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QRadar: Mounting ISOs Using IMM

Question & Answer

Question

How do you mount an ISO using the IMM?

Answer

Before you begin:
This Video is for demonstration and does not replace required reading. Please make sure you have all downloaded all required instructions before proceeding with this procedure.

YouTube Video
IBM QRadar: How to mount an ISO using IMM
▶

IBM QRadar: How to mount an ISO using IMM (3:30)

This Video shows how to mount an ISO or USB using an IMM. This is so you can install or rebuild QRadar appliances.

[Watch the video on YouTube](#) (3:30)

To use this procedure you first need to access the IMM or IMM2 using Active X with Internet Explorer or Browser that supports Java.

Before you Begin:
- A virtual CD or DVD drive must contain media before it is mapped. If the drive is empty, you will be prompted to insert a CD or DVD into the drive.
- When Powering up or Rebooting the system you may need to select the F12 key to add a removable media device.
- As of the end of 2016 both Chrome and Firefox are ending support for NPAPI. This means that the Java Plugin will no longer work. Please use Internet Explorer 11 or a browser that supports NPAPI if **Remote Control** will not open or a browser that supports NPAPI

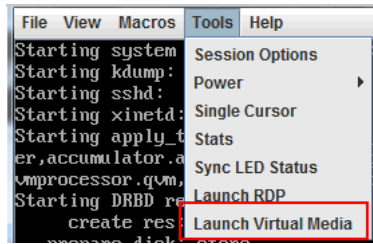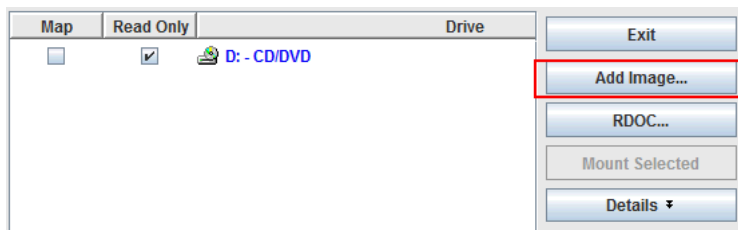## Mapping and Un-Mapping drives with IMM and M3 Appliances

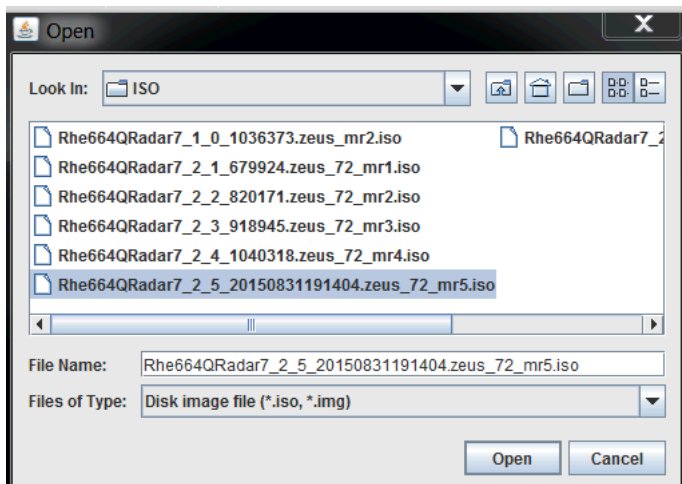To map a drive after logging into the IMM.

1. Click on **Remote Contro**l.

2. To start the Remote Control session click on use **Active X** for Internet Explorer or **Java** for all other Browsers.

