



Hewlett Packard
Enterprise

HPE ProLiant DL380 Gen10 Server - In ILO 5 BIOS or Hardware Health Status is showing Degraded

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Issue

- Server is online but in ILO5 BIOS or Hardware Health Status is showing Degraded.

Event Codes : Installed DIMM configuration does NOT support configured AMP Mode. System will operate in Advanced ECC Mode

Environment

- Product # HPE ProLiant DL380 Gen 10 Server
- System BIOS # v2.30 (02/11/2020)
- ILO 5 Firmware # V2.21

Cause

- Need to change the AMP mode to Advanced ECC.

Resolution

- The Server Health LED is Amber.
- Server is online and working fine, But in ILO 5 BIOS / Hardware Health is showing degraded,
- In AHS logs all Hardware is showing Healthy but below IML alert is captured.

IML Alert # Unsupported DIMM Configuration Detected - Installed DIMM configuration does NOT support configured AMP Mode. System will operate in Advanced ECC Mode.

- Found AMP mode is set to Fast Fault Tolerant ADDDC. "**AdvancedMemProtection**". "**FastFaultTolerantADDDC**"

Action / Solution :-

- Need to change the AMP mode to Advanced ECC.

Steps :-

- Ø Reboot the Server
- Ø Press F9
- Ø From the System Utilities screen, select System Configuration > BIOS/Platform Configuration (RBSU) > Memory Options > Advanced Memory Protection.
- Ø Select "Advanced ECC Support"
- Ø Save and Exit
- Ø Reboot the server once again for the changes to take effect.

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



