



## Update to 9.7 failing via System Manager and via command line

[https://kb.netapp.com/Advice\\_and\\_Troubleshooting/Data\\_Storage\\_Software/ONTAP\\_OS/Update\\_to\\_9...](https://kb.netapp.com/Advice_and_Troubleshooting/Data_Storage_Software/ONTAP_OS/Update_to_9...)

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### Applies to

- Upgrade to ONTAP 9.7
- using SystemManager
- using Command Line

### Issue

Installation of ONTAP 9.7 failed with the following error messages:

### Command line from a webserver

```
::>cluster image package get -url <url>  
Package download failed.
```

```
Error: command failed: Failed to download package from  
http://.../97RC1\_q\_image.tgz. Error: HTTP response code said error : The  
requested URL returned error: 404 Not found
```

### System Manager

Upload of file does not complete.