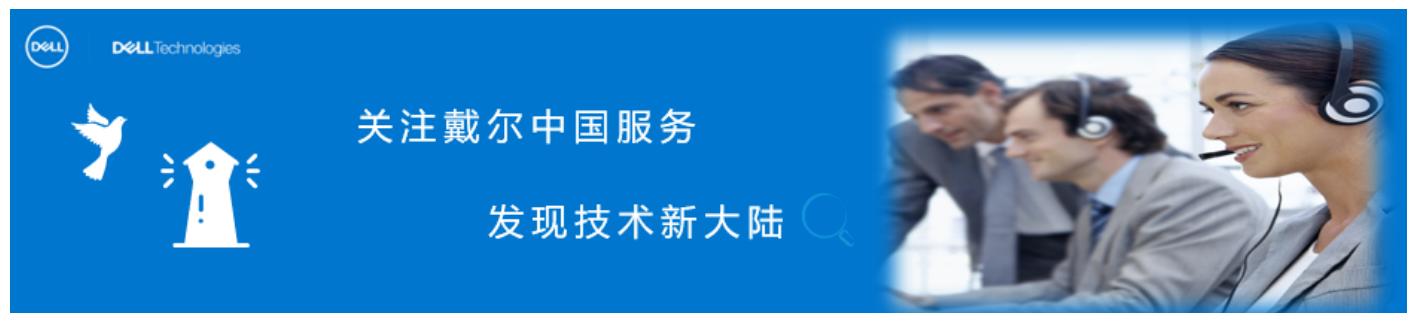
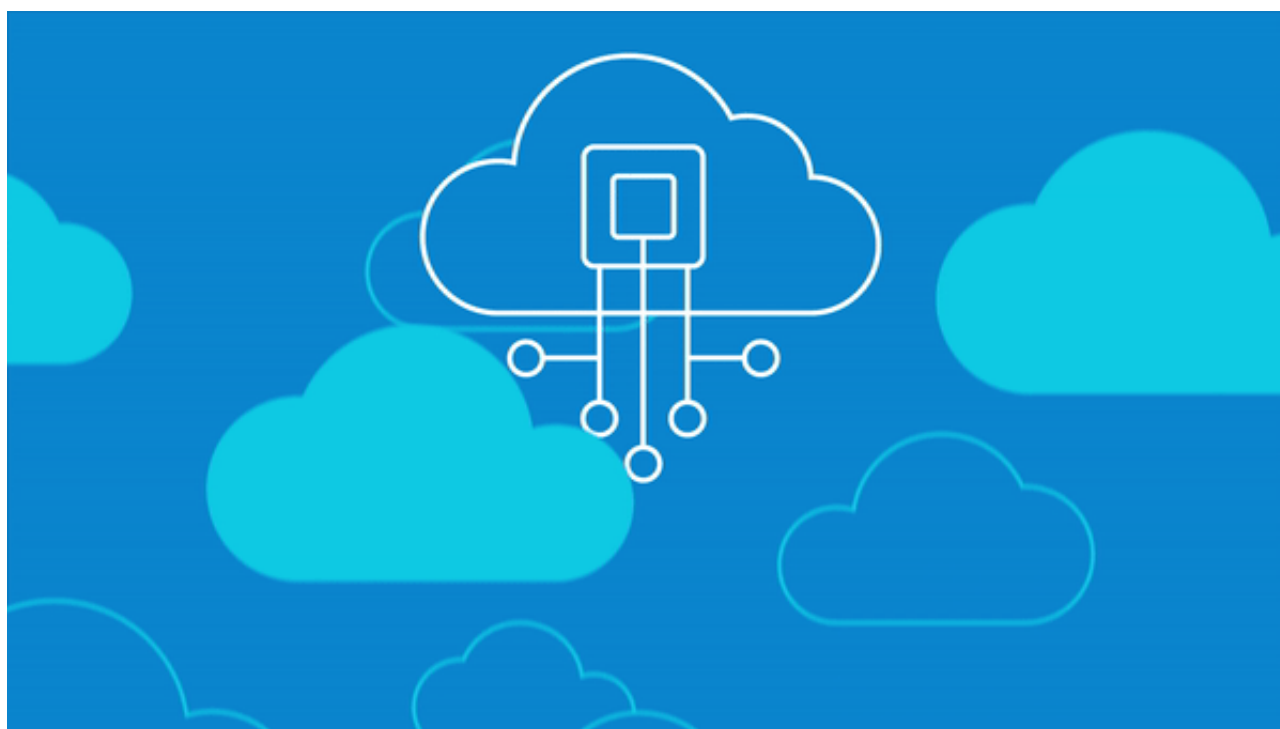


