



# CXone Mpower EXPERT

シェルフモジュールの自動ファームウェアアップグレードまたは手動ファームウェアアップグレードに進んでいません

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Automatic\\_or\\_manual\\_shelf\\_module\\_fi...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Automatic_or_manual_shelf_module_fi...)

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## 環境

- IOM12搭載シェルフ
- シェルフファームウェアの手動更新または自動更新
- ONTAP 9.6P4 以前
- ONTAP 9.5P9 以前
- ONTAP 9.3P17 以前
- 現在のシェルフファームウェアバージョン2.30以下

## 問題

自動または手動 `storage shelf firmware update` が進行しない：例：

```
cluster1::*> storage shelf firmware show-update-status
```

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Node	Update Status	In-Progress Count
node_name-1	idle	-
node_name-2	idle	-