



Hewlett Packard
Enterprise

DL380 Gen10 - ILO browsing Issue when ILO Amplifier is Active

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Issue

SYSTEM TYPE: ProLiant DL380 Gen10

ILO is inaccessible from any browser via ILO IP or ILO FQDN.

All iLO 5 Management Web Interfaces (Gen10 ProLiant Servers) are not accessible or intermittently accessible after iLO reset, after iLO Amplifier Pack 1.70 fresh deployment

Customer tried resetting ILO but works fine for sometime but same issue again

There are 300 servers in the environment and the issue is on all the servers sometimes he is able to ping ILO but unable to browse this issue is occurring intermittently/

Kindly Note:

After turning off the ILO Amplifier appliance Customer did not observe any ILO accessibility issue. So now we need to look into specific ILO amplifier configuration/version.

Environment

DL380 Gen10 affected with ESXi6.7 installed

ILO AMP 1.70 installed on VM

iLO (iLO Advanced License) iLO 5 v2.14p06 built on Feb 11 2020

System ROM v2.32 (03/09/2020)

Redundant System ROM v2.34 (04/08/2020)

Power Management Controller Firmware 1.0.7

Power Management Controller FW Bootloader 1.1

System Programmable Logic Device 0x31

Server Platform Services (SPS) Firmware 4.1.4.339.0

Intelligent Platform Abstraction Data 11.0.0 build 39

HPE Smart Storage Energy Pack 1 Firmware 0.70

Intelligent Provisioning 3.40.192

Cause



Issue was with ILO 2.32 firmware

Resolution

Update ILO FW to 2.30 or later

