Configure and Troubleshoot SWA, ESA and SMA Local Upgrade

Contents

Introduction

This document describes the scenario to Upgrade and troubleshoot Cisco Secure Web Appliance (SWA), Email Security Appliance (ESA) local upgrade.

Background Information

Due to version restrictions or internal policy which leads to limited access to Internet for secure Email and Web Management Appliance (SMA), Cisco provides alternate solution to download the upgrade image and locally upgrade the appliance.

Prerequisites

Cisco recommends that you have knowledge of these topics:

- Admin access to SWA, ESA, SMA.

- Basic knowledge of web server configuration.

- Web Server accessible from SWA.

Components Used

This document is not restricted to specific software and hardware versions.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Local Upgrade

Step 1. Download the desired version upgrade package file.

Step 1.1. Navigate to [Fetch a Local Upgrade Image](#)

Step 1.2. Enter the associated serial number(s) for physical devices or Virtual License Number (VLN) and Model for virtual appliances.
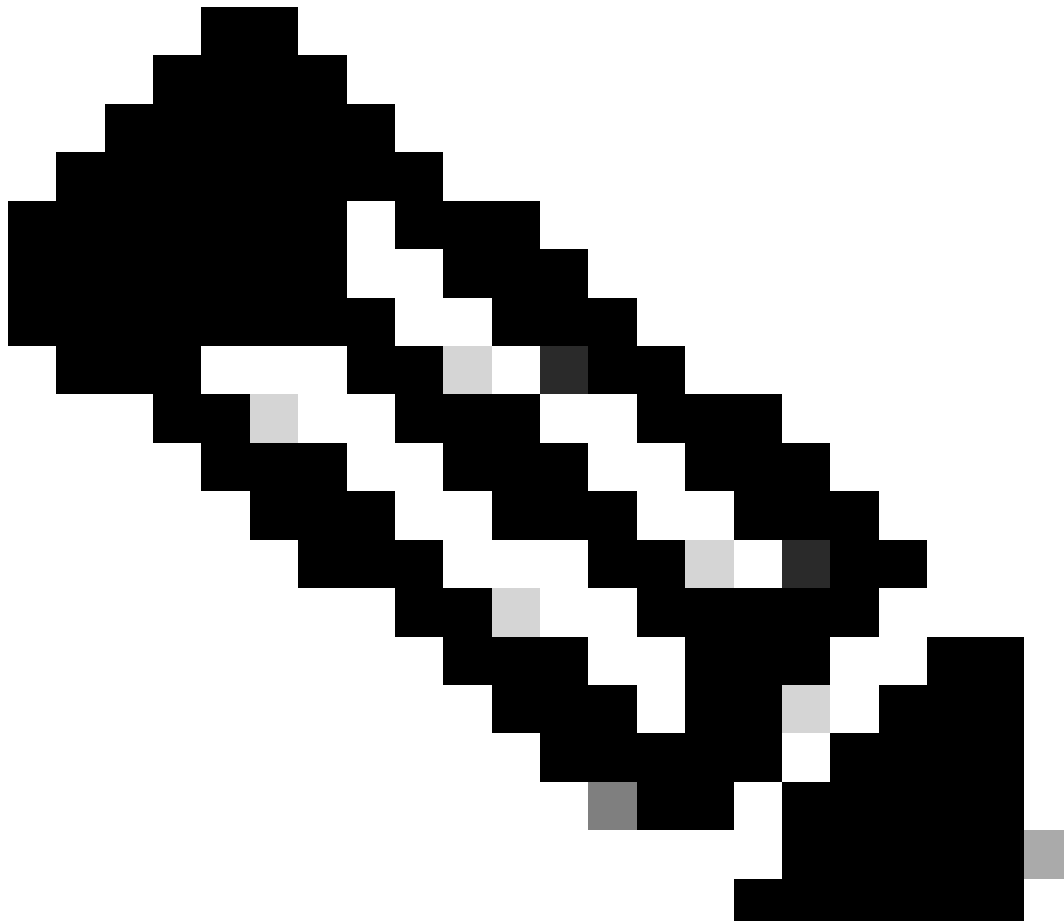
> **Note**: You can separate the serial numbers with commas if there is more than one.

Step 1.3. In the Base Release Tag, enter the current version of the appliance field in this format:

For SWA: coeus-x-x-x-xxx (Example: coeus-15.0.0-355)
For ESA: phoebe-x-x-x-xxx (Example: phoebe-15-0-0-104)

For SMA: zeus-x-x-x-xxx (Example: zeus-15-0-0-334)

This page will allow you to fetch a local upgrade image.

