# Configure and Troubleshoot SWA, ESA and SMA Local Upgrade

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## Introduction

This document describes how to upgrade and troubleshoot local upgrades for Cisco Secure Web Appliance (SWA) and Email Security Appliance (ESA).

## 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.

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**Note**: You can separate the serial numbers with commas if there is more than one.

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**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).

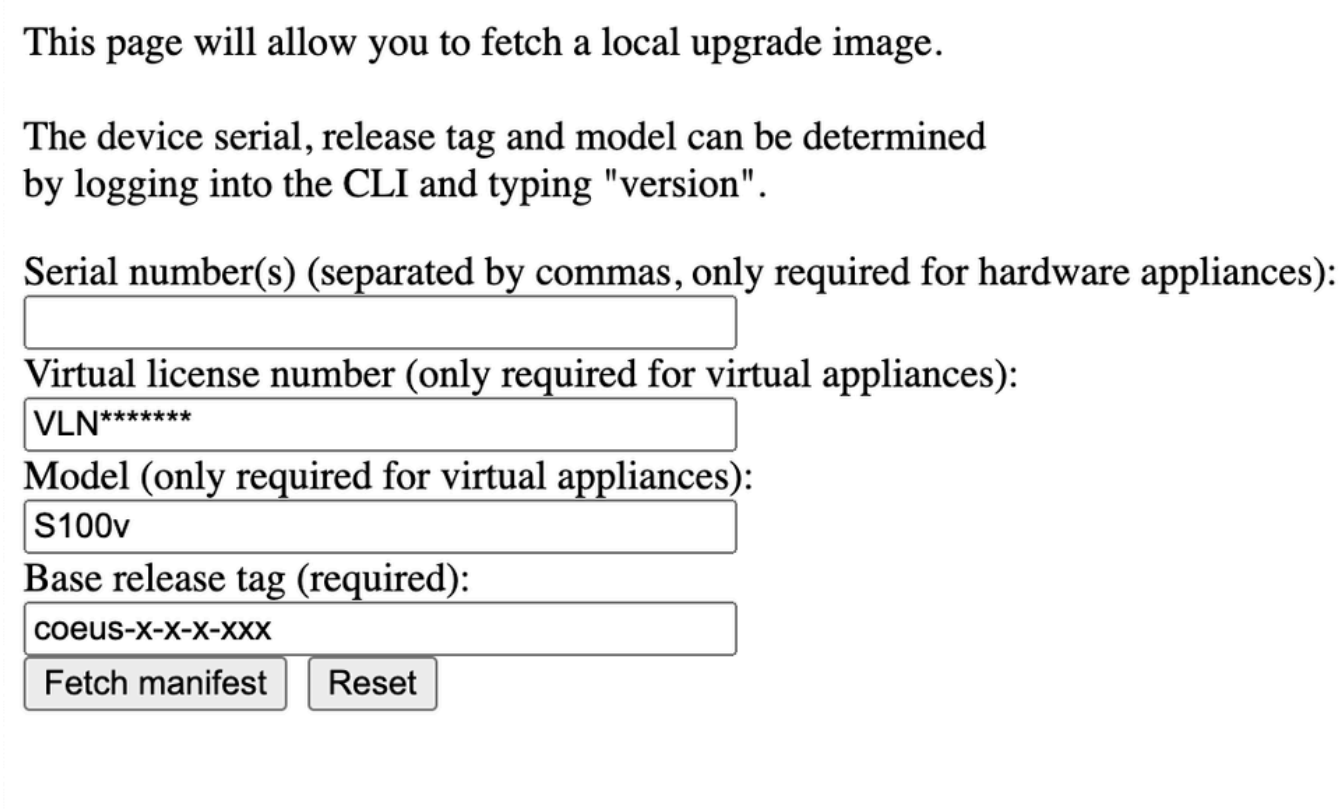



*Image- Enter the Current Appliance Details*

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

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

**Step 1.5**. Download the desired 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.

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**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.

