



## Upgrade SANtricity OS by GUI and CLI fails due to corrupted upgrade file

[https://kb-stage.netapp.com/on-prem/E-Series/SANtricity-OS-KBs/Upgrade\\_SANtricity\\_OS\\_by\\_GUI\\_an...](https://kb-stage.netapp.com/on-prem/E-Series/SANtricity-OS-KBs/Upgrade_SANtricity_OS_by_GUI_an...)

Updated: Wed, 24 Jun 2026 06:32:11 GMT

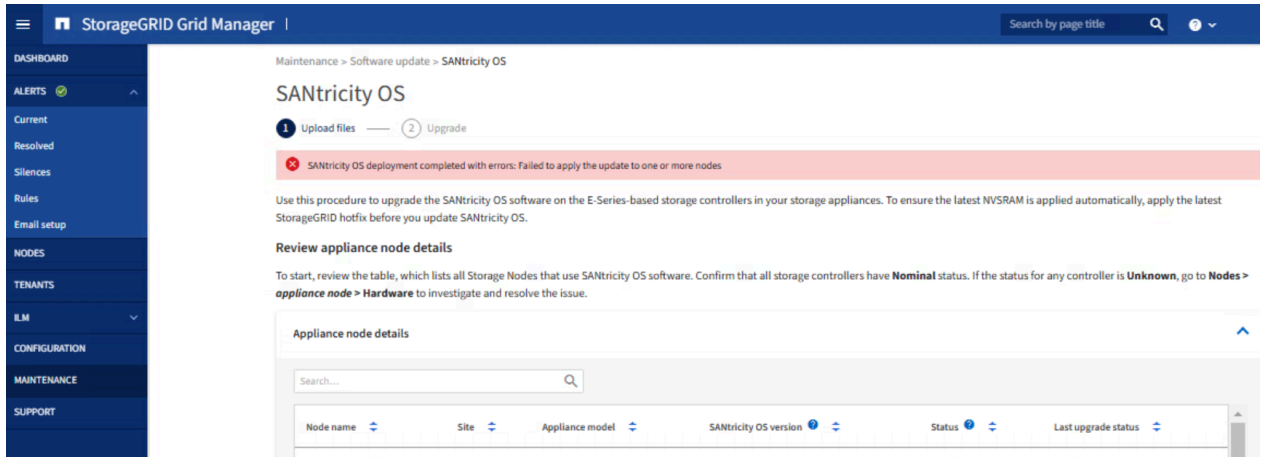
### Applies to

- StorageGRID Appliance
- SANtricity OS
- E-Series

### Issue

- Upgrade SANtricity OS by **MAINTENANCE > Software update > SANtricity OS** update in Grid Manager fails by error:

```
SANtricity OS deployment completed with errors: Failed to apply the update to one or more nodes
```



