Hewlett Packard
Enterprise

HPE ProLiant DL380 Gen10-Datastores inaccessible after performing SPP SPP2021040.2021_0409.17 update via iLO Amplifier

Issue

- Datastores inaccessible after performing an SPP update SPP2021040.2021_0409.17 via iLO Amplifier
- On performing the SPP2021040.2021_0409.17 update via iLO, the datastores were accessible

Alert/Event Code : NA
Event Codes : NA

Environment

Server (UEFI Boot Mode)

Product: ProLiant DL380 Gen10 BIOS Vendor: HPE

SKU #: 868703-B21 System ID: $0E110847

Serial # (Physical): SGH915SNGW BIOS Version: U30

Serial # (Logical): SGH915SNGW BIOS Date: 01/23/2021

Serial # (Birth Certificate): SGH915SNGW

Operating System: VMware ESXi

Operating System Version: 6.5.0 Build-16576891 Update 3 Patch 138

Factory

Mfg Record Version: 1.7 Mfg Record Date: 4/9/2019 12:34:18 PM

Diags Version: Not Logged PCA Part #: 809455-001

Factory: HPE SINGAPORE PCA Spare Part #: 875073-001

PCA Revision: BB PCA Serial #: PFARABBLMC12CI

BMC Model: NA Mfg Location: MODULE=SPT1;RACK=1;BAY=31;SLOT=4

CPLD Version: 0x2E Diags Version: Not Logged

Profile

Vendor:

Version: HPE

Firmware Versions

Firmware Name Firmware Version

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iLO (iLO Advanced License) iLO 5 v2.42p18 built on Apr 05 2021

Redundant System ROM v2.02 (03/19/2019)

Power Management Controller Firmware 1.0.4

Power Management Controller FW Bootloader 1.1

System Programmable Logic Device 0x2E

HPE Smart Storage Energy Pack 1 Firmware 0.60

Intelligent Provisioning 3.30.213

ME SPI Descriptor 1.2.0

Innovation Engine (IE) Firmware 0.2.2.0.0

Embedded Video Controller 2.5

System ROM v2.42 (01/23/2021)

Server Platform Services (SPS) Firmware 4.1.4.423.0

Intelligent Platform Abstraction Data 14.3.0 build 50

Processor (Hyperthreading Enabled)

Socket	Processor	Cfg Spd	Max Spd	Cores	Stepping
Proc 1	Intel(R) Xeon(R) Platinum 8176 CPU @ 2.10GHz	2.10 GHz	4.00 GHz	28/28	Skylake SP H0
Proc 2	Intel(R) Xeon(R) Platinum 8176 CPU @ 2.10GHz	2.10 GHz	4.00 GHz	28/28	Skylake SP H0

Physical Memory (24 DIMM(s) for 768 GB total memory)

Component	Size	Cfg Spd	Max Spd	C\Err	UC\Err	Smart	HPE Technology	Vendor
PROC 1 DIMM 1	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 2	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 3	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 4	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 5	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 6	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 7	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 8	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 9	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 10	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 11	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 1 DIMM 12	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 2 DIMM 1	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 2 DIMM 2	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 2 DIMM 3	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 2 DIMM 4	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 2 DIMM 5	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix
PROC 2 DIMM 6	32 GB	2666 MT/s	2666 MT/s	0	0	Yes	Yes RDIMM	Hynix

PROC 2 DIMM 7 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix

PROC 2 DIMM 8 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix

PROC 2 DIMM 9 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix

PROC 2 DIMM 10 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix

PROC 2 DIMM 11 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix

PROC 2 DIMM 12 32 GB 2666 MT/s 2666 MT/s 0 0 Yes Yes RDIMM Hynix

Power Supplies

Component Capacity Serial# Spare Part# Option Kit# Firmware Vendor

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Power Supply 1 800 watts 5WEBP0D8JC118V 866730-001 865414-B21 CHCNY

