Troubleshoot Secure Client Upload Failure 'Error during file upload. Please ensure that the Firewall Management Center has enough space'

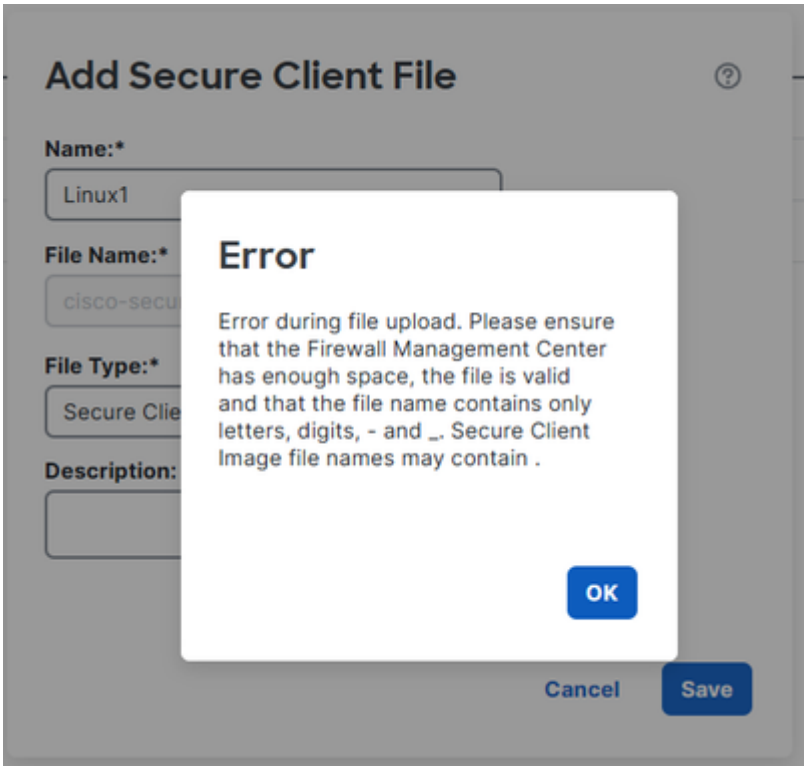
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Issue

Uploading a Cisco Secure Client package file such as cisco-secure-client-macos-5.1.18.314-webdeploy-k9.pkg to a Firewall Management Center (FMC) via the graphical user interface (GUI) fails with this error message:

```
Error during file upload. Please ensure that the Firewall Management Center has enough space, the file
```

The upload consistently fails with this error message even if the file checksum is correct and the filename contain no spaces or invalid characters.



Environment

- FMC 7.6.5. Other versions can be also affected.
- Cisco Secure Client package: cisco-secure-client-macos-5.1.18.314-webdeploy-k9.pkg. Other packages can be also affected.
- Uploading Secure Client package on FMC under **Object > Object Management > VPN > Secure Client File** that is larger than 100MB.

Resolution

Workaround

1. Open the FMC CLI via an SSH session (or console).

2. Run these commands:

<#root>

>

expert

admin@device:~$

sudo vim +76 /usr/local/sf/htdocs/ddd/fileUpload.cgi

3. Press **i** on the keyboard to switch Vim into Insert mode.

4. Update the line to allow larger file packages. Specifically, change from:

<#root>

ANY_CONNECT_IMAGE =>

100

```
1024  1024,
```

To:

<#root>

```
ANY_CONNECT_IMAGE =>
```

300

```
1024  1024,
```

Note: The value must be larger than your package file size. For example, if your package is 180MB, you can safely set it to **200** 1024 1024. Using 300 provides headroom for larger packages.

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5. Save and exit the file by pressing **ESC**, typing **:wq**, and pressing **Enter**.

6. Upload the file again via the FMC web interface.

Long-term Solution

Depending on your FMC version and the size of the Secure Client image, upgrade to a version that has the fix for any of these defects:

- Cisco bug ID CSCwi86503 increased the limit to 200 MBytes.
- Cisco bug ID CSCwq95649 increased the limit to 300 MBytes.

Cause

This issue is caused by Cisco bug IDs CSCwi86503 and CSCwq95649, which prevent the successful upload of packages larger than 100 MB or 200 MB, respectively, to FMC devices. The defects affect the file upload mechanism in the FMC GUI, causing legitimate package files to be rejected despite meeting all stated requirements for filename format and file integrity.

Related Content

- Cisco bug ID CSCwi865033
- Cisco bug ID CSCwq95649
- Cisco Technical Support & Downloads