

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 system
- 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. The failure 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
```


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](#)