



**Hewlett Packard**  
Enterprise

## **iLO Amplifier Pack FAQ**

### **Abstract**

This document provides answers to frequently asked questions about using iLO Amplifier Pack.

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# General information

- **Which servers does iLO Amplifier Pack support?**

All HPE ProLiant Gen8, Gen9, and Gen10 servers with an iLO 4 or later, including Rack, Tower, Apollo, and Blade servers.

- **How many servers can iLO Amplifier Pack support?**

iLO Amplifier can support as many as 10,000 servers in a single instance.

- **Does iLO Amplifier Pack work with servers that are managed with HPE OneView?**

Yes, iLO Amplifier Pack can discover and inventory servers that are managed by HPE OneView Advanced. However, all server actions are disabled. Complete iLO Amplifier Pack functionality is available for servers that are monitored with HPE OneView Standard.

- **Will iLO Amplifier Pack work with servers that use IPv6 for iLO?**

iLO Amplifier Pack supports IPv6 from version 1.30 onwards.

- **How many active firmware updates can iLO Amplifier Pack deploy at one time?**

iLO Amplifier Pack can update a maximum of 50 servers simultaneously.

- **Is iLO Amplifier Pack available for hypervisors such as Hyper-V or KVM?**

iLO Amplifier Pack supports Hyper-V in addition to ESXi hypervisors from version 1.40 onwards. Support for additional hypervisors will be added in future releases.

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**NOTE:** You could also use iLO Amplifier Pack on VMPlayer, which allows you to run a preconfigured ESXi virtual machine on a Windows or Linux system.

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- **Are API commands available for iLO Amplifier Pack?**

A published API is not available. Users must use the user interface.

# Prerequisites

- **What prerequisites are needed to use iLO Amplifier Pack?**

iLO Amplifier Pack requires the following component versions:

Gen8 and Gen9 servers	Gen10 servers
<ul style="list-style-type: none"><li>◦ iLO 4 v2.30 and later (HPE recommends upgrading to iLO 4 v2.54 or later)<sup>1</sup></li><li>◦ An iLO license<sup>2</sup></li><li>◦ AMS (iLO Agentless Management Service) v10.6.0 or later for Windows or AMS v2.5.2 or later for Linux</li><li>◦ SUT (HPE Smart Update Tool) v1.8.0 and later (HPE recommends upgrading to iSUT (HPE Integrated Smart Update Tool) v2.0.0)</li></ul>	<ul style="list-style-type: none"><li>◦ iLO 5 v1.10 and later</li><li>◦ AMS v1.1.0 or later for Windows and AMS v1.0.0 or later for Linux</li><li>◦ iSUT v2.0.0 and v2.0.1</li><li>◦ iSUT v2.3.6 and above for servers running VMware ESXi OS.</li></ul>

<sup>1</sup> iLO 4 v2.54 is required to update firmware with iLO Amplifier Pack. For more information about using iLO Amplifier Pack to upgrade firmware, see the *iLO Amplifier Pack User Guide* available at <http://www.hpe.com/support/ilo-ap-ug-en>.

<sup>2</sup> While any iLO license will provide access to some basic functionality of iLO Amplifier Pack, most features require an iLO Advanced license. The Recovery Management feature, introduced in iLO Amplifier Pack 1.15, requires an iLO Advanced license. For more information about license segmentation for iLO Amplifier Pack, see the *iLO Amplifier Pack User Guide* available at <http://www.hpe.com/support/ilo-ap-ug-en>.

- **Why isn't my Windows NFS server working with iLO Amplifier Pack?**

Check the following:

- Ensure that the NFS server has been set up on Windows correctly by referring to Windows documentation.
- Check that the following settings are in place on the network share:

1. Select **No Server Authentication**.

2. Select **Allow unmapped user Unix access (by UID/GID) from the Windows server**. The **Allow anonymous access** setting will not work with iLO Amplifier Pack.

- **Do I need to purchase a separate license for iLO Amplifier Pack?**

No, a separate license for iLO Amplifier Pack is not required. You can download the virtual appliance using just a valid email ID and activate using your personalized activation key. All features of iLO Amplifier Pack are available for servers with an installed iLO Advanced license. Some features are also available for iLO Standard, iLO Essentials, and iLO Scale-Out licenses.

For a list of iLO licenses and features they support, see the *iLO Amplifier Pack User Guide* at <http://www.hpe.com/support/ilo-ap-ug-en>.

- **Is the iLO Advanced Premium Security Edition license being discontinued?**

HPE is reducing the number of HPE iLO license options, simplifying the license selection and purchase process for customers. Therefore, HPE decided to include the iLO Advanced Premium Security Edition features in the iLO Advanced license. Starting with the release of iLO 5 v1.40 on Gen10 servers in early 2019, when a customer upgrades to iLO 5 v1.40 (and has an existing iLO Advanced license) they will automatically receive the iLO Advanced Premium Security Edition features

at no extra cost. After the release of iLO 5 v1.40, the iLO Advanced Premium Security Edition license will no longer be available for purchase. Customers that already have iLO Advanced Premium Security Edition will continue to get the security features as before. These changes will not impact our customer support or support agreements.

