

# ASA: Troubleshoot AIP–SSM

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## Introduction

This document describes how to troubleshoot the unresponsive state of the Advanced Inspection and Prevention Security Services Module (AIP–SSM) in the Cisco 5500 series Adaptive Security Appliance (ASA).

## Prerequisites

### Requirements

There are no specific requirements for this document.

### Components Used

The information in this document is based on the AIP–SSM in the Cisco 5500 Series ASA.

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.

### Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

## Troubleshooting

### Unresponsive State

#### Problem:

The AIP–SSM goes into an unresponsive state, as shown:

```
show module
```

```

Mod Card Type                               Model                               Serial No.
-----
 0 ASA 5510 Adaptive Security Appliance     ASA5510                             JMX0934K021
 1 ASA 5500 Series Security Services Module-10 ASA-SSM-10                           JAB093203S3

Mod MAC Address Range                       Hw Version   Fw Version   Sw Version
-----
 0 0013.c480.a11d to 0013.c480.a121  1.0          1.0(10)0    7.0(2)
 1 0013.c480.b204 to 0013.c480.b204  1.0          1.0(10)0    5.0(2)S152.0

Mod Status
-----
 0 Up Sys
 1 Unresponsive

```

### Solution:

Issue the **hw-module module 1 reset** command on your ASA. This command performs a hardware reset of the AIP-SSM. It is applicable when the card is in any of these states:

- up
- down
- unresponsive
- recover

If you reboot the ASA in an **unresponsive** state, your SSM must be re-imaged. Refer to the Installing the AIP-SSM System Image section of Upgrading, Downgrading, and Installing System Images for steps on how to re-image the AIP-SSM.

**Note:** Refer to the Reloading, Shutting Down, Resetting, and Recovering AIP-SSM section of Configuring ASA-SSM for more information about the various commands available to troubleshoot the AIP-SSM.

## Unable to Access the IPS SSM through ASDM

### Problem:

This error message is seen on the GUI.

```
Error connecting to sensor. Error Loading Sensor error
```

### Solution:

Check the IPS SSM management interface is up/down, and check its configured IP address, subnet mask and default gateway. This is the interface to access the Cisco Adaptive Security Device Manager (ASDM) Software from the local machine. Try to ping the management interface IP address of IPS SSM from the local machine that you want to access the ASDM. If unable to ping check the ACLs on the sensor.

## Unable to Upgrade/Update the IPS SSM

### Problem:

The Error: `execUpgradeSoftware : Connection failed` error message is seen on the CLI.

### Solution:

Check that the IPS SSM management interface is up/down and that it is the interface through which the ASA-IPS attempts to contact in order to download the software. This is not a backplane connection between the ASA and IPS-SSM; it is the Ethernet connection on the AIP-SSM module itself, which needs to be connected to a switch port and configured with a IP address, subnet mask and default gateway. If http still does not work, try to use the FTP or SCP option with the **upgrade** command.

## Unable to connect to the IPS with the IPS event viewer (IEV)

### Problem:

This error message appears:

```
Cannot send xml document to sensor.  
java.security.cert.CertificateExpiredException: NotAfter:
```

### Solution:

This issue can be resolved if you regenerate the *tls* certificate with this command:

```
sensor(config)#tls generate-key
```

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## Related Information

- [Cisco Adaptive Security Appliance Support Page](#)
- [Technical Support & Documentation – Cisco Systems](#)

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