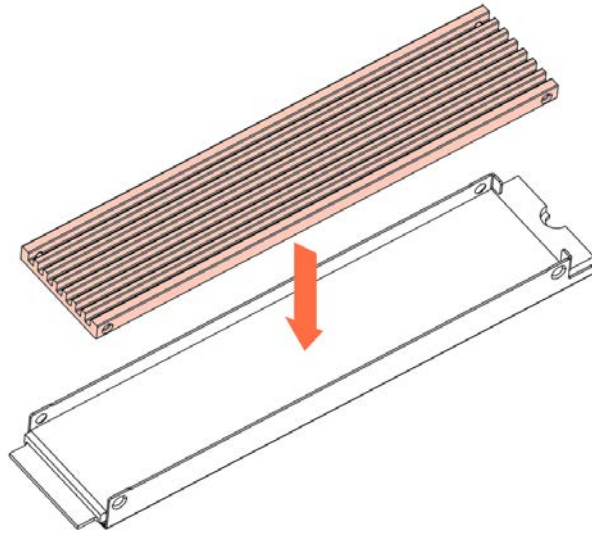
### Procedure

1. **Take hold of the new component**
2. **Install the M.2 NVMe disk**
  1. Insert the M.2 NVMe disk into the heat sink base.

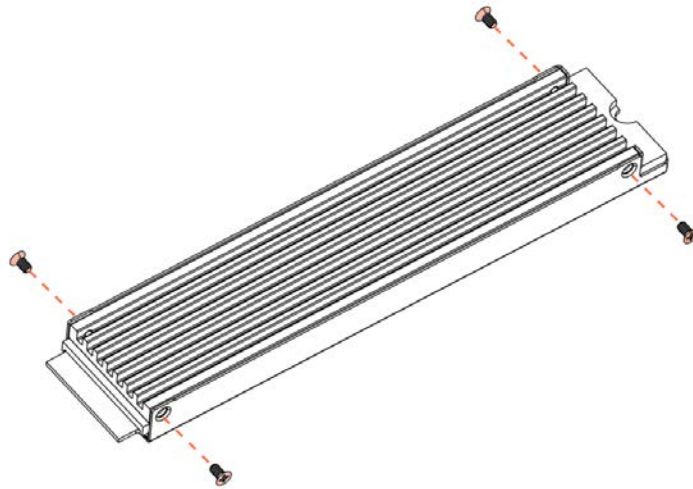


2. Install the heatsink.

a. Put the heatsink cover back.

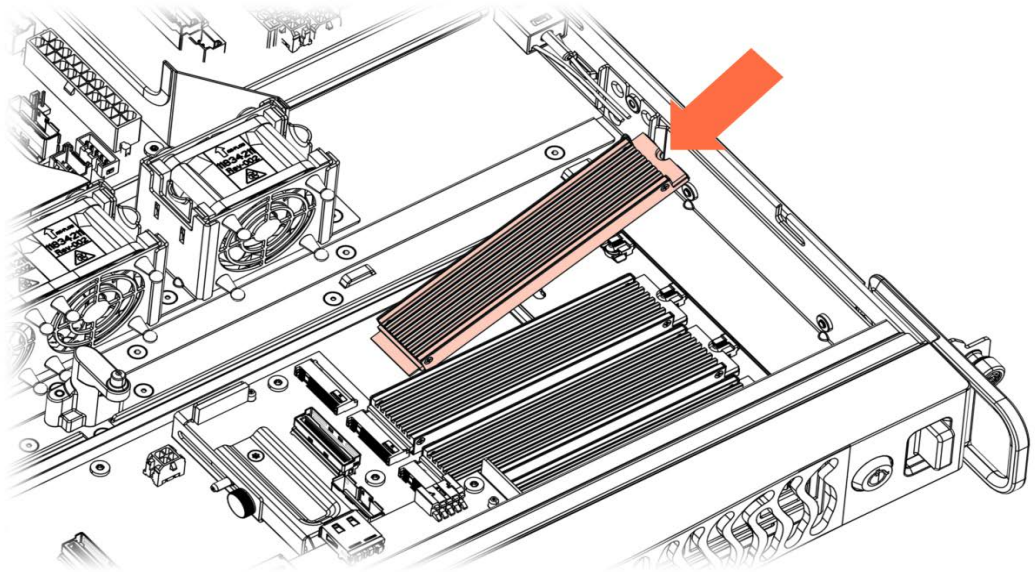


b. Tighten the screws.

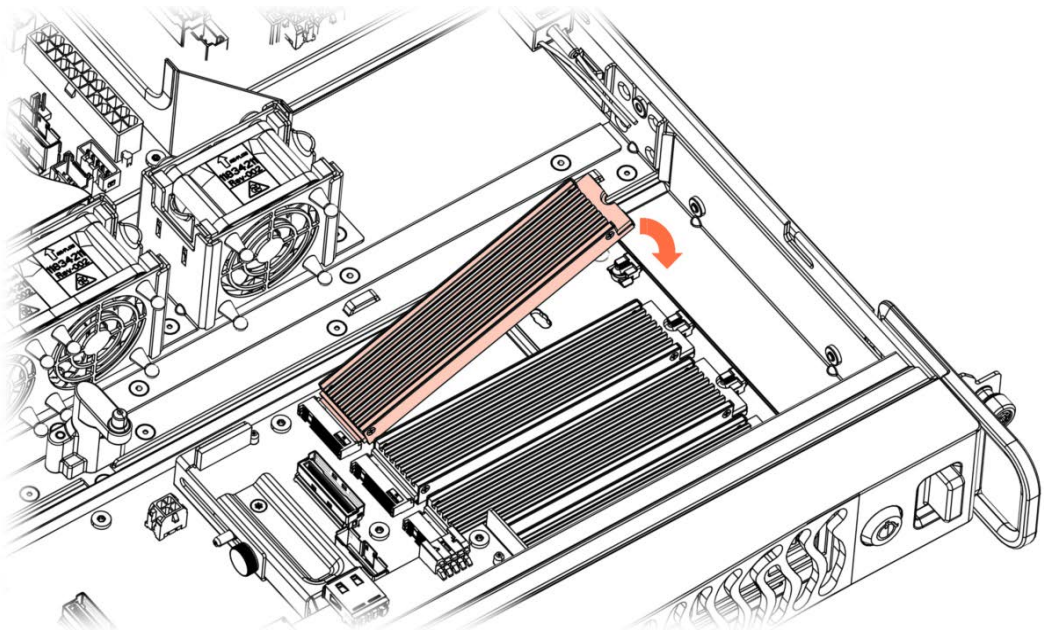


### 3. Install the disk assembly

1. Insert the disk at an angle around 20° to the horizontal.



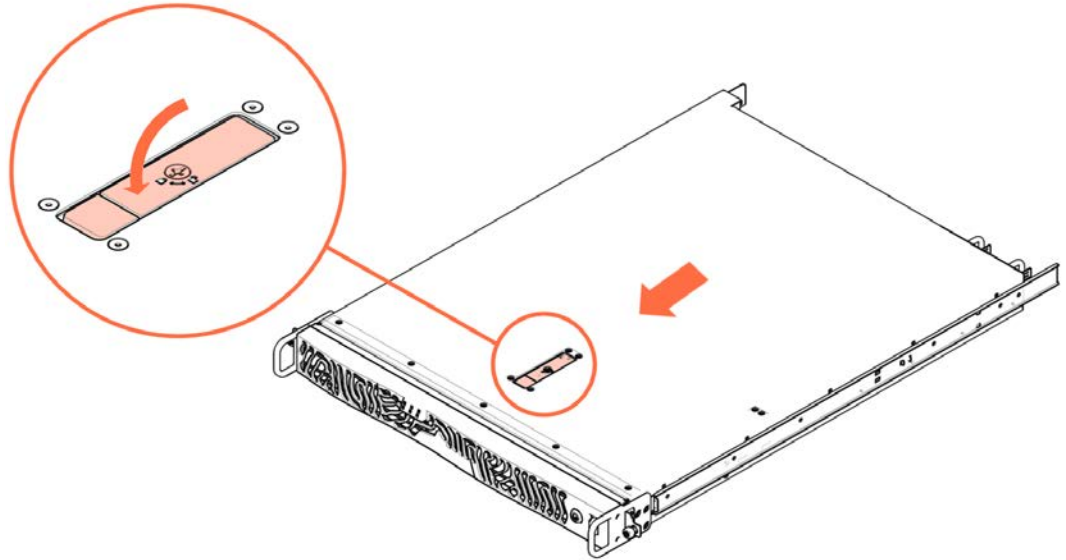
2. Lower the disk down.



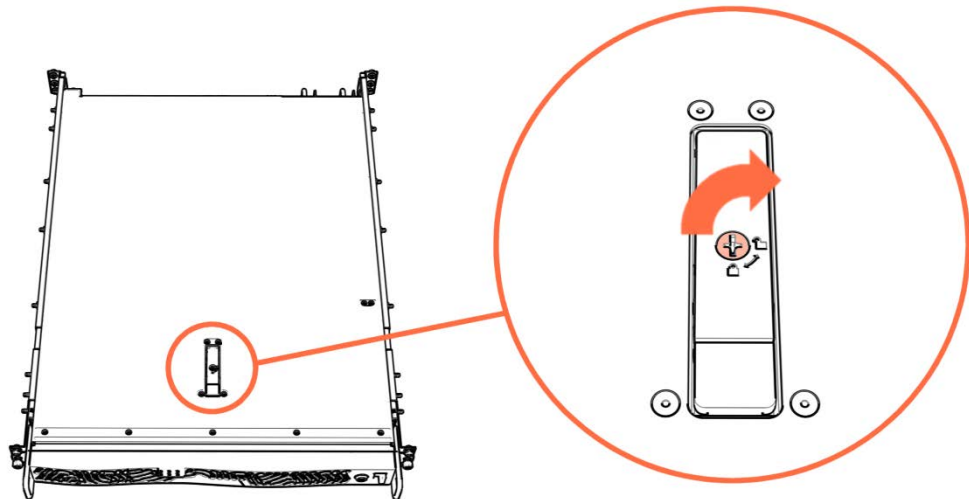
#### 4. Install the top cover

1. Position the cover on the server and slide it forward until it is in place.
2. Lower the upper part of the cover latch.

 **Top view**



3. Tighten the captive screw to lock the cover latch.



## 5. Install the server in the cabinet



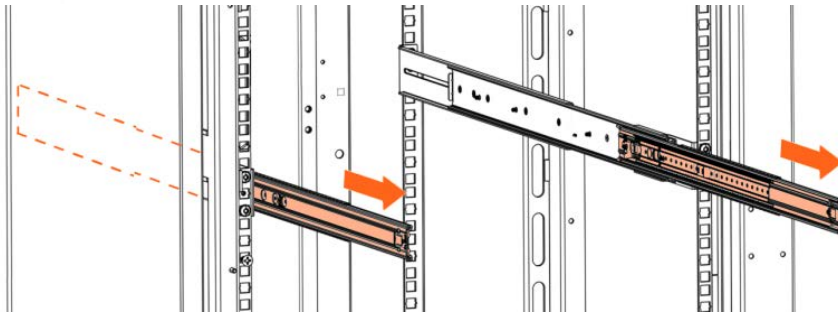
### CAUTION C045

Two people are required to perform this operation.

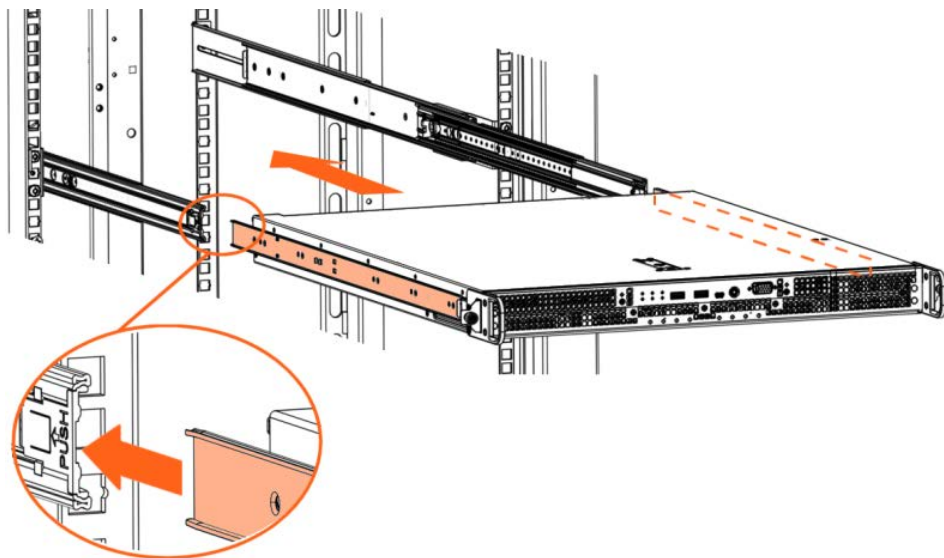
1. Pull the middle rails out.



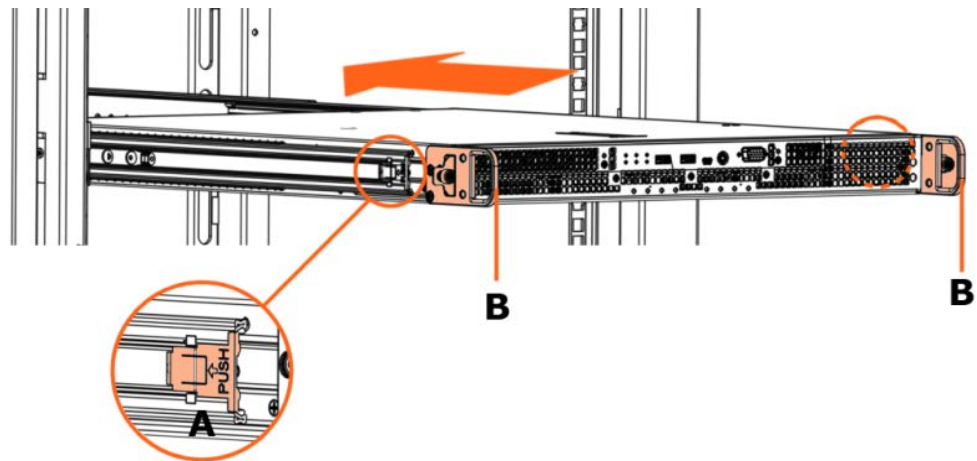
Front view



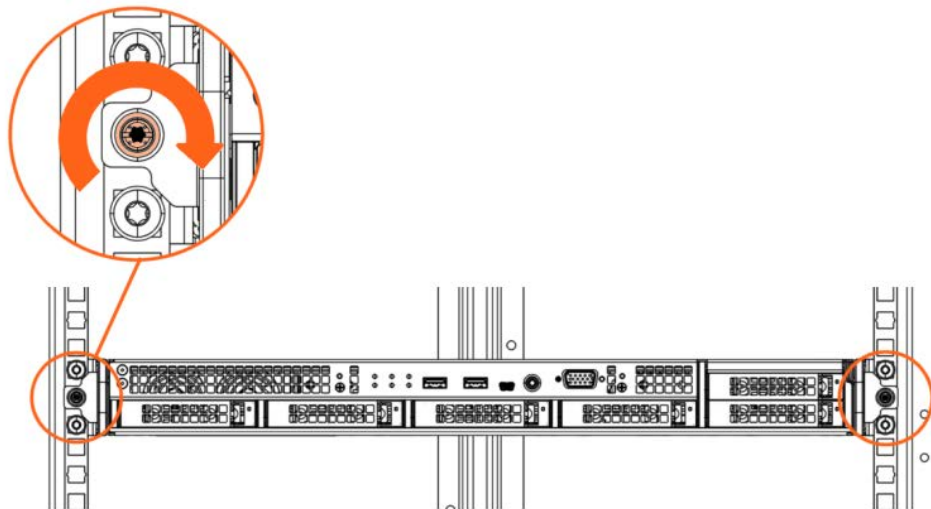
2. Slide the server into the middle rails using the inner rails attached to the server.



