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## Introduction

This document describes how to generate a Troubleshoot File on an ASA Firepower module(SFR) using ASDM (On-box Management).

If a Cisco Support Engineer requests that you send a troubleshoot file from your Firepower module (SFR), you can use the instructions provided in this document.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Knowledge of ASA (Adaptive Security Appliance) firewall, ASDM (Adaptive Security Device Manager)
- Firepower appliance Knowledge

### Components Used

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

- ASA Firepower modules (
- ASA Firepower module (ASA 5515-X, ASA 5525-X, ASA 5545-X, ASA 5555-X) running software version 6.0.0 and above

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, make sure that you understand the potential impact of any command.

## Background Information

A troubleshoot file contains a collection of log messages, configuration data, and command outputs. It is used in order to determine the status of Firepower (SFR) module.

This procedure is applicable when Firepower module (SFR) is managed by ASDM.

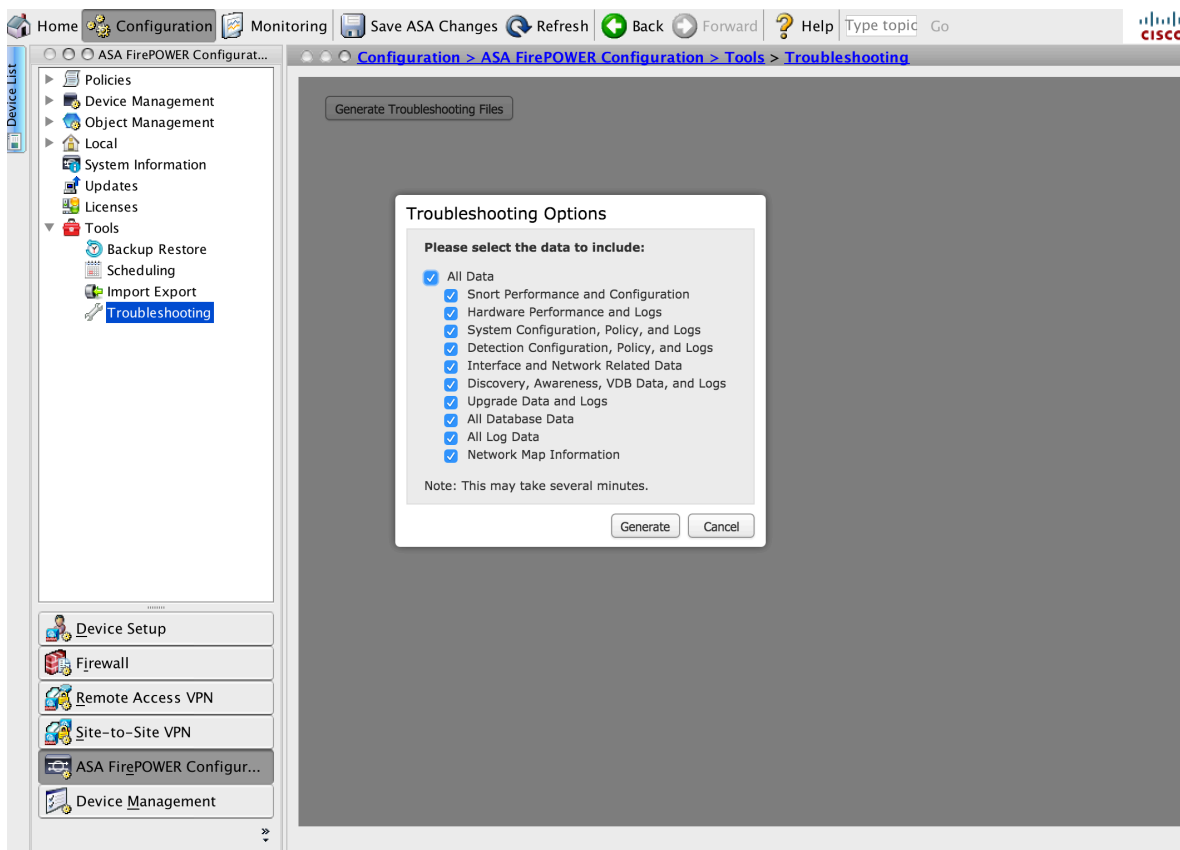
If the Firepower module (SFR) is managed by the Firepower Management Center/FireSIGHT/Defense Center then follow this article.

