

# 知 HPE服务器iLO Web界面密码忘记无法登录的解决方法

iLO 李健飞 2024-04-17 发表

## 问题描述

本文章提供HPE服务器iLO用户名密码丢失问题的处理方案，以下操作步骤可供参考，操作前请做好数据备份，如问题还未解决，请联系技术支持。

关于此问题的处理方案有如下三种：

1. 添加新的iLO用户，通过新用户登录iLO；
2. 将iLO恢复出厂默认设置，用户名和密码也将恢复为默认，此方法会将iLO原本的配置包括IP地址等信息全部清除，如有重要iLO配置和iLO license信息，请提前做好备份；

注：如有配置iLO license，可在浏览器输入[https://iLO\\_Address/xmldata?item=cpqkey](https://iLO_Address/xmldata?item=cpqkey) 进行查看。



iLO恢复出厂默认值后，默认为DHCP，默认配置下登录iLO请参考[HPE 服务器连接iLO使用远程控制台并在iLO Web界面激活License - 知了社区 \(h3c.com\)](#)

3. 使用主板拨码开关，免密登录iLO，在iLO上添加新的用户，再使用新的用户登录iLO；

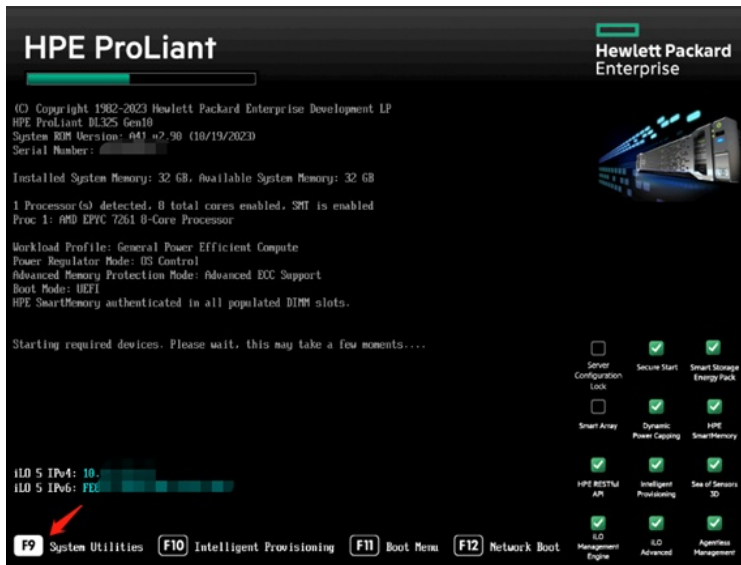
如下是详细操作步骤：

### 一、添加新的iLO用户：

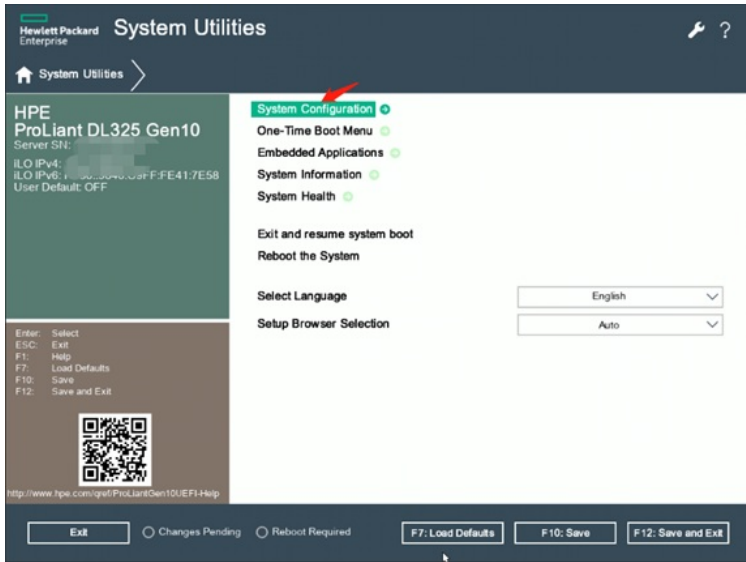
1. BIOS中添加新的iLO用户，（以Gen10设备为例，Gen9、Gen10+以及Gen11设备也可参考）

