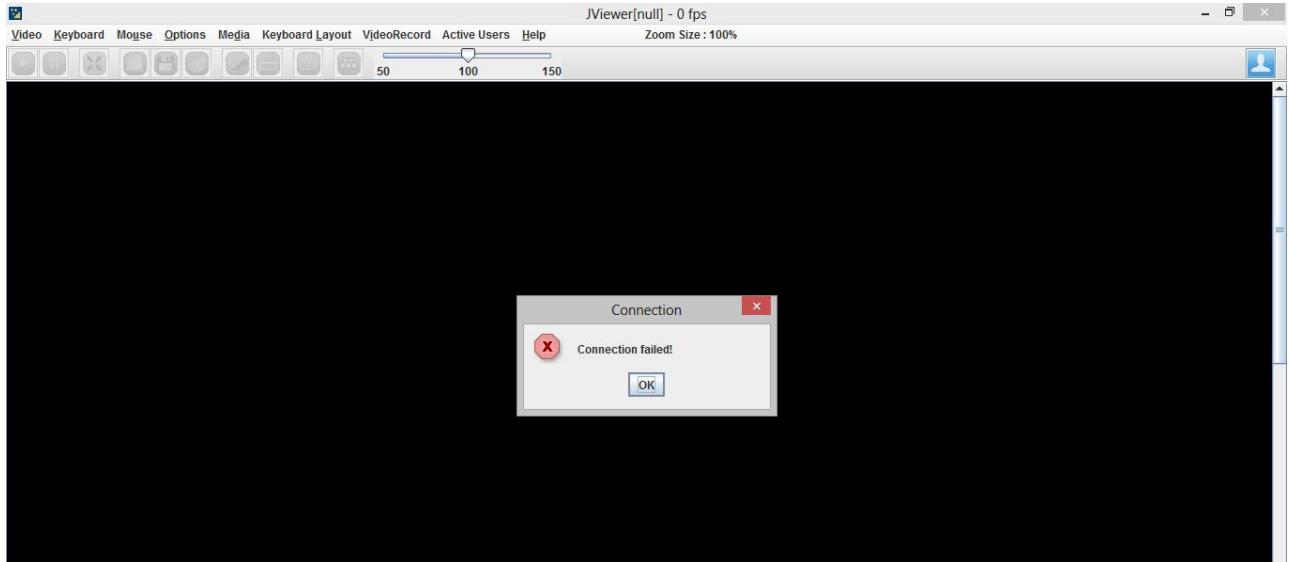


Resolve IPMI ipKVM Connection Failed

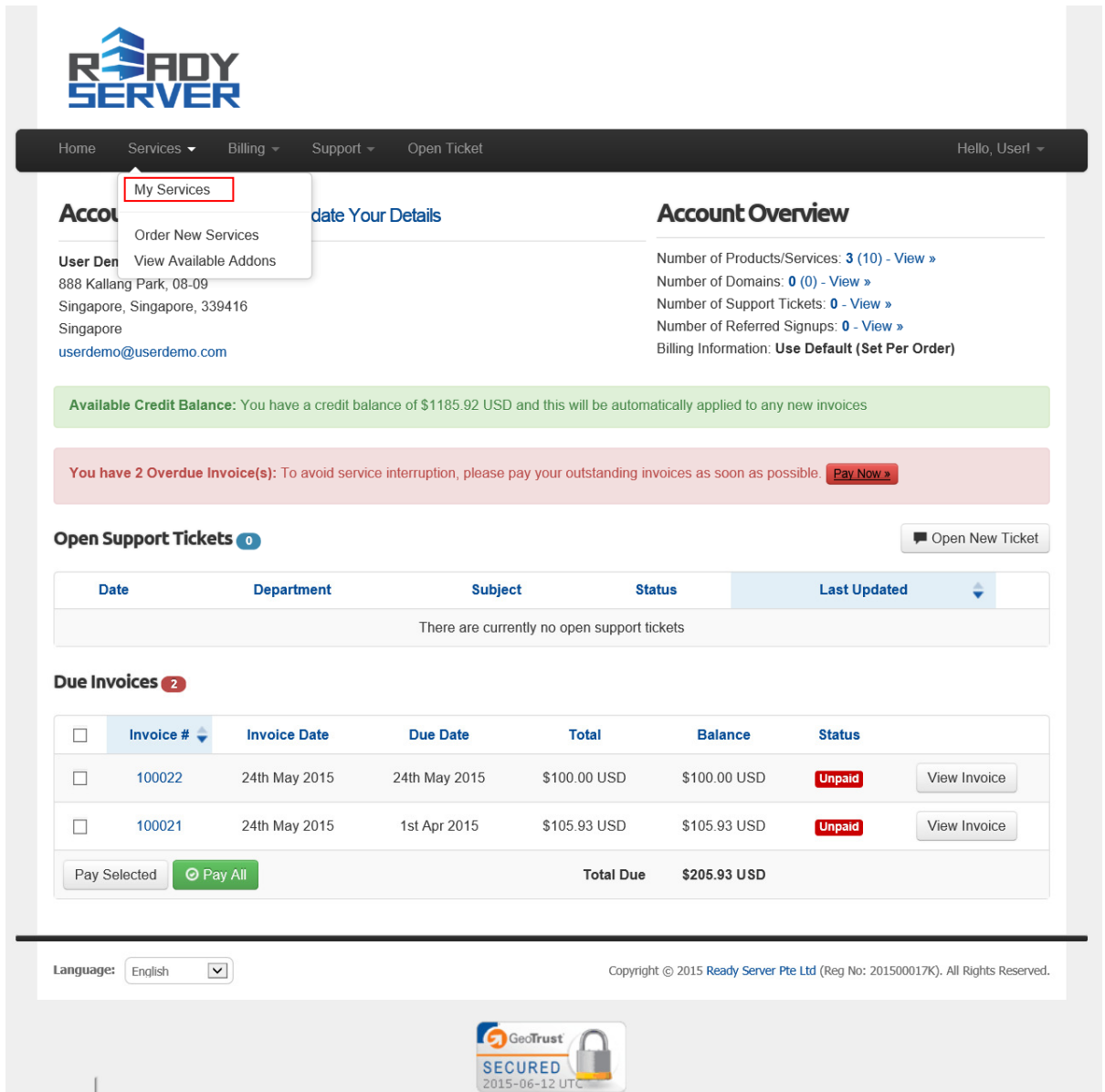
You should see the error “Connection Failed” as screen shot below:



Please proceed to “Cold Reset IPMI” as following steps:

Ready Server Client Portal

1. Login to Client Portal at <https://portal.readyserver.sg>
2. On Services drop down menu, select "My Services".



The screenshot displays the Ready Server Client Portal interface. At the top, there is a navigation bar with links for Home, Services, Billing, Support, and Open Ticket, along with a user greeting "Hello, User!". The "Services" dropdown menu is open, highlighting "My Services".

Account Overview

Number of Products/Services: **3 (10)** - [View »](#)
Number of Domains: **0 (0)** - [View »](#)
Number of Support Tickets: **0** - [View »](#)
Number of Referred Signups: **0** - [View »](#)
Billing Information: **Use Default (Set Per Order)**

Available Credit Balance: You have a credit balance of \$1185.92 USD and this will be automatically applied to any new invoices

You have 2 Overdue Invoice(s): To avoid service interruption, please pay your outstanding invoices as soon as possible. [Pay Now »](#)

Open Support Tickets 0 [Open New Ticket](#)


Date	Department	Subject	Status	Last Updated
There are currently no open support tickets				

Due Invoices 2

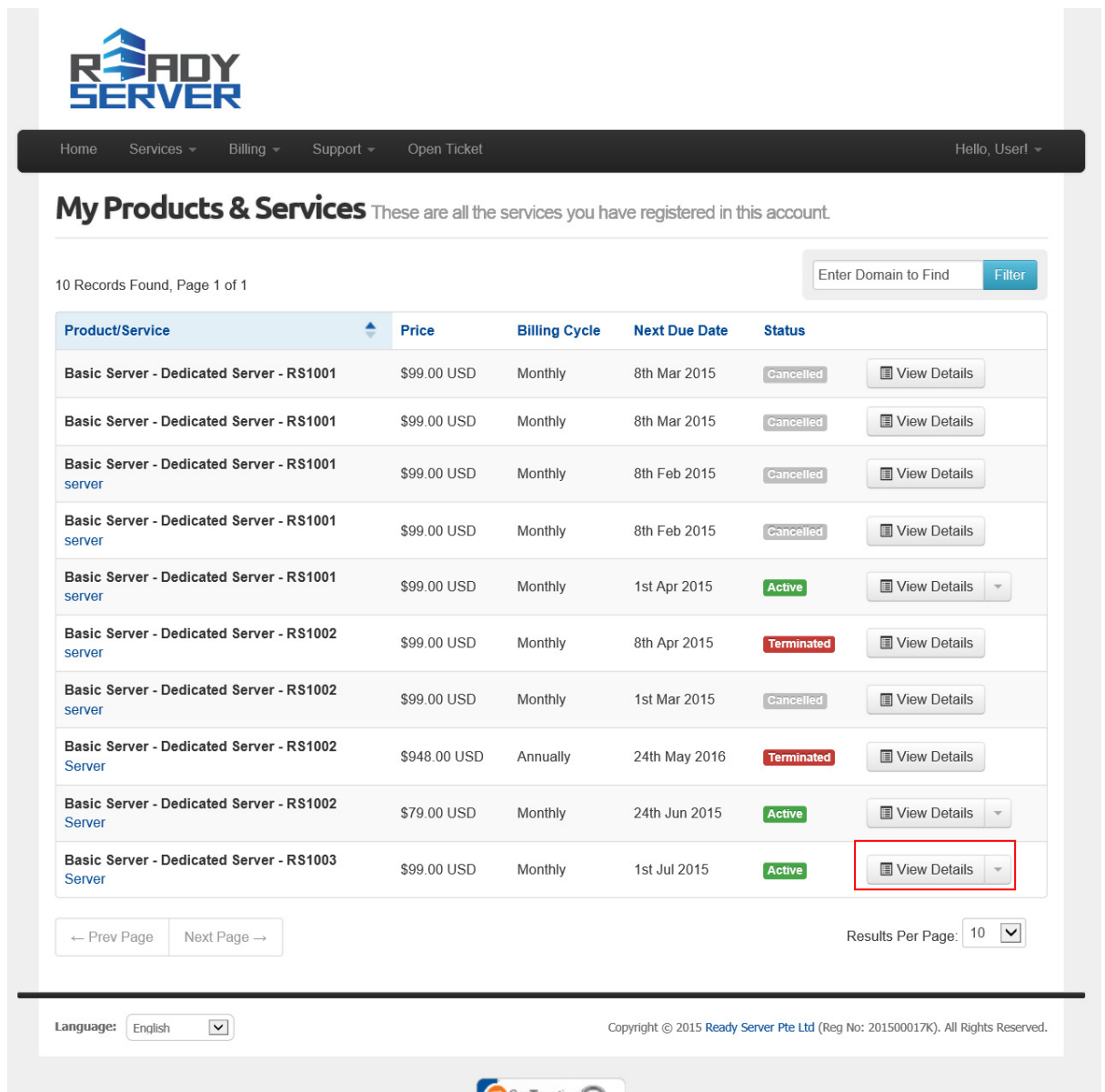
<input type="checkbox"/>	Invoice #	Invoice Date	Due Date	Total	Balance	Status	
<input type="checkbox"/>	100022	24th May 2015	24th May 2015	\$100.00 USD	\$100.00 USD	Unpaid	View Invoice
<input type="checkbox"/>	100021	24th May 2015	1st Apr 2015	\$105.93 USD	\$105.93 USD	Unpaid	View Invoice
				Total Due	\$205.93 USD		

