



**Hewlett Packard**  
Enterprise

**HPE ProLiant Gen10 Servers - Base System Device Driver Missing Under Device  
Manager in Microsoft Windows Operating System**

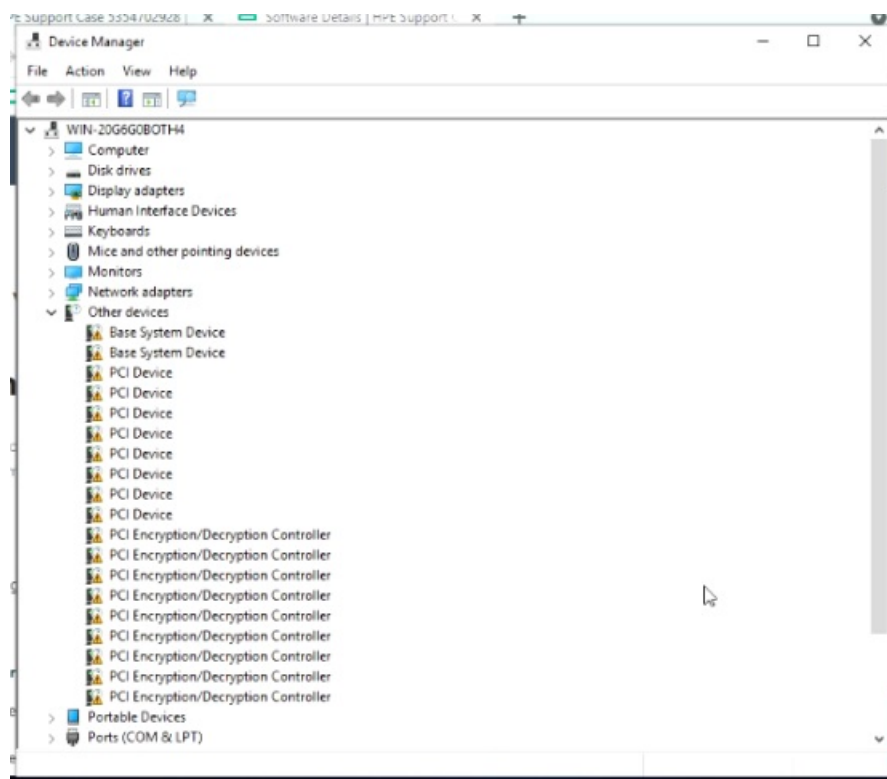
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## Issue

- Yellow exclamation mark observed in Device Manager for various devices under other devices section.
- This is usually observed after Manual OS Installation of Microsoft Windows Server Edition.

- Common Device Drivers missing are -
- Base System Device Driver
- PCI Device
- Chipset Root Port Driver
- PCI Memory Controller
- USB Controller
- PCI Encryption/Decryption Controller



## Environment

- HPE ProLiant Gen10 Servers
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2016
- Microsoft Windows Server 2019

## Cause

- Chipset Driver or iLO Drivers missing or corrupt.

## Resolution

Install Chipset Identifier Driver, ILO Channel Interface Driver (CHIF) and ILO Automatic Server recovery Driver (ASR)

### NOTE-

Depending upon the Processor Model, The Chipset Driver would be applied.

Intel® Xeon® E Processor and Xeon® Scalable (First and Second Generation) are two different processors and have separate chipset drivers.

For AMD EPYC Processors, Install "Identifiers for AMD EPYC Processors for Windows"

For Base System Device - ILO 5 CHIF and ASR Drivers are the Base System Device and updating the drive would resolve the issue.

### How and What to download?

1. [Click here to access the drivers and download link](#) .
2. Enter a product name (e.g., DL380 Gen 10) and click on **Search**.
3. Select the specific ProLiant model.
4. Select the appropriate operating system (e.g., Windows 2012 R2 or Windows 2016).
5. Click on the category **Driver - System Management** .
6. Download the following files and install them.

### CHIPSET DRIVER FOR INTEL PROCESSOR (Depending upon the Processor Model )-

- Identifiers for Intel Xeon Scalable Processors (First and Second Generation) for Windows
- OR
- Identifiers for Intel Xeon E-21xx Processor for Windows Server 2016 and Server 2019

### CHIPSET DRIVER FOR AMD EPYC PROCESSOR-

- Identifiers for AMD EPYC Processors for Windows

### BASE SYSTEM DEVICE DRIVER

- iLO 5 Channel Interface Driver for Windows Server 2016 and Server 2019
- iLO 5 Automatic Server Recovery Driver for Windows Server 2016 and Server 2019

**Note:** Server reboot may be required to complete the driver installation.

Contact Author - **Shabaz Ahmed Dar** for any doubts/Clarification

