



BMC Unique Password for Supermicro Products

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Introduction

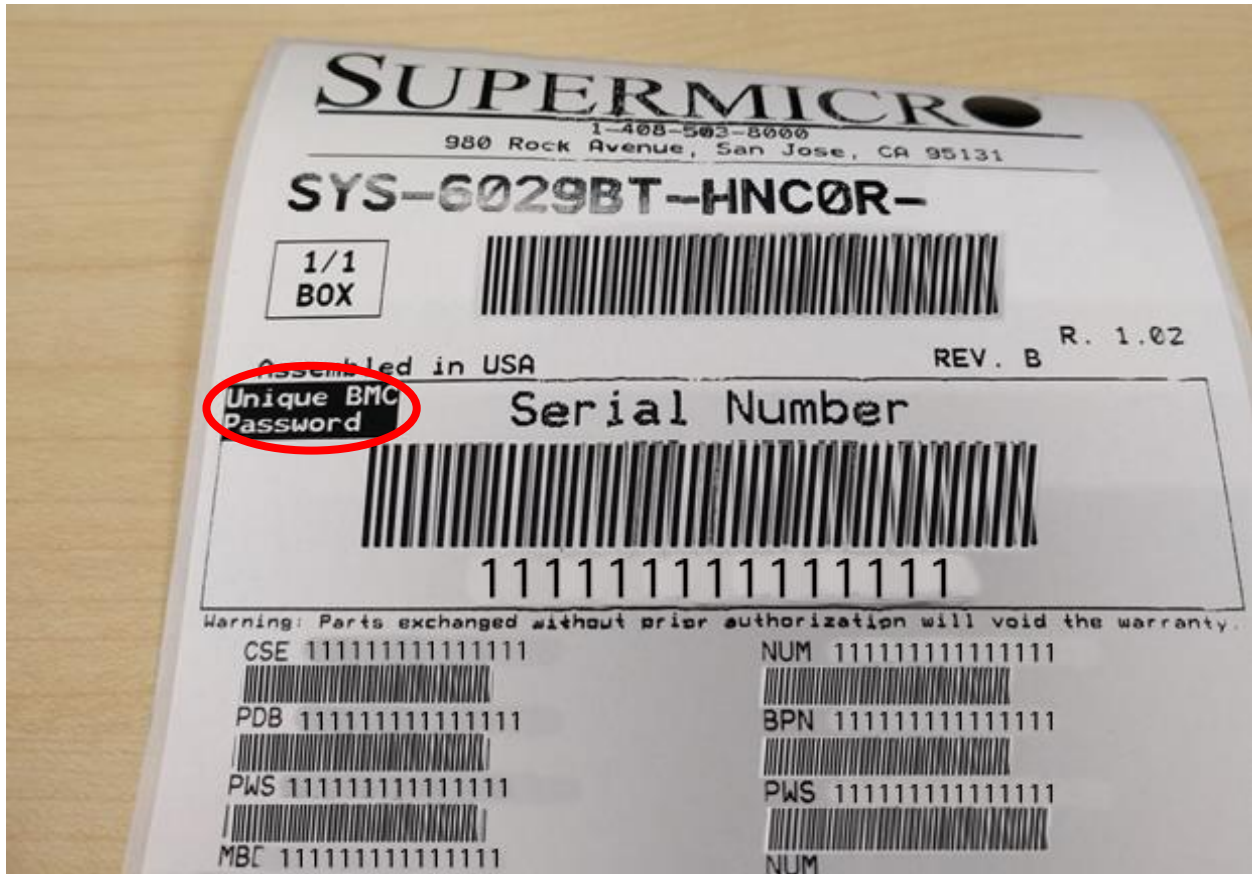
In our ongoing commitment to security, Supermicro is bringing to your attention a new security feature that will be included in the latest update of our Baseboard Management Controller software (BMC) and will be included on all new X10, X11, H11, and H12 generation products, as well as all future generation products, shipping from the factory. The new feature will change the preset credentials for first-time BMC logins to a unique BMC login and password for every product.

Purpose of this document

Beginning November 2019, Supermicro will begin implementing a new security feature for the BMC firmware stack on all new X10, X11, H11, H12, and all future generation Supermicro products. Supermicro will no longer use the default password "ADMIN" for new devices or systems. All affected systems will begin to ship with a "Unique Pre-Programmed Password" for user admin on every hardware device with BMC.

Supermicro will include a notice in the plastic wrap for affected systems on the top of the server. Additionally, the shipping label will have an identifier that the system has been preset with a unique password:





Password Specification

The unique pre-programmed password will consist of a string of exactly 10 uppercase alphabetic letters. This is to reduce confusion between certain alpha and non-alpha characters that may look similar.

