



**PureConnect®**

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# Factory Image Restoration Procedures 05

## Technical Reference

### Abstract

This document describes the procedures required to restore the factory image (operating system and/or any PureConnect software) using the Interaction Recovery Environment from a USB flash drive embedded inside the system. DC-900-4.0-RESTPROC-05

For the latest version of this document, see the PureConnect Documentation Library at: <http://help.genesys.com/cic>.

For copyright and trademark information, see [https://help.genesys.com/cic/desktop/copyright\\_and\\_trademark\\_information.htm](https://help.genesys.com/cic/desktop/copyright_and_trademark_information.htm).

# Table of Contents

Table of Contents	2
Introduction to Factory Image Restoration Procedures	3
Packaged servers available for factory image restoration	3
Other resources	3
PureConnect Documentation Library	3
Genesys Testlab site	3
Recovery Tasks	4
Verify RAID Configuration	4
Delete and Redefine Array Configuration	6
Delete the drive arrays	6
Redefine the arrays	6
Restore Factory Defaults	6
Capture and Restore a Configured State	10
Capture the Current System State	10
Restore a Captured System State	13
Appendix A: Examples	18
System Utilities Menu	18
Select HP Smart Storage Administrator	18
Select Smart Array Controller	19
Verify RAID Configuration	20
Select Physical Drives for the New Array	21
Create Logical Drive	22
Appendix B: Interaction Recovery Messages	24
Successful restore or capture messages	24
Unsuccessful restore or capture messages	24
Change Log	25

# Introduction to Factory Image Restoration Procedures

The *Factory Image Restoration Procedures Technical Reference* describes how to restore packaged server devices to factory default settings using Interaction Recovery software stored on a USB drive embedded in the server case. This internal USB flash drive replaces System Recovery discs previously distributed for this purpose. Bundling USB media inside the system ensures that the software is always available for recovering the system.

Several situations can impact the need to restore factory defaults. For example, when you want to start with a clean software configuration before repurposing or extensively overhauling the configuration of a server. Or, after replacing hard drives or when PureConnect Customer Care instructs you to.

Back up your license files before recovering the server. You can also make copies of logs and recordings before recovering, when pertinent to a support case.

## Packaged servers available for factory image restoration

The Factory Image Restoration procedures outlined in this document are available for the following packaged servers:

Packaged server	Part number
Interaction Application Server 360 Medium Gen10	TH-900-4.0-HPIAS36010M
Interaction Application Server 360 Large Gen10	TH-900-4.0-HPIAS36010L
Interaction Application Server 380 Gen10	TH-900-4.0-HPIAS38010
Interaction Media Server Small Appliance Gen10	SY-014-4.0-MSAS10
Interaction Media Server Medium Appliance Gen10	SY-014-4.0-MSAM10
Interaction Media Server Large Appliance Gen10	SY-014-4.0-MSAL10

## Other resources

For more information about Factory Image Restoration Procedures and related packaged servers, see the following documents and website pages.

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### PureConnect Documentation Library

For more information about Factory Image Restoration Procedures and related packaged server installation and configuration guides, see [Packaged Hardware Documents](#) in the PureConnect Documentation Library.

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### Genesys Testlab site

The [Genesys Testlab](#) site is a resource for tracking the latest hardware and software components that Genesys tested, approved, and recommended for use with PureConnect products.

# Recovery Tasks

All recovery tasks apply to **Gen10 platforms** only. To obtain hardware specifications for your packaged server, contact [HardwareQuotes@genesys.com](mailto:HardwareQuotes@genesys.com).

Recovering factory default settings involves three tasks:

1. [Verify that the device's RAID configuration](#) matches the factory settings, especially if drives were replaced.
2. If necessary, [delete and redefine the disk array configuration](#).
3. Run the Interaction Recovery utility to [restore factory defaults](#).

## Verify RAID Configuration

Before you reimage a server, ensure that the server's RAID configuration matches the default configuration required to restore factory settings.

