HP P4000 G2 Series System Recovery Procedures

P4500 G2
P4300 G2

Legal and notice information

Recovering P4500 G2 and P4300 G2 systems

The system recovery procedure includes the following tasks:

- Obtaining the feature registration license key for the system.
- Running server diagnostics.
- Re-imaging the system with the SAN/iQ software and reinstalling the license key.

△ CAUTION:

The re-imaging operation completely erases all existing data.

Before you start

Have the following items ready:

- USB flash drive, formatted with a Windows FAT 32 file system (this is the default for Windows XP)
- HP LeftHand System Recovery CD
- HP LeftHand Management DVD

Obtaining a license key

You must obtain a license key for the system before you begin the SAN/iQ software imaging process. First obtain the MAC address of the system, and then request the license key using the MAC address. The license key is used during the imaging process.

Obtaining the MAC address

Complete the following steps:

1. Log into iLO for the storage node.
2. Navigate to the **System Information** > **NIC** tab to obtain the eth0/Port 1 MAC address.
3. Copy the MAC address for future use.

Requesting the license key

The easiest way to enter the license key into the system is by using a USB flash drive. You can also type in the license key if you do not have a USB flash drive.

1. Go to https://webware.hp.com and click **Manage licenses**.

2. Follow the steps to reprint the original license key.

   Prepare the key for use in the system recovery process. Name the file as follows, with no file extension:

   `featurekey_<MAC address with no colons>`

   For example:

   `featurekey_0030482A189B`

3. Save this file to the USB flash drive.

4. If you have more than one system to image, obtain the MAC address and request the license key for each system.

Running server diagnostics

1. Insert the ProLiant DL180G6 Server Support and Documentation CD.

2. Boot the system from the CD.

3. Select a language.

4. Accept the agreements, terms, and conditions.

5. From the Categories drop-down list, select **Storage**.

6. On the Test tab, select **Quick Test** and specify the number of loops.

7. Click **Begin Testing**. The Survey Tab displays the data from the tests. Wait for the tests to finish, which can take several minutes.

8. When the tests have completed, select the **Log** tab and check the failure log to see if the Quick Test reports any failures.

9. If the Quick Test reports any errors, fix all errors before continuing. If you need more information about an error, run a Complete Test on any component that reported a failure. If you want to run only specific tests, use the Custom Test option. For assistance with the Complete or Custom Test options, refer to the help on the ProLiant DL185 G5 Server Support and Documentation CD or contact HP LeftHand support.

10. Click **Exit Diagnostics**.

11. Remove the ProLiant DL180G6 Server Support and Documentation CD.

    The system reboots automatically.

Imaging the SAN/iQ software

⚠ CAUTION:
The re-imaging operation completely erases all existing data.

To image the SAN/iQ software, complete the following steps:

1. Insert the HP LeftHand System Recovery CD.

2. When prompted, insert the USB flash drive containing the license key file.

3. Reboot the system. During the reboot, verify that the CD-ROM is first in the Boot Order.

4.   Enter **Y** when prompted for the version of OS to install.

> ⓘ IMPORTANT:
> If the Installer program cannot find a properly formatted license key on the USB flash drive, you will be prompted to enter the license key. You have three attempts to enter the license key correctly. If all three attempts are unsuccessful, restart the process at step 1.

5.   The imaging process starts. When it is complete, the message `Auto Imaging Done` will be displayed.

6.   Remove and secure the System Recovery CD and the USB flash drive.

7.   Reboot the system.

8.   Type **start** to log in to the storage node.

9.   Navigate to **Network TCP/IP Settings**.

10. Assign an IP address to the system.

The system is now ready for use.

Next steps

Install the HP LeftHand Centralized Management Console (CMC) from the HP LeftHand Management DVD. Open the CMC and use the wizards on the Getting Started Launch Pad to start using the system.

Troubleshooting

If the system power-cycles accidentally during the SAN/iQ software imaging process, you cannot successfully resume or restart the imaging. You must begin with "Imaging the SAN/iQ software" on page 4.