

Subject: remote hands, Mozilla Japan
From: matthew zeier <mrz@mozilla.com>
Date: 3/7/09 1:35 AM
To: ap-noc@ap.equinix.com
CC: Gen Kanai <gen@mozilla.com>

My colleague opened the following request lastnight. Server was rebooted and you send the ILO address. Unfortunately I'm unable to login to ILO.

Can you please reset the server and during POST hit F8 to enter the ILO configuration and reset the Administrator account password to "mozillajapan" so I can remotely login?

Thank you.

Dear Customer,

The ticket reference for this Smart Hands request is 183627.

IBX.....:TY1
Company Name.....:Mozilla Japan
Requestor Name.....:KANAI,Gen
Requested Date.....:03/06/09 16:23:08
Details of Request.....:From: Gen Kanai
To: EQUINIX-AP-NOC
Subject: Re: Incident TY1 183618 -- 172.16.50.17 -- Performance Mon:
BW utilisation exception at TY1
- Incoming [tyo-csw2/2/3] [SIPC] Mozilla 40M/200M
Date: Fri, 6 Mar 2009 17:06:37 +0900
Hello Mr. Lam,
hank you for the contact.

We have a problem with the Mozilla mirror server hosted by Equinix. Unfortunately it has hung by our mistake.

<http://pj-mirror01.mozilla.org/pub/mozilla.org>

If someone could power cycle and make not of the ilo address as it boots up and provide that to us, someone from here can take over. Could you help us with this?
Thank you very much,
Gen Kanai

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