

iLO Amplifier Pack 1.30 User Guide

Abstract

This guide provides information about installing, configuring, and operating the iLO Amplifier Pack.

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Contents

Introduction	
Description	
iLO Amplifier Pack key features.	
iLO Amplifier Pack license segmentation.	
When to use iLO Amplifier Pack	11
Performing first time setup	13
Verifying prorequisites	12
	13
Operating systems	
Browser requirements	
	۲4 ۱۸
Drerequisites to bost il O Amplifier Dack	
Prerequisites for managed servers	
Prerequisites for performing undates	
Prerequisites for performing receivery	
Prerequisites for performing recovery	
Installing if O Amplifier Pack	
Porforming initial sature on the il O Amplifier Pack	
Verifying the installation	
Viewing the dashboard Dashboard details	19 19
Discovery	21
Adding a single server from the Discovery page	
Adding an iLO Federation Group from the Discovery page	
Adding servers in an IPv4 address range	
Adding servers from a CSV file	24
Managing servers	
Viewing the server list	
Viewing server details	26
Adding a single server from the Servers page	27
Adding servers in an IPv4 address range from the Servers page	28
Updating an unmanaged server	29
Managing server UID status	29
Managing server power status	30
Server power options	
Updating server firmware from the Servers page	
Configuring remote syslog	
Mounting and electing virtual media	
Deleting a server	
Refreshing the server list	
5	

Managing iLO Federation groups	34
Viewing iLO Federation groups	
Creating an iLO Federation group	34
Adding an iLO Federation Group from the Groups page	
Joining an iLO Federation group	36
Deleting an iLO Federation group	
Managing UID status for grouped servers	37
Managing power status for grouped servers	
Updating firmware for grouped servers	
Configuring remote SysLog for grouped servers	39
Mounting and ejecting virtual media for grouped servers	
Refreshing the list of iLO Federation Groups	40

Managing server groups	
Viewing server groups	4
Creating a server group	
Joining a server group	
Unjoining servers from a server group	4
Deleting a server group	4
Managing UID status for server groups	
Managing power status for server groups	4
Updating firmware for server groups	4
Configuring remote SysLog for server groups	
Mounting and ejecting virtual media for server groups	
Refreshing servers in server groups	

Alerts and Event Logs	50
Managed Servers Alerts	
Viewing alerts from managed servers	
Server alert severity	
Server alert details.	
Clearing the Server Alert Viewer list	51
Exporting server alerts to a .csv file	
Activity Logs and Alerts	52
Viewing activity logs	
Clearing activity alerts	
Generating and submitting the Product Entitlement Report	53
Baseline Management	
Importing a firmware baseline	55
Importing an OS baseline	

Baseline Management	
Importing a firmware baseline	
Importing an OS baseline	
Working with configuration baselines	
Create a configuration baseline	57
Import a configuration baseline from a server	
Editing a new configuration baseline	
Deleting a configuration baseline	

Server firmware and driver updates	60
Performing an online firmware update for Gen8 and Gen9 servers	
Performing an Express Interactive Update	61

Performing a Baseline Automatic Update	64
Performing an offline firmware update for Gen8 and Gen9 servers	66
iLO Repository Updates	68
Performing an iLO Repository Online Update	69
Performing an iLO Repository Offline Update	70
Running and completed tasks	72

SPP compliance report	73
Creating the SPP compliance report	73
Viewing the SPP compliance report.	
······	

Recovery Management	
Recovery operations	
Recovery policy	77
Create a recovery policy	77
Delete a recovery policy	
Recovery administration	
Assign a recovery policy	79
Unassign a recovery policy	
Performing a manual recovery	
Performing a quarantine operation	82
Monitor recovery tasks	83

Reports	84
Viewing the firmware report	
Firmware report details	85
Viewing the iLO license report	
Viewing the basic device report	
Viewing the Hardware Inventory Report	
Viewing the Custom Report	91

Server troubleshooting	
Downloading the server Active Health System log	
Logging in to Active Health System Viewer	
Logging out of AHSV	
Loading an AHS log file	

Viewing	task	status	96
-			

iLO Amplifier Diagnostics	
---------------------------	--

Configuring the iLO Amplifier Pack appliance	99
System Update	
Upgrading the appliance firmware	
Appliance firmware upgrade storage types	
Performance settings	
Modifying the refresh settings	100
Configuring alert settings	101
Sending a test alert	102

Setting up an IFTTT alert	102
IFTTT alert syntax	103
Configuring network settings	104
Configuring the network ports	104
Configuring general network settings	105
Configuring proxy settings	
Configuring time and NTP settings	106
Configuring Remote SysLog Settings for iLO Amplifier Pack	107
Configuring security settings	107
Configuring access settings	107
Obtaining and importing an SSL certificate	108
Generating a certificate signing request	109
Configuring LDAP	109
Configuring Directory Server Settings	110
Managing iLO Amplifier Pack user accounts	111
Local users	111
Adding a user account	111
Editing a user account	112
Disabling a user account	112
Deleting a user account	113
iLO Amplifier Pack user privileges	113
Directory groups	114
Adding a group account	114
Disabling a group account	115
Deleting a group account	115
iLO Amplifier Pack group privileges	116
Backup and Restore	116
Backing up the iLO Amplifier Pack configuration	116
Restoring the iLO Amplifier Pack configuration	117

HPE InfoSight	118
Obtaining a claim token	
Linking iLO Amplifier Pack with HPE InfoSight	119

iLO	Amplifier Pack troubleshooting	121
	Report information does not sort	.121
	Discovery fails on CSV file upload	. 121
	SSH session does not close	. 121
	Alert notification not visible	121
	SUT components not downgraded during online update	.122
	Failure message appears when a task is created.	.122
	Loading and exporting activity alerts and logs to CSV causes unresponsive GUI	122
	Firmware configuration settings may not be recovered for S100i Smart Array controller	. 123
	Importing a custom SPP Firmware Baseline to iLO Amplifier Pack fails	123
	Online Express Interactive Update fails on certain servers with "Activate Failed" message	. 123
	Online Express Interactive Update on certain servers gets stuck at "Staged" state	. 124
	Servers cannot be selected for performing Online Update even though AMS is running	. 124
	Manual Recovery Task fails in iLO Amplifier as host fails to power on	. 124
	Duplicate entries created when iLO uses a shared network port and the server is	
	discovered using IP and FQDN	125

Websites	26
----------	----

Support and other resources	
Accessing Hewlett Packard Enterprise Support	
Accessing updates	
Customer self repair	
Remote support.	
Warranty information	
Regulatory information	
Documentation feedback	

Introduction

Description

The iLO Amplifier Pack is an advanced server inventory, firmware and driver update solution that enables rapid discovery, detailed inventory reporting, firmware, and driver updates by leveraging iLO advanced functionality. The iLO Amplifier Pack performs rapid server discovery and inventory for thousands of supported servers for the purpose of updating firmware and drivers at scale.

iLO Amplifier Pack key features

- Server System Restore—iLO Amplifier Pack works with iLO 5 v1.17 to initiate and manage system recovery processes for servers.
- **Gen10 server support**—iLO Amplifier Pack supports HPE ProLiant Gen8 and Gen9 servers. As of version 1.10, iLO Amplifier Pack also offers full support for HPE ProLiant Gen10 servers.
- **Baseline importing**—Starting with v1.15, iLO Amplifier Pack provides up to 80 GB of storage for imported baseline images for easy access during deployment.
- **Detailed inventory**—iLO Amplifier Pack scales up to thousands of servers and runs basic and detailed inventory on HPE ProLiant Gen8, Gen9, and Gen10 servers, including firmware, hardware, and iLO licenses in a matter of minutes.
- SPP compliance report— iLO Amplifier Pack allows users to generate SPP compliance reports for multiple servers at a time. This report provides information about the compliance status of a server and displays the server compliance of the firmware and software components for an imported SPP.
- **IPv6 support**—As of version 1.30, iLO Amplifier Pack is IPv6 compliant. Users can now use IPv6 addresses when adding servers or configuring various iLO Amplifier Pack network settings.
- **Simplified updates**—iLO Amplifier Pack simplifies update management tasks making it easier and faster with a user interface that is similar to iLO. Users can update multiple servers on both iLO Federation and server groups reducing downtime and personnel requirements.
- **Group management**—iLO Amplifier Pack can create new groups, add servers to existing groups, and manage the updates for federated groups and server groups.
- InfoSight integration—iLO Amplifier Pack version 1.30 onwards supports HPE InfoSight integration to manage HPE ProLiant servers. HPE InfoSight is an artificial intelligence (AI) platform that employs cloud-based machine learning to analyze diagnostic data from iLO Amplifier Pack.

iLO Amplifier Pack license segmentation

iLO Amplifier Pack does not require a separate license; it is a free download. Full functionality of the iLO Amplifier Pack is available with an iLO Advanced license. The following features are available for iLO Standard, iLO Essentials, and iLO Scale-Out licenses.

Feature	iLO Standard iLO Essentials iLO Scale-Out	iLO Advanced	Dependencies
Discovery	~	*	• iLO 4 v2.30 and later for Gen8 and Gen9 servers
			ILO 5 v1.10 and later for Gen10 servers
Inventory	✓	•	 iLO 4 v2.50 and later for Gen8 and Gen9 servers
			 iLO 5 v1.10 and later for Gen10 servers
Reports	1	*	 iLO 4 v2.50 and later for Gen8 and Gen9 servers
			 iLO 5 v1.10 and later for Gen10 servers
Core platform firmware update	*	•	 iLO 4 v2.30 and later for Gen8 and Gen9 servers
			 iLO 5 v1.10 and later for Gen10 servers
Core platform firmware update		✓	 iLO 4 v2.30 and later for Gen8 and Gen9 servers
			 iLO 5 v1.10 and later for Gen10 servers
Online update for firmware, drivers,		*	 iLO 4 v2.53 and later for Gen8 and Gen9 servers
and HPE software			 AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux running on Gen8 or Gen9 servers
			HPE Service Pack for ProLiant
			 HPE SUT v1.8.0 or later for Gen8, Gen9 servers

Table Continued

Feature	iLO Standard iLO Essentials iLO Scale-Out	iLO Advar	nced	Dependencies
iLO Repository Online Update			✓	 iLO 5 v1.10 and later for Gen10 servers. AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux running on Gen10 servers
				iSUT 2.0.0 or laterService Pack for ProLiant
SPP compliance report	1		✓	AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux running on Gen8 or Gen9 servers
				• AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux running on Gen10 servers
Offline update for firmware and			✓	• iLO 4 v2.50 and later for Gen8 and Gen9 servers
unvers				Service Pack for ProLiant
iLO Repository Offline Update			✓	• iLO 5 v1.10 and later for Gen10 servers.
				Service Pack for ProLiant.
Server System Restore			✓	 iLO 5 v1.17 and later for Gen10 servers
				 AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux running on Gen10 servers
				• iSUT 2.0.0 or later
				Service Pack for ProLiant
Alerts	Only in UI	• UI		
		• email		
		• IFTTT		

Table Continued

Feature	iLO Standard	iLO Advanced	Dependencies
	iLO Essentials		
	iLO Scale-Out		
iLO Federation group		*	
Server group	✓	✓	

When to use iLO Amplifier Pack

You can use iLO Amplifier Pack to help you manage the following types of common scenarios efficiently and with minimal downtime.

Discovering

"Current update tools are complicated and time-consuming to use. Is there an alternative?"

iLO Amplifier Pack has a clean, intuitive GUI that is easy to use and can add servers and groups one at a time or thousands at a time. Discovery takes only a few minutes and does not require server downtime.

- Adding a server
- Adding the servers in an iLO Federation Group from the Discovery page
- Adding servers in an IPv4 address range
- Adding servers from a CSV file

Monitoring

"How do I efficiently monitor the thousands of HPE servers and groups in my infrastructure?"

iLO Amplifier Pack allows you to monitor the overall health of your infrastructure from a single page in your browser. Drill down for detailed information about individual servers or groups.

- Viewing the dashboard
- Viewing the server list
- Viewing inventory details
- <u>Viewing iLO Federation groups</u>
- <u>Viewing server groups</u>
- <u>Viewing server alerts</u>

Reporting

"How can I keep accurate and up-to-date reports on all my servers without it becoming my full-time job?" Use the options from the **Reports** menu to view and download up-to-date reports.

- Viewing the firmware report
- <u>Viewing the iLO license report</u>
- Viewing the basic device report

- Viewing the Hardware Inventory Report
- <u>Viewing the Custom Report</u>

Managing

"I want a simple tool to manage server and group tasks without having to debug and update a script library."

Customized scripts can be time-consuming to maintain. You can use iLO Amplifier Pack to accomplish the same tasks on a large scale with no customized upkeep required.

- Managing server UID status
- Managing server power status
- <u>Configuring remote syslog</u>
- Mounting virtual media
- Managing iLO Federation groups
- Managing server groups

Updating

"How can I update firmware and drivers across my data center without requiring too much downtime?"

iLO Amplifier Pack simplifies updating tasks by automating the update process requiring limited user interaction and minimal downtime.

- About online updates
- Performing an Express Interactive Update
- Performing a Baseline Automatic Update
- Performing an offline firmware update
- iLO Repository Updates

Server System Restore

"Is there a way to recover compromised servers or corrupted firmware?"

iLO Amplifier Pack uses recovery events from iLO 5 v1.17 or later to initiate the recovery process for servers with iLO Advanced licenses, according to user-created recovery policies.

- <u>Recovery Management</u>
- <u>Recovery Administration</u>

Performing first time setup

Perform the following tasks to set up the iLO Amplifier Pack for the first time:

Procedure

- 1. Verifying prerequisites
- 2. Performing initial registration
- 3. Installing the iLO Amplifier Pack
- 4. Performing initial setup on the iLO Amplifier Pack
- 5. Activating iLO Amplifier Pack
- 6. Verifying the installation

Verifying prerequisites

Devices supported

iLO Amplifier Pack supports the following HPE ProLiant servers:

- HPE ProLiant Gen8 (Rack, Tower, Blade, and Apollo) server
- HPE ProLiant Gen9 (Rack, Tower, Blade, and Apollo) server
- HPE ProLiant Gen10 (Rack, Tower, Blade, and Apollo) server

Operating systems

NOTE: The following Operating Systems are supported for online updates only.

- Microsoft Windows Server 2019
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012 Essentials
- Microsoft Windows Server 2008 R2
- Microsoft Windows Server 2008 R2 Foundation Edition
- Microsoft Windows HPC Server 2008 R2
- Microsoft Windows Server 2008 x64
- Red Hat Enterprise Linux 7 Server
- Red Hat Enterprise Linux 6 Server (x86-64)
- SUSE Linux Enterprise Server 15
- SUSE Linux Enterprise Server 12

- SUSE Linux Enterprise Server 11 (AMD64/EM64T)
- VMware ESXi Server 6.5
- VMware ESXi Server 6.0

Browser requirements

NOTE: Internet Explorer is not a recommended browser.

The following browsers are supported for running the iLO Amplifier Pack web interface:

- Chrome v69.0 or later
- Firefox v62.0 or later

The following settings must be enabled in the browser:

- JavaScript—Client-side JavaScript is used by this application.
- Cookies—Ensure to enable cookies for certain features to function correctly.
- **Pop-up windows**—Ensure to enable pop-up windows for certain features to function correctly. Verify that pop-up blockers are disabled.
- **TLS**—Ensure to enable TLS in the browser to access the web interface.

Languages

Languages supported for this release:

English

Prerequisites to host iLO Amplifier Pack

Ensure that the host machine meets the hardware requirements to run VMware ESXi Server v.5.5 or later. For more information, see the documentation on the VMware website.

The iLO Amplifier Pack guest VM requires the following resources to be available on the ESXi server:

- 4 vCPUs
- 8 GB RAM
- 100 GB of free HDD space
- 1.0 Gbps network port (2)

Prerequisites for managed servers

Servers must have the following firmware versions to be managed by iLO Amplifier Pack:

Gen8 and Gen9 servers

- iLO 4 v2.30 or later (HPE recommends upgrading to iLO 4 v2.54 or later)¹
- AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux
- HPE SUT v1.8.0 or later (HPE recommends upgrading to iSUT v2.0.0 or later)

Gen10 servers

- iLO 5 v1.10 or later
- AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux
- iSUT v2.0.0 or later

¹ iLO 4 v2.54 or later is required to update firmware with iLO Amplifier Pack..

For more information about obtaining the required software, see the following websites:

- iLO: <u>www.hpe.com/servers/iLO</u>
- AMS: www.hpe.com/us/en/product-catalog/detail/pip.5219980.html
- SUT/iSUT: http://www.hpe.com/servers/sut

Prerequisites for performing updates

- For Gen8 and Gen9 servers SPP (Service Pack for ProLiant) Version 2018.11.0 or later downloaded from <u>www.hpe.com/servers/SPP</u>.
- For ESXi servers SPP (Service Pack for ProLiant) Version 2018.11.0 or later downloaded from <u>www.hpe.com/servers/SPP</u>.
- If you are planning to use a web server for firmware updates, ensure that the web server includes the following:
 - An HTTP/HTTPS share that hosts SPP iso images and files.
 - The following file extensions added to the MIME Types setting to ensure correct downloading:
 - .bin
 - .iso
 - .xml
 - .pdb

(IMPORTANT: Before commencing online updates, ensure that AMS is running and SUT Mode is set to AutoDeployReboot or AutoDeploy.

Prerequisites for performing recovery

Recovery can be performed only on Gen10 servers with:

- iLO 5 v1.17 or later (iLO Advanced license)
- SPP consisting of iLO 5 v1.17 core server platform firmware.
- · iLO Amplifier user with privilege "Config Manager with Security"

NOTE: The default user in iLO Amplifier Pack does not have the "Configure Manager with Security" privilege.

Performing initial registration

Prerequisites

Valid email address to receive activation key.

Procedure

- 1. Go to the iLO Amplifier Pack registration webpage at <u>http://www.hpe.com/downloads/</u> iloamplifierpack.
- 2. Enter your first and last name and your email address.
- 3. Click Yes or No to receiving future email offers and event news from HPE.
- 4. Select the number of server licenses you want to register.
- **5.** Enter your company name, city or town, state or province, country/region, and your business phone number.
- 6. Click Yes or No to receiving future phone calls with offers and event news from HPE.
- 7. Read the HPE Software Terms of Use and then select the check box.
- 8. Click Register.

A message stating that your license registration is successful appears on the registration page, and HPE sends an email containing the following information:

- A link to download the appliance installation image (iLOAmplifierPack.ova)
- An Activation Key

Installing iLO Amplifier Pack

Prerequisites

- · Registration email from HPE containing the download link and activation key
- A host server configured with VMware ESXi v5.5 or later
- · A laptop or desktop system that has VMware vSphere Client installed or a supported web browser

Procedure

- 1. Click the download link in the license registration email.
- 2. Download and save the iLOAmplifierPack_1.30.zip and corresponding checksum file.

NOTE: Use an appropriate checksum verification tool to verify the integrity of the downloaded files.

- 3. Extract the iLOAmplifierPack.ova from the zip file.
- **4.** Use the VMware vSphere Client or a supported web browser to connect to any VMware ESXi server (v5.5 and later).

- 5. Do one of the following:
 - If using the VMware vSphere Client, click **File**, click **Deploy OVF Template**, and then follow the onscreen instructions.
 - If using a web browser, click Create/Register VM, click Deploy a virtual machine from an OVF or OVA file, and then follow the onscreen instructions.

NOTE: HPE recommends that you select Thick disk provisioning when configuring deployment options for your VM.

6. Once the image is imported, power on the VM.

The VM might take some time to boot up. If DHCP is not supported, then it might take up to 5 minutes to boot up.

After the VM has restarted, the first-time setup screen displays on the console.

Performing initial setup on the iLO Amplifier Pack

Prerequisites

- · A VM deployed with the iLO Amplifier Pack OVF.
- The VM reboot has been completed.
- The Welcome screen is displayed on the console.

- 1. On the Welcome screen, click Initial Setup.
- 2. Read the End User License Agreement (EULA), and then click Accept.
- **3.** Enter the following network settings, and then click **Next**. Use the arrow keys to navigate between settings and use Enter to modify the selected setting.
 - a. Enable NIC 1 or NIC 2 or both as required.
 - **b.** Optional. Enable or disable DHCPv4 or DHCPv6. If DHCP is disabled, enter the following:
 - I. Enter the static IPv4 or IPv6 address.
 - II. Enter the Subnet Mask for an IPv4 configuration or Prefix Length for an IPv6 configuration.
 - III. Enter the Default Gateway.
 - c. Select the Management Network Port. NIC 1 is selected by default.
 - **d.** Optional. Enter the Primary IPv4 or IPv6 DNS Server.
 - e. Optional. Enter the Secondary IPv4 or IPv6 DNS Server.
- 4. Change the time zone and NTP settings or accept the defaults, and then click Next.
- 5. Set up the Administrator account by entering a Display Name and password, and then click Finish.

The user name and password you enter here are the credentials you use to set up an initial Administrator account. Once the initial setup is complete, you can use iLO Amplifier Pack management settings to add additional users.

6. When prompted, click Reboot.

The system restarts and then a welcome screen appears displaying the IP address of the iLO Amplifier Pack management appliance.

