Hewlett Packard
Enterprise

ProLiant DL380 Gen10 - Embedded ALOM HPE Eth 10/25Gb 2p 640FLR-SFP28 Adptr shows Unknow in ILO 5

Issue

- Embedded ALOM HPE Eth 10/25Gb 2p 640FLR-SFP28 Adptr shows Unknow in ILO 5

Environment

- New Configuration
- Product: ProLiant DL380 Gen10
- System BIOS - v2.40 (10/26/2020)
- ILO 5 - iLO 5 v2.41p02 built on Mar 08 2021
- Embedded ALOM - HPE Eth 10/25Gb 2p 640FLR-SFP28 Adptr

Cause

- Unsupported SFP ((Small form factor Pluggable transceiver)

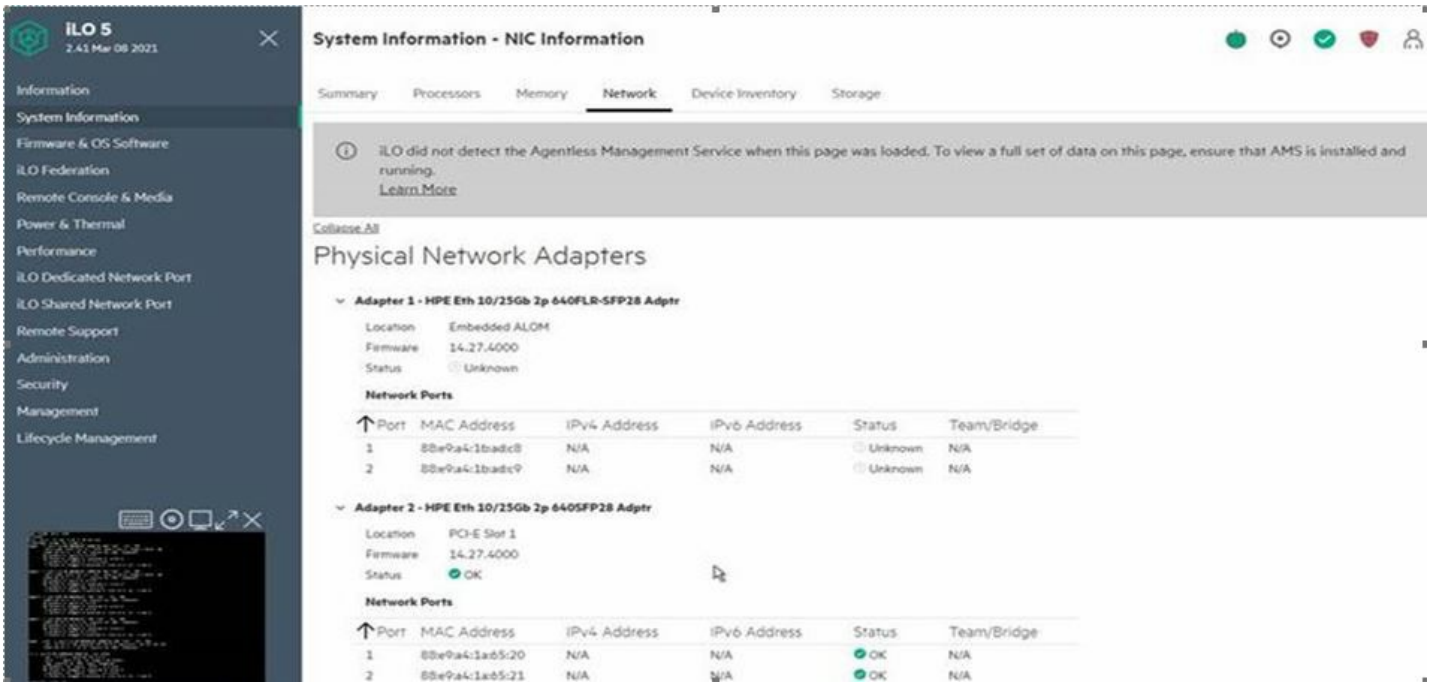
Resolution

- Embedded ALOM HPE Eth 10/25Gb 2p 640FLR-SFP28 Adptr and PCI Card HPE Eth 10/25Gb 2p 640SFP28 Adpt are Installed. Below are the installed Card details and spare part no.

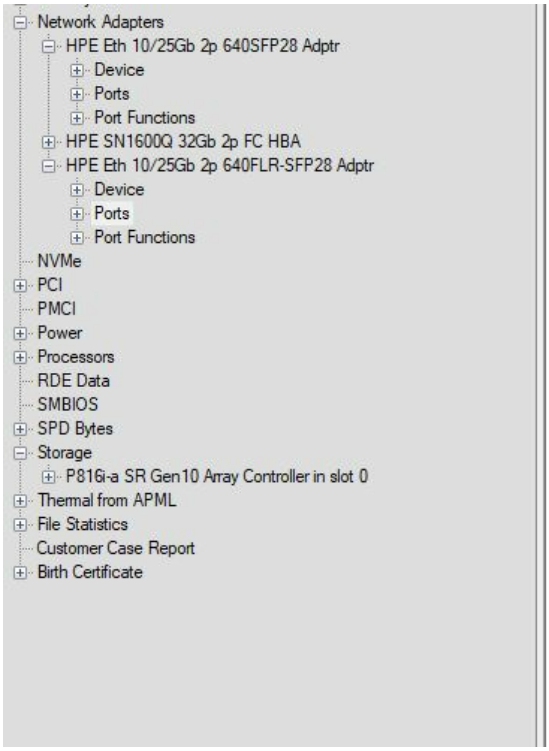
Embedded ALOM HPE Eth 10/25Gb 2p 640FLR-SFP28 Adptr - HPE Part no # 817749-B21