For more details, see the *HPE iLO Licensing FAQ* at <http://www.hpe.com/support/iLOLicenseFAQ-en>.

- **How do I get an activation key for iLO Amplifier Pack?**

The activation key will be sent to your email along with the download link. After you install iLO Amplifier Pack, you will use the activation key to activate the application. We recommend that you save your registration confirmation email for future use.

# Networking

- **Which ports do I need to open in my firewall to use iLO Amplifier Pack?**

Because iLO Amplifier Pack uses REST/RIS calls for managing servers, only port 443 needs to be open between iLO Amplifier Pack and the iLOs. The web browser on client systems also connects to iLO Amplifier Pack on port 443. If you will be performing online or offline updates using the web server method, then you will need to open the port through which the web server hosts its files. For example, if the web server hosts using port 80, then port 80 will need to be opened in the firewall as well. Open port 22 to use SSH and port 17990 if IRC is required.

- **How do I configure my proxy settings or email alerts?**

For version 1.00, the proxy settings must be configured as `http://<proxy_server>`. The SMTP server must be configured as `smtp://<smtp_server>`. However, for version 1.01 and later, the `http://` and `smtp://` prefixes are no longer required.

- **Why does iLO Amplifier Pack have two NICs?**

iLO Amplifier Pack is provided as a virtual machine running as a guest on an ESXi server. Any guest OS has NICs provided by the host system. These are the NICs used by iLO Amplifier Pack.

Access to two NICs are provided intentionally to enable iLO Amplifier Pack to connect to two separate networks; one network to connect to iLO over https connections and another to connect to the Internet to access email or IFTTT services. If Internet access is available through the management network, then the second NIC can be disabled.

- **Can NIC2 use a static IP address?**

Yes, NIC2 can be set up with a static IP address.

- **What are the bandwidth requirements for iLO Amplifier pack?**

The discovery and inventory of servers added to iLO Amplifier Pack are performed using the Redfish APIs available from the iLO. This transmission would take between 150-200KB per server.

For HPE InfoSight, the AHS is downloaded from iLO on a daily basis and then uploaded to HPE backend. The size of the AHS file varies depending on the hardware configuration of the server. iLO Amplifier Pack downloads the AHS file once a day only. The size of this file would be around 50MB. The newer versions of iLO (v1.37 for Gen10 servers and v2.70 for Gen8/Gen9 servers) reduce the AHS file size for one day.

For performing updates, iLO Amplifier Pack uses virtual media to mount the SPP ISO image on the iLO in Gen8/Gen9 systems. The bandwidth used will depend upon the number of components being updated per server. For Gen10 servers, the components are uploaded to the iLO NAND system. The bandwidth used here will be based on the number of components being updated per server.

# Security

- **How do I change iLO credentials for a server I have already added?**

The change in iLO credentials does not occur immediately. You will be prompted automatically to provide the new credentials when the inventory is refreshed. The inventory is refreshed every couple of hours (the interval is user configurable) and you are prompted to add the new credentials when the inventory refresh is complete.

- **How can I reset my administrator password?**

Password reset and recovery are not supported. Reinstall the iLO Amplifier Pack to change the administrator password. If you have taken a backup of the iLO Amplifier Pack configuration, you can restore from that.

- **Does iLO Amplifier support Active Directory or LDAP?**

Version 1.20 onwards of iLO Amplifier Pack supports LDAP with Active Directory, but OpenLDAP will be supported in the future versions. For more information, see the *iLO Amplifier Pack User Guide*.

- **What is the best way to update credentials in iLO amplifier if the login credentials for iLO has changed?**

Administrator can use IP range discovery or CSV upload to rediscover the servers with new credentials. For more information, see the Adding servers from a CSV file in the *iLO Amplifier Pack User Guide* available at <http://www.hpe.com/support/ilo-ap-ug-en>.

- **Why does iLO Amplifier Pack log me out after a couple of minutes?**

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).



# Inventory

- **Can server information be grouped by management system or other criteria?**

Yes, iLO Amplifier Pack v1.30 onwards allows users to create logical groupings of servers or use iLO Federation groups.

- **Why is software information missing from some of my managed servers?**

The software inventory shows up only for systems running iLO 4 v2.54 or higher. The software inventory is not available using the REST interface for v2.50, which is how iLO Amplifier Pack retrieves the inventory information. REST interface support was implemented starting with v2.54.

- **Why does the Operating System information not appear in my inventory of discovered servers?**

Verify that you have the correct version of AMS (HPE Agentless Management System) and iLO v2.54 or later installed on your managed servers. For more information, see the *iLO Amplifier Pack User Guide* available at <http://www.hpe.com/support/ilo-ap-ug-en>.

- **My iLO 4 v2.30 server was discovered, so why can't I see any inventory information?**

iLO Amplifier Pack is capable of discovering servers with iLO 4 firmware version 2.30 and above. However, for inventory information to be gathered and shown, iLO 4 firmware version 2.50 is required.

