



CXone Mpower EXPERT

在FAS80XX上更新SP失败

https://kb-cn-stage.netapp.com/on-prem/ontap/OHW/OHW-KBs/SP_update_fails_on_FAS80XX

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适用场景

- FAS8040
- FAS8060
- ONTAP 9.8P5
- ONTAP 9.8P11

问题描述

- FAS80XX平台上的SP自动更新失败

此时将显示 MGWD 日志

```
[kern_servprocd:info:5757] 0x80a408c00: 0: ERR: Servprocd::FTM: transfer_file:  
Failed to delete partially transfered /tmp/sp_image.tar.gz file.  
[kern_servprocd:info:5757] 0x80a408c00: 0: ERR: Servprocd::SpUpdate:  
transferImage: FTM sp_send_file failed to transfer /mroot/etc/RLM_FW/  
sp_image.tar.gz to SP. Error 26. Sleep for 30 secs and retry. Retry count : 1
```

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```
[kern_servprocd:info:5757] 0x80a408c00: 0: NOTICE: Servprocd::SpUpdate:  
transferImage: sending /mroot/etc/RLM_FW/sp_image.tar.gz to SP, destination:  
/tmp/sp_image.tar.gz.  
[kern_servprocd:info:5757] 0x80a408c00: 0: ERR: Servprocd::FTM: transfer_file:  
failed transferring /mroot/etc/RLM_FW/sp_image.tar.gz to sp://Node-01:/tmp/  
sp_image.tar.gz. err:Executing: program /usr/bin/ssh host 10.229.76.71, user  
alpha552154, command scp -v -t /tmp/sp_image.tar.gz
```

- 尝试从集群手动运行 SP update 命令失败
- 从节点管理LIF ping SP 失败