



NiCE

服务处理器固件更新失败

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

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适用场景

- ONTAP 9
- HW

问题描述

本文档介绍了在下载页面上的说明中提供的正常过程失败时更新 SP 固件的一些替代过程。

尝试更新服务处理器（SP）固件时，会报告以下一个或多个错误：

- [xxx:sp.orftp.failed:warning]: SP communication error, receiver unable to create file.
- [xxx:sp.firmware.update.failed:warning]: SP firmware update failed, Metadata info not present in backup.
- Installing package...grep: /mnt/jffs2_rootfs_backup/install/Metadata: No such file or directory
- [xxx:sp.firmware.update.failed:warning]: SP firmware update failed, error sending

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file /etc/RLM_FW/root-fs/usr/local/bin/forensics_config.  
- [xxx:sp.firmware.update.failed:warning]: SP firmware update failed, Timeout while  
waiting for rsp type 5.  
- [xxx:sp.firmware.update.failed:warning]: SP firmware update failed, error sending  
checksum to SP.  
- Unarchiving package...grep: /tmp/fud_eth/RLM_FW/install/Metadata: No such file or  
directory  
- [sp.firmware.update.failed:warning]: SP firmware update failed, unable to find SP  
firmware description file.  
- [xxx:sp.firmware.update.failed:warning]: SP firmware update failed, version does  
not support existing RLM flash type  
- ...  
> sp update http://web\_server\_name/path/sp\_fw.tar.gz  
  Downloading package...  
  Uncompressing package...  
  FW package unzip failed.....FAILED  
  Cleaning up...  
  ERROR : SP FW Update Unsuccessful.
```

注意：假设已从ONTAP 命令行界面提示符处尝试安装、并且已检查说明中的所有注意消息。如果没有、请确保已尝试执行此操作。

注意：请参阅[固件兼容性表](#)并下载相应的ONTAP 支持的[SP固件](#)版本。使用不受支持的固件版本更新**SP**可能会导致严重问题。