

# 對C9800上的ISSU升級進行故障排除

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## 簡介

本文檔介紹ISSU升級預先檢查清單以及如何排除Cisco Catalyst 9800系列無線控制器上的潛在問題。

## 必要條件

### 需求

思科建議您瞭解以下主題：

- Cisco Catalyst 9800無線控制器
- 高可用性狀態切換(HA SSO)

### 採用元件

本文中的資訊係根據以下軟體和硬體版本：

- HA SSO對版本Cisco IOS 17.9.4a和17.9.5中的Cisco Catalyst 9800-L無線控制器
- AP型號(C9130AXI、C9120AXI/E、C9115AXI、AIR-AP4800、AIR-AP3802I/E、AIR-LAP3702I、AIR-AP1852I)

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 ( 預設 ) 的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

## 背景資訊

要執行ISSU，需要遵循一系列背景資訊：

- 裝置必須是HA SSO配對。
- 僅支援ISSU在這些裝置中升級，Cisco Catalyst 9800-80、9800-40、9800-L、9800-CL ( 私有雲 )
- Cisco Catalyst 9800系列無線控制器平台不支援ISSU降級。
- 基本映像必須是Cisco IOS 17.3及更高版本。
- 在相同主發行版本中，ISSU在長壽命發行版本之間受支援。 示例：支援Cisco IOS 17.6.x到17.6.y或17.6.x到17.9.x。
- 主要版本之間不支援ISSU。 示例：不支援Cisco IOS 16.x.x到17.x.x或17.x.x到18.x.x。

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注意：有關各版本之間的ISSU支援的詳細資訊，請訪問服務中軟體升級(ISSU)。

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## 預先檢查清單

確定系統已準備好將目前的軟體升級為較新版本，同時網路繼續使用9800控制器上的服務中軟體升級選項轉送封包。

- 驗證作用中及待命控制器是否均處於安裝模式，並從bootflash : packages.conf開機

```
<#root>
```

```
WLC#
```

```
show version | i Installation mode
```

```
Installation mode is
```

```
INSTALL
```

WLC#

show boot

BOOT variable =

bootflash:packages.conf

,12;

CONFIG\_FILE variable =

BOOTLDR variable does not exist

Configuration register is 0x2102

Standby BOOT variable =

bootflash:packages.conf

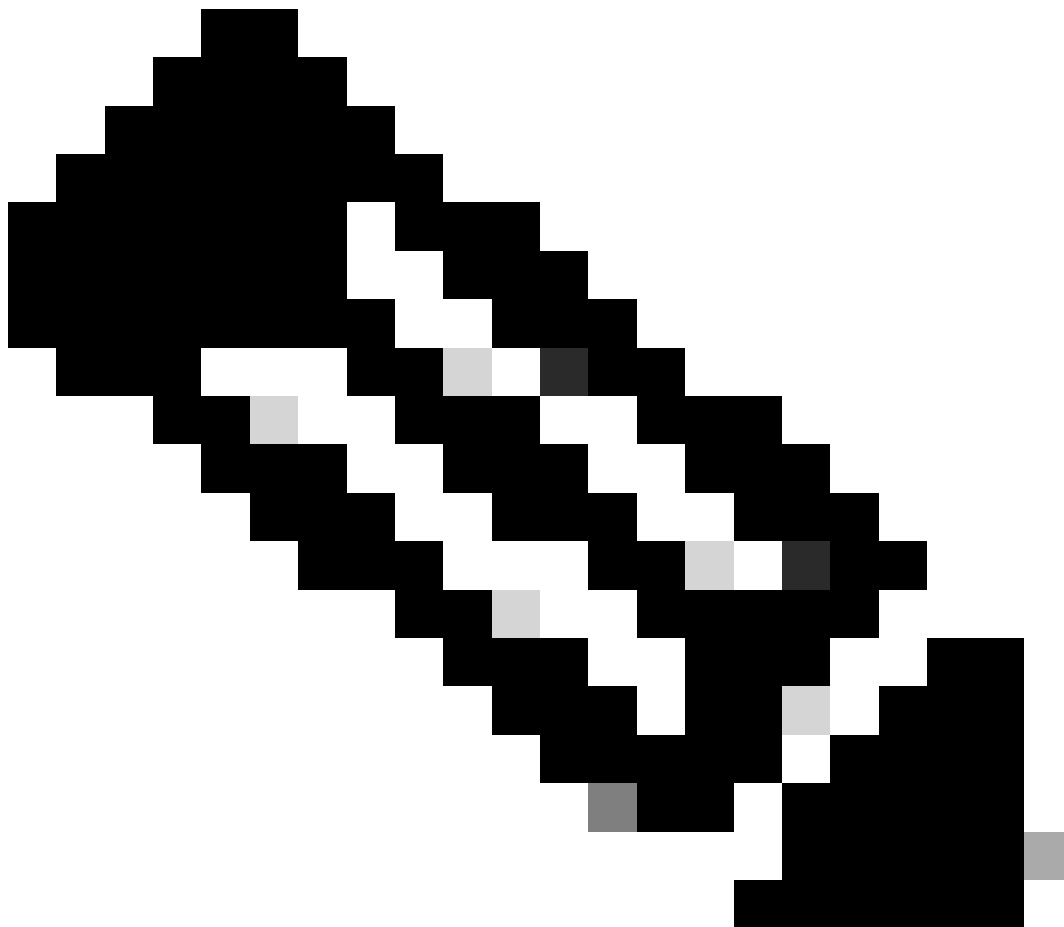
,12;

Standby CONFIG\_FILE variable =

Standby BOOTLDR variable does not exist

Standby Configuration register is 0x2102

---



---

注意：捆綁包模式不支援ISSU。有關如何進行轉換的資訊，請參閱更改Catalyst 9800無線控制器上的安裝模式技術說明。

---

- 確保兩個機箱具有相同和最新的ROMMON版本。此要求僅適用於物理裝置。

```
<#root>
```

```
WLC#
```

```
show rom-monitor chassis active r0
```

```
=====
System Bootstrap,
Version 16.12(3r)
, RELEASE SOFTWARE
Copyright (c) 1994-2019 by cisco Systems, Inc.
```

```
WLC#
```

```
show rom-monitor chassis standby r0
```

```
=====
System Bootstrap,
Version 16.12(3r)
, RELEASE SOFTWARE
Copyright (c) 1994-2019 by cisco Systems, Inc.
```

