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SUPPORT COMMUNICATION - CUSTOMER ADVISORY

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Advisory: (Revision) HP Integrated Lights-Out 2 (iLO 2) - Opening iLO 2 Remote Console Session While iLO 2 Firmware Upgrade is in Progress May Result in an Unusable iLO 2 Firmware Image

NOTICE: The information in this document, including products and software versions, is current as of the Release Date. This document is subject to change without notice.

Release Date: 2011-07-25

Last Updated: 2011-07-25

DESCRIPTION

Document Version	Release Date	Details
3	07/25/2011	Updated with permanent resolution - iLO 2 Firmware Version 1.79 (or later).
2	09/04/2009	Updated Resolution to remove unreleased iLO 2 firmware version.
1	08/20/2009	Original Document Release.

When HP Integrated Lights-Out 2 (iLO 2) begins to receive a new firmware image from either the Online Flash Component for Windows or Online Flash Component for Linux, iLO 2 will automatically close any open Remote Console session. However, during an upgrade to iLO 2 Firmware Versions 1.78 (or earlier), there is a small window of time (approximately 30 seconds) in which a user can re-open a Remote Console session, causing the uploaded firmware image to become unusable. When the image is unusable, the flash is not successful and the firmware no longer functions. When iLO 2 is rebooted, iLO 2 will not find a valid image to boot from and will halt execution and cease to function.

Symptoms:

- HP ProLiant DL series and ProLiant ML series servers - if this issue occurs, when the server is power-cycled, the server could take several minutes to display the Power-On Self-Test (POST). After POST, the server functions normally; however, iLO 2 no longer functions.
- HP ProLiant c-Class and p-Class server blades - if this issue occurs, when the server blade is power-cycled, the server blade will not power ON and the iLO 2 no longer functions.

SCOPE

Any HP ProLiant c-Class or p-Class server blade and HP ProLiant DL or ProLiant ML series server configured with Integrated Lights-Out 2 (iLO 2) Firmware Version 1.78 (or earlier) while opening a Remote Console session during an iLO 2 firmware upgrade.

RESOLUTION

Do not attempt to open a Remote Console session while an Integrated Lights-Out 2 (iLO 2) firmware upgrade is in process. If a Remote Console session is automatically closed by iLO 2, allow at least three minutes for the firmware upgrade process to complete before opening a new Remote Console session.

To prevent a Remote Console session from being opened during an iLO 2 firmware installation, upgrade to Integrated Lights-Out 2 (iLO 2) Firmware Version 1.79 (or later).

Note: HP recommends upgrading iLO 2 to the **latest** firmware version available.

Perform the following steps to obtain the latest iLO 2 firmware version:

1. Click on the following URL:
<http://www.hp.com/support/iLO2>
2. Select the appropriate operating system.
3. Click on "Firmware - Lights-Out Management."
4. Locate Firmware Version 1.79 (or later) and then choose the desired firmware upgrade method.

RECOVERY PROCESS FOR NON-FUNCTIONING iLO 2 FIRMWARE

HP ProLiant DL and ProLiant ML Series Servers

If a ProLiant DL or ProLiant ML series server is power-cycled with a non-working iLO 2 firmware and takes several minutes to display the Power-On Self-Test (POST), perform the following steps to recover iLO 2 to Firmware Version 2.05:

1. Set the iLO 2 Security Override Switch on the system board to the ON position. The location of the switch is printed on a label located on the inside of the hood cover.
2. Power ON the server and boot using the HP Smart Update Firmware DVD Version 9.30. The DVD ISO image is available for download from the following URL:
<http://www.hp.com/go/foundation>
3. Use the following key strokes to exit out of HP Smart Update Manager. A command prompt will be displayed over the HP Smart Update Manager window. The command prompt takes approximately 30 seconds to appear:

CTRL + ALT + d + b + x (Keep the CTRL and ALT keys pressed when typing d b x)

4. At the command prompt, navigate to the HP Smart Update Firmware DVD directory containing the supplemental iLO 2 firmware update by using the following command:

```
bash-3.1# cd mnt/cdrom/hp/swpackages
```

5. Use the following command to unload the HPILO module:

```
rmmmod hpilo
```

6. Use the following command to execute the iLO 2 firmware update in direct mode:

```
sh CP014256.scexe -- direct (This parameter requires two dash ( -- ) characters).
```

7. Once the iLO 2 firmware upgrade is completed, power OFF the server and set the iLO 2 Security Override Switch on the system board to the OFF position.