：

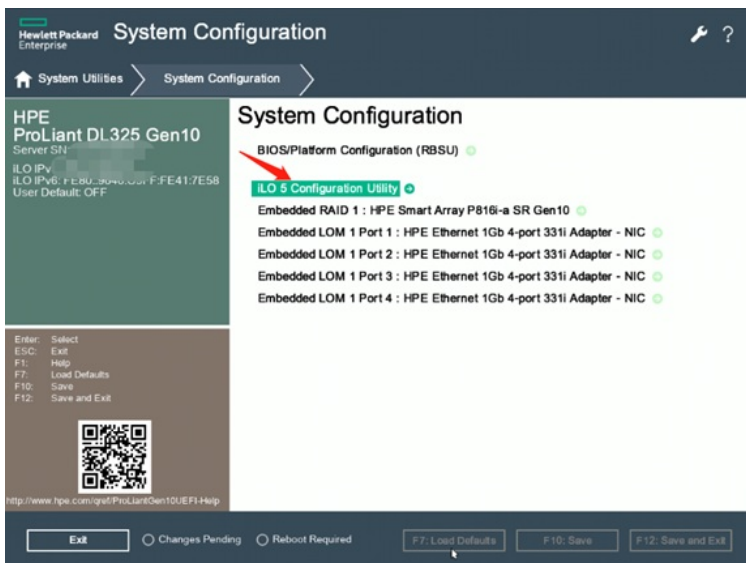
- ① 重启服务器自检界面按F9进入BIOS；



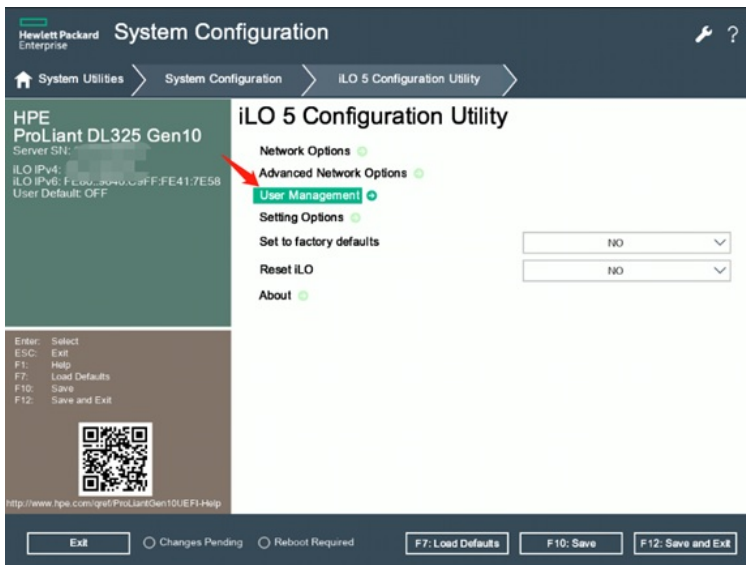
- ② 进入System Configuration；



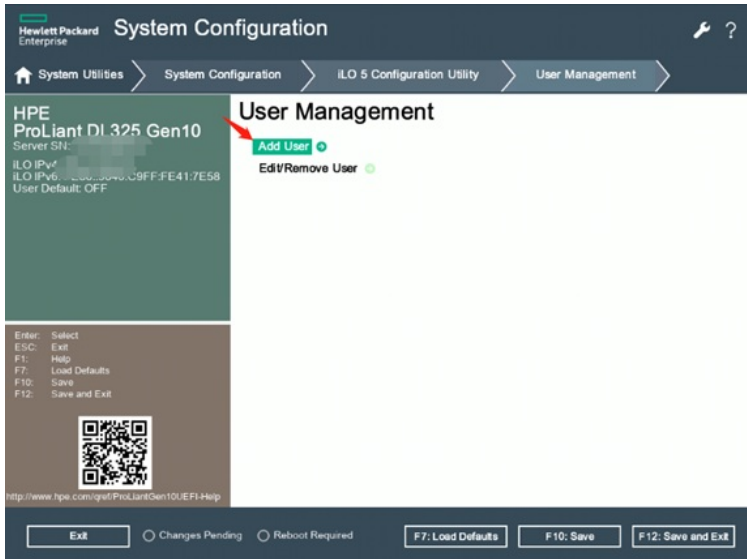
③ 进入iLO 5 Configuration Utility;



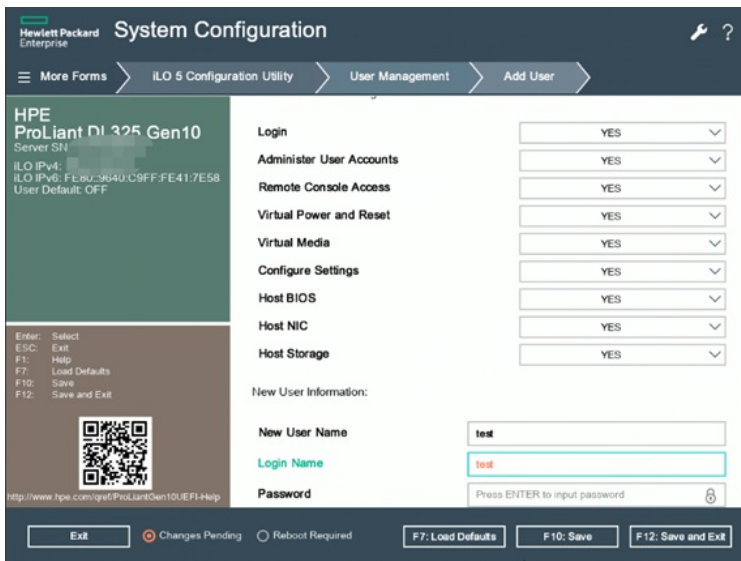
④ 选择User Management;



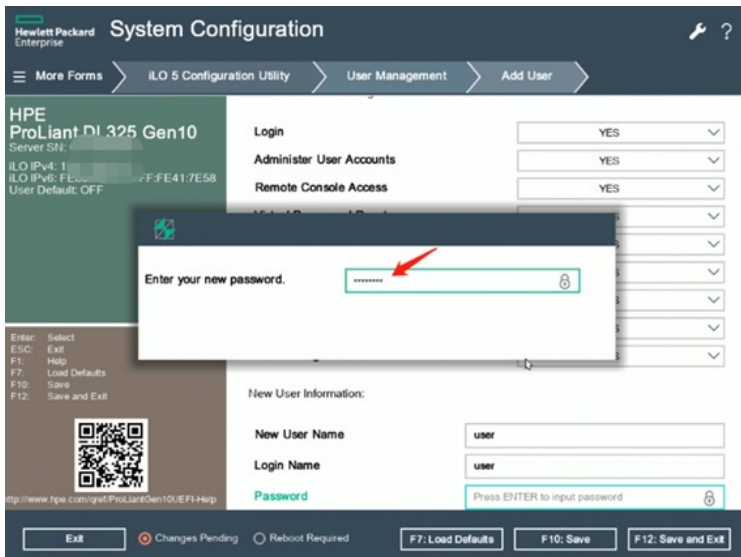
⑤ 选择Add User;