Power Supply 2 800 watts 5WEBP0D8JC02KP 866730-001 865414-B21 CHCNY

Device Inventory

Location Product Name Part Number Serial Number Firmware

Embedded ALOM HPE Eth 10Gb 2p 562FLR-T Adptr 817745-B21 MYI84506QJ 10.54.4

Embedded Device HPE Smart Storage Battery 875241-B21 6WQXL0BB2BP7RQ 0.60

Embedded LOM HPE Ethernet 1Gb 4-port 331i Adapter - NIC 20.18.31

Embedded RAID HPE Smart Array P408i-a SR Gen10 804334-001 PEYHC0DRHC023O 3.53

PCI-E Slot 1 HPE Eth 10Gb 2p 562T Adptr 817738-B21 MYI9090BQM 10.54.4

PCI-E Slot 2 Empty slot 2 N/A

PCI-E Slot 3 HPE SN1600E 32Gb 1p FC HBA Q0L11-63001 5CF819054K 12.8.352.12

PCI-E Slot 4 HPE Eth 10Gb 2p 562T Adptr 817738-B21 MYI9090BP7 10.54.4

PCI-E Slot 5 Empty slot 5 N/A

PCI-E Slot 6 HPE SN1600E 32Gb 1p FC HBA Q0L11-63001 5CF8180552 12.8.352.12

Embedded Device Embedded Video Controller 2.5

Network Adapters

Model Part Number Serial Number Firmware

HPE Eth 10Gb 2p 562T Adptr 817736-001 MYI9090BQM 10.54.4

HPE StoreFabric SN1600E 32Gb Single Port Q0L11A 5CF819054K 12.8.352.12

HPE Eth 10Gb 2p 562T Adptr 817736-001 MYI9090BP7 10.54.4

HPE StoreFabric SN1600E 32Gb Single Port Q0L11A 5CF8180552 12.8.352.12

HPE Ethernet 1Gb 4-port 331i Adapter N/A N/A 20.18.31

HPE Eth 10Gb 2p 562FLR-T Adptr 817743-001 MYI84506QJ 10.54.4

Storage Controllers

Slot	Controller	Serial Number	Firmware	HAL-PL Version
0	P408i-a SR Gen10	PEYHC0DRHC023O	3.53	06.06.001.001

Physical Drives

Location Port,Box,Bay	Model	Serial Number	Firmware	Capacity	Vendor
Slot 0 1I,3,1	EH000300JWCPK	WAE18L6Z	HPD6	300 GB	Seagate
Slot 0 1I,3,2	EH000300JWCPK	WAE1B3SP	HPD6	300 GB	Seagate

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System Driver/Device Mapping

Driver: /usr/lib/vmware/vmkmod/vmkusb

Version: 0.1-1vmw.650.3.138.16576891

Vendor: VMW

Device(s):

Serial Bus Controller (0x00, 0x14, 0x00)

USB2 Host Controller (Intel Enhanced Host Controller Interface) (0x01, 0x00, 0x04)

Driver: /usr/lib/vmware/vmkmod/cru

Version: 650.6.5.10.4-1OEM.650.0.0.4240417

Vendor: HPE

Device(s):

System Peripheral (0x01, 0x00, 0x00)

Driver: /usr/lib/vmware/vmkmod/ilo

Version: 650.10.7.0.4-1OEM.650.0.0.4240417

Vendor: HPE

Device(s):

System Peripheral (0x01, 0x00, 0x02)

Driver: /usr/lib/vmware/vmkmod/ntg3

Version: 4.1.3.2-1vmw.650.2.75.10884925

Vendor: VMW

Device(s):

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x00)

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x01)

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x02)

HPE Ethernet 1Gb 4-port 331i Adapter - NIC (0x02, 0x00, 0x03)

Driver: /usr/lib/vmware/vmkmod/ixgben

Version: 1.8.7-1OEM.650.0.0.4598673

Vendor: INT

Device(s):

HPE Ethernet 10Gb 2-port 562T Adapter - NIC (0x12, 0x00, 0x00)

Ethernet Controller (0x12, 0x00, 0x01)

HPE Ethernet 10Gb 2-port 562FLR-T Adapter - NIC (0x5D, 0x00, 0x00)

HPE Ethernet 10Gb 2-port 562FLR-T Adapter - NIC (0x5D, 0x00, 0x01)

HPE Ethernet 10Gb 2-port 562T Adapter - NIC (0xAF, 0x00, 0x00)

Ethernet Controller (0xAF, 0x00, 0x01)

Driver: /usr/lib/vmware/vmkmod/lpfc

Version: 12.8.317.0-1OEM.650.0.0.4598673

Vendor: EMU

Device(s):

HPE SN1600E1P 32Gb 1p FC HBA - FC (0x13, 0x00, 0x00)

HPE SN1600E1P 32Gb 1p FC HBA - FC (0xB0, 0x00, 0x00)

Driver: /usr/lib/vmware/vmkmod/smartpqi

Version: 1.0.4.3008-1OEM.650.0.0.4598673

Vendor: MSCC

Device(s):

HPE Smart Array P408i-a SR Gen10 (0x5C, 0x00, 0x00)

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Cause

- Issue was with HPE StoreFabric SN1600E 32Gb Single Port Q0L11A driver

Resolution

- Need to check the compatibility of the FC HBA driver with the external storage box
- downgraded the HPE SN1600E 32Gb 1p FC HBA Driver driver using the below link: https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_9e4ea06d2cc84a0ca7c2dd5312#tab1
- After downgrading the driver, the datastores became accessible