



**Hewlett Packard**  
Enterprise

**HPE ProLiant DL380 Gen10 Server - Network status is showing Unknown in iLO5**

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## Issue

- The Operating System Network is working fine but showing Unknown in the iLO5 page.

## Environment

- Product # HPE ProLiant DL380 Gen10 Server
- System BIOS # v2.42 (01/23/2021)
- Installed iLO5 firmware # v2.42
- Installed Operating System # ESX7.0

## Cause

- Need to Install the HPE Agentless Management Bundle

## Resolution

- Server network is working but showing Unknown in iLO5 Page. Please find the below image for ref:-

The screenshot displays the iLO 5 web interface. The left sidebar shows the navigation menu with 'System Information' selected. The main content area is titled 'System Information - NIC Information' and has tabs for Summary, Processors, Memory, Network (selected), Device Inventory, and Storage. Under the 'Network' tab, there is a section for 'Physical Network Adapters'. Two adapters are listed: 'Adapter 1 - HPE Eth 10Gb 2p 537FLR-SFP+ Adptr' and 'Adapter 2 - HPE Eth 10Gb 2p 537SFP+ Adptr'. Both adapters show a status of 'Unknown' with a warning icon. Below each adapter, there is a table of 'Network Ports' with columns for Port, MAC Address, IPv4 Address, IPv6 Address, Status, and Team/Bridge. For both adapters, the status of the network ports is also 'Unknown'.

**System Information - NIC Information**

Summary Processors Memory **Network** Device Inventory Storage

[Collapse All](#)

### Physical Network Adapters

▼ **Adapter 1 - HPE Eth 10Gb 2p 537FLR-SFP+ Adptr**

Location Embedded ALOM  
Firmware 218.0.166000  
Status ⚠ Unknown

**Network Ports**

Port	MAC Address	IPv4 Address	IPv6 Address	Status	Team/Bridge
1	f4:03:43:d6:fce0	N/A	N/A	⚠ Unknown	N/A
2	f4:03:43:d6:fce8	N/A	N/A	⚠ Unknown	N/A

▼ **Adapter 2 - HPE Eth 10Gb 2p 537SFP+ Adptr**

Location PCI-E Slot 1  
Firmware 218.0.166000  
Status ⚠ Unknown

**Network Ports**

Port	MAC Address	IPv4 Address	IPv6 Address	Status	Team/Bridge
1	f4:03:43:e9:c6:70	N/A	N/A	⚠ Unknown	N/A
2	f4:03:43:e9:c6:78	N/A	N/A	⚠ Unknown	N/A

- The issue will remain the same after Removed and Re-fixed the SFP modules.
- The Issue will remain the same after restarting the Server.
- The Issue will remain the same after shut and up the Port from Switch side.
- Installed network is Embedded ALOM HPE Eth 10 Gb 2p 537FLR-SFP + Adptr and add on PCI Card HPE Eth 10GB 2p 537SFP+ Adptr
- Installed BIOS # v2.42 (01/23/2021)
- Installed iLO5 # v2.42p18 built on Apr 05 2021

#### Action / Solution :-

- Need to install the HPE Agentless Management Bundle.

Link # [https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX\\_057bf07cdd144b5d86ad4e7518](https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_057bf07cdd144b5d86ad4e7518)

- Network Status showing OK after installing the HPE Agentless Management Bundle. Please find the below sample image for ref: -

The image displays two screenshots of the iLO5 management interface. The top screenshot shows the 'Physical Network Adapters' section for 'Adapter 1 - HPE Eth 10Gb 2p 537FLR-SFP+ Adptr'. It lists the location as 'Embedded ALOM', firmware as '218.0.166000', and status as 'OK'. Below this, a table shows network ports with their MAC addresses, IPv4 addresses, IPv6 addresses, status, and team/bridge information. The bottom screenshot shows the 'System Information - NIC Information' section for 'Adapter 2 - HPE Eth 10Gb 2p 537SFP+ Adptr'. It lists the location as 'PCI-E Slot 1', firmware as '218.0.166000', and status as 'OK'. Below this, a table shows network ports with their MAC addresses, IPv4 addresses, IPv6 addresses, status, and team/bridge information.

**Physical Network Adapters**

Adapter 1 - HPE Eth 10Gb 2p 537FLR-SFP+ Adptr

Location: Embedded ALOM  
Firmware: 218.0.166000  
Status: OK

**Network Ports**

Port	MAC Address	IPv4 Address	IPv6 Address	Status	Team/Bridge
1	f4:03:43:d6:fc:e0	10.77.16.164	N/A	OK	N/A
		10.77.31.164			
2	f4:03:43:d6:fc:e8	10.77.11.32	N/A	OK	N/A
		10.77.11.33			
		10.77.11.34			
		10.77.11.35			

**System Information - NIC Information**

Summary Processors Memory **Network** Device Inventory Storage

10.77.11.35

Adapter 2 - HPE Eth 10Gb 2p 537SFP+ Adptr

Location: PCI-E Slot 1  
Firmware: 218.0.166000  
Status: OK

**Network Ports**

Port	MAC Address	IPv4 Address	IPv6 Address	Status	Team/Bridge
1	f4:03:43:e9:c6:70	10.77.11.32	N/A	OK	N/A
		10.77.11.33			
		10.77.11.34			
		10.77.11.35			
2	f4:03:43:e9:c6:78	10.77.16.164	N/A	OK	N/A
		10.77.31.164			

**Disclaimer:** HPE recommends to have data backup frequently and before performing any activity so that it can be restored during disaster recovery.