[Sourcefire/ Firepower Appliance Troubleshoot File Generation Procedures](#)

## Generate Troubleshoot Files with ASDM

Complete these steps in order to generate troubleshoot files:

1. Log in to the ASDM and ensure ASA Firepower status on Device Dashboard & status shows Up & running.
2. Navigate to **Configuration > ASA Firepower Configuration > Tools > Troubleshooting** on the ASDM configuration panel.
3. Click **Generate Troubleshoot** option in order to generate the Troubleshoot file. Troubleshooting Options pop-up window appears.
4. Select **All Data** check box in order to generate a report with all the possible troubleshooting data, or check the individual check boxes in order to customize your report:



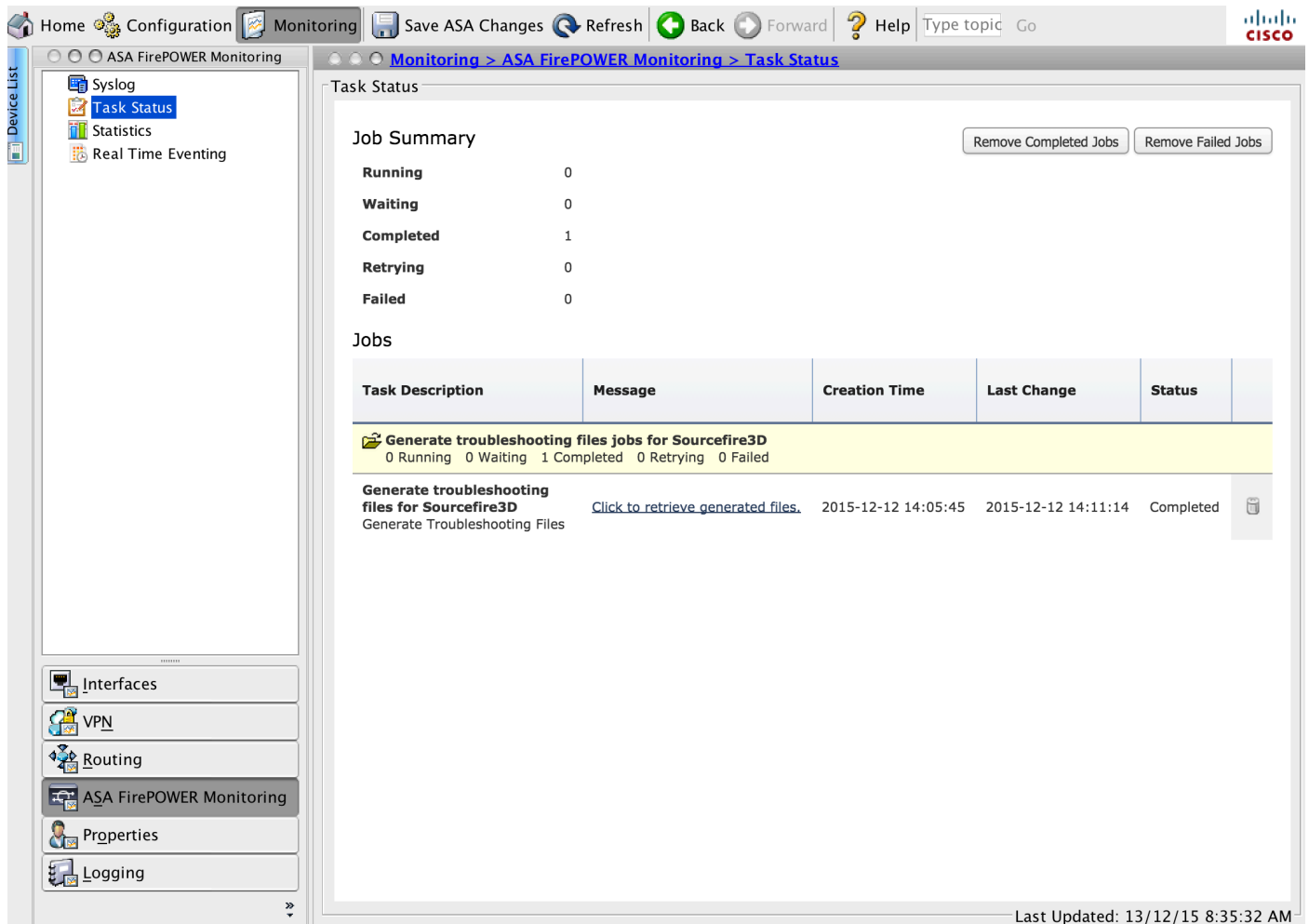
5. Click **Generate** and ASDM generates the troubleshoot file.

