



运行状况警报报告SP在升级SP固件后降级

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/Health_alert_reports_SP_degraded_af...

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适用场景

- ONTAP 9
- [服务处理器 \(SP\)](#)
- [基板管理控制器\(BMC\)](#)

问题描述

- `system controller show` 报告控制器状态为 `degraded`。
- `system health subsystem show` 报告 `Service-Processor degraded`

```
Cluster ::> system health subsystem show
```

```
Subsystem          Health
```

```
-----
```

```
SAS-connect        ok
```

```
Environment        ok
```

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```
Memory          ok
Service-Processor degraded
Switch-Health   ok
CIFS-NDO        ok
Motherboard     ok
IO              ok
MetroCluster    ok
MetroCluster_Node ok
FHM-Switch      ok
FHM-Bridge      ok
SAS-connect_Cluster
                ok
```

13 entries were displayed.

- system health alert show -instance **Reports** SPAutoUpgradeFailedMajorAlert °

```
Cluster::> system health alert show -instance
```

```
                Node: Node01
                Monitor: controller
                Alert ID: SPAutoUpgradeFailedMajorAlert
Alerting Resource: SP Upgrade
                Subsystem: Service-Processor
                Indication Time: Tue Jun 28 21:04:44 2022
                Perceived Severity: Major
                Probable Cause: Configuration_error
                Description: A Service Processor automatic firmware update
failure was detected, which can result in Service Processor not being updated
to the latest available compatible firmware package.
                Corrective Actions: 1. Use the "system service-processor image show"
command to display the firmware version that SP is currently booted from.
2. Manually upgrade Service Processor by using the "system service-processor
image update" command.
3. Allow sufficient time for the system to update Service Processor firmware to
the specified SP firmware package.
4. Contact the technical support if the alert persists.
                Possible Effect: Suboptimal system behavior can result from Service
Processor not being updated to the latest available compatible firmware
package.
                Acknowledge: false
                Suppress: false
```

```

Policy: SPAutoUpgradeFailedMajorAlertPolicy
Acknowledger: -
Suppressor: -
Additional Information: New firmware available: false
                       New firmware Version : Not Applicable
                       Auto update: true
                       Auto update Status: installed
                       Previous AutoUpdate Status : failed
Alerting Resource Name: SP Upgrade
Additional Alert Tags: device

```

- system service-processor image show 报告已成功升级SP固件。

```

Cluster::> system service-processor image show
                                         Is
Node           Type  Image  Status  Current Version
-----
Node01        BMC
              primary installed  true   11.8
              backup  installed  false  11.6
Node02        BMC
              primary installed  true   11.8
              backup  installed  false  11.6
4 entries were displayed.

```