Sticker Specification

How the sticker will appear

Each new Supermicro motherboard comes with two stickers that contain the unique password assigned to that motherboard. One unique password sticker is placed near the BMC (Baseboard Management Controller) chip and/or close to the motherboard serial number label. This sticker is non-removable.

The second BMC password sticker is removable and located on CPU1's plastic protective cover. This sticker should be removed and placed on the chassis at any location to assist you at the time of the first login into BMC. The removable sticker can be placed on the side of the chassis or a service tag.

If you purchased a server, the non-removable sticker is placed on the motherboard and the second sticker is already placed on the service tag of your server, so you do not have to open the server's cover to locate the sticker.

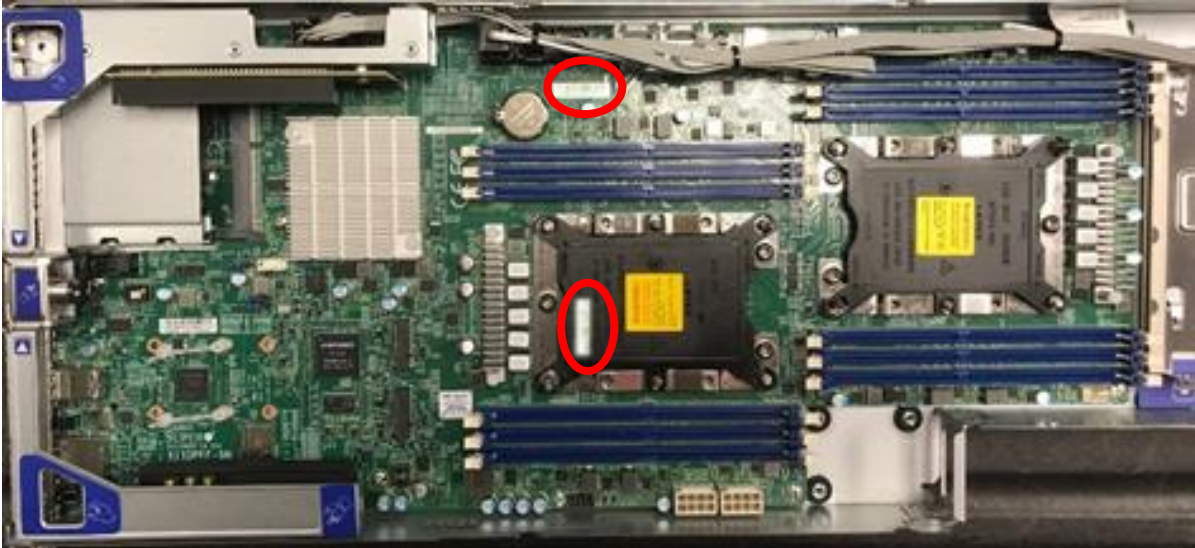
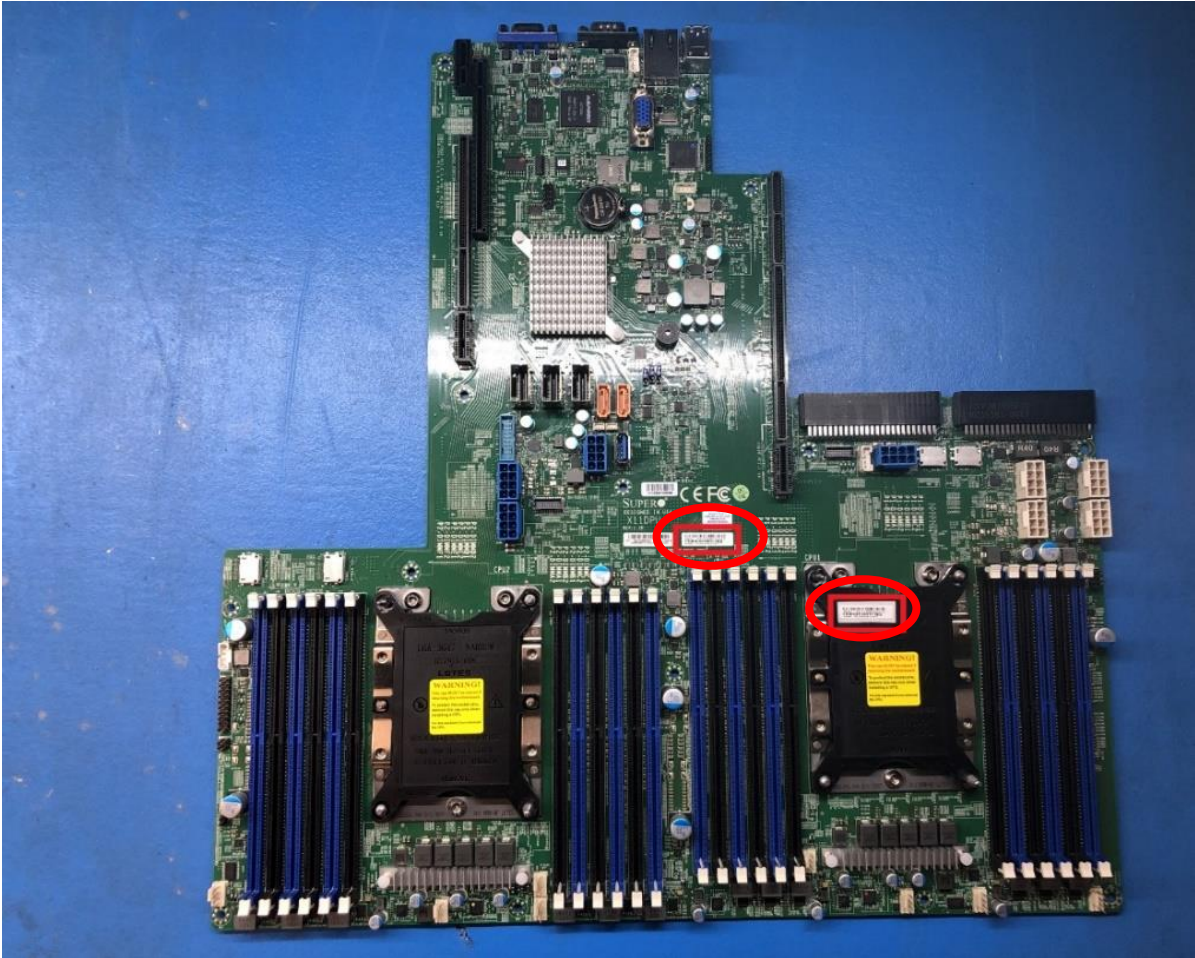
If you are installing or replacing the motherboard, please place the removable sticker from the CPU1 on the motherboard on top of the existing sticker on the chassis or service tag—wherever the previous sticker already located.

