HP Remote System Controller User Guide

SUMMARY

The HP Remote System Controller provides a secure and easy to use, out-of-band remote management solution for supported HP platforms, with the remote KVM capabilities providing universal remote keyboard, video, and mouse support for almost any computer device.

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Third-party software notice

Third-party source code and licenses are redistributed, if required, with HP Remote System Controller Software.

User input syntax key

Text that you must enter into a user interface is indicated by `fixed-width font`.

User input syntax key

Item	Description
`Text without brackets or braces`	Items you must type exactly as shown
`<Text inside angle brackets>`	A placeholder for a value you must provide; omit the brackets
`[Text inside square brackets]`	Optional items; omit the brackets
`{Text inside braces}`	A set of items from which you must choose only one; omit the braces
`|`	A separator for items from which you must choose only one; omit the vertical bar
`...`	Items that can or must repeat; omit the ellipsis

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1 Getting started

HP Remote System Controller enables you to monitor, troubleshoot, and control power and hardware alerts on a remote host and has other out-of-band workstation management capabilities.

Features include:

- Access to the workstation and hardware information at any time
- Ability to initiate a keyboard, video, and mouse (KVM) session to control the remote host
- Ability to control power to the remote host
- Access to BIOS

  Change host BIOS settings on the remote host without KVM
- Editing the Remote System Controller settings
- Checking event logs
- Mount virtual media to the host, for imaging or updates

Requirements

Before you use HP Remote System Controller, make sure that your environment meets the following requirements.

- Locate the laser-etched label on the bottom next to the QR code for the HP Remote System Controller, or on a sticker on the HP Integrated Remote System Controller. You can also scan the QR code with a smartphone camera to see the following information as a comma-separated list:
  - Serial number
  - Default password
  - MAC address

  NOTE: You can change only the password. You cannot change the MAC address or serial number.
- The Remote System Controller is connected to the network, and an IP address is assigned to it. The Remote System Controller displays the IP address.

NOTE:

- The HP Integrated Remote System Controller does not have an LCD display to view information.
- A dedicated network port, which does not support network traffic passthrough to the host, is required for the HP Integrated Remote System Controller.

- An AC outlet is required for the HP Remote System Controller for Universal KVM (7K7N2AA) version of the product.

- Use either Chrome™ or Microsoft® Edge® to view the Remote System Controller interface.
- Workstations shipped to certain regions have the **Maximum Power Savings** BIOS setting enabled, which prevents the HP Remote System Controller from getting power from the host main board. HP recommends that you disable this setting so that the Remote System Controller has power when the host workstation is turned off.

Supported features

The features are supported by the following platforms.

NOTE: For Z4, Z6, Z8 G4 and ZCentral G4, the latest BIOS update is required to enable the host to provide power to the HP Integrated Remote System Controller in all host power states.

Table 1-1 Supported features by platform

Feature	Z4, Z6, Z8/Fury G5, and Z2 G9	Z4, Z6, Z8 G4, ZCentral 4R	Non-Z computers
Power button control	Yes	Yes	Not available
Direct BIOS communication	Yes	Not available	Not available
Remote Virtual Storage	Yes	Yes	Yes
IP KVM	Yes	Yes	Yes
Hardware system inventory	Yes	Not available	Not available
Hardware alerts	Yes	Partial	Not available
Remote System Controller firmware updates	Yes	Yes	Yes

Front panel components (external)

To identify the front panel components for the HP Remote System Controller, use this illustration and table.

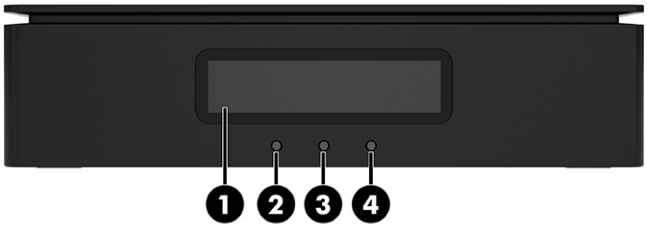
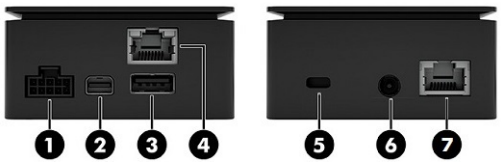


Table 1-2 Identifying the front panel components

Front panel components	
(1)	LCD screen
(2)	Remote host status LED
(3)	Remote System Controller status LED
(4)	Network status LED

Left and right panel components (external)

To identify the left and right panel components for the HP Remote System Controller, use this illustration and table.



NOTE: *If you install the HP Z4/Z6/Z8 G4 / ZCentral 4R Remote System Controller Cable Adapter (7K6E5AA), the HP Remote System Controller or HP Integrated Remote System Controller redirects power from the front USB ports on the workstation to power the Remote System Controller in all host states. In this situation, bus-powered devices such as keyboards, mice, USB thumb drives, and other peripherals cannot be powered when they are installed in the front USB ports. Powering the HP Remote System Controller or HP Integrated Remote System Controller in all host states requires an update to the latest available BIOS for the ZCentral 4R, Z4G4, Z6G4, and Z8G4 platforms.

Table 1-3 Identifying the left and right panel components

Left panel components		Right panel components	
(1)	10-pin cable connector	(5)	Security cable slot
(2)	Mini DisplayPort™ connector	(6)	Power cable connector

Table 1-3 Identifying the left and right panel components (continued)

Left panel components		Right panel components	
(3)	USB 5 Gbps port*	(7)	RJ-45 network port
(4)	RJ-45 network port		

Front components (internal)

To identify the front panel components for the HP Integrated Remote System Controller, use this illustration and table.