3. When the rail assemblies click, push the release latch (A) on each side to allow the server to be pushed completely into the cabinet using the handles (B).

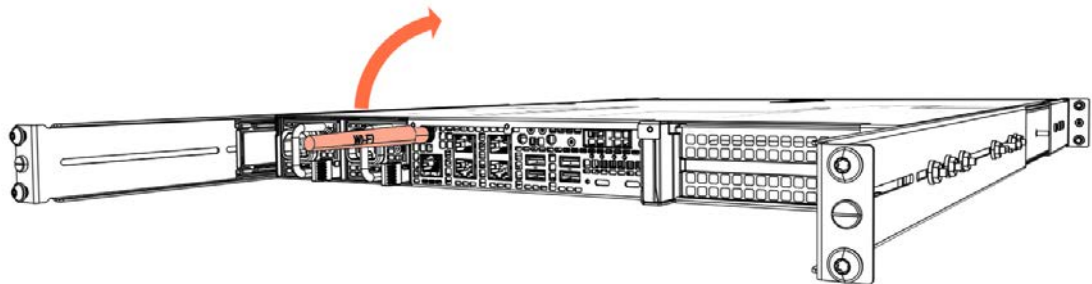


4. Tighten the captive screws to secure the server into place.



6. Rotate the external antennas to the vertical position

 Rear view





- 7. Connect all the cables to the server**
- 8. Power on the server**
- 9. Close the cabinet rear door**
- 10. Close the cabinet front door**



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## Chapter 4. Servicing a fan

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---



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**CAUTION C004**

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**Wear an electrostatic-discharge wrist strap.**

**Wear electrostatic-discharge gloves.**

**Handle the device carefully, holding it by its edges or its frame.**

**Do not solder joints, pins, or exposed circuitry.**

**Do not leave the device where others can handle and damage it.**

**While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the server for at least 2 seconds.**

**This drains static electricity from the package and from your body.**

**Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.**

**Take additional care when you handle devices during cold weather.**

**Heating reduces indoor humidity and increases static electricity.**

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**See** Description Guide to locate the fan.

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## 4.1. Removing a fan

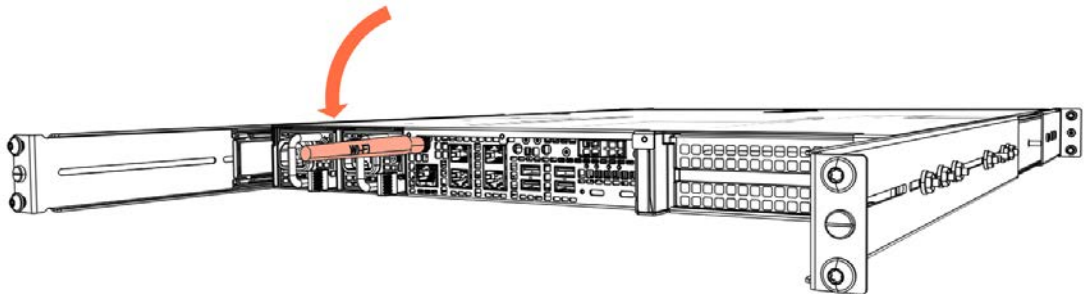
### Required tools

Cross-headed screwdriver

### Procedure

1. **Unpack the new component on a clean ESD-protected work surface**
2. **Open the cabinet front door**
3. **Open the cabinet rear door**
4. **Power off the server**
5. **Disconnect all the cables from the server**
  1. Check all the cables are correctly labeled.
  2. Disconnect all the power cables.
  3. Disconnect all the network cables.
  4. Check all the LEDs are off.
6. **Rotate the external antennas to the horizontal position**

### Rear view



## 7. Remove the server from the cabinet



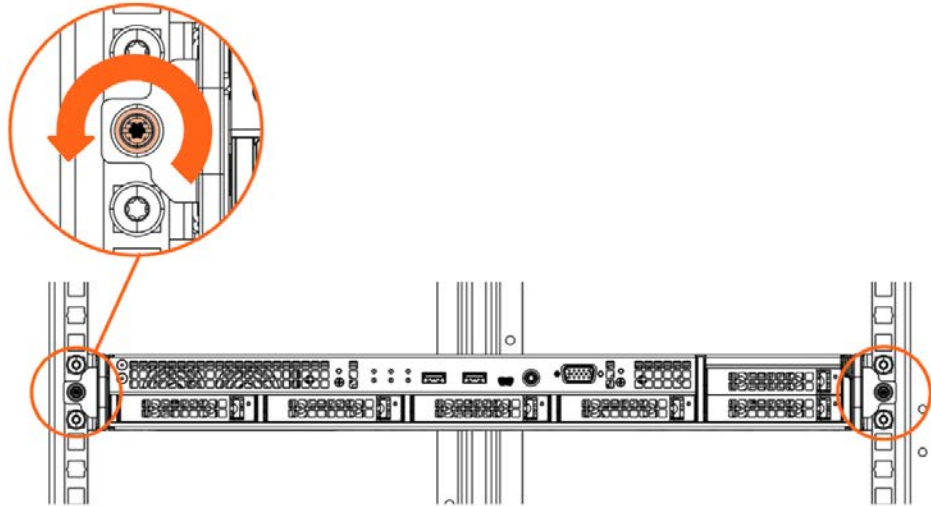
### CAUTION C045

Two people are required to perform this operation.

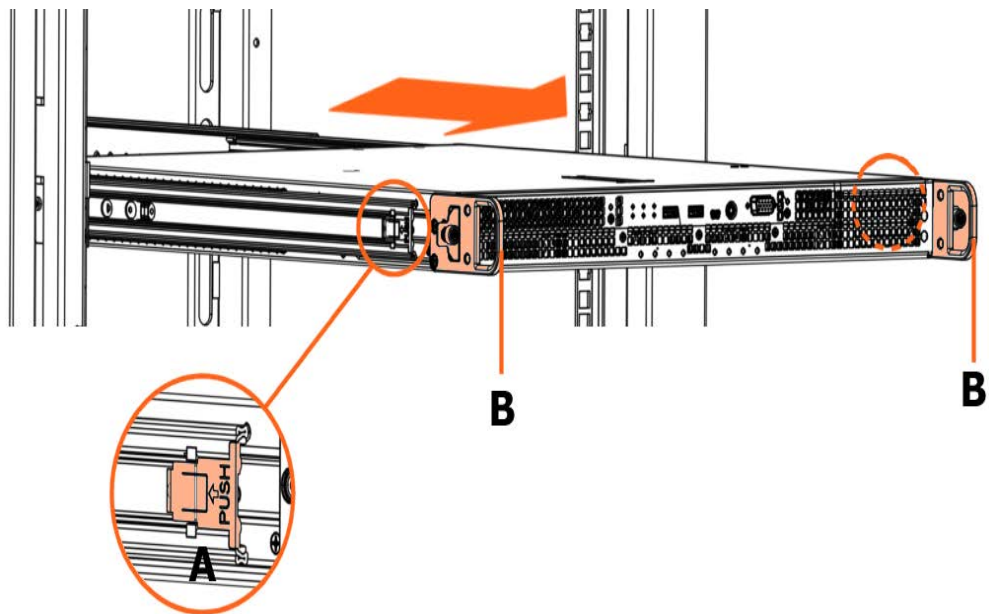
1. Loosen the captive screws to release the server.



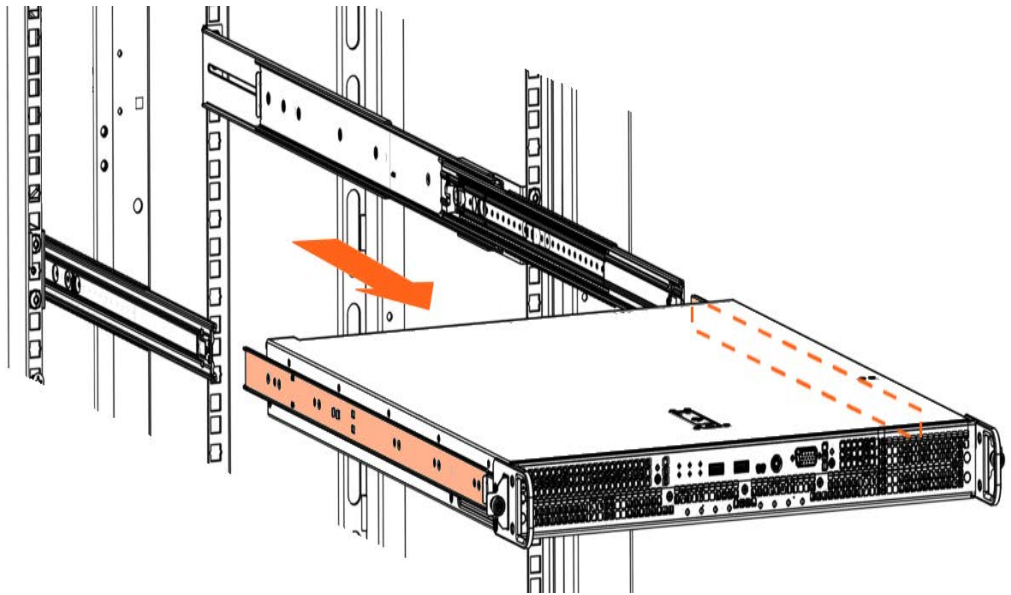
Front view



2. Pull the server using the handles (B) until it is blocked, then push the release latch (A) on each side to free the server from the rail assemblies.



3. Pull the server completely out of the cabinet.

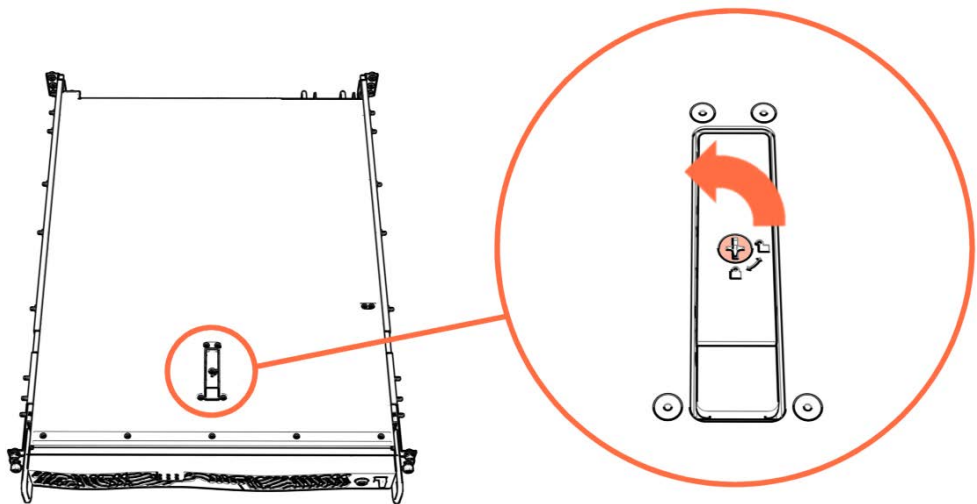


## 8. Remove the top cover

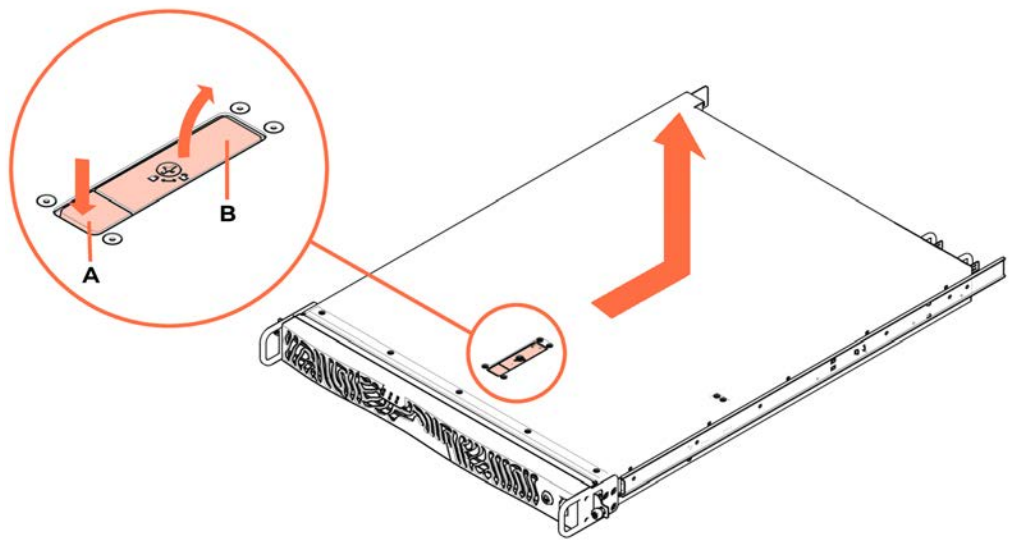
1. Loosen the captive screw to unlock the cover latch.



Top view



2. Push the button (A) to release the latch. The upper part (B) rises up.
3. Slide the cover back slightly and lift it up.



## 9. Remove the fan

### PCIe fan

---

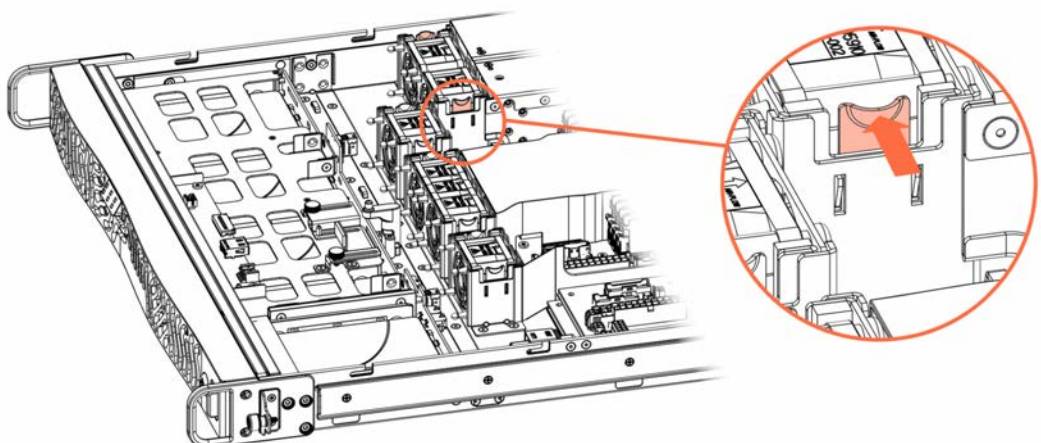
**Note** Both PCIe fans are removed at the same time.