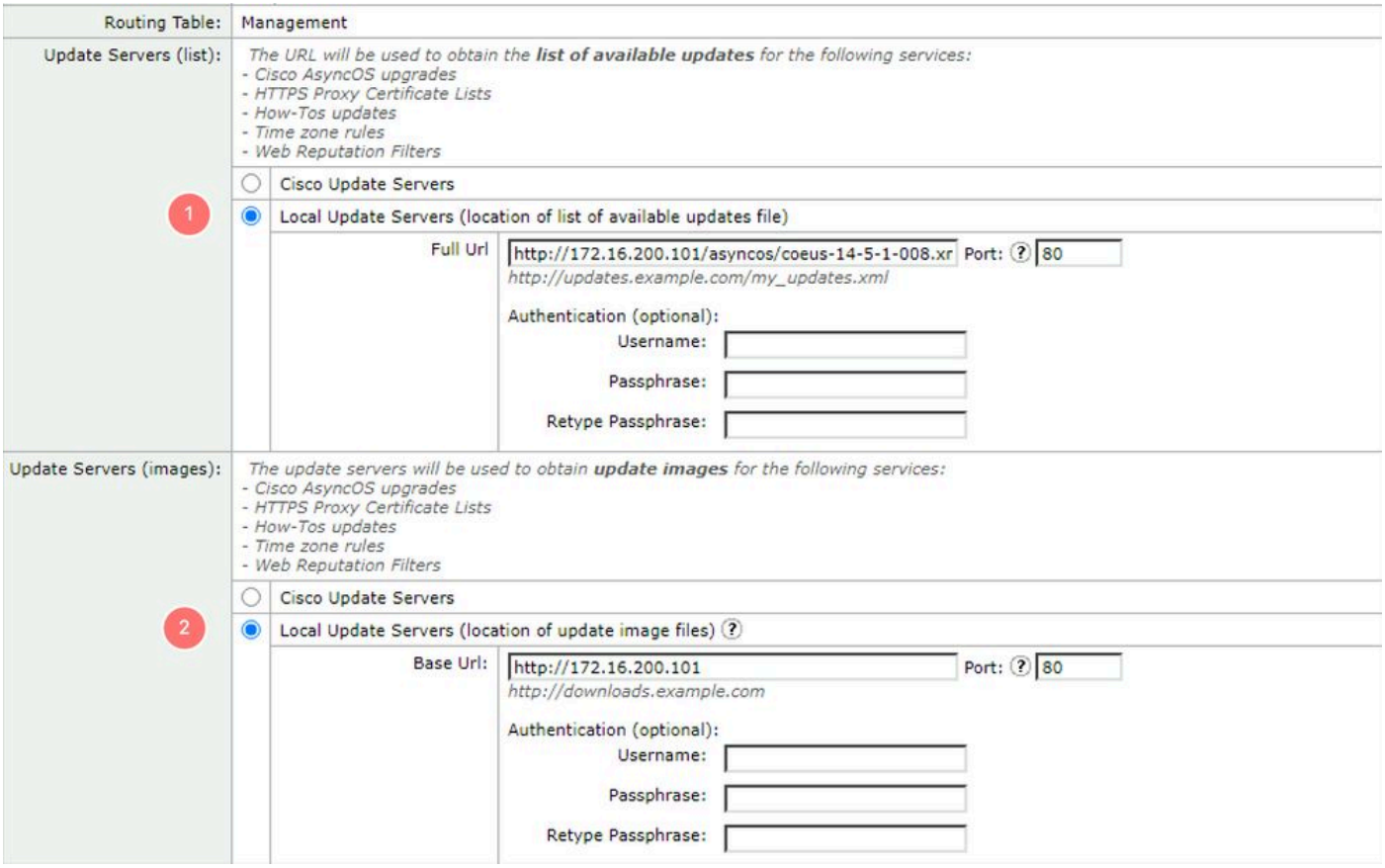



*Image - Configure the Manifest URL*

**Step 7. Submit** and **Commit** changes.

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

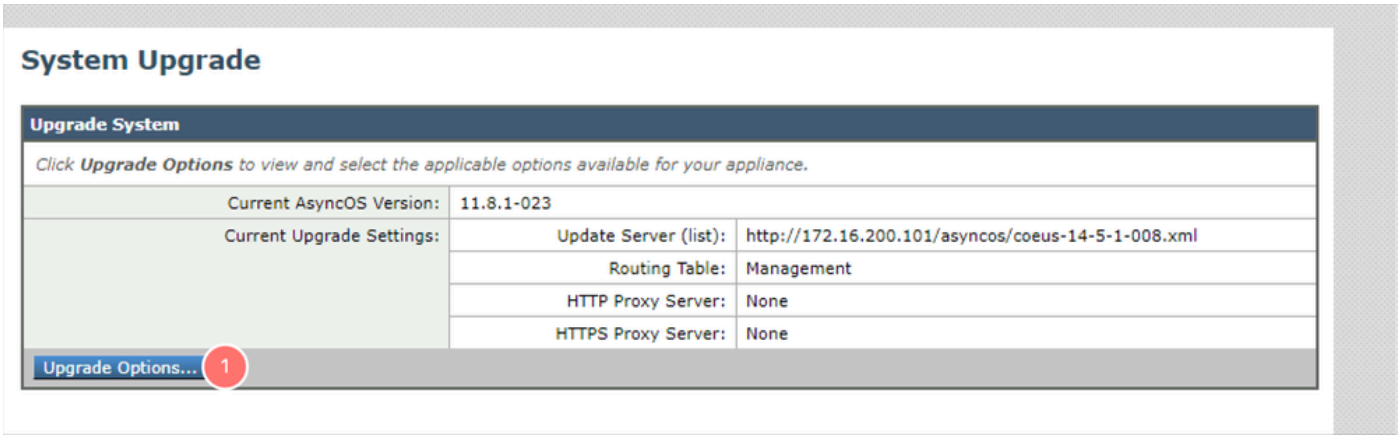



*Image - System Upgrade Page*

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

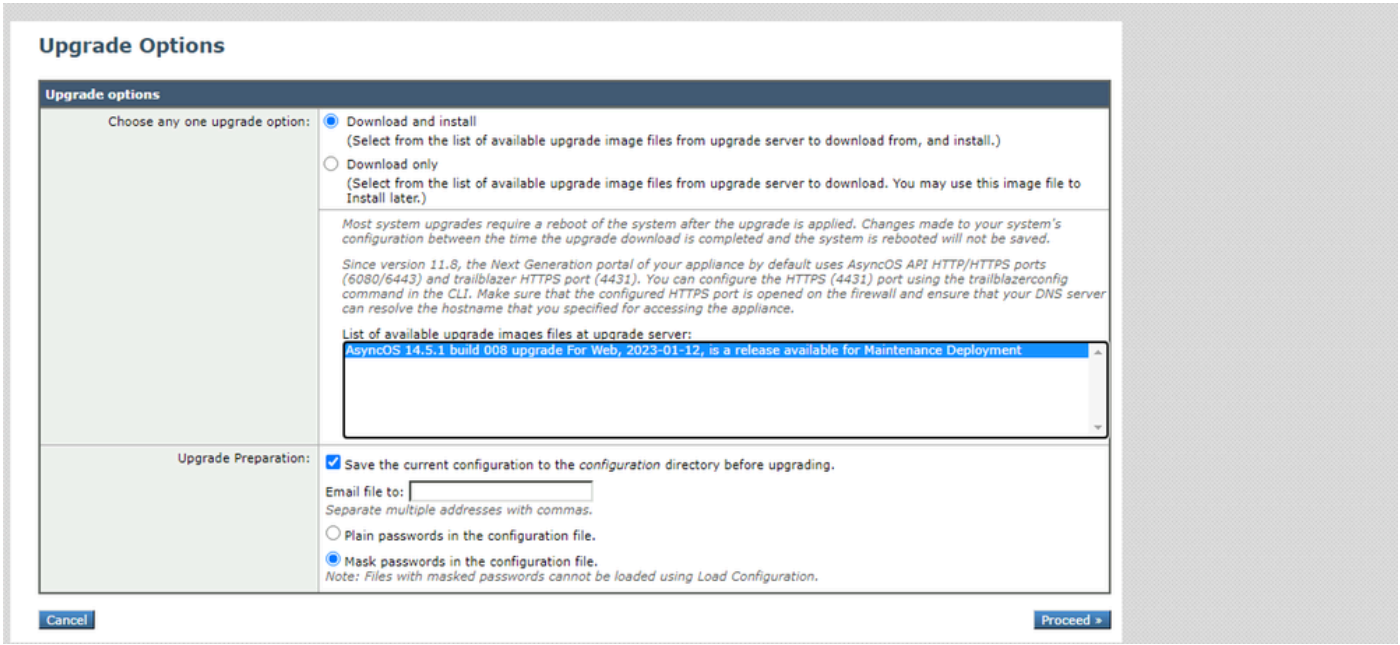