The device serial, release tag and model can be determined
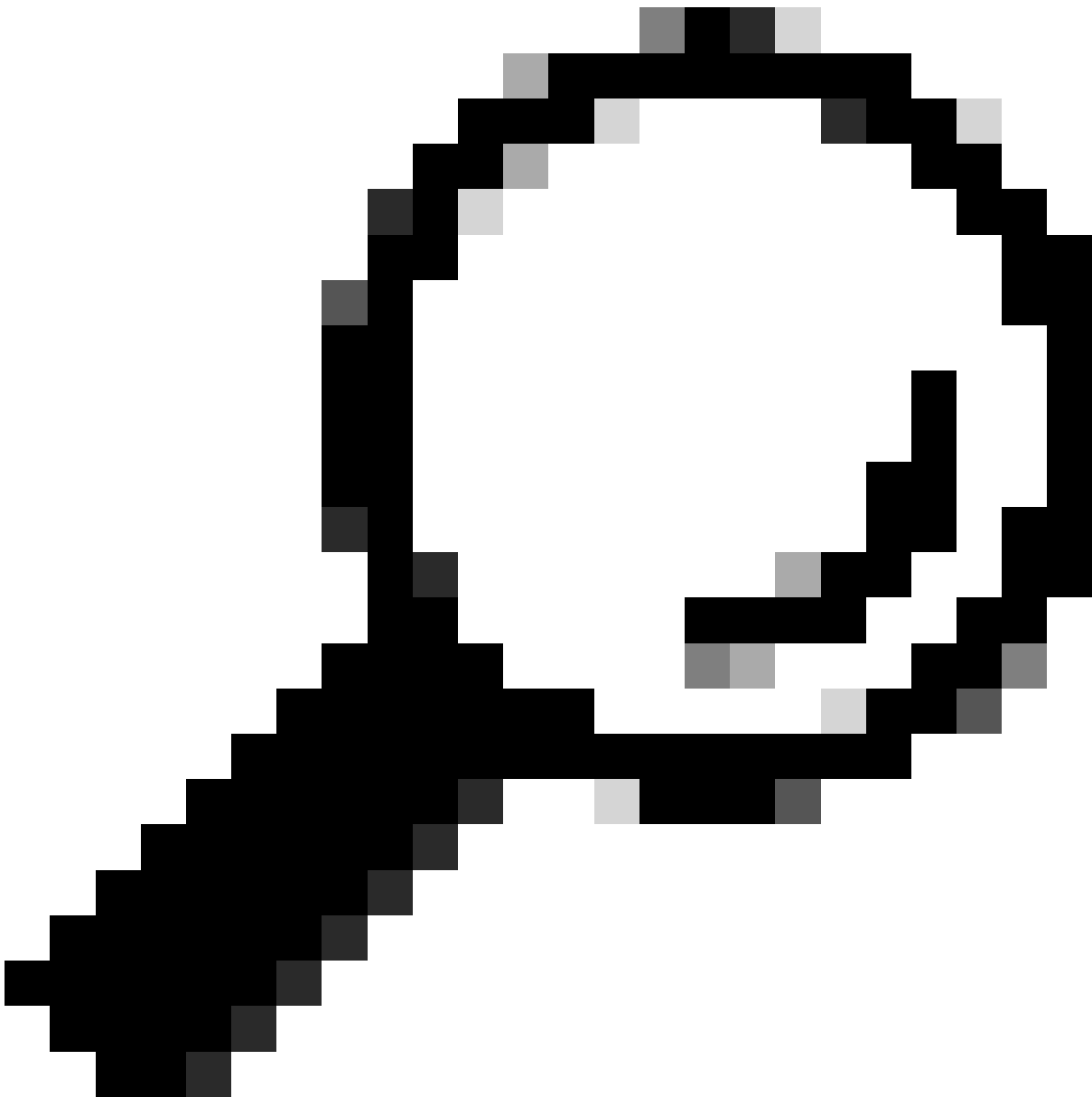by logging into the CLI and typing "version".

Serial number(s) (separated by commas, only required for hardware appliances):

[   ]

Virtual license number (only required for virtual appliances):

[VLN*******]

Model (only required for virtual appliances):

[S100v]

Base release tag (required):

[coeus-x-x-x-xxx]

[Fetch manifest] [Reset]

Image- Enter the Current Appliance Details

Tip: To find the VLN of virtual appliances, you can use "**showlicense**" command from Command Line Interface (CLI).

Step 1.4. Click Fetch manifest to view the list of available upgrades.

Step 1.5. Download the desire version.