Activating iLO Amplifier Pack

Prerequisites

- iLO Amplifier Pack user with either of the following privileges:
 - Configure Manager
 - Configure Manager with Security
- An installation of iLO Amplifier Pack on a VM that has been rebooted.

Procedure

- 1. Browse to the IP address shown on the welcome screen on the VM console.
- **2.** Log on to the iLO Amplifier Pack management appliance using the credentials you entered when you set up the initial user account.
- **3.** When prompted, copy the Activation Key from your registration email and paste it into the **License Key** field.
- 4. Click Activate.

The iLO Amplifier Pack management dashboard appears.

Verifying the installation

Prerequisites

- User privileges
 - Configure Manager
 - Configure Manager with Security
- · An activated installation of the iLO Amplifier Pack

- **1.** On the dashboard page, click the information icon in the upper right corner of the page. The **About** screen appears.
- 2. Verify your information, and then click OK.

Viewing the dashboard

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login

Procedure

1. Click Dashboard from the left navigation menu.

The Dashboard page displays the server health summary, active sessions, activity calendar, device information, and HPE InfoSight status.

- 2. Do any of the following to view additional information:
 - Click a tile in the server health summary to view the list of servers with a specific health status.
 - Click a date in the Activity Log calendar to view the Activity Log details for that date.
 - Click a minus sign icon to expand or collapse a section of the Dashboard page.

Dashboard details

Hewlett Packard Enterprise	Fri	Nov 30 2018 21:19:31 GMT+0530								æ	👤 Local User: a	ıdmin	i
🚳 Dashboard	<	Dashboard										(2
A Discovery		163		116		19			0				
🗮 Assets 🗸 🗸		Servers		Servers with good health		Servers with warnings			Servers	with issues			
Alerts and Event Logs \sim				Sa tas mingood ikami		Juries minings							
Baseline Management ~		More into	9	Ma	ore into 🖸		More into 😏				More into 😏		١.
▲ Firmware and Drivers ~		Active Sessions			-	🚯 Device Info						-	
🕑 SPP Compliance Reports 👒		llear	Client IP	Logged in 1	lime								
Recovery Management ~		admin	citerin	11/30/2018,	8:56:48 PM								
I Reports v						NIC 2 : Not Contigure	d						
Q ^e Troubleshooting													
🟳 Tasks Status													
iLO Amplifier Diagnostics					_							_	
Configuration and Settings~		InfoSight Status			-	Activity Log						-	
HPE InfoSight						«		N	ovember 2018			ж	
			Connected t	O HPE INTOSIGNT		Su	Мо	Tu	We	Th	Fr	Sa	
		AHS Cycle Started	May AH	S Filorizo	Average AHS Eilerize					1	2	3	
		Fri, Nov 30, 2018, 9:04 P	M 551.6	33 MB	62.98 MB	4	5	6	7	8	9	10	
						11	12	13	14	15	16	17	
		Activity	Completed	Ongoing	Error	18	19	20	21	22	23	24	
		Upload [to HPE InfoSight]	30	1	0	25	26	27	28	29	30	1	
		Download [from iLO]	103	8	8	2	3	4	5	6	7	8	
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• Server health—The following information is displayed at the top of the dashboard. Click More info to see the server list filtered for each alert category.

- Total number of servers
- Number of servers with good health
- Number of servers with warnings
- Number of servers with issues
- Active Sessions—The following information is displayed for each user logged into iLO Amplifier Pack.
 - **User**—The display name assigned to the user account.
 - Client IP—The IP address of the client computer used to log into iLO Amplifier Pack.
 - Logged in Time—The date and time of the most recent login.
- Activity Log—Activity logs are recorded daily. Click the highlighted dates on the calendar to view the recorded activity for that date.
- InfoSight status—The connection status to HPE InfoSight. Other information about the AHS logs like
 the maximum and average file size is also shown here. The AHS cycle time stamp refreshes each
 time the AHS collection is initiated for the day. Maximum AHS file size is the maximum file size of the
 AHS logs that are downloaded across all the servers that are added in iLO Amplifier Pack for that day.
 The average AHS file size is the average file size of the AHS logs that are downloaded across all the
 servers that are added in iLO Amplifier Pack for that day. Information about the download status of the
 AHS logs from the iLO and the upload status of all logs to HPE InfoSight is also displayed here.
- Device Info—The IP addresses of the appliance network adapters (if configured).
- **Notification bell**—Provides the count of the alerts received from the managed systems. Also lists the event names of the last five alerts.

Discovery

The Discovery page allows you to add assets to manage with iLO Amplifier Pack. Use the Discovery page to discover individual servers, servers in iLO Federation groups, servers within an IPv4 address range, and servers listed in a CSV file.

Adding a single server from the Discovery page

Hewlett Packard Enterprise	Mon Nov 26 2018 11:57:13 GMT+05	30				🗘 💄 Local User: Admin1	6
2 Dashboard	<						
A Discovery	Discovery Add ILO federat	ion groups and add servers using Ipv4 range ar	nd csv file		 		0
🗄 Assets 🗸 🗸	Add Server						
Servers	ILO IP Address	Enter iLO IP Address/iLO FQDN					- 1
iLO Federation Groups	Username	Enter Username					
Server Groups	Password	Enter Password					
Alerts and Event Logs ~							
🗑 Baseline Management 🛛 🗸	Server Group Name:	None	*				
▲ Firmware and Drivers ~				Add			
🕑 SPP Compliance Reports 👒							
Recovery Management ~	Add iLO Federation Group						
I Reports ~	il O IP Address	Enter iLO IP Address/ILO EQDN					
O Troubleshooting							
IF7 Tasks Status	Username	Enter Username					
iLO Amplifier Diagnostics	Password	Enter Password					
				Add			
Copyright © 2017-2018 Hewlett Pa	ackard Enterprise. All rights reserve	rd.				iLO Amplifier Pack Ver	sion 1.30

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- HPE ProLiant Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE ProLiant Gen10 server with iLO 5 version 1.10 or later

- 1. Click **Discovery** from the left navigation menu.
- 2. Enter the following information in the Add Server section:
 - **iLO IP Address**—The IPv4 or IPv6 address of a supported server or the FQDN (fully qualified domain name) of the iLO.
 - Username—The user name for an iLO account on the server.

- Password—The password for the specified iLO user account.
- Server group name (Optional)—Select the server group you want the server to be a part of.
- 3. Click Add.

iLO Amplifier pack starts the discovery and inventory processes for the server.

4. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added server.

Adding an iLO Federation Group from the Discovery page

Prerequisites

NOTE: For more information about iLO Federation requirements, see the *iLO Federation User Guide* at <u>http://www.hpe.com/support/ilo4_federation_ug_en</u>.

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- An existing iLO Federation group made up of HPE ProLiant Gen8, Gen9, or Gen10 servers with a dedicated iLO NIC. Servers with shared a NIC port do not support iLO Federation.
- iLO Federation enabled on all servers with the following multicast options in the iLO Federation settings.

NOTE: The menu option is different for Gen8/Gen9 and Gen10.

- iLO Federation management and multicast discovery enabled on all servers
- Multicast Announcement Interval set to 30 seconds
- IPv6 Multicast Scope set to Site
- Multicast TTL set to 255

- 1. Click **Discovery** from the left navigation menu.
- 2. Enter the following information in the Add iLO Federation Group section:
 - **iLO IP Address**—The IPv4 address of a server in an iLO Federation group.
 - Username—The user name of an iLO account on the specified server.
 - · Password—The password for the specified iLO user account.
- 3. Click Add.

If the specified iLO system is a member of more than one iLO Federation group, iLO Amplifier Pack prompts you to select the groups to discover.

- 4. Select a group, and then click OK.
- **5.** Optional: Click **Assets** in the navigation tree, and then click **iLO Federation Groups** to view the status of the added groups.

To view the status of the individual servers in the added groups, click **Assets** in the navigation tree, click **Servers**, click **iLO Federation Groups** from the **Filters** menu, and then click the group name.

Adding servers in an IPv4 address range

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- HPE ProLiant Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE ProLiant Gen10 server with iLO 5 version 1.10 or later

Procedure

- 1. Click **Discovery** on the left navigation menu.
- 2. Enter the following information in the Add IPv4 Range section:
 - **iLO IP Range**—The starting and ending IP addresses in the range.
 - SSL Port—The SSL Port used to communicate with the iLO.
 - **Username**—The user name for an iLO account on the server.
 - **Password**—The password for an iLO account on the server.

NOTE: Use credentials that are common across all servers in the IPv4 range.

- Server group name (Optional)—Select the server group you want the server to be a part of.
- 3. Click Add.

Servers in the IPv4 range with the specified user account are discovered and inventoried.

Servers in the IPv4 range that do not have the specified user account are added as unmanaged servers. To Add user account credentials for unmanaged servers, see <u>Updating an unmanaged</u> <u>server</u>.

4. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added servers.

Adding servers from a CSV file

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- HPE ProLiant Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE ProLiant Gen10 server with iLO 5 version 1.10 or later
- The location of a CSV file that contains the following:
 - a list of servers in the following format:

```
<iLO IPv4 or IPv6 addresses or FQDN>, <iLO username>, <iLO password>
```

- no headers
- no blanks in the iLO IP address or FQDN and username fields
- iLO FQDN address that does not exceed 49 characters

Click SampleFile.csv on the Discovery page to see a sample of a CSV file with correct formatting.

Procedure

- 1. Click **Discovery** in the left navigation menu.
- 2. In the Add from a file section, click Choose File, and then select the CSV file to use.
- 3. Optional: Select the server group you want the servers to be a part of.
- 4. Click Upload.

iLO Amplifier Pack processes the file and starts the discovery and inventory processes.

5. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added servers.

Managing servers

Viewing the server list

Hewlett Packard Enterprise	Mon Nov 26 2018 11:58:1	5 GMT+0530						۵	Local User: Admin1	6
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😫 Assets 🗸 🗸	+ Add Server								Actions +	
Servers										
iLO Federation Groups										
Server Groups				Filters: Show A	II Servers ILO Federati	on Groups Server Groups				
Alerts and Event Logs ~	Search:								Show 10 v entries	
Baseline Management ~		Health	iLO Address	ilo FQDN	Product Name	Server Hostname	Status	Last Task	Details	
▲ Firmware and Drivers ~		Healthy	514.5255	1.050-010-0FR08	ProLiant DL180 Gen9	localhost.localdomain	Server Inventory	Baseline	View Details	
SPP Compliance Reports ~							Completed	Compliance Task[10000	e (10.1 Sciols)	
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I Reports v		Healthy	Table 10 1000	ROPERS, Clines and	ProLiant ML350 Gen10	linuxautomation-	Server Inventory	Baseline		
Q [®] Troubleshooting						gui.in.rdlabs.hpecotp.net	Completed	Compliance	e View Details	
🏳 Tasks Status								completed	*1	
🖵 iLO Amplifier Diagnostics		-						successfuli	y E	
		Healthy	Col. 4 000	Contraction of the state	ProLiant DL360 Gen10	WIN-554HUVFQUB1	Completed		View Details	
	0	Warning	15744-46709-10012	HIDSHOLD Special	ProLiant DL380 Gen10	hpe-proliant	Server Inventory		View Details	
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Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login

- 1. Click Assets on the navigation menu, and then click Servers. The Server Management page appears displaying the following information:
 - **Health**—The server health indicator. This value summarizes the condition of the monitored subsystems, including overall status and redundancy (ability to handle a failure). Click to view the **Health Summary** tab in the server list details pane.
 - **iLO Address**—The network IPv4 or IPv6 address (and port, when applicable) of the iLO subsystem or the FQDN (fully qualified domain name) of the iLO.
 - **iLO FQDN**—The FQDN (fully qualified domain name) of the iLO.
 - Product Name—The server model.
 - Server Hostname—The hostname assigned to the server.

• Status—The inventory status of the server in iLO Amplifier Pack.

NOTE: Servers that are managed by HPE OneView are identified in the **Status** field. HPE OneView servers appear on the server list for inventory purposes, but cannot be updated by iLO Amplifier Pack.

- Last Task—The last completed iLO Amplifier Pack task and task status.
- Details—Click View Details to see more information about an individual node.
- 2. Optional: Use the Filters, Search, and Show entries controls to customize how the server list is displayed.
- 3. Optional: Use the following actions to manage servers from this page:

NOTE: Users with Login privileges cannot manage servers.

- Add Server—Click to add a server to the list. For more information, see Adding a server.
- Actions—Click a check box to select a server from the server list, and then select an action from the menu:
 - UID Control—see Managing server UID status.
 - Power Options—see Managing server power status.
 - Firmware Update—see Server firmware and driver updates.
 - Remote Syslog—see <u>Configuring remote syslog</u>.
 - Virtual Media—see Mounting virtual media.
 - Delete—see Deleting a server.
 - Refresh—see Refreshing the server list .

Viewing server details

Clicking **View Details** iLO Amplifier Pack uses the information provided by iLO and displays it here for more convenient access during update planning.

NOTE: Servers that are managed by HPE OneView are identified with a banner at the top of the **View Server details** pane. Servers managed by HPE OneView appear for inventory purposes, but cannot be updated by iLO Amplifier Pack.

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Bashboard	Server Management Add or delete servers	0	8								
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🖾 Assets 🗸 🗸											
Servers				Actions -							
iLO Federation Groups	Filters:	Overview Health Summary Hardware PCI Devices Storage Network Firmware Inventory									
Server Groups	Show All Servers iLO Federation Groups	Software Inventory iLO Configuration	ht Summary								
Alerts and Event Logs ~	Server Groups	Overview									
Baseline Management ~	Search: Show 10 v entries	Surtem Health									
▲ Firmware and Drivers ~	🕴 iLO Address 🕴 Details	Draduct Nama	Prol lipst DI 190 Cas0								
SPP Compliance Reports ~	Hide Details	Product ID	Piociali Delioo Genia								
Recovery Management ~	The second se	il O IBv/ Address	The Party of Control o								
I Reports ~	View Details	iLO IPv4 Address	The second second second second								
06 Troubleshooting	View Details	ILO IPYO Address	2000-00-00								
P Tasks Status	View Details	Server Power	ර On								
iLO Amplifier Diagnostics		iLO HostName	LING-DO-JPHILM								
	View Details	Server Name									
	View Details	Server OS	Red Hat Enterprise Linux Server								
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- Overview tab—displays high-level details about the server and the iLO subsystems.
- **Health Summary** tab—displays the health status of server components and the Agentless Management Service. Click each of the health status icons to view further details about the component.
- Hardware tab—displays details of the server hardware for the CPU, memory, fan, and power supply.
- **PCI Devices** tab—displays details about the PCI devices for the server, including type, location, and firmware version.
- **Storage** tab—displays storage inventory information such as drive serial numbers, capacity, location, and health status.
- **Network** tab—displays the network adapter name and firmware version, port, MAC, IPv4, and IPv6 addresses, health status, and state.
- Firmware Inventory tab—displays firmware names and version numbers.
- **Software Inventory** tab—displays names, version numbers, descriptions of the software installed on the server.
- iLO Configuration tab—displays iLO license and remote syslog details.
- **Remote Console** tab—describes the iLO .Net and Java IRC and provides links for using them.
- **Task History** tab—displays the name, progress percentage, status, and time completed for server tasks.
- **InfoSight summary** tab—displays the upload status and details of logs sent to HPE and the download status and details of logs received from iLO.

Adding a single server from the Servers page

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- Configure User
- Configure Devices
- HPE ProLiant Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE ProLiant Gen10 server with iLO 5 version 1.10 or later

Procedure

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Click Add Server.
- 3. Select the Add Server option.
- 4. Enter the iLO IPv4 or IPv6 address.
- 5. Enter the username for an iLO user account on the node.
- 6. Enter the user account password.
- 7. Optionally select the server group you want the server to be a part of.
- 8. Click Add.

Adding servers in an IPv4 address range from the Servers page

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- · HPE ProLiant Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE ProLiant Gen10 server with iLO 5 version 1.10 or later

Procedure

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Click Add Server.
- 3. Select the Add IPv4 Range option.
- 4. Enter the starting and ending IP addresses in the iLO IP range.
- 5. Enter the SSL port used to communicate with the iLO.
- 6. Enter the username and password for an iLO user account on the node.

NOTE: Use credentials that are common across all the servers in the IPv4 range.

7. Optionally select the server group you want the server to be a part of.

8. Click Add.

Servers in the IPv4 range with the specified user account are discovered and inventoried.

Servers in the IPv4 range that do not have the specified user account are added as unmanaged servers. To Add user account credentials for unmanaged servers, see <u>Updating an unmanaged</u> <u>server</u>.

Updating an unmanaged server

During IPv4 range discovery, if a server is added to iLO Amplifier Pack without valid credentials, it is added as an unmanaged server. To change an unmanaged server to a managed server, provide valid credentials.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Locate a server with a status of Unknown.
- 3. Click Manage.
- 4. Enter the iLO username and password.
- 5. Click Apply.

Managing server UID status

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Select the check boxes for the servers you want to manage.

- 3. Click Actions, and then select UID Control.
- 4. Select the UID setting in the Set UID menu.
 - Off—UID button is disabled
 - Lit—UID button is enabled
- 5. Click Apply to apply the setting or click Close to return to the Servers page.

Managing server power status

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Select the check boxes for the servers you want to manage.
- 3. Click Actions, and then select Power Control.
- 4. Select the power setting in the Set Power menu.
 - **On**—Turn on the system (default).
 - Force Off—Perform an immediate (non-graceful) shutdown.
 - Force Restart—Perform an immediate (non-graceful) shutdown, followed by a restart of the system.
 - Push Power Button—Simulate the pressing of the physical power button on this system.
- 5. Click Apply to apply the setting or click Close to return to the Servers page.

Server power options

When you manage the power status of servers, the following power options are available:

• On—Turn the system on (default).

The same as pressing the physical power button.

• Force Off—Perform an immediate (non-graceful) shutdown.

The same as pressing the physical power button for 5 seconds and then releasing it.

The server is powered off as a result of this operation. Using this option might circumvent the graceful shutdown features of the operating system.

• Force Restart—Perform an immediate (non-graceful) shutdown, followed by a restart of the system.

Forces the server to warm-boot: CPUs and I/O resources are reset. Using this option circumvents the graceful shutdown features of the operating system.

• Push Power Button—Simulate the pressing of the physical power button on this system.

If the server is powered off, a momentary press will turn on the server power.

Updating server firmware from the Servers page

Use the **Firmware Update** option from the **Servers** page when you want to update the following firmware types:

- iLO firmware
- HPE System ROM
- System Programmable Logic Device
- SL/XL Chassis firmware
- Language Packs

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- A core platform firmware binary image.

The binary image can be extracted from a core platform component in SPP, or obtained from HPE support portal.

Procedure

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Select the check boxes for the servers you want to update.
- 3. Click Actions, and then select Firmware Update.
- 4. Enter the URL of the firmware binary image in the HTTP/HTTPS URL field.
- **5.** If TPM is present in any of the selected servers, the **TPM Override** option appears. Select the check box if you want TPM-enabled servers to be updated.
- 6. Click Apply to begin the update or click Close to return to the Servers page.

Configuring remote syslog

Prerequisites

User privileges

- Configure Manager with Security
- Configure Manager
- Configure User
- Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Select the check boxes for the servers you want to configure.
- 3. Click Actions, and then select Remote SysLog.
- 4. Select one of the following:
 - Use iLO Amplifier Pack SysLog Settings—Select to use the SysLog configuration set for iLO Amplifier Pack. For more information, see <u>Configuring Remote SysLog Settings for iLO</u> <u>Amplifier Pack</u>.
 - Use Manual Settings—Select if you want to use the manual settings for SysLog:
 - SysLog Enabled—Select to enable remote SysLog.
 - SysLog Port—Enter the port to use for remote SysLog reporting.
 - SysLog Server—Enter the IPv4 or IPv6 Address or FQDN of the server hosting the remote SysLog.
- 5. Click Apply to apply the setting or click Close to return to the Servers page.

Mounting and ejecting virtual media

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Select the check boxes for the servers you want to manage.
- 3. Click Actions, and then select Virtual Media.
- 4. Enter the url for the location of the ISO file in the ISO URL text box.
- 5. Click **Mount** to mount the virtual media.

Deleting a server

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Select the check box for the server you want to delete.
- 3. Click Actions, and then select Delete.
- 4. Click Apply to delete the server or click Close to return to the Servers page.

Refreshing the server list

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

- 1. Click Assets from the left navigation menu, and then click Servers.
- 2. Select the check boxes for the servers you want to refresh.
- 3. Click Actions, and then select Refresh.
- 4. On the Refresh servers screen, click Apply.

Managing iLO Federation groups

Use the **iLO Federation Groups** page to create new iLO Federation groups and to select servers to add to existing groups.

For more information about iLO Federation network requirements and multicast options, see the relevant sections of the *iLO Federation User Guide* available at <u>http://www.hpe.com/support/</u> ilo4_federation_ug_en.

NOTE: When creating or joining iLO federation groups, iLO Amplifier Pack does not support the new BIOS, Storage, and Network configuration group privileges that are available for HPE ProLiant Gen10 servers.

iLO Amplifier pack does not support managing iLO Federation Groups using IPv6. This feature will be added in a future release. For more details, see the *iLO Amplifier Pack v1.30 Release Notes*.

