FireSIGHT System Returns "Input/Output Error" Message

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Introduction

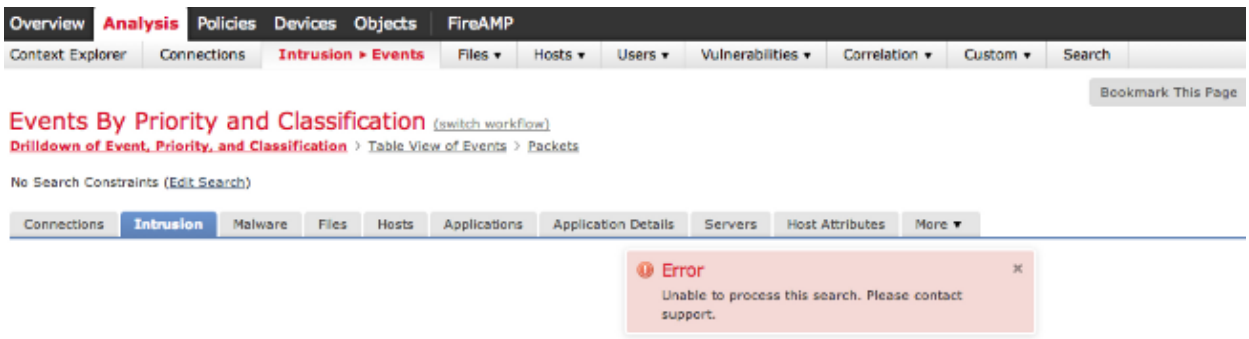
When you are working on a FireSIGHT System, you may receive a message for I/O Error or Input/Output Error. This document describes how to investigate this issue, and how to troubleshoot it.

Symptoms

- Unable to apply intrusion policy. The ***Task Status*** may display the following error message:

```
Could not create directory /var/tmp/PolicyExport_XXXX:
 Input/output error
```

- A query for intrusion events fails. The search result may show the following error:



- Unable to load the health monitor on the web user interface.
- Unable to view the managed devices.

Verification

In order to verify the issue, follow the steps below:

Step 1: Connect to your FireSIGHT System via Secure Shell (SSH).

Step 2: Elevate your privilege to root user:

- On FireSIGHT Management Center and FirePOWER Appliance, run:

```
admin@FireSIGHT:~$ sudo su –root@FireSIGHT:~#
```

- On FirePOWER Appliance, run:

```
> expert
admin@FirePOWER:~$ sudo su –
root@FirePOWER:~#
```

Step 3: Run the following commands to investigate this issue:

- The ***dmesg*** command output shows Input/Output Error. For example:

```
root@FireSIGHT:~# dmesg

–sh: /bin/dmesg: Input/output error
```

- The ***ls*** command returns Input/Output Error. For example:

```
admin@FireSIGHT:~$ ls

ls: reading directory .: Input/output error
```

- An attempt to generate troubleshoot file generates Input/Output Error. For example:

```
admin@FireSIGHT:~$ sudo sf_troubleshoot.pl

/usr/local/sf/bin/sf_troubleshoot.pl: Input/output error
```

- I/O error messages are found on the /var/log/messages. For example:

```
admin@FireSIGHT:~$ grep –i error /var/log/messages

Sourcefire3D kernel: sd 2:2:0:0: scsi: Device offlined – not ready after error recovery
Sourcefire3D kernel: end_request: I/O error, dev sda, sector 1109804126
Sourcefire3D kernel: Buffer I/O error on device sda7, logical block 0
Sourcefire3D kernel: lost page write due to I/O error on sda7
Sourcefire3D kernel: Buffer I/O error on device sda7, logical block 137396224
Sourcefire3D kernel: lost page write due to I/O error on sda7
Sourcefire3D kernel: EXT2–fs error (device sda7): read_block_bitmap: Cannot read block
bitmap – block_group = 4208, block_bitmap = 13
```

- The Input/Output Error is found on the /var/log/action_queue.log:

```
Error in tempdir() using /var/tmp/PolicyExport_XXXXX: Could not create directory
/var/tmp/PolicyExport_XXXX: Input/output error
```

Solution

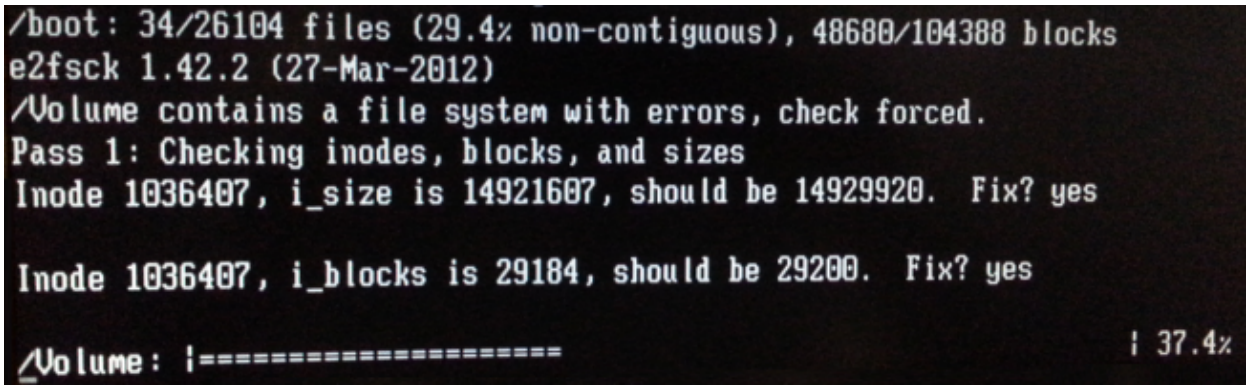
Gracefully reboot your appliance to perform a file system check:

```
root@FireSIGHT:~# reboot
```

If this does not resolve the issue, perform a forced reboot on the appliance:

```
root@FireSIGHT:~# reboot -f
```

After you run the ***reboot −f*** command, the FireSIGHT System restarts and performs a file system check. For example:



After a forced reboot, if you are still encountering this issue, please contact Cisco Technical Support for assistance.

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