

Bare Metal Server

# Troubleshooting

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# 1 What Do I Do If I Cannot Log In to My BMS or the BMS EVS Disk Is Lost After the BMS Is Started or Restarted?

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## Symptom

After a BMS is started or restarted, the user cannot log in to the BMS or the BMS EVS disk is lost.

## Possible Causes

The BMS cannot obtain the IP address or the EVS disk cannot be attached to the BMS because packet loss caused by network congestion occurs.

## Solution

Restart the BMS. If the fault still persists after you have restarted the BMS for several times, contact the operation administrator.

# 2 What Do I Do If a Key Pair Created Using PuTTYgen Cannot Be Imported to the Management Console?

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## Symptom

When a key pair created using PuTTYgen was imported to the management console, the system displayed a message indicating that importing the public key failed.

## Possible Causes

The format of the public key content does not meet system requirements.

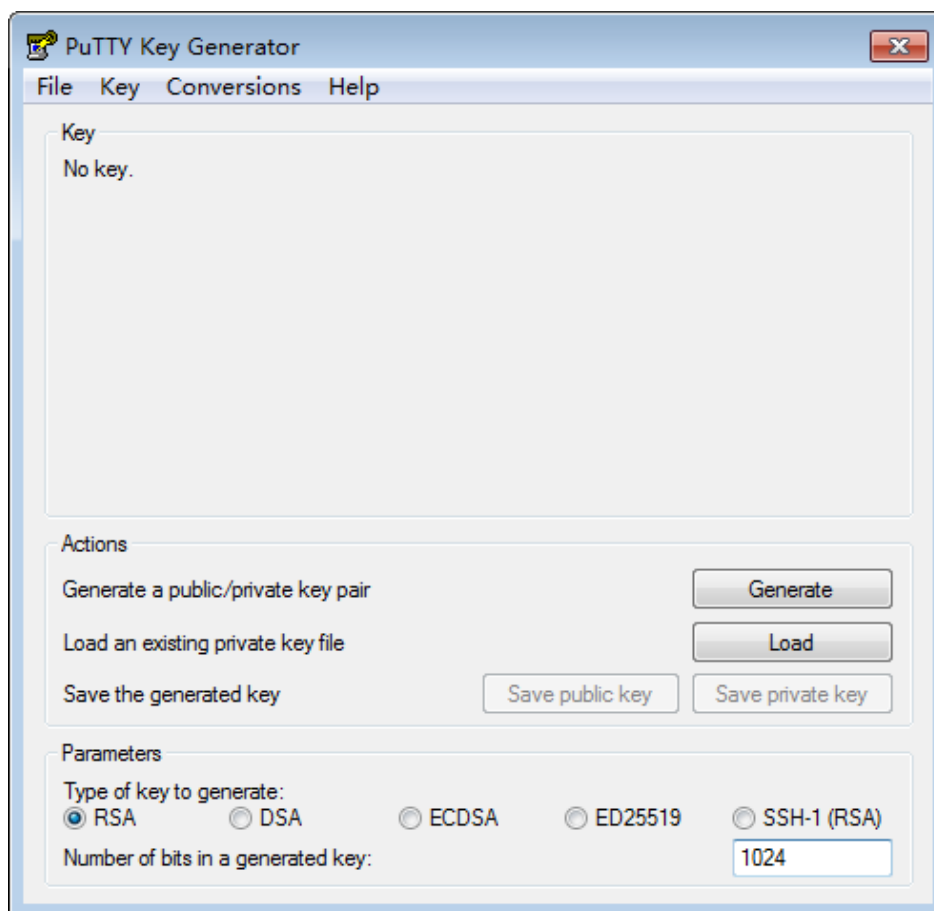
Storing a public key by clicking **Save public key** of PuTTYgen will change the format of the public key content. Such a key cannot be imported to the management console.

## Solution

Use the locally stored private key and **PuTTY Key Generator** to restore the format of the public key content. Then, import the public key to the management console.

