

SB-PRI-23021

IRMC S6: LOGIN WITH IRMC DEFAULT
PASSWORD FAILS

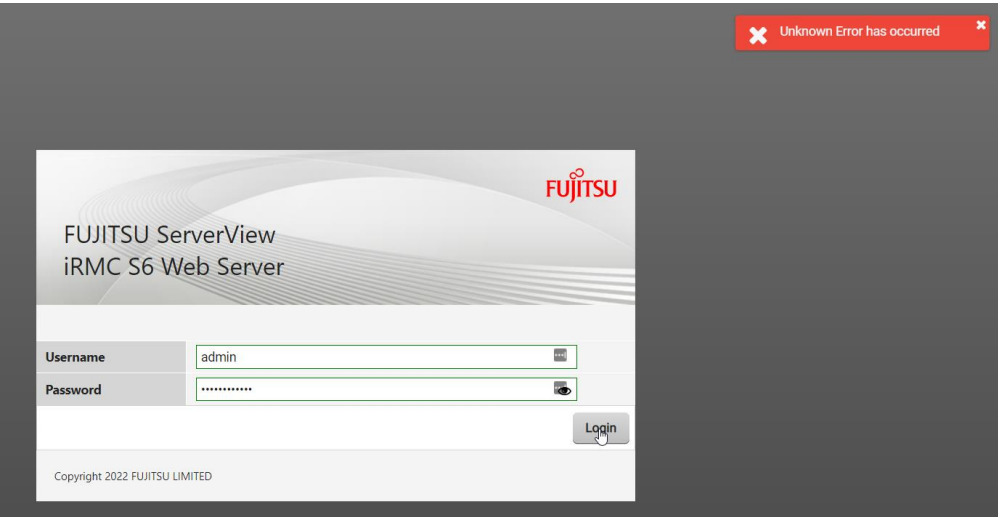
CATEGORY	PRIMERGY
VERSION NUMBER	3.0
VERSION DATE	2024-11-15
TARGET AUDIENCE & DOCUMENT CLASSIFICATION:	FUJITSU-PUBLIC (for Customer & Service Partner & Fujitsu)

Affected Product(s):	PRIMERGY RX2530 M7 PRIMERGY RX2540 M7 PRIMERGY TX2550 M7
Affected Operating System(s):	N/A
Affected Version(s):	iRMC S6 Firmware 2.05S / 2.06S / 2.31S
Attachment(s):	N/A
Reference:	FAQ 233770307 – iRMC S6: Introduction to the new password implementation (Q&A) FAQ 233766351 – FUJITSU ServerView iRMC S6 Web Server: "Unknown Error has occurred" is displayed during logon
Related Support Bulletin(s):	SB-PRI-23020 – IRMC: RESET TO FACTORY DEFAULT VALUES

PROBLEM / QUESTION

It is not possible to log in to the iRMC S6 of a newly delivered PRIMERGY M7 server. The login fails with one of the following error messages:

- “Unknown Error has occurred”
- “Username or password not valid”



REASON / CAUSE

Most of these errors occur due to the new and unknown iRMC S6 password policies which were introduced with the PRIMERGY M7 server series. Please read the following FAQs in order to exclude any of the mentioned reasons for this error:

- [FAQ 233770307 – iRMC S6: Introduction to the new password implementation \(Q&A\)](#)
- [FAQ 233766351 – FUJITSU ServerView iRMC S6 Web Server: "Unknown Error has occurred" is displayed during logon](#)

In case all advice in the FAQs have been followed and the issue still persists, please use the instructions in section "Solution / Workaround".

SOLUTION / WORKAROUND

- Please boot the server locally using the ServerView Installation Manager (SVIM) ISO image: (<https://support.ts.fujitsu.com/dl?ID=56ede432-56c4-4ad5-893e-65ff3e18c24f>)
- Right-click on the desktop, select x-term and execute the following command:
ipmitool user set password 2 'Mypassword1234!'
- This will change the password of the iRMC user "admin" to the new password 'Mypassword1234!' as specified in the command above. Please use this password to login to the iRMC web interface.
Remember to change the password to a new secret password after successful login!

Remember that the above iRMC password needs to meet certain criteria introduced in iRMC S6. If a different password should be used in the command above, please ensure that the new password must have at least 12 characters and meet at least 3 of the following conditions:

1. Password must contain at least one lowercase letter "a" to "z".
2. Password must contain at least one uppercase letter "A" to "Z"
3. Password must contain at least one digit "0" to "9"
4. Password must contain at least one special character.

In case login to the iRMC is still not possible with the above procedure, please use the workaround described in SupportBulletin SB-PRI-23020 to get access to the iRMC S6 web interface:

- [SB-PRI-23020 – iRMC: RESET TO FACTORY DEFAULT VALUES](#)

DOCUMENT CHANGE HISTORY

VERSION	STATUS	DATE	CHANGE IN CHAPTER	SHORT COMMENT
1.0	Withdrawn	2023-08-18	-	Initial release
2.0	Withdrawn	2023-09-15	Solution / Workaround	Corrected typo: „SB-PRI-23020"
3.0	Definitive	2024-11-15	Solution / Workaround	Added a new workaround

Contact

Fujitsu Europe
Global Technical Support
Technical.Support@ts.fujitsu.com

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