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SUPPORT COMMUNICATION - CUSTOMER ADVISORY

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Advisory: ProLiant c-Class Server Blades - ONLINE ROM FLASH COMPONENT UPGRADE REQUIRED to Prevent Servers from Failing to Boot, Losing Power Measurement Capability Using iLO 2 Power Graphs or Insight Power Manager, or Losing PXE Functionality

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: 2009-02-06

Last Updated: 2009-02-06

DESCRIPTION

IMPORTANT: This Online ROM Flash Component upgrade is required to correct the issue detailed below. HP strongly recommends immediate application of this fix. Neglecting to perform the required action could result in the potential for subsequent errors to occur in the configurations described below. By disregarding this notification, the customer accepts the risk of incurring future related events.

HP requires the immediate upgrade of the Power Management Controller Firmware on affected HP ProLiant c-Class server blades using Version 0.7 of the Power Management Controller Firmware to avoid the following issues that have been observed:

Issue 1: Server blades will not power on. The Onboard Administrator (OA) will report an emergency power event on the BladeSystem enclosure Insight Display and in the OA System Log.

Issue 2: Server blades may stop responding while attempting to boot and will not display video. The Health LED will illuminate flashing red and the server blade will issue a beep code.

Issue 3: Server blades will not launch the PXE boot or iSCSI boot Option ROM for the embedded network controller, causing the server blade to fail to boot.

Issue 4: iLO 2 will not display the Power Meter graph and the HP Insight Power Manager may not report all expected data, resulting in the loss of the power measurement capability.

Issue 5: Server blades will not display the expected processor frequency and front side bus speed during the Power-On Self-Test (POST).

Power Management Controller Firmware (for c-Class blades) version 0.7 is the only firmware version affected; server blades running earlier or later versions of the Power Management Controller firmware are not affected by this issue.

SCOPE

Any of the following HP ProLiant server models with an Integrated Lights-Out 2 (iLO 2) that has an embedded Power Management Controller with firmware version 0.7:

- HP ProLiant BL260c G5 server blade
- HP ProLiant BL460c server blade
- HP ProLiant BL460c G5 server blade
- HP ProLiant BL480c server blade
- HP ProLiant BL680c G5 server blade
- HP ProLiant BL465c G5 server blade
- HP ProLiant BL495c G5 server blade
- HP ProLiant BL685c G5 server blade
- HP ProLiant BL2x220c G5 server blade
- HP ProLiant xw2x220c Blade Workstation
- HP ProLiant xw460c Blade Workstation

RESOLUTION

To prevent this issue from occurring, HP is requiring the immediate upgrade of the Power Management Controller Firmware (c-Class blades) to Version 3.3 using the Online ROM Flash Component Upgrade Process:

Perform the following steps to obtain the latest version of the Power Management Controller Firmware:

1. Click on the following URL:
<http://welcome.hp.com/country/us/en/support.html?pageDisplay=drivers>
2. Under Select a product category, select *BladeSystem* .
3. Select *BladeSystem server blades* .
4. Select *HP ProLiant BL Server Blades* .
5. Select the appropriate operating system.
6. Select the *Firmware* category.
7. Select the latest version of the Online ROM Flash Component and click the "Download" button.

The Power Management Controller Firmware can only be upgraded if the existing version of this firmware is version 0.6 (or later). However, if using version 0.6 (or earlier), this flash upgrade is not required to address the issue described in this advisory because version 0.6 (or earlier) is not affected. The current Power Management Controller Firmware version will be identified and displayed when executing this upgrade process on the server. If the Power Management Controller Firmware version on the server is prior to version 0.6, then a message will be displayed indicating that this firmware update is not supported on the server.

For the Linux Online Flash Upgrade, the HP ProLiant Channel Interface Device Driver for iLO/iLO 2 must be installed and running prior to executing the upgrade. If the HP ProLiant Channel Interface Device Driver is not installed and running, the following message will be displayed when running this utility:

The software is not supported for installation on this system. You must install the iLO Channel Interface driver to use this component.

For the Windows Online Flash Upgrade, there is no driver requirement.

Due to the issue with version 0.7 of the Power Management Controller firmware, it is possible that an attempt to update the firmware may fail and the following message may be displayed:

The software is not supported for installation on this system.

*Unable to communicate with the Power Management Controller.
You may be able to correct this problem by cycling power. You must physically disconnect all power, not just press the power button.
If this is a blade server, you must remove and reinsert the blade.*

If this condition occurs, the server blade must be removed and reinserted into the enclosure. Pressing the power button is not sufficient. Although extremely rare, it may be necessary to repeat the steps to remove and reinsert the server blade and update the firmware until the above message is no longer displayed.

Updating the Power Management Controller Firmware (c-Class blades) by upgrading the iLO 2 Firmware:

IMPORTANT: The recommended method for performing the upgrade is to use the Online Flash Component for the Power Management Controller Firmware (c-Class blades) mentioned above.

Alternatively, the issue can be resolved by upgrading the iLO 2 firmware to Version 1.70 (or later) which will automatically update the Power Management Controller Firmware (c-Class blades) to Version 3.3.

To upgrade the iLO 2 firmware, perform the following:

1. If the server is experiencing any of the issues described in this advisory, remove and reinsert the server blade from the enclosure before performing the iLO 2 firmware upgrade.
2. While performing the firmware upgrade, allow the iLO 2 firmware sufficient time

(approximately 1 minute) to update the Power Management Controller Firmware after the iLO 2 firmware flash process has completed before removing power from the server.

The latest version of the iLO 2 firmware is available as follows:

1. Click on the following URL:
<http://welcome.hp.com/country/us/en/support.html?pageDisplay=drivers>
2. Under Select a product category, select Servers.
3. Select ProLiant/tc Series Servers.
4. Select the desired ProLiant model.
5. Select the appropriate operating system.
6. Select the Firmware - Lights-Out Management category.
7. Select a Firmware Version 1.70 (or later) and click the "Download" button.

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](#) .

To search for additional advisories related to ProLiant servers, use the following search string:
+Advisory +ProLiant -"Software and Drivers"

Hardware Platforms Affected: HP ProLiant xw460c Blade Workstation, HP ProLiant xw2x220c Blade Workstation, HP ProLiant BL260c G5 Server series, HP ProLiant BL465c G5 Server series, HP ProLiant BL680c G5 Server series, HP ProLiant BL480c Server series, HP ProLiant BL495c G5 Server series, HP ProLiant BL685c G5 Server series, HP ProLiant BL460c Server series, HP ProLiant BL2x220c G5 Server series, HP ProLiant BL460c G5 Server series

Operating Systems Affected: Not Applicable

Software Affected: Not Applicable

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