1. Start the device. The HP ProLiant Power-On Self-Test (POST) begins.

The screenshot shows the HPE ProLiant BIOS/UEFI boot screen. At the top left, it says "HPE ProLiant" with a progress bar. At the top right, it says "Hewlett Packard Enterprise". Below the title, there is copyright information: "(C) Copyright 1982-2018 Hewlett Packard Enterprise Development LP", "HPE ProLiant DL360 Gen10", "System ROM Version: U32 v1.32 (02/01/2018)", and "Serial Number:". System information includes "Installed System Memory: 32 GB, Available System Memory: 32 GB" and "2 Processor(s) detected, 16 total cores enabled, Hyperthreading is enabled". Processor details are "Proc 1: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz" and "Proc 2: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz". UPI Speed is "9.6 GT/s". Workload Profile is "Custom", Power Regulator Mode is "Static High Performance", Advanced Memory Protection Mode is "Advanced ECC Support", and Boot Mode is "UEFI". It also states "HPE SmartMemory authenticated in all populated DIMM slots." Below this, it says "Starting required devices. Please wait, this may take a few moments...." and "System configuration has changed. Starting all devices. Please wait....". At the bottom left, it shows "iLO 5 IPv4:" and "iLO 5 IPv6: FE80::9AF2:B3FF:FE21:AAF4". At the bottom, there are navigation buttons: "F9 System Utilities", "F10 Intelligent Provisioning", "F11 Boot Menu", and "F12 Network Boot". On the right side, there is a grid of 12 features, each with a checkmark icon: "Secure Start", "Smart Storage Battery", "Smart Array", "Dynamic Power Capping", "HPE SmartMemory", "HPE RESTful API", "Intelligent Provisioning", "Sea of Sensors 3D", "iLO Management Engine", "iLO Advanced", and "Agentless Management".

2. Press **F9**. The **System Utilities** menu appears.
3. Click **System Configuration** (see System Utilities Menu in Appendix A).
4. On the **System Configuration** menu, select the appropriate disk controller:
  - 360 Gen10:** HP Smart Array P408i-a Controller
  - 380 Gen10:** Smart Array P408i Controller
5. Click **Exit** and then start HP Smart Storage Administrator (HPSSA).
6. Select **HP Smart Storage Administrator** (see Select HP Smart Storage Administrator in Appendix A.)
7. After the HP Smart Storage Administrator loads, click the appropriate array controller in the left pane (see Select Smart Array Controller in Appendix A):

**360 Gen10:** Smart Array P408i-a

**380 Gen10: Smart Array P408i**

8. Under **Actions**, select **Configure**.
9. In the left pane, under **Controller Devices** click **Logical Devices**. (see Verify RAID Configuration in Appendix A.)
10. Verify that the RAID configuration matches the settings required for the device, according to your server's configuration requirements listed in the following table.

Device Type	RAID Configuration Requirements	
Interaction Application Server	Based on your server model, verify the existence of the logical drive on the device. If the required logical drive exists, and the status is OK, no further configuration is necessary. Proceed to <b>Restore Factory Defaults</b> . If the required logical drive configuration does not exist, or the status is not OK, delete the current array configuration and recreate it. Proceed to <b>Delete and redefine array configuration</b> .	
	Model	RAID Configuration
	360 Gen10 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Gen10 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs
	380 Gen10	Single RAID 1+0 logical drive, consisting of 8 HDDs
Interaction Media Server™	Based on your server model, verify the existence of the logical drive on the device. If the required logical drive exists, and the status is OK, no further configuration is necessary. Proceed to <b>Restore Factory Defaults</b> . If the required logical drive configuration does not exist, or the status is not OK, delete the current array configuration and recreate it. Proceed to <b>Delete and redefine array configuration</b> .	
	Model	RAID Configuration
	360 Gen10 Small	Single RAID 1 logical drive, consisting of 2 HDDs
	360 Gen10 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Gen10 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs

# Delete and Redefine Array Configuration

You can delete and redefine an existing RAID when its configuration is invalid or does not match required settings.

## Delete the drive arrays

1. Open the **HP Smart Storage Administrator** and select the appropriate array controller.
2. Under **Actions**, select **Clear Configuration**.
3. Review the warning and click **Clear** to confirm.

**Note:** Once you confirm the clear operation, the system removes all data from the logical drive. You cannot recover data after this operation.

4. When the controller configuration clears, click **Finish**.
5. Repeat the procedure to delete all drive arrays.

## Redefine the arrays

After deleting all arrays, redefine them.

1. Under **Actions** select **Create Array**.
2. Follow the steps in the table below, using the configuration requirements for your particular server, to recreate the array configuration required by the device.