---

1. Disconnect the cables of both fans.
2. Press the fan latches in.

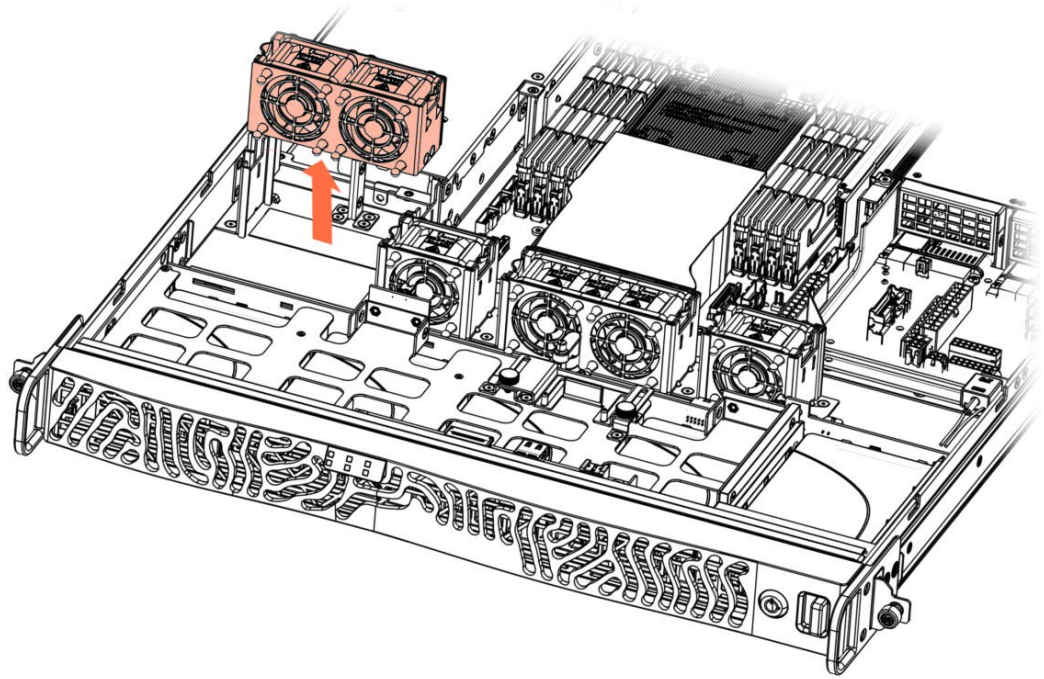


Top view



3. Pull the fans up.

 **Top view**





## Processor fan

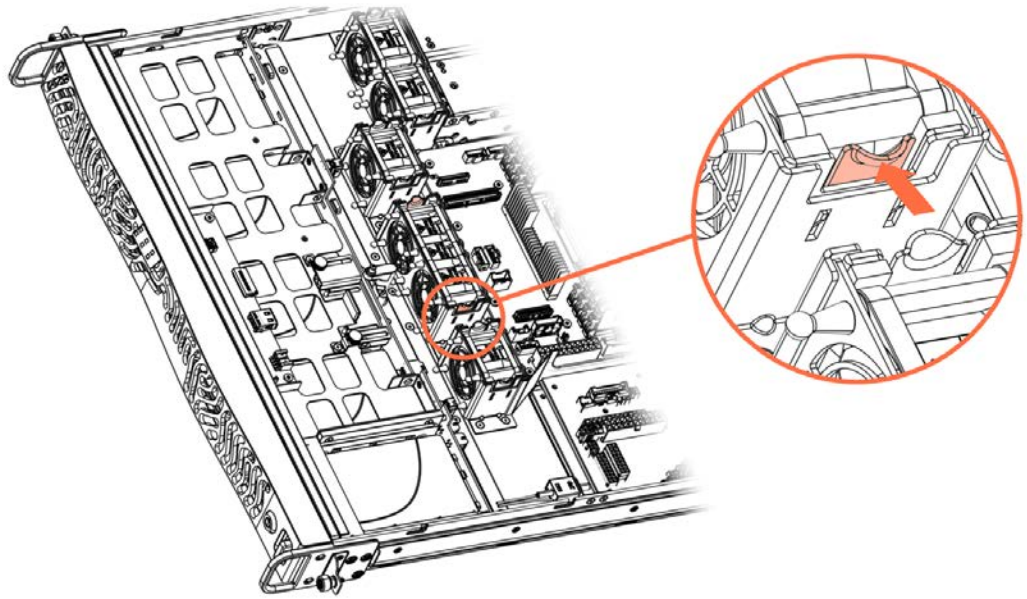
---

**Note** Both processor fans are removed at the same time.

---

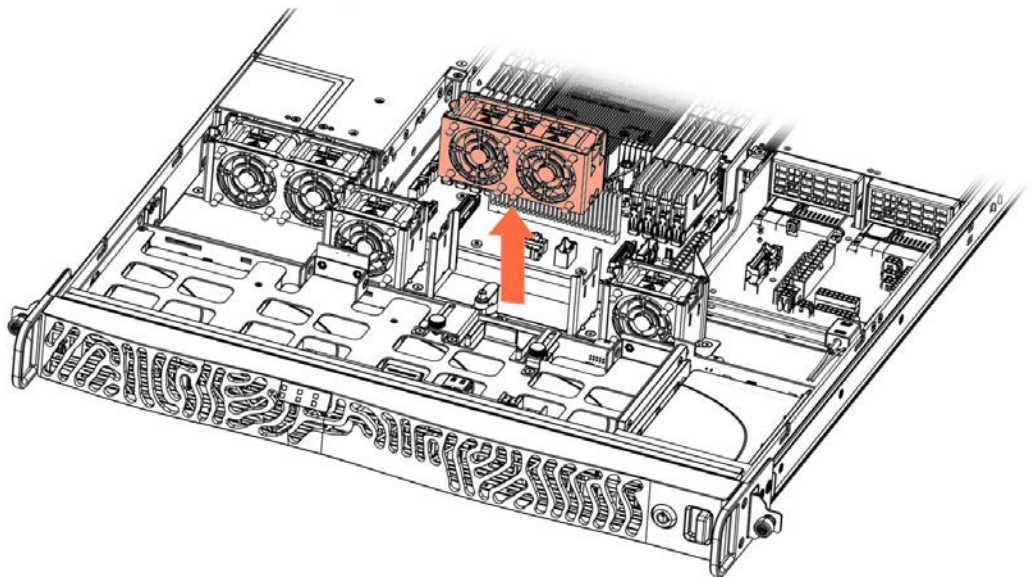
1. Disconnect the cables of both fans.
2. Press the fan assembly latches in.

 **Top view**



3. Pull the the fan up.

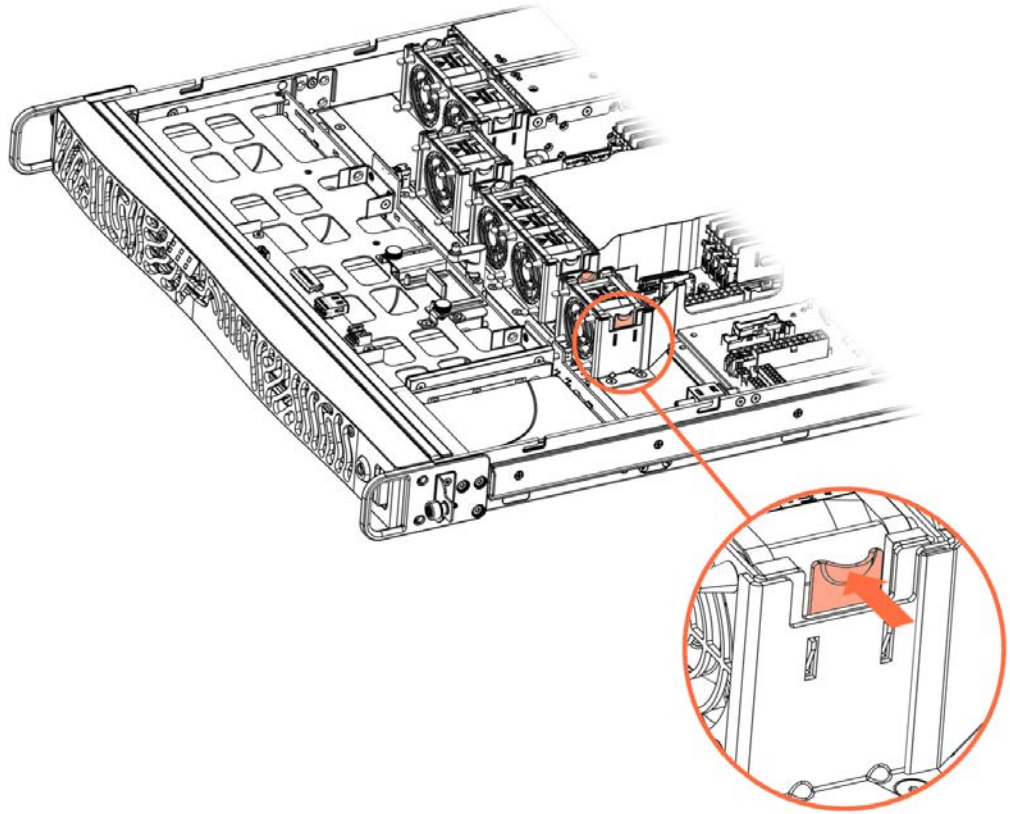
 **Top view**



## Single fan

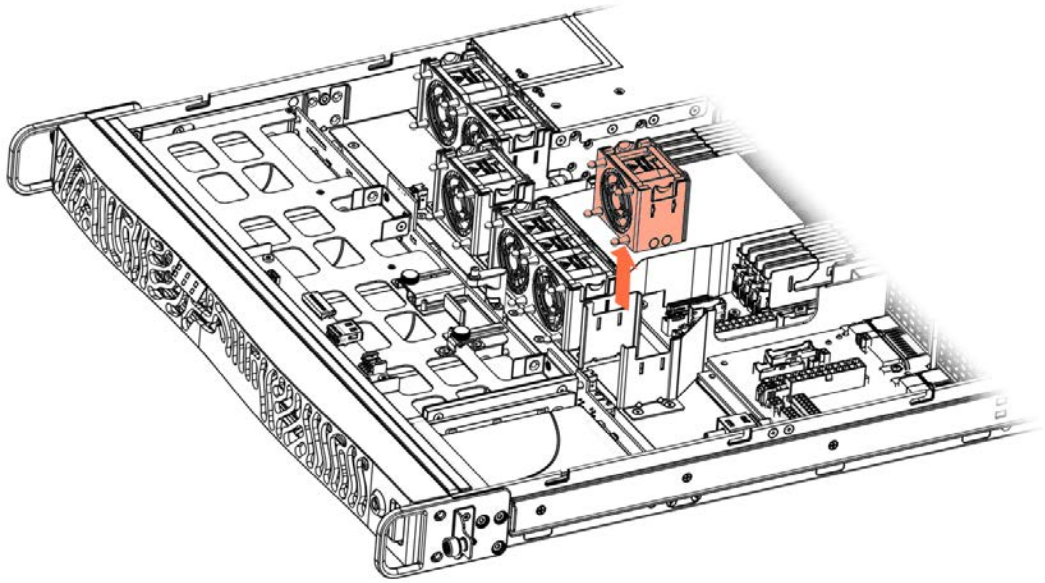
1. Disconnect the cable of either left or right fan, as required.
2. Press the fan latches in.