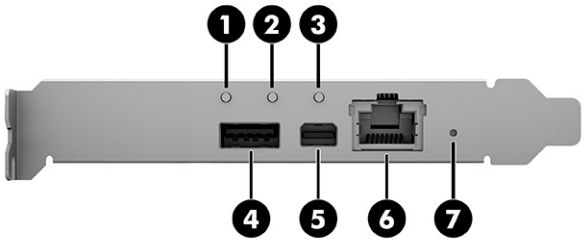


Table 1-4 Identifying the front components

Front components	
(1)	Host status LED
(2)	Remote System Controller status LED
(3)	Remote host status LED
(4)	USB for Mouse/Keyboard/Mass Storage Emulation*
(5)	Mini DisplayPort for graphics input
(6)	RJ-45 network cable connector
(7)	Soft reset/factory reset button

* The front USB port is not needed if the internal USB 3.0 connector is used.

Connecting the computer (external)

To connect the computer to the HP Remote System Controller, use this illustration and table.

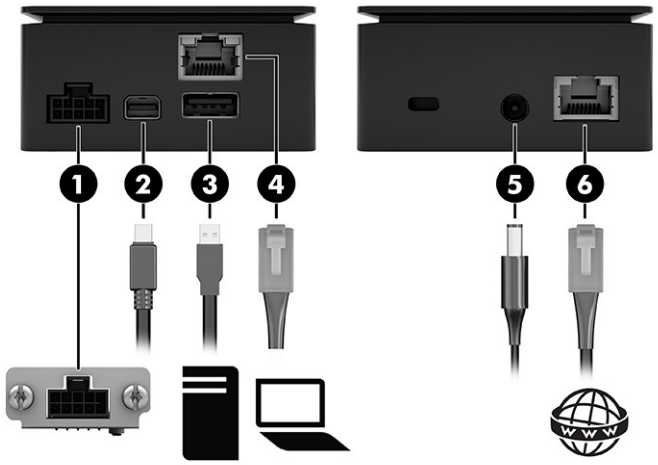


Table 1-5 Connecting the computer

Cables	
(1)	10-pin cable connector
(2)	Mini DisplayPort cable
(3)	USB cable
(4)	RJ-45 (network) cable
(5)	Power input (optional when a 10-pin cable is connected)
(6)	RJ-45 network uplink cable

Connecting to AC power (select products only)

An AC outlet is required for the HP Remote System Controller for Universal KVM (7K7N2AA) version of the product. You must connect the AC adapter to an AC power source. When connected to power, the AC power source provides up to 40 W of power through the power connector. The HP Remote System Controller uses up to 18 W when all computer resources are in use, but typically idles at less than 5 W of power.

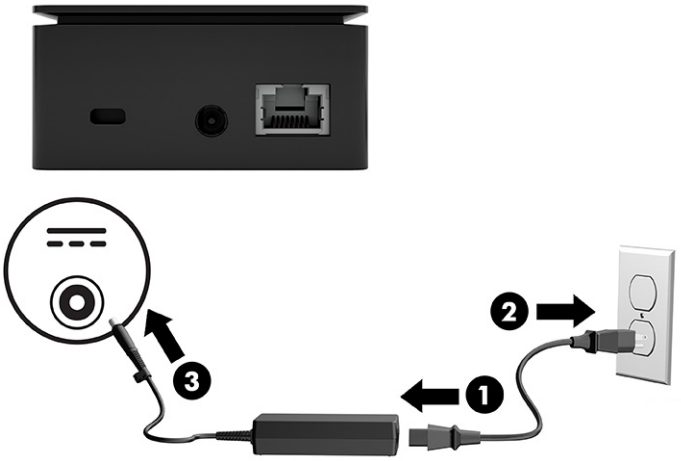
⚠ WARNING! To reduce the risk of electric shock or damage to the equipment:

- Plug the power cord into an AC outlet that is easily accessible at all times.
- Disconnect power from the equipment by unplugging the power cord from the AC outlet.
- If provided with a 3-pin attachment plug on the power cord, plug the cord into a grounded (earthed) 3-pin outlet. Do not disable the power cord grounding pin, for example, by attaching a 2-pin adapter. The grounding pin is an important safety feature.

To ensure the correct performance of all features, connect the HP Remote System Controller to an AC power source using the AC adapter.

1. Connect one end of the power cord to the AC adapter (1), and connect the other end of the power cord to an AC outlet (2).

2. Connect the AC adapter to the power connector (3) on the HP Remote System Controller.



Disconnecting the HP Remote System Controller

To disconnect the HP Remote System Controller, do the following:

- Disconnect the cables from the computer
- Disconnect the power cable from the HP Remote System Controller

NOTE: Do not disconnect the HP Remote System Controller while you are updating the software. Doing so might cause the HP Remote System Controller to become unusable.

2 Configuring the HP Remote System Controller

You can adjust settings for the HP Remote System Controller either programmatically or through the embedded graphical user interface.

Initial setup for the HP Remote System Controller

The first time you use the Remote System Controller, you must perform the following setup tasks.

1. Open a web browser (either Chrome or Microsoft Edge) and type the Remote System Controller URL in the address field.

   To determine the URL, access the user interface by typing `https://<hostname>.<domain>`, where the default hostname is `rsc-<serial_number>`.

   NOTE: You must be connected to the same network switch as the Remote System Controller.

   If there is no enterprise DHCP and DNS, a local address is assigned to the Remote System Controller and you can access it by typing `https://rsc-<serial_number>.local`, where:

   - **rsc** is a fixed keyword
   - **<serial_number>** is a variable you replace with the serial number for your Remote System Controller
   - **local** is the network domain

   NOTE: When no DHCP is in the network, the RSC starts and falls back to the link-local IPv4 configuration automatically, enabling a unique IP that can be reached in the local network for RSC configuration/provisioning. Be sure that a route or a subnet on the client operating system is running the browser to reach the link-loop network, and then type the URL `https://rsc-%3cserial%3e.local` to start the configuration. IPv4 link-local addresses are assigned from address block 169.254. 0.0/16 (169.254. 0.0 through 169.254. 255.255).

2. Enter `admin` as the user name and the default password that is printed on the Remote System Controller label.
3. Accept the license agreement.

   NOTE: You must accept the license agreement to be able to use the Remote System Controller.

4. Change the password from the default password that is printed on the Remote System Controller label to a new one following the recommended security criteria. See Configure the password on page 10.

