

對虛擬SEG錯誤清單伺服器錯誤進行故障排除

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簡介

本文描述如何在虛擬安全網關中啟用智慧許可證時修復升級清單身份驗證錯誤。

必要條件

需求

思科建議您瞭解以下主題：

- 智慧許可證的工作原理
- 安全電子郵件閘道(SEG)管理

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- 12.0版或更高版本上的安全電子郵件網關(SEG)AsyncOS
- 12.0版或更高版本上的安全管理裝置

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

問題

電子郵件安全裝置已啟用智慧許可證，並且具有有效的許可證。嘗試升級時，系統會顯示以下錯誤：

"下載升級清單失敗：無法通過清單伺服器進行身份驗證。"

解決方案

1.驗證updateconfig下是否配置了正確的清單伺服器。

對於虛擬安全電子郵件網關，正確的清單伺服器是埠443上的update-manifests.sco.cisco.com。

確保在防火牆規則中允許此操作。

要檢視CLI上的更新配置，請運行命令updateconfig，然後運行隱藏命令dynamichost:

```
<#root>
```

```
esa>
```

```
updateconfig
```

```
Service (images): Update URL:
```

```
-----  
Feature Key updates  
DLP Engine Updates Cisco IronPort Servers  
PXE Engine Updates Cisco IronPort Servers  
Sophos Anti-Virus definitions Cisco IronPort Servers  
IronPort Anti-Spam rules Cisco IronPort Servers  
Outbreak Filters rules Cisco IronPort Servers  
Timezone rules Cisco IronPort Servers  
Enrollment Client Updates (used to fetch certificates for URL Filtering) Cisco IronPort Servers  
Support Request updates Cisco IronPort Servers  
Content Scanner Updates Cisco IronPort Servers  
Geo Countries Updates Cisco IronPort Servers  
External Threat Feeds updates Cisco IronPort Servers  
How-Tos Updates Cisco IronPort Servers  
Notifications component Updates Cisco IronPort Servers  
Smart License Agent Updates Cisco IronPort Servers  
Mailbox Remediation Updates Cisco IronPort Servers  
Talos Updates Cisco IronPort Servers  
Easy Demo service Updates Cisco IronPort Servers  
Cisco IronPort AsyncOS upgrades Cisco IronPort Servers
```

```
Service (list): Update URL:
```

```
-----  
DLP Engine Updates Cisco IronPort Servers  
PXE Engine Updates Cisco IronPort Servers  
Sophos Anti-Virus definitions Cisco IronPort Servers  
IronPort Anti-Spam rules Cisco IronPort Servers  
Outbreak Filters rules Cisco IronPort Servers  
Timezone rules Cisco IronPort Servers  
Enrollment Client Updates (used to fetch certificates for URL Filtering) Cisco IronPort Servers  
Support Request updates Cisco IronPort Servers  
Content Scanner Updates Cisco IronPort Servers  
Geo Countries Updates Cisco IronPort Servers  
External Threat Feeds updates Cisco IronPort Servers  
How-Tos Updates Cisco IronPort Servers  
Notifications component Updates Cisco IronPort Servers  
Smart License Agent Updates Cisco IronPort Servers  
Mailbox Remediation Updates Cisco IronPort Servers  
Talos Updates Cisco IronPort Servers  
Easy Demo service Updates Cisco IronPort Servers
```

```
Service (list): Update URL:
```

```
-----  
Cisco IronPort AsyncOS upgrades Cisco IronPort Servers
```

Update interval: 5m

Alert Interval for Disabled Automatic Engine Updates: 30d

Proxy server: http://64.X.X.X:8080

The proxy server will be used for the following services:

- Feature Key updates
- DLP Engine Updates
- PXE Engine Updates
- Sophos Anti-Virus definitions
- IronPort Anti-Spam rules
- Outbreak Filters rules
- Virus Threat Level updates
- Timezone rules
- Enrollment Client Updates (used to fetch certificates for URL Filtering)
- Support Request updates
- Content Scanner Updates
- Geo Countries Updates
- External Threat Feeds updates
- How-Tos Updates
- Notifications component Updates
- Smart License Agent Updates
- Mailbox Remediation Updates
- Talos Updates
- Easy Demo service Updates
- Cisco IronPort AsyncOS upgrades
- URL Filtering Service
- Shortened URL Support
- Advanced Phishing Protection Support
- Cisco Threat Response
- Cisco Secure Awareness

HTTPS Proxy server: http://64.102.255.40:8080

The HTTPS proxy server will be used for the following services:

- Feature Key updates
- DLP Engine Updates
- PXE Engine Updates
- Sophos Anti-Virus definitions
- IronPort Anti-Spam rules
- Outbreak Filters rules
- Timezone rules
- Enrollment Client Updates (used to fetch certificates for URL Filtering)
- Support Request updates
- Content Scanner Updates
- Geo Countries Updates
- External Threat Feeds updates
- How-Tos Updates
- Notifications component Updates
- Smart License Agent Updates
- Mailbox Remediation Updates
- Talos Updates
- Easy Demo service Updates
- Cisco IronPort AsyncOS upgrades
- SenderBase Network Participation sharing
- URL Filtering Service
- Shortened URL Support
- Cisco Threat Response

Choose the operation you want to perform:

- SETUP - Edit update configuration.
- VALIDATE_CERTIFICATES - Validate update server certificates

- TRUSTED_CERTIFICATES - Manage trusted certificates for updates
[]>

dynamichost

Enter new manifest hostname:port
[update-manifests.sco.cisco.com:443]>

update-manifests.sco.cisco.com:443

2.許可證驗證。

許可證授權狀態必須為合規狀態:

<#root>

esa>

showlicense_smart

[]>

SUMMARY

Feature Name	License Authorization Status
-----	-----
Email Security Appliance Anti-Spam License	
In Compliance	
Email Security Appliance Outbreak Filters	
In Compliance	
Email Security Appliance Graymail Safe-unsubscribe	Not requested
Email Security Appliance Advanced Malware Protection Reputation	
In Compliance	
Email Security Appliance Image Analyzer	Not requested
Mail Handling	
In Compliance	
Email Security Appliance Sophos Anti-Malware	
In Compliance	
Email Security Appliance PXE Encryption	
In Compliance	
Email Security Appliance Advanced Malware Protection	
In Compliance	
Email Security Appliance McAfee Anti-Malware	Not requested
Email Security Appliance Intelligent Multi-Scan	Not requested
Email Security Appliance External Threat Feeds	
In Compliance	

Email Security Appliance Bounce Verification

In Compliance

Email Security Appliance Data Loss Prevention

In Compliance

運行命令showlicense以確儲存在有效的VLAN。

結束日期不能過期。

```
<#root>
```

```
esa>
```

```
showlicense
```

```
Virtual License
```

```
=====
```

```
vln VLNESA74NNNNN
```

```
begin_date dd/mm/yyyy
```

```
end_date dd/mm/yyyy
```

```
company Cisco Systems, Inc.
```

```
seats 1
```

```
country MX
```

```
serial XXXX
```

```
email XXXXXXXX
```

```
issue 4dXXXXXXXXXXXXXXXXXX
```

```
license_version 1.1
```

如果獲得License has Expired輸出，請從Global Licensing獲取新的XML檔案，其中包含新的過期日期和有效證書。從CLI命令loadlicense上傳。

```
esa>showlicense
```

```
License has Expired
```

```
Error with License.
```

```
Please try to re-initialize the system with a new license, or contact customer support for help.
```

3.升級安全電子郵件網關。

運行upgrade命令並選擇所需的映像。

```
<#root>
```

```
esa>
```

```
upgrade
```

```
Are you sure you want to proceed with upgrade? [N]> y
```

```
Choose the operation you want to perform:
```

- DOWNLOADINSTALL - Downloads and installs the upgrade image (needs reboot).
- DOWNLOAD - Downloads the upgrade image.

```
[ ]>
```

```
download
```

```
Upgrades available.
```

1. AsyncOS 14.2.3 build 027 upgrade For Email, 2023-08-13. This release is a Maintenance Deployment Refr
 2. AsyncOS 14.2.3 build 031 upgrade For Email, 2023-11-02,This release is a Maintenance Deployment Refr
 3. AsyncOS 15.0.0 build 104 upgrade For Email, 2023-08-10, This is a General Deployment release
 4. AsyncOS 15.0.1 build 030 upgrade For Email, 2023-11-22, This release is a Maintenance Deployment
- ```
[4]> 3
```

```
Download of AsyncOS 15.0.0 build 104 upgrade For Email, 2023-08-10, This is a General Deployment release
```

升級必須成功。如果您遇到其他問題，請聯絡Cisco TAC。

## 相關資訊

- [瞭解針對電子郵件和Web安全的智慧許可概述和最佳實踐](#)
- [思科技術支援與下載](#)

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。