Viewing iLO Federation groups

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- **2.** Optional: Use the navigation buttons to view the first, previous, next, or last page of the groups list. You can also click a specific page number to jump to that page.
- 3. Optional: Use the Show entries menu to choose the number of groups to display.
- 4. Optional: Type a value in the **Search** box and hit the enter key to search for a specific group.
- 5. The following information is displayed for each iLO Federation group.
 - Status
 - Group Name
 - #Servers
 - Last Task
 - · Gateway iLO
 - Details
 - Actions
 - Refresh group
 - Delete group

Creating an iLO Federation group

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- Configure Users
- Configure Devices
- Managed servers with iLO Dedicated Port and iLO Advanced license.

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- 2. Click + Create Group and a dialog box appears displaying the status of the servers.
- 3. Select the servers that you want to include in a new iLO Federation Group and then click Preview.
- 4. In the Common iLO Credentials section, enter a username and password.
- 5. In the Group Details section, add a group name and key.
- 6. In the Group Privileges section, select from the following options:
 - Administer User Accounts—Group members can add, edit, and delete iLO user accounts.
 - **Remote Console Access**—Group members can remotely access the managed server Remote Console, including video, keyboard, and mouse control.
 - **Virtual Power and Reset**—Group members can power-cycle or reset the host system. These activities interrupt the system availability.
 - Virtual Media—Group members can use scripted Virtual Media with the managed server.
 - **Configure iLO Settings**—Group members can configure most iLO settings, including security settings, and can remotely update firmware.
 - Login Privilege—Group members can log in to iLO. Selected by default.
- 7. Click Create Group.

Adding an iLO Federation Group from the Groups page

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

- 1. Click Assets in the left navigation menu, and then click iLO Federation Groups.
- 2. Click + Add iLO Federation Group.
- **3.** Enter the IPv4 address of a member of an iLO Federation group, and then click **Add** to discover the servers that are part of the group.

- 4. Enter the user name and password of the iLO account.
- 5. Click Add.

Joining an iLO Federation group

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices
- iLO managed servers with federation grouping enabled

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- 2. Click + Join Group and a dialog box appears displaying the status of the servers.

Select the servers that you want to add to an existing iLO Federation group, and then click **Join Group**.

- **3.** In the **Common iLO Credentials** section, enter the username and password for the group you want to join.
- 4. In the Group Details section, select a group from the Group Name menu and enter the group key.
- 5. In the Group Privileges section, select from the following options:
 - Administer User Accounts—Group members can add, edit, and delete iLO user accounts.
 - **Remote Console Access**—Group members can remotely access the managed server Remote Console, including video, keyboard, and mouse control.
 - **Virtual Power and Reset**—Group members can power-cycle or reset the host system. These activities interrupt the system availability.
 - Virtual Media—Group members can use scripted Virtual Media with the managed server.
 - **Configure iLO Settings**—Group members can configure most iLO settings, including security settings, and can remotely update firmware.
 - Login Privilege—Group members can log in to iLO. Selected by default.

NOTE: In iLO 5 for Gen10 servers, the new privileges (Host BIOS, Host NIC, Host Storage, and Recovery Set) are not applicable for joining groups from iLO Amplifier Pack.

6. Click Join Group.
Deleting an iLO Federation group

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- 2. Select the check boxes for the iLO Federation groups you want to delete.
- 3. Click Actions, and then select Delete.
- 4. In the the Group Delete Confirmation dialog box, click Yes to delete the group, or click No to return to the iLO Federation Groups page.

Managing UID status for grouped servers

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- **2.** Optional: Use the navigation buttons to view the first, previous, next, or last page of the groups list. You can also click a specific page number to jump to that page.

Use the Show entries menu to choose the number of groups to display.

Type a value in the **Search** box and hit the enter key to search for a specific group.

- **3.** On the **List of iLO Federation Groups** page, select the check boxes for the groups you want to manage.
- 4. Click Actions, and then select UID Control.
- 5. Select the UID setting in the Set UID menu.

NOTE: The setting you select here will be applied to all servers in the group.

- Off—UID button is disabled
- Lit—UID button is lit
- 6. Click Apply to apply the setting or click Close to return to the List of iLO Federation Groups page.

Managing power status for grouped servers

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- **2.** Optional: Use the navigation buttons to view the first, previous, next, or last page of the groups list. You can also click a specific page number to jump to that page.

Use the **Show entries** menu to choose the number of groups to display.

Type a value in the **Search** box and hit the enter key to search for a specific group.

- **3.** On the **List of iLO Federation Groups** page, select the check boxes for the groups you want to manage.
- 4. Click Actions, and then select Power Options.
- 5. Select the power setting in the Set Power menu.

NOTE: The setting you select here will be applied to all servers in the group.

- **On**—Turn on the system (default).
- Force Off—Perform an immediate (non-graceful) shutdown.
- Force Restart—Perform an immediate (non-graceful) shutdown, followed by a restart of the system.
- Push Power Button—Simulate the pressing of the physical power button on this system.
- 6. Click Apply to apply the setting or click Close to return to the List of iLO Federation Groups page.

Updating firmware for grouped servers

Use the **Firmware Update** option from the iLO Federation groups page when you want to update the following firmware types:

- iLO firmware
- HPE System ROM
- System Programmable Logic Device
- SL/XL Chassis firmware
- Language Packs

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- A core platform firmware binary image.

The binary image can be extracted from a core platform component in SPP, or obtained from HPE support portal.

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- 2. Select the check boxes for the groups you want to update.
- 3. Click Actions, and then select Firmware Update.
- 4. Enter the URL of the firmware binary image in the HTTP/HTTPS URL field.
- 5. Click Apply to begin the update or click Close to return to the iLO Federation Groups page.

Configuring remote SysLog for grouped servers

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- 2. Select the check box for the group you want to configure.
- 3. Click Actions, and then select Remote SysLog.

- 4. Select one of the following:
 - Use iLO Amplifier Pack SysLog Settings—Select to use the SysLog configuration set on the iLO Amplifier Pack. For more information, see <u>Configuring Remote SysLog Settings for iLO</u> <u>Amplifier Pack</u>.
 - Use Manual Settings—Select if you want to use the manual settings for SysLog:
 - SysLog Enabled—Select to enable remote SysLog.
 - SysLog Port—Enter the port to use for remote SysLog reporting.
 - SysLog Server—Enter the IPv4 or IPv6 Address or FQDN of the server hosting the remote SysLog.
- 5. Click Configure to apply the setting or click Close to return to the iLO Federation Groups page.

Mounting and ejecting virtual media for grouped servers

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click iLO Federation Groups.
- 2. Select the check box for the group you want to manage.
- 3. Click Actions, and then select Mount Virtual Media.
- 4. Enter the url for the location of the ISO file in the ISO URL text box.
- 5. Click **Mount** to mount the virtual media.

NOTE: You can also eject the virtual media by clicking **Eject**.

Refreshing the list of iLO Federation Groups

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- Configure User
- Configure Devices

- 1. Click Assets from the left navigation menu, and then click **iLO Federation Groups**.
- 2. Select the check box for the group you want to refresh.
- 3. Click Actions, and then select Refresh.

The Group Refresh task starts. To see details about the task, click the **task status** link in the message banner at the top of the page.

When the refresh task finishes, a Groups Refreshed Successfully message appears.

Managing server groups

Viewing server groups

Hewlett Packard Enterprise	Mon Nov 26 2018 12:10	:17 GMT+0530					۵	Local User: Admin1	6
B Dashboard	<	Management					- 1		~
A Discovery	Server Group	management	Manage server groups						
😫 Assets 🗸 🗸	+ Create Grou	p 🕜 Edit Group -						Actions +	
Servers									
iLO Federation Groups	Search:							Show 10 v entrie	:5
Server Groups	* •	Status	Group Name	Group Description	#Servers	Last Task	Details	Actions	
Alerts and Event Logs ~		Discovered	Test	Sample	5		View Details	 ✓ 2 1 	
Baseline Management ~		Discovered	Test 2	Sample group 2	3		View Details	/ 2 🗎	
➡ Firmware and Drivers ~	Showing	1 to 2 of 2 entries						States of the state of the	
☑ SPP Compliance Reports ~	Showing	rio 2 or 2 entries					First	Previous 1 Next Last	
Recovery Management ~									
I Reports ~									
Op Troubleshooting	1								
🏳 Tasks Status	1								
LO Amplifier Diagnostics									
Copyright © 2017-2018 Hewlett	Packard Enterprise. All rig	hts reserved.						iLO Amplifier Pack V	ersion 1.30

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- **2.** Optional: Use the navigation buttons to view the first, previous, next, or last page of the groups list. You can also click a specific page number to jump to that page.
- 3. Optional: Use the Show entries menu to choose the number of groups to display.
- 4. Optional: Type a value in the **Search** box and hit the enter key to search for a specific group.
- 5. The following information is displayed for each server group.
 - Status
 - Group Name
 - Group description
 - #Servers
 - Last Task
 - Details
 - Actions
 - Edit group description
 - Refresh group
 - Delete group

Creating a server group

Hewlett Packard Enterprise	Mon Nov 26 20	18 12 11 19 GMT+0	530						🗘 💄 Local User: Admin1 🔮
🙆 Dashboard	<	Create New S	Server Group						
A Discovery	Server G		Group Na	me: Server Group I	lame				0
💷 Assets 🛛 🗸 🗸	+ Creat		Group Descript	tion Description					Actions -
Servers									
ILO Federation Groups	5								Show 10 V entries
Server Groups									Actions
Alerts and Event Logs \sim		Search:					Sho	w 10 v entries	talls I C
Baseline Management ~			Health	il O Addross		Droduct Name	* Server Hestname	Canature	tails 🖋 C 🗎
▲ Firmware and Drivers ~			ricarin	ico Address	LOPODA	Product Name	Server Hosmanie	- A	
🕑 SPP Compliance Reports 👒		0	Healthy	104303	Laperorea	Gen9	locainost.locaidomain	Inventory	First Previous 1 Next Last
Recovery Management ~			_					Completed	
🎟 Reports 🛛 🗸 🗸			Healthy	5 he at \$9 0000	ROPERLEY/pecon	ProLiant ML350 Gen10	linuxautomation- gui.in.rdlabs.hpecotp.net	Server Inventory	
O ₀ ^o Troubleshooting								Completed	
🏳 Tasks Status			Healthy	53444.001000	OBSTRUCTOR OF	ProLiant DL360 Gen10	WIN-534H0VFQUB1	Server Inventory	
DiLO Amplifier Diagnostics								Completed	
			Warring	5144.0F0002	HIDHOLD IVE IN	ProLiant DL380 Gen10	hpe-proliant	Server Inventory	
Copyright © 2017-2018 Hewlett P	ackard Enterprise							Preview Close	iLO Amplifier Pack Version 13

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Click + Create Group and a dialog box appears displaying the status of the servers.
- 3. Enter a Group Name and the Group Description.
- 4. Select the servers that you want to include in the new server group and then click **Preview**.
- 5. Review the list of servers added and click **Create Group** to create a server group, or click **Back** to return to the list of servers.

You can also click Close to cancel the operation and return to the Server Groups page.

NOTE: iLO Amplifier Pack supports a maximum of 500 server groups. The group creation task will fail if the user attempts to create more than 500 server groups.

Joining a server group

Prerequisites

User privileges

- Configure Manager with Security
- Configure Manager
- Configure User
- Configure Devices

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Click Edit Group and then Join Group. A dialog box appears displaying the status of the servers.
- 3. Select the server group to add the servers to.
- 4. Select the servers that you want to include in the server group and then click Preview.
- 5. Review the list of servers added and click **Join Group** to add the servers to the specified server group, or click **Back** to return to the list of servers.

You can also click Close to cancel the operation and return to the Server Groups page.

Unjoining servers from a server group

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Click Edit Group and then Unjoin Group. A dialog box appears displaying the status of the servers.
- 3. Select the server group to unjoin the servers from.
- 4. Select the servers that you want to unjoin from the server group and then click **Preview**.
- 5. Review the list of servers and click **Unjoin Group** to remove the servers from the specified server group, or click **Back** to return to the list of servers.

You can also click Close to cancel the operation and return to the Server Groups page.

NOTE: This operation only removes the server from the server group and does not delete the server from iLO Amplifier Pack.

Deleting a server group

Prerequisites

User privileges

- Configure Manager with Security
- Configure Manager
- Configure User
- Configure Devices

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Select the check box for the group you want to delete.
- 3. Do one of the following:
 - To remove the servers from the server group and also delete them from iLO Amplifier Pack:
 - a. Click Actions, and then select Delete.
 - **b.** Optional: Click to delete the group.
 - c. In the Delete Group Confirmation dialog box, select Delete servers part of the group from iLO Amplifier Pack.
 - d. Click Yes to delete the group, or click No to return to the Server Groups page.

NOTE: This action will delete all the servers from iLO Amplifier Pack.

- To remove the servers from the group but not from iLO Amplifier Pack:
 - a. Click Actions, and then select Delete.
 - **b.** Optional: Click to delete the group.
 - **c.** In the **Delete Group Confirmation** dialog box, click **Yes** to remove the group, or click **No** to return to the **Server Groups** page.

Managing UID status for server groups

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- Configure User
- Configure Devices

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- **2.** Optional: Use the navigation buttons to view the first, previous, next, or last page of the groups list. You can also click a specific page number to jump to that page.

Use the Show entries menu to choose the number of groups to display.

Type a value in the **Search** box and hit the enter key to search for a specific group.

- 3. On the Server Group Management page, select the check boxes for the groups you want to manage.
- 4. Click Actions, and then select UID Control.
- 5. Select the UID setting in the Set UID menu.

NOTE: The setting you select here will be applied to all servers in the group.

- Off—UID button is disabled
- Lit—UID button is lit
- 6. Click Apply to apply the setting or click Close to return to the Server Group Management page.

Managing power status for server groups

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- **2.** Optional: Use the navigation buttons to view the first, previous, next, or last page of the groups list. You can also click a specific page number to jump to that page.

Use the Show entries menu to choose the number of groups to display.

Type a value in the **Search** box and hit the enter key to search for a specific group.

- 3. On the Server Group Management page, select the check boxes for the groups you want to manage.
- 4. Click Actions, and then select Power Options.
- 5. Select the power setting in the Set Power menu.

- On—Turn on the system (default).
- Force Off—Perform an immediate (non-graceful) shutdown.
- Force Restart—Perform an immediate (non-graceful) shutdown, followed by a restart of the system.
- Push Power Button—Simulate the pressing of the physical power button on this system.
- 6. Click Apply to apply the setting or click Close to return to the Server Group Management page.

Updating firmware for server groups

Use the **Firmware Update** option from the server groups page when you want to update the following firmware types:

- iLO firmware
- HPE System ROM
- System Programmable Logic Device
- SL/XL Chassis firmware
- Language Packs

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- A core platform firmware binary image.

The binary image can be extracted from a core platform component in SPP, or obtained from HPE support portal.

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Select the check boxes for the groups you want to update.
- 3. Click Actions, and then select Firmware Update.
- 4. Enter the URL of the firmware binary image in the HTTP/HTTPS URL field.
- 5. Select the TPM Override check box to update TPM-enabled servers.
- 6. Click Apply to begin the update or click Close to return to the Server Group Management page.

Configuring remote SysLog for server groups

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Select the check box for the group you want to configure.
- 3. Click Actions, and then select Remote SysLog.
- 4. Select one of the following:
 - Use iLO Amplifier Pack SysLog Settings—Select to use the SysLog configuration set on the iLO Amplifier Pack. For more information, see <u>Configuring Remote SysLog Settings for iLO</u> <u>Amplifier Pack</u>.
 - Use Manual Settings—Select if you want to use the manual settings for SysLog:
 - SysLog Enabled—Select to enable remote SysLog.
 - SysLog Port—Enter the port to use for remote SysLog reporting.
 - SysLog Server—Enter the IPv4 or IPv6 Address, or FQDN of the server hosting the remote SysLog.
- 5. Click Configure to apply the setting or click Close to return to the Server Group Management page.

Mounting and ejecting virtual media for server groups

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Select the check box for the group you want to manage.

- 3. Click Actions, and then select Mount Virtual Media.
- 4. Enter the url for the location of the ISO file in the ISO URL text box.
- 5. Click **Mount** to mount the virtual media.

NOTE: You can also eject the virtual media by clicking Eject.

Refreshing servers in server groups

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Assets from the left navigation menu, and then click Server Groups.
- 2. Select the check box for the group you want to refresh.
- 3. Click Actions, and then select Refresh.

The Group Refresh task starts. To see details about the task, click the **task status** link in the message banner at the top of the page.

When the refresh task finishes, a Groups Refreshed Successfully message appears.

Alerts and Event Logs

The pages in this section allow you to view and use event and alert information for managed servers and for the iLO Amplifier Pack appliance.

For information about configuring alerts, see Configuring alert settings.

Managed Servers Alerts

As part of the inventory process, iLO Amplifier Pack subscribes to iLO for server alerts. When certain conditions occur, iLO Amplifier Pack sends out email or IFTTT alerts when an event is received from iLO.

Viewing alerts from managed servers

Use the **Managed Servers Alerts** page to see detailed information about alerts that have been received from managed servers.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login

Procedure

- 1. On the left navigation menu, click Alerts and Event Logs.
- 2. Click Managed Servers Alerts.

The event list appears displaying the following information for each event:

- Severity—Severity of the event
- iLO IP Address—The IPv4 or IPv6 address for the iLO
- Alert Category—Type of event
- Alert Name—Name of event
- TimeStamp—Date and time stamp for each event
- 3. More options on this page:
 - Enter a value in the Search box and hit the enter key to search for specific information.
 - Use the Show entries menu and hit the enter key to choose the number of events to display per page.
 - Click the angle bracket icon to see a summary and description of the event, and whether any further action is required.

- Use the navigation buttons to view the first, previous, next, or last page of the alerts list. You can also click a specific page number to jump to that page.
- Click Export to CSV to download the server alerts list.
- Click Clear All to delete all alerts from the server alerts list.

Server alert severity

The following icons indicate event severity:

- Oritical—The event indicates a service loss or imminent service loss. Immediate attention is needed.
- A Warning—The event is significant but does not indicate performance degradation.
- **V** Ok—The event falls within normal operation parameters.

Server alert details

The following information is listed for each managed server alert.

- Severity—The alert severity level
- · iLO IP Address—The IPv4 or IPv6 address of the iLO processor on the managed server
- Alert Category—The alert type
- Alert Name—The alert name
- TimeStamp—The date and time that the alert was recorded

Clearing the Server Alert Viewer list

NOTE: A maximum of 10,000 alerts can be displayed in the server alert viewer.

Procedure

- 1. Select Alerts and Event Logs in the navigation tree, and then click Managed Servers Alerts.
- 2. Click Clear All.
- 3. When prompted to confirm the request, click YES.

Exporting server alerts to a .csv file

Procedure

- 1. Click Alerts and Event Logs from the left navigation menu, and then click Managed Servers Alerts.
- 2. Click Export to CSV.
- 3. Select a location to save the .csv file, and then click Save.

Activity Logs and Alerts

iLO Amplifier Pack records all activity that occurs in the system, whether generated by a user or by the appliance itself.

Activity Logs are sent as email or IFTTT alerts if configured by the user.

Viewing activity logs

Use this page to view logs and alerts generated by iLO Amplifier Pack.

Hewlett Packard Enterprise	Mon Nov 26 2018 12:	14:25 GMT+0530					4	Local User: Admin1	6
Dashboard	<								
A Discovery	Activity Log	JS and AlerTS Logs and alerts gene	erated by ILO Amplifier Pack						0
🖬 Assets 🗸 🗸	Search:							Show 10 v entries	
Alerts and Event Logs ~		Event Name	Time	Severity	Summary	AffectedSystems			
Managed Servers Alerts	>	Userl oggedin	Mon Nov 26 2018	Ok	User Admin1 logged in from-			*	
Activity Logs and Alerts			12:02:58 GMT+0530 (India Standard Time)		16.2%				
Product Entitlement Report	>	UserLoggedOut	Mon Nov 26 2018	Ok	User Admin'l logged out from:				
Baseline Management ~			12:02:49 GMT+0530 (India Standard Time)		36256779				
▲ Firmware and Drivers ~			(mail blandere mile)						
SPP Compliance Reports ~		UserLoggeain	Mon Nov 26 2018 11:51:57 GMT+0530 (India Standard Time)	0k	User Aamin Lioggea in from:				
Recovery Management ~		Lised agoadOut	Map Nov 26 2019	OF	Line Admin'l loaned out from				
I Reports ~		OserEuggedour	11:47:36 GMT+0530	UK	oser Admini högged och nom:				
Q [®] Troubleshooting			(india Standard Time)						
🏳 Tasks Status		UserLoggedIn	Mon Nov 26 2018 11:47:08 GMT+0530	Ok	User Administrator logged in from:				
ILO Amplifier Diagnostics			(India Standard Time)						
	>	TaskCompletedSuccessfully	Mon Nov 26 2018 11:33:47 GMT+0530 (India Standard Time)	Ok	The task with task ID 10004 has been executed successfully.				
C									1111
Copyrigin @ 201/-2018 Newlen	Packard emerprise. All	ngins reserved.						ico Ampaner Pack Ven	aion 1.50

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login

Procedure

- 1. Click Alerts and Event Logs.
- 2. Click Activity Logs and Alerts.

