

Restoring Vault Service on Cisco AsyncOS 15.5.1 and later for Secure Email and Web Manager (SEWM)

Contents

[Introduction](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Scenario 1: Cisco Secure Email and Web Manager \(SEWM\) vault is not initialized, and encryption is disabled.](#)

[Scenario 2: Cisco Secure Email and Web Manager \(SEWM\) vault is not initialized, and encryption is enabled](#)

[Related Information](#)

Introduction

This document provides the instructions for restoring the Vault service on your Cisco Secure Email and Web Manager.

Requirements

Cisco recommends that you have knowledge of Async OS for Secure Email and Web Manager version 15.5.1 and newer

Components Used


The information in this document is based on AsyncOS version 15.5.1 and later 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

This Techzone article describes common scenarios encountered in the field that could impact the Cisco AsyncOS for Secure Email and Web Manager. This article also guides you to perform troubleshooting steps to restore functionality.

The Secure Email and Web Manager generates alerts stating, “**The vault is down, and some of the services may not work correctly.**” Or “**The vault health check has failed.**”

 **Note:** If the device command line is accessible, use the `adminaccessconfig -> encryptconfig` CLI command to determine if the encryption is enabled. The vault failure alerts also contain this information.

Scenario 1: Cisco Secure Email and Web Manager (SEWM) vault is not initialized, and encryption is disabled.

1. Log in to the Secure Email and Web Manager through a direct SSH connection using the following credentials:

username: enablediag

password: admin user's password

After successful authentication, the enablediag menu is displayed.

```
AsyncOS 15.5 for Cisco M100V build 162
Welcome to the Cisco M100V Secure Email and Web Manager

Available Commands:
help -- View this text.
quit -- Log out.
service -- Enable or disable access to the service system.
network -- Perform emergency configuration of the diagnostic network interface.
clearnet -- Resets configuration of the diagnostic network interface.
ssh -- Configure emergency SSH daemon on the diagnostic network interface.
clearssh -- Stop emergency SSH daemon on the diagnostic network interface.
tunnel -- Start up tech support tunnel to IronPort.
print -- Print status of the diagnostic network interface.
recovervault -- Recover vault, it will only restore the encrypted variables to factory values, will not touch anything related to configurations if encryption is disabled.
resetappliance -- Reset appliance reverts the appliance to chosen build with factory default settings with default IP. No network configuration would be preserved.
reboot -- Reboot the appliance.
```

2. From the menu, enter command **recovervault**. Confirm with 'Y' and press Enter.


```
Are you sure you want to recover vault? [N]> Y
Encryption is enabled [1]>
Encryption is not enabled [2]>
```

3. Enter 2, if encryption is disabled to perform a Vault Recovery process. It may take a few seconds to complete.

4. Log in to Secure Email and Web Manager with admin user credentials after the process is complete and reboot the appliance. Monitor your appliance for a couple of hours for any vault alerts.

 **Note:** *If you require assistance at any point or if the steps provided do not fix the issue, contact the Cisco Technical Assistance Center (TAC).*

Scenario 2: Cisco Secure Email and Web Manager (SEWM) vault is not initialized, and encryption is enabled

 **Note:** For appliance's running AsyncOS 15.0 encountering vault errors with encryption enabled, Graphical User Interface (GUI) or Command Line Interface (CLI) of Secure Email and Web Manager can become inaccessible. If this occurs, access the Secure Email and Web Manager using serial console with [enablediag](#) user and contact TAC with service access details.

If the device is accessible through CLI, perform the following steps:

1. Log in to the Secure Email and Web Manager through a direct SSH connection using the following

credentials:


username: enablediag

password: admin user's password

After successful authentication, the enablediag menu is displayed.

```
AsyncOS 15.5 for Cisco M100V build 162
Welcome to the Cisco M100V Secure Email and Web Manager

Available Commands:
help -- View this text.
quit -- Log out.
service -- Enable or disable access to the service system.
network -- Perform emergency configuration of the diagnostic network interface.
clearnet -- Resets configuration of the diagnostic network interface.
ssh -- Configure emergency SSH daemon on the diagnostic network interface.
clearssh -- Stop emergency SSH daemon on the diagnostic network interface.
tunnel -- Start up tech support tunnel to IronPort.
print -- Print status of the diagnostic network interface.
recovervault -- Recover vault, it will only restore the encrypted variables to factory values, will not touch anything related to configurations if encryption is disabled.
resetappliance -- Reset appliance reverts the appliance to chosen build with factory default settings with default IP. No network configuration would be preserved.
reboot -- Reboot the appliance.
```

 **Caution:** Ensure you have a copy of the device's saved configuration with encrypted passwords available that can be loaded back into the device. Using the vault recovery command on systems with encryption enabled resets encrypted variables to their default factory value and needs to be reconfigured.


2. From the menu, enter command **recovervault**. Confirm with 'Y' and press Enter.

```
Are you sure you want to recover vault? [N]> Y
Encryption is enabled [1]>
Encryption is not enabled [2]>
```

3. Enter 1, if encryption is disabled to perform a Vault Recovery process. It may take a few seconds to complete.

4. Log in to Secure Email and Web Manager with admin user credentials after the process is complete and reboot the appliance. Monitor your email and web manager for a couple of hours for any vault alerts.

5. Load a copy of the device's saved configuration to restore encrypted variables.

 **Note:** *If you require assistance at any point or if the steps provided do not fix the issue, contact the Cisco Technical Assistance Center (TAC).*

Related Information

- [Technical Support & Documentation - Cisco Systems](#)
- [Cisco Secure Email and Web Manager - End-User Guides](#)
- [Cisco Secure Email and Web Manager - Release Notes](#)