MOTOROLA *SOLUTIONS*

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## Motorola Solutions Technical Notification (MTN)

TITLE: "NAND" flash devices may not initialize or mount properly, which may cause a variety of symptoms on HP DL3x0 Servers

TECHNOLOGY: All ASTRO releases in the RNI and CEN using HPE DL380 Gen8 and Gen9 servers

SYMPTOMS:
May include 1 or more of the following Symptoms
1. During HPE firmware upgrade, after reboot, server is stuck in a reboot loop
2. During System upgrade:
   a. ESXi fails to upgrade with the message (Reason: Unable to partition Embedded media device)
   b. After upgrading ILO on Gen9 server to newer version "Configure-ASTROBiosSettings.ps1" script fails on:Update-biossettings() "Cannot bind argument to parameter "suburi" because it is an empty string"
3. iLO Password was reset to default or iLO License was cleared out after HP Firmware Install
4. iLO event logs show an error message: "Embedded Flash/SD-CARD: Embedded media manager failed initialization"
5. The iLO Diagnostic tab will display the following error message:
   a. "Embedded media manager failed initialization"
   b. "The AHS file system mount failed with (No such device)"
   c. "The AHS file system mount failed with (I/O error)"
   d. "Controller firmware revision 2.xx.xx Could not partition embedded media device"
   e. "Embedded Media Manager encountered SL_AbortHandler during init"
   f. "Embedded Media initialization failed due to media write-verify test failure"
6. Intelligent Provisioning will not execute when selecting F10.
7. A yellow splash window appears on the iLO interface. The example is from iLO 2.60, but is essentially the same for iLO 2.61.
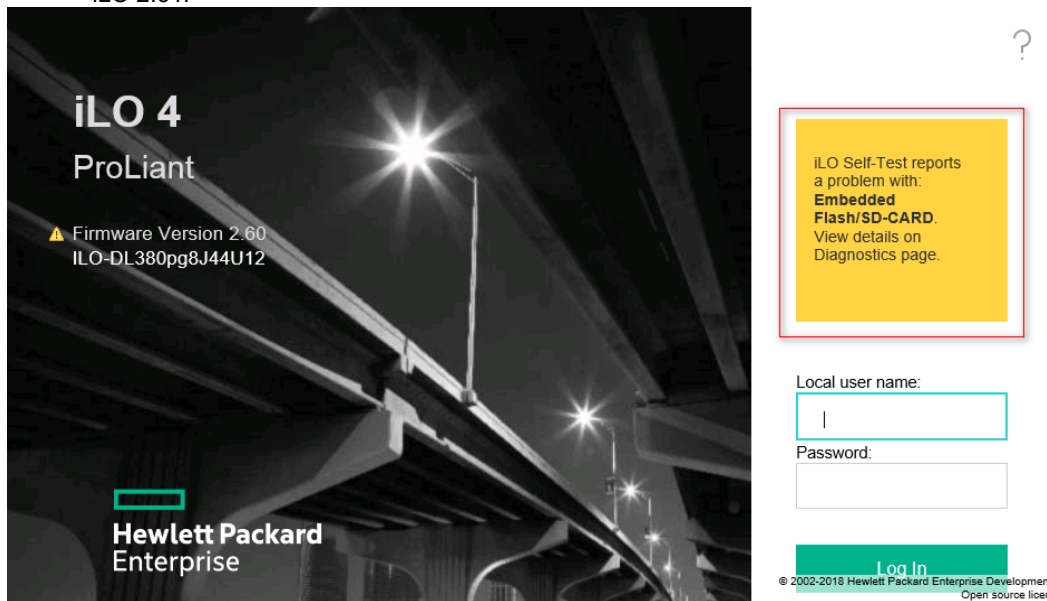
MODELS / SYSTEM RELEASES / KITS / DATECODES AFFECTED:
HPE Gen8 and HPE Gen9 servers with iLO software lower than 2.61 or 2.61 software with yellow splash screen

SEVERITY RECOMMENDATION:
Medium / Operational - Schedule to implement locally using physical media.

ROOT CAUSE / DEFINITIVE TEST:
HPE has confirmed that the problem is a hardware level issue, where the system board contains a non-replaceable memory chip, which reaches a read/write cycle limit after multiple reads and writes.

WORKAROUNDS AND CORRECTIVE ACTIONS:
There is no definitive workaround that will work each time. The most reliable and common one is to:
1. Shut down virtual machines
2. Shut down server (completely power off the server)
3. Unplug power cords
4. Wait around 5 minutes
5. Plug in the power cords
6. Power up the server

NOTE: After a workaround is done successfully, if iLO version is lower than 2.61, upgrade it using media from PARTS REQUIRED Section.

