Secure FMC Upgrade Fails with "Platform architecture x86_64 is not supported"

Contents

Issue

When attempting to upgrade Cisco Secure Firewall Management Center (FMC) to version 7.6.4, the upgrade process

Environment

- Technology: Cisco Secure Firewall Firepower - 7.6
- Subtechnology: Cisco Secure Firewall - Management (FMC / cdFMC / FDM) - 7.6
- Software Version: FMC 7.6.2, attempted upgrade to 7.6.4
- Observed on platforms running x86_64 architecture
- Upgrade failures can correlate with the existence of an unexpected **/ngfw** directory on the FMC root file syste
- Similar symptoms and workaround referenced in prior cases and Cisco Bug IDs

Resolution

These steps explain in detail how to identify and resolve the upgrade failure caused by the presence of an unexpected directory, which triggers the platform architecture error during the upgrade readiness check.

Access the FMC CLI in Expert Mode

Log into the FMC CLI and enter expert mode to gain root privileges.

```
> expert
admin@device:~$ sudo su
Password:
root@device:/Volume/home/admin#
```

Navigate to the Root Directory and List Its Contents

Change directory to the root (/) and list all directories to check for the presence of the **/ngfw** folder.

```
root@device:/Volume/home/admin# cd /
root@device:/# ls -halts
```

Example output (note the presence of **ngfw**

```
total 101K
4.0K drwxrwxrwt  23 root root 4.0K Jan  9 06:51 tmp
1.0K drwxr-xr-x   6 root root 1.0K Jan  9 06:50 boot
...
4.0K drwxr-xr-x   3 root root 4.0K Dec  2 11:28 ngfw    <======
...
```

Review the Upgrade Readiness Check Failure Logs

Inspect the readiness check logs for the specific error message indicating the unsupported platform architecture.

```
*************************** :FAILURE SCRIPT: ***************************
[260108 12:35:56:668]
SCRIPT NAME: 000_start/000_check_platform_support.sh
RECOVERY MESSAGE: Fatal error: Platform architecture x86_64 is not supported. Supported architecture(s)
^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^^
```

Implement the Workaround: Rename the /ngfw Directory

To resolve the issue, rename the **/ngfw** directory (if it exists) to **/ngfw.old**. This prevents the upgrade scripts from mi

```
mv /ngfw /ngfw.old
```

Caution: Possible. The details mentioned here appears to contain procedures or commands that could cause significa

Rerun the Upgrade Readiness Check

After renaming the directory, rerun the upgrade readiness check. In observed cases, the readiness check quickly pass

Additional notes from previous occurrences indicates that this kind of directory is created manually, by mistake. Ch

```
# cd command-outputs/
# cat 'echo == ROOT ==_ cat root-.bash_history_ echo ""_ for USER in `ls -Volume-home-`_ do echo == _{U
ngfw
pigtail all -outfile /ngfw/var/common/configuration_import.log    <======
sudo cat /ngfw/var/log/messages | grep sftunnel
```

Once the workaround is applied, the upgrade from FMC 7.6.2.1 to 7.6.4 completes successfully.

Cause

The upgrade readiness check fails due to the presence of an unexpected **/ngfw** directory in the FMC root file system. The upgrade script incorrectly identifies the platform architecture as x86_64 (unsupported) instead of i386 (supported) when this directory exists. The root cause is tracked under Cisco Bug ID **CSCws69999**. Related defects have occurred in earlier versions, as referenced by Cisco Bug ID **CSCvy95809**.

Related Content

- Cisco bug ID CSCws69999 - FMC contains '/ngfw' directory causing readiness check failure
- Cisco bug ID CSCvy95809 -
  Crashinfo script is invoked on SFR running snort2 and device fails to upgrade to 7.0
- Cisco Technical Support & Downloads