



Hewlett Packard
Enterprise

**HPE ProLiant DL380 Gen10-Datastores inaccessible after performing SPP
SPP2021040.2021_0409.17 update via iLO Amplifier**

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Issue

- Datastores inaccessible after performing an SPP update SPP2021040.2021_0409.17 via iLO Amplifier
- On performing the SPP2021040.2021_0409.17 update via iLO, the datastores were accessible

Alert/Event Code : NA

Event Codes : NA

Environment

Server (UEFI Boot Mode)

Product: ProLiant DL380 Gen10 BIOS Vendor: HPE
SKU #: 868703-B21 System ID: \$0E110847
Serial # (Physical): SGH915SNGW BIOS Version: U30
Serial # (Logical): SGH915SNGW BIOS Date: 01/23/2021
Serial # (Birth Certificate): SGH915SNGW

Operating System: VMware ESXi

Operating System Version: 6.5.0 Build-16576891 Update 3 Patch 138

Factory

Mfg Record Version: 1.7 Mfg Record Date: 4/9/2019 12:34:18 PM
Diagnostics Version: Not Logged PCA Part #: 809455-001
Factory: HPE SINGAPORE PCA Spare Part #: 875073-001
PCA Revision: BB PCA Serial #: PFARABBLMC12CI
BMC Model: NA Mfg Location: MODULE=SPT1;RACK=1;BAY=31;SLOT=4
CPLD Version: 0x2E Diagnostics Version: Not Logged

Profile

Vendor:

Version: HPE

Firmware Versions

Firmware Name	Firmware Version

iLO (iLO Advanced License)	iLO 5 v2.42p18 built on Apr 05 2021
Redundant System ROM	v2.02 (03/19/2019)
Power Management Controller Firmware	1.0.4
Power Management Controller FW Bootloader	1.1



System Programmable Logic Device	0x2E
HPE Smart Storage Energy Pack 1 Firmware	0.60
Intelligent Provisioning	3.30.213
ME SPI Descriptor	1.2.0
Innovation Engine (IE) Firmware	0.2.2.0.0
Embedded Video Controller	2.5
System ROM	v2.42 (01/23/2021)
Server Platform Services (SPS) Firmware	4.1.4.423.0
Intelligent Platform Abstraction Data	14.3.0 build 50

Processor (Hyperthreading Enabled)

Socket	Processor	Cfg Spd	Max Spd	Cores	Stepping
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Proc 1 Intel(R) Xeon(R) Platinum 8176 CPU @ 2.10GHz 2.10 GHz 4.00 GHz 28/28 Skylake SP H0

Proc 2 Intel(R) Xeon(R) Platinum 8176 CPU @ 2.10GHz 2.10 GHz 4.00 GHz 28/28 Skylake SP H0

Physical Memory (24 DIMM(s) for 768 GB total memory)

Component	Size	Cfg Spd	Max Spd	C\Err	UC\Err	Smart	HPE Technology	Vendor
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PROC 1 DIMM 1	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 2	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 3	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 4	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 5	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 6	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 7	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 8	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 9	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 10	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 11	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 1 DIMM 12	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 1	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 2	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 3	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 4	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 5	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 6	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 7	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 8	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 9	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix
PROC 2 DIMM 10	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes	RDIMM Hynix

PROC 2 DIMM 11 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix
PROC 2 DIMM 12 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix

Power Supplies

Component	Capacity	Serial#	Spare Part#	Option Kit#	Firmware	Vendor
Power Supply 1	800 watts	5WEBP0D8JC118V	866730-001	865414-B21	CHCNY	
Power Supply 2	800 watts	5WEBP0D8JC02KP	866730-001	865414-B21	CHCNY	

Device Inventory

Location	Product Name	Part Number	Serial Number	Firmware
Embedded ALOM	HPE Eth 10Gb 2p 562FLR-T Adptr	817745-B21	MYI84506QJ	10.54.4
Embedded Device	HPE Smart Storage Battery	875241-B21	6WQXL0BB2BP7RQ	0.60
Embedded LOM	HPE Ethernet 1Gb 4-port 331i Adapter - NIC		20.18.31	
Embedded RAID	HPE Smart Array P408i-a SR Gen10	804334-001	PEYHC0DRHC0230	3.53
PCI-E Slot 1	HPE Eth 10Gb 2p 562T Adptr	817738-B21	MYI9090BQM	10.54.4
PCI-E Slot 2	Empty slot 2	N/A		
PCI-E Slot 3	HPE SN1600E 32Gb 1p FC HBA	Q0L11-63001	5CF819054K	12.8.352.12
PCI-E Slot 4	HPE Eth 10Gb 2p 562T Adptr	817738-B21	MYI9090BP7	10.54.4
PCI-E Slot 5	Empty slot 5	N/A		
PCI-E Slot 6	HPE SN1600E 32Gb 1p FC HBA	Q0L11-63001	5CF8180552	12.8.352.12
Embedded Device	Embedded Video Controller		2.5	

