

## 知 某局点MSR810-LM 无法进不了系统，上传版本失败

软件相关 王周华 2019-03-04 发表

### 组网及说明

现场有一台MSR810-LM设备无法进入系统，console输出缺少镜像文件。显示如下信息：

```
BootWare Validating...
```

```
Image program does not exist.
```

### 问题描述

让现场上传版本文件进行安装，反馈上传版本失败，操作记录如下：

```
=====
|<1> Boot System |
|<2> Enter Serial SubMenu |
|<3> Enter Ethernet SubMenu |
|<4> File Control |
|<5> Restore to Factory Default Configuration |
|<6> Skip Current System Configuration |
|<7> BootWare Operation Menu |
|<8> Skip Authentication for Console Login |
|<9> Storage Device Operation |
|<0> Reboot |
=====
Ctrl+Z: Access EXTENDED ASSISTANT MENU
Ctrl+C: Display Copyright
Ctrl+F: Format File System
Enter your choice(0-9): 3

=====
|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 |
| |
=====
Enter your choice(0-5): 5

=====
|Note: ". " = Clear field. |
| "- " = Go to previous field. |
| Ctrl+D = Quit. |
=====
Protocol (FTP or TFTP) :tftp
Load File Name :MSR810-CMW710-R0615P20.IPE
:
Target File Name :MSR810-CMW710-R0615P20.IPE
:
Server IP Address :192.168.1.1
Local IP Address :192.168.1.2
Subnet Mask :255.255.255.0
Gateway IP Address :0.0.0.0

=====
|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

|

| |

=====

Enter your choice(0-5): 2

Loading...Failed!

#### 过程分析

查看文件系统空间足够，核对设备侧tftp设置以及tftp服务器的设置均没有发现问题，为其他设备上上传版本文件正常，让现场反馈版本文件大小，发现和官网下载的版本文件大小存在一些差异，那么可能是现场下载的版本文件损坏的原因。

#### 解决方法

让现场重新上传新下载的版本文件后问题解决。