3. Click on **Start Remote Control in Single User** Mode to start the session.

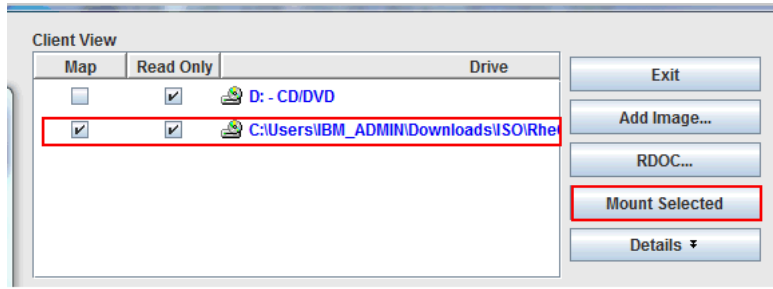4. Once the Remote Control session is open click on **Tools** from the top menu bar.

5. From the drop down menu click on **Launch Virtual Media**.

6. From the Pop Up menu click on **Add Image**.

7. Search for the folder in which the QRadar ISO resides.

8. Highlight the image and Click on **Open.**

9. Select the check box next to the drive that you want to map and Click on **Mount Selected**.

Contact and feedback

10. Power Up or Reboot the system and start the software installation process.

11. To un-map the drives, click the **Map** checkbox.

Mapping and Un-Mapping drives with IMM2 and M4 or M5 Appliances

To map a drive after logging into the IMM2.

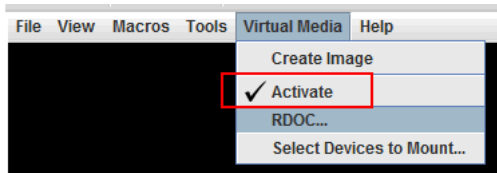1. Click on **Remote Control.**

2. To start the Remote Control session click on use **Active X** for Internet Explorer or **Java** for all other Browsers.
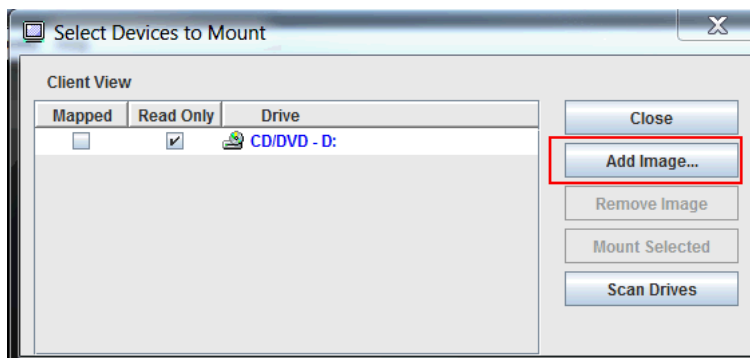
3. Click on **Start Remote Control in Single User** Mode to start the session.

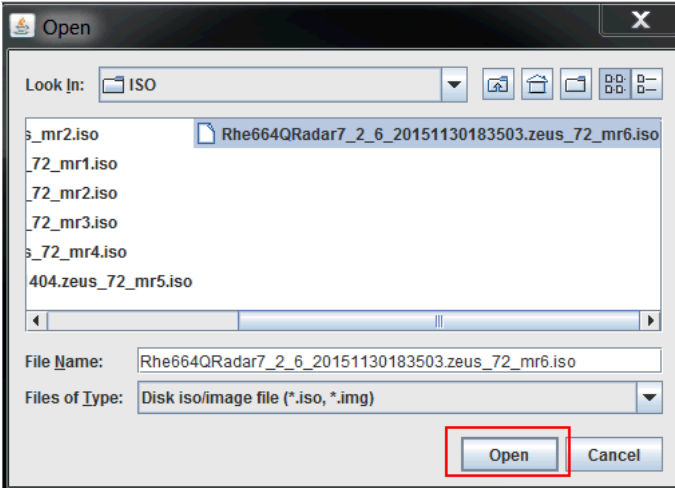4. Under Virtual Media on the menu click on **Activate**.

