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HP Gen10 - KVM Connection No Display Issue

Description of Issue

In order to save energy, HP new generation server GEN10s equip a mechanism that detects if a monitor is connected to a VGA port. If no monitor is connected the GEN10 Server will not send a signal to the VGA port. Reports indicate the server passes a signal properly when a monitor is connected to the GEN10 Server, but no display is present when the monitor is not connected directly to the server: such as in the case when connecting through a KVM. This issue persists through connects to any manufacturer's KVM.

Solution

HP recently released new iLO F/W v1.3.5 firmware.

After upgrading the HP Gen10 Server to the new iLO version and enabling "VGA Port Detect Override", it has been confirmed the "No display" issue on related models can be corrected.

This firmware may be found:

<https://support.hpe.com/hpsc/public/home/driverHome?sp4ts.oid=1010145741>

Select the appropriate 1.35/1.35(a) solution

Specific to Windows x64:

https://support.hpe.com/hpsc/swd/public/detail?sp4ts.oid=1010145741&swItemId=MTX_0c9d23f9bc1147469b02240a8f&swEnvOid=4184#tab2

Tripp Lite takes no responsibility for the functionality or lack thereof of the firmware upgrade offered by HP. This solution is offered by the manufacturer of the server, which has been shown to have video issues when connections through KVM systems are in place. Responsibility for the decision to integrate this firmware as a solution to this concern rests solely on the end-user.



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