Download Files on FTD Devices from the FMC GUI

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Introduction

This document describes the process to download any file from FTD and FMC devices to the FMC GUI.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these products:

- Secure Firewall Management Center (FMC)
- Firepower Threat Defense (FTD)

Components Used

The information in this document is based on these software and hardware versions:

- Firepower Threat Defense for VMware version 7.0.4
- Secure Firewall Management Center for VMware version 7.2.2

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.

Background Information

Troubleshooting FTD or FMC often requires downloading files, such as packet captures, for external analysis or for submission to Cisco TAC. Once the file is downloaded, there are two additional steps. First, move the files to the correct location and download the files from the FMC GUI.

Procedure

Move Files to the Correct Folder

FMC

In this example, you must download a Core file from the FMC GUI that TAC requests for additional troubleshooting and root cause analysis.

Move File to /var/common Folder

Now that the Core file is in the **/var/common** folder, you can move the file with the **cp** or **mv** commands to copy or move it.

<#root>

expert

sudo su

{cp | mv} /<file_path>/<file_name> /var/common/

```
> expert
admin@firepower:~$ sudo su
Last login: Tue Mar 28 17:18:27 UTC 2023 on pts/0
root@firepower:/Volume/home/admin# ls -ls /var/common | grep -i core
11572 -rw------- 1 root root 11847876 Mar 28 17:17 core_1680023838_firepower_SFD
ataCorrelato_6.9451.gz
root@firepower:/Volume/home/admin#
```

FTD

1. Next, generate and download **show tech-support** from FTD and download it from the FMC GUI.
2. Run the **show tech-support** command and redirect it, as shown in the image.

<#root>

show tech-support | redirect disk0:/show-tech.log

```
firepower# show tech-support | redirect disk0:/show-tech.log
firepower# dir disk0:

Directory of disk0:/

125     -rwx  1005         04:33:12 Jul 28 2021  lina_phase1.log
58      drwx  4096         20:25:40 Dec 06 2022  log
64      drwx  4096         20:27:48 Jul 13 2022  coredumpinfo
126     -rwx  0            16:53:28 Mar 01 2023  hitcnt_del_ruleid_list
127     -rwx  4234         20:15:00 Dec 06 2022  backup-config.cfg
128     -rwx  4127         20:15:00 Dec 06 2022  modified-config.cfg
57      -rwx  3402         06:12:42 Mar 11 2023  asa-cmd-server.log
60      -rwx  39           06:12:45 Mar 11 2023  snortpacketinfo.conf
61      -rwx  1794         06:13:04 Mar 11 2023  dpdk.log
129     drwx  4096         16:38:58 Feb 16 2023  cd-delta
136     -rwx  282826       17:06:01 Mar 28 2023  show-tech.log
```

Move File to /ngfw/var/common Folder

Since you saved the file on disk0, you must move it from **/mnt/disk0** to **/ngfw/var/common**.