The BMC password is listed on the bottom row, just below the Intelligent Platform Management Interface (IPMI) MAC Address. Here is an example:



Motherboard Sticker

Motherboards will include a sticker directly on the motherboard. There are a total of two stickers. Here are two examples:



CPU Sticker

A second BMC password sticker is located on CPU1's plastic protective cover. This is a removable sticker, so you can move to the service tag on the chassis. Here is an example:

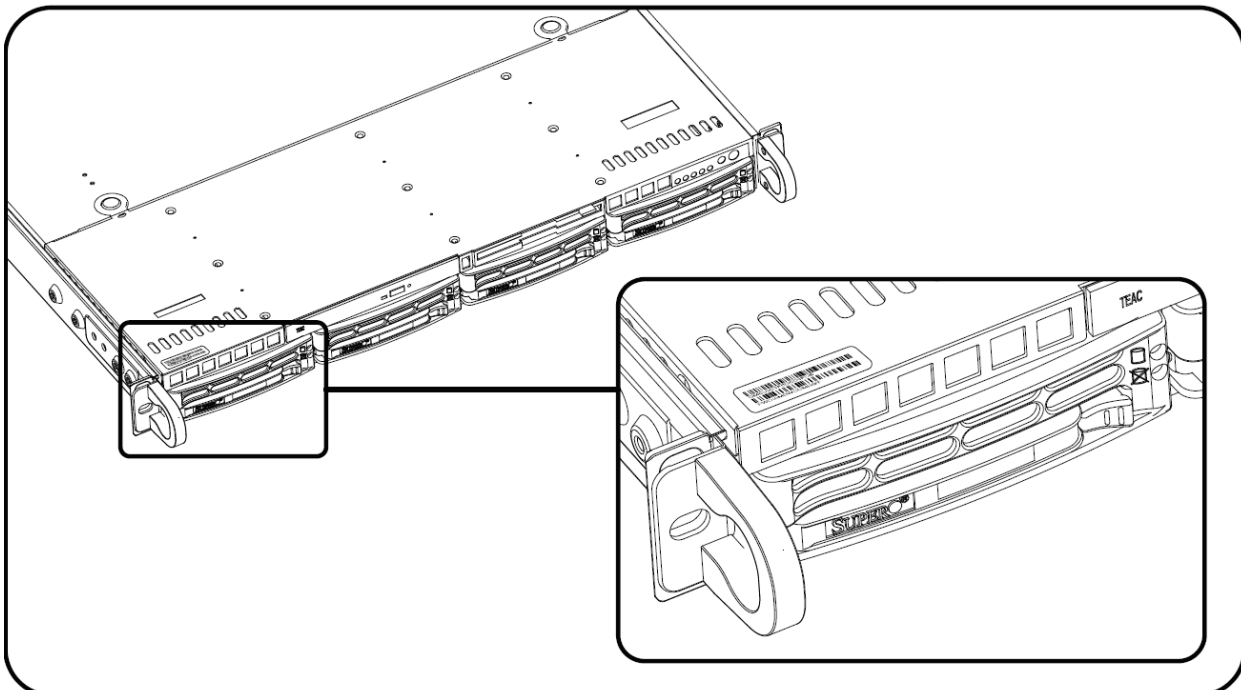


Big Twin / TwinPro Stickers

2U4N / 2U2N BigTwin / TwinPro stickers are affixed on the back side of each node tray, next to the existing serial number label on each system. Here is an example:



1U Twin system stickers will be above the first hard drive for each node. This is applicable when there is no service tag. Here is an example:



BMC Implementation

Unique pre-programmed passwords are set by Supermicro during the manufacturing process only for new systems and all future generation products that contain BMC. For other systems that are not assigned a unique password, the default setting of user id=ADMIN and password=ADMIN will be used. All systems are identical in functionality regardless of the password settings.

What Customers Should Expect

Customers will have BMC unique pre-programmed password stickers and BMC firmware that supports the unique password. Please refer to the [table](#) in the Supermicro Security Center to obtain the version number of the BMC firmware that supports this feature for your motherboard.

Customer Registration for Receiving Soft Copies of the Passwords

Customers who have purchased systems directly from Supermicro can request soft copies of their unique pre-programmed passwords. Please contact your Supermicro sales representative for details.

Supermicro created a portal for this purposes. You can request an account to access <https://customerportal.supermicro.com> or send a request to your Supermicro sales representative to obtain BMC unique password for your product.

Frequently Asked Questions

Q: I heard there was a California law regarding security. Can you provide more details?

A: California recently passed a new cybersecurity law – Senate Bill 327 or SB327. The law states that, starting on January 1st, 2020, any manufacturer of a device that connects “directly or indirectly” to the internet must equip it with “reasonable” security features, designed to prevent unauthorized access, modification, or information disclosure. If it can be accessed outside a local area network with a password, it needs to either come with a unique password for each device, or force users to set their own password the first time they connect.

Q: What if password stickers are lost. How do I get my unique password?