5. Set the firmware update policy.

NOTE: You must be connected to the same network as the Remote System Controller for initial access.

NOTE: For optimum security, configure certificates in the Remote System Controller.

Accessing the software interface for the HP Remote System Controller

You can access the internal functions of the HP Remote System Controller using the following methods:

- Use an application program interface (API) to build programmatic access from an external program. The API follows the industry-standard Redfish® specification.
- Access the web interface using an internet browser and the Remote System Controller IP address shown in the interface. The web interface is designed to handle different desktop screen sizes.

During a typical session you might perform the following functions:

- Open a browser and enter the Remote System Controller URL.

NOTE: If you perform a directory login, you can also use your directory user name and password. See Configure directory-based authentication on page 12 for setup instructions.

- Enter the `admin` as the user name and the password to log in.
- Perform any host management tasks required.
- If you open a KVM session, a new browser window opens. To close a KVM session, close the window or use the toolbar icon to exit.
- To close the Remote System Controller session, select the user icon in the upper-right corner and select **Sign out**.

NOTE: If your session is inactive for one hour, the session closes automatically and the login screen is displayed. All sessions expire after eight hours, even if the session is active.

Configure IP Assignment

Follow this procedure to configure IP Assignment.

1. Select **RSC Settings** on the left side of the dashboard.
2. In the Network Configuration section under IP Assignment, select **Edit**.
3. Do one of the following:
   - Select **Manual** from the drop-down menu to manually type the following values:
     - IPv4 Address
     - Subnet Mask
     - Gateway

- Select **Automatic (DHCP)** to have the settings automatically detected.

4. Select **Confirm** to confirm the change to the settings.
5. After changing the settings, select **Close** to close the confirmation message.

NOTE: The current IP settings are shown under IPv4 Address in the Network Configuration section.

Configure the DNS Server Assignment

Follow this procedure to configure the DNS Server Assignment.

1. Select **RSC Settings** on the left side of the dashboard.
2. In the Network Configuration section, under DNS Server Assignment, select **Edit**.
3. Do one of the following:
   - Select **Manual** from the drop-down menu to manually type the following values:
     - Preferred DNS
     - Alternate DNS
   - Select **Automatic (DHCP)** to have the settings automatically detected.
4. Select **Confirm** to confirm the change to the settings.
5. After changing the settings, select **Close** to close the confirmation message.

NOTE: A list of DNS servers is displayed under **Edit**.

Configure the Proxy settings

Follow this procedure to configure the Proxy settings.

1. Select **RSC Settings** on the left side of the dashboard.
2. In the Network Configuration section, under Proxy, select **Edit**.
3. By default, the proxy server is disabled. Select the **Disabled** toggle to enable the proxy server.
4. Type the address for the proxy server to access, for example, `https://yourproxyserver.domain:8088`.
5. If you have any addresses that need to be accessed without proxy, enter the addresses, separating them by a semicolon (;), for example, `10.10.10.254;192.34.154.13`.
6. Select **Confirm** to implement the updates.
7. After changing the settings, select **Close** to close the confirmation message.

Configure KVM

Follow this procedure to configure the KVM settings.

1. Select **RSC Settings** on the left side of the dashboard.
2. In the **KVM Configuration** section, enable or disable the following setting:
   - **Enable HP vDisplay Only During KVM Session**

   NOTE: When this feature is enabled, the RSC displays a virtual monitor to the remote host only when there is an active KVM session. If this feature is disabled, the virtual monitor is always displayed to the remote host.

Configuring the access security

Use this information to configure the Remote System Controller for the optimum web server and API access security.

- Use a strong password. See Configure the password on page 10.
- Install a trusted certificate

Configure the password

Use this information to configure the password.

1. Select **RSC Settings** on the left side of the dashboard.
2. In the **Passwords** section, click **Change**. Type the new information in the **Old password**, **New password**, and **Confirm new password** fields.

NOTE: You cannot use a password that has already been used as one of the last 24 passwords you created.

- Use a minimum of 12 characters
- Make sure that the password contains at least three of the following:
  - Lowercase character
  - Uppercase character
  - Number
  - Special character

Manage TLS certificates

The HTTPS server certificate is used by the Remote System Controller web service and KVM to provide TLS connections. You can change the server certificate the Remote System Controller uses through the web interface or API.

Trusted certificates are used to authenticate external servers, such as the fleet manager, or a server that is storing a virtual media image, update package, or subscribers to hardware alerts. Trusted certificates can be added or removed through the UI or API.

NOTE: Not installing your own server certificate causes the Remote System Controller to use self-signed certificates, which is not recommended.

Configure Firmware Updates settings

Follow this procedure to configure the RSC Firmware Updates settings.

1. Select **RSC Settings** on the left side of the dashboard.
2. In the **Operations** section, select the **Firmware Updates** button.
3. On the **Automatic Updates** tab, you can change the automatic update mode and frequency using these options:
   - **Automatically check and install updates**: When this mode is selected, the RSC automatically downloads and installs the latest updates.
   - **Notify me of updates, and I will install it manually**: When this mode is selected, the RSC checks for the latest updates automatically but does not download or install them. You must follow step 5 to update the fireware manually.
   - **Do not check for updates**: When this mode is selected, the RSC does not check for the updates automatically. You must follow step 4 or 5 to update the firmware manually.

   NOTE: The checks for these two modes happens according to the selected Schedule frequency (Daily, Weekly, or Monthly).
4. On the **Manual Updates** tab, you can perform a firmware update manually by following this procedure:
   a. Select the blank field to open a file explorer window.
   b. Find and select the firmware file with the extension `tar.gz` on the local computer.

      NOTE: Be sure to match the firmware update file to the version of Remote System Controller that you are using, depending on whether the file name contains *external* or *internal*, which correlates to the Remote System Controller and Integrated Remote System Controller, respectively.

      The file transfers, and the update starts automatically. This might take several minutes. When the update is complete, a message is displayed, notifying you of the result of the operation.

