

# HP ILO2 Troubleshooting

## My ILO login doesn't work

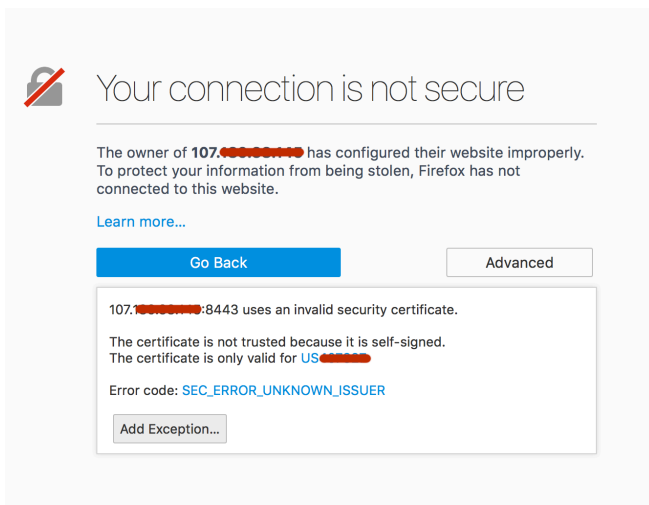
If the ILO login you received from us does not work (ie. "Unauthorized Access" error), please open a ticket with Dedicated Server Support.

We reprovision ILO before your service is delivered and sometimes the settings do not stick. A quick ticket and we'll reprovision again and verify the details.

## ILO Won't Open In My Browser

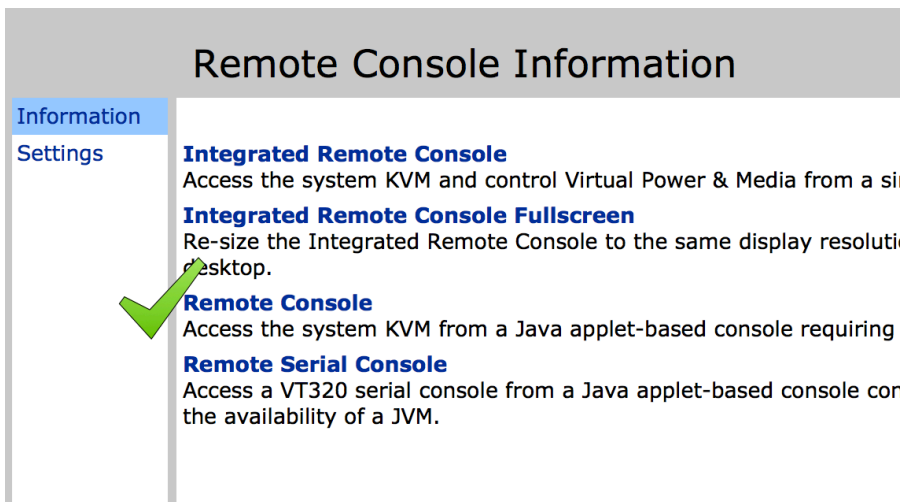
Due to recent updates in certain browsers, such as Chrome, sometimes ILO won't load due to a certificate error. We recommend using Firefox for accessing ILO. *Chrome will not work with the Remote Console as it no longer supports Java applets.*

On loading you will be presented with an SSL warning, just hit the 'Add Exception' button and 'Confirm Security Exception' on the next screen.



## How do I access the KVM?

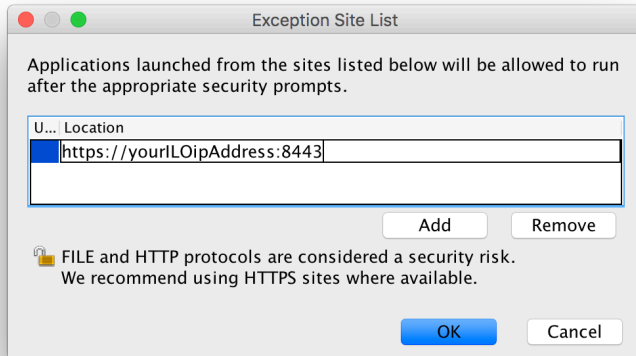
In ILO select the 'Remote Console' tab, in ILO2 you'll be presented with 4 options. Click on the third link 'Remote Console' to load the Java-based KVM - this is the most functional & interactive KVM.



## My ILO KVM Isn't Loading

There are sometimes a few tweaks you need to make to get the ILO Java-based KVM running on modern computers running newer versions of Java.

1. Open the Java Settings/Preferences on your computer. In Windows you can find this under Java -> Configure Java. In Mac OS X it will be under the Java preference pane within your System Preferences.
2. Click on the 'Security' tab and under 'Exception Site List' hit the 'Edit Site List' button. Copy & paste the beginning of your ILO URL into the field including the http:// or https://



3. Click on the 'Advanced' tab, scroll down to the 'Advanced Security Settings' and **uncheck TLS 1.1 and TLS 1.2** from the list. You should **only have TLS 1.0 selected**.

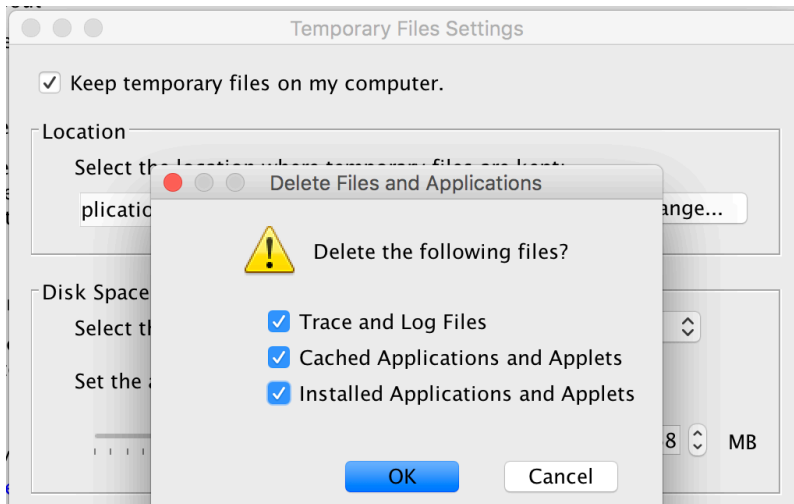
### Advanced Security Settings

- ☒ Use certificates and keys in browser keystore
- ☒ Enable blacklist revocation check
- ☒ Enable caching password for authentication
- ☐ Use SSL 2.0 compatible ClientHello format
- ☒ Use TLS 1.0
- ☐ Use TLS 1.1
- ☐ Use TLS 1.2

### Miscellaneous

- ☐ Place Java icon in system tray

4. If you already tried to load the KVM and it failed, you may need to **clear out the old KVM applet from your cache**. On the 'General' tab select 'Settings' under 'Temporary Internet Files'. In the next window select 'Delete Files' and click all 3 options in the list to delete all previously installed and cached applications/applets.



5. If ILO is open, reload the main ILO URL and login again if required.

#### Additional Steps - Sometimes Required

If the KVM window loads but the page is blank, **highlight the URL bar and hit enter to reload**. It can sometimes take 1-2 reloads for the KVM to load the first time.

If the KVM area is black or shows 'No Video' text, **click in the KVM area** (black background) and **hit Escape on your keyboard**. Hitting escape once or twice should present you with your OS login screen.

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No hay ningún contenido con las etiquetas especificadas