Step 2. Extract the downloaded file and copy to your Web server.
Step 3. Verify that the coeus-x-x-x-xxx.xml file and directory structure is accessible from your SWA appliance

```
asyncos/coeus-x-x-x-xxx.xml/app/default/1
asyncos/coeus-x-x-x-xxx.xml/distroot/default/1
asyncos/coeus-x-x-x-xxx.xml/hints/default/1
asyncos/coeus-x-x-x-xxx.xml/scannerroot/default/1
asyncos/coeus-x-x-x-xxx.xml/upgrade.sh/default/1
```

Step 4. Navigate to **System Administration** >*Upgrade and Update Settings* and choose **Edit Update Settings**.

Step 5. Select **Local Update Servers,** and enter the full URL for the manifest file
http://YourWebserverAddress/asyncos/coeus-14-5-1-008.xml
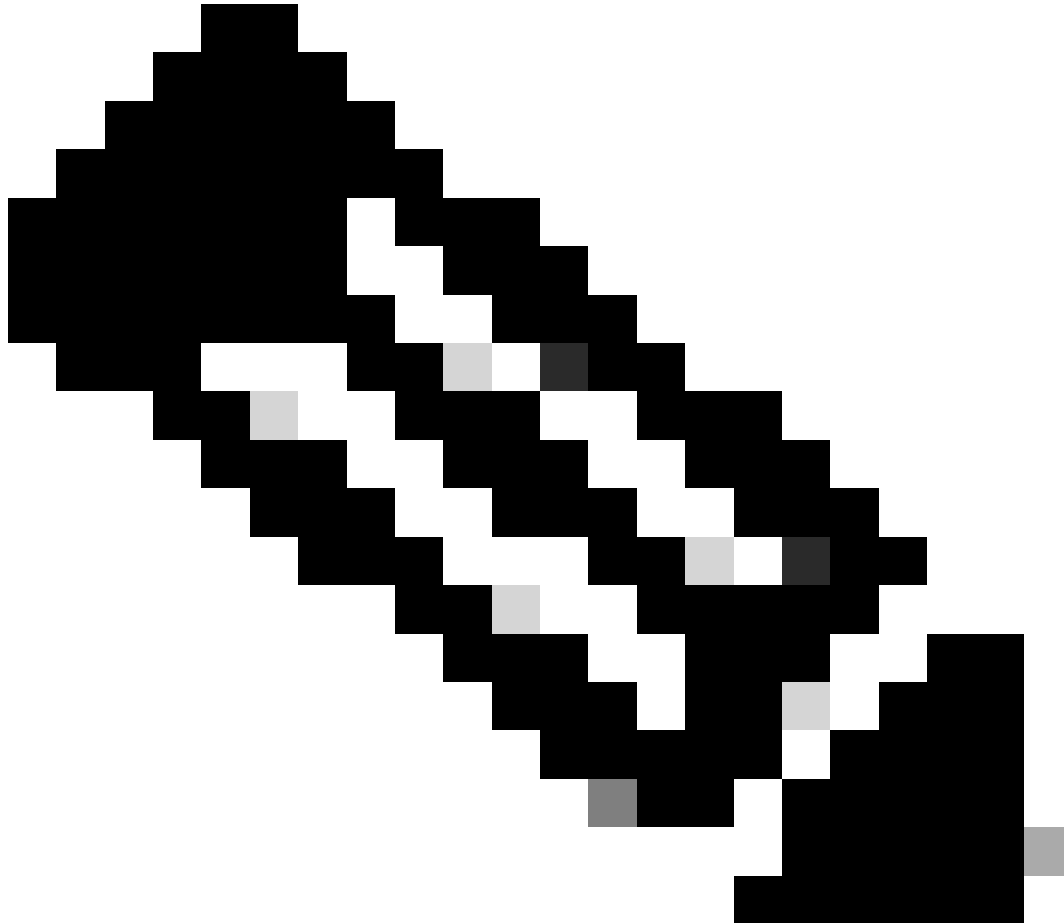
> **Note**: Manifest file is **.xml** file located in **asyncos** folder