   If the update is successful, you can see the new firmware version in RSC Settings. When security updates are included, the login page is displayed and you must restart the session.
5. The information about available updates is displayed at the top of the page. If you select the **Check for updates** button to get the latest updated information, you can see your current installed version, and the last time it was checked.
   a. When a new update is available, select the **Release Notes** button to check the release notes.
   b. Install the new update by selecting the **Update Now** button.
   c. Accept all the prompts that come next.

If the update is successful, you can see the new firmware version in RSC Settings. When security updates are included, the login page is displayed and you must restart the session.

Configure directory-based authentication

The RSC can be configured to allow users to log in with their domain user names and passwords. You need to specify which groups users must be members of in your directory to be allowed to authenticate into the RSC. Being a member of any of the groups specified enables authentication. Every authenticated user in the RSC has the same permission levels as the admin user.

Follow the steps in the next sections to configure a directory-based authentication.

The RSC uses LDAPS (secure LDAP) to access the domain controllers. A root certificate that can verify the LDAP server certificate needs to be added to the RSC. Refer to the Manage TLS certificates on page 10 section on how to add trusted certificates.

Configuring the domain controller address

Use this procedure to configure the domain controller address.

- Enter the domain controller's IP address or hostname into the **Server Host Name** form field. For example, `18.2.3.4` or `domaincontroller.mydomain.com`. If DNS is setup properly, entering only the domain name might be sufficient, for example, `mydomain.com`.

  The default port for LDAPS is used. If a different port is needed, follow the IP address or hostname with a colon and the port number, for example., `myserver.mydomain.com:8123`.

Configuring the base search entry

Use this procedure to configure the base search entry.

- Enter a distinguished name (DN), of the base search entry in the **Base DN** form field.

  This entry is the search root for users and groups in the domain. For example, `CN=Users,DC=mydomain,DC=com`

Configuring the groups allowed to authenticate

Use this procedure to configure the groups allowed to authenticate to the RSC.

- To add groups allowed to authenticate into the RSC, select the **Add Group** button, then enter the distinguished name of the group.

  Optionally, if you are targeting a Microsoft Active Directory domain, you can additionally enter the group's security identifier (SID) string. In this case, groups fetched through their distinguished names must also match the SID.

Log in with domain credentials

After the directory-based authentication is enabled and configured, users can log in to the RSC using one of the following formats of user name.

- Distinguished name (DN) (for example, `CN=John Smith,CN=Users,DC=mydomain,DC=com`)
- Domain email address (for example, `john.smith@mydomain.com`)
- Domain\username (for example, `mydomain\johnsmith`)

Managing user sessions

Follow this procedure to manage user sessions for HP Remote System Controller.

1. To view the current number of active sessions, select the user icon and expand **Other active sessions for this user**.
2. To log out from all other sessions, select **Log out from all other active sessions**.

3 Accessing and controlling the remote host

Learn how to use the HP Remote System Controller software interface to monitor and control a remote host.

Control the remote host power

The HP Remote System Controller can directly manipulate the power button signal on the remote host to control power.

The power options that are displayed are based on the remote host power status, which is determined by looking at the remote host power button LED signals. For the power controls to function properly, you should ensure that the 10-pin power and signal cable is connected to the remote host.

NOTE: Only certain Z by HP Desktop Workstation models currently support this feature. For a complete list of supported features, see Supported features on page 2.

Turn on the remote host

Follow this procedure to turn on the remote host.

1. Click **Host** on the left side of the dashboard.
2. Click **Power On** in the Controls section.

The remote host turns on.

NOTE: You can start a KVM session at any time to view the remote host display. See Accessing the remote host using KVM on page 15.

Turn off the remote host

Follow this procedure to turn off the remote host.

1. Select **Host** on the left side of the dashboard.
2. Do one of the following to turn off the remote host:
   - Select **Shutdown**, which is similar to turning off the remote host with a short press of the power button.
   - Select **Force Power Off**, which is similar to turning off the remote host with a long press of the power button.

NOTE: During the **Shutdown** operation, you can start a KVM session to monitor the progress of the shutdown. See Accessing the remote host using KVM on page 15.

After the remote host has been turned off, a message is displayed to alert you that no video output has been detected. Select **OK** to close the dialog, or select **Restart** to restart the remote host.

Restart the remote host

Use this procedure to restart the remote host.

1. Click **Host** on the left side of the dashboard.
2. Do one of the following:
   - Click **Restart**. This action is equivalent to a short press of the remote host power button, which triggers the operating system shutdown and power off according to the power button configuration in the operating system. After the remote host is turned off, the Remote System Controller automatically turns on the remote host.
   - Click **Force Restart**. This action is equivalent to a long press of the remote host power button to turn power off immediately, and then a short press of the power button to start the remote host.

NOTE: During the shutdown, you can start a KVM session to monitor progress.

While the remote host is turned off, a message displays to alert you that no video output has been detected. The video stream displays automatically when the remote host restarts.

Stopping the boot process in the BIOS menu

To stop the boot process and enter the workstation BIOS menus, without having to manually connect KVM and press the esc key to stop the boot, follow this procedure.

1. Access the embedded web interface of the Remote Systems Controller device.
2. In the Host screen, search for `Stop the boot process` in the BIOS menu switch.
3. Toggle the switch to the **ON** state to enable this feature.
4. Restart the remote host using the **Restart** button.

Accessing the remote host using KVM

You can use the keyboard, video, and mouse (KVM) functionality to access the remote host and control functions remotely.

KVM hardware compatibility

Refer to the information below to determine the KVM hardware compatibility for your environment.

Table 3-1 KVM hardware compatibility

Function	Non-Z remote host	Z4, Z6, or Z8 G4	Z2 Mini, Z4, Z6, or Z8 G9
Video resolution in pixels and frames per second	Up to 1920 × 1200 at 60 fps	Up to 1920 × 1200 at 60 fps	Up to 1920 × 1200 at 60 fps
Mouse cursor	Yes	Yes, no physical monitor, or two mirrored monitors	Yes, no physical monitor, or two mirrored monitors
USB in preboot	Yes	Yes	Yes
USB in operating system	Yes	Yes	Yes
Support	Noncertified, supported in best effort approach	Certified, minimum firmware 2.90, full KVM support	Certified, full KVM support

Using the KVM menu

Use the KVM floating menu to perform the following tasks on the remote system.

