This technical bulletin explains the recovery process if an iSR/MPX blade does not reboot successfully after the firmware is upgraded from 3.4.0.x to 3.4.2.0. The recovery process is summarized below.

**Issue:** Upgrading iSR/MPX firmware from 3.4.0.x to 3.4.2.0, there is a potential the iSR/MPX blade may hang indefinitely while the system attempts to restart after the upgrade. The GUI may show “empty slot” for the blade which is in a hung state.

**Root Cause:** An issue with the size of flash memory device on certain iSR/MPX blades. The flash memory device re-configuration fails during reboot after upgrade, causing the affected blade to hang.

**Resolution:** The work around is to advise customer to power cycle the chassis. The hung blade will recover from condition and both blades will reboot successfully.

Note 1: No migration jobs should be actively running during a firmware upgrade.

Note 2: There is a FW update, 3.4.2.1 that will be available by May 20th, which addresses the flash memory device reconfiguration. With the 3.4.2.1 FW update, both blades will reboot properly after a firmware upgrade and there is no requirement to power cycle the chassis.