

## Incident Report: Unable to SSH into Physical Server

- **Issue Summary:**

We encountered an issue where a physical server was **pingable** but **not accessible via SSH**.

- **Troubleshooting Steps:**

1. **Accessing the Server via IDRAC/KVM**

- Since SSH was unavailable, we engaged users with **IDRAC (VCenter for physical servers) or KVM access** to connect to the server.
- A **server reboot** was initiated.

2. **Entering Single User Mode via GRUB**

- During the reboot, after the **BIOS process**, we reached the **GRUB menu**.
- The following steps were performed:
  - Pressed the **"Esc"** key to access the GRUB menu.
  - Selected the **first kernel** and pressed **"e"** to edit the boot parameters.
  - Added **"single"** at the end of the kernel line to boot into **single-user mode**.
  - Pressed **"Ctrl + X"** or **"b"** to boot into single-user mode.

3. **Remounting the Root Filesystem**

- Once in **single-user mode**, the root filesystem was initially mounted as **read-only**.
- To enable write access, we executed below command

**Command:- mount -o remount,rw /**
- This command allows modifications to system files such as `/etc/fstab`.

4. **Editing /etc/fstab**

- We edited the `/etc/fstab` file and **commented out (#) the NFS-related lines**, as they were causing boot issues.
- The changes were saved, and the file was closed.

5. **Final Reboot & Resolution**

- The server was rebooted successfully.
- SSH access was restored, and the system was back online.