Table 3-2 **KVM floating menu tasks**

Icon	Definition
	Select and hold the **Drag** icon to move the KVM floating menu.
	Click the **Pin** icon to make the KVM menu visible at all times.
	Displays the connection speed and the frames per second for the current session.
	Click the **Fullscreen** icon to view the remote session in fullscreen mode. Click it again to exit fullscreen mode. NOTE: While the current sessions is in fullscreen mode, you can execute common key press combinations on the remote system, for example, alt + tab.
	Click the **Ctrl + Alt + Del** icon to execute the ctrl + alt + del key press combination on the managed host. NOTE: To use other key press combinations on the managed host, use your keyboard in fullscreen mode.
	Click the **Pointer Lock** icon to control the cursor directly only on the managed host. Press esc to return to your local cursor. If you are in fullscreen mode, press esc for two seconds to recover your cursor. NOTE: Due to some application limitations, Pointer Lock mode activates the relative mouse mode as an alternative method to send mouse coordinates to the managed host. For example, mouse pointer positioning with some BIOS interfaces and some Linux® login screens only works properly using relative mouse coordinates.
	Click the **Exit** icon to close the remote session.

Start a KVM session

Follow this procedure to start a KVM session.

1. Click **Host** on the left side of the dashboard.
2. Click **Start Session (KVM)** in the Controls section.

The KVM session appears in a new window and remains active as long as the remote host is turned on. See Using the KVM menu on page 16 for a complete list of the KVM menu options.

Using KVM

Follow these recommendations when you are working in a KVM session.

Using the keyboard

See the following recommendations for using the keyboard during a KVM session.

- Use the same keyboard layout on your local and remote host. If there are keyboard layout mismatches, some key presses might be incorrectly sent to the remote host.
- To ensure that key press combinations are correctly sent to the remote host, HP recommends that you use a Chrome or Microsoft Edge browser in fullscreen mode. If you are not in fullscreen mode, some key press combinations might not be sent correctly.

Viewing the video

See the following recommendations for viewing the video during a KVM session.

- The video on the remote host behaves like a physical monitor. The DisplayPort video stream is sent to the KVM browser window. The maximum resolution is 1920 × 1200.
- Because BIOS and pre-boot are displayed only in the primary physical monitor, you must ensure that the controller cable is connected to the primary display port on the remote host for the best quality video.
- If both the local monitor and the Remote System Controller require video streams, HP recommends that you use a DisplayPort splitter adapter that duplicates the DisplayPort stream from the primary display port to both the local monitor and the Remote System Controller mDP input.
- For optimum operating system desktop visualization with one or more physical monitors attached, HP recommends that you set duplicate monitors at the operating system level.

NOTE: The cursor might not behave as expected on the lock screen for this configuration due to operating system limitations.

Using the mouse

See the following recommendations for using the mouse during a KVM session.

- Mouse movements and button presses are sent to the remote host. In the default mode, both the local and remote mouse cursors are visible. You can turn on the pointer lock mode by clicking the Pointer Lock icon  in the toolbar. This mode hides your local cursor and moves the remote cursor using relative coordinates, which might be required by some applications, for example, some BIOS interfaces.
- If the remote cursor does not move, HP recommends that you use the pointer lock mode feature in the toolbar. To exit pointer lock mode, press the esc key. When you are in fullscreen mode, press and hold the esc key for two seconds to exit pointer lock mode.

Mounting a virtual drive using Virtual Media

You can use the Virtual Media functionality to mount a drive image, such as ISO files, and present it to the host as if it were physically attached. This drive can be used as a boot target by the BIOS, making it useful for reimaging the host workstation.

Using Virtual Media

Follow the steps in the following sections to use an image file as a virtual media in the host.

Choosing a Virtual Media Mode

You choose between these modes for accessing the contents of an image file.

- Upload an image file to the RSC internal storage.
- Instruct the RSC to download a file from a network location.
- Streaming a file from a network location.

The RSC has limited internal storage: The maximum file size for the download and upload methods is 4.7 GB. Larger files should use the streaming option.

Mounting the file

Follow this procedure to mount an image from the file menu.

- After the file is in the RSC internal storage, or the streaming target has been defined, mount the image from the file menu by toggling the Mount key.

  Only one file can be mounted at a time. If a previously unmounted image is mounted and another image was already mounted, a confirmation dialog is displayed to confirm that you want to unmount the previous image.

The host detects that a new drive is being attached if an operating system is running. You can also target the virtual device as a boot target, if the image is capable of being booted.

Unmounting the file

Use this procedure to unmount the file.

- Toggle the **Mount** key to unmount a file.

  The file is still available for mounting again.

Removing a file

Use this procedure to remove a file from the RSC storage.

- Select the trash bin icon next to a file to either delete the file from the RSC storage, or remove the streaming target setup. In either case, the file will be unmounted first.

Navigating and configuring BIOS settings

This section describes how to navigate and configure BIOS settings.

Accessing BIOS settings

Follow the instructions outlined here to enter the Host BIOS settings section.

1. Select **Host** on the left side of the dashboard.

2. Scroll down to locate the Host BIOS settings.

NOTE: The Host BIOS Settings that is displayed depends on what the host BIOS supports. HP recommends that you update the host BIOS to the latest version to gain access to the most number of BIOS settings.

Navigating the BIOS interface

The BIOS settings page offers an overview and several navigational tabs.

Table 3-3 BIOS settings tabs

Tab	Description
Main	General information about your system and basic settings
Advanced	Detailed settings for your hardware components
Security	Security features such as passwords and boot integrity settings
Boot Settings	Configuration for boot order and other options
Other	Additional settings not covered in the other tabs.

Adjusting BIOS settings

Follow this procedure to adjust BIOS settings.

1. Select a tab to view and adjust settings.
2. Navigate through the available options and adjust settings as needed.
3. Select **Apply Changes**. A dialog box opens with the following options:
   - **Apply Now and Reboot**: Immediately applies the changes and restarts your system.
   - **Apply on Next Reboot**: Changes are applied the next time you restart your system.
   - **Cancel**: No changes are applied, and you are returned to the previous screen.