Language: English

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3. Click on “View Details” to view the server information.



Ready Server

Home Services Billing Support Open Ticket Hello, User!

My Products & Services

These are all the services you have registered in this account.

10 Records Found, Page 1 of 1

Enter Domain to Find

Product/Service	Price	Billing Cycle	Next Due Date	Status	
Basic Server - Dedicated Server - RS1001	\$99.00 USD	Monthly	8th Mar 2015	Cancelled	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1001	\$99.00 USD	Monthly	8th Mar 2015	Cancelled	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1001 server	\$99.00 USD	Monthly	8th Feb 2015	Cancelled	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1001 server	\$99.00 USD	Monthly	8th Feb 2015	Cancelled	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1001 server	\$99.00 USD	Monthly	1st Apr 2015	Active	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1002 server	\$99.00 USD	Monthly	8th Apr 2015	Terminated	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1002 server	\$99.00 USD	Monthly	1st Mar 2015	Cancelled	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1002 Server	\$948.00 USD	Annually	24th May 2016	Terminated	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1002 Server	\$79.00 USD	Monthly	24th Jun 2015	Active	<input type="button" value="View Details"/>
Basic Server - Dedicated Server - RS1003 Server	\$99.00 USD	Monthly	1st Jul 2015	Active	<input type="button" value="View Details"/>

← Prev Page Next Page →

Results Per Page: 10

Language: English

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4. On Management Actions drop down menu, select the action “Cold Reset IPMI” to be performed. Alternatively, please click the action button “Cold Reset IPMI” on screen to perform the action.
5. After submitted the request. Please try to re-access the KVM console.

Ready Server

Home Services Billing Support Open Ticket Hello, User

Dedicated Server - RS1003

Information Addons Management Actions

Information
Here is an overview of your with us.
« Back to Services List

Management Actions:
Reboot Server
Power On Server
Power Off Server
OS Installation
Cancel OS Installation
Cold Reset IPMI
Request IPMI Login
Request VPN Login
Request Cancellation

Creation Date: 15
Service: Dedicated Server - RS1003 **Active**
System: Server OS
First Payment Amount: \$198.00 USD
Billing Cycle: Monthly
Payment Method: PayPal
Date: 1st Aug 2020

Server IPv4 Address: 103.47.209.18 - 103.47.209.22
Server IPv4 Netmask: 103.47.209.17
Server IPv4 Gateway: 255.255.255.248

Current Power Status: **ON** Reboot Server Power On Server Power Off Server

** Please allow up to 1 minute for our backend server to process your request.

Request VPN Login via Email Request IPMI Login via Email **Cold Reset IPMI**

** IPMI/ipKVM is only accessible via VPN Connection.
** Click "Cold Reset IPMI", if you encounter "Connection Failed!" in IP/KVM.

OS: --- Select Operating System ---
OS Password:
Confirm OS Password:
Submit OS Installation Request
** After click "Submit OS Installation Request", please power on / reboot server to begin installation.

The following status is receive from our backend server with 1 minute delay. [Refresh Status]
Install Status: No OS installation in progress.
Install Profile: No OS installation profile.

Cancel OS Installation

** If the OS installation is not yet started, user may cancel the OS installation request.
** If the OS installation failed, please cancel OS Installation and try again.
** Please allow up to 1 minute for our backend server to process your request.