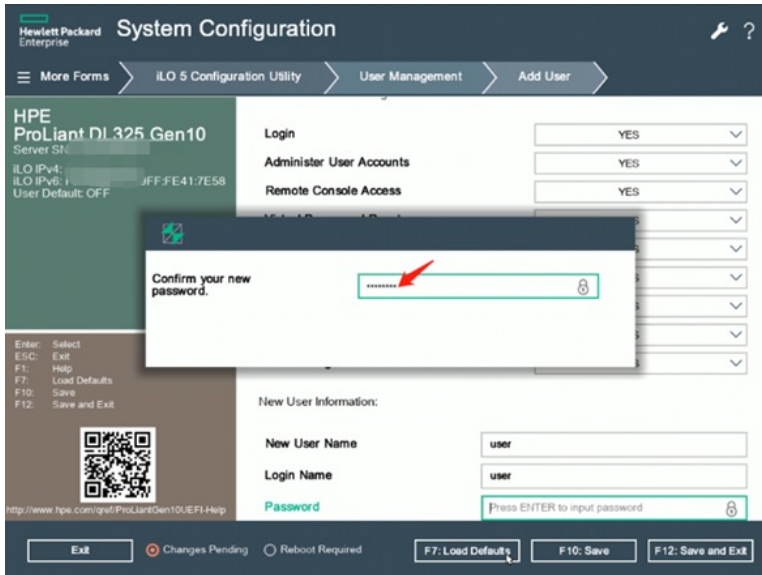
⑥ 设置好权限以及用户名;



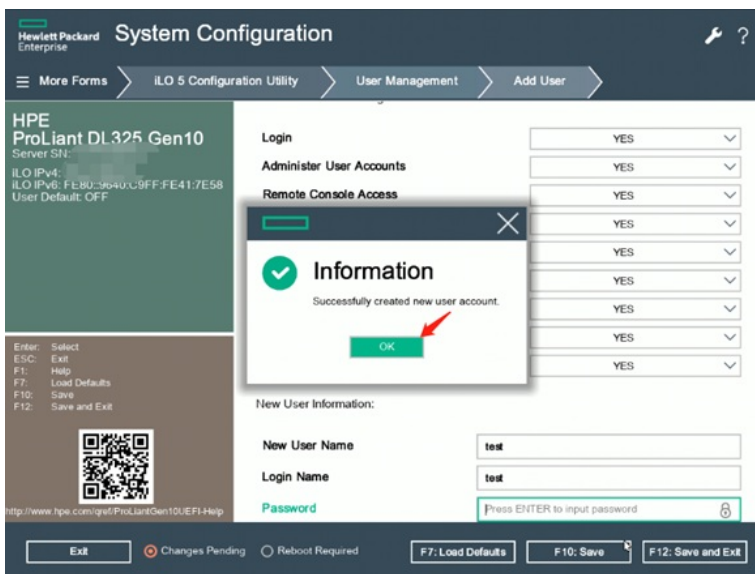
⑦ 按Enter键输入密码;



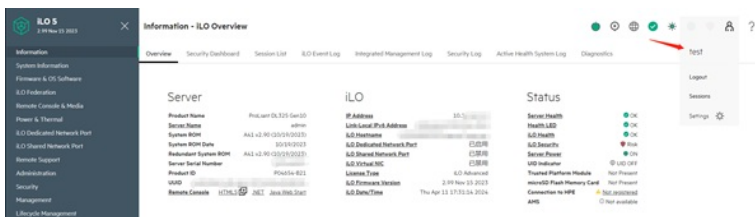
⑧ 确认密码;



