某局点WX1804H 版本降级失败

软件升级 黄雄芳 2020-05-09 发表

组网及说明

不涉及

问题描述

现场WX1804H从R5272降级版本到R5230后设备出现无法启动，只能到bootrom界面的情况，尝试还原5272版本发现提示something wrong with the file，格式化设备后重传尝试tftp、ftp和xmode传输提示结果都一样 ，确认升降级操作步骤无误。

```
1 COM3@9600
|Note:the operating device is flash                                    |
|<1> Download Image Program To SDRAM And Run                           |
|<2> Update Main Image File                                            |
|<3> Update Backup Image File                                          |
|<4> Download Files(*.*)                                               |
|<5> Modify Ethernet Parameter                                         |
|<0> Exit To Main Menu                                                 |
|<Ensure The Parameter Be Modified Before Downloading!>                |
========================================================================
Enter your choice(0-5): 2
Loading.....................................................................
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.....................................Done.
229686272 bytes downloaded!
Something wrong with the file.

==========================<Enter Ethernet SubMenu>==========================
```

过程分析

与客户沟通操作过程中没有出现过断电情况，远程查看发现boot文件损坏，该设备出厂为5231或更新版本，客户降级到比出厂更古老的版本上后，出现降级版本后bootware无法和硬件正常兼容的现象

解决方法

重新加载匹配boot文件后再次升级成功。对于任何产品，都不建议随便降级，尤其是降级到比出厂版本还低的版本，可能会出现降级版本后bootware无法和硬件正常兼容的现象，但新boot的肯定会兼容旧boot，所以升级的话是没有问题的，如果业务需要降级版本请联系二线确认