The event list appears displaying the following information for each event:

- Event Name—Name of event
- Time—Date and time stamp for each event
- Severity—Severity of the event

- Event Summary—Description of the event
- Affected Systems—Systems that are affected by the task
- 3. More options on this page:
 - Use the **Search** field to find a specific event.
 - Use the Show entries menu to choose the number of events to display per page.
 - Click the angle bracket next to an event to see a description of the event and whether any further action is required.
 - Use the navigation buttons to view the first, previous, next, or last page of the list. You can also click a specific page number to jump to that page.
 - Click Export to CSV to download the information in CSV format.
 - Click Clear All to clear the event list.

Clearing activity alerts

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

Procedure

- 1. Select Activity Logs and Alerts from the left navigation menu, and then click the Activity Alerts tab.
- 2. Click Clear All.
- 3. When prompted to confirm the request, click YES.

Generating and submitting the Product Entitlement Report

This page allows you to generate a product entitlement report. This report can be sent to HPE Support to verify warranty contract compliance for support issues.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- Configure User
- Configure Devices

- 1. Click Alerts and Event Logs from the left navigation menu.
- 2. Click Product Entitlement Report.
- 3. Enter a valid HPE Passport User ID.
- 4. Select the Country.
- 5. Click Generate Request to download the entitlement report. The report will be saved with the file name "iLOAmplifierPack_ProductEntitlementReport.csv".
- 6. Click the **Submit Request** button to open the **iLO Amplifier Pack Product Entitlement Report** webpage on HPE Support Center. Login using your HPE Passport account and upload the **iLOAmplifierPack_ProductEntitlementReport.csv** file on this page to submit the entitlement report.

You will receive an email notification on the email id linked to your HPE Passport account when processing has completed. Switch to the **Product Entitlement Report History** tab to view or download previously processed entitlement reports.

Baseline Management

Importing a firmware baseline

Use the **Import Baseline** feature to make the SPP or custom SPP ISO image easily accessible for firmware updates. iLO Amplifier Pack supports baseline storage up to 80 GB (which includes both firmware and OS baseline files). The percentage of space used is displayed at the top of the **Firmware Baseline** page.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Baseline Management from the left navigation menu, and then click Firmware Baseline.
- 2. Click Import Baseline.
- 3. Click to select Network Share (NFS) or HTTP/HTTPS from the Import Type menu.
- 4. Perform one of the following:
 - For NFS, enter the IPv4 or IPv6 address, mount path, and storage path.
 - Enter the HTTP or HTTPS url to the ISO image. This URL can be an IPv4 or IPv6 address.
- 5. Click Import to import the ISO image or click Cancel to return to the Firmware Baseline page.
- **6.** Once the import completes, the baseline is listed on the **Firmware Baseline** page, along with the following information:
 - Filename of the .iso file
 - Name of the baseline
 - Version
 - Status of the import
 - File size in MB
- 7. Optional: Click under the baseline.

NOTE: You cannot delete a baseline if it is a part of a recovery policy or if it is being used by a task.

8. Optional: Click **View Details** for more information about the component, such as the component name, available version, filename, and recommendation.

The **Recommendation** field provides HPE recommendations for baseline components based on how critical each is for the update. The following values can help you select the baseline components you want to use:

- Recommended
- Critical
- Optional

Importing an OS baseline

OS baselines are user-created, bootable .iso images that are used in the server system restore process to recover the OS, layered applications, and data restore from backups.

Use the **Import Baseline** feature to import operating system .iso images for server system restore. iLO Amplifier Pack supports baseline storage up to 80 GB (which includes both firmware and OS baseline files). The percentage of space used is displayed at the top of the **OS Baseline** page.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Baseline Management from the left navigation menu, and then click OS Baseline.
- 2. Click Import Baseline.
- 3. Click to select Network Share (NFS) or HTTP/HTTPS from the Import Type menu.
- 4. Perform one of the following:
 - For NFS, enter the IPv4 or IPv6 address, mount path, and storage path.
 - Enter the HTTP or HTTPS url to the iso image.
- 5. Click Import to import the .iso image or click Cancel to return to the OS Baseline page.
- **6.** Once the import completes, the baseline is listed on the **OS Baseline** page, along with the following information:
 - Filename of the .iso file
 - Name of the baseline
 - · Status of the import
 - File size in MB
- **7.** Click to delete the baseline.

NOTE: You cannot delete a baseline if it is a part of a recovery policy or if it is being used by a task.

Working with configuration baselines

Configuration baselines are used to create or import the server configuration settings (like BIOS, iLO, and Smart Storage settings) and to restore it back on the servers during the server system restore process.

The **Configuration Baseline** page provides the following information in the **List of Configuration Baselines**:

- Status
- Configuration baseline name
- · Configuration baseline type
- · Created by

Use the Configuration Baseline page to create, import, edit, and delete configuration settings.

Create a configuration baseline

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Baseline Management from the left navigation menu, and then click Configuration Baseline.
- 2. Click New Configuration Baseline.
- 3. Enter a name in the Configuration Baseline Name field.
- 4. Select properties from the following categories:
 - BIOS Advanced, Generic, and Platform Settings—For more information, see the UEFI documentation available from http://www.hpe.com/info/ProLiantUEFI/docs.

NOTE: For recovery administration of Gen10 servers, HPE recommends configuring the BIOS boot mode to UEFI mode.

Boot Settings

- Smart Storage Settings—For more information, see the smart storage and logical drive documentation available from <u>http://www.hpe.com/info/storage/docs</u>.
- iLO Settings—For more information, see the iLO documentation available from <u>http://</u> www.hpe.com/support/ilo-docs.

- **5.** Scroll through the list of parameters and click the check box to select the parameters you want to include in the baseline.
- 6. In the Value column, specify a value for each selected parameter.
- 7. Click Create.

The new configuration baseline appears in the list on the **Configuration Baseline** page.

Import a configuration baseline from a server

Prerequisites

- User privileges
 - Configure Devices
 - Configure User
 - Configure Manager
 - Configure Manager with Security
- The server must be powered ON for import configuration to work. If the server is powered OFF the import configuration task fails.

Procedure

- 1. Click Baseline Management from the left navigation menu, and then click Configuration Baseline.
- 2. Click Import Configuration From Server.
- 3. Enter a name in the Configuration Baseline Name field.
- 4. Click the check box to select a server, and then click Import.

The new configuration baseline appears in the list of server configuration baselines on the **Configuration Baseline** page.

Editing a new configuration baseline

Use these instructions to edit customizable server configuration baselines.

NOTE: Snapshot server configuration baselines cannot be edited.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- Configure User
- Configure Devices

- 1. Click Baseline Management from the left navigation menu, and then click Configuration Baseline.
- 2. Click the right arrow next to the baseline you want to edit from the List of Server Configuration Baselines.

The baseline settings appear.

- 3. Select properties from the following categories:
 - BIOS Advanced, Generic, and Platform Settings—For more information, see the UEFI documentation available from http://www.hpe.com/info/ProLiantUEFI/docs.
 - Boot Settings
 - Smart Storage Settings—For more information, see the smart storage and logical drive documentation available from <u>http://www.hpe.com/info/storage/docs</u>.
 - **iLO Settings**—For more information, see the iLO documentation available from <u>http://</u><u>www.hpe.com/support/ilo-docs</u>.
- **4.** Scroll through the list of parameters and click the check box to select the parameters you want to change in the baseline.
- 5. In the Value column, specify a value for each selected parameter.
- 6. Click Update to save your changes.

Deleting a configuration baseline

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

- 1. Click Baseline Management from the left navigation menu, and then click Configuration Baseline.
- 2. Click the right arrow next to the baseline you want to delete, and then click Delete.

NOTE: You cannot delete a baseline if it is a part of a recovery policy or if it is being used by a task.

Server firmware and driver updates

- To perform server firmware and driver updates on Gen8 and Gen9 servers, refer to <u>Online updates</u> for Gen8 and Gen9 servers and <u>Performing an offline firmware update</u>.
- To perform server firmware and driver updates on Gen10 servers and above, refer to <u>iLO repository</u> <u>updates</u>.

NOTE: Servers that are managed by HPE OneView are identified in the **Status** field. Servers managed by HPE OneView appear on the server list for inventory purposes, but cannot be updated by iLO Amplifier Pack.

(IMPORTANT: Before commencing online updates, ensure that AMS is running and SUT Mode is set to AutoDeployReboot or AutoDeploy.

Performing an online firmware update for Gen8 and Gen9 servers

iLO Amplifier Pack offers two options for performing an online firmware update for Gen8 and Gen9 servers.

Express Interactive Update

The Express Interactive Update option gives you the ability to select the specific components you want to deploy on the servers from a baseline image that you select.

Baseline Automatic Update

The Baseline Automatic Update option allows you to update the servers with minimal interaction from a baseline image that you select. All applicable components are installed without waiting for approval.

This option ensures that the target server is compliant with the selected baseline before the update begins.

NOTE: HPE recommends unmounting virtual media in servers before triggering the SPP update using iLO Amplifier Pack.

Performing an Express Interactive Update

Hewlett Packard Enterprise	Express Interactive Up	date Express firm	ware update with custo	omizable component selection of	a baseline				e ×	Local User: Admin1	
2 Dashboard	<										
A Discovery	Server Selection	Baseline Sel	lection Serv	rer and Baseline Selection S	ummary						0
🖬 Assets 🗸 🗸		1									
Alerts and Event Logs ~	Select the ser	vers you want	to update						Î		
🖼 Baseline Management 🛛 👻										Show 10 💌 er	ntries
▲ Firmware and Drivers ~											
Online Update			Filters:	Show All Servers i	LO Federation Groups 🗸	Server Groups 🗸					
Offline Update	Search:						Show	10 v entries		r 12 v	
iLO Repository Update		Health	ILO Address	ILO FODN	Product Name	Server Hostname	Host OS	Status		rst Previous Next L	ast
SPP Compliance Reports 👒		Healthy	12 Mar 20 15	LOOPERATION	ProLiant DL180	localhost.localdomain	Red Hat	SUT mode			
Recovery Management ~					Gen9		Enterprise	not Supported			
I Reports							Server7.4	SUT not			
O ₀ ^o Troubleshooting								running.			
P Tasks Status	Showing 1 to	1 of 1 entries					Eir	et Previour			
DiLO Amplifier Diagnostics	_								-		
								Statistics -			
								Next Cancel			
Copyright © 2017-2018 Hewlett Pac	skand Enterprise. All rights res	erved.								iLO Amplifier Pack Ver	rsion 1.30

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- HPE SUT (Smart Update Tools) v1.8.0 or later installed on Gen8 and Gen9 servers (Recommended to update to SUT v2.0.0)
- AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux
- Bootable baseline ISO image of the firmware update imported into iLO Amplifier Pack (for more information, see <u>Importing a baseline</u>.

Or

Bootable baseline ISO image of the firmware update extracted to a shared HTTP/HTTPS location on the network and a dedicated web server for hosting SPP (HPE Support Pack for ProLiant) ISO images and files.

NOTE: If you use an external web server to perform the online update, make sure that the following file extensions are added to the MIME Types settings in the external web server to ensure correct downloading:

- .bin
- ∘ .iso
- .xml
- .pdb

- 1. Click Firmware and Drivers from the left navigation menu, and then click Online Update.
- Check the task status list to ensure that no tasks are running on the servers you want to update. Updates cannot be performed on servers while tasks are running. For more information about the task status list, see <u>Running and completed tasks</u>.
- 3. Click Express Interactive Update.
- 4. Select the servers that you want to update.

NOTE: The iLO Amplifier Pack gets inventory details from the iLO and automatically batches servers while doing updates in case the number of servers is too large to be managed simultaneously.

5. Enter a common iLO username and password for the servers you want to update, and then click **Next**.

The credentials will be used only for systems that are part of a federated group.

6. Select the baseline to use for the update by clicking one of the following options:

Use imported baseline

If you have previously imported a baseline ISO image on the **Baseline Management** tab, the baseline name appears in the **Select the Baseline to set firmware** section.

If you have not imported a baseline ISO image, a message appears directing you to import a baseline on the **Baseline Management** tab. For more information, see <u>Importing a firmware</u> <u>baseline</u>.

· Use external web server

a. Enter a valid URI for a bootable baseline ISO image of the firmware update that is available on the network through HTTP/HTTPS.

NOTE: The ISO image must have been created by the SPP or a custom SPP. iLO Amplifier Pack calculates the install set from the SPP.

b. Enter a valid URI for the extracted ISO image of the firmware update that is available on the network through HTTP/HTTPS.

NOTE: The HTTP URL can be an IPv4 or an IPv6 address.

- 7. Specify the number of parallel updates you want to perform in the **Batch Size** field and then click **Next**. Up to 50 parallel updates are supported if you are using an external webserver.
- 8. Click Begin Task.

NOTE: During an update, actions performed on the selected servers are set to a pending state. However, you can perform actions on clear servers using the other pages of the iLO Amplifier Pack.

9. When the status changes to Waiting, click Analyze and Deploy to switch between two views.

- **a. Default View**—The **Component Selection** screen appears, displaying the component information for each server.
- **b.** Grid View—The Component selection screen appears, displaying the component information for multiple servers in a single screen. The view can be filtered by selecting the Host OS Type filter.
- **10.** Review each server component to designate which of them will receive the update.
 - Select—Component will not receive the update. Click to select the component for update.
 - Selected—Components with a status of **Update required** are marked as **Selected** by default to receive the update. Click to clear the selection.
 - Force—Components with a status of Already up-to-date are not selected for the update by default. Click to force the update in cases where you want to reinstall the update or downgrade the firmware on a component.
 - Forced—Component will be forced to receive the update. Click to clear the selection.

NOTE: iLO Amplifier Pack provides the install set to iSUT for the update; however, you must check the suggested install set before deploying the update.

11. Click Apply All.

iLO Amplifier Pack analyzes the server components to detect failed dependencies that will cause the update to fail. Clear these issues before proceeding with the update.

For more information, see the iSUT documentation at http://www.hpe.com/info/isut-docs.

The update process begins. The following messages appear in succession:

- Online Update Task in progress.
- **Pending**—iSUT is waiting to read the selected components for update.
- **Staging**—Analysis of selected components.
- Staged—Analysis of selected components completed and are waiting to be deployed.
- **Installing**—Selected components are being deployed on the server.
- Installed—Selected components are deployed.
- **12.** Reboot the server, if necessary.

When the installation has completed, the task status will change to **Completed** with one of the following messages:

- · Activated—Selected components are successfully installed (restart is not required).
- Installed Pending Reboot—Selected components are successfully installed, but you must restart the server.

NOTE: HPE recommends refreshing the server inventory after the system has restarted.

13. Click **Show Results** to see the components that were successfully updated along with any pending user actions.

Performing a Baseline Automatic Update

Hewlett Packard Enterprise	Baseline Automatic Update Automatic	firmware update with ba	seline compliance					ø ×	Local User: Admin1	
B Dashboard	<									
A Discovery	Server Selection Baseline S	election Serv	er and Baseline Selection Su	immary						8
🖬 Assets 🛛 🗸		de la								
Alerts and Event Logs ~	Select the servers you war	it to update						Î		
Baseline Management ~									Show 10 ¥	entries
▲ Firmware and Drivers ✓										
Online Update		Filters:	Show All Servers iL	O Federation Groups 🗸	Server Groups 🗸					
Offline Update	Search:					Show	10 v entries			
iLO Repository Update	🗉 🗸 🕴 Health	iLO Address	ILO FODN	Product Name	Server Hostname	Host OS	Status		rst Previous Next	Last
SPP Compliance Reports 👒	E Healthy	Title State	100-00-000	ProLiant DL180	localhost.localdomain	Red Hat	SUT mode			
Recovery Management ~				Gen9		Enterprise	not			
I Reports ~						Server7.4	SUT not			
0% Troubleshooting							running.			
🏳 Tasks Status	Showing 1 to 1 of 1 entries					-	at Desident			
🖵 iLO Amplifier Diagnostics						PB	SI PIEVIOUS	*		
							Next Cancel			
Copyright © 2017-2018 Hewlett Pac	kard Enterprise. All rights reserved.								iLO Amplifier Pack V	ersion 1.30

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- HPE SUT (Smart Update Tools) v1.8.0 or later installed on Gen8 and Gen9 servers (Recommended to update to SUT v2.0.0)
- AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux
- Bootable baseline ISO image of the firmware update imported into iLO Amplifier Pack (for more information, see <u>Importing a baseline</u>).

Or

Bootable baseline ISO image of the firmware update extracted to a shared HTTP/HTTPS location on the network and a dedicated web server for hosting SPP (HPE Support Pack for ProLiant) ISO images and files.

NOTE: If you use an external web server to perform the online update, make sure that the following file extensions are added to the MIME Types settings in the external web server to ensure correct downloading:

- .bin
- ∘ .iso
- .xml
- .pdb

- 1. Click Firmware and Drivers from the left navigation menu, and then click Online Update.
- Check the task status list to ensure that no tasks are running on the servers you want to update. Updates cannot be performed on servers while tasks are running. For more information about the task status list, see <u>Running and completed tasks</u>.
- 3. Click Baseline Automatic Update.
- **4.** Select the servers that you want to update.

NOTE: The iLO Amplifier Pack gets inventory details from the iLO and automatically batches servers while doing updates in case the number of servers is too large to be managed simultaneously.

5. Enter a common iLO username and password for the servers you want to update and then click **Next**.

The credentials will be used only for systems that are part of a federated group.

6. Select the baseline to use for the update by clicking one of the following options:

Use imported baseline

If you have previously imported a baseline ISO image on the **Baseline Management** tab, the baseline name appears in the **Select the Baseline to set firmware** section.

If you have not imported a baseline ISO image, a message appears directing you to import a baseline on the **Baseline Management** tab. For more information, see **Importing a baseline**.

Use external web server

Enter a valid URI for a bootable baseline ISO image of the firmware update that is available on the network through HTTP/HTTPS.

NOTE: The ISO image must have been created by the SPP or a custom SPP. iLO Amplifier Pack calculates the install set from the SPP.

7. Specify the number of parallel updates you want to perform in the **Batch Size** field and then click **Next**. Up to 50 parallel updates are supported if the external baseline is used.

8. Click Begin Task.

NOTE: During an update, actions performed on the selected servers are set to a pending state. However, you can perform actions on clear servers using the other pages of the iLO Amplifier Pack.

The update process begins. The following messages appear in succession:

- Baseline Automatic Update Task in progress
- Pending—iSUT is waiting to read the selected components for update
- Staging—Analysis of selected components
- Staged—Analysis of selected components completed and waiting to be deployed
- Installing—Selected components are being deployed on the server
- Installed—Selected components are deployed
- 9. Reboot the server, if necessary.

When the installation has completed, the task status will change to **Completed** with one of the following messages:

- Activated—Update has been completed (restart is not required).
- Installed Pending Reboot—Update has been completed, but you must restart the server.

NOTE: HPE recommends that you refresh the server inventory after the system has restarted.

10. Click **Show Results** to see the components that were successfully updated along with any pending user actions.

Performing an offline firmware update for Gen8 and Gen9 servers

Hewlett Packard Enterprise	Offline Update	×	Local User: Admin1	
2 Dashboard				
	Server Selection Baseline Selection Server and Baseline Selection Summary			0
🖬 Assets 🗸 🗸				
Alerts and Event Logs ~	Select the servers you want to update	Î	Show 10 v en	tries
Baseline Management ~				
± Firmware and Drivers ~				
Online Update	Filters: Show All Servers iLO Federation Groups Server Groups			
Offline Update	Search: Show 10 v entries		rst Previous Next La	
ILO Repository Update	- Health iLO Address iLO FODN Product Name Server Hostname Status			
SPP Compliance Reports 👒	Instituty ProLiant DL180 Gen9 localhost.localdomain Server Inventory			
Recovery Management ~	Completed			
I Reports 🗸	Showing 1 to 1 of 1 entries			
O ₀ ⁰ Troubleshooting	First Previous			
🏳 Tasks Status				
ILO Amplifier Diagnostics	L021	*		
	Next Carrel			
Copyright © 2017-2018 Hewlett Pac			iLO Amplifier Pack Ver	

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
- Bootable baseline ISO image of the firmware update imported into iLO Amplifier Pack (for more information, see <u>Importing a baseline</u>).

or

Bootable baseline ISO image of the firmware update extracted to a shared HTTP/HTTPS location on the network and a dedicated web server for hosting SPP (HPE Support Pack for ProLiant) ISO images and files.

NOTE:

- Using a baseline update will alter all applicable components to be compliant with the baseline. iLO Amplifier Pack will downgrade components if necessary to comply with the baseline image.
- HPE recommends unmounting virtual media in servers before triggering the SPP update using iLO Amplifier Pack.

Procedure

- 1. Click Firmware and Drivers from the left navigation menu, and then click Offline Update.
- **2.** Select the servers, iLO Federation group or server group you want to update.

NOTE: The iLO Amplifier Pack automatically batches servers while doing updates in case the number of servers is too large to be managed simultaneously.

- **3.** Enter a valid URI for a bootable baseline (SPP) ISO image of the firmware update that is available on the network through HTTP/HTTPS.
- 4. Enter a common iLO username and password for the servers you want to update.

The credentials will be used only for systems that are part of a federated group.

5. Click Begin Task.

NOTE: During an update, you cannot perform actions on the selected servers, but you can perform actions on unselected servers using the other pages of the iLO Amplifier Pack.