IMPORTANT:

- Changes in BIOS settings are not applied until you choose to apply them. Be sure to select the correct option in configuration modal.
- Incorrect BIOS configurations can affect system stability. If you are uncertain, use the default settings or consult support documentation.

Booting to the virtual media drive

Use this procedure to boot to the virtual media drive in HP Remote System Controller.

The Virtual Media drive is attached through USB to the host workstation.

- To enable booting from the Virtual Media drive, perform either of the following procedures:
  - Select the USB boot option in the BIOS boot menu.

- Change the boot order BIOS configuration so that the USB option is located at the top.

4 Administering the Remote System Controller

Learn about the HP Remote System Controller administration features.

Perform a factory reset

When you perform a factory reset, the HP Remote System Controller resets to its initial configuration state. Complete one of the following tasks to perform a factory reset:

NOTE: The HP Remote System Controller does not retain any user data after a factory reset.

- Click **Factory Reset** in the Operations section in the **RSC Settings** tab.
- While the Remote System Controller is turned on, use a paper clip to carefully push the button (long press) in the RESET hole on the bottom of the controller (external), or on the PCIe bracket (internal) for 10 seconds.
- Use a Redfish API call

NOTE: When you perform a factory reset, the connection is closed and all configuration data pertaining to that particular Remote System Controller is not retained.

NOTE: A factory reset does not remove any firmware updates.

Restart the Remote System Controller

Complete one of the following tasks to restart the Remote System Controller:

NOTE: When you restart the Remote System Controller, it interrupts any activity that is currently occurring.

- Using a paper clip, carefully push the reset button (short press) in the RESET hole on the bottom of the controller (external), or on the PCIe plate (internal).
- Disconnect, and then reconnect the power cord from the Remote System Controller.
- Restart the controller using API or through the web interface.

A Specifications

This section contains technical specifications for the physical aspects of your product, such as the weight and dimensions, as well as required environmental operating conditions and power source ranges.

Input power

The power information in this section can be helpful if you plan to travel internationally with the HP Remote System Controller.

NOTE: The AC power source must be rated at 100 - 240 V, 50/60 Hz. Although the Remote System Controller can be powered from a standalone AC power source, it should be powered only with the AC adapter that is supplied and approved by HP for use with the HP Remote System Controller, or by DC power from the remote host.

The HP Remote System Controller operates with the AC power adapter within the following specifications.

Table A-1 Input power ratings

Input Power	Rating
Operating voltage and current	40 W; Input 100–240 V 1.2 A, 50/60 Hz. Output is 12.0 V at 3.33 A.

NOTE: This product is designed for IT power systems in Norway with phase-to-phase voltage not to exceed 240 V rms.

NOTE: You can find the HP Remote System Controller operating voltage and current on the regulatory label on the device.

Operating environment

This section provides information about the recommended operating environment for the HP Remote System Controller.

Table A-2 Operating environment specifications

Factor	Metric	U.S.
Temperature		
Operating	0°C to 40°C with AC adapter, 0° C to 50°C without AC adapter	32°F to 104°F with AC adapter, 32°F to 122°F without AC adapter
Nonoperating	–40°C to 60°C	–40°F to 140°F
Relative humidity (noncondensing)		
Operating	10% to 90%	10% to 90%

Table A-2 Operating environment specifications (continued)

Factor	Metric	U.S.
Nonoperating	5% to 95%	5% to 95%
Maximum altitude (unpressurized)		
Operating	-15 m to 5000 m	-50 ft to 16,404 ft
Nonoperating	-15 m to 12,192 m	-50 ft to 40,000 ft

B Troubleshooting

Use this information to troubleshoot issues with the HP Remote System Controller.

LED display status

The HP Remote System Controller LEDs indicate the following status information.

Remote host LED display status

The remote host LED indicates the following status information.

Table B-1 Remote host LED status

LED status	Definition
Off	Remote host is off.
Slow green blinking	Remote host is powered on.
Solid red	Remote host detects an error.

Remote System Controller LED status

The Remote System Controller LED indicates the following status information.

Table B-2 Remote System Controller LED status

LED status	Definition
Off	Remote System Controller is off.
Slow green blinking	Remote System Controller is starting up.
Fast green blinking	Remote System Controller is updating.
Solid green	Remote System Controller has completed startup.
Solid red	Remote System Controller error.

Network LED display status

The network LED indicates the following status information.

Table B-3 Network LED status

LED status	Definition
Off	Network is not connected.
Slow green blinking	Network is connected.
Solid red	Network error.

Issue resolution

Use this information to resolve HP Remote System Controller issues.

Table B-4 Issue resolution

	Issue	Cause	Solution
Login	Invalid user name or password	Wrong user name or password	• Make sure that you use admin (all lowercase) as the user name, and that you are typing the correct password, including capitalized letters. **NOTE:** If you forget the password, you can reset the Remote System Controller to the factory default settings and go through initial setup again.
	Server could not be contacted.	The certificate has changed.	Refresh the login page.
Power state	Unknown or inconsistent	• 10-pin cable is not connected. • State on while the remote host is in suspended mode.	• Reconnect the 10-pin cable. • Wake up the remote host by moving the mouse or pressing a key on the keyboard.
Health status	Status is critical.	Hardware component failure detected by remote host hardware.	Check Logs menu for detailed information.
Host information	Host information is unknown.	• Remote host is not supported. • Remote host firmware is not supported.	• See Supported features on page 2 for more information. • Update the firmware for the remote host. **NOTE:** The Remote System Controller must be up and running when the remote host starts to see the remote host information.