⑨ 用户添加成功；



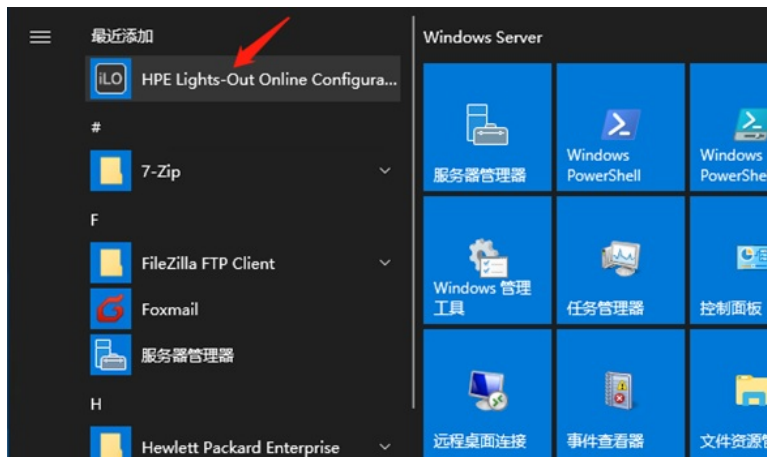
⑩ 使用新增的用户登录iLO；



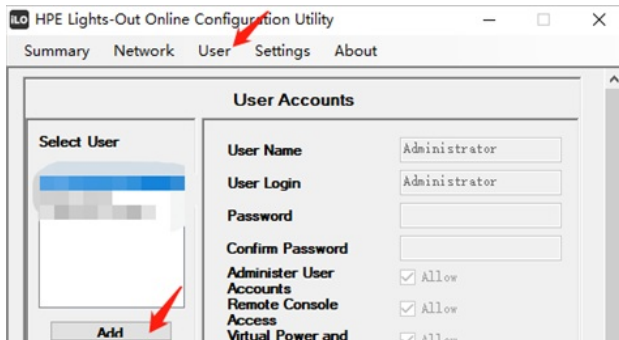
2. Windows系统下添加新的iLO用户：

① 请在Windows系统下安装iLO在线配置工具；iLO在线配置工具见附件。

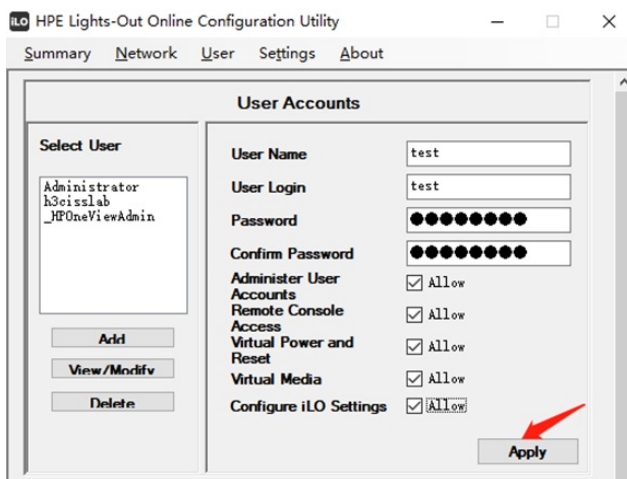
注：安装iLO在线配置工具前，请先确认有安装iLO的接口驱动，如有带黄色问号叹号的“未知设备”，需下载对应系统的iLO Channel Interface驱动进行安装，注意需重启才能生效。另外请确认Microsoft .Net Framework 已安装并是2.0及以上版本。



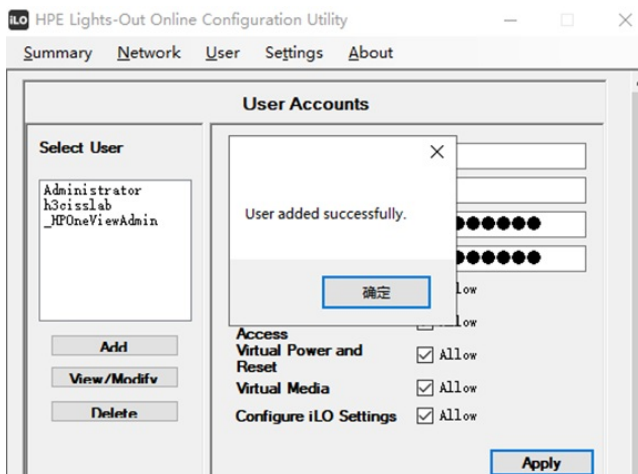
② 打开工具之后选择User->Add;



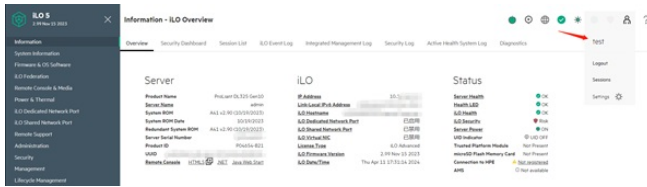
③ 设置好用户名密码以及相关权限，点击Apply即可；



④ 用户添加成功；



⑤ 使用添加成功的用户进行登录；



3. Linux系统下添加新的iLO用户;

- ① 首先将需要用到hponcfg工具包以及相关XML文件复制到服务器带内系统中; hponcfg工具包以及XML文件见附件。

注: 安装hponcfg工具包前请先确认系统下已安装iLO驱动, 一般系统下默认集成iLO驱动, 可通过命令 `lsmod | grep -i ilo` 进行确认, 如未查询到信息, 需下载对应系统的iLO Channel Interface驱动进行安装, 注意需重启才能生效。

```
[root@admin opt]# ls
amsd hponcfg-6.0.0-0.x86_64.rpm linux-L0samplescripts6.00.0.tgz remi smartstorageadmin tool
```

- ② 安装hponcfg以及将XML文件的压缩包解压;

```
[root@admin opt]# rpm -ivh hponcfg-6.0.0-0.x86_64.rpm
警告: hponcfg-6.0.0-0.x86_64.rpm: 头V3 RSA/SHA256 Signature, 密钥 ID 26c2b797: NOKEY
Verifying...
准备中...
软件包 hponcfg-6.0.0-0.x86_64 已经安装
[root@admin opt]# tar -zxvf linux-L0samplescripts6.00.0.tgz
linux-L0samplescripts6.00.0.txt
```

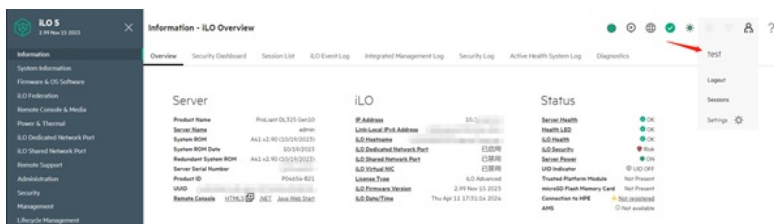
- ③ 使用VIM文本编辑器修改该Add\_User.XML文件;

```
<RIBCL VERSION="2.0">
  <LOGIN USER LOGIN="adminname" PASSWORD="password">
    <USER_INFO MODE="write">
      <ADD_USER
        USER_NAME="test"
        USER_LOGIN="test"
        PASSWORD="password">
          <ADMIN_PRIV value="N"/>
          <REMOTE_CONS_PRIV value="Y"/>
          <RESET_SERVER_PRIV value="N"/>
          <VIRTUAL_MEDIA_PRIV value="N"/>
          <CONFIG_ILO_PRIV value="Yes"/>
        </ADD_USER>
      </USER_INFO>
    </LOGIN>
  </RIBCL>
```