The update process begins. The following messages appear in succession:

- **Pending**—iSUT is waiting to read the selected components for update.
- Staging—Analysis of selected components.
- Staged—Analysis of selected components completed and are waiting to be deployed.
- Installing—Selected components are being deployed on the server.
- Installed—Selected components are deployed.
- Installed Pending Reboot—Selected components are successfully installed.

NOTE: The system reboots automatically. User interaction is not required.

- Activated—Selected components are successfully installed.
- 6. Click the Running Task tab to view the progression of the update.

When the installation has completed, the task status will change to **Completed** with the message **Activated**. The system will automatically reboot.

NOTE: HPE recommends that you refresh the server inventory after the system has restarted.

iLO Repository Updates

iLO Repository Updates is a new mechanism of firmware and software update available for Gen10 servers which use the iLO Repository of a server. After proper component selection, sequencing and dependency checking, the necessary components are uploaded to the iLO Repository of a server forming the specific install set. This specific install agent (iLO, BIOS, and SUT) updates the iLO Repository by pulling the component in sequence.

NOTE: iLO Amplifier pack v1.30 onwards supports updates on servers with VMWare ESXi OS version 6.0 and above.

iLO repository updates have two of the following options to perform the firmware updates:

- Performing an iLO Repository Online Update
- Performing an iLO Repository Offline Update

Hewlett Packard Enterprise		Wed Jul 04 2018 17:01:54 GMT+0530	4	Local User: Administrator						
🍘 Dashboard		<								
A Discovery		iLO Repository Update ILO Repository Online and Offline Update				0				
🖀 Assets	~	+ Online Update + Offline Update								
Alerts and Event Logs	~			Show	10 v en	tries				
Baseline Management	~	🗄 Status 🚽 Task Id 🛛 🔶 Task Name 🔷 # of Servers/Groups 🔶 Crea	ted by							
Firmware and Drivers	~	No data available in table								
Online Update		Showing 0 to 0 of 0 entries								
Offline Update			Fi	irst Previous	Next La	st				
iLO Repository Update										
C SPP Compliance Reports	~									
C Recovery Management	~									
						_				
Copyright © 2016-2017 Hew	Copyright © 2016-2017 Hewlett Packard Enterprise. All rights reserved. iLO Amplifier Pack Version 1.25									

Performing an iLO Repository Online Update

erver Selection	Baseline	Selection Se	erver and Baseline Selection	Summary			
Search:						Show 10	• entries
	Health	iLO Address	ilo FQDN	+ Product Name	Server Hostname	Host OS	Status
	Critical			ProLiant DL360 Gen10	hpe-proliant	SLES12.2	Server Inventory Completed
	Warning			ProLiant DL380 Gen10	WIN-QLCLRH1H5JJ	Microsoft Windows Server 2012 R2 Standard	Server Inventory Completed
4							÷.
Showing 1 to	o 2 of 2 entries					First	Previous Next

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Devices
 - Configure User
- · For servers set to the HighSecurity/FIPS state
 - Gen10 server with iLO 5 v1.30 or later.
 - SPP version 2018.11.0 or above.
- iSUT (Integrated Smart Update Tools) v2.3.0 and above.
- iSUT 2.3.6 and above for Gen10 servers running VMware ESXi OS.
- AMS must be running and SUT Mode must be set to 'AutoDeployReboot' or 'AutoDeploy'.

Procedure

- 1. Click Firmware and Drivers from the left navigation menu, and then click iLO Repository Update.
- 2. Click Online Update.
- 3. Select the servers that you want to update.

Next

NOTE: The iLO Amplifier Pack gets inventory details from the iLO and automatically batches servers while doing updates in case the number of servers is too large to manage simultaneously.

4. Enter a common iLO username and password for the servers you want to update, and then click **Next**.

The credentials will be used only for systems that are part of a federated group.

- 5. If you have previously imported a baseline ISO image on the **Baseline Management** tab, select the baseline name from the **Select the Baseline to set firmware** section.
- If you have not imported a baseline ISO image, a message appears directing you to import a baseline on the Baseline Management tab. For more information, see <u>Importing a baseline</u>.
- 7. Select the Clear iLO Repository after update check box in the iLO Repository Settings field.

NOTE: This step is optional.

- 8. Specify the number of parallel updates you want to perform in the **Batch Size** field, and then click **Next**. Up to 20 parallel updates are supported.
- 9. Click Begin Task.

The update process begins. The task status will be displayed under Status column.

10. Reboot the server, if necessary.

When the installation has completed, the task status will change to Completed.

For servers set to the HighSecurity/FIPS state, the task status will change to **Completed** with the message **iLO Repository Offline Update Completed. Results of High Security Mode update will be partial/incomplete.**

NOTE: HPE recommends that you refresh the server inventory after the system has restarted.

11. Click **Show Result** to see the components that were successfully updated along with any pending user actions.

Performing an iLO Repository Offline Update

Hewlett Packard Enterprise	iLO Repository Offline	Update							×	💄 Local User: Admin1	
2 Dashboard	<										
	Server Selection	Baseline Se	lection Server ar	nd Baseline Selection Summ	ary						8
🖬 Assets 🗸 🗸		/									
Alerts and Event Logs ~	Select the ser	vers you want	to update						Î	Show 10 *	entries
Baseline Management ~											
🛓 Firmware and Drivers 🛛 🗸											
Online Update			Filters: Sh	ow All Servers iLO Fe	ederation Groups 🗸 Se	erver Groups 🗸					
Offline Update	Search:						Show 10 v ent	ries		rst Previous Next	Last
iLO Repository Update		Health	ILO Address	ILO FODN	Product Name	Server Hostname	Status				
🕑 SPP Compliance Reports 👒			The second	And the Property of	ProLiant MI 350	linuvautomation-	Server	*			
Recovery Management ~					Gen10	gui.in.rdlabs.hpecotp.net	Inventory				
I Reports 🗸					Designed Di Tro		Completed				
O ₀ ^o Troubleshooting		Healthy	100.00	And a second second	Gen10	WIN-534H0VFG0B1	Inventory				
🏳 Tasks Status		-					Completed				
🖵 iLO Amplifier Diagnostics	0	Warning	ETHE 46 (\$9 (000))	HIDSHOLD Age care	ProLiant DL380	hpe-proliant	Server		*		
							Next	Cancel			
Copyright © 2017-2018 Hewlett Pack											

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Devices
 - Configure User
- For servers set to the HighSecurity/FIPS state
 - Gen10 server with iLO 5 v1.30 or later.
 - SPP version 2018.11.0 or above.

Procedure

- 1. Click Firmware and Drivers from the left navigation menu, and then click iLO Repository Update.
- 2. Click Offline Update.
- **3.** Select the servers that you want to update.

NOTE: The iLO Amplifier Pack gets inventory details from the iLO and automatically batches servers while doing updates in case the number of servers is too large to manage simultaneously.

4. Enter a common iLO username and password for the servers you want to update, and then click **Next**.

The credentials will be used only for systems that are part of a federated group.

- 5. If you have previously imported a baseline ISO image on the **Baseline Management** tab, select the baseline name from the **Select the Baseline to set firmware** section.
- 6. If you have not imported a baseline ISO image, a message appears directing you to import a baseline on the **Baseline Management** tab. For more information, see **Importing a baseline**.
- 7. Select the Clear iLO Repository after update check box in the iLO Repository Settings field.

NOTE: This step is optional.

- 8. Specify the number of parallel updates you want to perform in the **Batch Size** field, and then click **Next**. Up to 50 parallel updates are supported.
- 9. Click Begin Task.

The update process begins. The task status will be displayed under Status column.

10. Reboot the server, if necessary.

When the installation has completed, the task status will change to Completed.

For servers set to the HighSecurity/FIPS state, the task status will change to **Completed** with the message **iLO Repository Offline Update Completed. Results of High Security Mode update will be partial/incomplete.**

NOTE: iLO Repository Offline Update is not supported in CNSA Mode.

NOTE: HPE recommends that you refresh the server inventory after the system has restarted.

11. Click **Show Result** to see the components that were successfully updated along with any pending user actions.

Running and completed tasks

You can monitor the progress of firmware update tasks and the results of completed tasks from the **Online Update** and **Offline Update** pages. The following information is displayed:

- Status—Progress of the selected task.
- Task ID—ID assigned to the task.
- Task Name—Name of the task.
- Number of Servers—Number of servers affected by the task.
- Created by—Username of the person who initiated the task.
- **Results**—Displays the following information about completed tasks:
 - Component Name—Name of the hardware that was updated.
 - **Previous Installation**—Firmware version that was on the component before the update.
 - Installed Version—Firmware version that was installed during the update.
 - **Deployment Result**—Displays success or failure of the update.
- Abort Task—Allows you to cancel a running task.

NOTE: Tasks cannot be aborted at later stages of the update procedure.
SPP compliance report

The SPP compliance report provides information about the compliance status of a server. This report displays the server compliance of the firmware and software components for an imported SPP.

iLO Amplifier Pack allows the users to generate SPP compliance reports for multiple servers at a time.

Creating the SPP compliance report

Hewlett Packard Enterprise	Mon Nov 26 2	2018 12:16:28 GMT+	-0530							Local User: Admin1	6
2 Dashboard	<										
A Discovery	SPP Co	ompliance cre	ates SPP Compli	ance report from an imported	d baseline						0
🗄 Assets 🗸 🗸	0	Select the serve	ers								
Alerts and Event Logs ~	I T										
Baseline Management ~											
▲ Firmware and Drivers ~					Filters: Se	iLO Federation 0	Groups - Server Groups -				
SPP Compliance Reports 🗸		Search:								Show 10 v entries	
Create SPP Compliance Report			Health	iLO Address	iLO FQDN	Product Name	🗧 Server Hostname	Status	iLO Backup File	TPM Status	
View SPP Compliance Report			Healthy	1214.0235	LOG-DO-PROS.	ProLiant DL180	localhost.localdomain	Server	Not Available	NotPresent	
Recovery Management ~						Gen9		Inventory Completed			
I Reports ~			Healthy	Table 10, 109 (2000)	ROPERS, C'Owners	ProLiant ML350	linuxautomation-	Server	Not Available	NotPresent	
O ₀ [®] Troubleshooting						Gen10	gui.in.rdlabs.hpecotp.net	Inventory			
🏳 Tasks Status			-	With a second second		Deal light DI 740	WIN 57(HOVEOURI	Completed	Net Aveileble	NetDennet	
🖵 iLO Amplifier Diagnostics		D	Liesanny			Gen10	WIN-554HOVEQUBI	Inventory	NOT AVAIIABLE	NoiPresent	
Configuration and Settings~								Completed			
			Warning	12 has an 109 (2002)	HIDSHOUT THE COM	ProLiant DL380 Gen10	hpe-proliant	Server Inventory	Not Available	NotPresent	
								Completed			
Copyright © 2017-2018 Hewlett P	Packard Enterpri	ise. All rights reser	ved.							iLO Amplifier Pack Vera	sion 1.30

Prerequisites

- iLO Amplifier Pack user with the following privileges:
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices
- Import SPP to create an SPP Compliance report

Procedure

- 1. From the left navigation menu, select SPP Compliance Report > Create SPP Compliance Report.
- 2. Select the server for which you want to generate the report.

You can select multiple servers at a time to generate the report.

NOTE: If the selected servers are part of an iLO Federation group, common credentials are required.

- 3. Select the Baseline for creating SPP Compliance Report.
- 4. To view SPP Compliance Summary, click Begin Task.

- 5. To create the SPP Compliance report, Click Start.
- 6. A task is created, which may show one or all the following states of task:
 - Pending
 - Running
 - Complete
 - CompletedwithException
 - Failed
- 7. The SPP compliance report is generated.

NOTE: It may take a while to generate the report.

Viewing the SPP compliance report

NOTE: If HPE ProLiant Gen8 servers, HPE ProLiant Gen9 servers, and HPE ProLiant Gen10 servers are selected together when creating an SPP Compliance Report, two separate reports are created – one for Gen8 and Gen9 servers and the other for Gen10 servers.



Prerequisites

The SPP compliance report is generated.

For detailed information, see Creating the SPP compliance report.

Procedure

- 1. From the left navigation menu, click View SPP Compliance Report.
- 2. To see the compliance status of the individual components of the server, click and expand the task id listed.

The table with servers provides the following details:

- **IsCompliant—**Displays whether the server is compliant with the baseline used.
- Component Name—Displays the server name.
- Installed version—Displays the installed version of the component.
- Available version—Displays the latest available version for the component.
- **Status**—Displays if the update is required.

An SPP compliance report contains only firmware component information for certain servers in the following cases:

- Server is in the power off state.
- The OS installed on the server is ESXi. (Only for Gen8 and Gen9 servers.)
- The associated server does not have AMS running.
- 3. To export the report to CSV file, click Export to CSV.

Recovery Management

Introduction

The Server System Restore feature that works with iLO 5 v1.17 or later to recover Gen10 servers according to user-created recovery policies.

When iLO detects system corruption in a server that is monitored by iLO Amplifier Pack, iLO automatically alerts iLO Amplifier Pack to initiate and manage the system recovery process. iLO Amplifier Pack checks the event against user-created recovery policies for the affected system, and then begins the recovery process as outlined in the recovery policy assigned to the server.

Prerequisites

- Gen10 server with iLO 5 v1.17 or later.
- · For servers set to the HighSecurity/FIPS state
 - Gen10 server with iLO 5 v1.30 or later.
 - SPP version 2018.11.0 or above.
- · An iLO Advanced license is required to use Server System Restore.
- To perform any recovery-related actions, iLO Amplifier Pack user must have Configure Manager with Security privilege.
- The Firmware Baseline to be used for recovery should have iLO 5 v1.17 or later.
- For recovery administration of Gen10 servers, HPE recommends configuring the BIOS boot mode to UEFI mode.
- For Device initiated full auto recovery, the recovery policy must have all three baselines specified: Firmware + Configuration + Operating System
- You must have at least one recovery install set in iLO before triggering a Device Initiated recovery. HPE recommends not deleting the iLO Factory Install set to use the recovery feature in iLO Amplifier Pack.

More information

The following pages in iLO Amplifier Pack provide the tools to define recovery policies, assign them to managed servers, and monitor the recovery process.

- <u>Recovery Policy</u>
- Recovery Administration
- <u>Recovery Task Monitor</u>

Recovery operations

Each recovery operation follows a similar path:

Automatic recovery operations

Follow these steps to perform an Automatic Server Recovery or a Device Initiated Full Recovery.

- 1. Import firmware and OS baselines. For more information, see <u>Importing a firmware baseline</u> and <u>Importing an OS baseline</u>.
- Create a Complete iLO configuration backup on the iLO NAND. This will create a backup of the complete configuration of iLO on the iLO NAND.

NOTE: This option is only available for Gen10 servers running iLO 5 v1.37 and later.

- 3. Create or import a configuration baseline from a server. For more information, see <u>Create a</u> <u>configuration baseline</u> and <u>Import a configuration baseline from a server</u>.
- Create a recovery policy with the firmware, configuration, and OS baselines. For more information, see <u>Create a recovery policy</u>.
- Assign a recovery policy to the selected servers with Auto Recovery Action enabled. For more information, see <u>Assign a recovery policy</u>.
- **6.** A recovery task is triggered in iLO Amplifier Pack once it receives a recovery message from iLO when it finds corrupted firmware.

Manual recovery operations

Follow these steps to perform a Manual Recovery:

- 1. Import firmware and OS baselines. For more information, see <u>Importing a firmware baseline</u> and <u>Importing an OS baseline</u>.
- **2.** Once iLO Amplifier Pack receives a firmware corruption alert from iLO, the check box becomes enabled for the selected server on the **Administration** page.
- **3.** You can select and perform a Manual Recovery by selecting the required baselines or a recovery policy. For more information, see **<u>Performing a manual recovery</u>**.

Recovery policy

Create a recovery policy

Hewlett Packard Enterprise	Mon Nov 26 2018 12:45:15 CM	4T+0530			8			
2 Dashboard	<	Create New Recovery Policy			×			
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I Reports 🗸 🗸								
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) Tasks Status								
ILO Amplifier Diagnostics								
Copyright © 2017-2018 Hewlett F	ackard Enterprise. All rights re							

Prerequisites

- User privileges
 - Configure Manager with Security
- To create a recovery policy that includes an OS baseline or a firmware baseline, you must first upload the baselines to iLO Amplifier Pack from the **Baseline Management** page.

Procedure

- 1. Click Recovery Management from the left navigation menu, and then click Recovery Policy.
- 2. Click Create policy.
- 3. Enter a name for the new policy, and then select firmware, configuration, and OS baselines.

You can also select Complete iLO configuration Backup to backup iLO configuration settings on the iLO NAND. This option is available only for Gen10 servers running iLO 1.37 and later.

The following combinations are supported:

- Firmware only
- Firmware + Configuration
- · Operating System only
- Firmware + Configuration + Operating System

NOTE:

- The list of firmware baselines includes only those that have been successfully uploaded to iLO Amplifier Pack.
- The list of firmware baselines includes only those containing firmware that supports Gen10 servers and later.
- The list of configuration baselines does not list the snapshot configuration baselines that are still importing or those that failed to import.
- Any iLO settings in the configuration baseline will overwrite the settings restored from the iLO NAND.
- All users upgrading from iLO Amplifier Pack 1.25 to any higher version will need to create a recovery policy and reassign them to the servers before using Complete iLO configuration backup.
- 4. Click **Create** to save the policy.

The new policy appears in the list on the **Recovery Policy** page.

Delete a recovery policy

Prerequisites

- User privileges
 - Configure Manager with Security
- Before deleting a recovery policy, unassign the policy from any servers to which it might be assigned.

Procedure

- 1. Click Recovery Management from the left navigation menu, and then click Recovery Policy.
- 2. Click the icon for the policy that you want to delete.

Recovery administration

The **Recovery Administration** page lists all the Gen10 servers with an iLO Advanced license that are managed by iLO Amplifier Pack. When a firmware corruption occurs on a system, iLO detects this corruption and sends out an event to iLO Amplifier Pack. iLO Amplifier Pack then initiates the recovery process based on the recovery policy that is assigned to the server.

Assign a recovery policy

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Alerts and Event Logs												
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▲ Firmware and Drivers ~		Health 🕴 iLO Address	Product Name	+ Host OS	Discovery Status	License Type	🕴 Security Health	Recovery Policy	. 1	ecovery Status	Recover	ν.
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Configuration and Settings~			Gen10		Completed	Premium Security Edition				itiated	NOT AS:	
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							Previous Next	Assign Policy Cl	ose	lecovery Action Not hitiated	Devicel	-

Prerequisites

- User privileges
 - Configure Manager with Security
- Gen10 server with iLO 5 v1.17 or later
- iLO Advanced license

- 1. Click **Recovery Management** from the left navigation menu, and then click **Recovery Administration**.
- 2. Click Assign Auto Recovery Policy.
- 3. Click the check box to select one or more servers, and then click Next.
- 4. Select one of the following options from the Action drop-down menu:

- **Auto Recovery**—Recovery process starts when iLO Amplifier Pack is automatically alerted from iLO.
- Device Initiated Full Auto Recovery—Recovery process starts when a user manually initiates a recovery alert from iLO to iLO Amplifier Pack. A user can initiate a recovery alert from iLO by logging in to iLO with a user account that has recovery set privileges. In the iLO interface, navigate to the Administration > Firmware Verification page, and then click Send Recovery Event.
- **Quarantine**—Recovery process is not started, but server is shut down automatically from iLO Amplifier Pack.
- 5. Select the recovery policy that you want to apply from the **Recovery Policy** drop-down menu, and then click **Next**.
- 6. Verify your selections as displayed on the **Summary** page, and then click **Assign Policy** or click **Previous** to go back to change selections.

NOTE: For Device initiated full auto recovery, the recovery policy must have all three baselines specified:

Firmware + Configuration + Operating System

Unassign a recovery policy

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Prerequisites

- User privileges
 - Configure Manager with Security

Procedure

- 1. Click **Recovery Management** from the left navigation menu, and then click **Recovery Administration**.
- 2. Click Unassign Recovery Policy.

NOTE: This action will also delete any Complete iLO configuration backup created on the iLO NAND by a recovery policy.

3. Click the check box to select one or more servers, and then click Unassign.

Performing a manual recovery

The **Recovery Administration** page lists all the Gen10 servers with an iLO Advanced license that are managed by iLO Amplifier. When a firmware corruption happens on a system, iLO detects this corruption and sends out an event to iLO Amplifier. When this event is received, iLO Amplifier enables the check box on the **Recovery Administration** page. Select the system, and then perform the Manual Recovery.

		Manual Recovery		× 2008
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A Discovery	Rec			- 15
🖬 Assets 🗸 🗸		iLO Address		- 12
Alerts and Event Logs Y		\$34.7W		
Baseline Management ~		Select Existing Recovery Policy		18
▲ Firmware and Drivers ~	- 19	Select Policy		- 18
SPP Compliance Reports ~	Se		~	- 18
Recovery Management ~		O Select Baselines Manually		v St
Recovery Policy		Firmware Baseline		
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		■ Healthy 15.146.48.74 ProLiant BL460c Not Server Inventory iLO Advanced ✓ Monitoring Not Assigned	N	lot Assigne

Prerequisites

- User privileges
 - Configure Manager with Security

- 1. Click **Recovery Management** from the left navigation menu, and then click **Recovery Administration**.
- 2. Select the servers on which you want to perform a manual recovery.

