



Hewlett Packard
Enterprise

**HPE ProLiant DL380 Gen10 Server – SATA Hard Disk in Bay 11 and Bay 12 Not
Detected**

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Issue

ID of Sata Disk detected:

```
***** Discovered Devices flags=0x0f01 *****
Device[Dead] [BoxIndex]Port:BoxOnPort:Bay
Path|Paths      ,Type  ,Vendor ,Product      ,Rev
D000 p0|0x1 [00] 11:01:001,SATA HDD,ATA      ,MB001000GFWFK ,HPG6
D001 p0|0x1 [00] 11:01:002,SATA HDD,ATA      ,MB001000GFWFK ,HPG6
D002 p0|0x1 [00] 11:01:003,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
D003 p0|0x1 [00] 11:01:004,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
D004 p0|0x1 [01] 21:02:001,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
D005 p0|0x1 [01] 21:02:002,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
D006 p0|0x1 [01] 21:02:003,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
D007 p0|0x1 [01] 21:02:004,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
D008 p0|0x1 [02] 31:03:001,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
D009 p0|0x1 [02] 31:03:002,SATA HDD,ATA      ,MB4000GVYZK   ,HPG4
```

```
***** Discovered Devices flags=0x0034 *****
Dev Path|s ,Handle ,LUN Address      [,misc RAID]
D000 p0|0x1,0C12101C,C0000000 01000000 ,RAID ,SCFW=11,SCTYPE=1
D001 p0|0x1,0C12901C,C0000000 01010000 ,RAID ,SCFW=11,SCTYPE=1
D002 p0|0x1,0C13101C,C0000000 01020000 ,RAID ,SCFW=11,SCTYPE=1
D003 p0|0x1,0C13901C,C0000000 01030000 ,RAID ,SCFW=11,SCTYPE=1
D004 p0|0x1,0C14101C,C0000000 01040000 ,RAID ,SCFW=11,SCTYPE=1
D005 p0|0x1,0C14901C,C0000000 01050000 ,RAID ,SCFW=11,SCTYPE=1
D006 p0|0x1,0C15101C,C0000000 01060000 ,RAID ,SCFW=11,SCTYPE=1
D007 p0|0x1,0C15901C,C0000000 01070000 ,RAID ,SCFW=11,SCTYPE=1
D008 p0|0x1,0C11101C,C0000000 01080000 ,RAID ,SCFW=11,SCTYPE=1
D009 p0|0x1,0C11901C,C0000000 01090000 ,RAID ,SCFW=11,SCTYPE=1
```

```
***** Direct-Attach I2C Backplanes *****
1I[00]:Gen10 1x4 LFF BP1 ,0x00D3,RF=2,v1,12G,4 bays,0xA0,type: SC-G9+,VALID
2I[01]:Gen10 1x4 LFF BP1 ,0x00D3,RF=2,v1,12G,4 bays,0xA0,type: SC-G9+,VALID
3I[02]:Gen10 1x4 LFF BP1 ,0x00D3,RF=2,v1,12G,4 bays,0xA0,type: SC-G9+,VALID
```

******* Discovered Devices Summary *******

Total Discovered SAS Devices = 0. HDDs= 0. SSDs= 0

Total Discovered SATA Devices = 10. HDDs=10. SSDs

```
[2035-227-0 00:00:59] iLO cmd polling intvl=0.090sec hostaddr=FFFA9DE01FFC020
[2035-227-0 00:02:01] Found missing PHY link for D010 at [02]31:03:03
[2035-227-0 00:02:01] ALERT: Fail device: D010 PR=0x (null) - reason code 0x43
[2035-227-0 00:02:01] Found missing PHY link for D011 at [02]31:03:04
[2035-227-0 00:02:01] ALERT: Fail device: D011 PR=0x (null) - reason code 0x43
[2035-227-0 00:05:01] Found missing PHY link for D011 at [02]31:03:04
[2035-227-0 00:08:02] Found missing PHY link for D011 at [02]31:03:04
[2035-227-0 00:11:02] Found missing PHY link for D011 at [02]31:03:04
```

Environment

Description :

HPE ProLiant DL380 Gen10 Server with Embedded Device HPE Smart Array S100i cannot detect Sata Disk in bay 11 and Bay 12.

Scope:

Any ProLiant DL380 Gen10 server with Part Number (P02463-B21), detect only 10 SATA disk.

This issue was observed in the below configuration :

Hardware Environment:

Product: ProLiant DL380 Gen10

BIOS Vendor: HPE



Device Inventory Location	Product Name	Part Number	Serial Number	Firmware
Embedded Device	HPE Smart Array S100i SR Gen10			2.02

Cause

- This is not a Hardware issue as SATA controller port 3 has only 2 lanes, hence it detected only two drives

Resolution

Refer to the Maintenance Guide and QuickSpecs, to check the system board components details:

- [Click here to access HPE ProLiant DL380 Gen10 Server Maintenance and Service Guide](#) .
- [Click here to access HPE ProLiant DL380 Gen10 Server QuickSpecs](#) .

x4 SATA port 1

x4 SATA port 2

x2 SATA port 3

x1 SATA port 4

Optical disk drive/SATA port 5

The additional ports are provisioned for M.2 SATA SSD drives using the primary riser.

