This document describes operations for Factory Reset

(April 2021)

This documentation is applied to **TS 16.02**

1. Ensure that your server is in **Power OFF**

2. Do a **Factory Reset**

Introduction:

The factory reset is an exceptional operation which consists in resetting the factory default linked to a Technical Set (TS).

This operation applies when you notice one or more of the symptoms mentioned below.

Context:

1- Following a firmware update or system corruption, the BullSequana Edge server may end up in an unstable state.
2- Depending on the delivery of Engineering firmware, it is necessary to carry out a factory Reset.

Symptoms:

1- BMC instability (response time, virtual media error, KVM which crashes regularly)
2- Incorrect self-signed certificate (incorrect date, CN with testhost value)
3- Setting the time and date that causes network access to be lost
4- Admin account cannot log into the system with default credentials

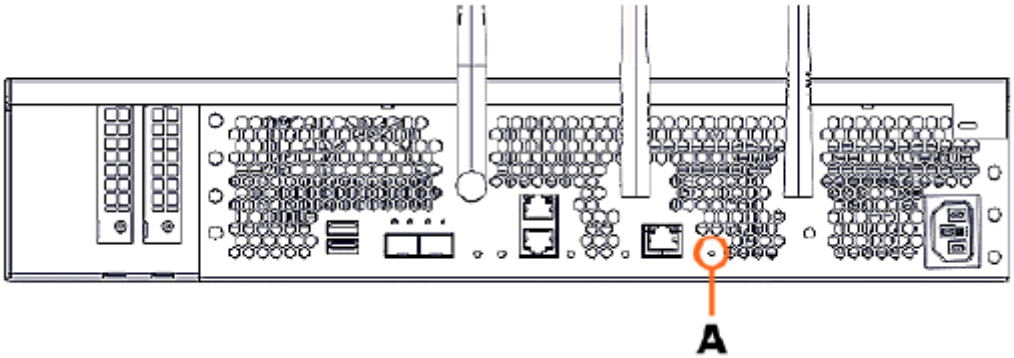
Precautions & Warning: A factory reset will reset the default values for the system to be processed. That means that all settings (network, date/time, name, user, logs,…) will be lost.

Thus, after the factory reset the OpenBMC will restart in DHCP on all of the server interfaces.

To perform a factory reset, it is possible to do it mechanically or via the server API.

a- <u>Mechanical solution:</u>

Press and hold (> 10sec) the server RECovery button (button A):



This will have as effect to reboot the BMC and restart with the factory default parameters.

b- API solution:

To do so, you will need the **curl program** installed locally on your PC and IP connectivity with the BMC of the server EDGE to be processed.

- From your local pc on [root@machine ~]# prompt, run the 2 following commands:

export bmc=root:*ROOT-PASSWORD@IP-BMC-EDGE* (IP-BMC-EDGE must be customized)

Contact the Support center for getting the root password, if unknown. You will be asked your Name, Company and the BullSequana EDGE System Serial Number.

- Phone: +40 256 256 150
- mail to hepglobalsupport@atos.net

```
curl -b cjar -k -H 'Content-Type: application/json' -X POST -d '{"data":[]}' https://${bmc}/xyz/openbmc_project/software/action/Reset
```

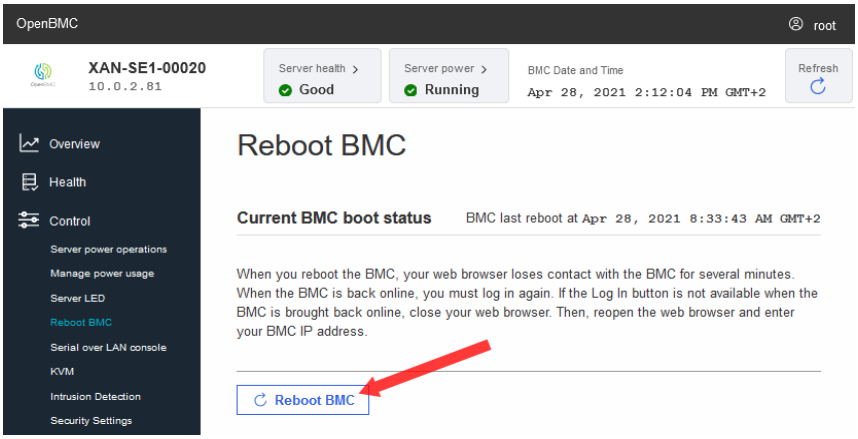
That will show as reply after doing Enter on curl command:

```
{
 "data": null,
 "message": "200 OK",
 "status": "ok"
}
```