---

Step 6. In **Update Servers (images)** configuration, choose **Local Update Servers**. Change the **Base URL (IronPort AsyncOS upgrades)** settings to your local upgrade server and appropriate port number.
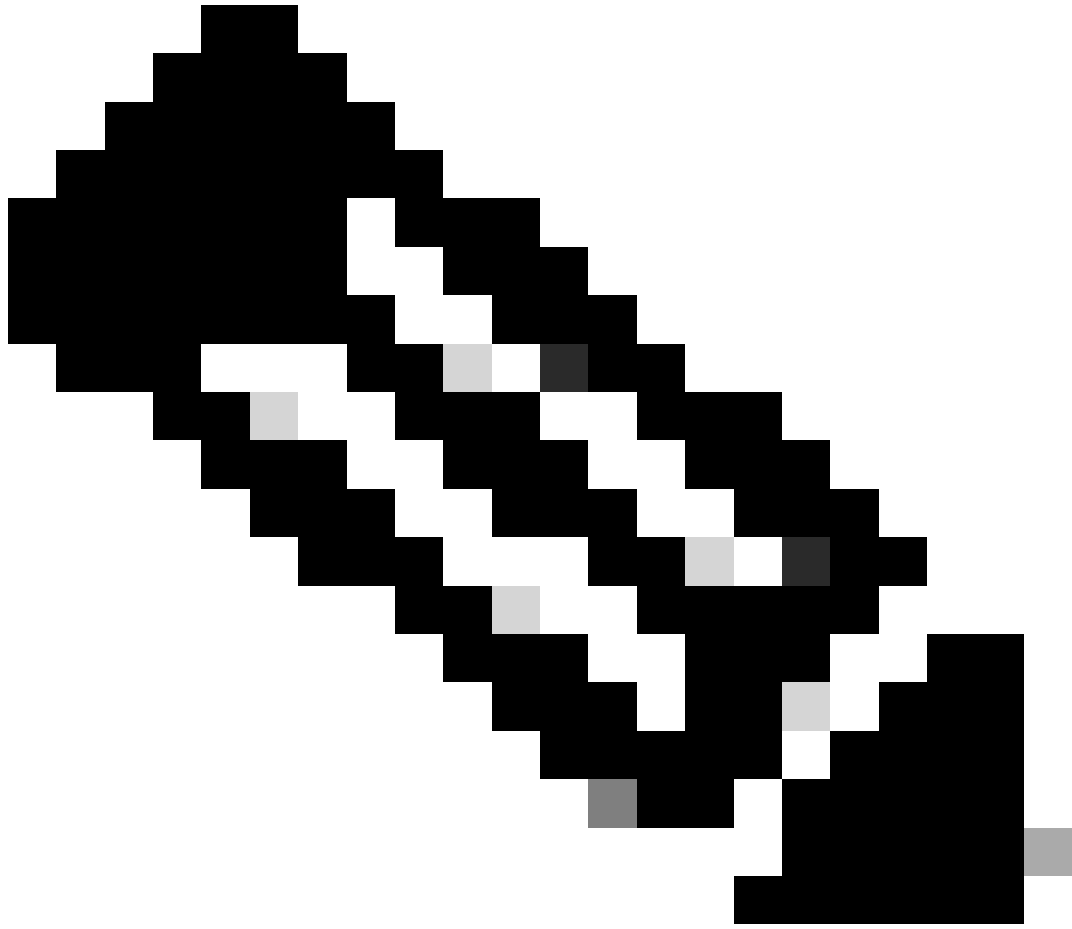
Note: If your web server is configured for authentication, you can set the credentials in **Authentication** section.

Step 7. Submit and **commit** changes.

Step 8. Click **Upgrade Options** to view the list of available versions.

Step 9. Choose the desired version and click "**Proceed**":

Step 10. Check for the instructions on the **System Upgrade** page.

Troubleshoot

you can view the upgrade logs from **CLI** > **grep** > choose the number associated with **Upgrade Logs**

Here is a sample logs of successful upgrade:

```
Wed Feb  18 04:08:12 2024 Info: Begin Logfile
Wed Feb  18 04:08:12 2024 Info: Version: 11.8.1-023 SN: 420D8120350A5CB03F1E-EEE6300DA0C4
Wed Feb  18 04:08:12 2024 Info: Time offset from UTC: 3600 seconds
Wed Feb  18 05:18:10 2024 Info: The SHA of the file hints is 5a9987847797c9193f8d0ba1c7ad6270587bcf82f1
Wed Feb  18 05:18:10 2024 Info: Download and installation of AsyncOS 14.5.1 build 008 upgrade For Web,
Wed Feb  18 05:18:10 2024 Info: The SHA of the file upgrade.sh is 41da10da137bb9a7633a5cede9636de239907
```

Could not download manifest

System Upgrade

Error — Could not download manifest.

Upgrade System

*Click **Upgrade Options** to view and select the applicable options available for your appliance.*

Current AsyncOS Version:	11.8.1-023	
Current Upgrade Settings:	Update Server (list):	http://172.16.200.101/asyncos/coeus-14-5-1-008.xml
	Routing Table:	Management
	HTTP Proxy Server:	None
	HTTPS Proxy Server:	None

Upgrade Options...

