DELL™

Dell™ PowerVault™ MD3000/MD3000i RAID Controller Password Reset

Perform this procedure when you have lost or forgotten your password and you need to reset it.

Connecting the Serial Cable

1 Remove the serial cable from the password reset cable package.

2 Connect the DB9 (oval) end of the cable to the serial port on the computer to be used to communicate with the RAID Controller module.

3 Connect the PS2-type (round) end of the cable to the serial port on either of the array's RAID Controller Modules. The flat side of the connector faces down when inserting.

System Setup

Microsoft® Windows® Operating Systems

1 Click **Start→Programs→Accessories→Communication→HyperTerminal** to run HyperTerminal.

If HyperTerminal is not installed, click **Control Panel→Add/Remove Programs→Add/Remove Windows Components**, find **HyperTerminal** and click the check-box, then click **Apply** and **OK**.

📖 **NOTE:** The original Windows installation disk may be needed to install HyperTerminal.

📖 **NOTE:** If you are running Windows Vista® or Windows Server® 2008, HyperTerminal is not included in the operating system. To complete these steps, a third-party terminal emulation program is required.

2 When **HyperTerminal** prompts for a name, type MD3000 or MD3000i and click **OK**. Select the **COM1** port and click **OK**.

3 Set the following communication settings, click **Apply**, then click **OK**.

Bits per second: 115200
Data bits: 8
Parity: none
Stop bits: 1
Flow control: none

LINUX Operating System

The following instructions use the Linux application, MINICOM, to connect via the serial port:

1 Open a terminal/command window.

2 At the prompt, type minicom (all lowercase) and press <Enter>.

3 Once MINICOM is open, press <Ctrl><A>, then <Z>, then the letter <O> to open the **configuration** screen.

4 Select **Serial Port Setup** and press <Enter>.

5 Press <F> to change **Hardware Flow Control** setting to no.

6 Press <E> to set the **Comm Parameters**.

7 Press <I> to set the speed to 115200.

8 Press <Q> to set the data, parity, and stopbits to 8-N-1, then press <Enter>.

9 Press <Enter> to exit the **Comm Parameters** screen.

10 Select **Exit** and press <Enter> again to exit the setup screen.

Reset Password

The procedure you should use to reset the password depends on whether your RAID controller is running first-generation firmware (version 06.*xx.xx.xx*) or second-generation firmware (version 07.*xx.xx.xx*).

RAID Controllers Using First-Generation Firmware (Version 06.*xx.xx.xx*)

⚠ **CAUTION: Failure to stop data I/O to a non-fault-tolerant array before performing the following steps may result in loss of data.**

1 Stop all I/O to the array.

2 From the HyperTerminal (Windows) or MINICOM (Linux) window, press <Ctrl><B>.

3 At the **SPECIAL OPERATIONS MENU**, press <1>, <0>, and <Enter>.

4 At the **SERIAL INTERFACE MODE MENU**, press <1> and <Enter>, then <Q> and <Enter>.

5 At the **BOOT OPERATIONS MENU**, press <R> and <Enter> to restart the controller.

   Text scrolls across the screen as the controller reboots.

6 Once Controller 0 has fully booted (look for sodMain complete in the HyperTerminal or MINICOM window), press <Enter>.

7 At the —> prompt, type clearSYMbolPassword (must use exact case) and press <Enter>.

   The return value = 0 = 0x0 indicates that the password has been reset /deleted.

8 Close HyperTerminal or MINICOM.

9 Remove password reset cable.

10 To set a new password, go to the Modular Disk Storage Manager software under the **Tools** tab and click **Set Or Change Password Link**.

11 Leave the **Current Password** blank, enter the new password twice, and click **OK**.

RAID Controllers Using Second-Generation Firmware (Version 07.*xx.xx.xx*)

⚠ **CAUTION: Failure to stop data I/O to a non-fault-tolerant array before performing the following steps may result in loss of data. Contact Dell Technical Support for a reset password.**

1 Stop all I/O to the array.

2 From the HyperTerminal (Windows) or MINICOM (Linux) window, send a <BREAK> from the terminal shell by pressing <Ctrl><PAUSE/BREAK> within HyperTerminal, or <Ctrl><A> then <F> from within MINICOM.

3 When prompted for input within 5 seconds, press <S> for the Service Interface Menu.

> ✍ **NOTE:** The "S" must be capitalized. A lower-case "s" will not access the Service Interface Menu.

4 When prompted for a password, use the password provided by Dell Technical Support.

Upon successful login, the **Service Interface Main Menu** is displayed in the terminal window.

5 At the prompt, press <3> and <Enter>.

6 When prompted if you want to reset your storage array password, press <Y> and <Enter>.

7 Close HyperTerminal or MINICOM.

8 Remove password reset cable.

9 To set a new password, go to the Modular Disk Storage Manager software under the **Tools** tab and click **Set Or Change Password Link**.

10 Leave the **Current Password** blank, enter the new password twice, and click **OK**.