



Hewlett Packard
Enterprise

HPE OneView - Unable to Flash Private NIC Firmware From OneView Custom SPP

Table of contents

- Issue
- Environment
- Cause
- Resolution

Issue

Private NIC (SKU) firmware cannot be updated from OneView by including the firmware package in custom SPP

- The firmware update operation was unable to update the following components on server ILO-DL360G10C4U32.aiff1.globaltslabs.hpecorp.net: Locked

firmware-nic-mellanox-64tsfp28-private-16.28.1002-11.x86_64.rpm

11/29/22 2:13:06 am

Resolution

Cold boot the server and perform the firmware update again. If the problem persists, contact your authorized support representative and provide them with a HPE OneView support dump and the AHS logs from the iLO.

Details

Alert/Event Code : Locked

Event Codes : The firmware update operation was unable to update the following components on server ILO

Environment

All DL360 Gen10 and Gen10 Plus Servers

All DL380 Gen10 and Gen10 Plus Servers

HPE Oneview All versions

All Private / Special SKUs where the firmware is not HPE deliverable

Cause

The firmware of the Private / Special SKU cannot be updated from Onview as there is a limitation of the firmware.

"Type": "ComboFirmware",

"UpdatableBy": [

"Uefi",

"RuntimeAgent"

Resolution

Update the firmware from UEFI (.bin file)

OR

Update from OS



Steps:

1. Download and extract the firmware package.
2. Use .NET ILO console, mount a extracted folder which has .bin file to ILO
3. Navigate to System Utilities à Embedded Applications à Firmware Update à Select <Private / Special NIC > à Select a Firmware File à File System on Attached Media à [iLO FOLDER] iLO virtual USB: iLO Virtual USB Key à Choose the firmware image and update
4. Reboot the server