---

註：請參閱升級Cisco Catalyst 9800的現場可程式設計硬體裝置以檢查最新的rommon資訊和升級過程。

- 確保HA SSO已啟動且運行正常。

```
<#root>
```

```
WLC#
```

```
show chassis rmi
```

```
Chassis/Stack Mac Address : f4bd.9e57.9d80 - Local Mac Address  
Mac persistency wait time: Indefinite  
Local Redundancy Port Type: Twisted Pair
```

| Chassis# | Role   | Mac Address    | Priority | H/W Version | Current State | IP | RMI-IP |
|----------|--------|----------------|----------|-------------|---------------|----|--------|
| *1       | Active | f4bd.9e57.9d80 | 2        | V02         |               |    |        |

```
Ready
```

```
169.254.10.2      NA
<--Both Chassis in Ready state

2      Standby f4bd.9e57.8b20      1      V02
Ready

169.254.10.4      NA
```

請務必檢查冗餘資訊，確保對等控制器處於「熱備用」和「通訊正常」狀態。此外，請始終進入備用對等控制器命令列，並確保它不處於「恢復」狀態。

<#root>

WLC#

show redundancy

Redundant System Information :

```
-----
Available system uptime = 8 hours, 38 minutes
Switchovers system experienced = 0
Standby failures = 0
Last switchover reason = none
Hardware Mode = Duplex
Configured Redundancy Mode = sso
Operating Redundancy Mode = sso
Maintenance Mode = Disabled
Communications =
```

Up

Current Processor Information

```
:
-----
Active Location = slot 1
Current Software state =
```

ACTIVE

```
Uptime in current state = 8 hours, 38 minutes
Image Version = Cisco IOS Software [Cupertino], C9800 Software (C9800_IOSXE-K9), Versi
Technical Support: http://www.cisco.com/techsupport
Copyright (c) 1986-2023 by Cisco Systems, Inc.
Compiled Fri 20-Oct-23 10:28 by mcpre
BOOT =
```

bootflash:packages.conf

```
,12;
CONFIG_FILE =
Configuration register = 0x2102
Recovery mode = Not Applicable
Fast Switchover = Enabled
```

Initial Garp = Enabled

Peer Processor Information

:

-----

Standby Location = slot 2  
Current Software state =

STANDBY HOT

Uptime in current state = 8 hours, 35 minutes

Image Version = Cisco IOS Software [Cupertino], C9800 Software (C9800\_IOSXE-K9), Versi

Technical Support: <http://www.cisco.com/techsupport>

Copyright (c) 1986-2023 by Cisco Systems, Inc.

Compiled Fri 20-Oct-23 10:28 by mcpre

BOOT =

bootflash:packages.conf

,12;

CONFIG\_FILE =  
Configuration register = 0x2102

- 對於C9800-CL，使用show romvar命令驗證兩個機箱是否具有相同的HA介面

<#root>

WLC\_CL#

show romvar

ROMMON variables:

SWITCH\_NUMBER = 1

CHASSIS\_HA\_IFNAME = GigabitEthernet3

<<< Same HA interface

CHASSIS\_HA\_IFMAC = XX:XX:XX:XX:XX:XX

SWITCH\_PRIORITY = 2

WLC\_CL-stby#

show romvar

ROMMON variables:

SWITCH\_NUMBER = 2

CHASSIS\_HA\_IFNAME = GigabitEthernet3

<<< Same HA interface

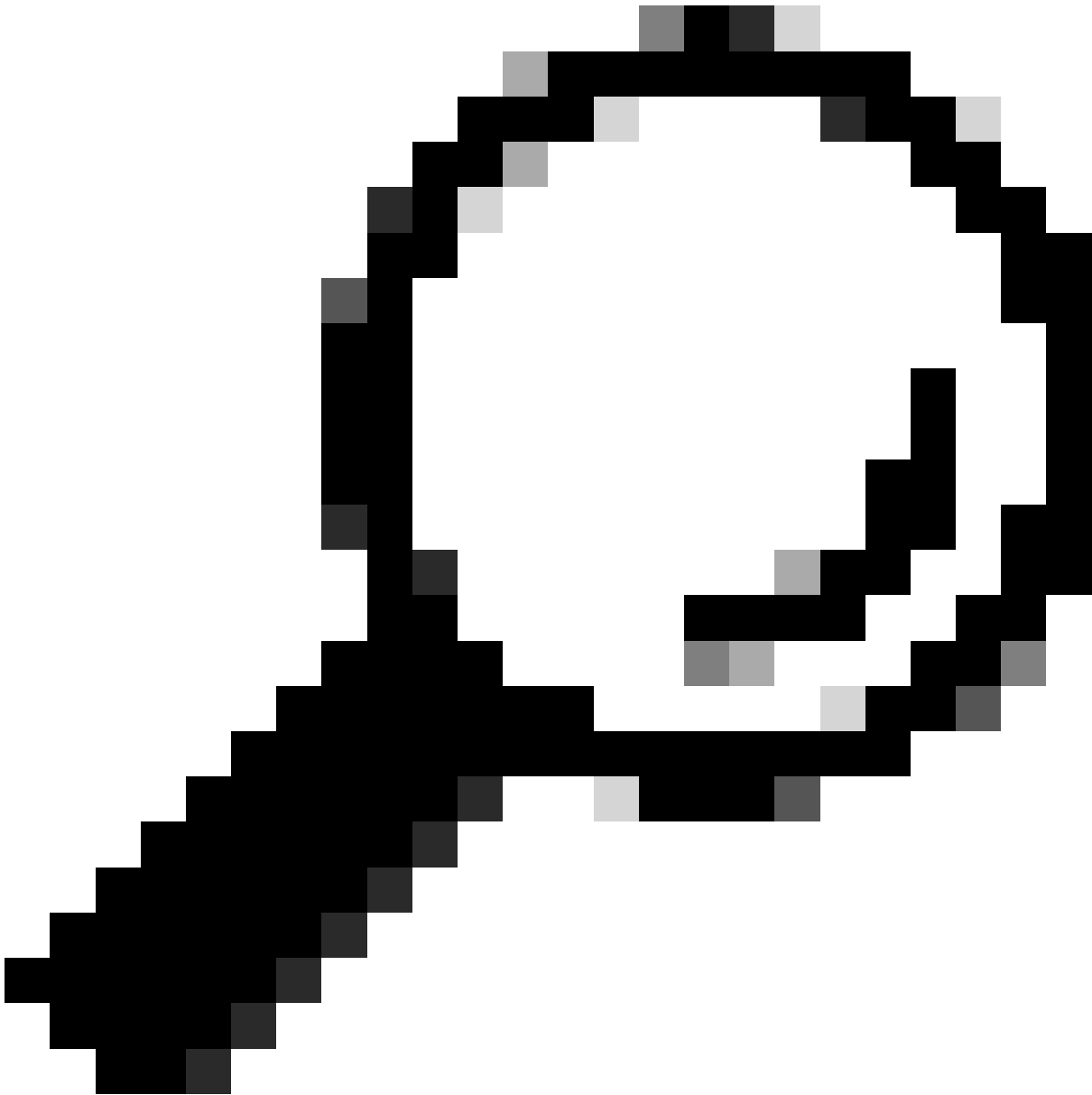
CHASSIS\_HA\_IFMAC = YY:YY:YY:YY:YY:YY

SWITCH\_PRIORITY = 1



如果HA介面編號不同，則不要繼續執行ISSU。請參閱本文檔的潛在問題部分。

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提示：有關HA SSO設定和驗證的更多詳細資訊，請檢視Catalyst 9800高可用性SSO快速入門手冊。

---

- 確保bootflash記憶體足夠在活動控制器和備用控制器中儲存映像，並確保可用空間至少為新代碼大小的三倍。

```
<#root>
```

```
WLC#
```

```
dir bootflash: | in free
```

```
26458804224 bytes total (
```

```
21142224896 bytes free
)
WLC#
dir stby-bootflash: | in free

26458804224 bytes total (
21293092864 bytes free
)
```

如果bootflash中的空間不足，請考慮使用install remove inactive命令清理舊安裝檔案。

```
<#root>
```

```
WLC#
```

```
install remove inactive
```

```
install_remove: START Mon Feb 12 18:40:00 UTC 2024
install_remove: Removing IMG
Cleaning up unnecessary package files
...
```

```
The following files will be deleted:
```

```
<-- Review files to be deleted
```

```
[R0]: /bootflash/C9800-CL-rpboot.17.09.04.SPA.pkg
[R1]: /bootflash/C9800-CL-rpboot.17.09.04.SPA.pkg
[R0]: /bootflash/C9800-CL-universalk9.17.12.01.SPA.bin
[R1]: /bootflash/C9800-CL-universalk9.17.12.01.SPA.bin
[R0]: /bootflash/C9800-CL-mono-universalk9.17.09.04.SPA.pkg
[R1]: /bootflash/C9800-CL-mono-universalk9.17.09.04.SPA.pkg
```

```
Do you want to remove the above files? [y/n] y
```

- 檢查目前的安裝狀態。確定控制器上沒有非作用中或未確認的軟體，目前的版本必須標示為「C」，表示為「已啟動並已確認」。要檢視系統中活動軟體套件的摘要，請使用show install summary命令：

```
<#root>
```

```
WLC#
```

```
show install summary
```

```
[ Chassis 1/R0 ] Installed Package(s) Information:
State (St): I - Inactive, U - Activated & Uncommitted,
             C - Activated & Committed, D - Deactivated & Uncommitted
```

```
-----
```

Type St Filename/Version

-----  
IMG C 17.09.04a.0.6 <-- Only one version can be activated and committed.  
-----