Device Type	RAID Configuration Steps	
Interaction Application Server	Recreate logical drives to match the RAID configuration for the model you are using:	
	Model	RAID Configuration
	360 Gen10 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Gen10 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs
	380 Gen10	Single RAID 1+0 logical drive, consisting of 8 HDDs
	1. Create the required Logical Drive Array by selecting its physical drives. 2. Click <b>Create Array</b> (see Select Physical Drives for the New Array in Appendix A). 3. Under <b>RAID Level</b> select <b>RAID 1+0</b> . 4. Under <b>Size</b> select <b>Maximum Size</b> . Leave remaining settings at default. 5. Click <b>Create Logical Drive</b> (see Create Logical Drive in Appendix A). 6. Click <b>Finish</b> once the logical drive creates successfully. When finished, the configuration should match the RAID Configuration for the model that you have.	
Interaction Media Server™	Recreate logical drives to match the RAID configuration for the model you are using:	
	Model	RAID Configuration
	360 Gen10 Small	Single RAID 1 logical drive, consisting of 2 HDDs
	360 Gen10 Medium	Single RAID 1+0 logical drive, consisting of 4 HDDs
	360 Gen10 Large	Single RAID 1+0 logical drive, consisting of 4 HDDs
	1. Create the required Logical Drive Array by selecting its physical drives. 2. Click <b>Create Array</b> (see Select Physical Drives for the New Array in Appendix A). 3. Under <b>RAID Level</b> , select <b>RAID 1+0</b> . 4. Under <b>Size</b> select <b>Maximum Size</b> . Leave remaining settings at default. 5. Click <b>Create Logical Drive</b> (see Create Logical Drive in Appendix A). 6. Click <b>Finish</b> once the logical drive creates successfully. When finished, the configuration should match the RAID Configuration for the model you have.	

## Restore Factory Defaults

If you properly configured the RAID, you can restore the device to factory settings. The reimaging software resides on an internal USB flash drive. To access the internal drive, modify the BIOS start sequence to start from the USB drive instead of RAID, or do a

one-time startup override described in the following steps.

1. Restart your computer. The HP ProLiant Power-On Self-Test (POST) runs.
2. Press **F11** to enter the **Boot Menu**.

**HPE ProLiant**

**Hewlett Packard Enterprise**

(C) Copyright 1982-2018 Hewlett Packard Enterprise Development LP  
HPE ProLiant DL360 Gen10  
System ROM Version: U32 v1.32 (02/01/2018)  
Serial Number:

Installed System Memory: 32 GB, Available System Memory: 32 GB

2 Processor(s) detected. 16 total cores enabled, Hyperthreading is enabled  
Proc 1: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz  
Proc 2: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz  
UPI Speed: 9.6 GT/s

Workload Profile: Custom  
Power Regulator Mode: Static High Performance  
Advanced Memory Protection Mode: Advanced ECC Support  
Boot Mode: UEFI  
HPE SmartMemory authenticated in all populated DIMM slots.



Starting required devices. Please wait, this may take a few moments...

iLO 5 IPv4:   
iLO 5 IPv6: **FE80::9AF2:B3FF:FE21:AAF4**

**F9** System Utilities   **F10** Intelligent Provisioning   **F11** Boot Menu   **F12** Network Boot

Secure Start   Smart Storage Battery  
Smart Array   Dynamic Power Capping   HPE SmartMemory  
HPE RESTful API   Intelligent Provisioning   Sea of Sensors 3D  
iLO Management Engine   iLO Advanced   Agentless Management

3. Select **Internal USB** and then press **Enter**.

**Hewlett Packard Enterprise** **Boot Menu**  


**System Utilities** > **One-Time Boot Menu**

**HPE ProLiant DL360 Gen10**  
Server SN:  
iLO IPv4:  
iLO IPv6: FE80::9AF2:B3FF:FE21:AAF4  
User Default: OFF

**One-Time Boot Menu**

- Windows Boot Manager
- Embedded RAID 1 : HPE Smart Array P408i-a SR Gen10 - 2235.56 GiB, RAID1+0 Logical Drive 1(Target:0, Lun:0)
- Generic USB Boot
- Internal USB 1 : Kingston ININUSB**
- Windows Boot Manager
- Run a UEFI application from a file system
- Legacy BIOS One-Time Boot Menu

Enter: Select  
ESC: Exit  
F1: Help  
F7: Load Manufacturing Defaults  
F10: Save  
F12: Save and Exit



<http://www.hpe.com/qref/ProLiantGen10UEFI-Help>

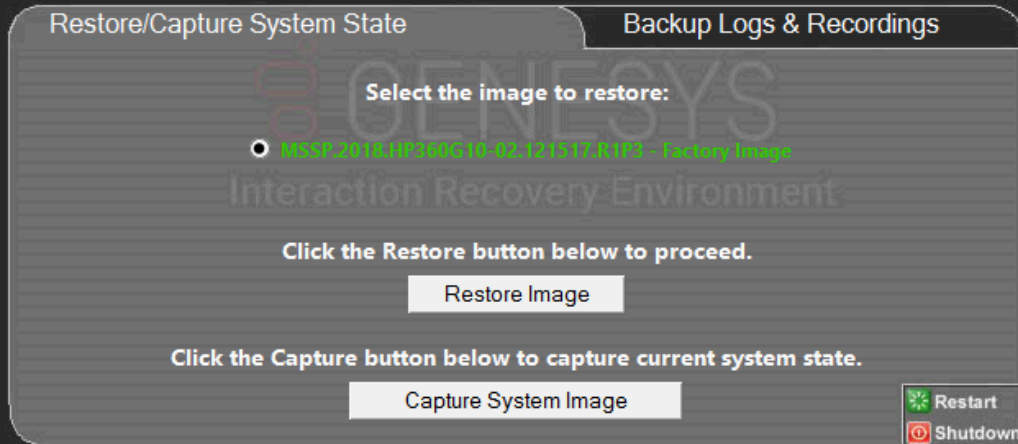
**Exit**    Changes Pending    Reboot Required   **F7: Load Defaults**   **F10: Save**   **F12: Save and Exit**