**Tip:** In order to monitor the file generation process in the task queue, navigate to **Monitoring > ASA Firepower Monitoring > Task Status**

## Download Troubleshoot Files

Complete these steps in order to download copies of your generated troubleshoot file:

1. Navigate to **Monitoring > ASA Firepower Monitoring > Task Status** on ASDM in order to reach the Task Status page.
2. After the ASDM generates the troubleshoot files and the task status changes to **Completed**, locate the task that corresponds to the troubleshoot files that you generated.
3. Click the retrieve generated files link and follow the browser prompts in order to download the file.



The screenshot shows the ASDM interface with the 'Task Status' page selected. The left sidebar contains navigation options like Syslog, Task Status, Statistics, and Real Time Eventing. The main content area displays a 'Job Summary' table with the following data:

Running	Waiting	Completed	Retrying	Failed
0	0	1	0	0

Below the summary is a 'Jobs' table with columns for Task Description, Message, Creation Time, Last Change, and Status. A single job is listed:

Task Description	Message	Creation Time	Last Change	Status
Generate troubleshooting files for Sourcefire3D	0 Running 0 Waiting 1 Completed 0 Retrying 0 Failed	2015-12-12 14:05:45	2015-12-12 14:11:14	Completed

The job description includes a link: [Click to retrieve generated files.](#) The status column shows a trash icon. The bottom right corner of the page indicates 'Last Updated: 13/12/15 8:35:32 AM'.

**Note:** The files are downloaded to the desktop in a single \*.tar.gz file.

## Alternative Method of Generating Troubleshoot Files

If Firepower module is not accessible from the ASDM, then it is not possible to generate the

Troubleshoot File as per the ASDM instructions. In such cases, you can use the CLI of the appliance in order to generate the troubleshoot file.

You can either directly SSH to Firepower module management IP address or login to ASA via CLI and run command (**# session sfr console**) to login to Firepower Module.

Enter this command on Firepower module to generate a troubleshoot file:

The troubleshoot option code specified is ALL.

Troubleshooting information successfully created at /var/common/xxxxxx.tar.gz

## Copy Troubleshoot Files

Run this command to upload the troubleshoot file to an SCP server.

```
> System file secure-copy <hostname> <username> <destination_folder>
<troubleshoot_file>
```

**Note:** In this example, the hostname specifies to the name/IP address of the target, the username specifies the name of the user on the remote host, the destination\_folder specifies the destination directory path on the remote host, and the troubleshoot\_file specifies the local troubleshoot file for transfer.

Ensure the Management port has reachability to the SCP server.

## Verify

There is currently no verification procedure available for this configuration.

## Troubleshoot

There is currently no specific troubleshooting information available for this configuration.

## Related Information

- [Technical Support & Documentation - Cisco Systems](#)