

Troubleshooting NIC Card Reset

SUPPORT NOTE SN-1004 | July 2015

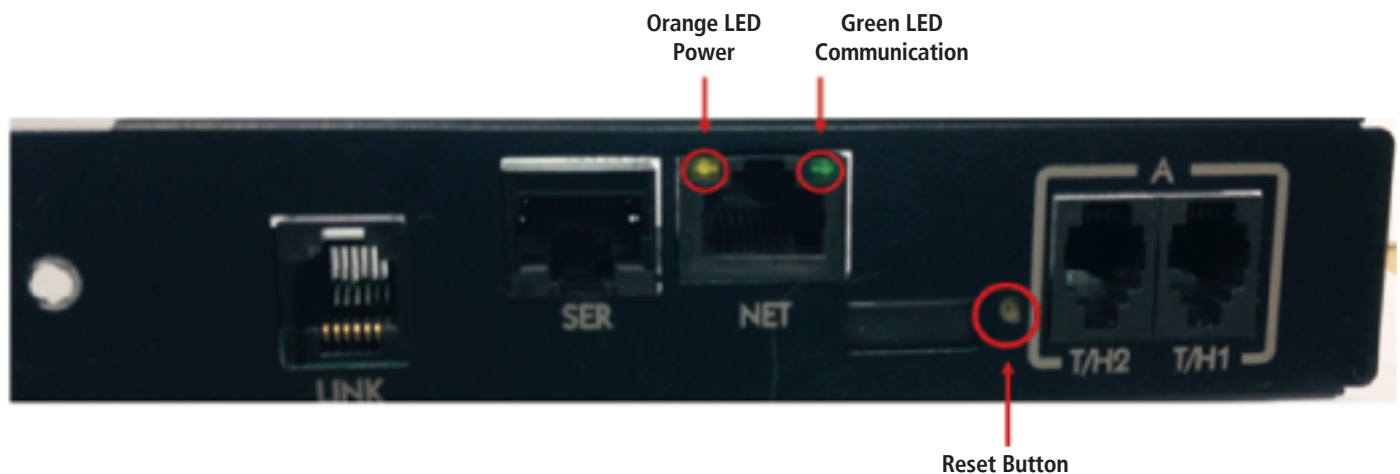
Overview

This Note provides guidance for resetting a Server Technology CDU's Network Management Module (NIC).

Typical Symptom

- The Network Management Module has become unresponsive and access through the serial port is not possible.
- The network cable is connected to the CDU and is on a known good network port.
- The LEDs on the NIC are showing a solid orange and a blinking green light.

If the LEDs are not showing any activity when the network cable is connected, contact Technical Support for assistance.



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Resolution

There are two ways of resetting the Network Management Module

- 1) By pressing the reset button
 - a. Push and hold the reset button for at least 10 seconds but no more than 15 seconds.
 - b. Once the reset has completed, the default IP Address of the CDU will be 192.168.1.254 and the default username/password is admn/admn

- 2) From the CLI (Command Line Interface) – Only if Serial connection is possible
 - a. Typically, a reset would NOT be necessary if access through serial port is possible
 - b. Log into the CLI of the CDU using the serial port and issue one of the following commands:
 - i. 'Restart factory' – resets the NIC to factory defaults
 - ii. 'Restart factory keepnet' – Resets the NIC without losing network settings

Contact Server Technology Technical Support at 1-800-835-1515 or support@servertech.com and provide the results of the troubleshooting performed.



Server Technology
Quality Rack Power Solutions

HEADQUARTERS NORTH AMERICA

Server Technology
1040 Sandhill Drive
Reno, NV 89521
United States
Tel: +1.775.284.2000
Fax: +1.775.284.2065
sales@servertech.com
www.servertech.com
www.servertechblog.com

WESTERN EUROPE, MIDDLE EAST & AFRICA

Server Technology
Fountain Court
2 Victoria Square
Victoria Street
St. Albans, AL1 3TF
United Kingdom
Tel: +44 (0) 1727 884676
Fax: +44 (0) 1727 220815
salesint@servertech.com

CENTRAL EUROPE, EASTERN EUROPE & RUSSIA NIEDERLASSUNG DEUTSCHLAND

Server Technology
42119 Wuppertal
Germany
Tel: +49 202 693917 x0
Fax: +49 202 693917-10
salesint@servertech.com

APAC

Server Technology
Room 2301, 23/F, Future Plaza
111-113 How Ming Street,
Kwun Tong, Hong Kong
Tel: +852 3916 2048
Fax: +852 3916 2002
salesint@servertech.com