Auto abort timer: inactive  
-----

- 使用show issu state detail命令驗證ISSU狀態，確保沒有「No ISSU operation is progress」。

<#root>

WLC#

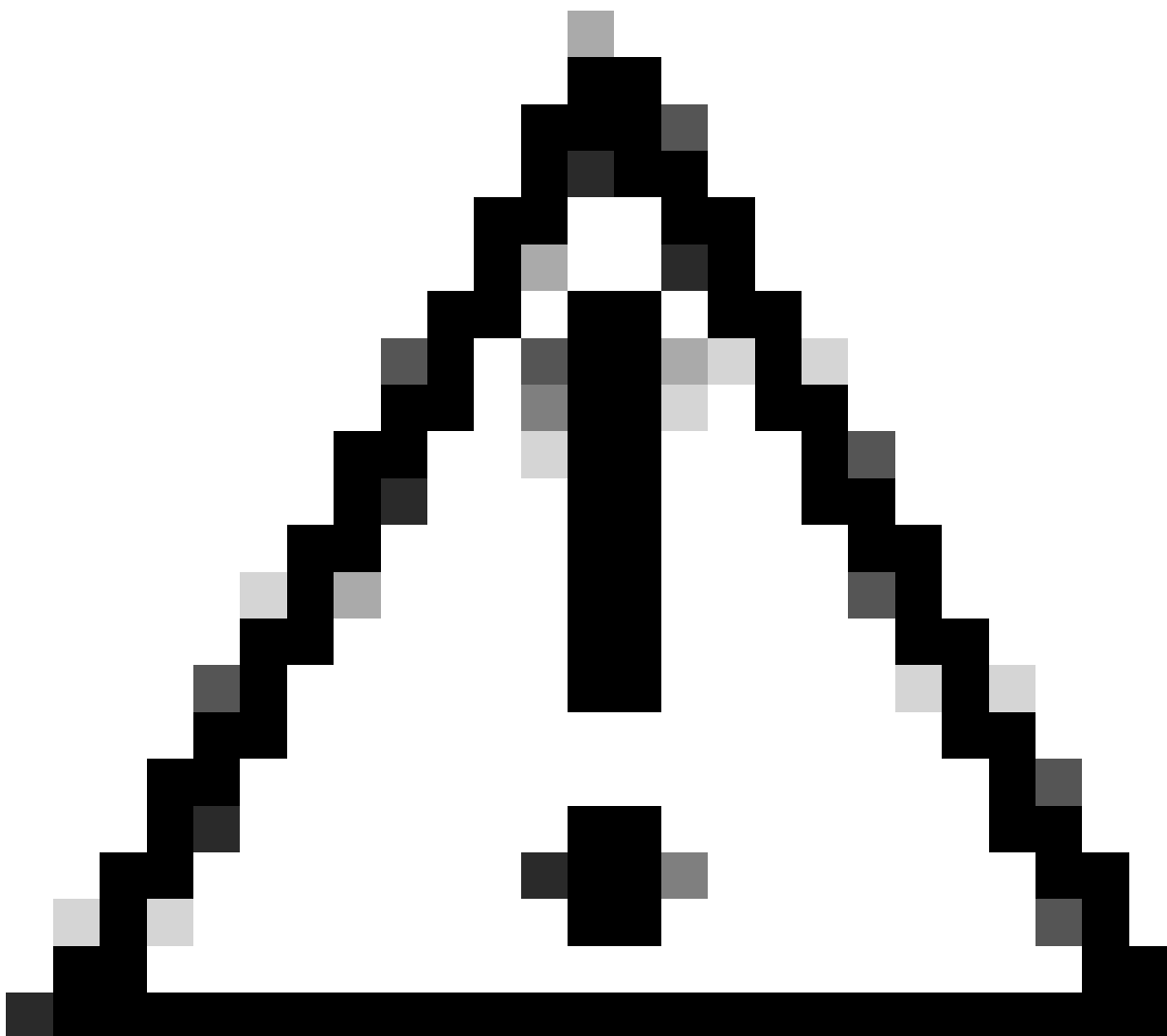
show issu state detail

Current ISSU Status: Enabled

Previous ISSU Operation: N/A

=====  
System Check                      Status  
-----  
Platform ISSU Support              Yes  
Standby Online                      Yes  
Autoboot Enabled                    Yes  
SSO Mode                            Yes  
Install Boot                        Yes  
Valid Boot Media                    Yes  
Operational Mode                    HA-REMOTE  
=====

No ISSU operation is in progress      <-- If different consider abort any previous ISSU process.



注意：在網路穩定且穩定時安排升級，並避免在ISSU升級過程中出現任何電源中斷。

---

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註：有關ISSU升級的資訊，請參閱章節：從Cisco Catalyst 9800系列無線控制器軟體配置指南進行服務中軟體升級的說明。或者，在ISSU升級後，您可以使用redundancy force-switchover命令回退到主控制器。

---

## 潛在問題

### 問題1：連線超時

如果TFTP伺服器無法連線，則可能會發生連線逾時。

```
<#root>
```

```
install_add: START Tue Feb 6 18:12:02 Pacific 2024  
Downloading file tftp://10.31.104.72//ayhusain/C9800-L-universalk9_wlc.17.09.05.SPA.bin  
FAILED:
```

```
Failed to download file
```

```
tftp://10.31.104.72//ayhusain/C9800-L-universalk9_wlc.17.09.05.SPA.bin:
```

```
Timed out
```

解決方案：確保TFTP伺服器已啟動並且可以訪問，或者更改為其他傳輸型別以重新開始檔案傳輸過程。

## 問題2：檔案無效或損壞

如果升級因檔案損壞或無效檔案而中斷。

```
<#root>
```

```
install_add: START Tue Feb 6 18:54:46 Pacific 2024
```

```
FAILED: install_add : bootflash:C9800-L-universalk9_wlc.corrupt_17.09.05.SPA.bin
```

```
is not valid file
```

```
or cannot be handled by install CLI.
```

解決方案：使用verify /md5命令確保映像MD5校驗和匹配。如果程式碼不相符，請從官方的Cisco軟體下載網站再次下載映像，並將其上傳到控制器。如果使用tftp伺服器，請確保檔案以二進位制模式傳送，以避免檔案修改。

```
<#root>
```

```
WLC#
```

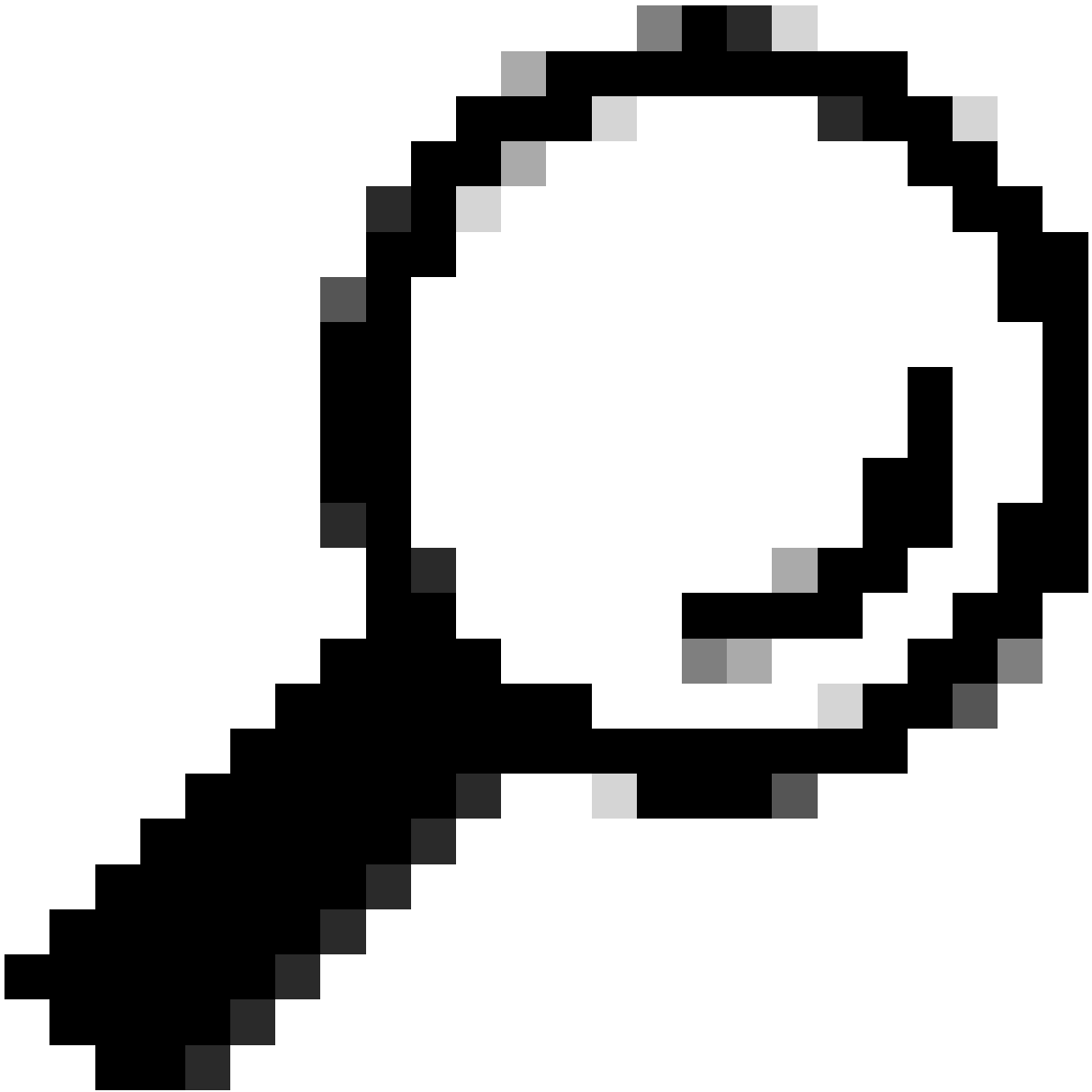
```
verify /md5
```

```
bootflash:C9800-L-universalk9_wlc.17.09.05.SPA.bin
```

```
.....Done!
```

```
verify /md5 (bootflash:C9800-L-universalk9_wlc.17.09.05.SPA.bin) =
```

```
07ff2f59787530d2814874ea39416b46
```



