Hewlett Packard
Enterprise

HPE ProLiant DL380 Gen10 Server - Network status is showing Unknown in iLO5

Issue

- The Operating System Network is working fine but showing Unknown in the iLO5 page.

Environment

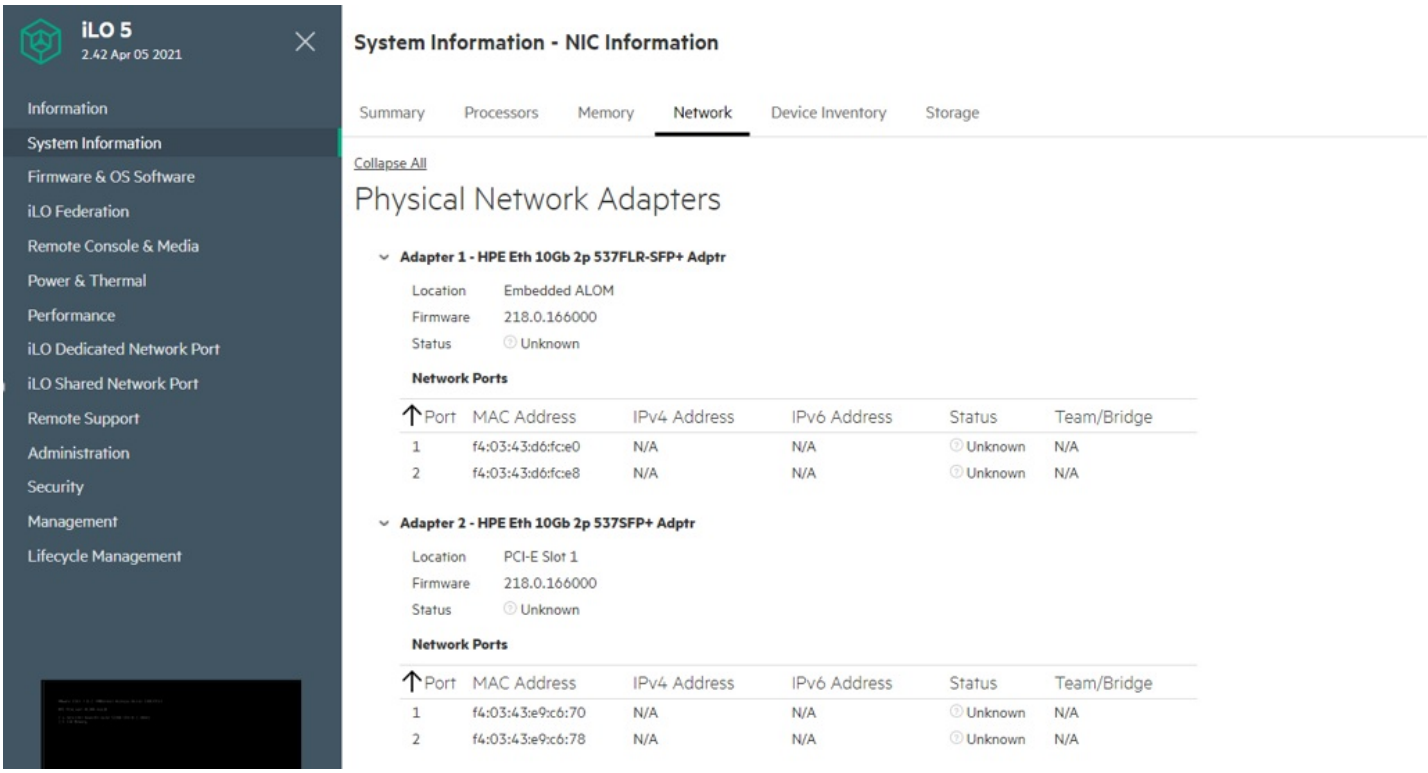
- Product # HPE ProLiant DL380 Gen10 Server
- System BIOS # v2.42 (01/23/2021)
- Installed iLO5 firmware # v2.42
- Installed Operating System # ESX7.0

Cause

- Need to Install the HPE Agentless Management Bundle

Resolution

- Server network is working but showing Unknown in iLO5 Page. Please find the below image for ref:-



