



Element software upgrade failed on "Backup 27%: Backing up"

https://kb-stage.netapp.com/on-prem/solidfire/Element_OS_Kbs/Element_software_upgrade_failed_on...

Updated: Wed, 24 Jun 2026 07:13:58 GMT

Applies to

- NetApp H410S
- Element Software

Issue

- The below error occurred during the upgrade from 11.7 to 12.3.2:

```
2023-12-15 07:16:03: Prepare 0%: Preparing for iRTFI
.
2023-12-15 07:17:20: PreparePivotRoot 0%: Preparing for pivot root
. . .
2023-12-15 07:19:43: Start 13%: Starting SolidFire RTFI magnesium-
patch3-rel
```

```
2023-12-15 07:20:03: DriveUnlock 20%: Detecting and unlocking drives
```

```
2023-12-15 07:20:05: Backup 27%: Backing up <<<
```

```
. .
```

```
2023-12-15 07:22:16: BackupAbort 27%: [UnhandledError pid=4211 cmd=return  
"${archive_create_rc}"]<<<
```

```
. . .
```

```
2023-12-15 07:24:52: FinishFailure 0%: RTFI Rollback complete
```

- Remove/add(iRTFI) doesn't work.