4. Wait for the system to start. When the system completes the process, the **Welcome to the Interaction Recovery Environment** window appears.



## Welcome to the **Interaction Recovery Environment**

This utility allows you to revert your system to the original factory state. On certain models, it also allows you to capture (and restore) the system state after you have configured it to your liking. **\*\*CAUTION\*\*** Any information currently stored on the system will be completely erased during the restore process. Please be sure to back up any important data before proceeding.



5. Ensure that the **Factory Image** is selected and then click **Restore Image**. The system requests confirmation of the recovery operation.
6. Click **Confirm**.
7. Wait while the device is reset to factory defaults, which can take several minutes. The process is complete when **Factory reversion complete** appears.
8. Click **Restart**.
9. Click **Yes**.

# Capture and Restore a Configured State

Depending on your server model, you can [capture](#) and [restore](#) a system state after you have a working configuration in place. Use the **Capture System Image** feature to create an image of the current system state, excluding recordings and logs, and save it on the internal USB flash drive. Genesys recommends that you capture a system image immediately after you have a working configuration in place.

## Capture the Current System State

**Interaction Media Server only:** The capture process does NOT save recordings and logs. Therefore, Genesys strongly recommends that you back up your recordings and logs before you capture a system image.

**Interaction Application Server only:** The capture process saves the OS partition ONLY. Therefore, Genesys strongly recommends that you back up any data you might need after restoring this user-configured image in the future.

**Note:** The capture process saves only ONE system state capture. Capturing the current system state replaces any previous system state captures.

1. Restart your computer. The HP ProLiant Power-On Self-Test (POST) runs.
2. Press **F11** to enter the **Boot Menu**.

**HPE ProLiant**

Hewlett Packard Enterprise

(C) Copyright 1982-2018 Hewlett Packard Enterprise Development LP  
HPE ProLiant DL360 Gen10  
System ROM Version: U32 v1.32 (02/01/2018)  
Serial Number:

Installed System Memory: 32 GB, Available System Memory: 32 GB

2 Processor(s) detected, 16 total cores enabled, Hyperthreading is enabled  
Proc 1: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz  
Proc 2: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz  
UPI Speed: 9.6 GT/s

Workload Profile: Custom  
Power Regulator Mode: Static High Performance  
Advanced Memory Protection Mode: Advanced ECC Support  
Boot Mode: UEFI  
HPE SmartMemory authenticated in all populated DIMM slots.

Starting required devices. Please wait, this may take a few moments....

iLO 5 IPv4:  
iLO 5 IPv6: **FE80::9AF2:B3FF:FE21:AAF4**

**F9** System Utilities   **F10** Intelligent Provisioning   **F11** Boot Menu   **F12** Network Boot

- Secure Start
- Smart Storage Battery
- Smart Array
- Dynamic Power Capping
- HPE SmartMemory
- HPE RESTful API
- Intelligent Provisioning
- Sea of Sensors 3D
- iLO Management Engine
- iLO Advanced
- Agentless Management


3. Select **Internal USB** and then press **Enter**.

**Hewlett Packard Enterprise** **Boot Menu** ⚙️ ?

System Utilities > One-Time Boot Menu

**HPE ProLiant DL360 Gen10**  
 Server SN:  
 iLO IPv4:  
 iLO IPv6: FE80::9AF2:B3FF:FE21:AAF4  
 User Default: OFF

Enter: Select  
 ESC: Exit  
 F1: Help  
 F7: Load Manufacturing Defaults  
 F10: Save  
 F12: Save and Exit

  
<http://www.hpe.com/qref/ProLiantGen10UEFI-Help>

**One-Time Boot Menu**

Windows Boot Manager  
 Embedded RAID 1 : HPE Smart Array P408i-a SR Gen10 - 2235.56 GiB, RAID1+0  
 Logical Drive 1(Target:0, Lun:0)