- **How can I export server inventory information from iLO Amplifier Pack directly into HPE OneView?**

iLO Amplifier Pack does not provide a direct transfer option to HPE OneView in the user interface. However, you can download most server information by using the reporting feature. The Firmware, License, Basic Device, and Hardware Inventory reports allow you to export and download the data into a comma delimited file (CSV). Just go to the necessary report page and click **Export to CSV** at the bottom of the page. You can then use MS PowerShell to import the data into HPE OneView.

- **Can I add multiple servers with duplicate hostnames?**

No. iLO Amplifier Pack supports only one server with a particular hostname.

# Alerts

- **How do I send alerts to multiple email addresses?**

From iLO Amplifier Pack v1.30 onwards, users can enter multiple email addresses separated by a semicolon to send alerts.

- **Is it possible to filter out specific types of alarms?**

iLO Amplifier Pack allows you to specify the type of alerts based on the category such as Hardware Failure, Security, and Maintenance. Use the **Alert Settings** page in the **Configuration and Settings** section to specify alert categories and severity.

- **What ports can I use for sending out alert emails?**

For iLO Amplifier Pack v1.01 and later, you can send emails out using port 25. You can also configure emails to be sent via secure port 587.

# Updates

- **Why did my SUT components not get downgraded when I ran my online update?**

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.

- **Why does my update keep failing?**

In case of failures for online or offline updates, please check to make sure that the configuration of the servers meets all prerequisites. For more information, see the update section in the *iLO Amplifier Pack User Guide* and the latest Release Notes at [www.hpe.com/support/ilo-ap-docs](http://www.hpe.com/support/ilo-ap-docs).

If the problem persists, then please contact support.

- **Why do server updates fail on a dual boot environment?**

In a dual boot environment, iSUT has some dependencies on the environment and you may need to set a staging directory. For more details, refer to the *Integrated Smart Update Tools 2.3.x User Guide for Windows, Linux, and VMware ESXi*.

# Websites

## iLO Amplifier Pack

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**NOTE:** For any product feedback, send an email to [iloamplifiersupport@hpe.com](mailto:iloamplifiersupport@hpe.com).  
For any product queries or issues, refer to our support channels.

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### Product page

[www.hpe.com/servers/iloamplifierpack](http://www.hpe.com/servers/iloamplifierpack)

### Activation portal

[www.hpe.com/downloads/iloamplifierpack](http://www.hpe.com/downloads/iloamplifierpack)

### iLO Amplifier Pack Information Library

[www.hpe.com/support/ilo-ap-docs](http://www.hpe.com/support/ilo-ap-docs)

### User Guide

[www.hpe.com/support/ilo-ap-ug-en](http://www.hpe.com/support/ilo-ap-ug-en)

### Frequently Asked Questions

[www.hpe.com/support/ilo-ap-faq](http://www.hpe.com/support/ilo-ap-faq)

### Release Notes

[www.hpe.com/support/ilo-ap-rn-en](http://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](http://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/info/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**

[www.hpe.com/support/hpesc](http://www.hpe.com/support/hpesc)

### **Hewlett Packard Enterprise Support Center: Software downloads**

[www.hpe.com/support/downloads](http://www.hpe.com/support/downloads)

### **Software Depot**

[www.hpe.com/support/softwaredepot](http://www.hpe.com/support/softwaredepot)

- To subscribe to eNewsletters and alerts:

[www.hpe.com/support/e-updates](http://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](http://www.hpe.com/support/AccessToSupportMaterials)

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**!** **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.

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## 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](http://www.hpe.com/services/getconnected)

#### HPE Proactive Care services

[www.hpe.com/services/proactivecare](http://www.hpe.com/services/proactivecare)

#### HPE Proactive Care service: Supported products list

[www.hpe.com/services/proactivecaresupportedproducts](http://www.hpe.com/services/proactivecaresupportedproducts)

#### HPE Proactive Care advanced service: Supported products list

[www.hpe.com/services/proactivecareadvancedsupportedproducts](http://www.hpe.com/services/proactivecareadvancedsupportedproducts)

#### Proactive Care customer information

##### Proactive Care central

[www.hpe.com/services/proactivecarecentral](http://www.hpe.com/services/proactivecarecentral)

##### Proactive Care service activation

[www.hpe.com/services/proactivecarecentralgetstarted](http://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](http://www.hpe.com/support/ProLiantServers-Warranties)

#### HPE Enterprise and Cloudline Servers

[www.hpe.com/support/EnterpriseServers-Warranties](http://www.hpe.com/support/EnterpriseServers-Warranties)

#### HPE Storage Products

[www.hpe.com/support/Storage-Warranties](http://www.hpe.com/support/Storage-Warranties)

#### HPE Networking Products

[www.hpe.com/support/Networking-Warranties](http://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](http://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](http://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](http://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](http://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 ([docsfeedback@hpe.com](mailto:docsfeedback@hpe.com)). 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.