



## Brocade switch firmware upgrade hung with firmware version reporting as "Unknown"

[https://kb-stage.netapp.com/on-prem/Switches/Brocade-KBs/Brocade\\_switch\\_firmware\\_upgrade\\_hung...](https://kb-stage.netapp.com/on-prem/Switches/Brocade-KBs/Brocade_switch_firmware_upgrade_hung...)

Updated: Wed, 24 Jun 2026 07:24:46 GMT

### Applies to

Brocade 6510 Switch

### Issue

- While performing FOS upgrade from v7.4.1d -> v8.1.2k2 -> 8.2.3b, the switch stopped responding.
- Rebooting the switch will bring it up temporarily but not long enough to collect a supportsave.
- Switch cli is getting into hung state while running any commands.
- The switch goes into not responding state during the process of firmware download and below error was observed after restarting the ssh

connection:

Raslog Module Initialisation failed

rc=-1

```
*****
*
*
* Fabric OS has detected frequent switch reboot condition. *
* Following actions can be taken to recover the switch: *
* -
Use supportsave to collect supportsave data. *
* - Contact Brocade support team for further assistance. *
*
*
*****
sysmodAttach
open failed: No such device or address
sysconModel: : Illegal seek
can't get Sw Model= 1, default to SilkwormsysmodAttach open
failed: No such device or address
sysconModel: : Illegal seek
```

- `firmwaredownload` output shows **unknown** FOS version.

```
firmwaredownload -v      :
CURRENT CONTEXT -- 0 , 128
Appl      Primary/Secondary Versions
-----
FOS       v7.4.1d
          Unknown
```

WARNING: Firmwaredownload is in progress.

- `errdump` reports **Processor rebooted - Software Fault:Kernel Panic**.

```
errdump -a      :
```

2023/04/29-17:14:31, [HAM-1004], 44732, CHASSIS, INFO, brocadeSwitch, Processor  
rebooted - Software Fault:Kernel Panic.

2023/04/29-18:01:42, [HAM-1004], 44735, CHASSIS, INFO, brocadeSwitch, Processor  
rebooted - Software Fault:Kernel Panic.

- As per RAS log, there is read failure that returned **input/output error**.

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rsync: read errors mapping "/etc/fabos/openssl.cnf": Input/output error (5)

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