Troubleshoot NCS1001 Upgrade from 7.10.1 to 25.4.1

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Introduction

This document describes how to upgrade NCS1001 from software release 7.10.1 to 25.4.1.

Issue

When upgrading an NCS1001 node from 7.10.1 to 25.4.1 without the required bridge Software Maintenance Updates (SMUs) installed, the upgrade can report a disk-space error even when sufficient free space is available.

```
ERROR! Not enough space to proceed with the add operation.
```

Environment

- Platform: NCS1001
- Source release: 7.10.1
- Target release: 25.4.1
- Dependency: Bridge software maintenance updates (SMUs) for Cisco bug ID CSCwq24218 and Cisco bug ID CSCwq24232 must be installed and committed on 7.10.1 before upgrading.

Resolution

1. Confirm that sufficient free space is available with the **show media location all** command:

```
show media location all
```

Example output:

```
RP/0/RP0/CPU0:Node1#show media location all

Mon Feb 16 19:15:25.546 CET
Media Info for Location: node0_RP0_CPU0

Partition                          Size     Used  Percent    Avail

------------------------------------------------------------------

rootfs:                            3.9G     1.5G      39%     2.3G
apphost:                           3.7G     7.7M       1%     3.5G
harddisk:                          2.9G      18M       1%     2.8G
log:                               992M     100M      11%     826M
config:                            459M     1.9M       1%     423M
disk0:                             992M     3.1M       1%     922M
```

2. Download the required bridge SMU packages for 7.10.1 from the Cisco Software Download portal for release 7.10.1.
3. Required files:
   - ncs1001-7.10.1.CSCwq24218.tar
   - ncs1001-7.10.1.CSCwq24232.tar
   - ncs1001-sysadmin-7.10.1.CSCwq24218.tar
   - ncs1001-sysadmin-7.10.1.CSCwq24232.tar
4. Install the bridge SMUs on the 7.10.1 system by using the standard SMU install workflow for the platform.
5. Commit the bridge SMUs.
6. After both bridge SMUs are installed and committed, proceed with the upgrade to 25.4.1. The package add/install completes without the disk-space error.

Cause

The disk-space error is a known defect in 7.10.1 that can be triggered during the upgrade workflow. This issue is not caused by insufficient disk space. Confirm the available space from the CLI with the **show media location all** command. If the command shows sufficient free space, the error is still caused by the missing bridge SMUs. Installing and committing the bridge SMUs for Cisco bug ID CSCwq24218 and Cisco bug ID CSCwq24232 on 7.10.1 resolves the condition so the upgrade to 25.4.1 can proceed.

For reference, see the software upgrade matrix in the NCS1001 system setup guide.

For defect details, see these bug records:

Cisco bug ID CSCwq24232

Cisco bug ID CSCwq24218