提示：為避免出現連線問題並節省升級維護窗口中的時間，請事先將bin檔案傳輸到C9800快閃記憶體。

---

問題3：不允許安裝操作。

如果在完成AP預下載前發出install activate issu命令，則此方案適用。

<#root>

```
install_activate: START Tue Feb 6 19:09:10 Pacific 2024
System configuration has been modified.
Press Yes(y) to save the configuration and proceed.
Press No(n) for proceeding without saving the configuration.
Press Quit(q) to exit, you may save configuration and re-enter the command. [y/n/q]
y
```

```
Building configuration...
[OK]Modified configuration has been saved
install_activate: Activating ISSU
NOTE: Going to start Activate ISSU install process
STAGE 0: System Level Sanity Check
=====
--- Verifying install_issu supported ---
--- Verifying standby is in Standby Hot state ---
--- Verifying booted from the valid media ---
--- Verifying AutoBoot mode is enabled ---
--- Verifying Platform specific ISSU admission criteria ---
CONSOLE: FAILED: Install operation is not allowed.
```

Reason -> AP pre-image download is mandatory for hitless software upgrade.

Action -> Trigger AP pre-image download.  
FAILED: Platform specific ISSU admission criteria  
ERROR: install\_activate exit(2 ) Tue Feb 6 19:09:43 Pacific 2024

解決方案：在這種情況下，請運行ap image pre-download命令，然後在AP預下載完成後才繼續啟用。如果AP下載緩慢，請驗證AP和控制器之間的鏈路。

<#root>

```
WLC#terminal monitor
WLC#
```

```
ap image predownload
```

```
*Feb 12 13:26:21.829: %UPGRADE-5-AP_SW_UPDATE_LOG_MSG: Chassis 1 R0/0: wncmgrd: AP SW update PREPARE:
predownload is in progress
```

```
WLC#
```

```
show ap image
```

```
Total number of APs : 9
Number of APs
Initiated : 0
Downloading : 0
Predownloading : 0
Completed downloading : 1
Completed predownloading : 1
Not Supported : 0
Failed to Predownload : 0
```

```
Predownload in progress : Yes
```

```
AP Name Primary Image Backup Image Predownload Status Predownload Version Next Retry Time Retry Count M
-----
AP00f6.63c8.6a14 17.9.4.27 17.9.5.47 Complete 17.9.5.47 0 0 CAPWAP
```



```

AP38ED.18C6.0C60 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
AP70D3.79D6.0A00 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
AP7488.BB66.1CF2 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
AP4C71.0DC8.9D3A 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
AP6C71.0DF4.29CC 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
APA4B2.3986.C900 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
APC828.E56F.6190 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
APA453.0E5B.3E30 17.9.4.27 17.9.5.47 None 0.0.0.0 N/A 0 N/A
WLC#
*Feb 12 13:36:32.832: %UPGRADE-5-AP_SW_UPDATE_LOG_MSG: Chassis 1 R0/0: wncmgrd:

AP SW update Predownload is successful

.

<--AP predownload completed

```

WLC#

```

install activate issu                                     <-- Then activate ISSU upg

install_activate: START Mon Feb 12 13:26:50 Pacific 2024
install_activate: Activating ISSU
*Feb 12 13:26:50.895: %INSTALL-5-INSTALL_START_INFO: Chassis 1 R0/0: install_engine: Started install ac
NOTE:

Going to start Activate ISSU install process

```

#### 問題4：系統回滾到以前的版本。

ISSU升級期間的一個常見事件是，系統在升級完成後顯然會自行回滾到以前的版本。當系統在啟用新映像後重新載入時，會觸發自動中止計時器。如果計時器在提交新映像之前過期，則安裝程式將中止；裝置將重新載入並使用軟體映像的早期版本啟動。

解決方案：要避免此問題，請確保在「install activate issu」命令的6小時（預設時間）內發出「install commit」命令，否則系統可以恢復到原始的提交位置。

```
<#root>
```

WLC#

```
show issu state detail
```

```
Current ISSU Status: In Progress
```

```
Previous ISSU Operation: N/A
```

```

=====
System Check                Status
-----
Platform ISSU Support      Yes
Standby Online              Yes
Autoboot Enabled            Yes
SSO Mode                     Yes

```

Install Boot Yes  
Valid Boot Media Yes  
Operational Mode HA-REMOTE

=====

|                 |            |
|-----------------|------------|
| Added Image:    |            |
| Name            | Compatible |
| -----           |            |
| 17.09.05.0.6450 | Yes        |

Operation type: Step-by-step ISSU  
Install type : Image installation using ISSU  
Current state : Activated state  
Last operation: Switchover

Completed operations:  
Operation Start time

-----

|  |  |
|--|--|
| Activate location standby chassis 2/R0 | 2024-02-12:13:27:12                                |
| Activate location active chassis 1/R0  | 2024-02-12:13:38:43                                |
| Switchover                             | 2024-02-12:13:43:10                                |
| State transition:                      | Added -> Standby activated -> Active switched-over |

Auto abort timer: automatic, remaining time before rollback: 04:25:37 <-- Remaining time before rol

Abort Reason: N/A  
Running image: bootflash:packages.conf  
Operating mode: sso, terminal state reached

