Hewlett Packard
Enterprise

# HPE ProLiant DL380 Gen10 Server - In ILO 5 BIOS or Hardware Health Status is showing Degraded

## Issue

- Server is online but in ILO5 BIOS or Hardware Health Status is showing Degraded.

**Event Codes :** Installed DIMM configuration does NOT support configured AMP Mode. System will operate in Advanced ECC Mode

## Environment

- Product # HPE ProLiant DL380 Gen 10 Server
- System BIOS # v2.30 (02/11/2020)
- ILO 5 Firmware # V2.21

## Cause

- Need to change the AMP mode to Advanced ECC.

## Resolution

- The Server Health LED is Amber.
- Server is online and working fine, But in ILO 5 BIOS / Hardware Health is showing degraded,
- In AHS logs all Hardware is showing Healthy but below IML alert is captured.

**IML Alert #** Unsupported DIMM Configuration Detected - Installed DIMM configuration does NOT support configured AMP Mode. System will operate in Advanced ECC Mode.

- Found AMP mode is set to Fast Fault Tolerant ADDDC. **" AdvancedMemProtection". "FastFaultTolerantADDDC"**

**Action / Solution :-**

- Need to change the AMP mode to Advanced ECC.

**Steps :-**

Ø Reboot the Server

Ø Press F9

Ø From the System Utilities screen, select System Configuration > BIOS/Platform Configuration (RBSU) > Memory Options > Advanced Memory Protection.

Ø Select "Advanced ECC Support"

Ø Save and Exit

Ø Reboot the server once again for the changes to take effect.

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