ME5警报 — 连接扩展柜时显示“The bundle install is incomplete”消息

会玩服务器的小戴 戴尔中国服务 2022-09-27 18:18 发表于福建



ME5是一款可扩展的存储，最大支持的容量可达 6 PB；因此外接扩展柜是很常见的部署方案。今天，小戴就给大家介绍下连接扩展柜过程可能出现的一个错误。



问题详细描述

- ① 使用 PowerVault Manager 检查控制面板警报且 **Active Firmware A** 或 **Active Firmware B** 显示警告警报。

Dell EMC PowerVault Manager | ME5024

Dashboard

Provisioning

Settings

Maintenance

Alerts ? Acknowledge >

System Health ⚠️ Degraded	Health Alerts 8	Information Alerts 6	Alerts to Acknowledge 21
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Health Alerts (8)

Active Time	Severity	Component	Acknowledged
	⚠️	disk_00.13	
	⚠️	disk_00.14	
6 minutes	⚠️	Active Firmware A	✅

6 minutes ⚠️ Active Firmware A The bundle install is incomplete. ✅

Detected Time: 2022-07-12 18:29:46

Resolved Time: N/A

Acknowledgement Details: Alert acknowledged by administrator on 2022-07-12 18:11:29

Description: The bundle install is incomplete.

Recommended Action: - Retry firmware or contact support

[View Firmware](#)

② 单击“Active Firmware”查看警报详情，**Description: The bundle install is incomplete.**

6 minutes ⚠️ Active Firmware A The bundle install is incomplete. ✅

Detected Time: 2022-07-12 18:29:46

Resolved Time: N/A

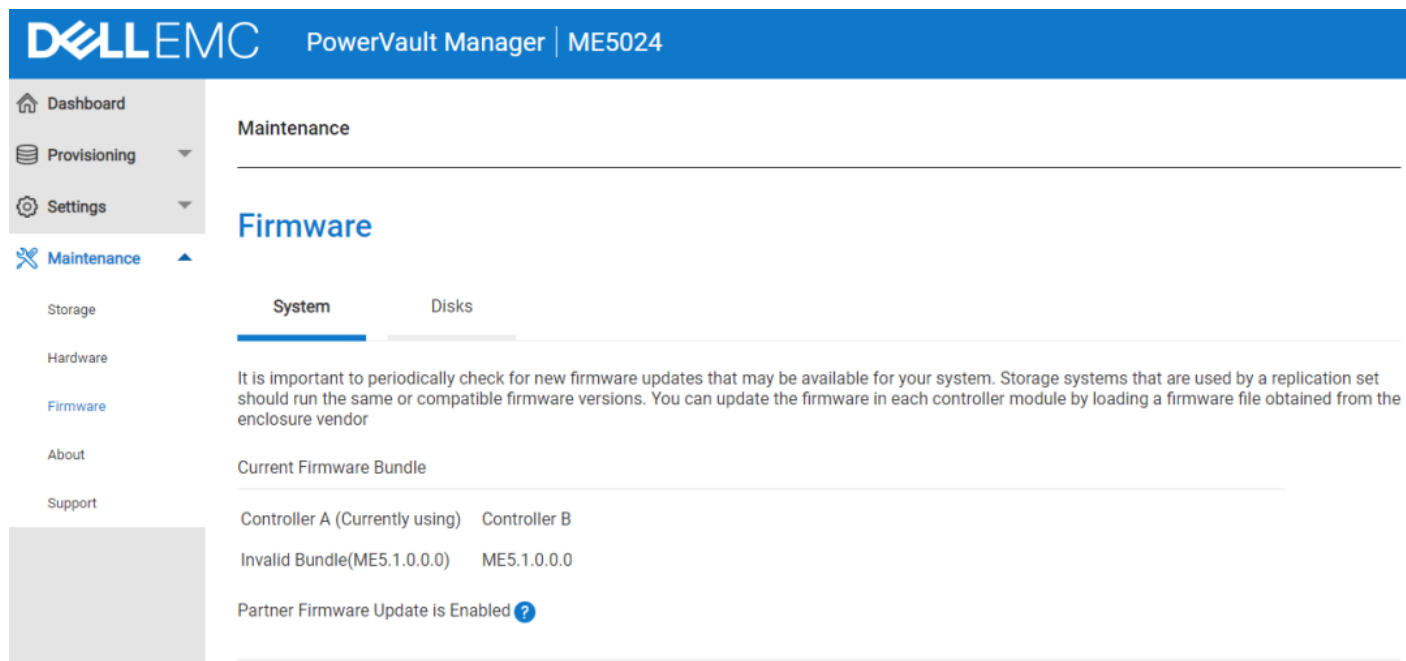
Acknowledgement Details: Alert acknowledged by administrator on 2022-07-12 18:11:29