Generic USB Boot  
**Internal USB 1 : Kingston ININUSB**

Windows Boot Manager

Run a UEFI application from a file system

Legacy BIOS One-Time Boot Menu

Exit  Changes Pending  Reboot Required

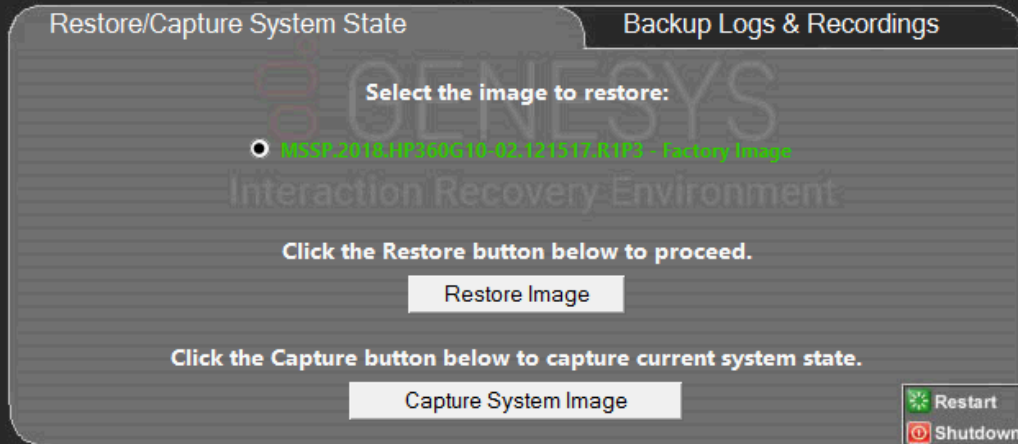
- Wait for the system to start. When the system completes the process, the **Welcome to the Interaction Recovery Environment** window appears.
- Select one of the following actions based on the type of packaged server you have:

**Interaction Media Server only:** The capture process does NOT save recordings and logs. Therefore, Genesys strongly recommends that you back up your recordings and logs before you capture a system image.

**Interaction Application Server only:** The capture process saves the OS partition ONLY. Therefore, Genesys strongly recommends that you back up any data that you might need after restoring this user-configured image in the future.

## Welcome to the **Interaction Recovery Environment**

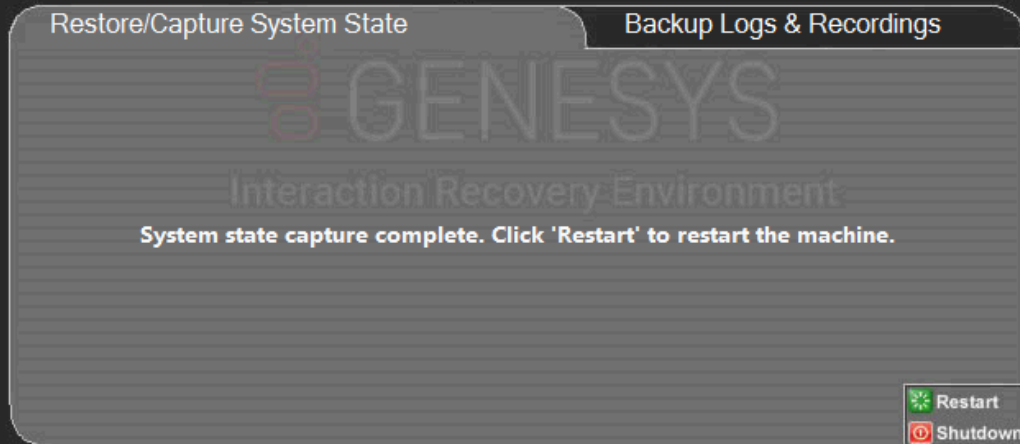
This utility allows you to revert your system to the original factory state. On certain models, it also allows you to capture (and restore) the system state after you have configured it to your liking. **\*\*CAUTION\*\*** Any information currently stored on the system will be completely erased during the restore process. Please be sure to back up any important data before proceeding.



6. Click **Capture System Image** and follow the prompts to save the current configuration. The system requests confirmation of the system image capture operation.
7. Click **Confirm** to proceed.
8. Wait while the system captures the current system state, which can take several minutes.

## Welcome to the **Interaction Recovery Environment**

This utility allows you to revert your system to the original factory state. On certain models, it also allows you to capture (and restore) the system state after you have configured it to your liking. **\*\*CAUTION\*\*** Any information currently stored on the system will be completely erased during the restore process. Please be sure to back up any important data before proceeding.



9. When the **System state capture complete** message appears, click **Restart** to restart your computer and complete the process.
10. Click **Yes** to confirm that you want to restart.

## Restore a Captured System State

**Note:** The restore process deletes ALL information on the server currently. Therefore, Genesys strongly recommends that you back up recordings, logs, and other critical files before you restore a system image.