*Image - Upgrade List*

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

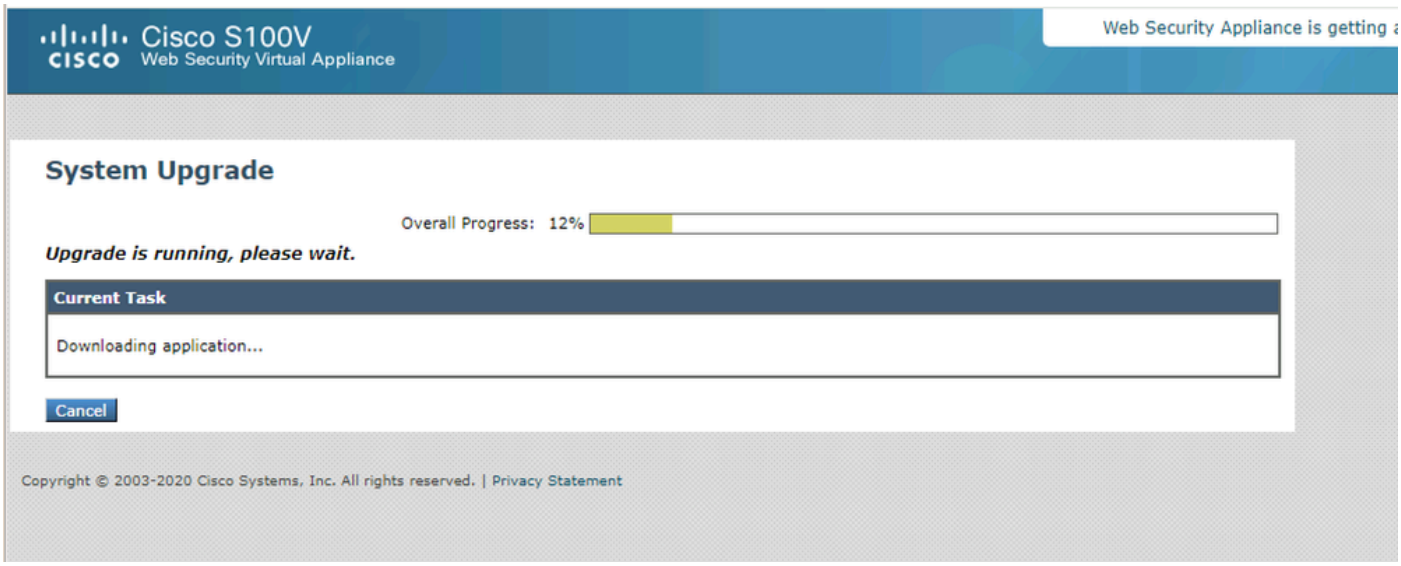



*Image - Upgrade Process*

# Troubleshoot

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

Here is a sample log 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

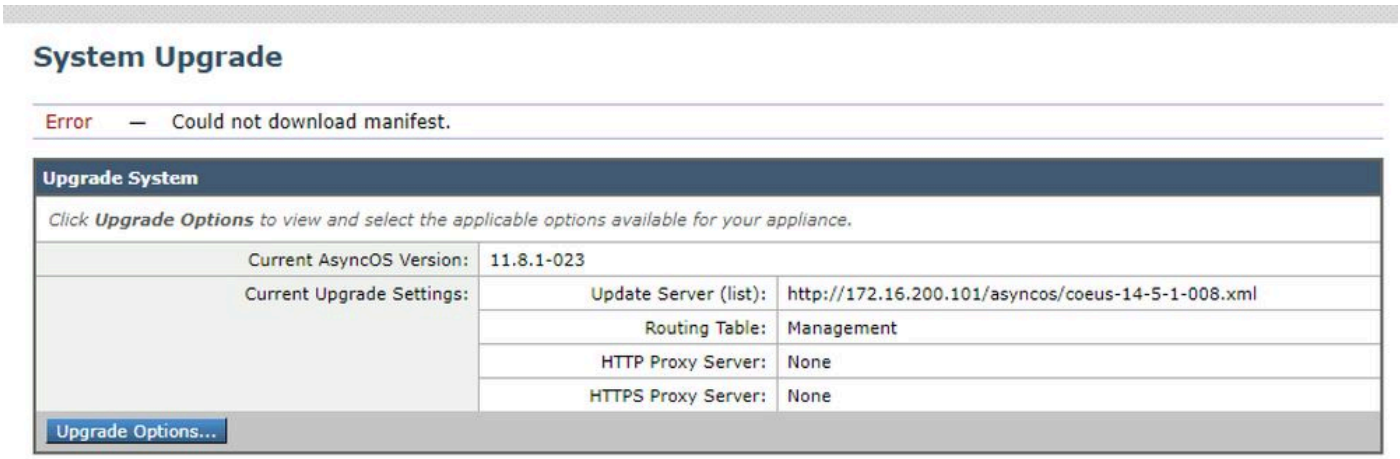