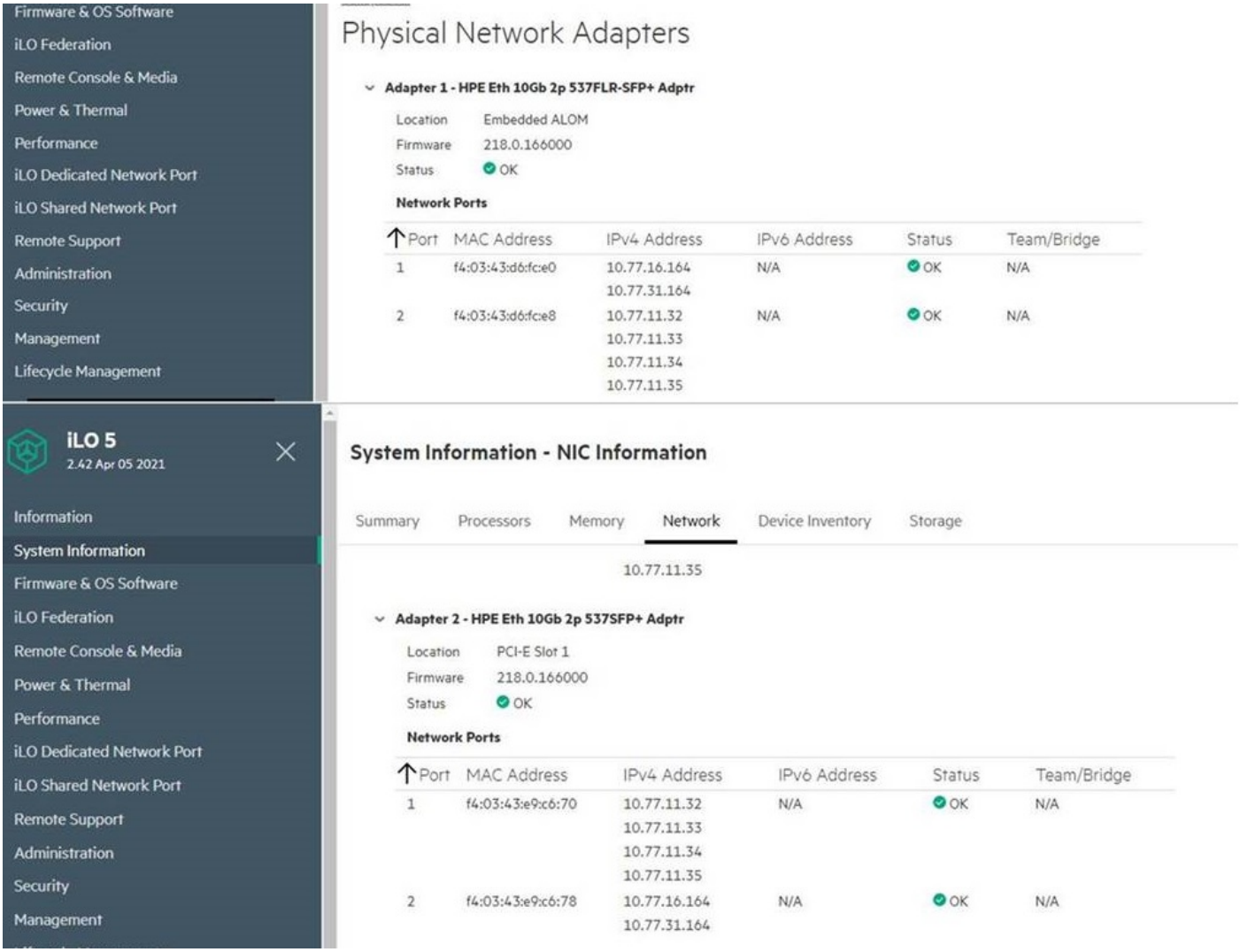
- The issue will remain the same after Removed and Re-fixed the SFP modules.
- The Issue will remain the same after restarting the Server.
- The Issue will remain the same after shut and up the Port from Switch side.
- Installed network is Embedded ALOM HPE Eth 10 Gb 2p 537FLR-SFP + Adptr and add on PCI Card HPE Eth 10GB 2p 537SFP+ Adptr
- Installed BIOS # v2.42 (01/23/2021
- Installed iLO5 # v2.42p18 built on Apr 05 2021

Action / Solution :-

- Need to install the HPE Agentless Management Bundle.

Link # https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_057bf07cdd144b5d86ad4e7518

- Network Status showing OK after installing the HPE Agentless Management Bundle. Please find the below sample image for ref: -



Disclaimer: HPE recommends to have data backup frequently and before performing any activity so that it can be restored during disaster recovery.