

知 HPE BladeSystem C-Class virtual connect module升级固件激活失败处理方法

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问题描述

某局点通过VCSU升级固件失败，需要分析原因和获取解决方案。

过程分析

分析VCSU日志，定位固件更新失败的原因。

1. 日志显示固件上传完成，固件激活未完成。

```
[Sun Oct 22 16:01:49 2023]
[Sun Oct 22 16:01:49 2023] Please verify the above report before continuing.
[Sun Oct 22 16:01:49 2023]
[Sun Oct 22 16:01:49 2023] Would you like to continue with this update? [YES/NO]:
[Sun Oct 22 16:15:46 2023]
[Sun Oct 22 16:15:46 2023] Starting firmware update process
[Sun Oct 22 16:19:15 2023] Updating firmware [Step 2 of 3 : 0% complete]
[Sun Oct 22 16:20:30 2023] Updating firmware [Step 2 of 3 : 2% complete]
[Sun Oct 22 16:22:01 2023] Updating firmware [Step 2 of 3 : 10% complete]
[Sun Oct 22 16:23:31 2023] Updating firmware [Step 2 of 3 : 25% complete]
[Sun Oct 22 16:23:41 2023] Updating firmware [Step 2 of 3 : 32% complete]
[Sun Oct 22 16:24:06 2023] Updating firmware [Step 2 of 3 : 42% complete]
[Sun Oct 22 16:24:11 2023] Updating firmware [Step 2 of 3 : 49% complete]
[Sun Oct 22 16:24:16 2023] Updating firmware [Step 2 of 3 : 100% complete]
[Sun Oct 22 16:24:21 2023] Activating firmware [Step 3 of 3 : 5% complete]
[Sun Oct 22 16:25:21 2023] Firmware update completed
[Sun Oct 22 16:25:21 2023] The following modules were not successful:
[Sun Oct 22 16:25:21 2023]
[Sun Oct 22 16:25:21 2023] =====
[Sun Oct 22 16:25:21 2023] Enclosure Bay Module Status
[Sun Oct 22 16:25:21 2023] =====
[Sun Oct 22 16:25:21 2023] CN795200P6 1 HP VC FlexFabric-20/40 Update Failed
[Sun Oct 22 16:25:21 2023] F8 Module
[Sun Oct 22 16:25:21 2023] -----
[Sun Oct 22 16:25:21 2023] CN795200P6 2 HP VC FlexFabric-20/40 Update Failed
[Sun Oct 22 16:25:21 2023] F8 Module
[Sun Oct 22 16:25:21 2023] -----
[Sun Oct 22 16:25:21 2023]
[Sun Oct 22 16:25:21 2023] Total execution time: 00:25:48
```

2. 日志显示固件激活失败原因是未正确识别主VC。

```
[Sun Oct 22 16:24:41 2023] (5248)[VcsuSsh.cpp:103] : successfully established session to 192.168.250.129
[Sun Oct 22 16:24:41 2023] (5248)[VcsuCore.cpp:655] : Bay 1 Firmware Version: 4.50 2016-04-21T17:54:55Z
[Sun Oct 22 16:24:41 2023] (5248)[VcsuCore.cpp:3189] : Module state for Bay 1 is unintegrated. Expected state is primary
[Sun Oct 22 16:24:46 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:24:51 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:24:56 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:25:01 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:25:06 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:25:11 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:25:12 2023] (5248)[VcsuCore.cpp:5944] : Bay 1 IP Address is 192.168.250.129 and type is IPv4
[Sun Oct 22 16:25:12 2023] (5248)[VcsuSsh.cpp:137] : Failed to create session in iteration 1
[Sun Oct 22 16:25:13 2023] (5248)[VcsuSsh.cpp:137] : Failed to create session in iteration 2
[Sun Oct 22 16:25:14 2023] (5248)[VcsuSsh.cpp:137] : Failed to create session in iteration 3
[Sun Oct 22 16:25:15 2023] (5248)[VcsuSsh.cpp:137] : Failed to create session in iteration 4
[Sun Oct 22 16:25:16 2023] (5248)[VcsuSsh.cpp:137] : Failed to create session in iteration 5
[Sun Oct 22 16:25:16 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:25:17 2023] (5248)[VcsuSsh.cpp:150] : Failed to create session
[Sun Oct 22 16:25:17 2023] (5248)[VcsuCore.cpp:642] : setup command session failed
[Sun Oct 22 16:25:17 2023] (5248)[VcsuCore.cpp:3040] : [CN795200P6:1] Module did not come back as primary in 5 Min after setting it from slave to auto
[Sun Oct 22 16:25:17 2023] (5248)[VcsuProgress.cpp:407] : VCM Configuration still not in sync!!!
[Sun Oct 22 16:25:17 2023] (5248)[VcsuProgress.cpp:408] : Aborting further activations as this would destroy the VC Domain configuration.
[Sun Oct 22 16:25:17 2023] (5248)[VcsuProgress.cpp:225] : VC Enet Activation Failed
[Sun Oct 22 16:25:17 2023] (5248)[VcsuUpdate.cpp:632] : Firmware update failed on one or more modules
[Sun Oct 22 16:25:21 2023] (384)[GetModuleList.cpp:358] : getPrimaryModelGenerationInfo: could not find primary module
[Sun Oct 22 16:25:21 2023] (384)[GetUpdateStatus.cpp:234] : [CN795200P6:1] Update Status: update_result= 0, updateThreadStatus= 1, updateState= 5
[Sun Oct 22 16:25:21 2023] (384)[GetUpdateStatus.cpp:234] : [CN795200P6:2] Update Status: update_result= 0, updateThreadStatus= 1, updateState= 5
[Sun Oct 22 16:25:23 2023] (384)[OaWrap.cpp:793] : User successfully deleted
```

解决方法

通过以下两种方式重新启动VC固件激活进程：

1. 通过OA – Interconnect Bays的Virtual Buttons方式对主备VC进行Reset重启操作。
2. 重新插拔主备VC。