1. Restart your computer. The HP ProLiant Power-On Self-Test (POST) runs.
2. Press **F11** to open the **Boot Menu**.

# HPE ProLiant



(C) Copyright 1982-2018 Hewlett Packard Enterprise Development LP  
HPE ProLiant DL360 Gen10  
System ROM Version: U32 v1.32 (02/01/2018)  
Serial Number:

Installed System Memory: 32 GB, Available System Memory: 32 GB

2 Processor(s) detected, 16 total cores enabled, Hyperthreading is enabled  
Proc 1: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz  
Proc 2: Intel(R) Xeon(R) Silver 4110 CPU @ 2.10GHz  
UPI Speed: 9.6 GT/s

Workload Profile: Custom  
Power Regulator Mode: Static High Performance  
Advanced Memory Protection Mode: Advanced ECC Support  
Boot Mode: UEFI  
HPE SmartMemory authenticated in all populated DIMM slots.



Starting required devices. Please wait, this may take a few moments....

iLO 5 IPv4:   
iLO 5 IPv6: **FE80::9AF2:B3FF:FE21:AAF4**

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Secure Start	Smart Storage Battery	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Smart Array	Dynamic Power Capping	HPE SmartMemory
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
HPE RESTful API	Intelligent Provisioning	Sea of Sensors 3D
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
iLO Management Engine	iLO Advanced	Agentless Management

**F9** System Utilities   **F10** Intelligent Provisioning   **F11** Boot Menu   **F12** Network Boot

3. Select **Internal USB** and press **Enter**.

**Hewlett Packard Enterprise** **Boot Menu** ⚙️ ?


System Utilities > One-Time Boot Menu >

**HPE ProLiant DL360 Gen10**  
 Server SN:  
 iLO IPv4:  
 iLO IPv6: FE80::9AF2:B3FF:FE21:AAF4  
 User Default: OFF

**One-Time Boot Menu**

- Windows Boot Manager
- Embedded RAID 1 : HPE Smart Array P408i-a SR Gen10 - 2235.56 GiB, RAID1+0 Logical Drive 1(Target:0, Lun:0)
- Generic USB Boot
  - Internal USB 1 : Kingston ININUSB**
- Windows Boot Manager
- Run a UEFI application from a file system
- Legacy BIOS One-Time Boot Menu

Enter: Select  
 ESC: Exit  
 F1: Help  
 F7: Load Manufacturing Defaults  
 F10: Save  
 F12: Save and Exit

  
<http://www.hpe.com/qref/ProLiantGen10UEFI-Help>

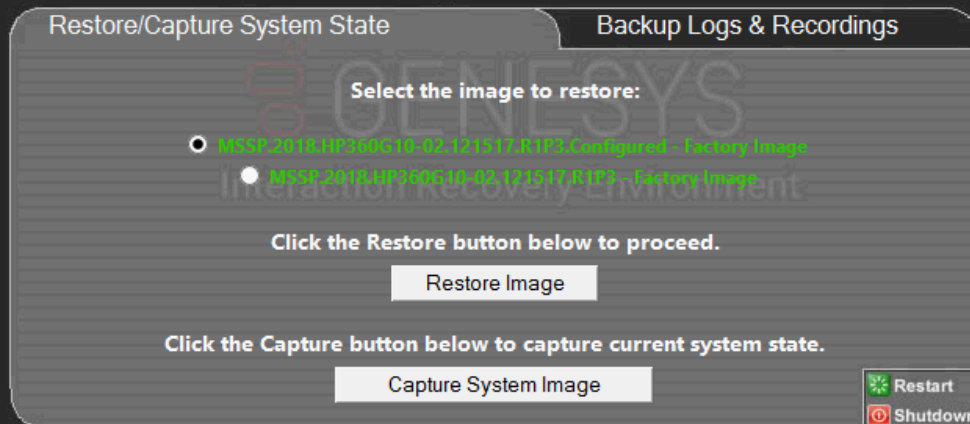
Exit  Changes Pending  Reboot Required

- Wait for the system to start. When the system completes the process, the **Welcome to the Interaction Recovery Environment** window appears.

**Note:** The restore process erases **ALL** information currently stored on the server; therefore Genesys strongly recommends that you back up recordings, logs, and other critical files before you restore a system image, if possible.

## Welcome to the **Interaction Recovery Environment**

This utility allows you to revert your system to the original factory state. On certain models, it also allows you to capture (and restore) the system state after you have configured it to your liking. **\*\*CAUTION\*\*** Any information currently stored on the system will be completely erased during the restore process. Please be sure to back up any important data before proceeding.