Table B-4 Issue resolution (continued)

	Issue	Cause	Solution
KVM	No video detected and remote host power status is On.	• Video cable is disconnected or damaged. • Remote host is sleeping or suspended.	• Reconnect or replace the video cable. • Wake up the remote host by moving the mouse or pressing a key on the keyboard.
	Remote cursor is not showing up or is not aligned to the local cursor.	Remote host cursor might be positioned by another monitor.	• Activate Pointer Lock mode in the KVM toolbar. See. Using the KVM menu on page 16. • Unplug the monitor attached to the remote host.
	No video is detected and the remote host power is on.	• Video cable might be damaged or disconnected. • Remote host is sleeping or suspended.	• Reconnect or replace the video cable. • Wake up the remote host by moving the mouse or pressing a key on the keyboard.
	Screen is visible but the keyboard and mouse do not respond.	• Interrupted remote session. • USB cable disconnected or damaged.	Do one of the following: • Exit the session from the KVM toolbar, and then start a new session. • Use the Remote System Controller restart function to reset the controller.
	Image in the KVM video stream shows only a blank screen.	This might happen in the preboot state when a monitor is attached to the remote host and the main screen is not on the Remote System Controller.	Unplug the monitor or make sure that the Remote System Controller is the primary display.
Firmware update	"Update Failed" message is displayed.	• Possible mismatch in the firmware image by selecting **Internal** to update an external controller and vice versa. • A previous version of the firmware was selected for updating rather than the current version.	Make sure that you are selecting the current firmware version.
Date and time	Wrong date and time are displayed.	NTP configuration with invalid data.	Make sure that the NTP server is valid, for example, Time.google.com.
Factory reset	After a factory reset, the current Remote System Controller firmware version is still shown.	The factory reset does not downgrade Remote System Controller firmware to the factory state. Only configuration and data revert to the factory state.	Expected behavior, no action required.

Table B-4 Issue resolution (continued)

	Issue	Cause	Solution
Restart	The browser reload does not return to the login page when you restart.	The Remote System Controller is still starting up.	Wait a few minutes, and then reload the page manually.
	Browser does not reload automatically.	The Remote System Controller is still starting up.	Wait a few minutes, and then reload the page manually.
Passwords	You are unable to change the password.	• You cannot use the last 24 passwords as your new password. • Password does not meet the minimum requirements.	Create a new password following the guidelines in Configure the password on page 10.
Network Connectivity	Cannot access the link loop address to start configuring the RSC for the first time.	The network does not have a DHCP, and the client computer running the browser does not have a route to the link loop network.	Manually add a route in your client computer operating system. IPv4 link-local addresses are assigned from address block 169.254. 0.0/16 (169.254. 0.0 through 169.254. 255.255). You need to add a route or a subnet to be able to access RSC addr with the URL https://rsc-%3cserial%3e.local . It is an operating system task in the machine where you have started the browser.
RSC Power	RSC is not powered in all host states.	The BIOS settings are configured to remove power in certain states.	Maximum Power Savings: This setting removes power to the RSC when the host is powered off. Therefore, HP recommends that you disable the setting when an RSC is installed. Energy/Performance BIOS Control = BIOS Controls EPB: On the ZCentral 4R, Z4 G4, Z6 G4, and Z8 G4 workstation platforms, power for the RSC is directed from the front USB ports. This setting can affect the power that is normally delivered to the front USB ports. To ensure that the BIOS maintains power to the RSC, HP recommends that you use the **BIOS Controls EPB** setting.

If you cannot resolve an issue, contact HP Support for further assistance. Be sure that you have the Remote System Controller log files available. See Generating log file information on page 27.

Generating log file information

If you are not able to resolve an issue, you can generate log files to use when you contact support for more assistance.

1. Click **RSC Settings** on the left side of the dashboard.
2. Click **Download Diagnostics Data** to create a .zip file containing the internal log files. You can use these log files to help resolve issues in the following areas:
   - Firmware
   - Network
   - Security
   - Services
   - Remote access
   - API

C Accessibility

HP's goal is to design, produce, and market products, services, and information that everyone everywhere can use, either on a standalone basis or with appropriate third-party assistive technology (AT) devices or applications.

HP and accessibility

Because HP works to weave diversity, inclusion, and work/life into the fabric of the company, it is reflected in everything HP does. HP strives to create an inclusive environment focused on connecting people to the power of technology throughout the world.

Finding the technology tools you need

Technology can unleash your human potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology helps increase, maintain, and improve the functional capabilities of electronic and information technology.

For more information, see Finding the best assistive technology on page 30.

The HP commitment

HP is committed to providing products and services that are accessible for people with disabilities. This commitment supports the company's diversity objectives and helps ensure that the benefits of technology are available to all.

The HP accessibility goal is to design, produce, and market products and services that can be effectively used by everyone, including people with disabilities, either on a standalone basis or with appropriate assistive devices.

To achieve that goal, this Accessibility Policy establishes seven key objectives to guide HP actions. All HP managers and employees are expected to support these objectives and their implementation in accordance with their roles and responsibilities:

- Raise the level of awareness of accessibility issues within HP, and provide employees with the training they need to design, produce, market, and deliver accessible products and services.
- Develop accessibility guidelines for products and services, and hold product development groups accountable for implementing these guidelines where competitively, technically, and economically feasible.
- Involve people with disabilities in the development of accessibility guidelines and in the design and testing of products and services.
- Document accessibility features, and make information about HP products and services publicly available in an accessible form.
- Establish relationships with leading assistive technology and solution providers.
- Support internal and external research and development that improves assistive technology relevant to HP products and services.

- Support and contribute to industry standards and guidelines for accessibility.

International Association of Accessibility Professionals (IAAP)

IAAP is a not-for-profit association focused on advancing the accessibility profession through networking, education, and certification. The objective is to help accessibility professionals develop and advance their careers and to better enable organizations to integrate accessibility into their products and infrastructure.

As a founding member, HP joined to participate with other organizations to advance the field of accessibility. This commitment supports HP's accessibility goal of designing, producing, and marketing products and services that people with disabilities can effectively use.

IAAP will make the profession strong by globally connecting individuals, students, and organizations to learn from one another. If you are interested in learning more, go to http://www.accessibilityassociation.org to join the online community, sign up for newsletters, and learn about membership options.