You need to make sure SWA can access the files in web server, to check the connectivity, you can use **curl** command from **CLI**.

Note: When you choose Direct, SWA tests the connectivity from Operating system and not the proxy service.

```
SWA_CLI> curl


Choose the operation you want to perform:
- DIRECT - URL access going direct
- APPLIANCE - URL access through the Appliance
[]> direct

Do you wish to choose particular interface of appliance?
[N]>

Enter URL to make request to
[]> http://172.16.200.101/asyncos/coeus-14-5-1-008.xml
```
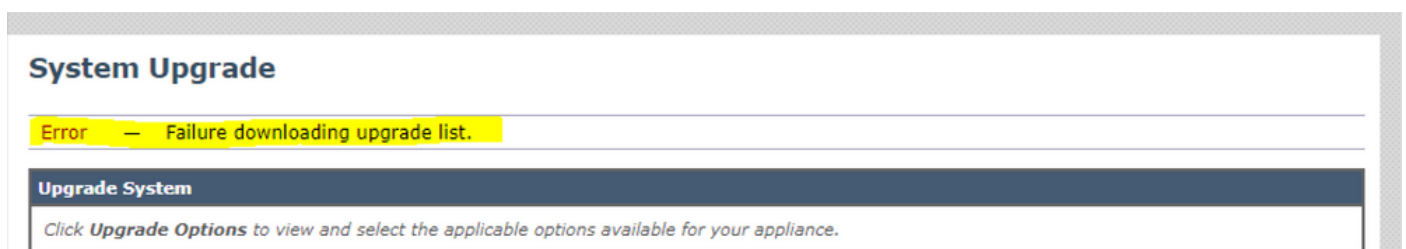
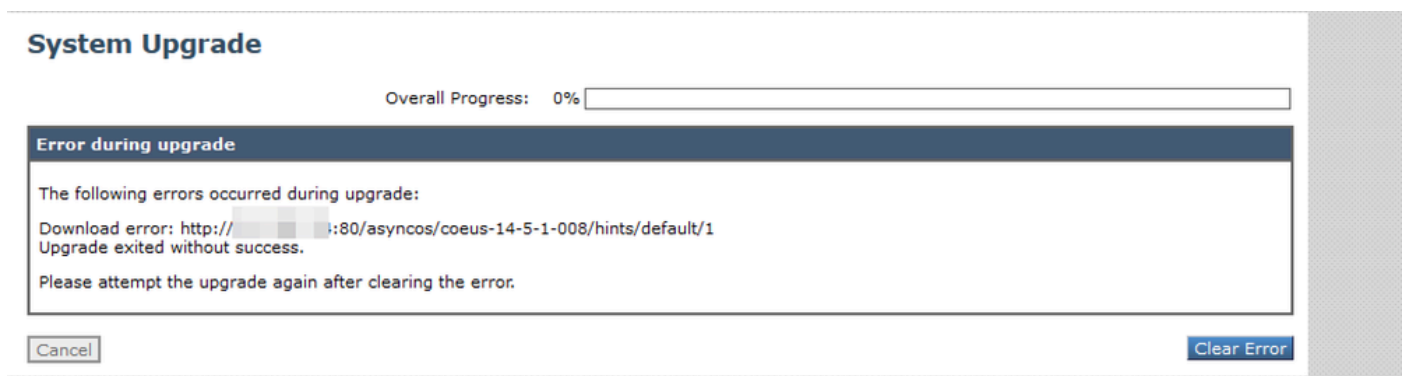## Failure downloading upgrade list

System Upgrade

Error — Failure downloading upgrade list.

Upgrade System

Click **Upgrade Options** to view and select the applicable options available for your appliance.

First, verify the connectivity between SWA and upgrade server you can use the **curl** command as mentioned.

If the connectivity was fine, check the **VLN** or Serial number of the manifest file to make sure they are same as the device. you can open the **.xml** file and look for **<keys>** tag.

Download error, Upgrade exited without success

System Upgrade

Overall Progress: 0%

Error during upgrade

The following errors occurred during upgrade:

Download error: http://   :80/asyncos/coeus-14-5-1-008/hints/default/1
Upgrade exited without success.

Please attempt the upgrade again after clearing the error.

Cancel   Clear Error

Make sure you configured permission in your web server correctly.

Related Information

[When attempting to upgrade, why do I get the error Failure downloading upgrade list. "Error performing upgrade: I/O error"? - Cisco](#)

[Upgrade Process for Secure Web Appliance - Cisco](#)

[Upgrade Email Security Appliance (ESA) with GUI or CLI - Cisco](#)