 **Top view**



3. Pull the fan up.

 **Top view**



---

## 4.2. Installing a fan

### Required tools

Cross-headed screwdriver

### Procedure

#### 1. Take hold of the new component

#### 2. Install a fan

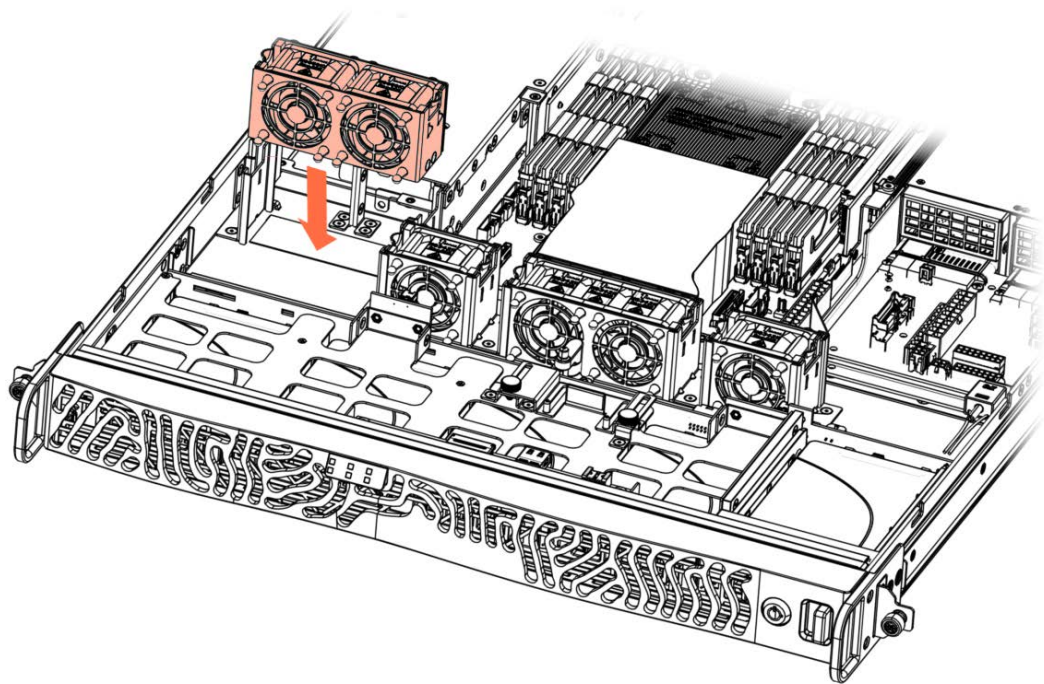
#### PCIe fan

---

**Note** Both PCIe fans are installed at the same time.

---

1. Lower the fan locking the latches in the cutouts.



2. Connect the cables of both fans.

## Processor fan

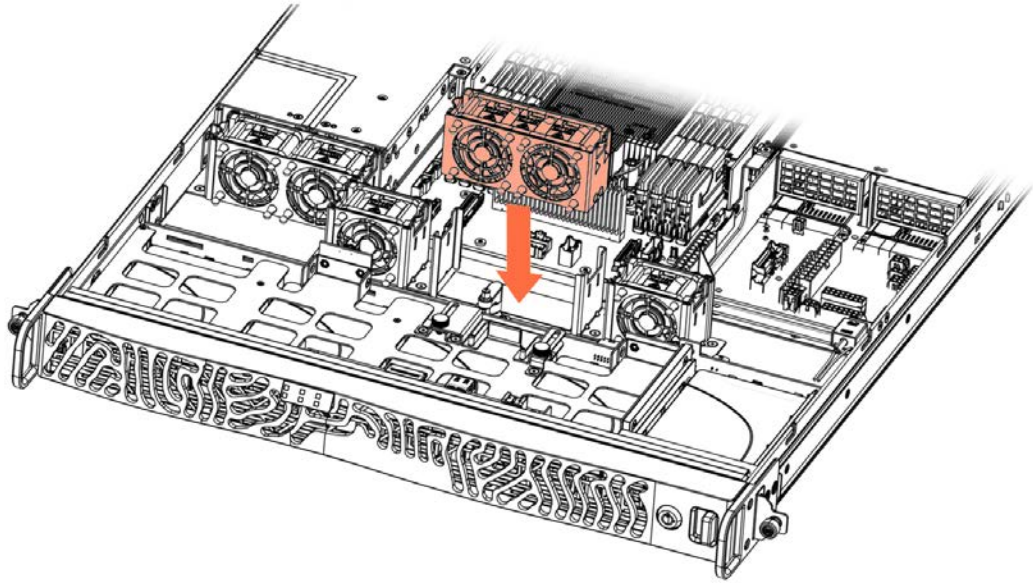
---

**Note** Both processor fans are installed at the same time.

---

1. Lower the fan locking the latches in the cutouts.

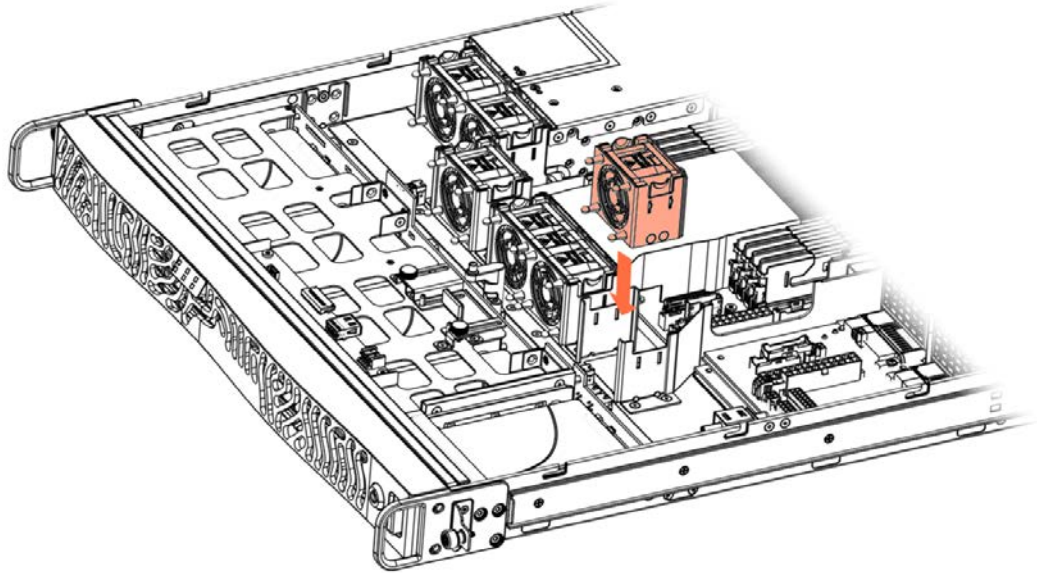
 **Top view**



2. Connect the cables of both fans.

## Single fan

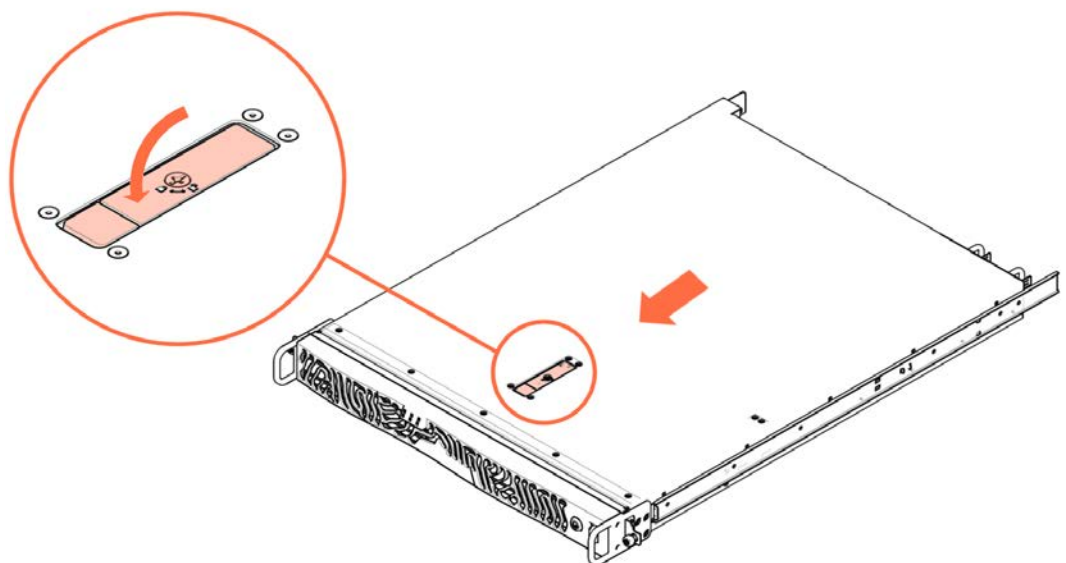
1. Lower the fan locking the latches in the cutouts.



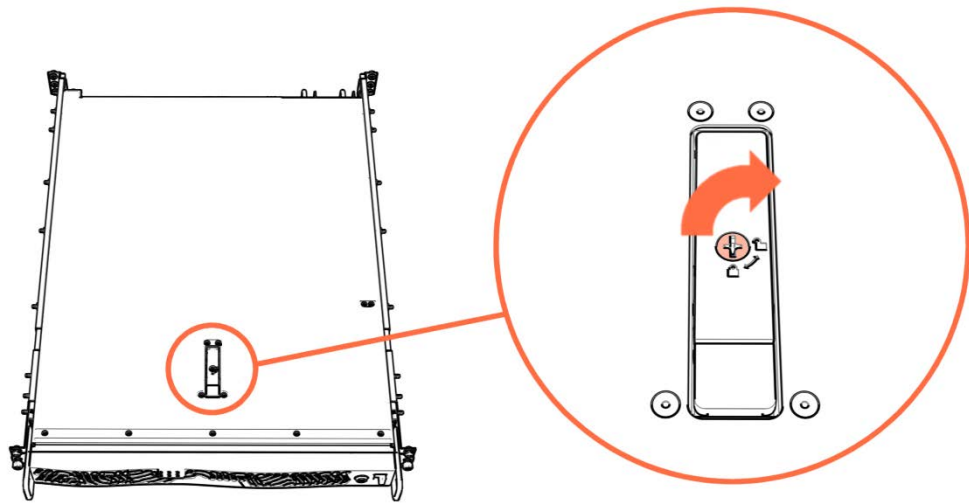
2. Connect the cable of the fan.

### 3. Install the top cover

1. Position the cover on the server and slide it forward until it is in place.
2. Lower the upper part of the cover latch.



3. Tighten the captive screw to lock the cover latch.



4. Install the server in the cabinet



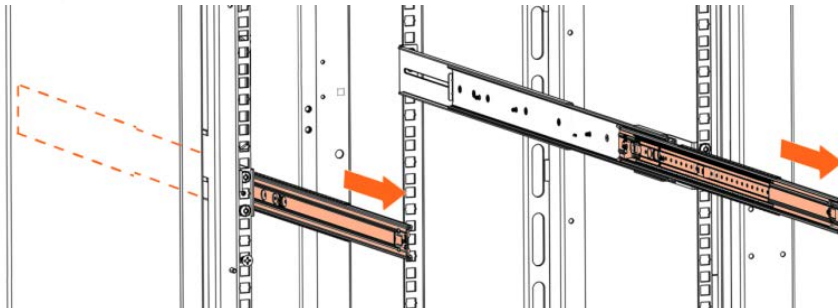
**CAUTION C045**

**Two people are required to perform this operation.**

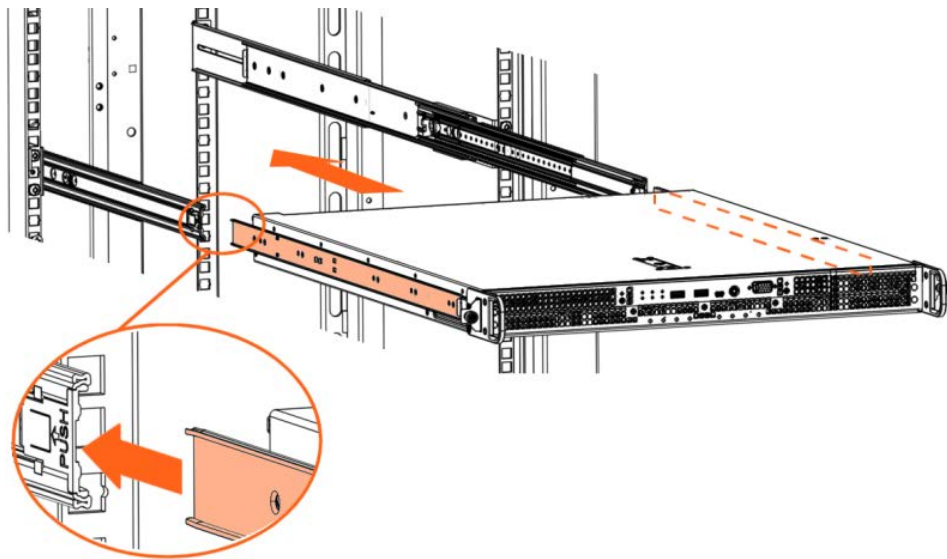
1. Pull the middle rails out.



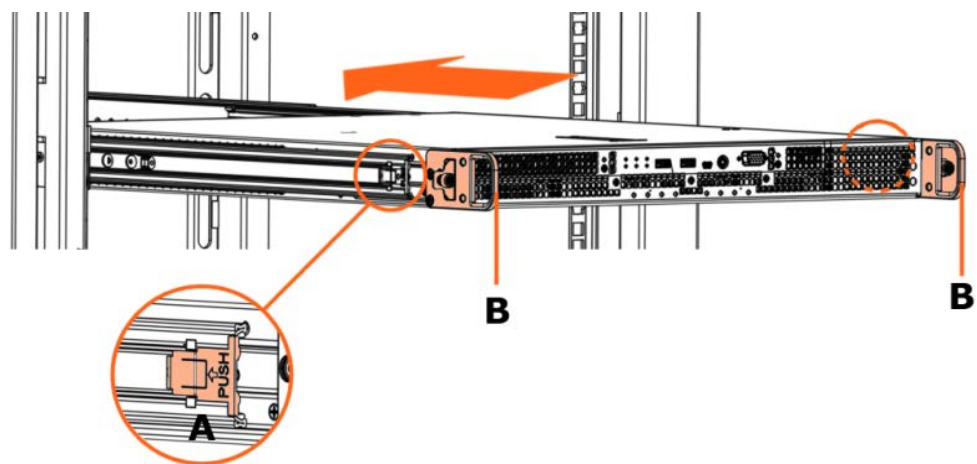
**Front view**



- Slide the server into the middle rails using the inner rails attached to the server.

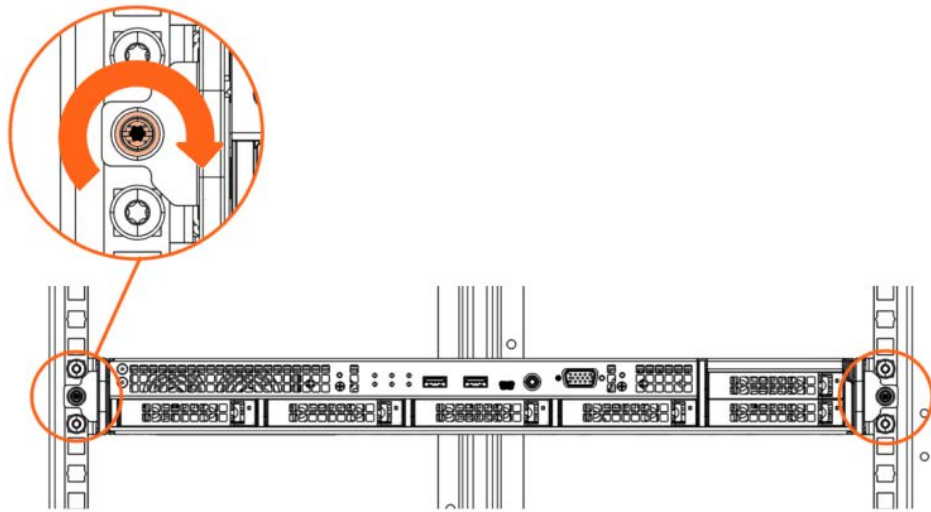


- When the rail assemblies click, push the release latch (A) on each side to allow the server to be pushed completely into the cabinet using the handles (B).



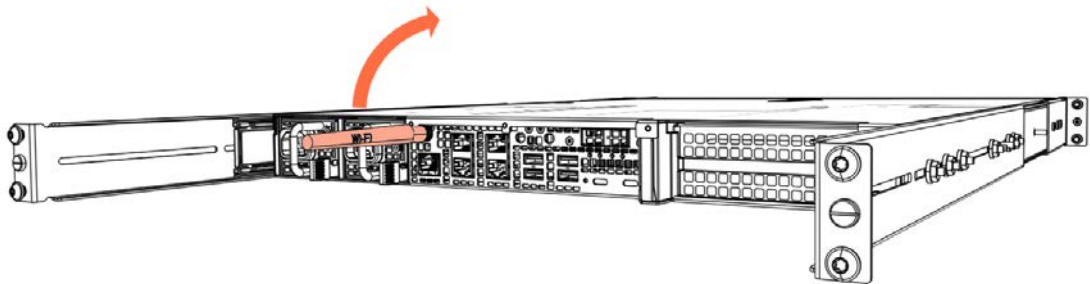


4. Tighten the captive screws to secure the server into place.



5. Rotate the external antennas to the vertical position

 Rear view



6. Connect all the cables to the server

7. Power on the server

8. Close the cabinet rear door

9. Close the cabinet front door



---

## Chapter 5. Servicing a bezel filter

---

**Important**    **ATTENTION:** Please read carefully the safety instructions before you perform the procedures described in this manual. See the *Multilingual Safety Notices Guide* for translated versions of the safety notices.

---



**CAUTION C009**

Cabinet doors must remain locked at all times except during maintenance operations.

Qualified personnel only are authorized to open the cabinet doors.



**CAUTION C004**

Static electricity can damage the server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

**Limit your movement.** Movement can cause static electricity to build up around you.

**Wear an electrostatic-discharge wrist strap.**

**Wear electrostatic-discharge gloves.**

**Handle the device carefully, holding it by its edges or its frame.**

**Do not solder joints, pins, or exposed circuitry.**

**Do not leave the device where others can handle and damage it.**

**While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the server for at least 2 seconds.**

**This drains static electricity from the package and from your body.**

**Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.**

**Take additional care when you handle devices during cold weather.**

**Heating reduces indoor humidity and increases static electricity.**

---

## 5.1. Recommendations

### Replacement

Clean or replace air filters every 90 days.

### Cleaning

- Vacuum clean to remove accumulated dust and dirt.
- Use compressed air blower and point nozzle in opposite direction of operating air flow.
- Wash away collected dirt using a standard hose nozzle and plain cold water.
- Dip the filter in a solution of warm water and mild detergent, rinse in clear water and let stand until completely dry.

---

## 5.2. Removing a bezel filter

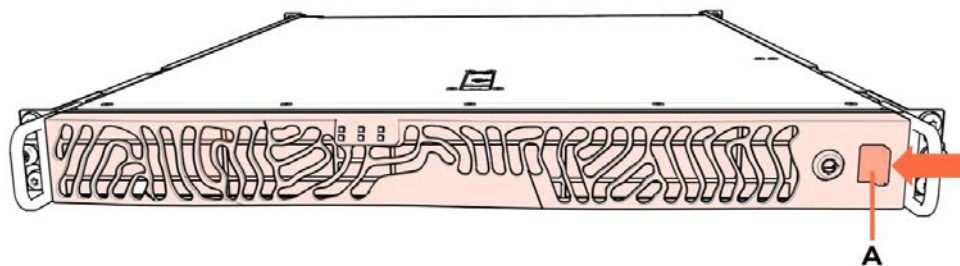
### Required tools

T10 Torx screwdriver

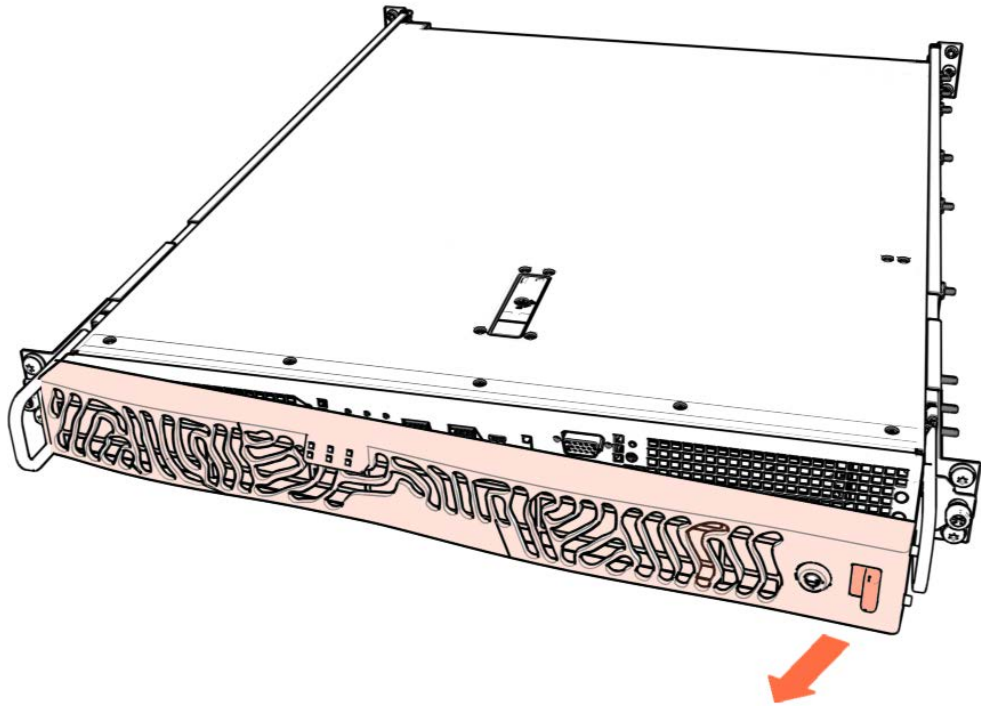
### Procedure

1. **Unpack the new component on a clean ESD-protected work surface**
2. **Open the cabinet front door**
3. **Locate the server to be serviced in the cabinet**
4. **Remove the bezel**
  1. Press the latch (A) to the left to unlock the bezel.