Finding the best assistive technology

Everyone, including people with disabilities or age-related limitations, should be able to communicate, express themselves, and connect with the world using technology. HP is committed to increasing accessibility awareness within HP and with our customers and partners.

Whether it's large fonts that are easy on the eyes, voice recognition that lets you give your hands a rest, or any other assistive technology to help with your specific situation—a variety of assistive technologies make HP products easier to use. How do you choose?

Assessing your needs

Technology can unleash your potential. Assistive technology removes barriers and helps you create independence at home, at work, and in the community. Assistive technology (AT) helps increase, maintain, and improve the functional capabilities of electronic and information technology.

You can choose from many AT products. Your AT assessment should allow you to evaluate several products, answer your questions, and facilitate your selection of the best solution for your situation. You will find that professionals qualified to do AT assessments come from many fields, including those licensed or certified in physical therapy, occupational therapy, speech/language pathology, and other areas of expertise. Others, while not certified or licensed, can also provide evaluation information. You will want to ask about the individual's experience, expertise, and fees to determine if they are appropriate for your needs.

Accessibility for HP products

These links provide information about accessibility features and assistive technology, if applicable and available in your country or region, that are included in various HP products. These resources will help you select the specific assistive technology features and products most appropriate for your situation.

- HP Aging & Accessibility: Go to http://www.hp.com, type `Accessibility` in the search box. Select **Office of Aging and Accessibility**.
- HP computers: For Windows® products, go to http://www.hp.com/support, type `Windows Accessibility Options` in the **Search our knowledge** search box. Select the appropriate operating system in the results.
- HP Shopping, peripherals for HP products: Go to http://store.hp.com, select **Shop**, and then select **Monitors** or **Accessories**.

If you need additional support with the accessibility features on your HP product, see Contacting support on page 33.

Additional links to external partners and suppliers that may provide additional assistance:

- Microsoft Accessibility information (Windows and Microsoft Office)
- Google Products accessibility information (Android, Chrome, Google Apps)

Standards and legislation

Countries worldwide are enacting regulations to improve access to products and services for persons with disabilities. These regulations are historically applicable to telecommunications products and services, PCs and printers with certain communications and video playback features, their associated user documentation, and their customer support.

Standards

The US Access Board created Section 508 of the Federal Acquisition Regulation (FAR) standards to address access to information and communication technology (ICT) for people with physical, sensory, or cognitive disabilities.

The standards contain technical criteria specific to various types of technologies, as well as performance-based requirements which focus on functional capabilities of covered products. Specific criteria cover software applications and operating systems, web-based information and applications, computers, telecommunications products, video and multimedia, and self-contained closed products.

Mandate 376 – EN 301 549

The European Union created the EN 301 549 standard within Mandate 376 as an online toolkit for public procurement of ICT products. The standard specifies the accessibility requirements applicable to ICT products and services, with a description of the test procedures and evaluation methodology for each requirement.

Web Content Accessibility Guidelines (WCAG)

Web Content Accessibility Guidelines (WCAG) from the W3C's Web Accessibility Initiative (WAI) helps web designers and developers create sites that better meet the needs of people with disabilities or age-related limitations.

WCAG advances accessibility across the full range of web content (text, images, audio, and video) and web applications. WCAG can be precisely tested, is easy to understand and use, and allows web developers flexibility for innovation. WCAG 2.0 has also been approved as ISO/IEC 40500:2012.

WCAG specifically addresses barriers to accessing the web experienced by people with visual, auditory, physical, cognitive, and neurological disabilities, and by older web users with accessibility needs. WCAG 2.0 provides characteristics of accessible content:

- **Perceivable** (for instance, by addressing text alternatives for images, captions for audio, adaptability of presentation, and color contrast)
- **Operable** (by addressing keyboard access, color contrast, timing of input, seizure avoidance, and navigability)
- **Understandable** (by addressing readability, predictability, and input assistance)
- **Robust** (for instance, by addressing compatibility with assistive technologies)

Legislation and regulations

Accessibility of IT and information has become an area of increasing legislative importance.

The HP policy landscape website provides information about key legislation, regulations, and standards in the following locations:

- United States
- Canada
- Europe
- Australia

Useful accessibility resources and links

These organizations, institutions, and resources might be good sources of information about disabilities and age-related limitations.

NOTE: This is not an exhaustive list. These organizations are provided for informational purposes only. HP assumes no responsibility for information or contacts you encounter on the internet. Listing on this page does not imply endorsement by HP.

Organizations

These organizations are a few of the many that provide information about disabilities and age-related limitations.

- American Association of People with Disabilities (AAPD)
- The Association of Assistive Technology Act Programs (ATAP)
- Hearing Loss Association of America (HLAA)
- Information Technology Technical Assistance and Training Center (ITTATC)
- Lighthouse International
- National Association of the Deaf
- National Federation of the Blind
- Rehabilitation Engineering & Assistive Technology Society of North America (RESNA)
- Telecommunications for the Deaf and Hard of Hearing, Inc. (TDI)
- W3C Web Accessibility Initiative (WAI)

Educational institutions

Many educational institutions, including these examples, provide information about disabilities and age-related limitations.

- California State University, Northridge, Center on Disabilities (CSUN)
- University of Wisconsin - Madison, Trace Center

- University of Minnesota computer accommodations program

Other disability resources

Many resources, including these examples, provide information about disabilities and age-related limitations.

- ADA (Americans with Disabilities Act) Technical Assistance Program
- ILO Global Business and Disability network
- EnableMart
- European Disability Forum
- Job Accommodation Network
- Microsoft Enable

HP links

These HP-specific links provide information that relates to disabilities and age-related limitations.

HP comfort and safety guide

HP public sector sales

Contacting support

HP offers technical support and assistance with accessibility options for customers with disabilities.

NOTE: Support is in English only.

- Customers who are deaf or hard of hearing who have questions about technical support or accessibility of HP products:
  - Use TRS/VRS/WebCapTel to call (877) 656-7058 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.
- Customers with other disabilities or age-related limitations who have questions about technical support or accessibility of HP products:
  - Call (888) 259-5707 Monday through Friday, 6 a.m. to 9 p.m. Mountain Time.

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