



What to do if Sun™ Remote System Control (RSC) is configured and the password is forgotten

This document describes the procedure to regain control of the RSC card if the username or password have been forgotten and the RSC card is set as the console.

If the OBP is 4.15.0 or later, then the keyswitch can be put in the “diag” position to enable “service mode”. Then, the system can be power cycled or reset remotely to force output to ttya.

If the OBP is earlier than 4.15.x, then follow the steps below:

STEP 1:

Access the system as root to create a new RSC user. If root can login into system remotely then proceed to Step 2.

If root cannot access system remotely and RSC is currently the active console then the only other way to gain access to the system console would be through ttya. However, because RSC is configured we would need to change the system’s output and input devices back to their default settings. Setting these defaults can be accomplished by using one of the following two methods:

Method 1:

After turning on the power to your system, watch the front panel wrench LED for rapid flashing during the boot process. Press the front panel Power button twice (with a short, one-second delay in between presses).

Notes:

The above procedure temporarily overrides certain nvram parameters to their default settings. The original values will be restored after the next hardware or software reset.

Method 2:

Remove RSC card. By removing the RSC card, the output and input devices will be forced to ttya. For information on how to remove the RSC card, please refer to the Server Owner’s Guide.

When the system is at the ok prompt, manually set the input-device and output-device parameters back to ttya. Once this has been done, the RSC card can be re-installed into the system. For information on how to install the RSC card, please refer to the Server Owner’s Guide.

With both methods, when the console is on ttya, boot the OS and log in as root.

STEP 2:

- a. Execute the following 3 commands in order to create a new RSC user with full permissions:

```
/usr/platform/`uname -i`/rsc/rscadm useradd <username>  
/usr/platform/`uname -i`/rsc/rscadm userperm <username> cuar  
/usr/platform/`uname -i`/rsc/rscadm userpassword <username>
```

Note: You may need to delete an RSC user if there are already 4 existing RSC users defined.

- b. Reboot the RSC card.
- c. Log into RSC using the login and password created in Step 2a.
- d. If you used method 1 in step 1 above, you will have to reboot the system to allow the RSC card to be used as the console again.
- e. If you used method 2 in step 1 above, then you will have to return your input-device and output-device to “rsc-console” to set up the console as the RSC card again and reboot.

It is advisable to check that the login created in step 2a works prior to re-enabling the RSC console.