HPE ProLiant DL380 Gen10 Server - 338-RESTful API Error

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Issue

338-RESTful API Error – Unable to communicate with iLO FW. BIOS configuration resources may not be up-to-date.

Alert/Event Code : 338-RESTful API Error

Environment

HPE ProLiant DL380 Gen10 Server

OS : ESXI 6.5

Bios Version : 2.62_03-08-2022 (9 Mar 2022)

ILO Version : 2.63 (24 Jan 2022)

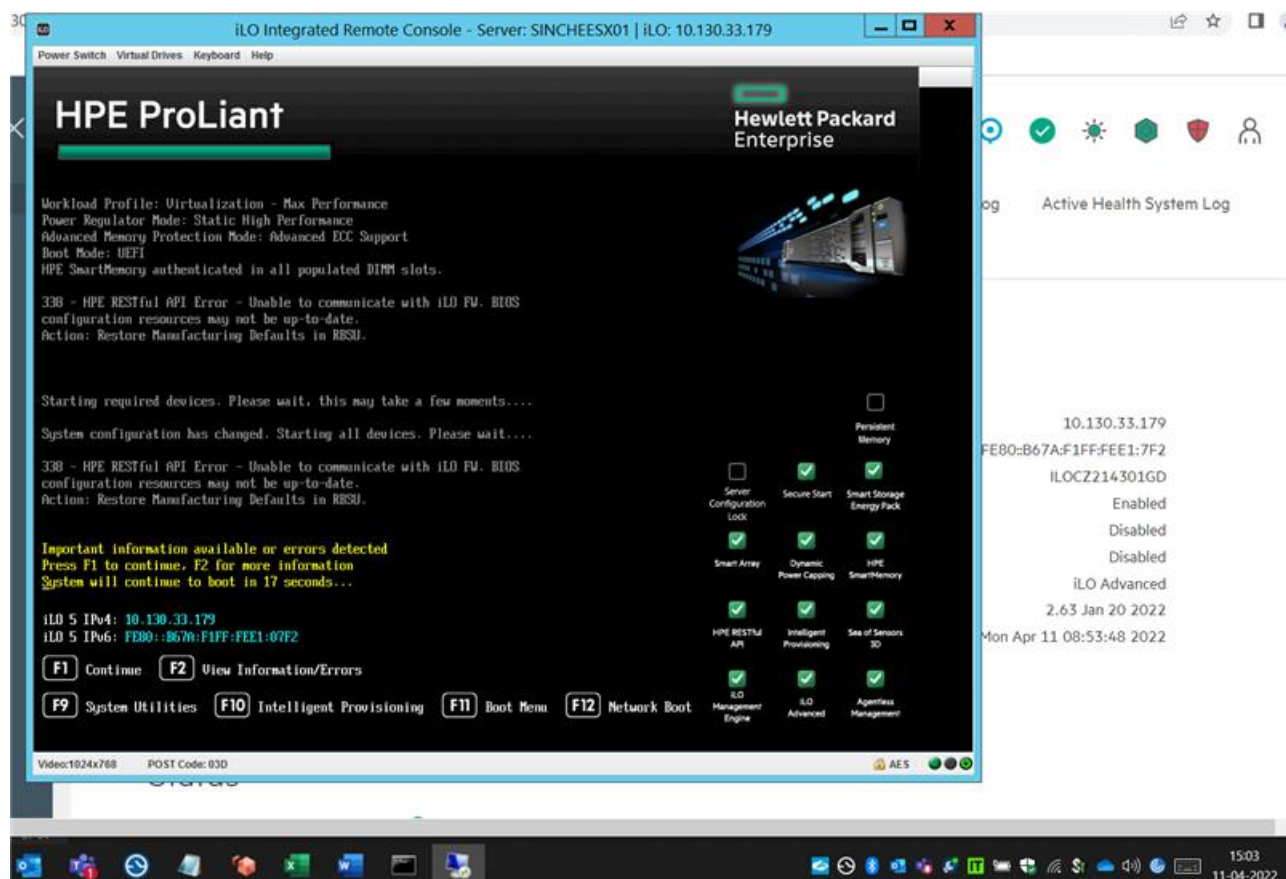Intelligent Provisioning Version : 3.70 (5 Nov 2021)

Cause

Restful API State

Resolution

Error in POST and IML shows as 338-RESTful API Error – Unable to communicate with iLO FW. BIOS configuration resources may not be up-to-date.

Refer as below :

No ILO Errors shown under Diagnostic Page

ILO health status shows OK

Refer as Below:

Diagnostics

iLO Self-Test Results

iLO Health: ✓

Self-Test	Status	Notes
Power Management Controller	ⓘ	Version 1.0.7
CPLD - PAL0	ⓘ	ProLiant DL380 Gen10 System Programmable Logic Device 0x31
NVRAM data	✓	
Embedded Flash	✓	Controller firmware revision 2.11.00
EEPROM	✓	
Host ROM	✓	
Supported host	✓	
ASIC Fuses	✓	

Status

Server Health	✅ OK
Health LED	✅ OK
iLO Health	✅ OK
iLO Security	🛡 Risk
Server Power	🟢 ON
UID Indicator	◎ UID OFF
Trusted Platform Module	Not Present
microSD Flash Memory Card	Not Present
Connection to HPE	⚠ Not registered
AMS	✅ OK

BIOS , ILO Firmware and Intelligent Provisioning Version updated to latest

Need to check by performing Restore Default Manufacturing Settings

Refer below Steps:

Restore manufacturing defaults in RBSU:

1. From the System Utilities screen, select System Configuration > BIOS/Platform Configuration (RBSU) > System Default Options > Restore Default Manufacturing Settings.
2. Press Enter.
3. Select Yes, restore the default settings.

If issue found to be same then check by clearing the Restful API State

Steps to clear the Restful API:

Login to ILO CLI through SSH

Run the Command : oemhp_clearRESTAPIstate