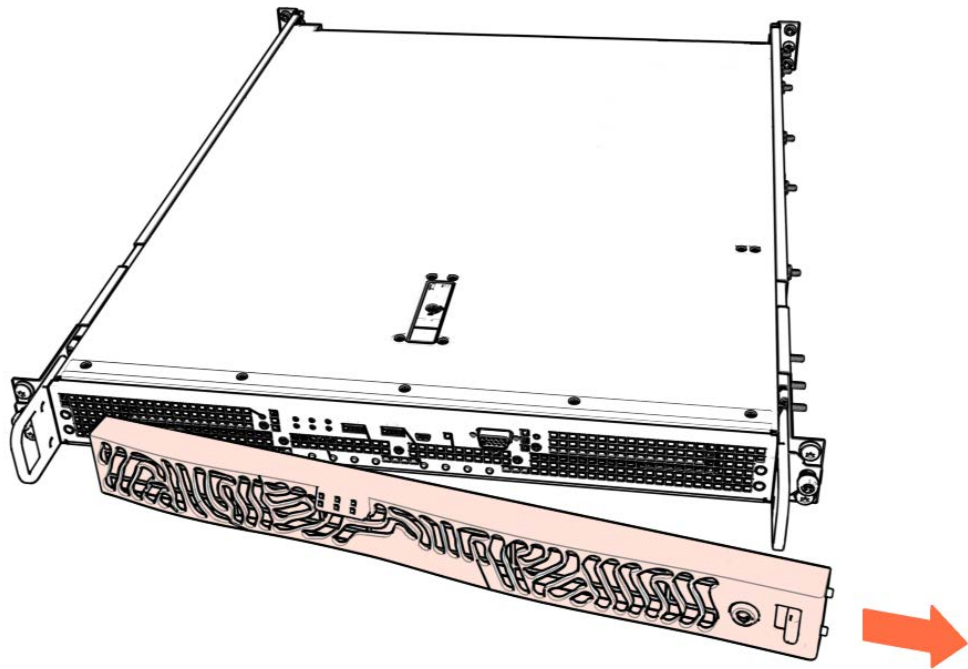
 **Front view**



2. Rotate the bezel slightly.

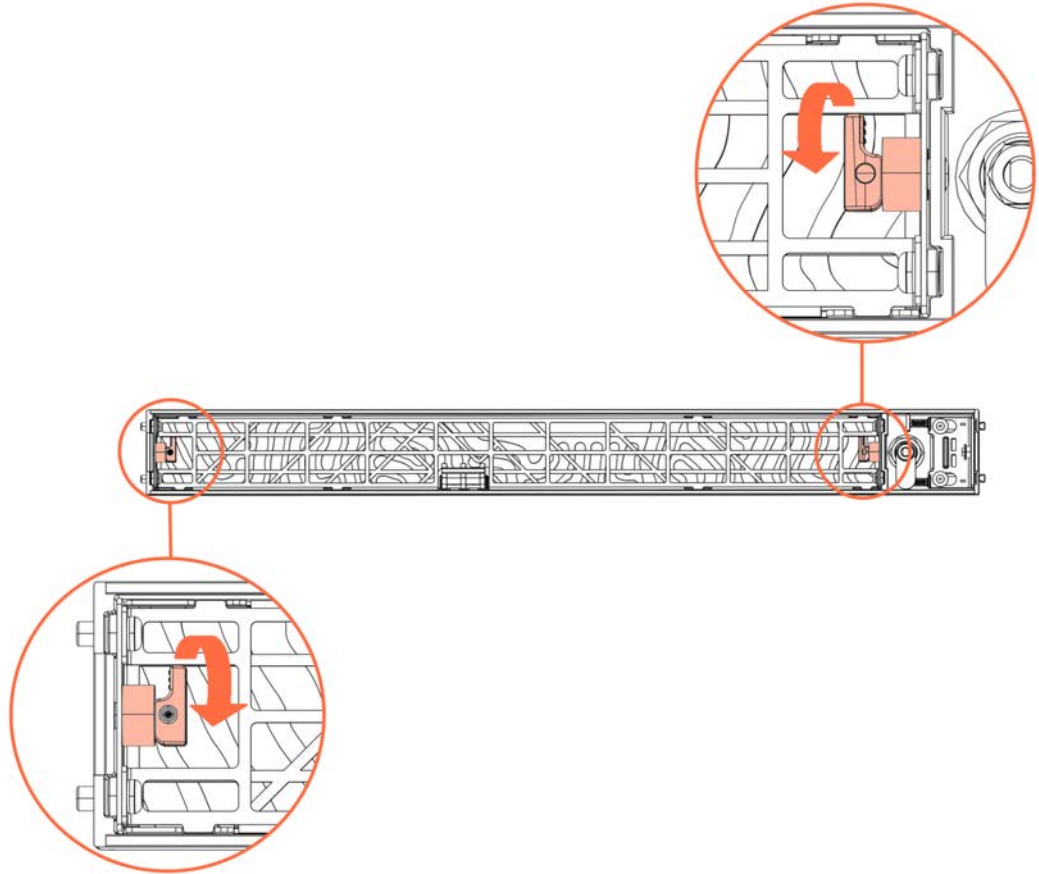


3. Remove the bezel from the left hand side of the server.

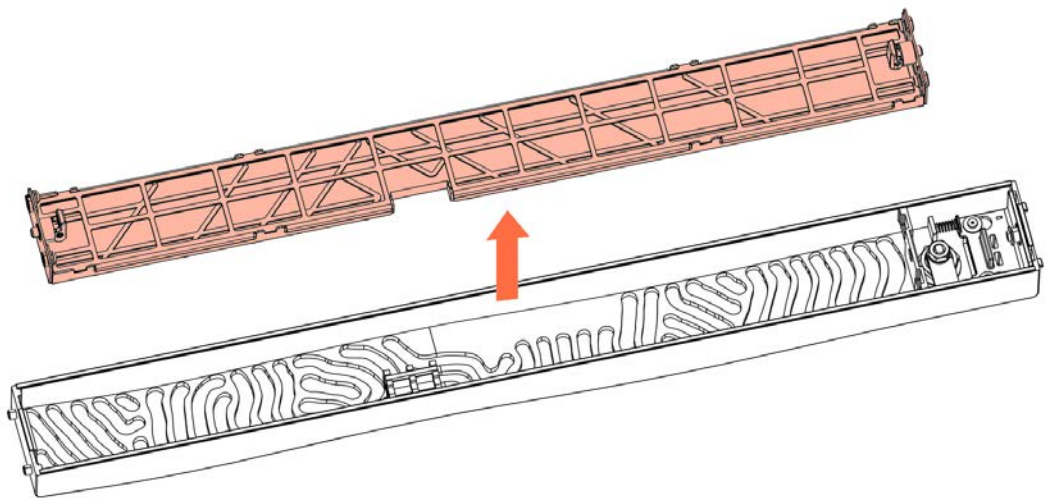


## 5. Remove the filter

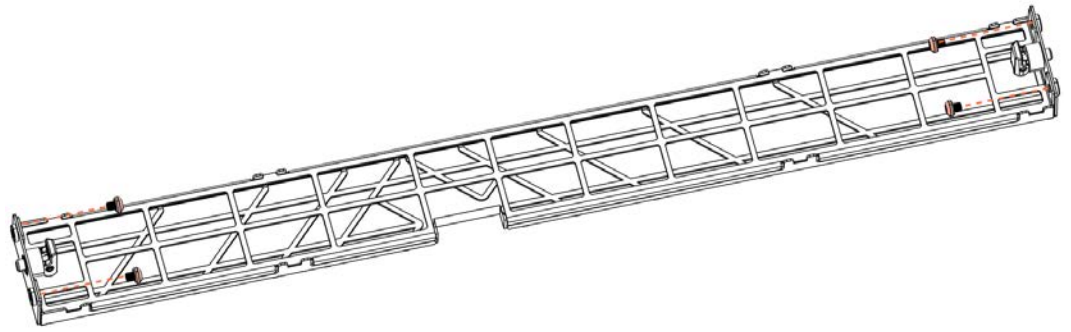
1. Lay the bezel flat on the front.
2. Rotate the plungers upwards to free the filter assembly.



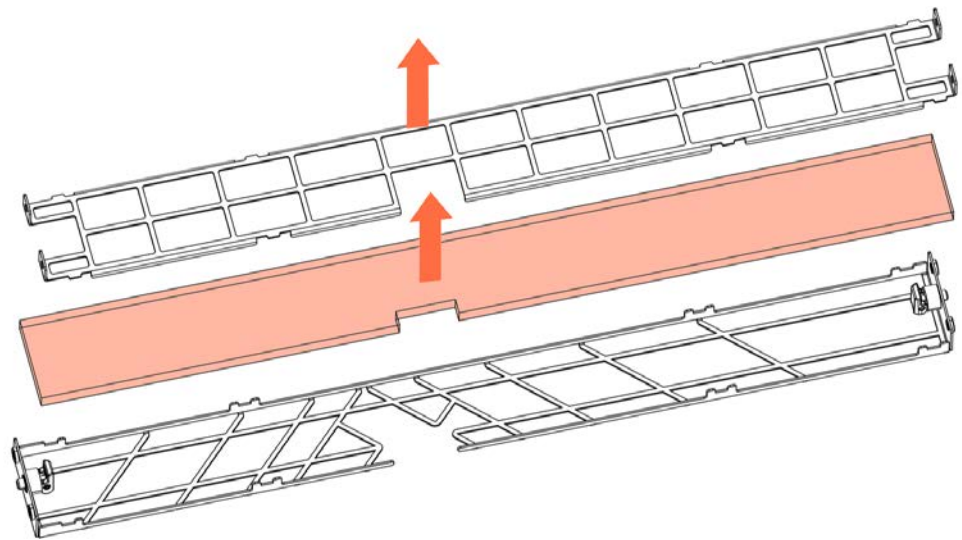
3. Lift the filter assembly out.



4. Remove the screws.



5. Remove the foam from between the two brackets.





---

## 5.3. Installing a bezel filter

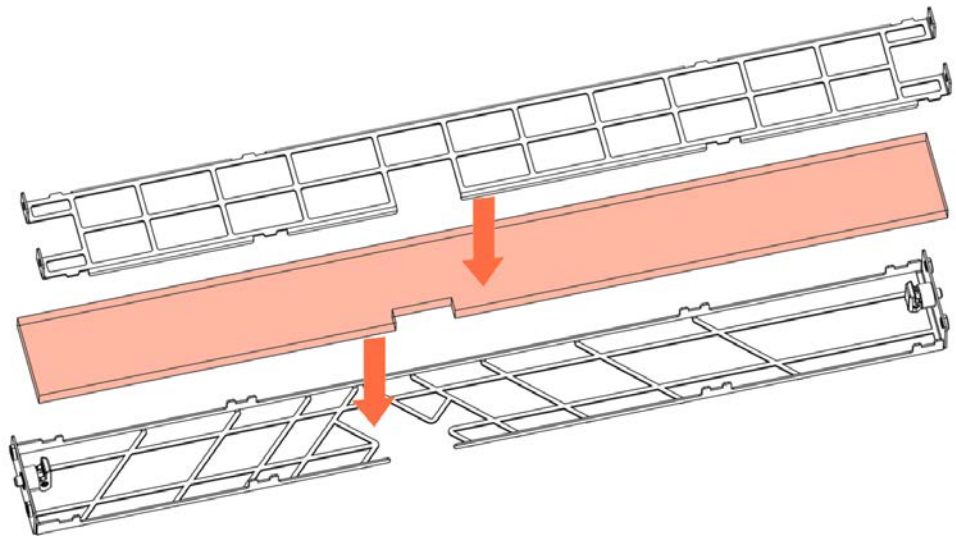
### Required tools

T10 Torx screwdriver

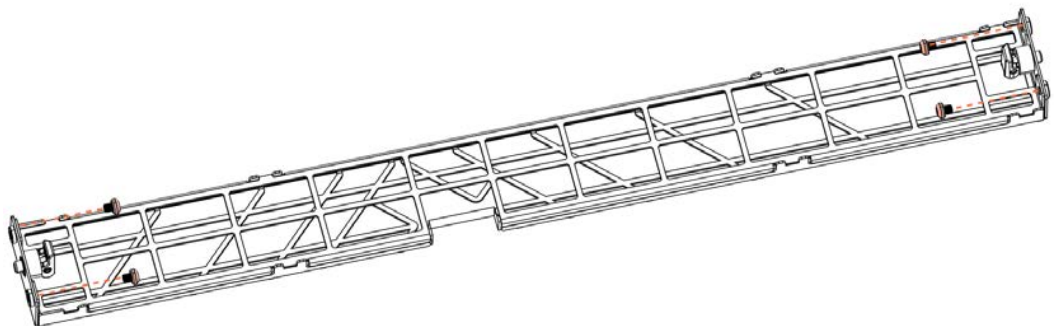
### Procedure

#### 1. Install the filter

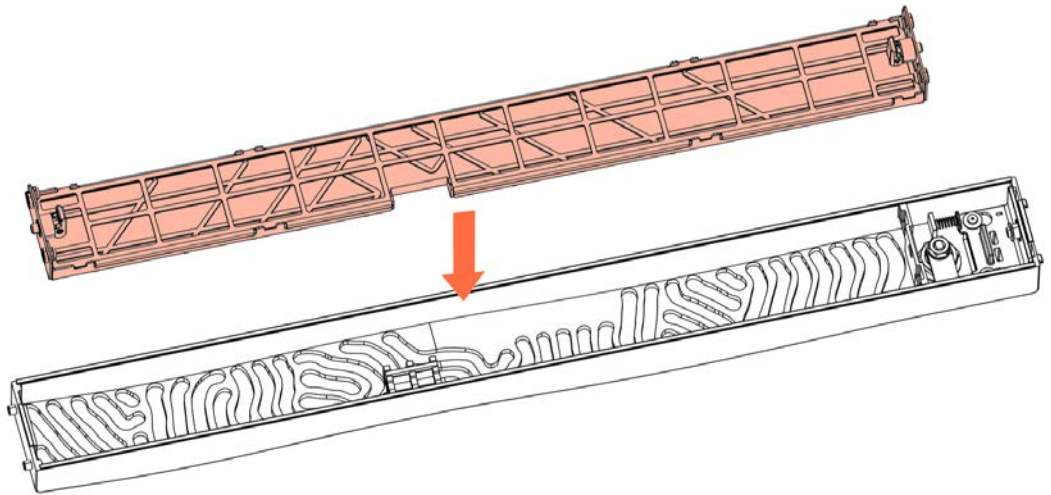
1. Put the new filter in place between the bottom and top filter brackets.



