



*This Action Alert describes an issue which affects product functionality, reliability or safety*

# Intel Action Alert

AA-0001-1

5200 NE Elam Young Parkway  
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## Missing Local Area Network settings (IP address) during Intel® Hybrid Cloud server initial configuration

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### Products Affected

Intel® Hybrid Cloud platform 2.0 and 2.5

### Description

During the initial setup and configuration of the Intel® Hybrid Cloud server, the local network interface (LAN) – this is the add-in NIC – does not come up with proper network settings. No IP address is assigned, and, consequently, no communication through the LAN interface is possible.

### Root Cause

The LAN interface is preconfigured at the factory to set itself to a static IP address (192.168.77.1). This address is used for registration of the server. Subsequently, the LAN network properties can be changed to reflect the network environment of the customer. Plugging the LAN interface to a DHCP network causes a conflict. The Citrix XenServer\* networking module “unplugs” the LAN interface causing it to lose the configuration.

### Corrective Action / Resolution

The administrators setting up the Intel® Hybrid Cloud server must ensure that the LAN interface (add-in NIC) is **NOT** connected to any DHCP network during the initial setup of the server. In addition, the direct connection to the Local Computer (management PC/laptop) should not be done until **10 minutes** after the Intel® Hybrid Cloud server is first booted. Customers are advised to follow steps detailed in the Intel® Hybrid Cloud Quick Start Guide that came with the Intel® Hybrid Cloud server for initial setup.

## Recommended Customer Action

Customers are advised to follow the instructions below to successfully register their server.

Option #1: Use WAN interface (onboard network interface) for setup

- Connect the Intel® Hybrid Cloud server's WAN interface (onboard network interface) to a DHCP network
- Connect a monitor to the Intel® Hybrid Cloud server; make note of the WAN IP address shown on screen
- Connect and register the Intel® Hybrid Cloud server through the WAN interface (use the WAN IP address)

Option #2: LAN interface repair

- Disconnect the network cable from the Intel® Hybrid Cloud server's LAN interface (this is the add-in NIC)
- Connect a monitor and keyboard to the Intel® Hybrid Cloud server to perform the next steps
- Press **Alt+F5** (together) to exit from the Intel® Hybrid Cloud software stack screen
- Press **F10, Home, Esc, F4** (separately, in order) to get to the Citrix XenServer\* login prompt
- Login to the server as **root**. The default root password is provided in the Intel® Hybrid Cloud Password Guide that came with your Intel® Hybrid Cloud server.
- Type the following command and make note of the "uuid" corresponding to device "eth1"
  - `xe pif-list`
- Type the following command
  - `xe pif-plug uuid=<uuid-as-displayed-in-previous-command>`
- Type "ifconfig" and verify that the "xenbr1" interface appears in the output and that it has an IP address of 192.168.77.1. If it does not have this IP address, then type the following command
  - `ifconfig xenbr1 192.168.77.1 netmask 255.255.255.0 broadcast 192.168.77.255`

Please contact Intel Customer Support if you require more specific information about this issue.

<http://www.intelhybridcloud.com/support.html>

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