Slot 1 HPE Eth 10/25Gb 2p 640SFP28 Adptr - HPE Part no # 817753-B21

- In ILO 5 Embedded ALOM card status shows UNKNOWN and Slot 1 card status shows OK; Error snap shot for ref:-



- Verified in AHS for the card details and found different Part number for installed SFP (Small form factor Pluggable transceiver)
- Embedded ALOM Port Details and Installed SFP Part number in AHS Logs :-



Cable Type: SFP

SFP/QFP Connector Information

Port 1

Cable Identifier: SFP/SFP+/SFP28
Cable Vendor: HPE-F
Cable Vendor Part Number: P9H30A
Cable Vendor Serial Number: MY8108166U
Cable Date Code: 02-17-2021
Cable Lot Code:
Cable Connector: LC (Lucent Connector)
Cable Bit Rate (Nominal): 2 MB/sec
Cable Bit Rate (Nominal Extended): 0 MB/sec
Cable Vendor Revision: A

Port 2

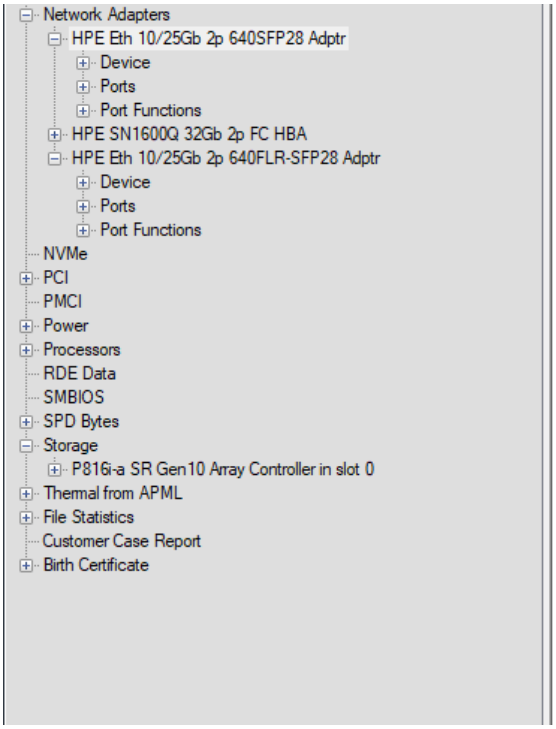
Cable Identifier: SFP/SFP+/SFP28
Cable Vendor: HPE-F
Cable Vendor Part Number: P9H30A
Cable Vendor Serial Number: MY8108166Q
Cable Date Code: 02-17-2021
Cable Lot Code:
Cable Connector: LC (Lucent Connector)
Cable Bit Rate (Nominal): 2 MB/sec
Cable Bit Rate (Nominal Extended): 0 MB/sec
Cable Vendor Revision: A

- Embedded ALOM Port status in operating System :-

```
HPE Eth 10/25Gb 2p 640FLR-SFP28 Adptr at EID 42, Embedded
Port Configuration
          Port Type: Disabled
          Port Speed: 0
          Port Enabled: Yes
          Flow Control Setting: TX-RX
          Link Technology: Ethernet
          802.3X Flow Control: RX-TX

          Port Type: Disabled
          Port Speed: 0
          Port Enabled: Yes
          Flow Control Setting: TX-RX
          Link Technology: Ethernet
          802.3X Flow Control: RX-TX
```

- Slot 1 HPE Eth 10/25Gb 2p 640SFP28 Adptr details and Installed SFP Part number in AHS :-



SFP/QFP Connector Information

Port 1

Cable Identifier: SFP/SFP+/SFP28
Cable Vendor: Hisense
Cable Vendor Part Number: 455885-001
Cable Vendor Serial Number: 7CR111J9YN
Cable Date Code: 03-12-2021
Cable Lot Code:
Cable Connector: LC (Lucent Connector)
Cable Bit Rate (Nominal): 1 MB/sec
Cable Bit Rate (Nominal Extended): 0 MB/sec
Cable Vendor Revision: 1

Port 2

Cable Identifier: SFP/SFP+/SFP28
Cable Vendor: Hisense
Cable Vendor Part Number: 455885-001
Cable Vendor Serial Number: 7CR111JB98
Cable Date Code: 03-12-2021
Cable Lot Code:
Cable Connector: LC (Lucent Connector)
Cable Bit Rate (Nominal): 1 MB/sec
Cable Bit Rate (Nominal Extended): 0 MB/sec
Cable Vendor Revision: 1

- Slot 1 HPE Eth 10/25Gb 2p 640SFP28 Adptr Port status in Operating System

```
HPE Eth 10/25Gb 2p 640SFP28 Adptr at EID 41, Slot 1
Port Configuration
            Port Type: Ethernet
            Port Speed: 10 Gbps
            Port Enabled: Yes
            Flow Control Setting: TX-RX
            Link Technology: Ethernet
            802.3X Flow Control: RX-TX

            Port Type: Ethernet
            Port Speed: 10 Gbps
            Port Enabled: Yes
            Flow Control Setting: TX-RX
            Link Technology: Ethernet
            802.3X Flow Control: RX-TX
```

- Change the Supported SFP with spare part no # 455885-001 after which Ports are showing OK in ILO 5 and up in Operating System.
- To verify the Supported SFP (Small form factor Pluggable transceiver) please refer the link :- https://h20195.www2.hpe.com/v2/gethtml.aspx?docname=c04815215