<#root>

expert

sudo su

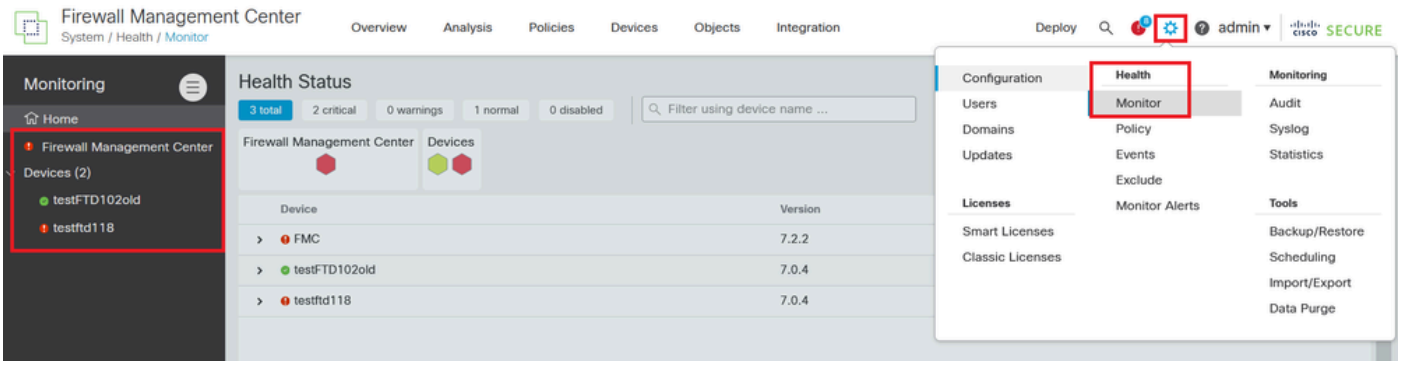
cd /mnt/disk0

{cp | mv} /<file path>/<file_name> /ngfw/var/common/

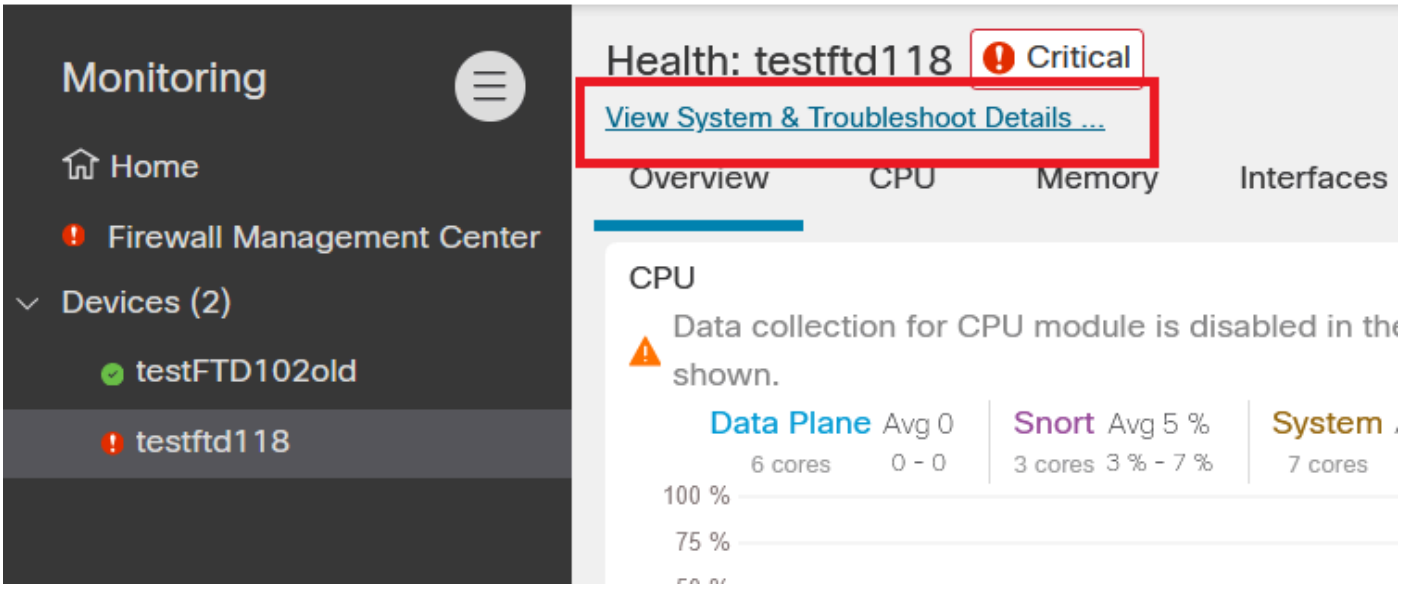
```
> expert
sudadmin@firepower:~$ sudo su
Password:
root@firepower:/home/admin# cd /mnt/disk0
root@firepower:/mnt/disk0# ls -ls
total 328
  4 -rwxr-xr-x 1 root root   3402 Mar 11 06:12 asa-cmd-server.log
  8 -rwxr-xr-x 1 root root   4234 Dec  6 20:15 backup-config.cfg
  4 drwxr-xr-x 2 root root   4096 Feb 16 16:38 cd-delta
  4 drwxr-xr-x 2 root root   4096 Jul 13  2022 coredumpinfo
  4 drwxr-xr-x 4 root root   4096 Jul 13  2022 csco_config
  4 -rwxr-xr-x 1 root root   1794 Mar 11 06:13 dpdk.log
  0 -rwxr-xr-x 1 root root      0 Mar  1 16:53 hitcnt_del_ruleid_list
  4 -rwxr-xr-x 1 root root   1005 Jul 28  2021 lina_phase1.log
  4 drwxr-xr-x 2 root root   4096 Dec  6 20:25 log
  8 -rwxr-xr-x 1 root root   4127 Dec  6 20:15 modified-config.cfg
280 -rwxr-xr-x 1 root root 282826 Mar 28 17:06 show-tech.log
  4 -rwxr-xr-x 1 root root     39 Mar 11 06:12 snortpacketinfo.conf
root@firepower:/mnt/disk0#
root@firepower:/mnt/disk0# cp show-tech.log /ngfw/var/common
root@firepower:/mnt/disk0# ls -ls /ngfw/var/common/ | grep -i show
 280 -rwxr-xr-x 1 root root  282826 Mar 28 17:20 show-tech.log
```