WLC#

show install summary

[ Chassis 1/R0 2/R0 ] Installed Package(s) Information:  
State (St): I - Inactive, U - Activated & Uncommitted,  
C - Activated & Committed, D - Deactivated & Uncommitted

-----

| Type | St | Filename/Version |
|------|----|------------------|
|------|----|------------------|

-----

IMG U 17.09.05.0.6450

<-- System is activated but uncommitted

-----

Auto abort timer: active , time before rollback - 04:25:52

<-- Remaining time before rollback

-----

WLC#

install commit

<-- Commit the new code

install\_commit: START Mon Feb 12 15:20:35 Pacific 2024  
install\_commit: Committing ISSU

\*Feb 12 15:20:36.362: %INSTALL-5-INSTALL\_START\_INFO: Chassis 2 R0/0: install\_engine: Started install commit process  
NOTE: Going to start Commit ISSU install process

STAGE 0: System Level Sanity Check

```
=====
--- Verifying install_issu supported ---
--- Verifying standby is in Standby Hot state ---
--- Verifying booted from the valid media ---
--- Verifying AutoBoot mode is enabled ---
--- Verifying Platform specific ISSU admission criteria ---
Finished Initial System Level Sanity Check
```

STAGE 1: Dispatching the commit command to remote

```
=====
--- Starting install_commit_remote ---
Performing install_commit_remote on Chassis remote
[1] install_commit_remote package(s) on chassis 1/R0
[1] Finished install_commit_remote on chassis 1/R0
install_commit_remote: Passed on [1/R0]
Finished install_commit_remote
```

SUCCESS: install\_commit Mon Feb 12 15:21:12 Pacific 2024

WLC#

\*Feb 12 15:21:12.367: %INSTALL-5-INSTALL\_COMPLETED\_INFO: Chassis 2 R0/0: install\_engine: Completed install commit process

WLC#

show issu state detail

<-- Verify ISSU state is successful

Current ISSU Status: Enabled

Previous ISSU Operation: Successful

```
=====
System Check Status
-----
Platform ISSU Support Yes
Standby Online Yes
Autoboot Enabled Yes
SSO Mode Yes
Install Boot Yes
Valid Boot Media Yes
Operational Mode HA-REMOTE
=====
```

No ISSU operation is in progress

WLC#

show install summary

```
<-- Verify new code is Activated & Committed
```

```
[ Chassis 1/R0 2/R0 ] Installed Package(s) Information:  
State (St): I - Inactive, U - Activated & Uncommitted,  
C - Activated & Committed, D - Deactivated & Uncommitted
```

```
-----  
Type St Filename/Version  
-----
```

```
IMG C 17.09.05.0.6450
```

```
-----  
Auto abort timer: inactive  
-----
```

( 可選 ) 要停止auto-abort-timer，請使用install auto-abort-timer stop命令。 這會停止終止計時器，如此一來，升級程式就不會在預設自動中止時間之後終止。

```
<#root>
```

```
WLC#
```

```
install auto-abort-timer stop
```

```
install_auto_abort_timer: START Mon Feb 12 15:13:59 Pacific 2024  
Abort timer cancelled, auto-rollback will not take place  
Please use 'install abort issu' to rollback the ISSU upgrade  
SUCCESS: install_auto_abort_timer Mon Feb 12 15:14:00 Pacific 2024
```

```
WLC#
```

```
show install summary
```

```
[ Chassis 1/R0 2/R0 ] Installed Package(s) Information:  
State (St): I - Inactive, U - Activated & Uncommitted,  
C - Activated & Committed, D - Deactivated & Uncommitted
```

```
-----  
Type St Filename/Version  
-----
```

```
IMG U 17.09.05.0.6450
```

```
<-- You still need to commit new image to persist
```

```
-----  
Auto abort timer: inactive <-- Remaining time before rollback. Commit still needed for new image to per  
-----
```

( 可選 ) 要修改自動中止計時器，請使用activate issu auto-abort-timer命令。這可以在啟動影像之前完成。

```
<#root>
```

```
WLC#
```

```
install activate issu auto-abort-timer
```

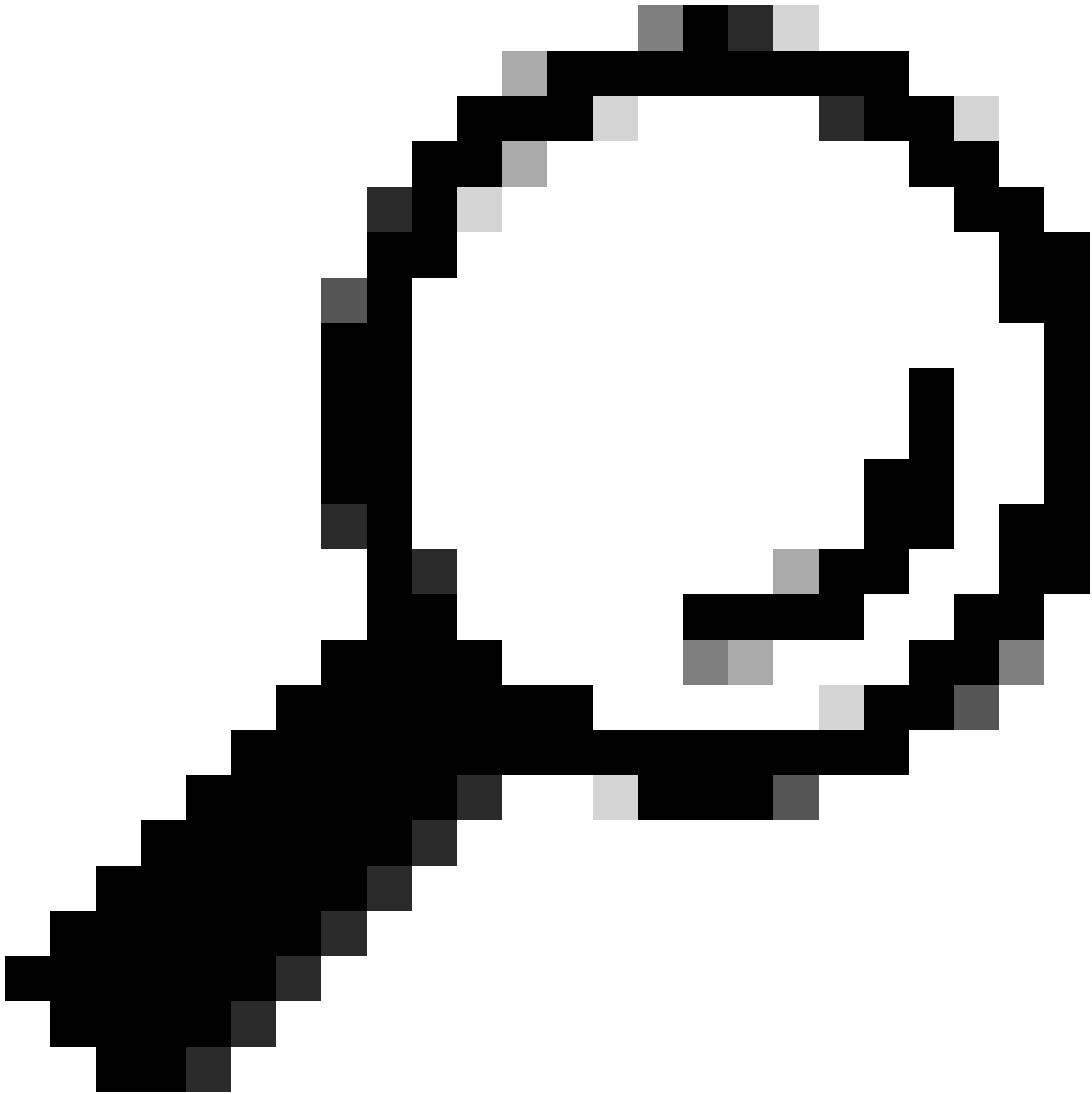
```
?
```

```
<30-1200> Number of minutes the abort-timer is set for
```