*Image - Could not download manifest*

You need to make sure the appliance can access the files on the web server, to check the connectivity, run the **curl** command from the **CLI**.

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

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```
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 of Downloading Upgrade List

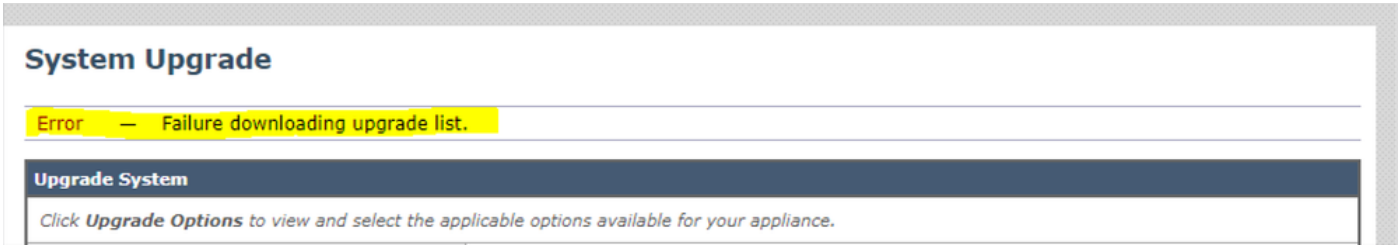



*Image - Failure downloading upgrade list*

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




*Image -Download error, Upgrade exited without success*

Ensure the web server permissions are configured correctly.

# Related Content

- 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