

知 How to resolve the “Loading File Failed” issue when Upgrading the COMWARE in Bootrom Menu

c02952 2007-09-27 发表

How to resolve the “Loading File Failed” issue when Upgrading the COMWARE in Bootrom Menu

I. Description

When upgrading the COMWARE in S7500 switch, we may do the operation in Bootrom Menu. However, after we set the FTP or TFTP parameters and start the upgrading process, we may encounter the issue that the console prints the following information:

```
0xff76a90 (tBoot): arpresolve: can't allocate linfo0xff76a90 (tBoot): arpresolve:
e: can't allocate linfo0xff76a90 (tBoot): arpresolve: can't allocate linfo0xff
76a90 (tBoot): arpresolve: can't allocate linfo0xff76a90
...
Prepare for loading...FAILED!
Loading file failed
```

II. Resolution

When we see the information above, we will think it may be a hardware issue and something wrong with the Flash. However, it is a mistake of empiricism. The true reason of the issue is that we add certain unrecognized characters when we set the FTP/TFTP parameters in Bootrom Menu.

For a instance, when we use FTP to upload the software, we need to set the IP address in the Bootrom Menu, for example 192.168.1.1. By mistake, we may add a extra Space character to the end of the 192.168.1.1, like “192.168.1.1 “. If we set the parameter like this, the “Loading File Failed” issue will occur.

1. Set TFTP protocol parameter
2. Set FTP protocol parameter
3. Set XMODEM protocol parameter
0. Return to boot menu

Enter your choice(0-3): 2

```
Load File name      :patchmain s7500-vrp310-r3135.app
Switch IP address   :192.168.1.1 192.168.1.1
Server IP address   :192.168.1.100 192.168.100
FTP User Name       :7506
FTP User Password   :111111
Are you sure you want to download file to flash?Yes or No(Y/N) n
```

1. Set TFTP protocol parameter
2. Set FTP protocol parameter
3. Set XMODEM protocol parameter
0. Return to boot menu

Enter your choice(0-3): 2

```
Load File name      :s7500-vrp310-r3135.app
Switch IP address   :192.168.1.1 192.168.1.1
Server IP address   :192.168.100
FTP User Name       :7506
FTP User Password   :111111
Are you sure you want to download file to flash? Yes or No(Y/N) y
0xff76a90 (tBoot): arpresolve: can't allocate linfo0xff76a90 (tBoot): arpresolve:
e: can't allocate linfo0xff76a90 (tBoot): arpresolve: can't allocate linfo0xff
76a90 (tBoot): arpresolve: can't allocate linfo0xff76a90 (tBoot): arpresolve: can't allocate
```

llinfo

Prepare for loading...FAILED!

Loading file failed

The resolution of this issue is to reset the FTP or TFTP parameters with the correct value.