Network Adapters

Model	Part Number	Serial Number	Firmware
HPE Eth 10Gb 2p 562T Adptr	817736-001	MYI9090BQM	10.54.4
HPE StoreFabric SN1600E 32Gb Single Port	Q0L11A	5CF819054K	12.8.352.12
HPE Eth 10Gb 2p 562T Adptr	817736-001	MYI9090BP7	10.54.4
HPE StoreFabric SN1600E 32Gb Single Port	Q0L11A	5CF8180552	12.8.352.12
HPE Ethernet 1Gb 4-port 331i Adapter	N/A	N/A	20.18.31
HPE Eth 10Gb 2p 562FLR-T Adptr	817743-001	MYI84506QJ	10.54.4

Storage Controllers

Slot	Controller	Serial Number	Firmware	HAL-PL Version
0	P408i-a SR Gen10	PEYHC0DRHC0230	3.53	06.06.001.001

Physical Drives

Location	Port,Box,Bay	Model	Serial Number	Firmware	Capacity	Vendor
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Slot 0 1L3,1	EH000300JWCPK	WAE18L6Z	HPD6	300 GB	Seagate
Slot 0 1L3,2	EH000300JWCPK	WAE1B3SP	HPD6	300 GB	Seagate

System Driver/Device Mapping

Driver: /usr/lib/vmware/vmkmmod/vmkusb

Version: 0.1-1vmw.650.3.138.16576891

Vendor: VMW

Device(s):

Serial Bus Controller (0x00, 0x14, 0x00)

USB2 Host Controller (Intel Enhanced Host Controller Interface) (0x01, 0x00, 0x04)

Driver: /usr/lib/vmware/vmkmmod/cru

Version: 650.6.5.10.4-1OEM.650.0.0.4240417

Vendor: HPE

Device(s):

System Peripheral (0x01, 0x00, 0x00)

Driver: /usr/lib/vmware/vmkmmod/ilo

Version: 650.10.7.0.4-1OEM.650.0.0.4240417

Vendor: HPE

Device(s):

System Peripheral (0x01, 0x00, 0x02)

Driver: /usr/lib/vmware/vmkmmod/ntg3

Version: 4.1.3.2-1vmw.650.2.75.10884925

Vendor: VMW

Device(s):

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x00)

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x01)

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x02)

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x03)

Driver: /usr/lib/vmware/vmkmmod/ixgben

Version: 1.8.7-1OEM.650.0.0.4598673



Vendor: INT

Device(s):

HPE Ethernet 10Gb 2-port 562T Adapter - NIC (0x12, 0x00, 0x00)

Ethernet Controller (0x12, 0x00, 0x01)

HPE Ethernet 10Gb 2-port 562FLR-T Adapter - NIC (0x5D, 0x00, 0x00)

HPE Ethernet 10Gb 2-port 562FLR-T Adapter - NIC (0x5D, 0x00, 0x01)

HPE Ethernet 10Gb 2-port 562T Adapter - NIC (0xAF, 0x00, 0x00)

Ethernet Controller (0xAF, 0x00, 0x01)

Driver: /usr/lib/vmware/vmkmmod/lpfc

Version: 12.8.317.0-10EM.650.0.0.4598673

Vendor: EMU

Device(s):

HPE SN1600E1P 32Gb 1p FC HBA - FC (0x13, 0x00, 0x00)

HPE SN1600E1P 32Gb 1p FC HBA - FC (0xB0, 0x00, 0x00)

Driver: /usr/lib/vmware/vmkmmod/smartpqi

Version: 1.0.4.3008-10EM.650.0.0.4598673

Vendor: MSCC

Device(s):

HPE Smart Array P408i-a SR Gen10 (0x5C, 0x00, 0x00)

Cause

- Issue was with HPE StoreFabric SN1600E 32Gb Single Port Q0L11A driver

Resolution

- Need to check the compatibility of the FC HBA driver with the external storage box
- downgraded the HPE SN1600E 32Gb 1p FC HBA Driver driver using the below link: https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_9e4ea06d2cc84a0ca7c2dd5312#tab1
- After downgrading the driver, the datastores became accessible