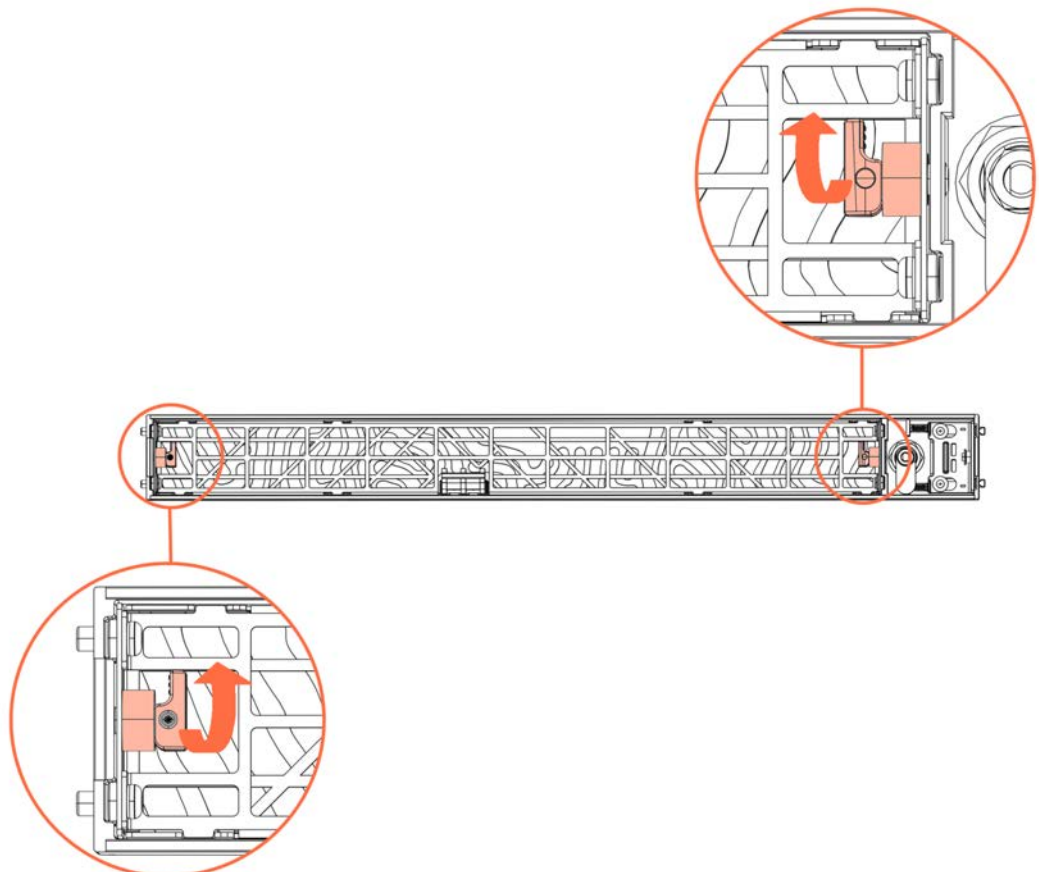
2. Tighten the screws.



3. Put the filter assembly back into the bezel.

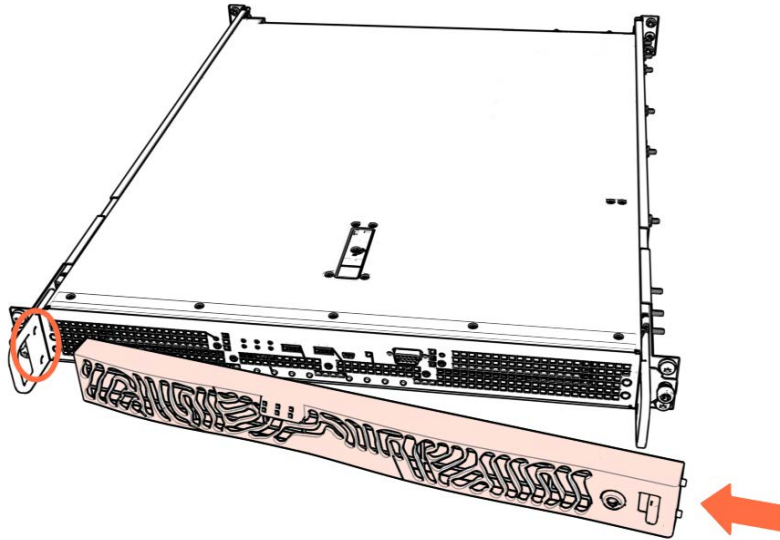


4. Rotate the plungers downwards to lock the filter assembly.

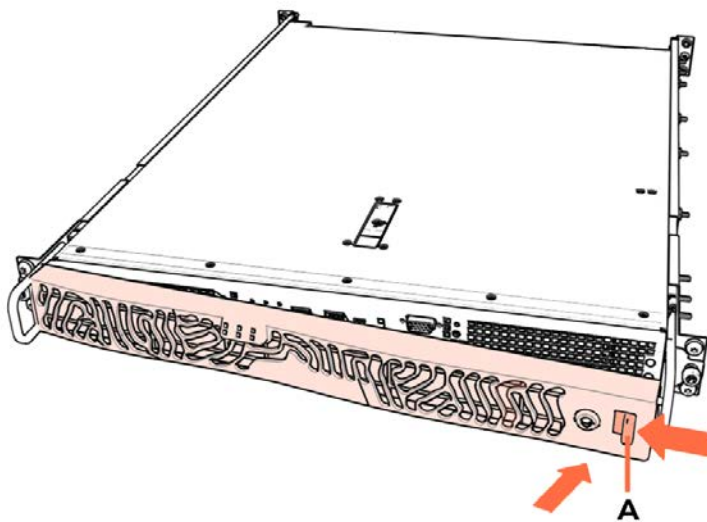


## 2. Install the bezel

1. Insert the left side of the bezel into the dedicated holes.



2. Rotate the bezel backwards.
3. Press and hold the latch (A) in.



4. Release the latch (A) when the bezel is in place.

## 3. Close the cabinet front door



---

## Chapter 6. Servicing the intrusion detection switch

---

**Important**    **ATTENTION:** Please read carefully the safety instructions before you perform the procedures described in this manual. See the *Multilingual Safety Notices Guide* for translated versions of the safety notices.

---



**CAUTION C009**

Cabinet doors must remain locked at all times except during maintenance operations.

Qualified personnel only are authorized to open the cabinet doors.



**CAUTION C004**

Static electricity can damage the server and other electronic devices. To avoid damage, keep static-sensitive devices in their static-protective packages until you are ready to install them.

To reduce the possibility of damage from electrostatic discharge, observe the following precautions:

**Limit your movement.** Movement can cause static electricity to build up around you.

**Wear an electrostatic-discharge wrist strap.**

**Wear electrostatic-discharge gloves.**

**Handle the device carefully, holding it by its edges or its frame.**

**Do not solder joints, pins, or exposed circuitry.**

**Do not leave the device where others can handle and damage it.**

**While the device is still in its static-protective package, touch it to an unpainted metal surface on the outside of the server for at least 2 seconds.**

**This drains static electricity from the package and from your body.**

**Remove the device from its package and install it directly into the server without setting down the device. If it is necessary to set down the device, put it back into its static-protective package. Do not place the device on the server cover or on a metal surface.**

**Take additional care when you handle devices during cold weather.**

**Heating reduces indoor humidity and increases static electricity.**

---

**See** Description Guide to locate the Intrusion detection switch.

---

---

## 6.1. Removing the intrusion detection switch

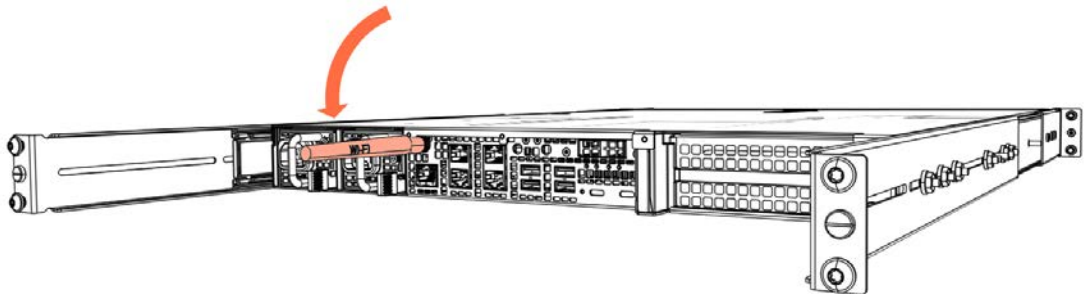
### Required tools

Cross-headed screwdriver

### Procedure

1. **Unpack the new component on a clean ESD-protected work surface**
2. **Open the cabinet front door**
3. **Open the cabinet rear door**
4. **Power off the server**
5. **Disconnect all the cables from the server**
  1. Check all the cables are correctly labeled.
  2. Disconnect all the power cables.
  3. Disconnect all the network cables.
  4. Check all the LEDs are off.
6. **Rotate the external antennas to the horizontal position**

### Rear view



## 7. Remove the server from the cabinet



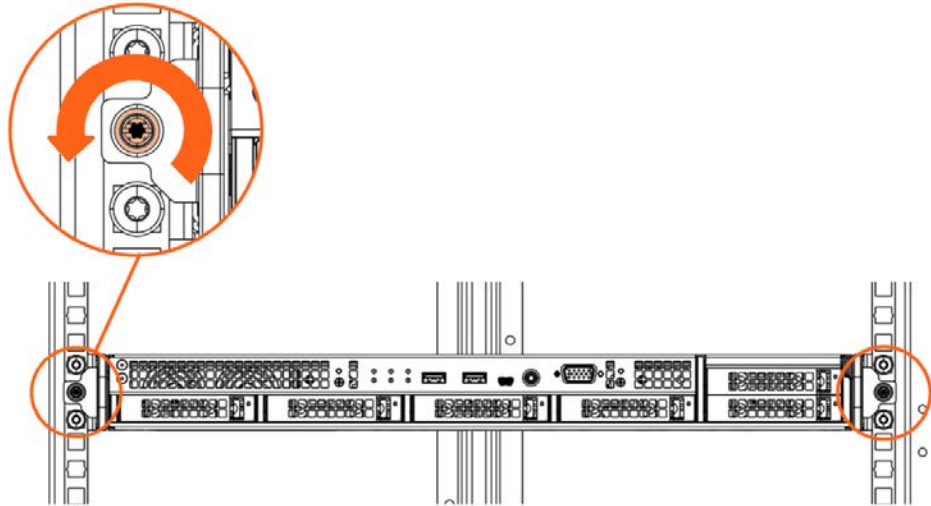
### CAUTION C045

Two people are required to perform this operation.

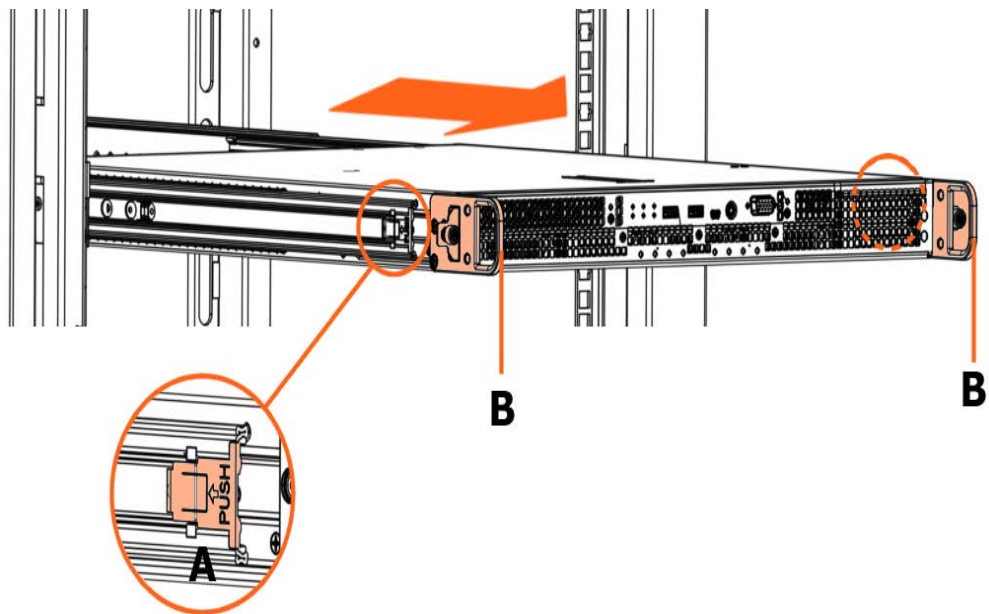
1. Loosen the captive screws to release the server.



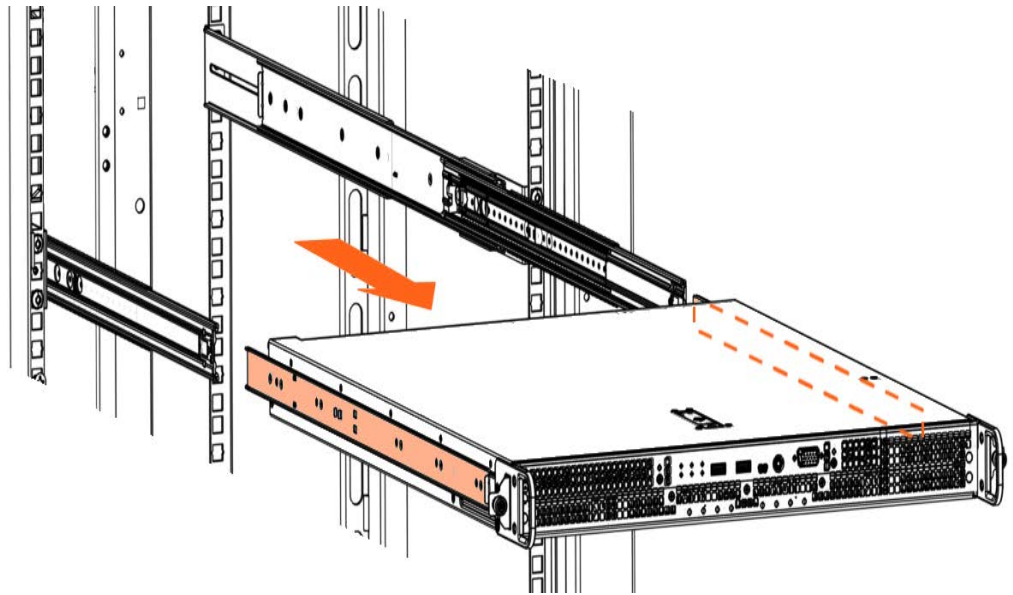
Front view



2. Pull the server using the handles (B) until it is blocked, then push the release latch (A) on each side to free the server from the rail assemblies.