- ④ 然后执行 `hponcfg -f Add_User.xml` 成功之后完成用户添加;

```
[root@admin opt]# hponcfg -f Add User.xml
HPE Lights-Out Online Configuration utility
Version 6.0.0 Date 10/30/2022 (c) 2005,2022 Hewlett Packard Enterprise Development LP
Firmware Revision = 2.99 Device type = iLO 5 Driver name = hpilo
Script succeeded
[root@admin opt]#
```

- ⑤ 使用添加成功的用户进行登录;



4. VMware ESXi系统下添加新的iLO用户, 基本与Linux系统相同:

- ① 使用HPE定制化镜像安装的VMware ESXi的系统, 系统中会自带hponcfg工具, 无需额外安装, 只需要将XML文件上载至/opt/tools目录下即可;

```
[root@localhost:/opt/tools] ls
Add_User.xml bootcfg_esxcli conrep.xml gen10bnewer hponcfg ilorest_chif.so testevent_esxcli
bootcfg conrep gen10.xml gen10mbaddress ilorest testevent
```

- ② 使用VI文本编辑器修改该Add\_User.XML文件;

```

<RIBCL VERSION="2.0">
  <LOGIN USER_LOGIN="adminname" PASSWORD="password">
    <USER_INFO MODE="write">
      <ADD_USER
        USER_NAME="test"
        USER_LOGIN="test"
        PASSWORD="password">
          <ADMIN_PRIV value ="N"/>
          <REMOTE_CONS_PRIV value ="Y"/>
          <RESET_SERVER_PRIV value ="N"/>
          <VIRTUAL_MEDIA_PRIV value ="N"/>
          <CONFIG_ILO_PRIV value="Yes"/>
        </ADD_USER>
      </USER_INFO>
    </LOGIN>
  </RIBCL>

```

③ 使用./hponcfg -f Add\_User.XML成功之后完成用户添加;

```

[root@localhost:opt/tools] ./hponcfg -f Add_User.xml
Lights-Out Online Configuration utility for ESXi Version 5.4-0.0 (c) Copyright 2011-2019 Hewlett Packard Enterprise Development LP
Firmware Revision = 2.71 Device type = iLO 5 Driver name = ilo
Script succeeded
[root@localhost:opt/tools] █

```

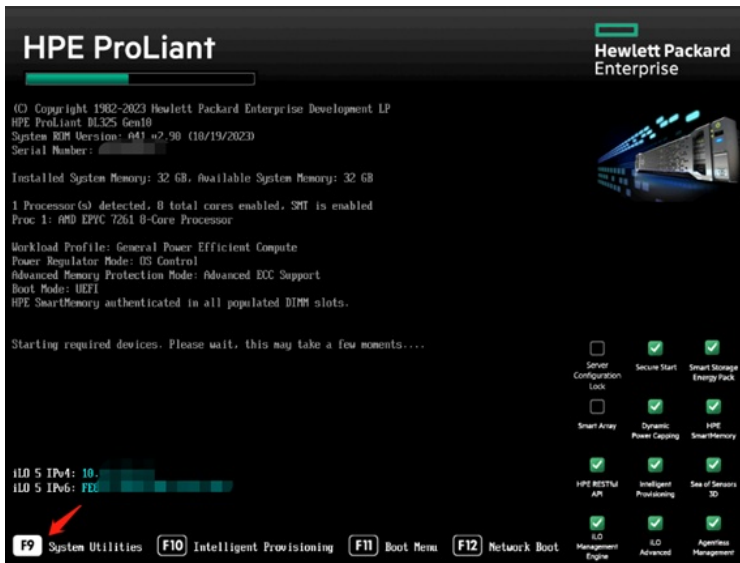
④ 使用添加成功的用户进行登录;



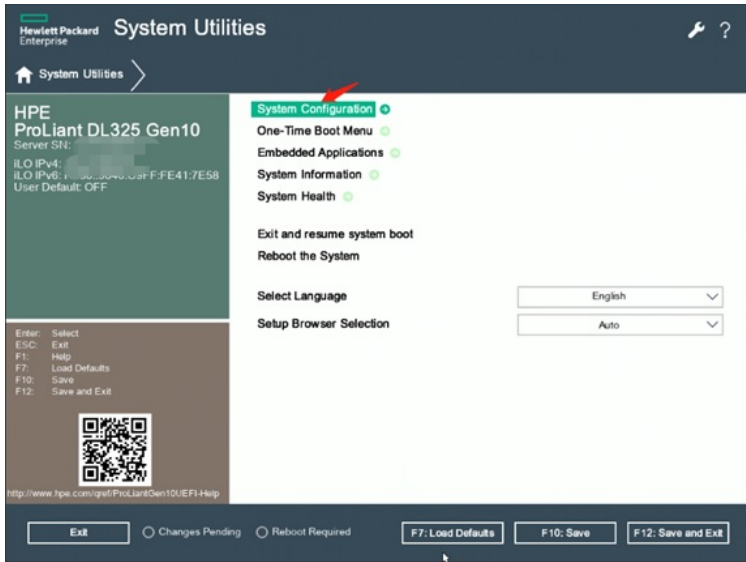
## 二、恢复iLO出厂设置:

1. BIOS中恢复iLO出厂设置:

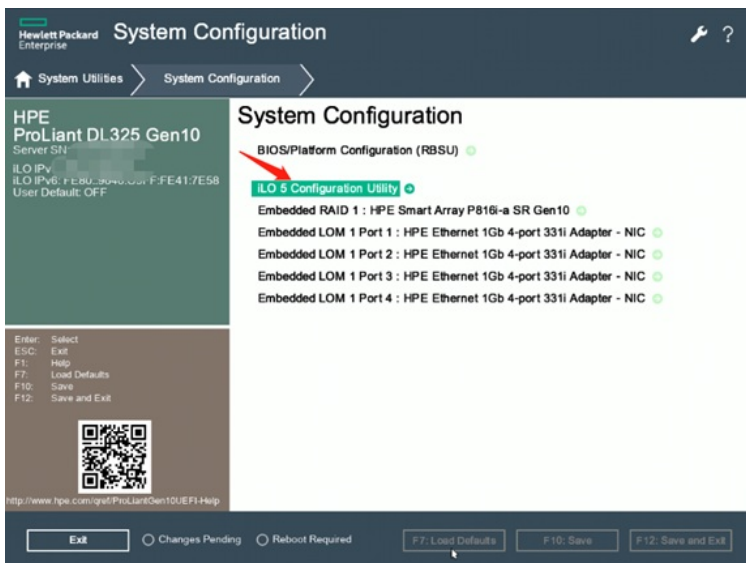
① 重启服务器自检界面按F9进入BIOS;



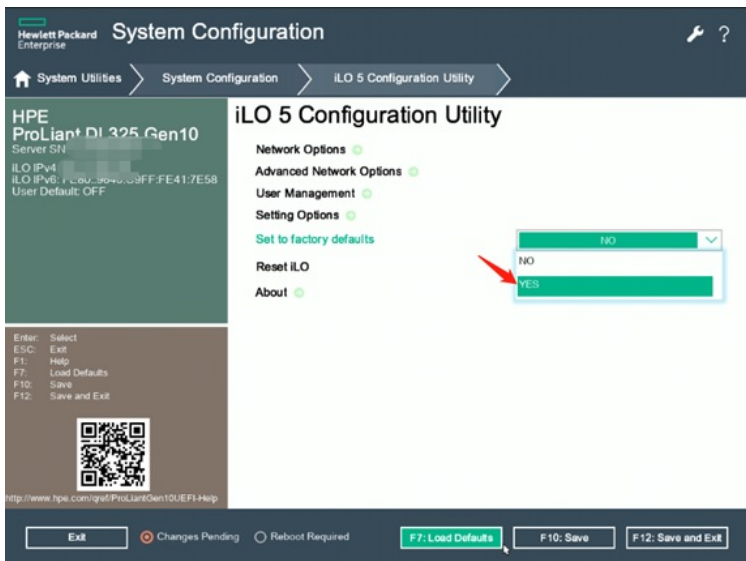
② 进入System Configuration;



③ 进入iLO 5 Configuration Utility;

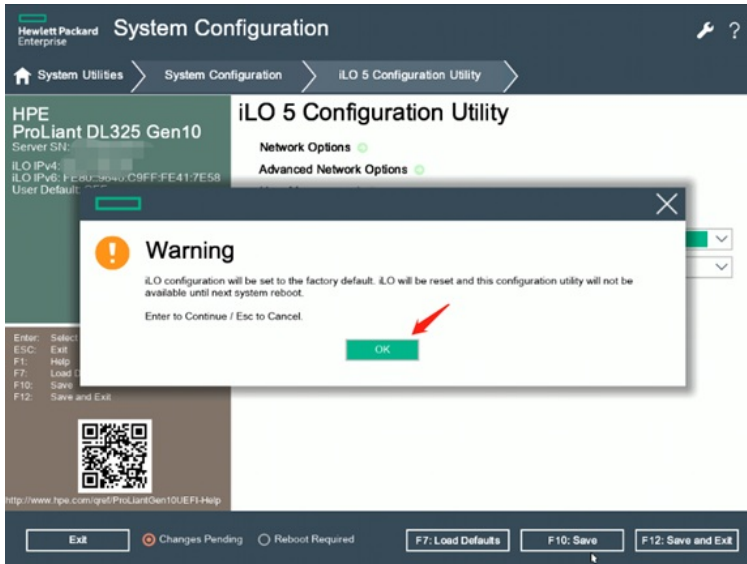


④ 将 Set to factory defaults 选择成 Yes;



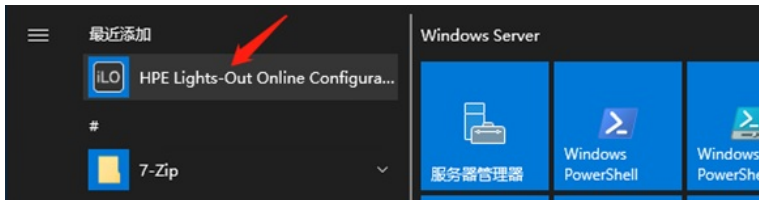
⑤ 出现如下提示点击Yes即可将iLO恢复成出厂设置;