Download the File from the FMC GUI

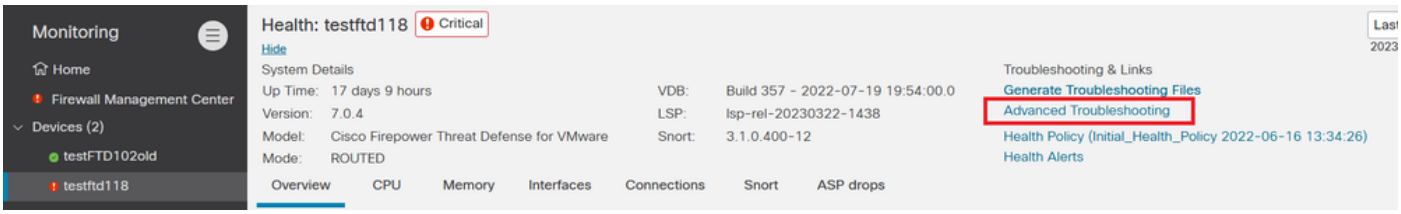
1. On the FMC GUI, navigate to **System** > **Health** > **Monitor** and choose the device to download the file from.



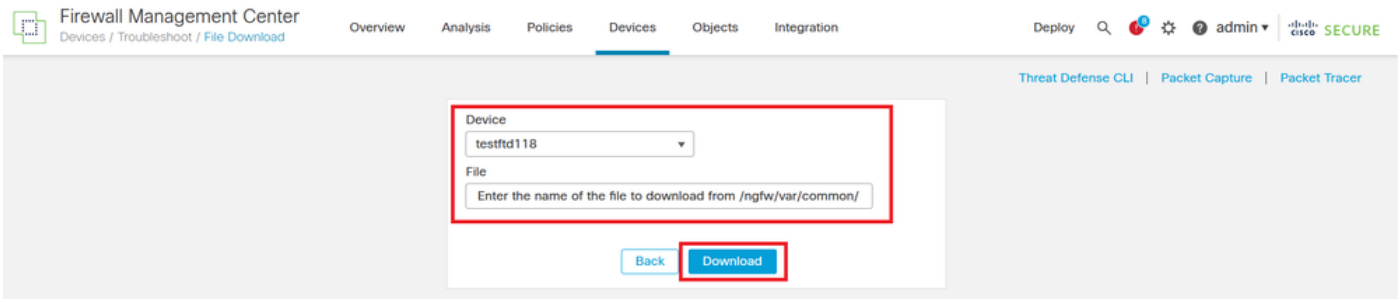
2. Choose the **View System and Troubleshoot Details...**



3. Click the **Advanced Troubleshooting** option.



4. The **File Download** tab displays, enter the name of the file to download and choose **Download**.



5. The file begins to download from the FMC GUI.