Description: The bundle install is incomplete.

Recommended Action: - Retry firmware or contact support

[View Firmware](#)

③ 单击 **View Firmware** 按钮。此时会针对控制器 A 或控制器 B 报告“*Invalid Bundle*”



The screenshot shows the Dell EMC PowerVault Manager ME5024 interface. The top navigation bar includes the Dell EMC logo and the text "PowerVault Manager | ME5024". On the left, a sidebar menu lists "Dashboard", "Provisioning", "Settings", "Maintenance", "Storage", "Hardware", "Firmware", "About", and "Support". The "Maintenance" section is expanded, and the "Firmware" page is selected. The main content area has a "Maintenance" header and a "Firmware" sub-header. Below this, there are tabs for "System" and "Disks", with "System" being the active tab. A paragraph of text explains the importance of checking for firmware updates. Below this, a table titled "Current Firmware Bundle" shows the status for Controller A and Controller B. Controller A is currently using an invalid bundle (ME5.1.0.0.0), while Controller B is using ME5.1.0.0.0. A note at the bottom indicates that the Partner Firmware Update is enabled.

Current Firmware Bundle	
Controller A (Currently using)	Controller B
Invalid Bundle(ME5.1.0.0.0)	ME5.1.0.0.0

Partner Firmware Update is Enabled ?

④ 检查机柜管理处理器 (EMP) 固件

“Hardware”面板 (Maintenance > Hardware) 显示系统硬件配置。

单击连接到 ME5 系列阵列的每个机柜，检查 EMP A Revision 和 EMP B Revision 下报告的版本，两者为不同版本。

ID:	1	Health: OK
LED:	Off	
Status:	OK	
Vendor:	DellEMC	
Model:	Array584EMM	
Disk Count:	84	
WWN:	500C0FF0F262703C	
Midplane Serial:	CN0J8GKYFCG0021S02NWA01	
Revision:	A01	
Part Number:	J8GKY	
Manufacturing Date:	2021-12-04 21:09:00	
Manufacturing Location:		
Midplane Type:	5U84-12G	
Enclosure Power:	831.26 watts	
PCIe 2-Capable:	False	
EMP A Revision:	5280	
EMP B Revision:	5339	
EMP A Bus ID:	00	
EMP B Bus ID:	01	
EMP A Target ID:	255	
EMP B Target ID:	255	



原因

当 ME412、ME424 或 ME484 JBOD 机柜首次连接到 PowerVault ME5012、ME5024 或 ME5084 时，机柜管理处理器 (EMP) 固件会更新。当后端 SAS 线缆未连接或连接不正确时，EMP 固件更新的应用将会失败。

解决方案：

- 关闭 PowerVault ME5 机柜 0 上的两个存储控制器。
- 关闭所有机柜的电源。
- 纠正后端 SAS 布线。
- 首先打开扩展柜的电源
- 打开 PowerVault ME5 机柜的电源
- 等待几分钟，然后确认 EMP 固件已更新。

提醒： 如果管理员尝试将扩展柜连接到配备单个控制器模块的 ME5 系列机柜，也会出现此消息。 请将扩展柜连接到 PowerVault ME 系列需要双控制器模块。

LKB ID:000202472



在 PowerVault ME4 系列上安装和配置 SupportAssist Enterprise

收集 ME5 支持日志(二)

ME4 更新控制器固件