



# Recovery Guide for Cisco Access Registrar Jumpstart 5.1

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## Introduction

This guide describes how to recover Cisco Access Registrar Jumpstart. The guide contains the following sections:

- [Prerequisites, page 1](#)
- [Recovery Procedures, page 1](#)
- [Related Documentation, page 3](#)
- [Obtaining Documentation and Submitting a Service Request, page 4](#)

## Prerequisites

To start the recovery process, make sure that you have the following:

- **Recovery CD**—The Recovery CD includes the ESXi image and the OVF image required for installation.
- **Internet connectivity**—To download the licenses from Cisco.com

## Recovery Procedures

This section explains the following recovery procedures:

- [Reinstalling the ESXi, page 2](#)
- [Recovering the Cisco Access Registrar Jumpstart, page 2](#)
- [Recovering the Licenses, page 3](#)



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**Note**

Before you reinstall, contact the Technical Assistance Centre (TAC) and confirm whether the issue really requires a reinstall.

## Reinstalling the ESXi

Refer to this information on how to install ESXi on the UCS C200:

[http://www.cisco.com/en/US/partner/docs/unified\\_computing/ucs/c/sw/os/vmware/install/VMWARE-esxi-install.html](http://www.cisco.com/en/US/partner/docs/unified_computing/ucs/c/sw/os/vmware/install/VMWARE-esxi-install.html)

The version of ESXi that you should install is ESXi 4.1 Update 1. The .iso file is available on the recover disk as VMware-VMvisor-Installer-4.1.0.update1-348481.x86\_64.iso.

**Note**

The Cisco Integrated Management Controller (CIMC) virtual KVM console works well with IE or Firefox on Windows platforms, but the **VM** (virtual media) tab of the virtual KVM console may not work with either Safari or Firefox on a MAC OS X platform. There are two tabs on the virtual KVM console—KVM and VM. If the resulting window is blank when you click on the VM tab, then you should find another platform to use to install ESXi.

For more information on VMware ESXi, refer to:

[https://www.vmware.com/support/pubs/vs\\_pages/vsp\\_pubs\\_esxi41\\_i\\_vc41.html](https://www.vmware.com/support/pubs/vs_pages/vsp_pubs_esxi41_i_vc41.html).

**Note**

After you reinstall ESXi on the UCS C200, you should install the license that you noted during your original installation.

## Recovering the Cisco Access Registrar Jumpstart

To recover Cisco Access Registrar Jumpstart:

- Step 1** Place your Recovery DVD in your DVD-ROM drive on the UCS appliance.
- Step 2** Launch the VMware vSphere client from your local machine and connect to the IP address or hostname of the UCS (ESXi) .

**Note**

You need to have the VMware vSphere client installed in the Windows machine to manage the ESXi server.

- Step 3** From vSphere menu, choose **File > Deploy OVF Template**. The Deploy OVF Template Source window appears.
- Step 4** To deploy the OVF file, click **Browse** and choose the OVF file (.ovf) available in the drive.
- Step 5** Open console for 'AR-local-ucs' virtual machine and click the **Power on** button to power up the virtual machine. See "Configuring Cisco Access Registrar Virtual Appliance" procedure in Getting Started Guide for Cisco Access Registrar Jumpstart 5.1.
- Step 6** Connect to Cisco Access Registrar using ssh.

- Step 7** Launch the aregcmd tool under /cisco-ar/bin  
It prompts you to create admin user and password for Cisco Access Registrar.

## Recovering the Licenses

You can now restore your original license or request a replacement license at <http://www.cisco.com/go/license>.

## Related Documentation



### Note

We sometimes update the documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

The following is a list of documentation that you can refer to.

### Hardware Documents

Go to the following page to see the documentation for UCS server hardware:

<http://www.cisco.com/en/US/products/ps10493/index.html>

### Platform-Specific Documents

The following is a list of sites with platform-specific documentation:

- For VMware ESXi specific documentation, go the following site:  
[https://www.vmware.com/support/pubs/vs\\_pages/vsp\\_pubs\\_esxi41\\_i\\_vc41.html](https://www.vmware.com/support/pubs/vs_pages/vsp_pubs_esxi41_i_vc41.html)
- For CentOS specific documentation, go to the following site:  
<http://www.centos.org/docs/5/>

### Software Documents

The following documentation is available for Cisco Access Registrar Jumpstart:

- *Getting Started Guide for Cisco Access Registrar Jumpstart 5.1*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/access\\_registrar/jumpstart/5.1/getting\\_started/guide/CAR51JumpstartGS.html](http://www.cisco.com/en/US/docs/net_mgmt/access_registrar/jumpstart/5.1/getting_started/guide/CAR51JumpstartGS.html)
- *Third Party and Open Source Copyright Notices for Cisco Access Registrar Jumpstart 5.1*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/access\\_registrar/jumpstart/5.1/third\\_party/open\\_source/copyrights/CAR\\_Jumpstart\\_5.1\\_Open\\_Source\\_Documentation.pdf](http://www.cisco.com/en/US/docs/net_mgmt/access_registrar/jumpstart/5.1/third_party/open_source/copyrights/CAR_Jumpstart_5.1_Open_Source_Documentation.pdf)
- The following documentation is available for Cisco Access Registrar 5.1:
- *User Guide for Cisco Access Registrar 5.1:*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/access\\_registrar/5.1/user/guide/users.html](http://www.cisco.com/en/US/docs/net_mgmt/access_registrar/5.1/user/guide/users.html)
- *Installation Guide for Cisco Access Registrar 5.1:*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/access\\_registrar/5.1/installation/guide/incfg.html](http://www.cisco.com/en/US/docs/net_mgmt/access_registrar/5.1/installation/guide/incfg.html)
- *Release Notes for Cisco Access Registrar 5.1:*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/access\\_registrar/5.1/release/notes/51relnot.html](http://www.cisco.com/en/US/docs/net_mgmt/access_registrar/5.1/release/notes/51relnot.html)

- *Documentation Guide for Cisco Access Registrar 5.1:*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/access\\_registrar/5.1/roadmap/guide/PrintPDF/ardocgd.html](http://www.cisco.com/en/US/docs/net_mgmt/access_registrar/5.1/roadmap/guide/PrintPDF/ardocgd.html)
- *Third Party and Open Source Copyright Notices for Cisco Access Registrar 5.1:*  
[http://www.cisco.com/en/US/docs/net\\_mgmt/access\\_registrar/5.1/open\\_source/CAR\\_5.1\\_Open\\_Source\\_Documentation.pdf](http://www.cisco.com/en/US/docs/net_mgmt/access_registrar/5.1/open_source/CAR_5.1_Open_Source_Documentation.pdf)

## Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS version 2.0.

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This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.

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