配置SWA、ESA和SMA本地升级并对其进行故障 排除

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简介

本文档介绍升级思科安全网络设备(SWA)和邮件安全设备(ESA)本地升级并对其进行故障排除的方案。

背景信息

由于版本限制或内部策略导致安全邮件和网络管理设备(SMA)的互联网访问受限,思科提供备用解决方案以下载升级映像并在本地升级设备。

先决条件

Cisco 建议您了解以下主题:

- 对SWA、ESA和SMA的管理员访问权限。
- Web服务器配置基础知识。
- 可从SWA访问Web服务器。

使用的组件

本文档不限于特定的软件和硬件版本。

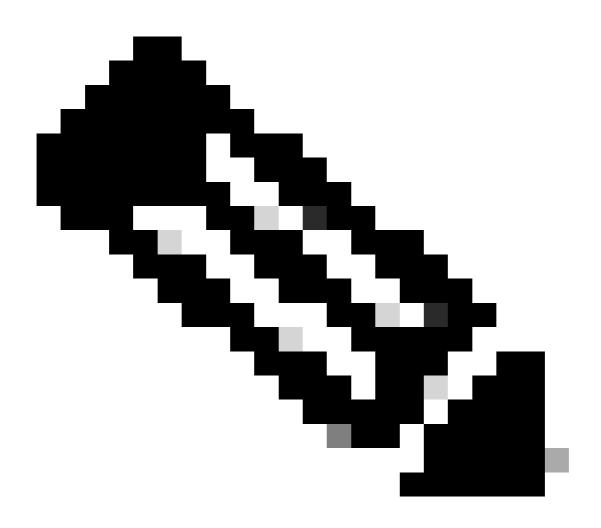
本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

本地升级

步骤1:下载所需的版本升级软件包文件。

步骤 1.1导航到获取本地升级映像

步骤 1.2输入物理设备的关联序列号或虚拟设备的虚拟许可证号(VLN)和型号。



注意:如果序列号不止一个,您可以使用逗号隔开。

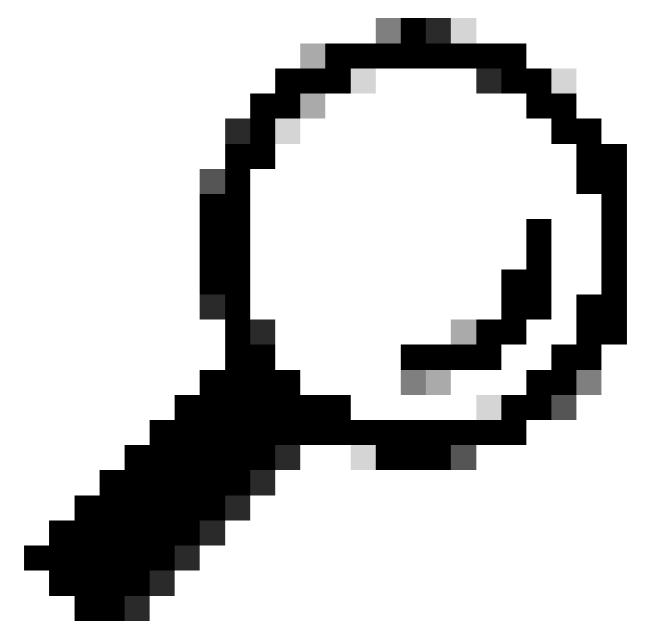
步骤 1.3在Base Release Tag中,按以下格式输入设备的当前版本:

对于SWA:coeus-x-x-x-xxx(示例:coeus-15.0.0-355) 对于ESA:phoebe-x-x-x-xxx(示例:phoebe-15-0-0-104)

对于SMA: zeus-x-x-xxx(示例: zeus-15-0-0-334)

This page will allow you to fetch a local upgrade image.
The device serial, release tag and model can be determined by logging into the CLI and typing "version".
Serial number(s) (separated by commas, only required for hardware appliances):
Virtual license number (only required for virtual appliances):
VLN******
Model (only required for virtual appliances):
S100v
Base release tag (required):
coeus-x-x-xxxx
Fetch manifest Reset