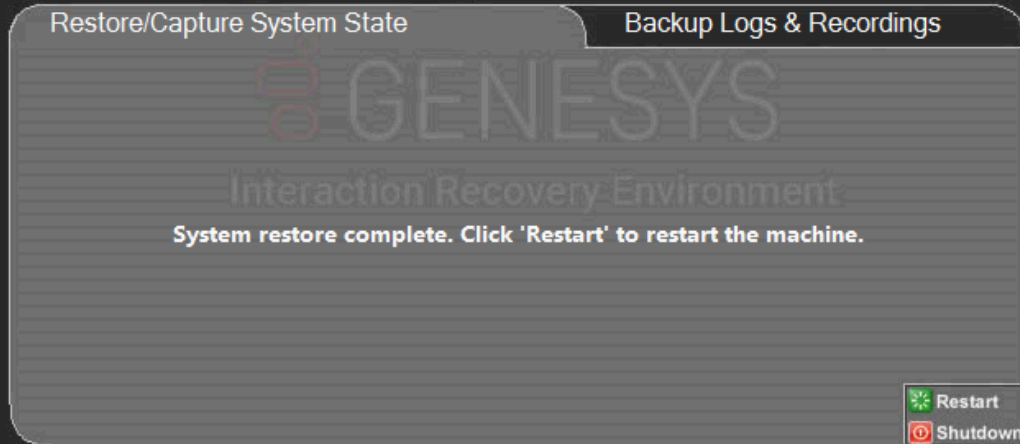


5. In the **Select the image to restore** area, select the **User Configured Image** to which you want to restore the computer and then click **Restore Image**. The system requests confirmation of the image restore operation.
6. Click **Confirm** to proceed.
7. Wait while the user configured image restores, which can take several minutes.
8. When the **System restore complete** message appears, click **Restart** to restart your computer and complete the process.



## Welcome to the **Interaction Recovery Environment**

This utility allows you to revert your system to the original factory state. On certain models, it also allows you to capture (and restore) the system state after you have configured it to your liking. **\*\*\*CAUTION\*\*\*** Any information currently stored on the system will be completely erased during the restore process. Please be sure to back up any important data before proceeding.



9. Click **Yes** to confirm that you want to restart.

# Appendix A: Examples

This appendix provides examples from various steps in the recovery process.

## System Utilities Menu

The screenshot displays the System Utilities interface for an HPE ProLiant DL360 Gen10 server. The top header includes the Hewlett Packard Enterprise logo and the title "System Utilities". A navigation breadcrumb shows "System Utilities" with a right-pointing arrow. The main content area is divided into several sections:

- System Information:** Displays "HPE ProLiant DL360 Gen10" and "Server SN:". Below this, it lists network details: "iLO IPv4:", "iLO IPv6: FE80::9AF2:B3FF:FE21:AAF4", and "User Default: OFF".
- System Configuration:** A menu with expandable options: "One-Time Boot Menu", "Embedded Applications", "System Information", and "System Health".
- Exit and resume system boot:** Includes a "Reboot the System" button.
- Select Language:** A dropdown menu currently set to "English".
- Setup Browser Selection:** A dropdown menu currently set to "Auto".

On the left side, there is a list of keyboard shortcuts:

- Enter: Select
- ESC: Exit
- F1: Help
- F7: Load Manufacturing Defaults
- F10: Save
- F12: Save and Exit

Below the shortcuts is a QR code and a URL: <http://www.hpe.com/qref/ProLiantGen10UEFI-Help>.

At the bottom, there are several buttons and status indicators:

- "Exit" button
- Radio buttons for "Changes Pending" and "Reboot Required" (both are currently unselected).
- "F7: Load Defaults" button
- "F10: Save" button
- "F12: Save and Exit" button

## Select HP Smart Storage Administrator



Intelligent Provisioning

Smart Storage Administrator

Scripting Toolkit Windows PE 64 Bit Mode

## Select Smart Array Controller

**Hewlett Packard Enterprise** Smart Storage Administrator 3.10.3.0

Available Device(s) Refresh

Server  
smartstart


Smart Array Controllers  
HPE Smart Array P408i-a SR Gen10 Embedded Slot

Other Devices  
Solid State Devices  
0 SSDs

**Welcome to Smart Storage Administrator**

This application allows you to configure, diagnose and manage Smart Storage devices attached to your server.

To begin, please select a device from the menu on the left.



