Troubleshoot Unresponsive Desktop/Compact Secure Firewall 1200 Due to NVMe Buffer I/O Errors

Contents

Issue

Secure Firewall 1220CX is unresponsive. There is no output on the console port, and connectivity to the firewall over the management is unsuccessful. The Light Emitting Diodes (LEDs) are green and blinking.

The file **/opt/cisco/platform/logs/kern.log** has lines similar to these:

```
May 14 03:57:49 FTD1 kernel: [   15.696023] blk_update_request: critical medium error, dev nvme0n1, sec
May 14 03:57:49 FTD1 kernel: [   15.698615] blk_update_request: critical medium error, dev nvme0n1, sec
May 14 03:57:49 FTD1 kernel: [   15.698617] Buffer I/O error on dev nvme0n1, logical block 102538988, a
May 14 03:57:49 FTD1 kernel: [   15.701913] blk_update_request: critical medium error, dev nvme0n1, sec
May 14 03:57:49 FTD1 kernel: [   15.712281] Buffer I/O error on dev nvme0n1p3, logical block 244208, as
```



Note: The file **/opt/cisco/platform/logs/kern.log** can only be checked live on the Secure Firewall Threat Defense (FTD) software or in the Firepower eXtensible Operating system FPRM file after recovering from the unresponsive state - for example, after a manual power cycle.

Environment

- Secure Firewall 1220CX. Secure Firewall 1200 desktop/compact series like 1210CE, 1210CP and 1220CX are affected.
- FTD 7.6.0. Other FTD versions and ASA software can also be affected.

Resolution

Permanent resolution requires software upgrade to the version with the fix of Cisco bug ID CSCwm47108. A manual power cycle is the only workaround.

Cause

The firewall can become unresponsive due Cisco bug ID CSCwm47108.

Related Content

- Cisco bug ID CSCwm47108
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