映像-输入当前设备详细信息



提示:要查找虚拟设备的VLAN,可以从命令行界面(CLI)使用"showlicense"命令。

步骤 1.4点击Fetch manifest以查看可用升级的列表。

步骤 1.5下载所需版本。

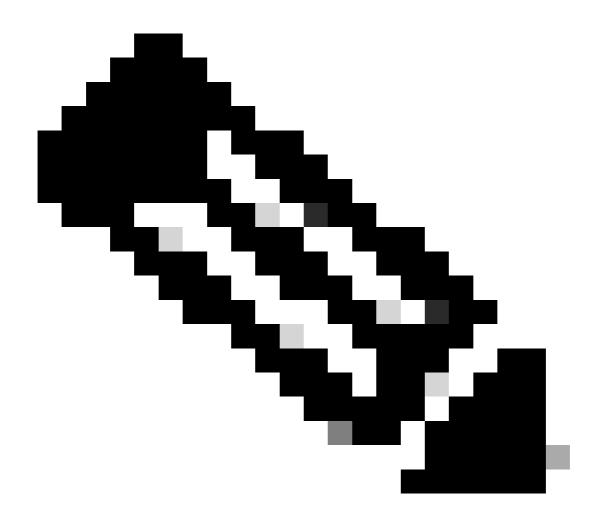
步骤2.解压下载的文件并复制到Web服务器。

第三步: 验证可以从SWA设备访问coeus-x-x-x-xxx.xml文件和目录结构

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

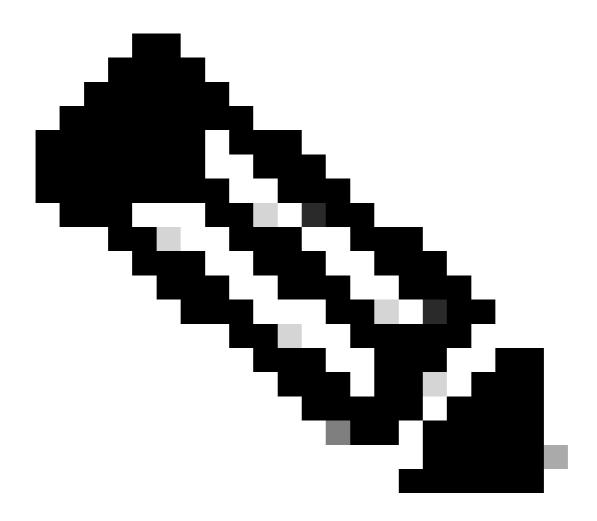
第四步:导航到系统管理>升级和更新设置,选择编辑更新设置。

第五步:选择Local Update Servers,然后输入清单文件的完整 URLhttp://YourWebserverAddress/asyncos/coeus-14-5-1-008.xml



注意:清单文件是位于asyncos文件夹中的.xml文件

第六步:在更新服务器(映像)配置中,选择本地更新服务器。将基本URL (IronPort AsyncOS升级)设置更改为本地升级服务器和相应的端口号。



注意:如果您的Web服务器已配置为进行身份验证,则可以在身份验证部分设置凭据。

Routing Table:	Management				
Update Servers (list):		the list of available updates for the following service	s:		
100	O Cisco Update Servers				
1	Local Update Servers (location of list of available updates file)				
Update Servers (images):	The update servers will be use - Cisco AsyncOS upgrades - HTTPS Proxy Certificate Lists - How-Tos updates - Time zone rules - Web Reputation Filters	http://172.16.200.101/asyncos/coeus-14-5-1-008.xr http://updates.example.com/my_updates.xml Authentication (optional):	Port: ② 80		
	Cisco Update Servers				
2		ation of update image files) ?			
	Base Url:	http://172.16.200.101 http://downloads.example.com Authentication (optional): Username: Passphrase: Retype Passphrase:	Port: ③ 80		