3. Pull the server completely out of the cabinet.

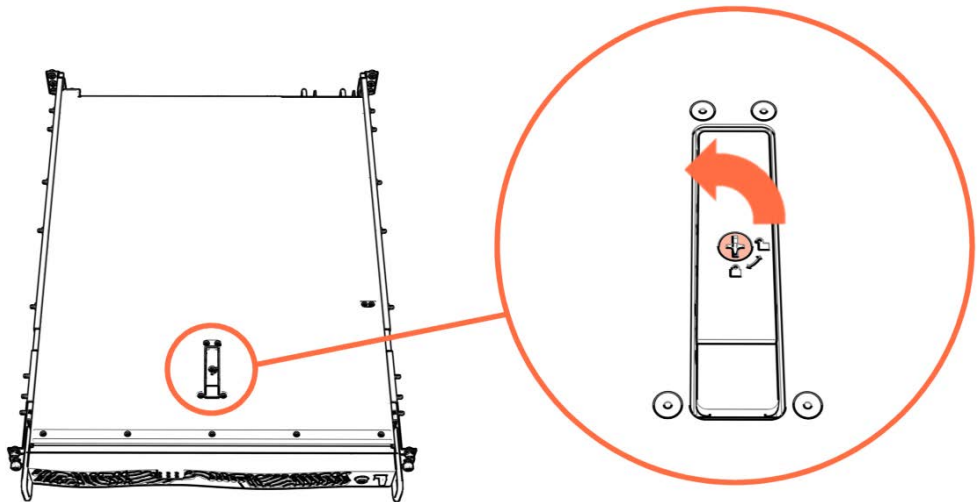


## 8. Remove the top cover

1. Loosen the captive screw to unlock the cover latch.

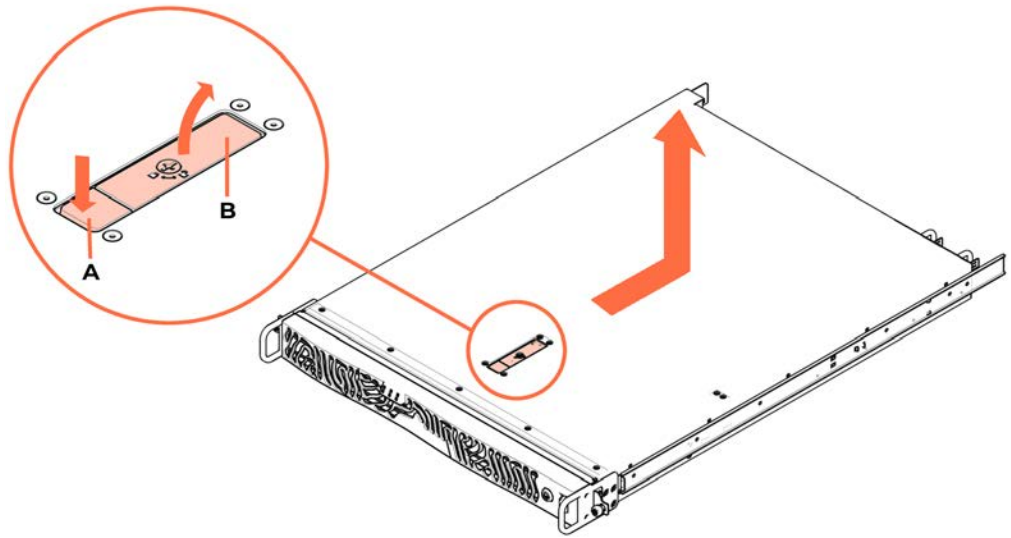


Top view





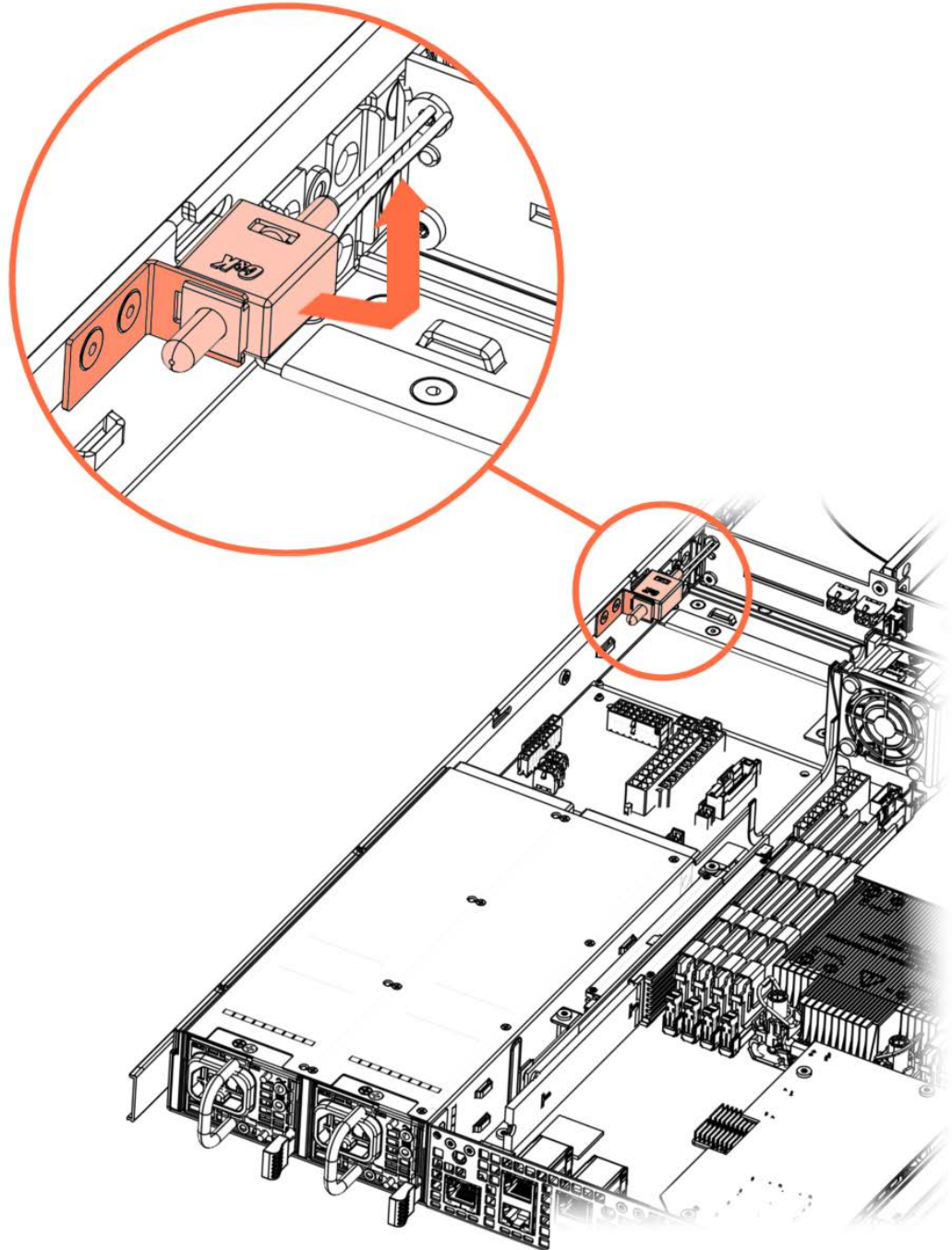
2. Push the button (A) to release the latch. The upper part (B) rises up.
3. Slide the cover back slightly and lift it up.



## 9. Remove the intrusion detection switch

1. Disconnect the intrusion detection switch cable from the motherboard.
2. Unclip the intrusion detection switch from the bracket and move it out and up.

 Rear view



---

## 6.2. Installing the intrusion detection switch

### Required tools

Cross-headed screwdriver

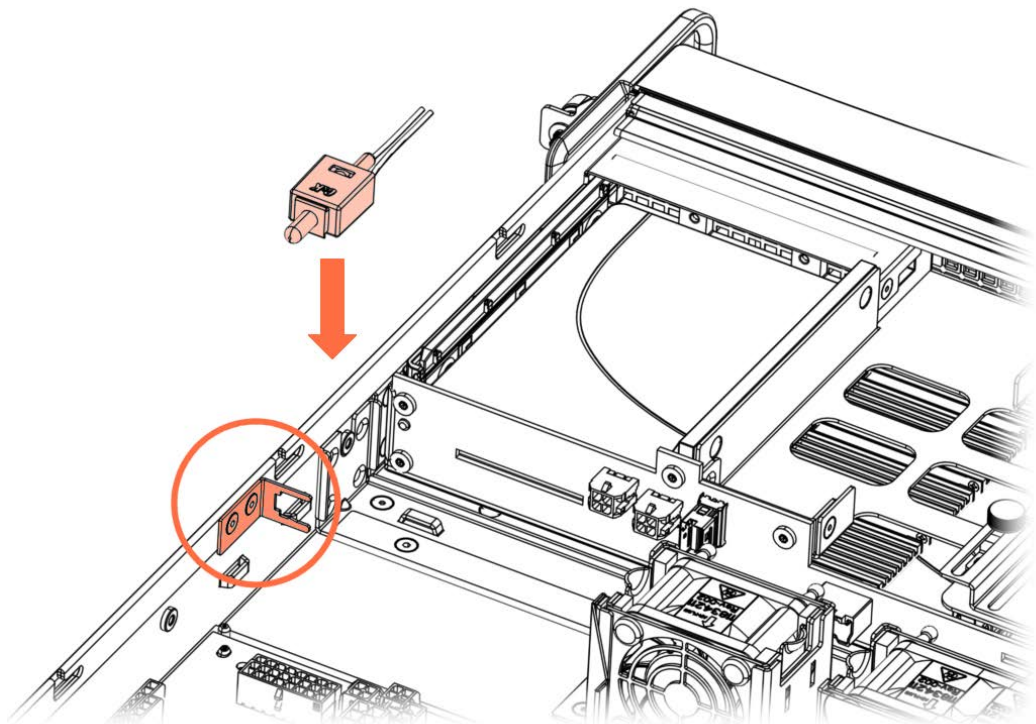
PH0 cross-headed screwdriver

### Procedure

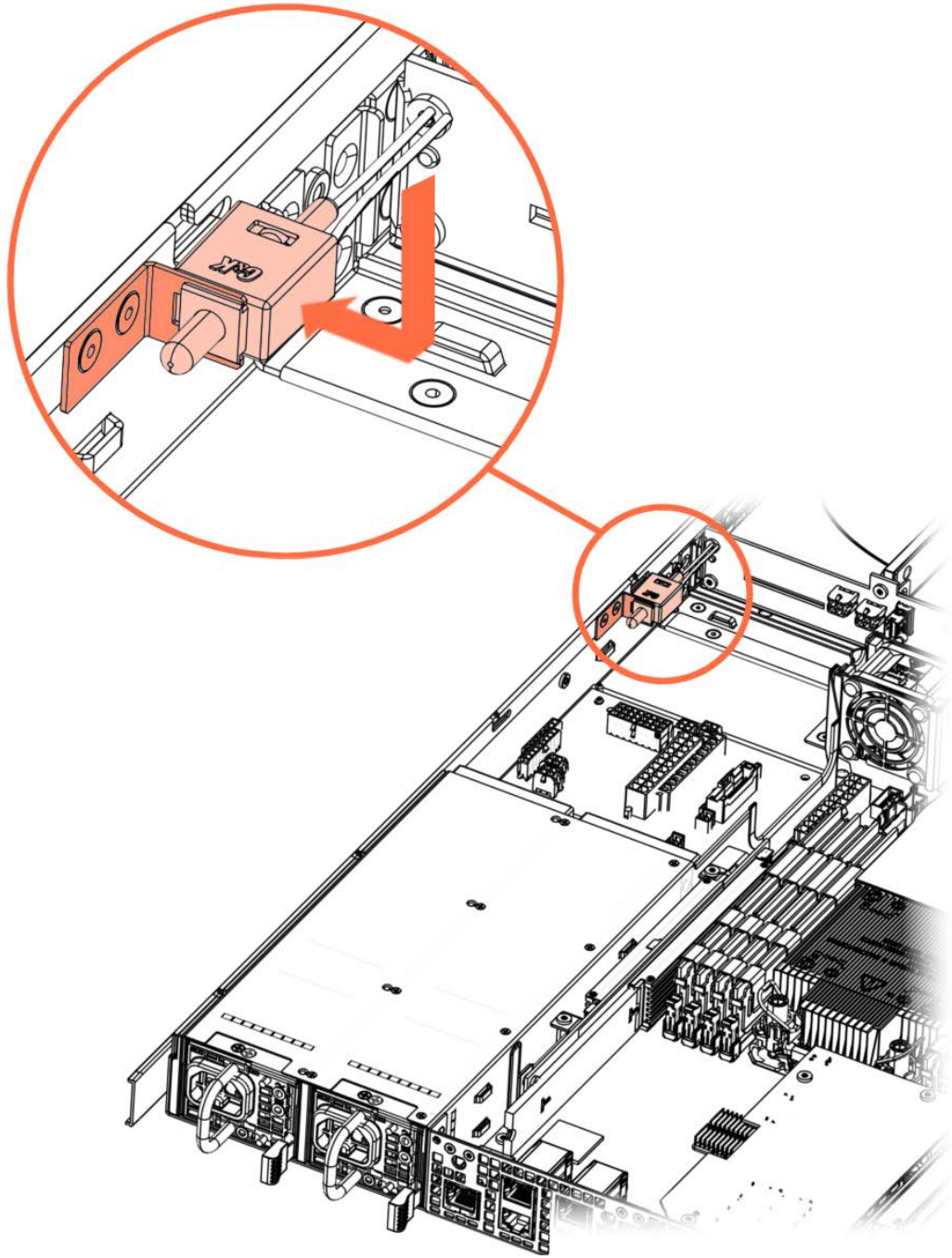
#### 1. Take hold of the new component

#### 2. Install the intrusion detection switch

1. Move the intrusion detection switch down to the bracket.



2. Clip the intrusion detection switch into the bracket.

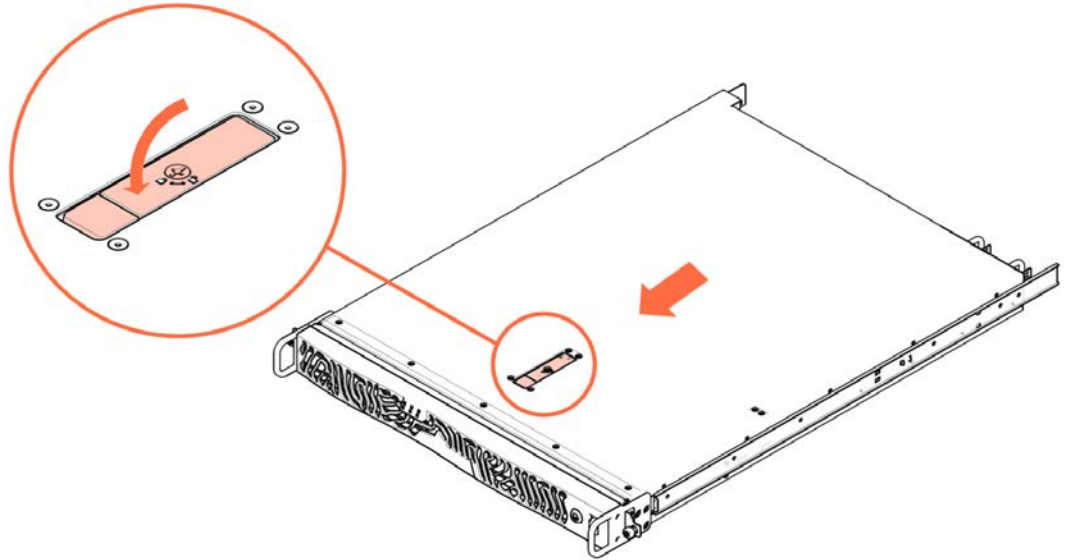


3. Connect the intrusion detection switch cable to the motherboard.

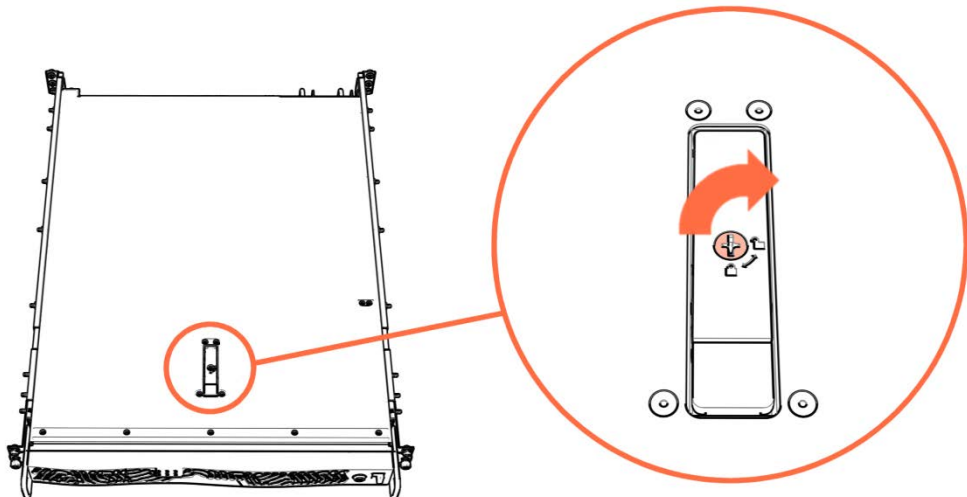
### 3. Install the top cover

1. Position the cover on the server and slide it forward until it is in place.
2. Lower the upper part of the cover latch.