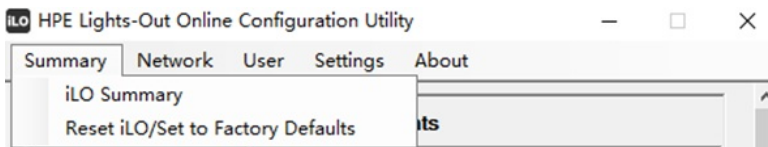


2. Windows系统下恢复iLO出厂设置:

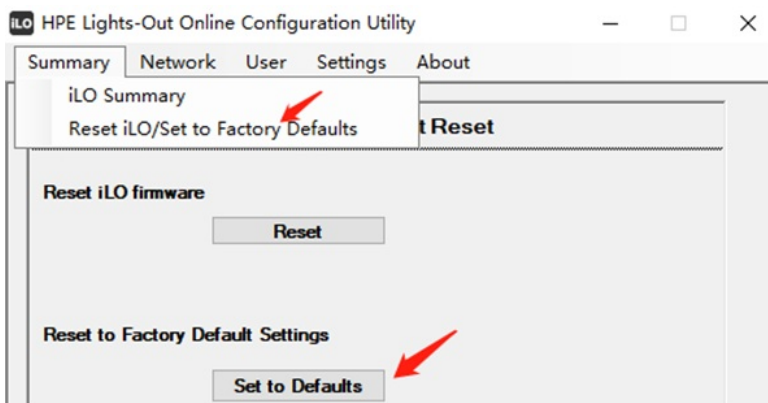
- ① 请在Windows系统下安装iLO在线配置工具Hponcfg; iLO在线配置工具见附件。  
注: 安装iLO在线配置工具前, 请先确认有安装iLO的接口驱动, 如有带黄色问号叹号的“未知设备”, 需下载对应系统的iLO Channel Interface驱动进行安装, 注意需重启才能生效。另外请确认Microsoft .Net Framework 已安装并是2.0及以上版本。



- ② 打开工具之后选择Summary;



- ③ 点击Rset/Set to factory后选择Set to Fatory Defaults即可。



3. Linux系统下恢复iLO出厂设置:

- ① 首先将需要用到的hponcfg工具包以及相关XML文件复制到服务器带内系统中; hponcfg工具包以及XML文件见附件。  
注: 安装hponcfg工具包前请先确认系统下已安装iLO驱动, 一般系统下默认集成iLO驱动, 可通过命令`lsmod | grep -i ilo`进行确认, 如未查询到信息, 需下载对应系统的iLO Channel Interface驱动进行安装, 注意需重启才能生效。

```
[root@admin opt]# ls
msd hponcfg-6.0.0-0.x86_64.rpm linux-LOsamplescripts6.00.0.tgz remi smartstorageadmin tool
```

- ② 安装hponcfg;

```
[root@admin opt]# rpm -ivh hponcfg-6.0.0-0.x86_64.rpm
警告: hponcfg-6.0.0-0.x86_64.rpm: 头V3 RSA/SHA256 Signature, 密钥 ID 26c2b797: NOKEY
Verifying... ##### [100%]
准备中... ##### [100%]
软件包 hponcfg-6.0.0-0.x86_64 已经安装
```

- ③ 执行`hponcfg -r`即可将iLO恢复成出厂默认;

```
[root@localhost ~]# hponcfg
HPE Lights-Out Online Configuration utility
Version 5.6.0 Date 11/30/2020 (c) 2005,2020 Hewlett Packard Enterprise
Development LP
Firmware Revision = 2.44 Device type = iLO 5 Driver name = hpilo

USAGE:
hponcfg -?
hponcfg -h
hponcfg -m minFw
hponcfg -r [-m minFw] [-u username] [-p password]
hponcfg -b [-m minFw] [-u username] [-p password]
hponcfg [-a] -w filename [-m minFw] [-u username] [-p password]
hponcfg -g [-m minFw] [-u username] [-p password]
hponcfg -f filename [-l filename] [-s namevaluepair] [-v] [-m minFw]
[-u username] [-p password]
hponcfg -i [-l filename] [-s namevaluepair] [-v] [-m minFw] [-u user
name] [-p password]

-h, --help          Display this message
-?                 Display this message
-r, --reset        Reset the Management Processor to factory default
lts
```

4. VMware ESXi系统下恢复iLO出厂设置:

- ① 使用HPE定制化镜像安装的VMware ESXi的系统, 系统中会自带hponcfg工具, 无需额外安装;

```
[root@localhost:~]# ls
Add User.xml  bootcfg_esxcli  conrep.xml  gen10ornwer  hponcfg  ilorest_chif.so  testevent_esxcli
bootcfg      conrep          conrep_gen10.xml  getipmbtaddress  ilorest  testevent
```

- ② 执行./hponcfg -r即可将iLO恢复出厂默认;

```
[root@localhost:~]# ./hponc
[sh: ./hponc: not found]
[root@localhost:~]# ./hponcfg
Lights-Out Online Configuration utility for ESXi Version 5.4-0.0 (c) Copyright 2011-2019 Hewlett Packard Enterprise Development LP
Firmware Revision = 2.71 Device type = iLO 5 Driver name = ilo

USAGE:
hponcfg -?
hponcfg -h
hponcfg -m minFw
hponcfg -r [-m minFw] [-u username] [-p password]
hponcfg -b [-m minFw] [-u username] [-p password]
hponcfg [-a] -w filename [-m minFw] [-u username] [-p password]
hponcfg -g [-m minFw] [-u username] [-p password]
hponcfg -f filename [-l filename] [-s namevaluepair] [-v] [-m minFw] [-u username] [-p password]
hponcfg -i [-l filename] [-s namevaluepair] [-v] [-m minFw] [-u username] [-p password]

-h, --help          Display this message
-?                 Display this message
-r, --reset        Reset the Management Processor to factory defaults
```

三、拨主板拨码开关, 免密登录iLO:

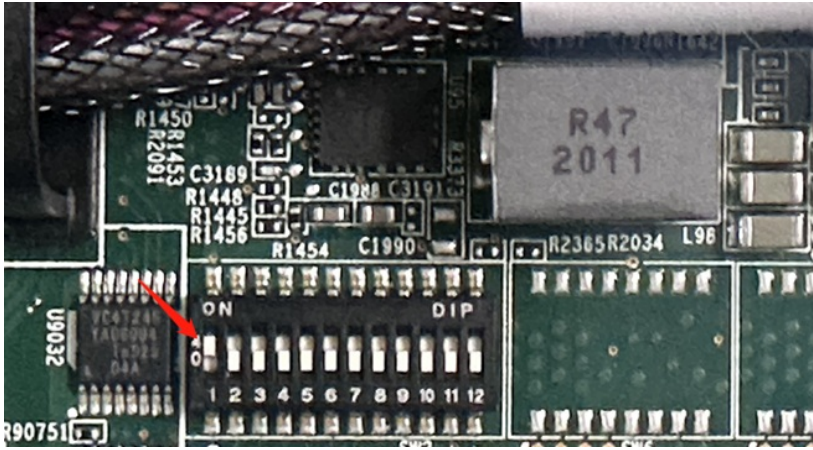
1. 查看手册主板维护开关说明, 1号开关可以屏蔽iLO密码, 实现免密登录;

System maintenance switch descriptions

Position	Default	Function
S1 <sup>1</sup>	Off	Off = iLO security is enabled. On = iLO security is disabled.
S2	Off	Reserved
S3	Off	Reserved
S4	Off	Reserved
S5 <sup>1</sup>	Off	Off = Power-on password is enabled. On = Power-on password is disabled.
S6 <sup>1, 2, 3</sup>	Off	Off = No function On = Restore default manufacturing settings
S7	Off	Reserved
S8	—	Reserved
S9	—	Reserved
S10	—	Reserved
S11	—	Reserved
S12	—	Reserved

<sup>1</sup> To access the redundant ROM, set S1, S5, and S6 to On.  
<sup>2</sup> When the system maintenance switch position 6 is set to the On position, the system is prepared to restore all configuration settings to their manufacturing defaults.  
<sup>3</sup> When the system maintenance switch position 6 is set to the On position and Secure Boot is enabled, some configurations cannot be restored.  
 For more information, see [Secure Boot](#).

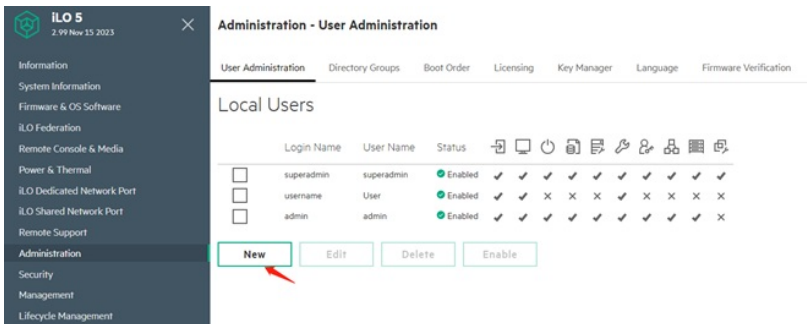
2. 将服务器下电, 将1号拨码开关拨到On位置;



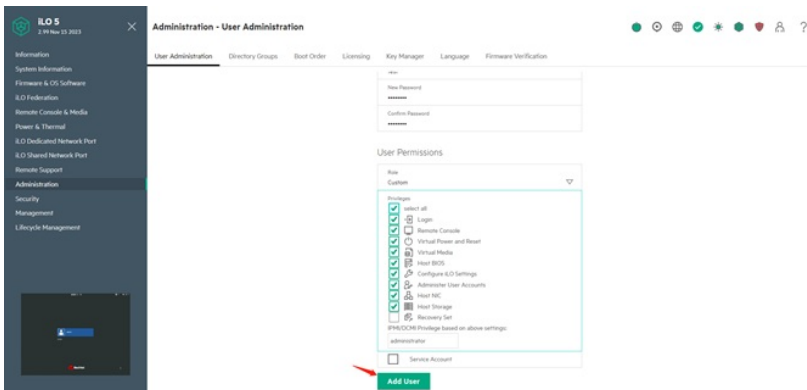
3. 免密登录iLO，直接点击login即可，无需输入用户名密码；



4. 可以通过如下位置添加iLO用户；



5. 设置好用户名密码以及权限之后点击Add即可添加用户；



6. 添加完成之后请将服务器下电，将主板拨码开关拨回Off位置，使用新用户登录即可。

The screenshot shows the ILO 5 Administration interface. The left sidebar contains a navigation menu with categories like Information, System Information, Firmware & OS Software, ILO Federation, Remote Console & Media, Power & Thermal, ILO Dedicated Network Port, ILO Shared Network Port, Remote Support, Administration, Security, Management, and Lifecycle Management. The main area is titled 'Administration - User Administration' and has sub-tabs for 'User Administration', 'Directory Groups', 'Boot Order', 'Licensing', 'Key Manager', 'Language', and 'Firmware Verification'. The 'Local Users' section displays a table of users with columns for Login Name, User Name, Status, and various permissions. The 'test' user is highlighted with a red box. Below the table are buttons for 'New', 'Edit', 'Delete', and 'Enable'.

	Login Name	User Name	Status																
<input type="checkbox"/>	superadmin	superadmin	Enabled	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
<input type="checkbox"/>	test	test	Enabled	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗
<input type="checkbox"/>	username	User	Enabled	✓	✓	✗	✗	✗	✗	✓	✗	✗	✗	✗	✗	✗	✗	✗	✗
<input type="checkbox"/>	admin	admin	Enabled	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✗

解决方法

hponcfg工具包请参看附件, 谢谢!

附件下载: hponcfg.rar