



Hewlett Packard
Enterprise

HPE ProLiant DL Gen10 Server - Fans Running at High Speed

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Issue

- Fans runs at high speed constantly
- Fan speed may be random, where it increases randomly and then goes down
- Processor or memory temperature reporting may stop reporting properly or report a constant reading

Environment

- Gen10 servers - DL380 Gen10, DL360 Gen10, DL580 Gen10
- Operating system - Any

Cause

- Incorrect temperature reporting

Resolution

HPE has released latest Innovation engine on 8/6/2021 which addressed an extremely rare issue where processor or memory temperature reporting may stop reporting properly or report a constant reading after servers have been operating over an extended period of time without an AC power cycle.

Version - 0.2.2.2 (8 Jun 2021)

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This update fixed the issue with the fan speed ramping up.