RESOLUTIONS AND REPAIR PROCEDURES:
- If **WORKAROUNDS AND CORRECTIVE ACTIONS** section does not resolve the issue and the server will not boot, upgrade using HPE Firmware DVD from PARTS REQUIRED Section.
- If after applying the HPE Firmware DVD and the issues / symptoms still persist contact SSC at 1-800-221-7144 .

Upgrade to the appropriate version as listed in the "PARTS REQUIRED (HARDWARE/SOFTWARE):" section below, based on the model.
1. **To obtain software:**
2. Initiate a software request case through Motorola Solutions, Inc. System Support Center (SSC) at 1-800-221-7144 (1-302-444-9800)
3. Await confirmation email from UOST with instructions
4. Complete the Upgrade Operations Software Team (UOST) Software Order Form:
   a. Reference **MTN-0018-19-NA** in the 'Reason for Software/Hardware Change' section of the software order form.
   b. List the part number (**KC #** as listed under "PARTS REQUIRED (HARDWARE/SOFTWARE)" below) in the 'Part # or Version #' section of the software order form.
   c. Email completed Software Order Form to UOST for processing

PARTS REQUIRED (HARDWARE/SOFTWARE):
HPE Firmware DVD for Gen8 (KC877L0DN000071702)
HPE Firmware DVD for Gen9 (KC877L0DK000071702)

ADDITIONAL INFORMATION:
New HPE firmware provides additional server diagnostics on various components. Problems not identified in older versions of HPE firmware may appear with the update.

REFERENCE THE FOLLOWING DOCUMENTS/PROCESSES FOR INSTALLATION PROCEDURES:
- Confirm recent backup of all servers to the BAR server incorporates that latest system changes
- Transfer backups to offline NAS or export to offline ISO files and transfer to storage separate from ESXi server/DAS
- Schedule server downtime with the system manager using these rough time guidelines:
- All VMs on the ESXi server must be disabled (if applicable) and shutdown.
- Shutdown the ESXi server.
- Perform the HPE Firmware update using the necessary steps in Manual "Virtual Management Server Software" section "Updating BIOS and iLO Firmware" starting with the insertion of the of the installation media on the optical drive.
- Offline Update - Generally allow approximately 60 minutes per server
- Re-enable VMs as necessary and confirm normal system operations

WHEN TO APPLY RESOLUTION:
After reboot __
After (re)installation __
After upgrade __
After power cycle __
After database restoration __
After failure __
On FRU replacement __
During maintenance **X**
Immediately __
As instructed **X**
Information only __

LABOR ALLOWANCE:
This is an informational bulletin. No labor warranty is implied, intended or authorized for U.S. Domestic Partners/Customers. Other regions should follow their own standard procedures.

For assistance with this bulletin please contact your MSI Technical support centre
https://www.motorolasolutions.com/en_us/support.html

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Upgrade Operations Software Team

Software Order Form
Phone Number: (800) 221-7144

SECTION 1: General Information

NOTE: PRICE QUOTES GIVEN BY UOST ARE VALID FOR ONLY 90 DAYS

Date	_____	Case Number	_____
System ID	_____	Site ID	_____
System Name	_____	Site Name	_____
Customer Name	_____		

Form Completed by	_____	Field Contact	_____
Organization	_____	Organization	_____
Phone Number	_____	Phone Number	_____
Pager Number	_____	Pager Number	_____
Fax Number	_____	Fax Number	_____

SECTION 2: Order Information

Product Type: _____   Serial Number _____

Reason for Software / Hardware Change: _____
Downgrade? If so, list current and target releases. _____

Software / Hardware Description: _____

Part # or Version # _____   Quantity _____

Date Required _____

SECTION 3: Shipping / Billing Information

Ship To: _____   Bill To: _____

_____   _____

Email: _____   _____

Attn: _____   Attn: _____

Phone: _____   Phone: _____

Customer Billing		**Internal Billing**	
P.O. #:	_____	PROJECT #:	_____
CUST #:	_____	FSB #:	_____
TAG #:	_____	DEPT #:	_____
		APC #:	_____

° This form has been sent to you because you have requested an order from
  the Upgrade Operations Software Team.

° Please fill out the order form and email back to the Upgrade Operations Software
  Team

° If desired, please provide your email address on the order form
  and we will provide a tracking number when your order ships for your convenience.

° Orders will normally be processed in 3-5 business days once all information has been
  received.

° If additional space is required for software information, please use the optional addendum on
  page 3 below in addition to the original order form. This form is for use with large orders with
  multiple part numbers.

NOTE:

1) If this in an SSA CUSTOMER please order via Motorola factory order.
2) Limited Liability is Implied to the maximum of order amount.
3) Price quotes provided by UOST are valid for 90 days

Thank you and have a good day!

Supplemental Order Information Addendum

(Optional)

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____

Software Description _____

Part# or Version # _____

Quantity: _____