- `gdu-server.log` in primary admin node indicates NVSRAM upload failed by `RETCODE_ERROR`

```

INFO -- gdu-server: SANtricity OS staging complete.
INFO -- gdu-server: Staging SANtricity OS complete on <STORAGE_NODE>
INFO -- gdu-server: Staging NVSRAM now.
INFO -- gdu-server: Staging nvstram on <STORAGE_NODE>
INFO -- gdu-server: ERROR -- Nvsram upload failed with retcode
RETCODE_ERROR
INFO -- gdu-server: Failed. NVSRAM upload failed with return code
RETCODE_ERROR.
ERROR -- gdu-server: SANtricity OS staging failed with: SANtricity OS
precheck successful.
ERROR -- gdu-server: SANtricity OS staging failed with: Failed. NVSRAM
upload failed with return code RETCODE_ERROR.
(Bycast::Tasks::GduServer::SoftwareUpdate::InstallError)
ERROR -- gdu-server: /usr/local/lib/site_ruby/bycast/tasks/gdu-server/
software-update.rb:1393:in `install'
ERROR -- gdu-server: /usr/local/lib/site_ruby/bycast/tasks/gdu-server/
software-update.rb:367:in `apply_to_node'
ERROR -- gdu-server: /usr/local/lib/site_ruby/bycast/tasks/gdu-server/
software-update.rb:351:in `apply_to_grid'
INFO -- gdu-server: Skipping update on <STORAGE_NODE>
INFO -- gdu-server: Skipping update on <STORAGE_NODE>
INFO -- gdu-server: Skipping update on <STORAGE_NODE>
INFO -- gdu-server: Skipping update on <STORAGE_NODE>
INFO -- gdu-server: Skipping update on <STORAGE_NODE>
INFO -- gdu-server: Deleted finish file at /var/local/tmp/update-queue/

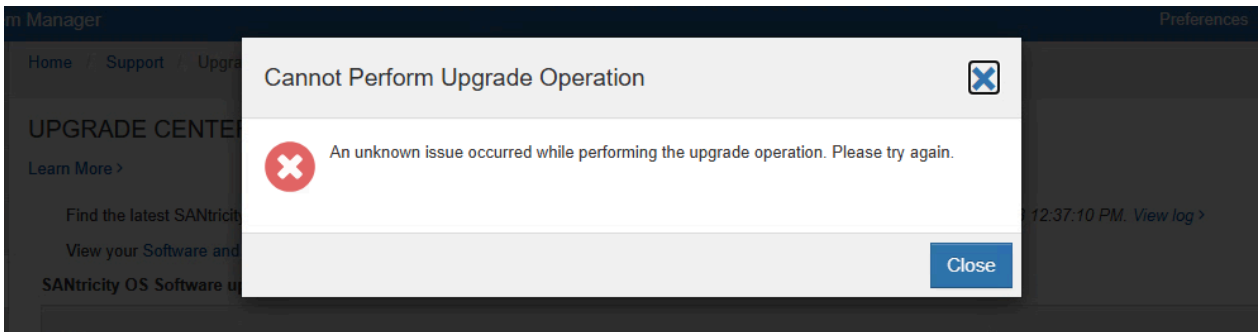
```

```
finish
INFO -- gdu-server: Software update task complete at <TIMESTAMP>
ERROR -- gdu-server: Failed to apply SANtricity OS to <STORAGE_NODE>:
Fatal installation failure - SANtricity OS staging failed with: Failed.
NVSRAM upload failed with return code RETCODE_ERROR.
ERROR -- gdu-server: Failure occurred during Software Update
```

- Upgrade SANtricity OS by **Support > UPGRADE CENTER** by SANtricity System Manager fails by error:

Cannot Perform Upgrade Operation

An unknown issue occurred while performing the upgrade operation. Please try again.



- MAJOR-EVENT-LOG in E-Series (storage controller) indicates Controller firmware download failed

```
Internal download checkpoint - None - Checkpoint 0: NO_DOWNLOAD(or
DLCP_NONE)
```

```
Internal download checkpoint - None - Checkpoint 81:
```

```
CFW_INVD_INVALIDATION_FINISHED
```

```
Internal download checkpoint - None - Checkpoint 80:
```

```
CFW_INVD_INVALIDATION_STARTED
```

```
Controller firmware download failed - Shelf 99, Bay A
```

```
Controller firmware download started - Shelf 99, Bay A - (08.75.00.01 ->
08.81.03.00)
```

- Download firmware by using [fileDownload](#) also fails:

```
diag@eos-a:~$ fileDownload diag@localhost /dev/shm/
```

```
RCB_11.80.1R3_280x_670fdc4e.dlp
```

```
Enter password:
```

```
Downloading file: /dev/shm/RCB_11.80.1R3_280x_670fdc4e.dlp
```

```
DownloadMgr_A: initiate
DownloadMgr_A: Install status
DownloadMgr_A: Starting installation metadata.tar
DownloadMgr_A: Successfully loaded metadata.tar
DownloadMgr_A: Starting installation 08810300_m1_e30_881_root.img
DownloadMgr_A: Successfully loaded 08810300_m1_e30_881_root.img

!!! Installation of firmware failed ()!!!

Errors Encountered downloading /dev/shm/RCB_11.80.1R3_280x_670fdc4e.dlp

DownloadMgr_A: cancel-operation diag@eos-a:~$
```