Journalctl command run on server, to get log. Below an example
(head message Mmm DD HH:MM:SS EDGE-Name deleted on each line)

```
bmcweb[1666]: pam_succeed_if(webserver:auth): requirement "user ingroup redfish" was met by user "root"
phosphor-image-updater[1699]: BMC factory reset will take effect upon reboot.
systemd[1]: Created slice system-obmc\x2dflash\x2dbmc\x2dsetenv.slice.
systemd[1]: Starting Set U-Boot environment variable...
systemd[1]: obmc-flash-bmc-setenv@openbmconce\x3dfactory\x2dreset.service: Succeeded.
systemd[1]: Started Set U-Boot environment variable.
```

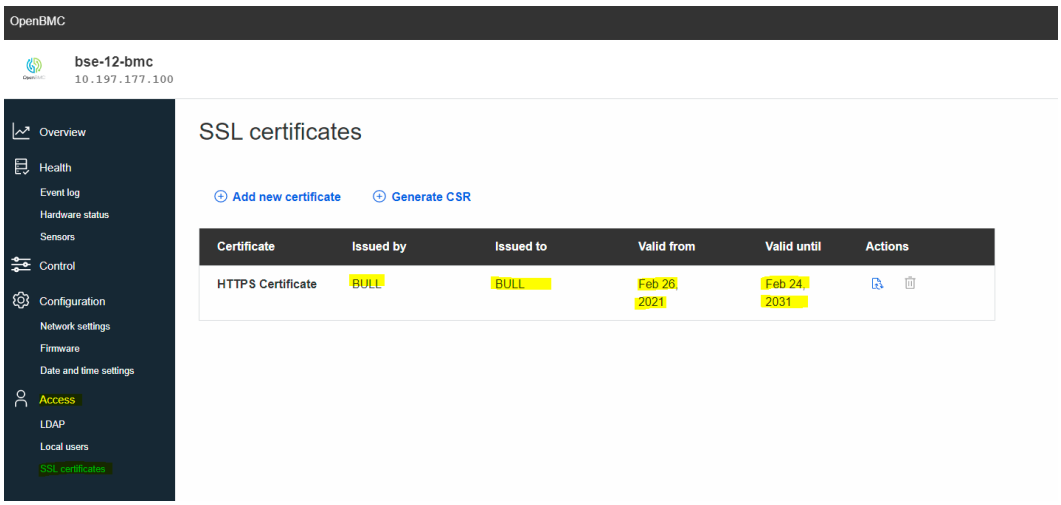
- Then Connect with **root** user to the OpenBMC web interface and go to Control > Reboot BMC and click on Reboot BMC



Or connect OpenBMC server in **SSH** with **root** user and type the **reboot** command.

3. Connect to the BMC with **admin** user (**pass** password)

Control the server certificate on **Access > SSL Certificates**. It must be: Issued by BULL and Issued to BULL with valid date Valid from MM/DD/2021 et Valid Until MM/DD/2031.



i. If OK, all is good.

ii. If KO

1. Define a time server NTP, and check the time is correct
2. Connect with SSH to the EDGE BMC server
3. Run the command **rm /etc/ssl/certs/https/server.pem**
4. Run the command **systemctl restart bmcweb**
5. Open a browser and remove cookies related to the address **https://IP-BMC-EDGE**
6. Make a refresh of the page **https://IP-BMC-EDGE**
7. Check if 'Server Certificate control' is now good.

*** ***End of the document*** ***