



**Hewlett Packard**  
Enterprise

**HPE ProLiant DL380 Gen10 Server - Not Accepting the Power off Command in  
RHEL 7.5**

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## Issue

- Not accepting the Poweroff Command in RHEL 7.5

**Event Codes :** Will show Poweroff but in actual not getting shut down even after waiting for long time.

## Environment

- Server Model # DL380 Gen10
- Operating System # RHEL 7.5
- Processor # Intel(R) Xeon(R) Silver 4210R CPU @ 2.40GHz Cascade Lake SP B1
- BIOS Version # v2.40 (10/26/2020)
- iLO Version # iLO 5 v2.33p16 built on Dec 09 2020
- Intelligent Provisioning version # 3.52.37
- Smart Array Controller # P408i-a SR Gen10 - Firmware - 3.53

## Cause

Installed Processor ( Intel(R) Xeon(R) Silver 4210R CPU) was not supporting installed Operating system RHEL 7.5

**2nd Generation Intel® Xeon® Scalable Processor Family requires minimum of RHEL 7.6 and RHEL 8.0.**

[Click here for the HPE Operating System Matrix link .](#)

## Resolution

- Installed Operating System is RHEL 7.5
- Server will be working fine without any error.
- At the time of shooting Poweroff command from operating system, it will not get shutdown.
- With force poweroff command and init 0, it will show the same status.
- If you try restart command it will be working fine.
- Server Hardware Health will be showing good and there will be no error in AHS.
- Installed Processor is 2nd Generation Processor which will support minimum version of RHEL 7.6 as per the HPE Operating System Matrix.
- [Click here to access the HPE Operating System Matrix](#)
- Need to Install the minimum Supported Operating System version to resolve the issue.
  - Note :- We have Installed RHEL 7.6 and found Poweroff command was working fine.