

Upgrade Process for Secure Web Appliance

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Introduction

This document describes the process to Upgrade Secure Web Appliance (WSA).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Physical or Virtual WSA Installed
- License activated or installed
- Secure Shell (SSH) Client
- Internet reachability for the WSA appliance
- The setup wizard is completed

- Administrative Access to the WSA
- Check the [release notes](#) to find the upgrade path
- Review the Compatibility Matrix for Cisco Secure Email and Web Manager
- Check the release notes to find the latest features and defects for your target version
- Check for any additional prerequisites on the release notes

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.

Background Information

WSA is delivered with the least supported version. One of the first steps to be done once the appliance is installed is to get it upgraded to the right version that meets your environment. This document describes the steps required to get the appliance to the target version.

Upgrade Process through WUI

Review the Prerequisites section and go through these steps to upgrade from the current to the target release:

1. Log in to the WSA Web User Interface (WUI) through admin credentials.
2. From the main menu tab, choose **System Administration**, then click **System Upgrade** as shown in this image.

System Administration

Policy Trace

Alerts

Log Subscriptions

Return Addresses

SSL Configuration

Users

Network Access

System Time

Time Zone

Time Settings

Configuration

Configuration Summary

Configuration File

System Upgrade

Upgrade System		
Click Upgrade Options to view and select the applicable options available for your appliance.		
Current AsyncOS Version:	12.5.4-011	
Current Upgrade Settings:	Update Server (list):	Dynamic (Cisco Upgrade Server)
	Routing Table:	Management
	HTTP Proxy Server:	None
	HTTPS Proxy Server:	None
Upgrade Options...		

Upstream proxy if exists

Select Upgrade Options

4. From the Displayed settings, select **Download and install** or **Download only** as shown in this image.

Upgrade options	
Choose any one upgrade option:	<input checked="" type="radio"/> Download and install (Select from the list of available upgrade image files from upgrade server to download from, and install.)
	<input type="radio"/> Download only (Select from the list of available upgrade image files from upgrade server to download. You may use this image file to install later.)

Select download and install, or download only

5. From the list of available upgrade images, select the target version as shown in the image.

<p>Most system upgrades require a reboot of the system after the upgrade is applied. Changes made to your system's configuration between the time the upgrade download is completed and the system is rebooted will not be saved.</p> <p>Since version 11.8, the Next Generation portal of your appliance by default uses AsyncOS API HTTP/HTTPS ports (6080/6443) and trailblazer HTTPS port (4431). You can configure the HTTPS (4431) port using the trailblazerconfig command in the CLI. Make sure that the configured HTTPS port is opened on the firewall and ensure that your DNS server can resolve the hostname that you specified for accessing the appliance.</p> <p>List of available upgrade images files at upgrade server:</p> <ul style="list-style-type: none">AsyncOS 14.5.0 build 235 upgrade For Web, 2021-06-03AsyncOS 14.5.0 build 165 upgrade For Web, 2021-04-17
--

Select Upgrade version

6. Select a method to save a backup for your configuration from the **Upgrade Preparation** section as shown in this image.


Upgrade Preparation:	<input checked="" type="checkbox"/> Save the current configuration to the configuration directory before upgrading.
	Email file to: <input type="text"/>
	Separate multiple addresses with commas.
	<input type="checkbox"/> Encrypt passwords in the configuration file.
	<input checked="" type="checkbox"/> Mask passwords in the configuration file.
	Note: Files with masked passwords cannot be loaded using Load Configuration.
Cancel	
Proceed >	

Configuration Backup options

7. Click on **Proceed**.

8. A progress bar shows the upgrade or download process. You can close the page and come back to it after the upgrade is completed.

System Upgrade

Overall Progress: 5% 


Upgrade is running, please wait.

Current Task

Downloading application...

[Cancel](#)

Upgrade progress status bar

 **Note:** If you have upstream proxies, ensure to configure proxy settings on **System Administration > Update and Upgrade Settings**.

Upgrade Process through CLI

Review the Prerequisites section and go through these steps:

1. Access the WSA Command Line Interface (CLI) through SSH Client.
2. Type the command **Upgrade**.
3. Some versions offer the options (otherwise move to step 5.):
 - DOWNLOAD:** Downloads the version, and you can go back through steps (1-3) and select **INSTALL** in order to install the version.
 - DOWNLOADINSTALL:** Downloads and installs the version in the same step.
 - INSTALL:** Installs the version if it was downloaded before (This option is available if the version was downloaded before).
 - STATUS:** Displays the status of the download if the **DOWNLOAD** option was chosen previously.
4. Select the appropriate option based on the current state of the upgrade.
5. Select the target version.
6. Press **Enter** key in order to start the upgrade process.
7. After the upgrade is completed a **reboot** is required to apply the upgrade.

Verify

Use this section to confirm that your configuration works properly.

After the upgrade and restart are complete. Use the CLI command **version** to verify the system is now on the correct target release.

Troubleshoot

This section provides information you can use to troubleshoot your configuration.

The upgrade can fail due to multiple reasons; most of these issues are related to network connectivity or drops at the time of the upgrade process.


Unable to Reach Update Servers


```
WSA_CLI> upgrade
Choose the operation you want to perform:
- DOWNLOADINSTALL - Downloads and installs the upgrade image (needs reboot).
- DOWNLOAD - Downloads the upgrade image.
[ ]> download
1. AsyncOS 12.5.1 build 043 upgrade For Web, 2021-02-11, is a release available for General Availability
2. AsyncOS 12.5.2 build 007 upgrade For Web, 2021-07-08, is a release available for Maintenance Deployment
3. AsyncOS 12.5.2 build 011 upgrade For Web, 2021-09-16, is a release available for Maintenance Deployment
4. AsyncOS 12.5.3 build 002 upgrade For Web, 2021-11-22, is a release available for Maintenance Deployment
5. AsyncOS 12.5.4 build 005 upgrade For Web, 2022-04-26, is a release available for Maintenance Deployment
[5]> 1
```

Download error: <http://updates.ironport.com/asyncos/coeus-12-5-1-043/hints/default/1>

The Error message is caused due to unable to reach the update servers.

Verify the WSA appliance has the correct resolution for the update servers, for detailed steps review this [article](#).

 **Note:** Attempt to upgrade from the WUI if the CLI fails or the SSH session times out.

 **Note:** Firewalls need to allow idle connections to stay active, especially for the upgrade process.

Related Information

- [WSA AsyncOS Release Notes](#)
- [Compatibility Matrix for Cisco Secure Email and Web Manager](#)
- [Upgrades and Updates Connectivity Check](#)
- [Technical Support & Documentation - Cisco Systems](#)