- 3. From the Actions drop-down menu, click Manual Recovery.
- 4. On the Manual Recovery page, select a recovery policy from the drop-down menu.
- 5. Select a firmware and/or configuration baseline from their respective drop-down menus, and then click **Next**.
- 6. Optional. If a Complete iLO configuration backup has been created, select **Yes** to restore from this backup. If no backup has been created, the task will continue to the next step.
- 7. Select an OS baseline, and then click Next.
- 8. Review your selections and click **Back** to make changes, if needed.
- 9. Click Start Recovery, and then click Close.

Check the progress of the manual recovery task on the **Recovery Task Monitor** page.

Performing a quarantine operation

Prerequisites

- User privileges
 - Configure Manager with Security

- 1. Click **Recovery Management** from the left navigation menu, and then click **Recovery** Administration.
- 2. Select the servers on you want to quarantine.
- 3. From the Actions drop-down menu, click Quarantine.
- Click Yes on the Quarantine Confirmation dialog box to continue or click No to cancel the operation.
 Check the progress of the quarantine task on the Recovery Task Monitor page.

Monitor recovery tasks

Hewlett Packard Enterprise	s	iun Dec 10 2017 2	22:57:04 GMT-0700						₽	1 secure	6
Dashboard	<	:									
A Discovery		Recovery	Tasks Monito	Dr View status of all running or	ompleted tasks						0
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Alerts and Event Logs \sim			Status	🔻 Task Id		Task Name	# of Servers/Groups	Created by			
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▲ Firmware and Drivers ~		>	Completed	10004		Recovery: Device Initiated Recovery Task	1	System			
I Recovery Management 🗸		<u>}</u>	Completed	10003		Recovery: Assign Recovery Policy	1	secure			
Recovery Policy		>	Completed	10002		Recovery: Assign Recovery Policy	1	secure			
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LO Amplifier Diagnostics											
Configuration and Settings~											
Copyright © 2016-2017 Hewlett P	Pack	ard Enterprise.	All rights reserved.					iLO Amplifier Pack Vers	ion 1.15 b	uild 19 (Dec 4	2017)

Prerequisites

- User privileges
 - Configure Manager with Security

Procedure

- 1. Click **Recovery Management** from the left navigation menu, and then click **Monitor Recovery Tasks** to view all the status of all running and completed tasks.
- 2. Click the right arrow to see details and the percentage of the task progress.

iLO Amplifier Pack applies the recovery policy in the following order:

- a. The server is powered down.
- **b.** The firmware is updated, if selected.
- c. The Complete iLO configuration backup stored on the iLO NAND will be restored, if selected.
- d. The configuration baseline is applied, if selected.
- e. The server is rebooted to the OS baseline, if selected.

The recovery process may take a while to complete. See the **Activity Logs and Alerts** page for the status of the recovery process.

Reports

Viewing the firmware report

Hewlett Packard Enterprise	Mon Nov 26 2018 12:46:16 GMT+0530				٩ ٩	Local User: Admin1	6
B Dashboard	<						
A Discovery	Firmware Report Firmware report	τ for managed servers					0
🖬 Assets 🗸 🗸		Filters: Servers	il O Federation Groups	Server Groups +			
Alerts and Event Logs ~							
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License Report	1.0-50-64953.0612	FERG SUPPORT PERMITTEN	ROPERLE Operan	ProLiant ML350 Gen10	linuxautomation-gui.in.rdlabs.hpeco	itp.net	
Basic Device Report	1.0-020490404000	FERD 44472 8347 FEED FD-8, 2001-5008	GREET TRANSPORT	ProLiant DL360 Gen10	WIN-534H0VFQUB1	0.001-1	
Hardware Inventory Report	1.0-15-w0/m24		HIGHNOLD NAMES	ProLiant DL380 Gen10	hpe-proliant	HIGHL	
Custom Report	1.0-4040-0079-048	FERD TOPO FERA MERA	TOSOV OF COST Page Lock	ProLiant ML350 Gen10	WIN-IJ5G441REQG	708042	
Op Troubleshooting	1.0-chab-do-do-Million	FERD AND REPORT OF A DOT ACCOUNTER DAA	N/UNLOWING	ProLiant DL360 Gen10	hpe-proliant	NUTLINE.	
	1.0-250au/80*what	PERCEDUPT JUPP PECIALISA	Openant of Grow care	ProLiant DL380 Gen10	linux-6jb5	(press)	
	1.0-0204996-02040	FERD DACKEFFFF FECE 245A, 2000-48 180	HE BLANDING AND	ProLiant DL385 Gen10	localhost.localdomain	HE SHALL	
Copyright © 2017-2018 Hewlett						iLO Amplifier Pack Ver	sion 1.30

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login
- For Gen8 and Gen9 servers: AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux running on the managed servers
- For Gen10 servers: AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux

Procedure

- 1. Click **Reports** on the left navigation menu.
- 2. Click Firmware Report.

The report provides information on the iLO, System, ROM, NIC, and storage devices. For a full list, see **<u>Firmware report details</u>**.

3. Options on this page:

- Enter a value in the Search box and hit the enter key to search for specific information.
- Use the Servers, iLO Federation Groups or Server Groups filter to customize the display.
- Use the Show entries menu to choose the number of entries to display per page.
- Use the navigation buttons to view the first, previous, next, or last page of the list. You can also click a specific page number to jump to that page.
- Click **Export to CSV** to download the report in CSV format.

Firmware report details

The following information appears in the firmware report details.

- iLO IP Address—The network IP address of the iLO subsystem.
- iLO HostName—The fully qualified network name assigned to the iLO subsystem.
- Product Name—The product with which the iLO processor is integrated.
- Serial number—The server serial number, which is assigned when the system is manufactured.
- Server Hostname—The fully qualified network name assigned to the server.
- iLO Firmware—The version and date of the installed iLO firmware.
- System ROM—The version of the active system ROM.
- System ROM backup—The version of the backup system ROM. If a system ROM update fails or is rolled back, the backup system ROM is used.
- Intelligent Provisioning—A web interface you can use to perform operating system deployments and review in-depth hardware configuration details.
- Possible firmware options:
 - Intelligent Platform Abstraction Data
 - Power Management Controller Firmware
 - Power Management Controller FW Bootloader
 - System Programmable Logic Device
 - Server Platform (SPS) Firmware
- PCI device information:
 - PCI Devices Name
 - PCI Devices Location
 - PCI Devices Version
- Network device information:
 - Network Devices Name
 - Network Devices Version
- Storage device information:

- Storage Devices Name
- Storage Devices Version

Viewing the iLO license report

Hover your mouse over the ring chart to see the number and type of licenses for the selected view.

Hewlett Packard Enterprise	Mon Nov 26 2018 12:51:25 GMT+0530	🗘 💄 Local User: Admin1 🚯
B Dashboard	<	
A Discovery	ILO License Report ILO license report for all servers	0
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Alerts and Event Logs ~		
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▲ Firmware and Drivers ~	* iLO IPv4 Address 🔮 iLO IPv6 Address 👘 iLO HostName 🌵 Product Na	ame - Server HostNam
SPP Compliance Reports ~	ProLlant M	.350 linuxautomati
Recovery Management ~	Genio	gui.in.rdlabs.h
⊞ Reports ~	ProLiant DL	.360 WIN-534H0V
Firmware Report	Gen10	
License Report	iLO License Report for 5 server(s)	
Basic Device Report	ProLiant DL Genito	.380 hpe-proliant
Hardware Inventory Report		
Custom Report	Pro liant M	1350 WIN-USC6615
00 Troubleshooting	Gen10	
	٩	*
Copyright © 2017-2018 Hewlett P	ckard Enterprise. All rights reserved.	iLO Amplifier Pack Version 1.30

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login
- For Gen8 and Gen9 servers: AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux running on the managed servers
- For Gen10 servers: AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux

Procedure

- 1. Click **Reports** on the left navigation menu.
- 2. Click License Report.

The following information appears:

- iLO IP Address—The network IP address of the iLO subsystem
- iLO HostName—The fully qualified network name assigned to the iLO subsystem

- **Product Name**—The product with which the iLO processor is integrated
- Server HostName—The server name defined by the host operating system
- Serial number—The server serial number, which is assigned when the system is manufactured
- License Key—Key provided with iLO license
- License—The license level purchased with iLO
 - iLO Standard
 - iLO Essentials
 - iLO Scale-Out
 - iLO Advanced
- License Type—The level of licensed iLO firmware functionality
 - **Evaluation**—A valid evaluation license is installed.
 - Expired—An expired evaluation license is installed.
 - **Perpetual**—A valid iLO license is installed. This license does not have an expiration date.
 - Unlicensed—The factory default (iLO Standard) features are enabled.
- **3.** Options on this page:
 - Enter a value in the **Search** box and hit the enter key to search for specific information.
 - Use the Servers, iLO Federation Groups or Server Groups filter to customize the display.
 - Use the Show entries menu to choose the number of entries to display per page.
 - Use the navigation buttons to view the first, previous, next, or last page of the list. You can also click a specific page number to jump to that page.
 - Click Export to CSV to download the report in .csv format.

Viewing the basic device report

Hewlett Packard Enterprise	Mon	Nov 26 2018 12:52:26 GMT+0530			Local User: Admin1				
B Dashboard	<	Rasic Device Report and data and for avoid the second second							
Discovery		Basic Device Report Bas	c device report for managed servers						
🛙 Assets 🗸 🗸				Filters: Servers	iLO Federation Groups	Server Groups +			
Alerts and Event Logs ~									
Baseline Management ~		Search:							Show 10 v entries
Firmware and Drivers ~		* iLO IPv4 Address	iLO IPvó Address	iLO HostName	Product Name +	Server HostName	Serial Number	🍦 System He	alth- Server OS
SPP Compliance Reports 🗸 🗸		15746.50.55	FERL REPLOY FOR ACK.	1.050-010-078035	ProLiant DL180 Gen9	localhost.localdomain	SO-DO-DR	OK	Red Hat
Recovery Management 🛛 🗸			2000-00-00						Enterpris Linux Se
B Reports ~		8.0-	FERG 3281797 (Bandler)	ROPERLEY/species	ProLiant ML350	linuxautomation-	ROPETILIZY	OK	Red Hat
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lasic Device Report		10044040400	2001.5005		Gen10				Enterpris Linux Se
lardware Inventory Report		10.7500.0000		and the local division of the	ProLiant DI 380	boe-oroliant	10000000	WARNING	Red Hat
ustom Report					Gen10	The proton		in a data to	Enterpris
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		100400000	FERD SERVICE FERALEDA	7080V28028 type com	ProLiant ML350 Gen10	WIN-IJ5G441REQG	7080-08028	OK	Red Hat Enterpris
									Linux Se 🔻

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login
- For Gen8 and Gen9 servers: AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux running on the managed servers
- For Gen10 servers: AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux

Procedure

- 1. Click **Reports** on the left navigation menu.
- 2. Click Basic Device Report.

The following information appears for each managed server:

- iLO IP Address—The network IP address of the iLO subsystem.
- iLO HostName—The fully qualified network name assigned to the iLO subsystem.
- Product Name—The product with which the iLO processor is integrated.
- Server HostName—The server name defined by the host operating system.
- Serial number—The server serial number, which is assigned when the system is manufactured.

- **System Health**—The server health indicator summarizing the condition of the monitored subsystems, including overall status and redundancy (ability to handle a failure).
- Server OS—The operating system installed on the server
- Server OS Version—The version of the operating system installed on the server
- iLO Firmware—The version and date of the installed iLO firmware.
- System ROM—The version of the active system ROM.
- **3.** Options on this page:
 - Enter a value in the Search box and hit the enter key to search for specific information.
 - Use the Servers, iLO Federation Groups or Server Groups filter to customize the display.
 - · Use the Show entries menu to choose the number of entries to display per page.
 - Use the navigation buttons to view the first, previous, next, or last page of the list. You can also click a specific page number to jump to that page.
 - Click Export to CSV to download the report in CSV format.

Viewing the Hardware Inventory Report

Hewlett Packard Enterprise		Mon	Nov 26 2018 12:54:33 GMT+0530 🗘 🕹 Local User: Admin1 🔍											
🚯 Dashboard		<												
Discovery			Hardware Inv	entory Rep	DOIT Hardware inventory report fo	r all servers							0	
Assets	~					Filters: Servers	iLO Federation G	roups Server Groups +						
Alerts and Event Logs	~													
Baseline Management	~		Search:								Show 10	v entries		
Eirmware and Drivers	~		A ILO IPVA	4 Address	iLO IPvó Address	iLO HostName	Product ID	Server HostName	Serial Number	Processor Name	0 P	rocessor Sta		
SPP Compliance Reports	~		1574.5		FERS MERILIANT FURTHER.	1000-010-01008	ProLiant	localhost.localdomain	SPECIA	Intel(R) Xeon(R)	CPU ES-	• ок 📩		
Recovery Management	~				2000-50-58		DL180 Gen9			2603 v3 @ 1.60G	Hz			
I Reports	~		50-547	10.067	FERG SERVICE FERMILIER	ROPERLE' Operant	ProLiant ML350 Gen10	linuxautomation- gui.in.rdlabs.hpecotp.net	ROPERLEY	Intel(R) Xeon(R) 5118 CPU @ 2.30	Gold GHz	• OK		
Firmware Report			8.0- 000000	0.000	FERD ANTO #311 FEED FOR. 2001-5005	General Street, Street	ProLiant DL360 Gen10	WIN-534H0VFQUB1	General	Intel(R) Xeon(R) 3104 CPU @ 1.70	Bronze GHz	• ок		
Basic Device Report			3.0.25	octor mark		HIDSHOLD INFORM	ProLiant DL380 Gen10	hpe-proliant	140340125	Intel(R) Xeon(R) 4110 CPU @ 2.10	Silver •	• ок		
Hardware Inventory Report			8.0-		FERD SERVICE FEMALEIN	7080+28028 hps.cm	ProLiant	WIN-IJ5G441REQG	7050-28128	Intel(R) Xeon(R)	Gold	ок		
Custom Report			1000	Coronada			ML350 Gen10			5118 CPU @ 2.30	GHz			
O ₀ ^o Troubleshooting			Cabil	dollars to the second	PERD ANY LEPP PEZD CHA. 2001 ACAC INSEEDED BAD	N/TUPE/24Utpecon	ProLiant DL360 Gen10	hpe-proliant	NUMBER	Intel(R) Xeon(R) 3104 CPU @ 1.70	Bronze GHz	 OK 		
			4	_	PERCENT AND ADDRESS OF	(prem) (Chys.com	ProLiant	linux-6jb5	000000	Intel(R) Xeon(R)	Silver	• ОК 🗣		
Copyright © 2017-2018 Hewl	lett Pa	ackard	Enterprise. All rights r	eserved.							iLO Am	plifier Pack Ve	rsion	1.30

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User

- Configure Devices
- Login
- For Gen8 and Gen9 servers: AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux running on the managed servers
- For Gen10 servers: AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux

Procedure

- 1. Click **Reports** on the left navigation menu.
- 2. Click Hardware Inventory Report.

The following information for each server appears:

- iLO IP Address—The network IP address of the iLO subsystem.
- iLO HostName—The fully qualified network name assigned to the iLO subsystem.
- Product ID—The product with which the iLO processor is integrated.
- Server HostName—The server name defined by the host operating system.
- Serial number—The server serial number, which is assigned when the system is manufactured.
- Processor inventory
 - Processor Name
 - Processor Status
 - Number of Processors
 - Number of Cores
- Memory inventory
 - Total Memory
 - Number of DIMMs
 - Memory Status
- Power inventory
 - Number of Fans
 - Number of Power Supplies
- **3.** Options on this page:
 - Enter a value in the **Search** box and hit the enter key to search for specific information.
 - Use the Servers, iLO Federation Groups or Server Groups filter to customize the display.
 - · Use the Show entries menu to choose the number of entries to display per page.

- Use the navigation buttons to view the first, previous, next, or last page of the list. You can also click a specific page number to jump to that page.
- Click Export to CSV to download the report in .csv format.

Viewing the Custom Report

Custom Report allows users to customize the reports and download them. The various fields in the Firmware Report, Basic Device Report, Hardware Inventory Report, and other fields are shown. The user can select which fields will be shown in the report.

Hewlett Packard Enterprise	Thu Jan 18 2018 09:45:17 GMT+0530		L Local User: Administrator
Baseline Management ~	Custom Report Download custom report for all servers		Ø
▲ Firmware and Drivers ~			
I Recovery Management v	Basic Details		
⊞ Reports ~	 	iLO HostnameServer Type	 Server Hostname Server Family
Firmware Report	Device Details		
License Report	Server OSiLO Firmware	Server OS VersionSystem ROM	System Health
Basic Device Report	License Details		
Hardware Inventory Report	License Key	License Type	License Name
Custom Report	Firmware Details		
\$ ⁶ ₈ Troubleshooting	System ROM Backup Power Management Controller Firmware	Intelligent ProvisioningBootloader	 Intelligent Platform Abstraction Data System Programmable Logic
🏳 Tasks Status	 Server Platform Services (SPS) Firmware Storage Devices 	PCI Devices	Network Devices
iLO Amplifier Diagnostics	Hardware Details		
Configuration and Settings	Processor Name Number of Cores Memory Status	Processor Status Total Memory Number of Fans	Number of Processors Number of DIMMs Number of Power Supplies
	Software Details		

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices
 - Login

Procedure

- 1. Click **Reports** from the left navigation menu.
- 2. Click Custom Report.

The following information appears:

· Basic Details

Select one or more options from the basic details to download the customized report. For more information, refer **Basic report details**.

Device Details

Select one or more options from the device details to download the customized report. For more information, refer **Device report details**.

License Details

Select one or more options from the license details to download the customized report. For more information, refer **<u>iLO license report details</u>**.

· Firmware Details

Select one or more options from the firmware details to download the customized report. For more information, refer **<u>Firmware report details</u>**.

Hardware Details

Select one or more options from the hardware details to download the customized report. For more information, refer **Hardware inventory report details**.

Software Details

Select the software details check box to download the customized report.

Server troubleshooting

Downloading the server Active Health System log

To assist in troubleshooting server issues, you can download a server's AHS (Active Health System) log and send it to HPE for analysis.

For more information, see the documentation for the AHSV (Active Health System Viewer) at **www.hpe.com/support/ahsv-docs**.

Procedure

- 1. Click **Troubleshooting** from the left navigational menu.
- 2. Select the server for which you want to collect AHS data.
- 3. Click Support Actions, and then click Download AHS logs.
- 4. Enter the date range for the data you want to collect.
- 5. Select Removable Storage or Network Share (NFS) from the Storage Type menu.
- 6. Select a mounted USB if available.
- 7. Specify the folder path to use.
- 8. Click Apply to download the log file or click Close to cancel.

Logging in to Active Health System Viewer

Procedure

- To access the AHSV webpage, go to <u>http://www.hpe.com/servers/ahsv</u> in a supported browser. Supported browsers include:
 - Internet Explorer 11
 - Chrome v51 or later
 - Firefox v46 or later
- 2. Enter your User ID (email address) and Password, and then click Sign In.

NOTE: To log in using an HPE Passport account, or to create an HPE Passport account, go to <u>http://</u><u>www.hpe.com/info/insightonline</u>. In most cases, your HPE Passport account is the same as the email address you used during the HPE Passport account registration process. If you changed your user ID in the Hewlett Packard Enterprise Support Center, be sure to log in with your user ID and not your email address.

NOTE: To have the system remember your log in credentials, select **Remember Me** before clicking **Sign In**.

Logging out of AHSV

Procedure

1. To log out of AHSV, click the user settings menu.

Welcome, Jane
2*
<u>Profile</u>
<u>Settings</u>
<u>Logout</u>
\oplus

2. Click Logout. You will be logged off and the log in page is displayed.

Loading an AHS log file

- () **IMPORTANT:** The server that the AHS log was created from, must have a valid warranty. If the server is out of warranty, an error message is displayed, stating "Server is not Entitled. Please check these options for renewing your license." The options include:
 - Buy More Licenses
 - Find Partner for License Purchase
 - Contact HPE Support

: 📴 Hewlett Packard Er	nterprise Support Center		
Active Health Sys	stem Viewer		
	Converie n	of Entitled Diases check these options for read	nawing your license
	Server is in	or charled. Prease check these options for re-	newing your acense.
	+ Buy More License	Find Partner For License Purchase	Contact HPE Support

• To load an AHS log file through AHSV, select **Upload AHS Log**. Navigate to your log file and click **Open.**

NOTE: Maximum file size limit is 250 MB. For logs greater that 250 MB, contact the HPE Support Center.

- A window is displayed that shows parsing and log loading states. To cancel the load process, click **Cancel**.
- This window also displays videos for different platforms. You can search and play different videos while you are waiting for the log file to load.
- As the AHS log loads, the screen displays the estimated time of completion.
- Search for an existing AHS log.
 - Under **Search AHS viewer for uploaded AHS log**, enter the AHS log name or System Serial Number, and then click the search icon.
 - Click the log file that you want to open.
- To view a previously loaded an AHS log file, select the log file from the table.

Viewing task status

You can view and abort any task from the Tasks Status page.

NOTE: Some tasks cannot be aborted after a certain stage.

