



# CXone Mpower EXPERT

## SP自动更新失败率为3%

[https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SP\\_automatic\\_updates\\_fail\\_at\\_3\\_perc...](https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SP_automatic_updates_fail_at_3_perc...)

Updated: Wed, 22 Apr 2026 07:29:58 GMT

### 适用场景

- FAS2554
- ONTAP 9
- 服务处理器 (SP)

### 问题描述

- 自动SP更新将在3%处停止。

```
cluster::*> system service-processor image update-progress show
```

Node	In Progress	Percent	Start Time	Done	End Time
node01	no	11/25/2022 13:10:51	3	11/25/2022 13:11:01	

- 此时将显示证书错误。sp-debug-mlog

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```

2022-11-25 04:10:59.367 [fud_ontap_snd] [SP_UPDATE_NOTICE]: 7
send_file_to_rlm_retries: ORFTP error sending file /etc/RLM_FW/install/
checksum.regfiles.0 to SP. Status: 7.
2022-11-25 04:11:16.708 [sp_config_0] [sp_configd:error]: Not able to send
alpha user information to SP
2022-11-25 04:11:21.446 [sp_config_0] [sp_configd:error]: failed sending spcs
root cert to SP
2022-11-25 04:11:23.734 [sp_config_0] [sp_configd:error]: failed sending server
chain to SP
2022-11-25 04:17:50.375 [sp_config_0] [sp_configd:error]: Not able to send
alpha user information to SP
2022-11-25 04:17:52.595 [sp_config_0] [sp_configd:error]: failed sending spcs
root cert to SP
2022-11-25 04:17:54.816 [sp_config_0] [sp_configd:error]: failed sending server
chain to SP

```

- 正在手动更新SP、但更新仍无法继续。

```

cluster::*> system service-processor image update -node node01 -package
SP_FW_308-04056_2.12.zip -update-type full

```

Note: Firmware update will need to reboot the SP on completion. If your console

connection is through the SP, it will be disconnected

Do you want to proceed with the firmware update ? {y\n}: y

SP firmware update has been successfully scheduled.

```

cluster::*> system service-processor image update-progress show

```

Node	In Progress	Start Time	Percent Done	End Time
node01	no	11/25/2022 13:10:51	3	11/25/2022 13:11:01

- 正在从ONTAP 重新启动SP、但无法更新到SP。

```

::*> system service-processor reboot-sp -node node01

```