HP ProLiant c-Class and p-Class Series Server Blades

If the condition has already occurred and the server blade is power-cycled with an unusable iLO 2 firmware image and will not power on, contact HP using one of the processes detailed below:

Obtaining Service Inside North America:

Contact Customer Support at 1-800-334-5144.

Obtaining Service Outside North America:

Contact the appropriate HP Customer Support Center. A list of Customer Support Centers and appropriate phone numbers is available at the following URL:

<http://welcome.hp.com/country/us/en/wwwcontact.html>

RECEIVE PROACTIVE UPDATES : Receive support alerts (such as Customer Advisories), as well as updates on drivers, software, firmware, and customer replaceable components, proactively via e-mail through HP Subscriber's Choice. Sign up for Subscriber's Choice at the following URL:

<http://www.hp.com/go/myadvisory>

NAVIGATION TIP : For hints on navigating HP.com to locate the latest drivers, patches, and other support software downloads for ProLiant servers and Options, refer to the [Navigation Tips document](#) .

SEARCH TIP : For hints on locating similar documents on HP.com, refer to the [Search Tips document](#) .

Hardware Platforms Affected: HP Integrated Lights-Out 2 (iLO 2) Firmware(Standard HP Product), HP ProLiant BL20p G4 Server series, HP ProLiant BL25p G2 Server series, HP ProLiant BL260c G5 Server series, HP ProLiant BL280c G6 Server series, HP ProLiant BL2x220c G5 Server series, HP ProLiant BL45p G2 Server series, HP ProLiant BL460c G5 Server series, HP ProLiant BL460c G6 Server series, HP ProLiant BL460c Server series, HP ProLiant BL465c G5 Server series, HP ProLiant BL465c G6 Server series, HP ProLiant BL465c Server series, HP ProLiant BL480c Server series, HP ProLiant BL490c G6 Server series, HP ProLiant BL495c G5 Server series, HP ProLiant BL495c G6 Server series, HP ProLiant BL680c G5 Server series, HP ProLiant BL685c G5 Server series, HP ProLiant BL685c G6 Server series, HP ProLiant BL685c Server series, HP ProLiant DL320 G4 Server series, HP ProLiant DL320 G5 Server series, HP ProLiant DL320 G5p Server series, HP ProLiant DL320 G6 Server series, HP ProLiant DL320s Server series, HP ProLiant DL320s Storage Server, HP ProLiant DL360 G5 Server series, HP ProLiant DL360 G6 Server series, HP ProLiant DL365 G5 Server series, HP ProLiant DL365 Server series, HP ProLiant DL370 G6 Server series, HP ProLiant DL380 G5 Server series, HP ProLiant DL380 G5 Storage Server, HP

ProLiant DL380 G6 Server series, HP ProLiant DL385 G2 Server series, HP ProLiant DL385 G5 Server series, HP ProLiant DL385 G5p Server series, HP ProLiant DL385 G6 Server series, HP ProLiant DL580 G4 Server series, HP ProLiant DL580 G5 Server series, HP ProLiant DL585 G2 Server series, HP ProLiant DL585 G2 Storage Server, HP ProLiant DL585 G5 Server series, HP ProLiant DL585 G6 Server series, HP ProLiant DL785 G5 Server series, HP ProLiant ML310 G3 Server series, HP ProLiant ML310 G3 Storage Server, HP ProLiant ML310 G4 Server series, HP ProLiant ML310 G4 Storage Server, HP ProLiant ML310 G5 Server series, HP ProLiant ML310 G5p Server series, HP ProLiant ML330 G6 Server series, HP ProLiant ML350 G5 Server series, HP ProLiant ML350 G5 Storage Server, HP ProLiant ML350 G6 Server series, HP ProLiant ML370 G5 Server series, HP ProLiant ML370 G6 Server series, HP ProLiant ML570 G4 Server series

Operating Systems Affected: Not Applicable

Software Affected: Not Applicable

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