Hewlett Packard Enterprise	M	4on Dec 11 2017	7 00:02:22 GMT-070	0					2	👤 secure	1
2 Dashboard	<										
A Discovery		Task Sta	tus View status of	all running or completed tasks							0
🖬 Assets 🗸 🗸									Show	10 v en	tries
Alerts and Event Logs			Status	_v Task Id		💠 Task Name	# of Serve	rs/Groups 🕴 Cr	eated by		
Baseline Management ~		>	Completed	10000		Import Configuration Baseline Ta	isk 1	ad	min		
▲ Firmware and Drivers ~		Showing 1 to	o 1 of 1 entries						First Previous 1	Next La	st
I Recovery Management v											
I Reports ~											
\bm{Q}^{0}_{b} Troubleshooting											
🏳 Tasks Status											
LO Amplifier Diagnostics											
Configuration and Settings~											
											_
Copyright © 2010-2017 Hewlett Packard Enterprise. All rights reserved.							build 19 (Dec 4	2017)			

Procedure

1. Click Tasks Status on the left navigation menu.

The following information appears:

- Status—Any of the following states can appear:
 - Running—The task is executing.
 - **Pending**—The task is pending and has not started.

The **Pending** status can occur for several different reasons, such as too many tasks running at one time. iLO Amplifier Pack allows only a predetermined number of each type of task to run at one time. Another reason could be that some other task is already running on one of the selected servers. In both of these cases, the task will be scheduled automatically once the conflicting task finishes.

- Completed with exception—The task has at least one failed server.
- Completed—The task has completed successfully.
- Killed—The task was aborted by the user.

- **Exception**—The task has stopped due to an exception condition. The reason for the failure appears in the **Message** field.
- **Waiting**—The task is waiting for user action. This status appears only during an online update. The task requires the user to make a choice before it can continue.
- Task ID—Task IDs are not always sequential. This is a normal behavior.
- Task Name
- # of servers/groups
- Created by-Logged in user.

2. Click the right arrow to reveal the task status details.

- Task Progress—Percentage of task completed
- Activity—List of tasks
 - **iLO/Host Name**—iLO, Host Name, or Federation Group Name
 - Task Name
 - **Message**—Information about the success or failure of the task
 - Progress
- Last updated—Date, time, and time zone of last task update
- Created—Date, time, and time zone of task creation
- 3. Optional: If a task is in the **Running** state, you can click **Abort** to cancel the task.

If a task is in the **Completed**, **Exception**, or **Killed** state, you can click **Rerun Task** to run the task again.

NOTE: Some tasks cannot be rerun, such as the online update task. The tasks that are created using the server **Actions** menu from the server list can be rerun.

4. Click **Close** to close the task details.

iLO Amplifier Diagnostics

Use the **iLO Amplifier Diagnostics** page to view diagnostic information about iLO Amplifier Pack and to perform a system reboot, shutdown, or factory reset. Access to support logs is also available on this page.

Hewlett Packard Enterprise		Mon De: 11 2017 00:11:36 GMT-0700	₽	👤 secure	0
Dashboard		<			
Discovery		ILO Amplifier Diagnostics view diagnostics information for ILO Amplifier Pack, perform system reboot and factory reset			0
Assets	~				
Alerts and Event Logs	~	The current CPU and Memory utilization is shown here			
Baseline Management	~	CPU Load Average : 0.75			
Firmware and Drivers	~	CPU Utilization : 0.2%			
Recovery Management	~	Memory Used (MB): 486814			
I Reports	~	Total Memory (MB) · 798720			
O Troubleshooting		raun Lineman J. A. 1997 - T. Laurana			
🖾 Tasks Status					
LO Amplifier Diagnostics					
Configuration and Setting	s∼	System Reboot Click on the button to reboot the system			
		Behave Devices			
		Reduct Device			
		System Shutdown Click on the button to shutdown the system			
		Shutdown Device			
	_	4			•

- Telemetric information—Current CPU and memory utilization information:
 - CPU Load Average
 - CPU Utilization
 - Memory Used
 - Total Memory
- System Reboot—Click Reboot Device to stop all activities and restart the appliance.
- System Shutdown—Click to shut down the appliance.
- Factory Reset—Perform a factory reset by selecting one of the following options from the Factory Reset Type menu, and then clicking Factory Reset.

NOTE: Factory reset will erase all configuration from iLO Amplifier Pack, based on the factory reset type selected.

- Managed Systems Configuration—Erases only the configuration related to the servers and groups managed in iLO Amplifier Pack.
- All Configuration—Erase both the configuration of the managed servers and the configuration of the iLO Amplifier Pack.

iLO Amplifier Pack reboots after a factory reset.

Support Logs—Click Download Support Logs to download the support logs.

Configuring the iLO Amplifier Pack appliance

System Update

Upgrading the appliance firmware

NOTE: To upgrade iLO Amplifier Pack from version 1.0x to version 1.10 or later, you must redeploy the appliance. The configuration can be restored from version 1.0x to version 1.10 or later.

HPE recommends backing up your current configuration before upgrading so that you can restore the configuration of the earlier version.

Prerequisites

- iLO Amplifier Pack user with either of the following privileges:
 - Configure Manager
 - Configure Manager with Security

Procedure

NOTE: Use the following procedure to upgrade iLO Amplifier Pack from v1.10 to v1.15 or later releases.

1. Download and save iLOAmpPack_1.30_Binary.zip and its corresponding checksum file.

NOTE: Use an appropriate checksum verification tool to verify the integrity of the downloaded files.

- 2. Extract iLOAmplifierPack.bin from the zip file.
- **3.** Save the firmware upgrade file to a removable storage device, network share, HTTP share, or your client computer.
- 4. Click Configuration and Settings from the left navigation menu, and then click System Update.
- 5. Select the storage type that corresponds to the location where you saved the firmware upgrade file.
- 6. Depending on the storage type you selected, do one of the following:
 - For removable storage (USB), select the mounted device or enter the file path in the format / folder/filename.
 - For a network share, enter a file path in the format /folder/filename, an IPv4 or IPv6 address, and the network storage path.
 - For an HTTP file share, enter the URL for the firmware upgrade file.
 - For a file upload, click **Browse**, and then navigate to the firmware upgrade file on the client computer.

7. Click Update.

The system will reboot after the update is finished.

NOTE: The IP address of the appliance might change after reboot if iLO Amplifier Pack is configured with DHCP.

8. Clear the browser cache.

NOTE:

- The update will fail if tasks are still running.
- Keep the initial registration email for use with future updates.

Appliance firmware upgrade storage types

Choose from the following methods when you upgrade the iLO Amplifier Pack firmware:

- **Removable Storage (USB)**—Upgrade the firmware from a file saved on a removable storage device.
- Network Share (NFS)—Upgrade the firmware from a file saved on a shared network device.
- HTTP/HTTPS Share—Upgrade the firmware from a file saved on an HTTP/HTTPS file share.
- File Upload—Upgrade the firmware from a file saved on the client computer.

Performance settings

Modifying the refresh settings

You can set the refresh settings for iLO Amplifier Pack to wait between inventory processes either automatically or manually.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

Procedure

- 1. Click Configuration and Settings from the left navigation menu, and then click Performance Settings.
- 2. Select one of the following:
 - a. To have iLO Amplifier Pack automatically refresh server inventory, click to select the **Enable Auto Refresh** check box.
 - b. To specify the refresh interval time, select a number from the Refresh Interval (in hours) menu.
- 3. Click Save.

When Auto Refresh is selected, iLO Amplifier Pack continuously refreshes the inventory. Servers that have been refreshed within the past hour will not be inventoried again.

iLO Amplifier Pack waits for the selected period of refresh interval time (in hours) and then starts the inventory process for all the added servers.

Configuring alert settings

Hewlett Packard Enterprise	Mon Dec 11 2017 00-2353 GMT-0700		👤 secure	3
Baseline Management	< Alert Settings Configuration for Email IETT and Alere			6
▲ Firmware and Drivers ~				U
I Recovery Management ~	Email Settings			_
I Reports ~	Enable E-mail Alerts			
O ₀ ^o Troubleshooting	To Email Address			
Tasks Status	SMTD cerver			
Configuration and Settings	51/70 Bust 597			
System Update				
Performance Settings				
Alert Settings	From Email Address			
Network Settings	Password			
NTP Settings				
Security Settings	IFTTT Settings			
User Administration	Enable IFTTT Alerts			
	IFTTT Key			
_				
Copyright © 2016-2017 Hewlett P	tackard Enterprise. All rights reserved. iLO Amplifier Pack Ve	sion 1.15 t	puild 19 (Dec 4	2017)

Prerequisites

- One of the following user privileges:
 - Configure Manager with Security
 - Configure Manager
- iLO Advanced License on the managed server
- An IFTTT account for IFTTT alerts
- · Mail server details and an email address for email alerts.
- Proxy set up on the Network Settings page if your Internet connection uses a proxy

- 1. Click Configuration and Settings, and then click Alert Settings.
- 2. Optional: Configure email alerts.
 - a. In the Email Settings section, select the Enable Email Alerts check box.
 - **b.** Enter the email address to which you want the alerts sent. You can enter multiple email addresses by separating them with a semicolon.
 - c. Add the SMTP server information in the following format: smtp.gmail.com.
 - d. Provide the outgoing server port number.
 - e. To enable authentication, click the **Enable Secure Connection** check box, and then enter the username and password for the email account that will send the alerts.
- 3. Optional: Configure IFTTT alerts

- a. In the IFTTT Settings section, select the Enable IFTTT Alerts check box.
- **b.** Enter the **IFTTT** key.

NOTE: For information about setting up an IFTTT account, see Setting up an IFTTT alert.

4. Select the alert categories and severities for which you want to receive emails.

Click **All Alerts** to receive emails for all alert categories and severities or click any combination of the following to designate for which alerts the appliance will send an email.

Alert Category

- Security
- Hardware Failure
- General Failure
- Storage
- Maintenance
- Administration
- Other
- Alert Severity
 - Critical
 - Warning
 - Info
- 5. Optional. If you want to receive alerts from the iLO Amplifier Pack appliance, select the **Enable Activity Alerts** check box.
- 6. Optional. Click Send Test Alert to test the alert configuration.
- 7. Click Save to save your settings.

Sending a test alert

Procedure

- 1. Click Configuration and Settings, and then click Alert Settings.
- 2. Click Send Test Alert.

This will send an email or IFTTT event, whichever is configured.

Setting up an IFTTT alert

Prerequisites

• User privileges

- Configure Manager with Security
- Configure Manager

Procedure

- 1. Create an account on the <u>www.ifttt.com</u> website and sign in.
- 2. In the search box, search for webhooks.
- 3. Click on the **Services** tab and then click the **webhooks** icon
- 4. Click Connect, and then click Settings.
- 5. Copy the URL into another tab in the browser, and then go to that page to get your key.
- 6. Copy the key and save it in Notepad.
- 7. Go back to the profile page and click **New Applet** on the top right corner of the page.
- 8. Click the word **this**, and then search for **webhooks**.
- 9. Click Webhooks, and then click Receive a web request.
- **10.** Enter **HPEServerAlert** as the event name, and then click **Create Trigger**.
- **11.** Click the word **that**, and then click the **Email** icon.
- 12. Click Send me an email on the Choose action page.
- **13.** Review the action fields, and then click **Create action**.
- 14. Click Finish on the Review and finish page to complete the alert.
- 15. Open iLO Amplifier Pack, click Configuration and Settings, and then click Alert Settings.
- **16.** Enter the key in the **IFTTT** field.

IFTTT alert syntax

Use the following syntax for the types of alerts you want to receive.

Email, Twitter, Facebook, and other social networking sites

Subject line (email only)

```
HPE server alert
```

Body

```
What: {{EventName}}<br>
When: {{OccurredAt}}<br><br><category: {{Value1}}<br>
Summary: {{Value2}}<br>
Action: {{Value3}}
```

SMS

Body

```
{{EventName}}<br>
When: {{OccurredAt}}<br>
```

```
Category: {{Value1}}<br>Action: {{Value3}}
```

Configuring network settings

Use the settings on the following tabs to configure the network settings for the iLO Amplifier Pack.

- Network Summary
- Network port 1
- Network port 2
- General Settings
- Proxy Configuration

The results are displayed on the Network Summary tab.

Hewlett Packard Enterprise	Mon Nov 26 2018 12:55:35	5 GMT+0530				Local User: Admin1	6
Baseline Management ~	<		0				
▲ Firmware and Drivers ~	Network Summary	Network port 1 Network port 2	General Settings	Proxy Configuration			
SPP Compliance Reports 🗸	Constal Details	Andrew Contraction of the second s		And a start - Martin			_
Recovery Management ~	General Details						
■ Reports ~	,						
O ^o Troubleshooting	Don	nain Name :					
🏳 Tasks Status	D	NS Search :					
🖵 iLO Amplifier Diagnostics	IPv4 Address						
Configuration and Settings~	NIC	Address Origin	IP Address	Subnet Mask	Default Gateway		
System Update	NIC 1	Static	EN646787	298,299,292,0	Theat!		
Performance Settings	NIC 2	DHCP					
Alert Settings	IPv6 Address						
Network Settings	NIC	Address Origin	IP Address	Prefix Length	Default Gateway		
NTP Settings	NIC 1	Static	2001-0030	64	2001.5000		
Remote SysLog Settings	NIC 2	Static		0			
	DNS Servers Detail	ls					
Copyright © 2017-2018 Hewlett P	ackard Enterprise. All right	's reserved.				iLO Amplifier Pack Versi	on 1.30

Configuring the network ports

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- 1. Click Configuration and Settings on the left navigation menu, and then click Network Settings.
- 2. Select the Network Port 1 or Network Port 2 tab.
- 3. Click the check boxes to enable NIC, DHCPv4, or DHCPv6 if required.
- 4. Do one of the following or both if DHCP is not configured:

- Enter information into the Static IPv4 Address section:
 - IP address
 - Subnet mask
 - Default gateway
- Enter information into the Static IPv6 Address section:
 - IP address
 - Default gateway
 - Prefix Length
- 5. Click Save to save your settings.
- 6. Click **Reboot** to restart the system.

NOTE: If the appliance is configured with DHCP, the appliance IP address might change after you restart the system.

Configuring general network settings

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- 1. Click Configuration and Settings on the left navigation menu, and then click Network Settings.
- 2. Click the General Settings tab and provide the following information in the General Settings section:
 - Host Name
 - Domain Name
 - DNS Search
- 3. Optional: In the Manually configured IPv4 DNS Servers or Manually configured IPv6 DNS Servers section, enter the DNS IP address for up to two servers.
- Optional: In the DHCP Settings section, click the check boxes to enable the appropriate DHCPv4 or DHCPv6 settings:
 - DHCPv4 settings:

- Use DHCPv4 Supplied DNS Servers
- Use DHCPv4 Supplied Domain Name
- Use DHCPv4 Supplied Gateway
- DHCPv6 settings:
 - Use DHCPv6 Supplied DNS Servers
 - Use DHCPv6 Supplied Domain Name
 - Use DHCPv6 Supplied Gateway
- 5. In the Management Network Port section, select Network Port 1 or Network Port 2.
- 6. Click Save to save your settings. Click Reboot to restart the system.

Configuring proxy settings

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

Procedure

- 1. Click Configuration and Settings on the left navigation menu, and then click Network Settings.
- 2. Click the Proxy Configuration tab.
- 3. Click to select the Enable Proxy check box.
- 4. Enter the **Proxy Servername** in the following format: <proxy server>.
- 5. Enter the Port number.
- 6. Optional: Click to select the Enable Secure Proxy Connection check box.
- 7. Click Save to save your settings. Click Reboot to restart the system.

Configuring time and NTP settings

Prerequisites

User privileges

- Configure Manager with Security
- Configure Manager

Procedure

- 1. Click **Configuration and Settings** on the left navigation menu, and then click **Time and NTP Settings**.
- 2. Select a time zone from the menu.
- 3. To use NTP settings, select the Use NTP check box, and then enter the Primary and Secondary Server Address.
- 4. Click Save to save your settings.

Configuring Remote SysLog Settings for iLO Amplifier Pack

Use this page to configure the SysLog settings for iLO Amplifier Pack. Remote SysLog settings for individual servers can also use the settings on this page or can be configured to send server SysLog files to a different location. For more information, see **Configuring remote syslog** and **Configuring remote SysLog for grouped servers**.

Prerequisites

- User privileges
 - Configure Manager

Procedure

- 1. Click Configuration and Settings on the left navigation menu, and then click Remote SysLog Settings.
- 2. Click to select the SysLog Enabled check box.
- 3. Enter the SysLog Port number.
- Enter the IPv4 or IPv6 address and host name for up to two servers in the SysLog Server1 and SysLog Server2 fields.
- 5. Click Send test SysLog to validate the server settings.
- 6. Click Save.

Configuring security settings

Configuring access settings

Prerequisites

User privileges

- Configure Manager with Security
- Configure Manager

Procedure

- 1. Click **Configuration and Settings** on the left navigational menu, click **Security Settings**, and then click the **Access Settings** tab.
- 2. Set the minimum password length in the Min Password Length field.
- 3. Select the time-out period from the Session Idle Time Out (Min) menu.
- 4. Click Save to save your settings.

Obtaining and importing an SSL certificate

Hewlett Packard Enterprise		Mo	on Dec 11 2017 00:40:11 GMT-0700				₽	👤 secure	6	
Baseline Management	~	<	Security Settings Configure login banner, certificates and access settings							
Firmware and Drivers	~		Login Security Banner Settings	Access Settings	SSL Certificate	Customize Certificate				
I Recovery Management	~	ſ								
I Reports	~									
O Troubleshooting			Issued To		CN = localhost	; O = Organization, OU = OrganizationalUnit, L = Locality, ST = State, C = US				
🖾 Tasks Status			Issued By		CN = Central M ST = State, C =	Aanagement Device Default Issuer (Do not trust), O = Organization, OU = OrganizationalUnit, L = Locality, : US				
🖵 iLO Amplifier Diagnostic	5		Valid From		2017-11-28 07:2	17:07				
Configuration and Settin	gs∽		Valid Until		2018-11-28 07:	27:07				
System Update			Status		Valid					
Performance Settings						Consult California California - Innert California				
Alert Settings						Generale sen signed Cermicale import Cermicale				
Network Settings										
NTP Settings										
Remote SysLog Settings										
Security Settings										
User Administration										
Copyright © 2016-2017 Her	wlett P	lacka	rd Enterprise. All rights reserved.			iLO Amplifier Pack Vi	rsion 1.15	ouild 19 (Dec 4	4 2017)	

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- 1. Click Configuration and Settings from the left navigation menu, click Security Settings, and then click the SSL Certificate tab.
- 2. Perform one of the following:
- Click Generate Self Signed Certificate
- Click **Import Certificate**, paste the base64-encoded X.509 Certificate in the field provided, and then click **Import**.

Generating a certificate signing request

Use this page to create a CSR (Certificate Signing Request) that you can send to a Certificate Authority to obtain a trusted SSL certificate.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

Procedure

- 1. Click **Configuration and Settings** from the left navigation menu, click **Security Settings**, and then click the **Customize Certificate** tab.
- 2. Select Generate CSR.
- 3. Provide the following information:
 - Country
 - State
 - · City or Locality
 - Organization Name
 - Organizational Unit
 - Common Name
- 4. Click Generate CSR.

Configuring LDAP

LDAP is a lightweight client/server protocol for accessing directory services that provides information about users, systems, networks, services, and applications in the network. LDAP is used as a centralized repository for authentication purposes. With this version of iLO Amplifier Pack, you can configure iLO Amplifier to authenticate users using the LDAP directory services. iLO Amplifier communicates using secure protocol to the LDAP servers. Users must be part of groups in an LDAP directory. The groups can be configured in iLO Amplifier and privileges can be associated to the groups. A user logged in to iLO Amplifier, will have the privilege associated to the group.

Login LDAP using the following formats:

- 1. Domain\Log-on name format (for example, asia\testuser).
- 2. Email ID (for example, Username: jon.doe@domain.com).
- 3. Distinguished name of the user (for example, CN=jon_doe,DC=Domain,DC=com).

NOTE: Although there can be multiple Active Directory servers and domains in the data center, iLO Amplifier can configure only one Active Directory server. However, iLO amplifier allows authentication for groups and users that are part of the same domain in the Active Directory server which is configured in iLO amp. Groups and users configured on different servers will not work.

Example:

Suppose Username1 and Username2 belong to Domain 1 while Username3 belongs to Domain 2. iLO Amplifier will only allow Username1 and Username2 to log in to Domain 1. Unlike Microsoft Active Directory, Username3 will not be able to log in to Domain 1 since Username3 is part of a different server (Domain 2).

Configuring Directory Server Settings

Use this page to configure the Directory Server Settings.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

Procedure

- 1. Click **Configuration and Settings** from the left navigation menu, click **Security Settings**, and then click the **Directory** tab.
- **2.** To enable the directory server settings, select the **Enabled** check box.
- 3. Select the Active Directory from the Directory Type field.
- 4. Enter the base distinguished name in the Base DN field.

Base DN format (for example, OU=My_OU,DC=Domain,DC=COM).

NOTE: To avoid LDAP timeout, users are advised to use a more specific base DN value. For example, instead of using "DC=domain,DC=com", use specific values such as "CN=path1,DC=domain,DC=com" or "OU=path2,DC=domain,DC=com" or "CN=path1,OU=path2,DC=domain,DC=com" (assuming the users are present in this specified path).