步骤 7.提交并提交更改。

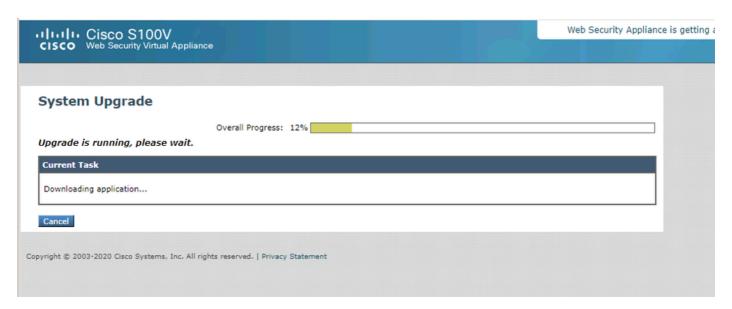
步骤 8单击Upgrade Options查看可用版本列表。

ystem Upgrade			
Click Upgrade Options to view and select the app	plicable options available for your a	ppliance.	
Current AsyncOS Version:	11.8.1-023		
Current Upgrade Settings:	Update Server (list):	http://172.16.200.101/asyncos/coeus-14-5-1-008.xml	
	Routing Table:	Management	
	HTTP Proxy Server:	None	
	HTTPS Proxy Server:	None	
Upgrade Options		'	

步骤 9选择所需的版本并单击"Proceed":

options	
Choose any one upgrade option:	Download and install (Select from the list of available upgrade image files from upgrade server to download from, and install.) 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.) 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.
	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.
	List of available upgrade images files at upgrade server: AsyncOS 14.5.1 build 008 upgrade For Web, 2023-01-12, is a release available for Maintenance Deployment
Upgrade Preparation:	Save the current configuration to the <i>configuration</i> directory before upgrading.
	Email file to: Separate multiple addresses with commas.
	O Plain passwords in the configuration file.
	Mask passwords in the configuration file. Note: Files with masked passwords cannot be loaded using Load Configuration.

步骤 10 检查系统升级页面上的说明。



故障排除

您可以从CLI > grep >选择与升级日志关联的升级日志

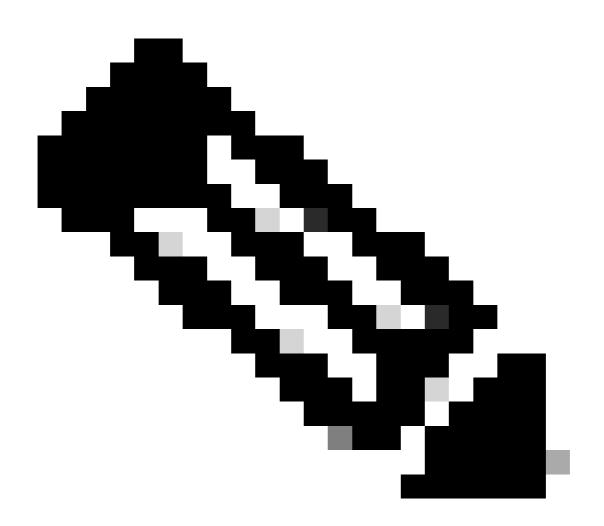
以下是成功升级的示例日志:

```
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
```

无法下载清单

System Upgrade Error — Could not download manifest. Upgrade System Click Upgrade Options to view and select the applicable options available for your appliance. Current AsyncoS Version: 11.8.1-023 Current Upgrade Settings: Update Server (list): http://172.16.200.101/asyncos/coeus-14-5-1-008.xml Routing Table: Management HTTP Proxy Server: None HTTPS Proxy Server: None Upgrade Options...

您需要确保SWA可以访问Web服务器中的文件,若要检查连接,您可以从CLI使用curl命令。



注意:如果选择直接,SWA将从操作系统测试连接,而不是从代理服务测试连接。

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

下载升级列表失败

System Upgrade	
Error — Failure downloading upgrade list.	-
Upgrade System	
Click Upgrade Options to view and select the applicable options available for your appliance.	

首先,请验证SWA和升级服务器之间的连接,如上所述,您可以使用curl命令。

如果连接正常,请检查清单文件的VLN或序列号,以确保它们与设备相同。您可以打开.xml文件并查找<keys>标记。

下载错误,升级未成功退出

System Upgrade				
	Overall Progress:	0%		
Error during upgrade				
The following errors occurred do Download error: http:// Upgrade exited without success.	:80/asyncos/coeus-14-5-	1-008/hints/default/1		
Please attempt the upgrade aga	in after clearing the error.			
			Clear Error	

请确保在Web服务器中正确配置了权限。

相关信息

尝试升级时,为什么会收到错误消息"Failure downloading upgrade list"。"Error performing upgrade: I/O error"?- 思科

安全网络设备的升级流程-思科

通过GUI或CLI升级邮件安全设备(ESA) -思科

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