



## 由于证书身份验证失败、E系列驱动器固件更新失败

[https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series\\_drive\\_firmware\\_update\\_...](https://kb-cn-stage.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series_drive_firmware_update_...)

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### 适用场景

- NetApp E 系列
- NetApp StorageGRID设备
- SANtricity OS 11.80x、11.80.1x和11.90R1
- 驱动器固件升级

### 警告

在发布相应的修复程序(11.80.1R4和11.90R2)之前、已禁用从NetApp 支持站点 下载受影响的SANtricity操作系统版本。

### 问题描述

- E系列驱动器固件升级失败、并在SANtricity系统管理器中显示Web Server 422 错误：

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Error encountered transferring <firmware-name> firmware Package to storage array <storage-name> (Web Server 422)

- **System Manager**支持部分(事件)中记录的E系列事件以及 支持包中的MAJOR-EVENT-LOG 指示固件包身份验证检查失败。

```
A:4/7/25, 12:45:02 PM (12:45:02) 8695 5085 The drive firmware package failed to
authenticate using the provided public key and signature - Shelf 99, Bay A <--
A:4/7/25, 12:45:30 PM (12:45:30) 8698 5083 A certificate failed authentication
- Shelf 99, Bay A
A:4/7/25, 12:45:32 PM (12:45:32) 8699 5085 The drive firmware package failed to
authenticate using the provided public key and signature - Shelf 99, Bay A <--
CRITICAL
```