



# CHAPTER 3

## Troubleshooting

This chapter contains the following topic:

- [Understanding Error Messages, page 3-1](#)
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## Understanding Error Messages

[Table 3-1](#) lists the error messages that you might view while working with the CIMC Firmware Update Utility. The table also lists the remedial action that you must follow to solve the error.

**Table 3-1** Error Messages with Causes and Resolution

Error Message	Cause	Remedial Action
Invalid argument or Invalid number of arguments	Displayed when the syntax of the command you entered is not accurate.	Determine the correct syntax in the help that is displayed, and modify the command. To view the detailed help, enter the following command: <b><code>./fwup cimc help</code></b>
Filename does not exist.	Displayed when the filename or the path to the file is not correct.	First, determine if the filename you provided is accurate. Second, determine if you have provided the complete path to the file on the system.
This version of CIMC does not support firmware updates from the host.	Displayed when the currently running firmware does not support host-based firmware upgrade.	The current version of CIMC does not support host-based firmware updates. You must use the CIMC Web UI.
FW upgrade not possible	Displayed when the firmware is currently being updated, either through the CIMC Web UI or through the CIMC CLI on the host.	You cannot upgrade the firmware when it is already being updated by another administrator using the CIMC Web UI or the CIMC CLI.  To view the current status of firmware update process, enter the following command: <b><code>./fwup cimc show updatestatus</code></b>

**Table 3-1 Error Messages with Causes and Resolution (continued)**

Error Message	Cause	Remedial Action
Could not open the IPMI interface to CIMC.	Displayed when the IPMI daemon is not running.	On Linux servers, ensure that the <i>ipmi/dev</i> service is available. Start the ipmi service with the <b>service ipmi start</b> command. You must be a root user or a super-user to run this command.  If the service does not start, load the following ipmi modules using <b>modprobe</b> : ipmi_si, ipmi_devintf, and ipmi_msghandler.
Invalid filename extension	The extension of the filename is not .bin.	Ensure that the filename that you downloaded from <a href="http://www.cisco.com">http://www.cisco.com</a> includes the .bin extension.
Error in flashing the file.	The file that you downloaded from <a href="http://www.cisco.com">http://www.cisco.com</a> might be corrupt.	Download the file again from <a href="http://www.cisco.com">http://www.cisco.com</a> and update the firmware version of the CIMC.

## Problem Scenarios

### Problem

While updating the firmware version of the server, if the update process is terminated abruptly, or if you used the **Ctrl+C** option to terminate the process, the front panel of the server remains locked.

### Solution

Use the following command to unlock the front panel

**./fwup cimc frontpanel unlock**

At a later point, if you want to lock the front panel to perform other tasks on the server, use the following command:

**./fwup cimc frontpanel lock**