A: There are a minimum of two stickers included in every product. One sticker will be placed on the motherboard and a second sticker will be on the server chassis. At this time, Supermicro has not encountered any instances of lost or misplaced stickers. In the rare case of such incidence, please contact your direct sales support.

Q: What if the password sticker on the chassis and motherboard are different?

A: By chance if there is a discrepancy, use the motherboard sticker. The motherboard sticker is always correct.

Q: I purchase my products from a distributor. Can Supermicro provide me soft copies of the unique pre-programmed password passwords?

A: At this time, we only have the ability to provide soft copies to our direct customers upon request.

Q: How can I change my pre-set factory unique pre-programmed password to a password of my choice?

A: You can use IPMI GUI to change the unique password to a password of your choice or you can change the password using the IPMICFG command line tool that can be downloaded from [Supermicro Website](#).

Q: Can Supermicro apply a single unique customer-specified password for all my systems? Will this comply with SB327?

A: All systems from Supermicro will ship with a unique pre-programmed password. Customers will be able to change the password on each system. In order for Supermicro to comply with SB327,

we are not able to use customer-specified passwords. All passwords will be unique and assigned at the time of manufacturing.

Q: When will my motherboard have this change rolled out?

A: Supermicro plans to have new stickers rolled out starting in November 2019.

Q: Will this law affect customers in Europe and Asia where shipments are from The Netherlands or Taiwan manufacturing facilities?

A: We keep the same design across our portfolio so it gives a unified experience across all your platforms and improves quality.

Q: What happens to customers that have purchased systems with a custom BMC firmware?

A: All units shipped from Supermicro, regardless of firmware, will be assigned a unique pre-programmed password from the factory. Please contact your technical support representative at Supermicro for more questions.

Q: Will customers purchasing Supermicro products from an OEM vendor be subject to the pre-programmed password initiative?

A: Yes, customers will still receive products with a unique pre-programmed password. Customers will be able to change the pre-programmed password themselves or they can work with their OEM vendor to make the necessary password updates.

Q: I am purchasing multiple systems for my datacenter. How do I change all of the unique pre-programmed passwords for these systems in an efficient manner to support my operations?

A: Please contact your systems integrator (SI) or value-added reseller (VAR) to assist you in this process. You can download the scripts for changing or resetting BMC Unique Password by going to <https://www.supermicro.com/bmcpassword>.