



## 由于固件文件不兼容、E系列升级到SAN特 里ity11.80或更高版本失败

https://kb-cn.netapp.com/on-prem/E-series/SANtricity-OS-Kbs/E-Series\_upgrade\_to\_SANtricity11.80\_o... Updated: 周六, 12 7月 2025 14:01:50 GMT

## 适用场景

- NetApp E 系列
- NetApp SANtricity OS 11.70.5之前的版本
- 升级到11.80或更高版本的操作系统

## 问题描述

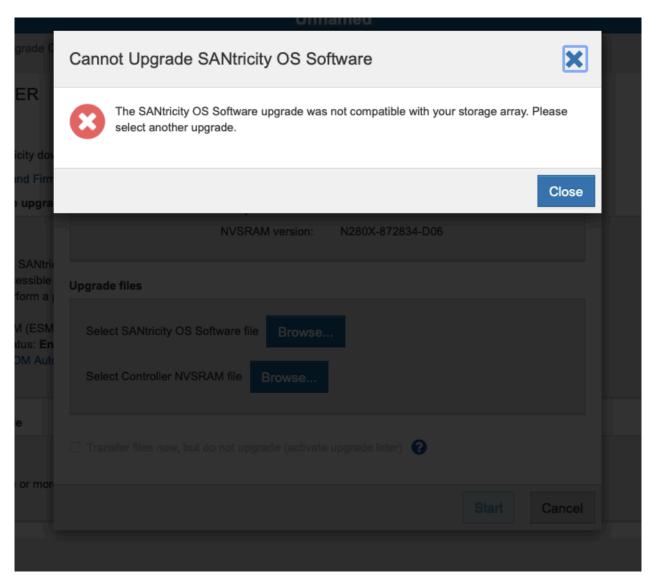
• 尝试升级到SANtricity OS 11.80或更高版本时、SANtricity系统管理器返回错误消息:

Cannot Upgrade SANtricity OS Software

The SANtricity OS Software upgrade was not compatible with you storage

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array. Please select another upgrade.



• 同样,在尝试使用命令行界面(Command Line Interface, CLI)升级时返回错误:

```
Performing syntax check...
```

Syntax check complete.

Executing script...

Unable to download the file, /Users/xxxxx/Downloads/

RCB\_11.80GA\_280x\_64cc0ee3.dlp, in the Download command at line 1. The file is not compatible with the existing Firmware version on the storage array. See online help for possible causes.

The command at line 1 that caused the error is:

download storageArray firmware file="/Users/xxxx/Downloads/
RCB\_11.80GA\_280x\_64cc0ee3.dlp" downgrade=false activatenow=true;
Script execution halted due to error.
SMcli failed.