



执行SANtricity操作系统升级时出现未知问题描述

https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/An_unknown_issue_occurred_whi...

Updated: Wed, 22 Apr 2026 13:04:13 GMT

适用场景

NetApp SANtricity操作系统

问题描述

- 使用双工配置中的任一控制器，SANtricity升级将开始暂存升级组件，然后失败：`"An unknown issue occurred while performing the upgrade operation. Please try again."`

- web-server-trace.log 在受影响的控制器报告上：
 - 2025-02-03 18:40:44,637 INFO [Thread-78378] c.n.e.a.d.DownloadEventHandler [DownloadEventHandler.java:102] [requestId=0, deviceId=N/A] Event string = {"name":"event","message":"Image failed validation","imageType":"BIOS","abort":"true","source":"DownloadMgr_A"}
 - 2025-02-03 18:40:46,855 WARN [jetty-154442] c.n.e.a.r.s.EmbeddedFirmwareImpl [SanModelExceptionHandler.java:42] [requestId=bf61ffff4-c8bf-4999-b286-a45df94e5a91, deviceId=N/A] Exception caught: com.ni.eseries.aa.devicemgt.model.exceptions.SanModelException: Firmware Download operation aborted, Abort reason: Image failed validation.
- web-server-trace.log 在备用控制器报告上：
 - 2025-02-03 19:20:54,700 INFO [Thread-79494] c.n.e.a.d.DownloadEventHandler [DownloadEventHandler.java:102] [requestId=0, deviceId=N/A] Event string = {"name":"event","message":"Image failed validation","imageType":"BIOS","abort":"true","source":"DownloadMgr_A"}"forwarded_by"
- journalctl 受影响控制器上的输出报告以下验证错误：