Hewlett Packard Enterprise

HPE ProLiant DL380 Gen10 Server - USB Keyboard and Mouse is not Working in Operating System

Issue

- USB Keyboard and Mouse is not Working in Operating System, But Working fine in offline mode.

Environment

- Product # HPE ProLiant DL380 Gen10 Server
- Installed BIOS # v2.40 (10/26/2020)
- Installed ILO 5 # iLO 5 v2.41

Cause

- Operating System.

Resolution

- Power drain the Server. (Remove Power cord and remove connected Power Supplies from the Server and connected after 1 min)
- Keyboard and Mouse is working fine in ILO5 Page , while taking remote from ILO5 keyboard and Mouse is not working in Operating System.
- Issue will remain same after reset the ILO5 from S1 Switch.

Note :- The listed Switches will get in System Maintenance Switch.

Switch	Default	Function
S1	Off	Off = iLO security is enabled. On = iLO security is disabled.
S2	Off	Reserved
S3	Off	Reserved
S4	Off	Reserved
S5	Off	Off = Power-on password is enabled. On = Power-on password is disabled.
S6	Off	Off = No function. On = ROM reads system configuration as invalid.
S7	Off	Reserved
S8	Off	Reserved
S9	Off	Reserved
S10	Off	Reserved
S11	Off	Reserved
S12	Off	Reserved

- Issue will remain same after upgrade the latest BIOS version 2.50 (05/24/2021)

BIOS link # https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_0cc448e76eb14f49ab2e24bc46&swEnvOid=2000152#tab-history

- Issue will remain same after upgrade the ILO 5 firmware. Version 2.44

ILO firmware link # https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_9ebdb8f51f1c4031a365ead2b5&swEnvOid=2000152

- Issue will remain same after clear the NVRAM from System Maintenance S6 Switch.

Note :- The listed Switches will get in System Maintenance Switch.

Switch	Default	Function
S1	Off	Off = iLO security is enabled. On = iLO security is disabled.
S2	Off	Reserved
S3	Off	Reserved
S4	Off	Reserved
S5	Off	Off = Power-on password is enabled. On = Power-on password is disabled.
S6	Off	Off = No function. On = ROM reads system configuration as invalid.
S7	Off	Reserved
S8	Off	Reserved
S9	Off	Reserved
S10	Off	Reserved
S11	Off	Reserved
S12	Off	Reserved

- Issue is remain same after installed the Physically keyboard and Mouse.
- Issue is remain same after System Default Load in RBSU.
- No any USB Policy in Operating System.
- USB Keyboard and Mouse is working fine in offline mode. (RBSU and Intelligent Provisioning)
- Issue is remain same after System Board replacement.

Solution / Action :-

- Need to involve the Operating System Team to fix this issue.

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