## Verify RAID Configuration

**Hewlett Packard Enterprise** Smart Storage Administrator 3.10.3.0

**Configure** Refresh

**Selected Controller**  
HPE Smart Array P408i-a SR Gen10  
Embedded Slot

**Controller Devices**

- Logical Devices**  
1 array, 1 logical drive
- Physical Devices**  
4 physical drives
- Unassigned Drives**  
0 unassigned drives

**Tools**

- Cache Manager
- License Manager
- Encryption Manager  
Encryption Not Set

**Logical Devices** Show All

- Array A - 1 Logical Drive(s)  
1 MiB (0.0%) Free Space
- Logical Drive 1  
2.18 TiB (2.40 TB), RAID 1+0
- 1.2 TB SAS HDD  
Port 11 : Box 1 : Bay 1
- 1.2 TB SAS HDD  
Port 11 : Box 1 : Bay 2
- 1.2 TB SAS HDD  
Port 11 : Box 1 : Bay 3
- 1.2 TB SAS HDD  
Port 11 : Box 1 : Bay 4

Select a device to the left or select an action below.

## Select Physical Drives for the New Array

HPE Smart Array P408i-a SR Gen10 Embedded Slot > Create Array

**■** In a dual domain configuration, mixing single and dual ported SAS drives can lead to a loss of redundancy. [Hide](#)





**■** To avoid wasting drive capacity, select physical drives that are the same size for the new array.

### Select Physical Drives for the New Array [\(What's this...?\)](#)

Sort By:

**All Items**

Select All (4)

 <b>1.2 TB</b> ✓ SAS HDD Port 11: Box 1: Bay 1	 <b>1.2 TB</b> ✓ SAS HDD Port 11: Box 1: Bay 2	 <b>1.2 TB</b> ✓ SAS HDD Port 11: Box 1: Bay 3	 <b>1.2 TB</b> ✓ SAS HDD Port 11: Box 1: Bay 4
--	--	--	---

Selected: 4  
Size: 4.37 TiB (4.80 TB)

127.0.0.1:40746/index.htm

## Create Logical Drive

HPE Smart Array P408i-a SR Gen10 Embedded Slot > Create Logical Drive

**RAID Level** (What's this...?)

- RAID 0
- RAID 1+0
- RAID 5
- RAID 6 (ADG)

**Strip Size / Full Stripe Size** (What's this...?)

- 16 KiB / 32 KiB
- 32 KiB / 64 KiB
- 64 KiB / 128 KiB
- 128 KiB / 256 KiB
- 256 KiB / 512 KiB
- 512 KiB / 1024 KiB
- 1024 KiB / 2 MiB

**Sectors/Track** (What's this...?)

- 63
- 32

**Size** (What's this...?)

- Max. for MBR Partition Table: 2097152 MiB (2 TiB)
- Maximum Size: 2289218 MiB (2.1 TiB)
- Custom Size

**Caching** (What's this...?)

- Enabled
- Disabled

Create Logical Drive Cancel

# Appendix B: Interaction Recovery Messages

Interaction Recovery displays messages to indicate success or an error condition. The color of the message is significant:

- White text indicates success.
- Red text indicates an error.

## Successful restore or capture messages

The successful restore or capture messages include:

- Factory reversion complete. Click 'Restart' to restart the computer.
- System restore complete. Click 'Restart' to restart the computer.
- System state capture complete. Click 'Restart' to restart the computer.

**Note:** These messages indicate that Interaction Recovery restore/capture process ran successfully. When POST resumes, verify that the System BIOS boot sequence is set to the RAID HDD to prevent it from rebooting from the flash drive.

## Unsuccessful restore or capture messages

If the restore or capture process was unsuccessful, the message, "There was an error while trying to restore the factory image" appears, followed by text that describes the error. Possible error conditions are:

- **208 - IRERR.** This error usually indicates a faulty Interaction Recovery module configuration.
- **209 - PARTERR.** This error usually indicates a variation between the detected and required array configurations.
- **210 - BSGERR.** This error usually indicates a variation between the detected and required array configurations.
- **211 - IMGERR.** This error usually indicates a faulty Interaction Recovery module configuration.
- **212 - DICAERR.** This error usually indicates a faulty Interaction Recovery module configuration.
- **213 - CAPTERR.** An error occurred while trying to capture the current system state. This error usually indicates a faulty Interaction Recovery module configuration.
- **214 - RESTERR.** An error occurred while trying to restore the previously saved system state. This error usually indicates a faulty Interaction Recovery module configuration.
- **215 - RESTERR.** An error occurred while trying to restore the previously saved system state. This error usually indicates a variation between the detected and required disk configuration.
- **216 - DPARTERR.** An error occurred while trying to restore the previously saved system state. Click the **Restore/Capture** tab to try again.



# Change Log

The following table list the changes to the *Factory Image Restoration Procedures Technical Reference* since its initial publication.

Date	Changes
04-May-2018	Rebranded to Genesys.
20-May-2020	Converted Word document to RoboHelp project.