- 5. Enter the IPv4 or IPv6 address or FQDN in the Directory Server Address field.
- 6. Select the port number from the Directory Server Port field.
- 7. To enable the iLO Amplifier Pack communication with LDAP server using secure protocols, select the **Use secure communication** check box.
- 8. Click Save.

Managing iLO Amplifier Pack user accounts

Use the options on the User Administration tabs to manage user/group privileges.

Hewlett Packard Enterprise	Sun Jan 14 2018 13:13:07 GMT+0530	🖉 💄 Local User: Administrator 🚯
	User Administration Add or delete user accounts	0
L iLO Amplifier Diagnostics	Local Users Directory Groups	
Configuration and Settings~	Part also all successions and all successions	
System Update	Existing Users	
Performance Settings	* Sr No. 💠 Username 💠 Display Name 💠 Enabled 💠 Privileges 💠 Edit 💠 Delete	
Alert Settings	1 Administrator Administrator 🗸 Manager	
Network Settings	4	
NTP Settings		
Remote SysLog Settings	Add User	
Security Settings	Username *	
User Administration	Display Name *	
Backup and Restore	Password *	
	Confirm Password *	
	Enabled 🛛	
	Set Privilege Configure Manager with Security v	

Local users

Adding a user account

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User
 - Configure Devices

Procedure

1. Click Configuration and Settings in the left navigation menu, and then click User Administration.

The Local Users tab opens by default.

2. Enter the User Name.

This value is the name that you use when logging in to iLO Amplifier Pack. The maximum length for a user name is 32 characters. The **User Name** must use printable characters. Assigning descriptive user names can help you to easily identify the owner of each display name.

3. Enter the Display Name.

This value is the name that is displayed after you log in. The **Display Name** does not have to be the same as the **User Name**. The maximum length for a display name is 32 characters. The display name must use printable characters.

4. Use **Password** and **Password Confirm** to set the password that the user will use to log in to the appliance.

Password minimum length must conform to the setting on the **Access Settings** page. The maximum password length is 39 characters.

- 5. Select the Enabled check box to enable the user login.
- 6. Set the privilege level for this user.
 - Configure Manager with Security—Allows all operations including recovery management.
 - Configure Manager—Allows all operations except recovery management.
 - Configure User—Allows configuring users with device privileges
 - Configure Devices—Allows configuring and performing actions on devices and login privileges.
 - **Login**—Allows report generating and read operations, such as viewing discovered servers and groups.
- 7. Click Save.

Editing a user account

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users
 - Configure Devices

Procedure

- Click Configuration and Settings from the left navigation menu, and then click User Administration. The Local Users tab opens by default.
- 2. Click for the user you want to edit.
- 3. Click Save.

Disabling a user account

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

- **Configure Users**
- **Configure Devices**

Procedure

- 1. Click Configuration and Settings from the left navigation menu, and then click User Administration. The Local Users tab opens by default.

2. Click for the user you want to disable.

3. Clear the Enabled check box, and then click Save.

Deleting a user account

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User 0
 - Configure Devices

Procedure

- 1. Click Configuration and Settings from the left navigation menu, and then click User Administration. The Local Users tab opens by default.
- 혠 for the user you want to delete, and then click **Ok** to confirm the deletion. 2. Click
- 3. Click Save.

iLO Amplifier Pack user privileges

iLO Amplifier Pack user accounts can have the following privileges:

- Configure Manager with Security—Allows a user to perform all iLO Amplifier Tasks, including Recovery Management.
- Configure Manager—Allows a user to perform all iLO Amplifier Pack tasks, except for Recovery Management.
- Configure User—Allows a user to configure user accounts. This privilege includes the Configure Devices and Login privileges.
- Configure Devices—Allows a user to configure and perform tasks on devices. This privilege includes the Login privilege.
- Login—Allows a user to log in to iLO Amplifier Pack with read-only access.

Directory groups

Adding a group account

Prerequisites

User privileges

- Configure Manager with Security
- Configure Manager
- Configure User

Procedure

- 1. Click **Configuration and Settings** from the left navigation menu, click **User Administration**, and then click the **Directory Groups** tab.
- 2. Enter the group name in the Group field.

The maximum length allowed for a group is 255 characters. The group name must contain a group name and a domain component name. For example, CN=group name, DC=domain, DC=com.

- 3. Set the privilege level for this group.
 - Configure Manager with Security—Allows all operations including recovery management.
 - Configure Manager—Allows all operations except recovery management.
 - **Configure User**—Allows a user to configure user accounts. This privilege includes the **Configure Devices** and **Login** privileges.

Devices and Login privileges:

- Configure Devices—Allows configuring and performing actions on devices and login privileges.
- Login—Allows report generating and read operations, such as viewing discovered servers and groups.
- 4. Select the Enabled check box to enable the group account.
- 5. Click Save.

Editing a group account

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users

Only configure user and above privileges is allowed.

Procedure

- 1. Click Configuration and Settings on the left navigational menu, click User Administration, and then click the Directory Groups tab.
- ø 2. Click for the group you want to edit.
- 3. Click Save.

Disabling a group account

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure Users Login

Only "Configure User" privileges and above is allowed.

Procedure

1. Click Configuration and Settings on the left navigational menu, click User Administration, and then click the Directory Groups tab.



2. Click for the group you want to disable.

3. Clear the Enabled check box, and then click Save.

Deleting a group account

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
 - Configure User Login

Only Configure User and above privileges are allowed.

Procedure

1. Click Configuration and Settings from the left navigation menu, click User Administration, and then click the Directory Groups tab.



2. Click for the group you want to delete, and then click **Ok** to confirm the deletion.

3. Click Save.

iLO Amplifier Pack group privileges

iLO Amplifier Pack user accounts can have the following privileges:

- **Configure Manager with Security**—Allows a group to perform all iLO Amplifier Tasks, including Recovery Management.
- **Configure Manager**—Allows a group to perform all iLO Amplifier Pack tasks, except for Recovery Management.
- **Configure User**—Allows a group to configure user accounts. This privilege includes the **Configure Devices** and **Login** privileges.
- **Configure Devices**—Allows a group to configure and perform tasks on devices. This privilege includes the **Login** privilege.
- Login—Allows a user to log in to iLO Amplifier Pack with read-only access.

Backup and Restore

Backing up the iLO Amplifier Pack configuration

NOTE: Imported baseline images will not be backed up and cannot be restored.

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

Procedure

- Click Configuration and Settings on the left navigation menu, and then click Backup and restore. The Backup tab opens by default.
- 2. In the File settings and security section, enter the following information:
 - Storage Type—select NFS Share or USB Share.
 - Destination File Path
 - Backup File Passphrase—used to encrypt the configuration data; required to restore from this file
 - Confirm Passphrase
- 3. In the Network Settings section for NFS Share option, enter the following information:
 - IPv4 or IPv6 Address
 - Network Storage Path

NOTE: For USB, select the connected USB and specify the folder in which to save the backup.

4. Click Backup Now to start backup process.

Restoring the iLO Amplifier Pack configuration

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager

Procedure

- 1. Click **Configuration and Settings** on the left navigation menu, and then click **Backup and Restore**.
- 2. Click the **Restore** tab.
- 3. In the File settings and security section, enter the following information:
 - Storage Type—select NFS Share or USB Share.
 - File Path
 - Backup File Passphrase
- 4. For the NFS Share option, enter the following information in the **Network Settings** section:
 - IPv4 or IPv6 Address
 - Network Storage Path
- **5.** HPE recommends that you turn off the old amplifier during restoration to avoid IP conflicts. You can power the amplifier back on after the Restoration process is completed.
- 6. Click **Restore** to begin the restoration process.
- **7.** During the restoration, the new amplifier changes its IP address to the same IP address as the old amplifier. To avoid IP conflicts, you must manually change the IP address on the new amplifier.

HPE InfoSight

HPE InfoSight is an artificial intelligence (AI) platform that eliminates the pain of managing infrastructure. HPE InfoSight employs cloud-based machine learning to predict and prevent problems across the infrastructure stack and ensures optimal performance and efficient resource use. For more details, see the *HPE InfoSight for Servers User Guide*.

NOTE: HPE recommends using iLO 5 version 1.37 or above for HPE InfoSight.

Obtaining a claim token

	hboards Infrastructure		Wellness	Nimble Storag	Organization ge - Infosight 💌	۹	۵ ۵
My Organization Users	Device Enrollment						
Servers 3PAR StoreServ Nimble S	Storage						Î
Obtain a Claim Token This Claim Token can be used to in one telemetry with HPE InfoSight	or more iLO Amplifier Packs 1	to register your	HPE ProLiant server	s, HPE Synergy compute modules, and HPE Apollo (Gen8, Gen9, and Ge	en10 serv	'ers'
Copy to clipboard							
eyJqa3UiOiJodHRwczpcL1wvZGV2LmluZm9za ciOiJSUz11NiJ9.eyJuYmYiOjE1NDQ2NzY1NjMs	aWdodC5ocGUuY29tXC9JbmZvU2ln iInRlbmFudE5hbWUiOiJ0ZW5hbnQt	aHRcL2FwaVwvaW cmF2aS5lc2Fra2lhc	/FtXC9qd2tzLmpzb24iLC :HBhbkBocGUuY29tliwia	lraWQiOi11N2Q0MmI0Yi0xOGY3LTQ2OWQtOThjYi04NWFiYTQ (NzijoiaW5mb3NpZ2h0LmlhbSlsImNsYWltVGFnljoidXJuOmluZn	yMWQ2MjEiLCJ0eXAiC n9zaWdodDpiMzEzNT\	iJKV1QiLCJ (4My1mMz)	IhbG ViLT
Linking iLO Amplifier with H	IPE InfoSight						
Prerequisites							
User privileges							
Configure Manager with Security							
Configure Manager							*

To send AHS and heartbeat information to HPE InfoSight, a claim token must be created in HPE InfoSight and provided to iLO Amplifier Pack. Once the claim token has been entered and validated, data is sent automatically to HPE InfoSight for all monitored servers.

NOTE: Claim tokens are good for a brief time, long enough to copy and paste claim token into iLO Amplifier, but not long enough to save the token to use at a later time.

A new claim token needs to be generated for registration when:

- · You need to link iLO Amplifier Pack with HPE InfoSight.
- You have several instances of iLO Amplifier Pack in a single location or at multiple locations.
- · You receive an error that your claim token is no longer valid.

Prerequisites

HPE Passport Login credentials

Procedure

- 1. Go to the HPE InfoSight login webpage at https://infosight.hpe.com/app/login.
- 2. Login with your HPE Passport Login credentials.

- 3. Acknowledge the message bulletins and terms of use.
- 4. The dashboard is displayed. Click the gear icon and then select Device enrollment.
- Ensure that you are in the Servers tab. The claim token is generated and displayed on the page. To link it successfully with HPE InfoSight, copy this token and enter it in the <u>HPE InfoSight</u> settings page in iLO Amplifier Pack.

Linking iLO Amplifier Pack with HPE InfoSight

Hewlett Packard Enterprise	Fri Nov 30 2018 216:28 GMT+0530 🖉 🎗 Local User: admin						
B Dashboard	<						
A Discovery	HPE InfoSight Automatically aggregate managed servers diagnostic information and send to infoSight for analytics						
🖬 Assets 🗸 🗸							
Alerts and Event Logs ~							
Baseline Management ~	Please visit http://infosight.pe.com/ to obtain a claim token. Please see the instructions for getting registration done.						
🛓 Firmware and Drivers 🗸 🗸	Registration						
🕑 SPP Compliance Reports 👒	Enable service 🖉						
Recovery Management ~	Claim Token	Claim token					
I Reports v							
OS Troubleshooting							
🏳 Tasks Status	Data Center Location	Test					
iLO Amplifier Diagnostics	Claim Token ID						
Configuration and Settings~	Tenant Name						
HPE InfoSight	Serial Number						
	By automatically downloading and sending diagn The data that is collected is managed according t	nostics information to HPE, you agree to have HPE use the o to the privacy policy.	lata for InfoSight analytics and warranty/support care.				
	I Agree to the terms and conditions of HPE In	InfoSight.					
	Sample set of content that is sent automatically to	to HPE InfoSight backend are as follow					
	Heartbeat File						
	AHS File						
			Confirm				
Copyright © 2017-2018 Hewlett F	ackard Enterprise. All rights reserved.			iLO Amplifier Pack Vers	sion 1.30		

Prerequisites

- User privileges
 - Configure Manager with Security
 - Configure Manager
- DNS configuration
- Proxy settings if required. See **Configuring network settings** for more details.

Procedure

- 1. Click HPE InfoSight on the left navigation menu.
- 2. Select the Enable service check box to activate the Claim Token and Data Center Location entry fields.
- 3. Enter the <u>claim token</u> generated on the HPE InfoSight website.
- 4. Enter your data center location.
- 5. Read and accept the terms of use about the diagnostic information that will be sent back to HPE.
- 6. Optional: Click the links to know more about the sample **Heartbeat File** and **AHS file** that will be sent to HPE.

NOTE: The maximum file size limit for AHS logs is 250 MB. For logs greater than 250 MB, contact the HPE Support Center.

- 7. Click the **Confirm** button to link iLO Amplifier Pack with HPE InfoSight.
- **8.** The HPE InfoSight connection status is shown in a message at the top of the page. On successful linking, the following details are displayed on the page:
 - Claim Token ID
 - Tenant Name
 - Serial number
- **9.** If at any time, you would like to unlink iLO Amplifier Pack from HPE InfoSight, clear the **Enable service** check box, and then click **Confirm**.

iLO Amplifier Pack troubleshooting

Report information does not sort

Symptom

Information on the **Reports** page is not sorted.

Cause

Intermittent GUI Issue.

Action

Refresh the page, and then try sorting again.

Discovery fails on CSV file upload

Symptom

The process of server discovery fails when using a CSV file to upload the server information.

Cause

The CSV file contains blank cell in the IP or username field.

Action

Upload the CSV file within the defined format and make sure that no fields are left empty.

SSH session does not close

Symptom

An SSH session does not close when a user account configuration is modified.

Cause

Session timeout does not close the SSH sessions.

Action

Close the SSH session manually, and then log in again.

Alert notification not visible

Symptom

The alert bell notification menu is not seen.

Cause

Intermittent GUI issue.

Action

- **1.** Do either of the following:
 - · Refresh the browser.
 - From the left navigation menu, click **Alerts and Events Logs**, and then click **Server Alert Viewer** to see alerts.

SUT components not downgraded during online update

Symptom

SUT does not support a downgrade for version 2.0.1. If the install set contains SUT components for downgrade in iLO Amplifier Pack, SUT ignores the component.

Cause

SUT does not support downgrade for version 2.0.1

Action

Do not use iLO Amplifier Pack to downgrade SUT v2.0.1 components.

Failure message appears when a task is created

Symptom

Failure error message is displayed when task is created by selecting 600+ servers.

Cause

Selecting 600 or more servers during task creation can result in a failure message, even if task creation is successful.

Action

To check that task was created or has failed, see Task Status page

Loading and exporting activity alerts and logs to CSV causes unresponsive GUI

Symptom

The GUI might not respond when a user navigates to the **Activity Alerts and Logs** page with more than 70,000 records.

Cause

Loading of large data from the backend might cause GUI to not respond for some time.

Wait until the loading of activity alerts and logs is complete.

Firmware configuration settings may not be recovered for S100i Smart Array controller

Symptom

Firmware configuration settings, including logical drive configuration for the S100i Smart Array controller, may not be recovered during an automatic or manual server system restore.

Cause

S100i Smart Array controller configuration settings are not correctly provided/recovered by the providers.

Action

If applying the firmware configuration fails on the S100i Smart Array controller, configure the settings manually on the controller.

Importing a custom SPP Firmware Baseline to iLO Amplifier Pack fails

Symptom

Importing a custom SPP Firmware Baseline to iLO Amplifier Pack fails with error "ISO validation failed" since the custom SPP created from the SPP Custom Download Portal does not contain the required files.

Cause

Required files are missing in the custom SPP download.

Action

- **1.** Do either of the following:
 - While creating the Custom SPP from the SPP Custom Download Portal, use the SPP (2018.03.0) or later as the Base to create any custom SPP images.
 - Use SUM (Smart Update Manager) v8.20 or later to create the custom SPP images.

Online Express Interactive Update fails on certain servers with "Activate Failed" message

Symptom

Attempting Online Express Interactive Update on servers with SUT version 2.0.x or earlier could fail with the message "Activate Failed". The server is updated with the SPP components, but the Result indicates "Activate Failed" due to a known issue in SUT version SUT v2.0.x and earlier.

Cause

Issue with the System Update Tool (SUT).

Action

- 1. During the process of Online Express Interactive Update, do not select the SUT component for update.
- 2. Update the SUT on the system to SUT v2.1.0 or later.

Online Express Interactive Update on certain servers gets stuck at "Staged" state

Symptom

Attempting Online Express Interactive Update on servers having SUT version 2.2.0 or earlier cannot proceed beyond "Staged" state if iLO Amplifier is attempting to rewrite SUT to the same version. The update task in iLO Amplifier Pack waits for approximately eight hours until it times out.

Cause

Issue with the System Update Tool (SUT).

Action

During the process of Online Express Interactive Update, do not select the SUT component for update/ rewrite on the same SUT version on the server.

Servers cannot be selected for performing Online Update even though AMS is running

Symptom

iLO does not detect that AMS is installed and running. Thus iLO Amplifier gets the inventory as "**No AMS found**". Hence servers with this symptom cannot be selected to perform Online Update from iLO Amplifier.

Cause

The AMS state/status is incorrectly reflecting in the iLO Inventory.

Action

Restart/ Reinstall AMS and reboot the server.

Manual Recovery Task fails in iLO Amplifier as host fails to power on

Symptom

After performing a manual firmware recovery, iLO Amplifier tries to power on the server. Intermittently the host fails to power on and hence the task in iLO Amplifier fails.

Cause

Issue with the iLO firmware v1.20.

Action

Retry the operation.

Duplicate entries created when iLO uses a shared network port and the server is discovered using IP and FQDN

Symptom

Duplicate entries are created when iLO uses a shared network port and the server is discovered using IP and FQDN

Cause

When iLO is configured using a shared network port, discovering the server using IP or FQDN creates duplicate entries.

Action

If iLO is configured with a shared network port, discover the server using either IP or FQDN but not both.

Websites

iLO Amplifier Pack

NOTE: For any product feedback, send an email to iloamplifier@hpe.com.

For any product queries or issues, refer to our support channels.

Product page www.hpe.com/servers/iloamplifierpack Activation portal www.hpe.com/downloads/iloamplifierpack iLO Amplifier Pack Information Library www.hpe.com/support/ilo-ap-docs **User Guide** www.hpe.com/support/ilo-ap-ug-en **Frequently Asked Questions** www.hpe.com/support/ilo-ap-fag **Release Notes** www.hpe.com/support/ilo-ap-rn-en iLO iLO 4 http://www.hpe.com/info/ilo/docs iLO 5 http://www.hpe.com/info/ilo/docs **iLO** licensing http://www.hpe.com/info/ilo/licensing **HPE ProLiant Servers HPE ProLiant Gen8 servers** http://www.hpe.com/info/proliantgen8/docs **HPE ProLiant Gen9 servers** http://www.hpe.com/support/proliantgen9/docs **HPE ProLiant Gen10 servers** http://www.hpe.com/support/proliantgen10/docs **HPE InfoSight HPE InfoSight for Servers** http://www.hpe.com/servers/infosight General Hewlett Packard Enterprise Information Library www.hpe.com/info/EIL

Support and other resources

Accessing Hewlett Packard Enterprise Support

For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:

http://www.hpe.com/assistance

 To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

http://www.hpe.com/support/hpesc

Information to collect

- Technical support registration number (if applicable)
- · Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- · Add-on products or components
- · Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.
- To download product updates:

Hewlett Packard Enterprise Support Center <u>www.hpe.com/support/hpesc</u> Hewlett Packard Enterprise Support Center: Software downloads <u>www.hpe.com/support/downloads</u> Software Depot

www.hpe.com/support/softwaredepot

• To subscribe to eNewsletters and alerts:

www.hpe.com/support/e-updates

 To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center More Information on Access to Support Materials page:

www.hpe.com/support/AccessToSupportMaterials

(IMPORTANT: Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

http://www.hpe.com/support/selfrepair

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

Remote support and Proactive Care information

HPE Get Connected

www.hpe.com/services/getconnected

HPE Proactive Care services

www.hpe.com/services/proactivecare

- HPE Proactive Care service: Supported products list
 - www.hpe.com/services/proactivecaresupportedproducts
- HPE Proactive Care advanced service: Supported products list www.hpe.com/services/proactivecareadvancedsupportedproducts
- Proactive Care customer information
- **Proactive Care central**
 - www.hpe.com/services/proactivecarecentral
- **Proactive Care service activation**

www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty information for your product, see the links provided below:

HPE ProLiant and IA-32 Servers and Options
www.hpe.com/support/ProLiantServers-Warranties
HPE Enterprise and Cloudline Servers
www.hpe.com/support/EnterpriseServers-Warranties
HPE Storage Products
www.hpe.com/support/Storage-Warranties
HPE Networking Products
www.hpe.com/support/Networking-Warranties

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

www.hpe.com/info/environment

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (<u>docsfeedback@hpe.com</u>). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.