



## 使用SP.firmware.incompatible升级BMC失败

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/BMC\\_upgrade\\_fails\\_with\\_sp.firmware.i...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/BMC_upgrade_fails_with_sp.firmware.i...)

Updated: Wed, 22 Apr 2026 04:09:20 GMT

### 适用场景

- ONTAP 9.8P4
- ONTAP 9.13.1P4
- 基板管理控制器(BMC)固件更新

### 问题描述

- BMC更新进度不超过10%、然后失败
- 通过BMC命令行界面或ONTAP命令行界面手动升级BMC失败
- 使用BMC命令行界面强制更新失败

SP-MGMT-MLOG:

```
0000002c.0002c6ed 01635393 Mon Jun 26 2023 14:54:28 09:00
```

```
[kern_servprocd:info:5176] 0x808700800: 0: ERR: Servprocd::SpUpdate: update:
```

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unable to successfully update SP firmware using network interface

0000002c.0002c6f0 01635393 Mon Jun 26 2023 14:54:29 09:00

[kern\_servprocd:info:5176] 0x808700800: 0: ERR: Servprocd::SpUpdate:  
SpUpdateStateHandleEvent: e\_sp\_update\_failed event received in  
SP\_UPDATE\_IN\_PROGRESS state.

0000002c.0002c6f1 01635393 Mon Jun 26 2023 14:54:29 09:00

[kern\_servprocd:info:5176] 0x808700800: 0: NOTICE: Servprocd::SpUpdate:  
SpUpdateStateHandleEvent: Maximum SP auto-update retries value has been  
reached. SP auto-update is blocked from version 11.1P3 to 11.9

0000002c.0002c6f2 01635393 Mon Jun 26 2023 14:54:29 09:00

[kern\_servprocd:info:5176] 0x808700800: 0: ERR: Servprocd::SpUpdate:  
SpUpdateReport: SP firmware update failure has been detected.

EMS.log:

[node2: servprocd: sp.servprocd.upd.error:error]: SP update error: SP firmware  
update failure has been detected.

node2: servprocd: sp.firmware.incompatible:alert]: The SP firmware version  
11.1P3 is not compatible with this version of Data ONTAP.