## 問題5：配置相容性

某些組態無法與新的IOS-XE版本相容，可能會在升級期間造成問題。組態同步化失敗會導致待命控制器重新載入和倒回原始軟體映像。

要解決配置問題，請刪除違規配置。提供了ISSU升級期間出現的最常見配置相容性問題清單。



提示：請始終檢視目標映像發行說明中的「升級前注意事項」部分，以瞭解有關升級前要考虑的軟體更改和配置調整的重要詳細資訊。

---

#### 不匹配的命令清單-雲控制器中的HA介面故障

ISSU升級中的一個常見錯誤是，當C9800-CL WLC定義了不同的高可用性介面，從而導致命令清單(MCL)不匹配，從而終止活動控制器上的ISSU操作。

解決方案：如果您的控制器具有不同的HA介面，則不可能使用ISSU。重新部署控制器，並確保虛擬環境中的HA介面對應對於兩個控制器都相同。

---

註：請參閱《Cisco Catalyst 9800-CL無線控制器雲部署指南》中的9800-CL網路介面對映部分。

---

```
<#root>
```

```
WLC#
```

```
show redundancy config-sync failures historic mcl
```

```
Mismatched Command List
```

```
-----
```

```
-interface GigabitEthernet3          <-- Gi3 is detected as MCL leading to config sync failure.
```

```
! <submode> "interface"  
negotiation auto  
no mop enabled  
no mop sysid  
! </submode> "interface"
```

WLC#

```
show romvar
```

```
ROMMON variables:
```

```
SWITCH_NUMBER = 1
```

```
CHASSIS_HA_IFNAME = GigabitEthernet3
```

```
<-- HA Interface differs
```

```
CHASSIS_HA_IFMAC = XX:XX:XX:XX:XX:XX
```

```
SWITCH_PRIORITY = 2
```

WLC-stby#

```
show romvar
```

```
ROMMON variables:
```

```
SWITCH_NUMBER = 2
```

```
CHASSIS_HA_IFNAME = GigabitEthernet1
```

```
<-- HA Interface differs
```

```
CHASSIS_HA_IFMAC = YY:YY:YY:YY:YY:YY
```

```
SWITCH_PRIORITY = 1
```

## 不匹配的命令清單-域

如果配置了domain命令，則使用ISSU從Cisco IOS 17.3.x升級到任何版本的控制器可能會失敗。

解決方案：在開始ISSU升級之前運行no domain命令，因為domain命令已從Cisco IOS 17.6.x中刪除。

<#root>

WLC#

```
show redundancy config-sync failures mcl
```

```
Mismatched Command List
```

```
-----
```

```
-domain example.local. <-- Run "no domain" from configuration
```

```
! <submode> "cent_domain"
```

```
! </submode> "cent_domain"
```

## 不匹配的命令清單- HSRP陷阱

如果配置了snmp-server enable traps hsrp命令，控制器從Cisco IOS 17.3.x升級到使用ISSU的任何版本可能會失敗。



解決方案：在開始ISSU升級之前，從配置中刪除snmp-server enable traps hsrp命令，因為該命令已從Cisco IOS 17.4.x中刪除。

```
<#root>
```

```
WLC#
```

```
show redundancy config-sync failures mcl
```

```
Mismatched Command List
```

```
-----
```

```
-snmp-server enable traps hsrp
```

```
<-- Remove hsrp trap
```

### 剖析器傳回代碼-無效的WPA3 AKM

如果有個WLAN錯誤配置了WPA3且沒有身份驗證金鑰管理(AKM)，則使用ISSU升級到Cisco IOS 17.9.x及以後的控制器會失敗。從Cisco IOS 17.9.x版本開始，必須具備有效的組合，這要求對WPA3實施AKM引數。在ISSU過程中，如果WLC檢測到無效的WPA3配置，則會導致配置同步失敗。

解決方案：在開始ISSU升級之前，先為WPA3配置適當的AKM，以避免這種情況。

```
<#root>
```

```
WLC#
```

```
show redundancy config-sync failures prc
```

```
PRC Failed Command List
```

```
-----
```

```
wlan test 1 test
```

```
! <submode> "wlan"
```

```
- no shutdown <-- The wlan shuts down due to the invalid WPA3 configuration
```

```
! </submode> "wlan"
```

---

註：要配置WPA3，請參閱《Cisco Catalyst 9800系列無線控制器軟體配置指南》中的章節：Wi-Fi保護訪問3

---

## 中止軟體安裝

### 安裝中止issu

您可以使用install abort issu命令取消當前進程，手動中止軟體映像的啟用，並將系統恢復到安裝新軟體之前運行的版本。請在發出install commitcommand之前使用此命令。

```
<#root>
```

```
WLC#terminal monitor  
WLC#
```

```
install abort issu
```

```
install_abort: START Fri Jan XX 16:50:00 EDT 2024
<5>%INSTALL-5-INSTALL_START_INFO: R0/0: install_engine: Started install abort ISSU
```

