

知 使用12G SAS扩展卡的hpe服务器, 在ilo中出现硬盘未通过验证的告警 (Not authenticated)

iLO 多链路 谢海涛 2021-11-28 发表

组网及说明

DL380 Gen9
12G SAS扩展卡

问题描述

iLO界面看到多块硬盘提示未通过验证:

·  Physical Drive in Port 11 Box 1 Bay 7

Status	 Degraded (Not authenticated)
Serial Number	ZC1DFPG9
Model	MB4000JVYZQ
Media Type	HDD
Capacity	4000 GB
Location	Port 11 Box 1 Bay 7
Firmware Version	HPD3
Drive Configuration	Configured
Encryption Status	Not Encrypted

·  Physical Drive in Port 11 Box 1 Bay 8

Status	 Degraded (Not authenticated)
Serial Number	Z1ZAA5F60000R624SRU0
Model	MB4000FCWDK
Media Type	HDD
Capacity	4000 GB
Location	Port 11 Box 1 Bay 8
Firmware Version	HPD5
Drive Configuration	Configured
Encryption Status	Not Encrypted

过程分析

查看收集的AHS日志，发现在IML日志中记录到阵列卡下部分硬盘无法通过验证，导致出现iLO界面看到多硬盘提示未通过验证：

11/23/2021 21:40:39,129: Option ROM POST Information: 1709-Slot 2 Drive Array - **One or more drives could not be authenticated as genuine drives**. Smart Array will not control the LEDs to these drives

2、查看服务器的硬件配置信息，发现当前使用的12G SAS扩展卡固件版本为4.22:

Model: 12G SAS Exp Card

Firmware: 4.22

Serial Number: PDNRB0DCP13X5B

Bay Count: 28

3、此问题是12G SAS扩展卡的固件问题，当扩展卡固件版本低于5.09时，在极少数情况下，HPE硬盘可能会被检测为非HPE硬盘。其原因是由于Smart Carrier身份验证失败，关于此问题，HPE也发布了相关技术公告，需要通过而升级扩展卡固件解决；

解决方法

请升级服务器的扩展卡固件到最新版本以修复此问题，固件获取链接如下：

[https://support.hpe.com/hpesc/public/swd/detail?](https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_dc05c0b8a79845aaa851dee52e#tab3)

[swItemId=MTX_dc05c0b8a79845aaa851dee52e#tab3](https://support.hpe.com/hpesc/public/swd/detail?swItemId=MTX_dc05c0b8a79845aaa851dee52e#tab3)