5. Under Virtual Media on the menu click on select **Select Devices to Mount**.
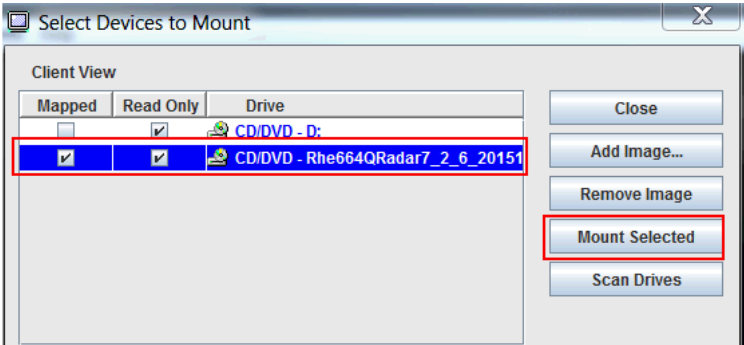
6. From the pop-up window click on **Add Image**.

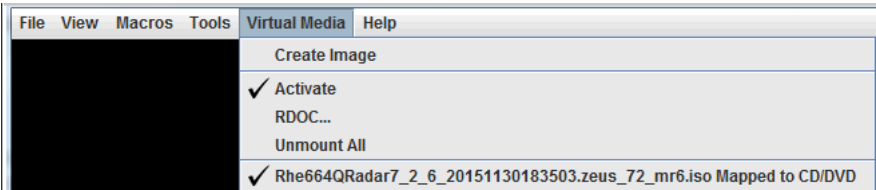7. Locate the ISO image you wish to use. Click on **Open.**

8. Click the box to **Map** the image.

9. Click on **Mount Selected**.

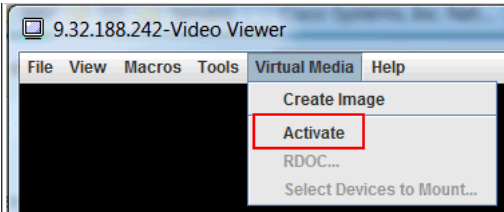10. Once you have finished rebuilding the Appliance click on **Unmount All**.

11. Power Up or Reboot the system to start the software installation process.

12. A pop up menu will appear. Click on **Yes** to un-map all drives.

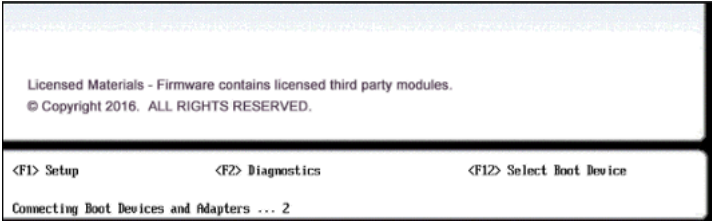13. From Virtual Media on the top menu bar click on **Virtual Media**.

14. Click on the checked **Activate** button to end the Virtual Media session.

For More information on the IMM and IMM2 please visit this site.

Booting to the ISO

1. When the splash menu is displayed with the option <F12> Select Boot device press the F12 key on your keyboard.

2. At the Boot Devices Manager window scroll down to the option CD/DVD.

3. Press the enter key to select the entry.

4. Complete the installation.

Note: for M3 and M5 Appliances select the option CD/DVD will be displayed. For M4 Appliances select the option USB4:CD/DVD - USB Port 4 Remote.

IMM and IMM2 Support on Lenovo Servers [↗]

Where do you find more information?

IBM Security QRadar Documentation | IBM Security QRadar Forums | IBM Security QRadar Technotes Index | IBM Security Support Channel on YouTube | IBM Security Qradar Fixes and Updates | IBM Subscribe to My Notifications | IBM Security Contact Support

Related Information

IMM and IMM2 documentation

Document Information

More support for:
IBM QRadar SIEM

Component:
Operating System

Software version:
Version Independent

Operating system(s):
Linux

Software edition:
All Editions

Reference #:

1974632

Modified date:

16 June 2018