完成後，請驗證ISSU狀態。

```
<#root>
```

```
WLC#
```

```
show issu state detail
```

```
Current ISSU Status: Enabled
```

```
Previous ISSU Operation: Abort Successful
```

```
=====
System Check Status
-----
```

```
Platform ISSU Support Yes
```

```
Standby Online Yes
```

```
Autoboot Enabled Yes
```

```
SSO Mode Yes
```

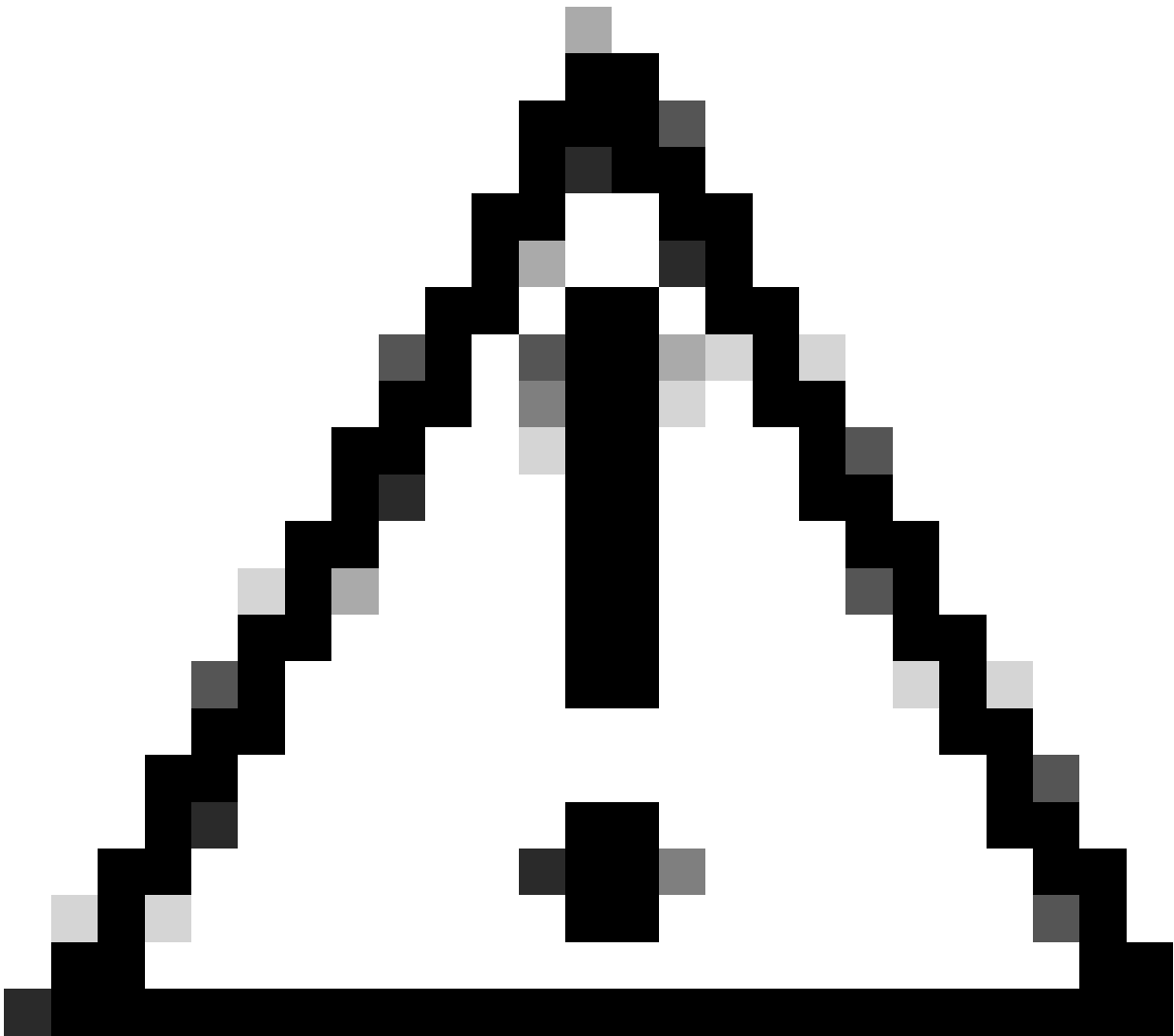
```
Install Boot Yes
```

```
Valid Boot Media Yes
=====
```

```
No ISSU operation is in progress
```

## 清除安裝狀態

如果發出abort命令後無法清除不想要的ISSU操作，您可以手動清除內部安裝狀態。



注意：請謹慎使用此過程，因為清除安裝狀態進程可能需要重新載入。

---

1. 在全局配置模式下啟用Service Internal。

```
<#root>
```

```
WLC#
```

```
conf t
```

```
WLC(config)#
```

```
service internal
```

```
WLC(config)#
```

```
end
```

2. 使用clear install state命令清除ISSU狀態。

```
<#root>  
WLC#  
clear install state
```

3. 使用show install summary和show issu state detail命令驗證安裝狀態。

4. 在全局配置模式下停用Service Internal。

```
<#root>  
WLC#  
conf t  
  
WLC(config)#  
no service internal  
  
WLC(config)#  
end
```

## 驗證

檢驗升級過程並檢查不匹配的命令清單。

```
#show install summary  
#show issu state detail  
#show install log  
#show chassis rmi  
#show redundancy  
#show ap image  
#show redundancy config-sync failures mcl  
#show redundancy config-sync failures historic mcl  
#show redundancy config-sync failures bem  
#show redundancy config-sync failures prc
```

## 相關資訊

- [思科無線解決方案軟體相容性清單](#)
- [建議用於 Catalyst 9800 無線 LAN 控制器的 Cisco IOS XE 版本](#)

- [Catalyst 9800控制器的升級和降級：提示和訣竅](#)
- [C9800更改安裝模式](#)
- [C9800建議的ROMMON版本](#)
- [版本之間的ISSU支援](#)
- [在Catalyst 9800上配置高可用性SSO | 快速入門手冊](#)
- [C9800 ISSU升級程式](#)
- [熱修補和ISSU升級指南](#)

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。