 **Top view**



3. Tighten the captive screw to lock the cover latch.



#### 4. Install the server in the cabinet



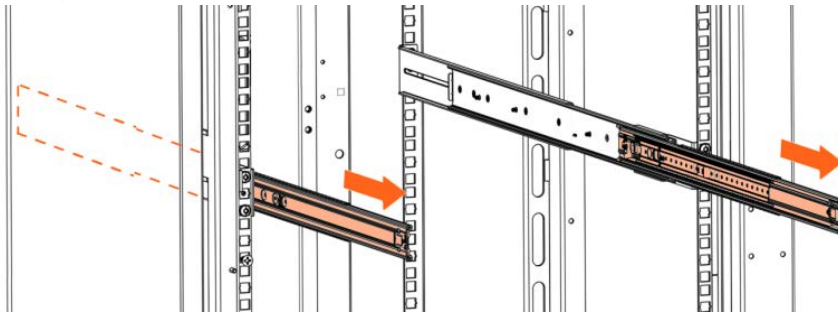
##### CAUTION C045

Two people are required to perform this operation.

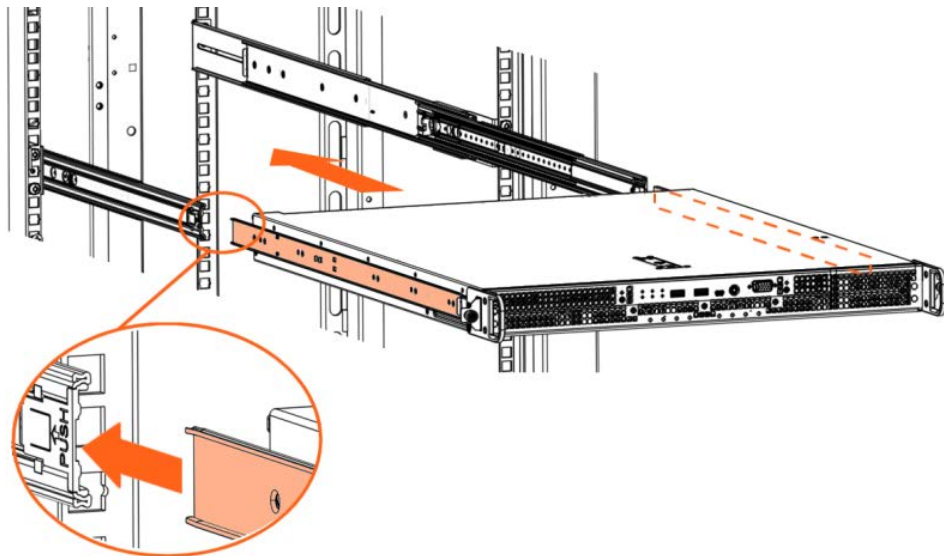
1. Pull the middle rails out.



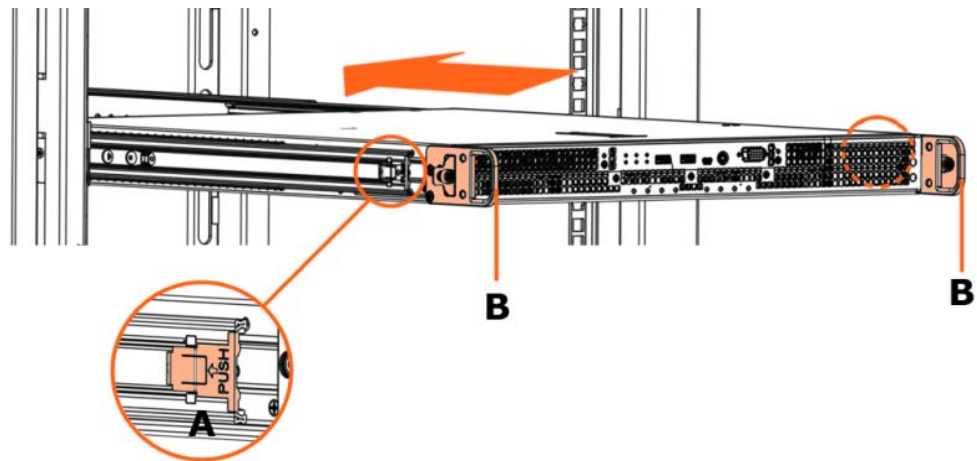
Front view



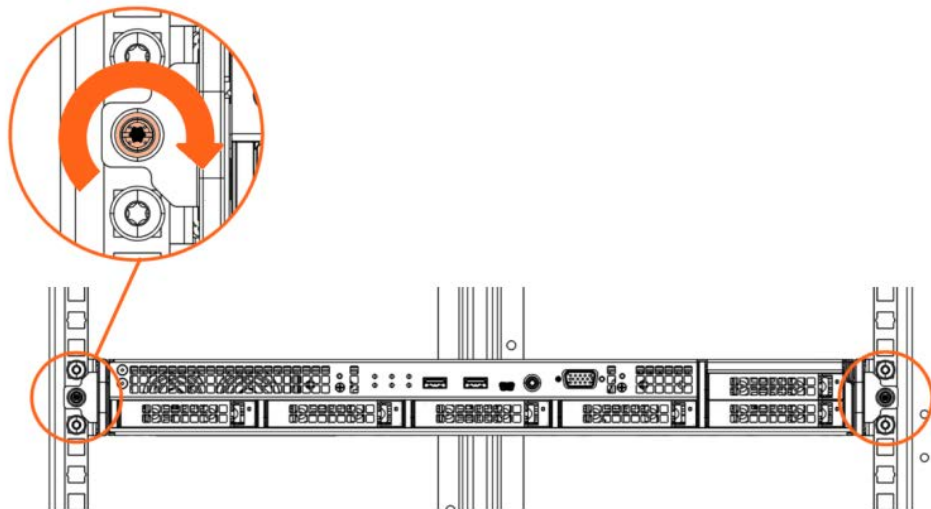
2. Slide the server into the middle rails using the inner rails attached to the server.



3. When the rail assemblies click, push the release latch (A) on each side to allow the server to be pushed completely into the cabinet using the handles (B).

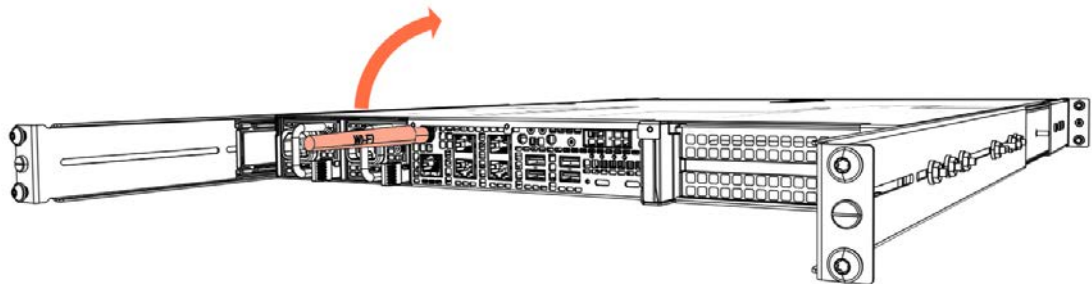


4. Tighten the captive screws to secure the server into place.



5. Rotate the external antennas to the vertical position

 Rear view



- 6. Connect all the cables to the server**
- 7. Power on the server**
- 8. Close the cabinet rear door**
- 9. Close the cabinet front door**



---

## Chapter 7. Firmware maintenance tasks

---

### 7.1. Rebooting the Baseboard Management Controller (BMC)

---

**See** SHC Reference Guide for more information.

---

#### Prerequisites

- A laptop is connected to the server via the LAN
- An IP address is available for the server
- Chrome or Firefox web browsers are recommended
- Setting the language of the web browser to English is recommended

#### Procedure

---

**Note** Only users with Administrator privilege have access to this feature.

---

1. Connect to the Server Hardware Console (SHC).
2. From the **Control** tab, click **Reboot BMC**. The **Reboot BMC** page opens.
3. Click the **Reboot BMC** button and confirm.

---

**Note** When the BMC is rebooted the browser loses contact with the BMC for several minutes. The log in procedure must be performed when the BMC is back online. If the log in button is not available, close the browser, reopen it and enter the BMC IP address.

---

---

## 7.2. Resetting BMC settings to default values

---

**Important** It is strongly recommended to shut down the system before resetting the setting values.

---

Resetting the BMC to default values results in:

- All BMC settings will be deleted including: BMC account data, changed passwords, policies, LDAP configurations, network static addresses and time and date.
- All BMC logs will be removed
- Currently active sessions on all network interfaces will be disconnected
- The BMC login will be set to the default login, as shown below.

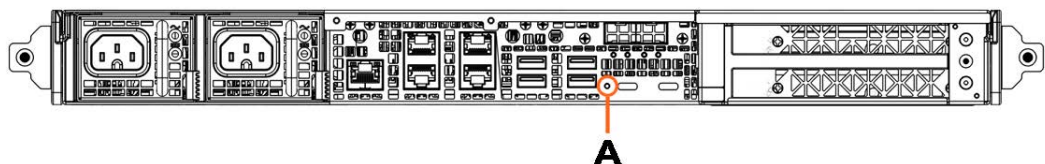
SHC default user account	
Username	<b>admin</b>
Password	<b>OpenBmc*</b> The 0 in the default password is the number zero.

### 7.2.1. Resetting with the factory reset button

1. Locate the factory reset button (A).



Rear view



2. Push in the button using a pointed object for more than ten seconds and release. The settings are reset and the BMC reboots.
3. Set up remote access to the BMC.

---

**See** Getting Started Guide for more information.

---

4. Use the default login to log on to the SHC.

## 7.2.2. Resetting with the Server Hardware Console (SHC)

---

**See** SHC Reference Guide for more information.

---

### Prerequisites

- A laptop is connected to the server via the LAN
- An IP address is available for the server
- Chrome or Firefox web browsers are recommended
- Setting the language of the web browser to English is recommended

### Procedure

---

**Note** Only users with SupportUser privilege have access to this feature.

---

1. Connect to the Server Hardware Console (SHC).
2. From the **Control** tab, click **Reset to default**. The **Reset to default** page opens.
3. Select **Reset BMC settings**.
4. Click **Reset**.
5. Carefully read the caution points displayed in the pop-up window.

If required, it is possible to select the option **Continue without shutting down the system** to maintain the server on.

---

**Important** **Resetting without shutting down the system might cause an unrecoverable error.**

---

6. Click **Reset BMC settings**.
7. Use the default login to connect to the SHC after the reset of the BMC settings and the BMC reboot.

---

## 7.3. Resetting the BIOS settings to default values

---

**Important** It is strongly recommended to shut down the system before resetting the setting values.

---

**See** SHC Reference Guide for more information.

---

All manual settings will be deleted after resetting the BIOS settings to default values.

### Prerequisites

- A laptop is connected to the server via the LAN
- An IP address is available for the server
- Chrome or Firefox web browsers are recommended
- Setting the language of the web browser to English is recommended

### Procedure

---

**Note** Only users with SupportUser privilege have access to this feature.

---

1. Connect to the Server Hardware Console (SHC).
2. From the **Control** tab, click **Reset to default**. The **Reset to default** page opens.
3. Select **Reset BMC settings**.
4. Click **Reset**.
5. Carefully read the caution points displayed in the pop-up window.

If required, it is possible to select the option **Continue without shutting down the system** to maintain the server on.

---

**Important** Resetting without shutting down the system might cause an unrecoverable error.

---

6. Click **Reset BIOS settings**.

---

## 7.4. Recovering the BMC firmware

This sections details the operations to recover the BMC main image.

### Prerequisites

- A laptop is connected to the server via the LAN
- An IP address is available for the server
- Chrome or Firefox web browsers are recommended
- Setting the language of the web browser to English is recommended
- The server must be powered off

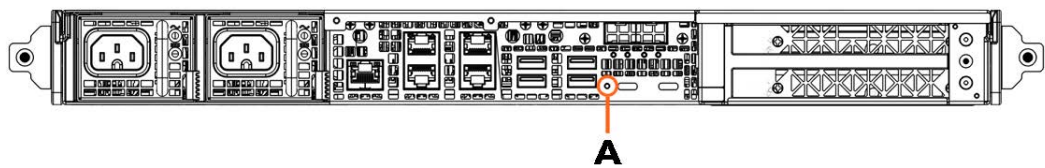
### Procedure

#### 1. Boot the BMC on the recovery image

1. Locate BMC firmware recovery button (A).



Rear view



2. Push the button in using a pointed object and release.

#### 2. Connect to the SHC when it is reachable

---

**Note** BIOS and FPGA firmwares cannot be updated in recovery mode.

---

### 3. Update the main BMC firmware

1. From the **Overview page**, check the **Current boot** is Recovery.

## Overview

BMC time  
2024-08-09 13:09:35 UTC

Edit network settings → SOL console →

### BMC information

Firmware version 147.00.1349

Secure boot status ENABLED

Current boot Recovery

Security State SECURED

Key ID for boot 1

### Server information

Model BullSequana Edge2

Serial number XAN-ORD-00007

Manufacturer BULL

BIOS version BIOS\_ESR160.37.01.001

### Network information

eth0

Hostname localhost

MAC address 08:00:38:bd:68:9e

IP address xx.xx.xx.xxx

### Power consumption

Power consumption 172 W

Power cap Disabled

2. From the **Configuration** tab, click **Firmware**. The **Firmware** page opens.

A new Alternate\_BMC line appears in the firmware version section.

## Firmware

### Firmware version

Component	Version
Alternate_BMC	160.02.0004
BMC	147.00.1349
FPGA	1.E.0.0

### Update firmware

Image file

Only .tar, .tar.gz files accepted

Add file  Force Update

Firmware update may take up 10 minutes due to security features

Start update

3. Click **Add file** to select the BMC firmware file.
4. Click **Start update**.
5. Wait for the update to be completed.

## Firmware

### Firmware version

Component	Version
Alternate_BMC	160.02.0004
BMC	147.00.1349
FPGA	1.E.0.0

✔ **Update completed** ✕

The code update is completed and is successful.

[Refresh](#)

12:37:49 UTC

i **Update started** ✕

Wait for the firmware update notification before making any changes.

12:32:49 UTC

### Update firmware

Image file  
Only .tar, .tar.gz files accepted

**Add file**  Force Update

OMF\_ORMB\_160\_02\_0004.tar ✕

Firmware update may take up 10 minutes due to security features

**Start update**

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**Note** The update may take 15 minutes or longer to complete.

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#### 4. Boot on the main BMC

1. Unplug and plug the power cable to perform an AC Off / AC On cycle of the server and to boot on the main BMC.
2. Wait for the BMC to be reachable.
3. From the **Overview page**, check the **Current boot** status and the Firmware version.

### Overview

The screenshot displays the BMC Overview page. At the top, it shows the BMC time as 2024-08-09 13:09:35 UTC. There are two buttons: 'Edit network settings' and 'SOL console'. Below this, the page is divided into four sections: BMC information, Server information, Network information, and Power consumption. In the BMC information section, the 'Firmware version' (160.02.0004) and 'Current boot' (Functional) are highlighted with a red box. The Network information section shows the interface 'eth0' with a hostname of 'localhost', a MAC address of '08:00:38:bd:68:9e', and an IP address of 'XX.XX.XX.XXX'. The Power consumption section shows a power consumption of 172 W and a power cap that is disabled.

BMC information			Server information		
BMC time	2024-08-09 13:09:35 UTC		Model	Manufacturer	
Firmware version	160.02.0004	Current boot	BullSequana Edge2	BULL	
Secure boot status	ENABLED	Security State	SECURED	Serial number	XAN-ORD-00007
Key ID for boot	1	BIOS version	BIOS_ESR160.37.01.001		

Network information			Power consumption	
eth0	Power consumption		172 W	Power cap
Hostname	localhost	MAC address	08:00:38:bd:68:9e	Disabled
IP address	XX.XX.XX.XXX			

#### 5. Stop the SHC