1. Double-click **puttygen.exe**. The **PuTTY Key Generator** window is displayed.

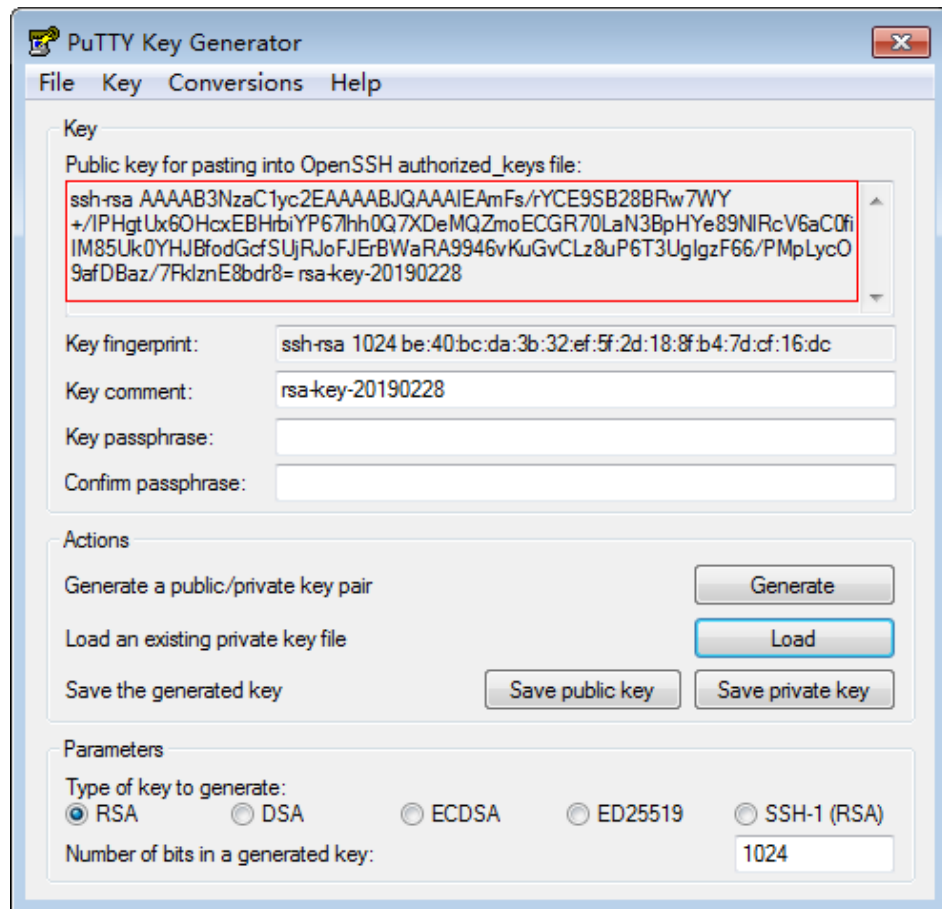
Figure 2-1 PuTTY Key Generator



2. Click **Load** and select the private key.

The system automatically loads the private key and restores the format of the public key content in **PuTTY Key Generator**. The content in the red box in [Figure 2-2](#) is the public key with the format meeting system requirements.

**Figure 2-2** Restoring the format of the public key content



3. Copy the public key content to a .txt file and save the file in a local directory.
4. Import the public key to the management console.
  - a. Log in to the management console.
  - b. Under **Computing**, click **Bare Metal Server**.  
The BMS console is displayed.
  - c. In the navigation tree, choose **Key Pair**.
  - d. On the right side of the page, click **Import Key Pair**.
  - e. Copy the public key content in the .txt file to **Public Key Content** and click **OK**.

# 3 What Do I Do If Disks Cannot Be Attached to a BMS That Restarts Abnormally?

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## Symptom

After a BMS provisioned using a local disk with data volumes restarts abnormally, no volume information exists in the BMS OS, and disks cannot be attached to the BMS on the management console.

Abnormal restart indicates that a BMS is powered off and then powered on abnormally, which is not caused by the tenant's operation on the management console.

## Solution

Locate the row that contains the BMS, click **More** in the **Operation** column, and select **Restart**. Disks are attached to the BMS automatically after the BMS restarts.

If disks still cannot be attached to the BMS after it is restarted, contact the operation administrator.



# 4 What Do I Do If an EVS Disk Attached to a Windows BMS Is in Offline State?

## Symptom

After an EVS disk is attached to a Windows BMS, start **Control Panel**, choose **System and Security > Administrative Tools**, and double-click **Computer Management**. On the **Computer Management** page, choose **Storage > Disk Management**. The EVS disk attached to the BMS is in **Offline** state.

## Solution

1. Log in to the Windows BMS.
2. Click **Start**, enter **cmd** in **Search programs and files**, and press **Enter** to open the command-line interface (CLI).
3. Type **diskpart**.  
C:\Users\Administrator>diskpart
4. Type **san**.  
DISKPART> san  
SAN Policy: Online All
5. Type **san policy=onlineall**.  
DISKPART> san policy=onlineall  
DiskPart successfully changed the SAN policy for the current operating system
6. Type **list disk** to display all disks of the BMS.  
DISKPART> list disk  
Disk ### Status Size Free Dyn Gpt  
Disk 0 Online 838 GB 0B  
Disk 1 Offline 838 GB 838 GB  
Disk 2 Offline 838 GB 838 GB  
Disk 3 Offline 838 GB 838 GB  
...
7. Type **select disk num**. *num* indicates the disk number. Replace it with the specific disk number.  
DISKPART> select disk 4
8. Type **attributes disk clear readonly**.  
DISKPART> attributes disk clear readonly  
DiskPart succeed to clear disk attributes.
9. Type **online disk**.  
DISKPART> online disk  
DiskPart succeed to make the selected disk online.

10. After the modification, format the EVS disk.