

Download Files on FTD Devices from the FMC GUI

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Introduction

This document describes the procedure to download any file from FTD and FMC devices to the FMC GUI.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these products:

- Secure Firewall Management Center (FMC)
- Firepower Threat Defense (FTD)

Components Used

The information in this document is based on these software and hardware versions:

- Firepower Threat Defense for VMware version 7.0.4
- Secure Firewall Management Center for VMware version 7.2.2

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

When FTD or FMC troubleshoot takes place, there are times you have to download files from said devices, like a packet capture for analysis on an external tool or to provide files from your devices to Cisco TAC for Analysis. After the file to download has been identified this becomes a two step procedure, first, move the files to the correct location and, second, download the files from the FMC GUI.

Procedure

Move Files to the Correct Folder

FMC

In this example, you download a Core file from the FMC GUI that TAC requested for additional troubleshoot and root cause analysis.

Move File to /var/common folder

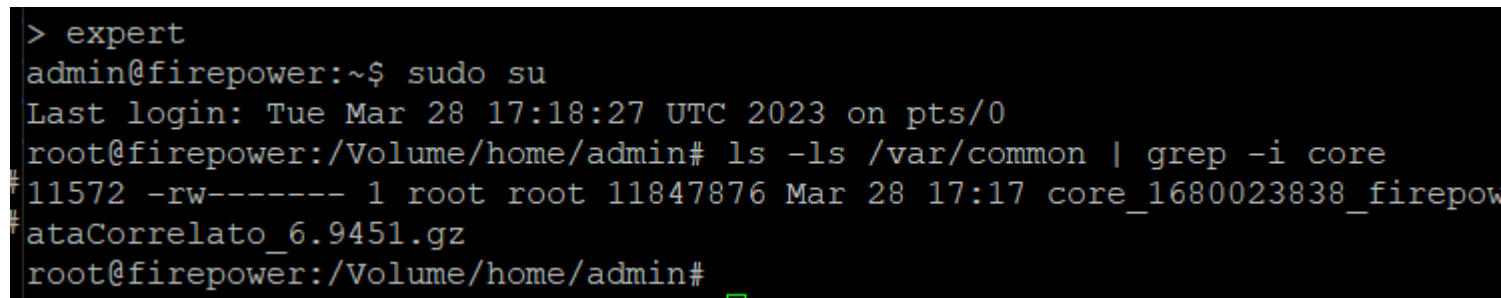
In this case, you have the Core file already on /var/common folder, however, you can move the file with the **cp** or **mv** commands to copy or move respectively, as shown in the image.

<#root>

expert

sudo su

{cp | mv} /<file_path>/<file_name> /var/common/



```
> expert
admin@firepower:~$ sudo su
Last login: Tue Mar 28 17:18:27 UTC 2023 on pts/0
root@firepower:/Volume/home/admin# ls -ls /var/common | grep -i core
# 11572 -rw----- 1 root root 11847876 Mar 28 17:17 core_1680023838_firepow
# ataCorrelato_6.9451.gz
root@firepower:/Volume/home/admin#
```

FTD

In this example, generate and download a **show tech-support** from the FTD and download it from the FMC GUI.

First, run the **show tech-support** command and redirect it, as shown in the image.

<#root>

show tech-support | redirect disk0:/show-tech.log

```
firepower# show tech-support | redirect disk0:/show-tech.log
firepower# dir disk0:

Directory of disk0:/

125  -rwx  1005      04:33:12 Jul 28 2021  lina_phase1.log
58   drwx  4096      20:25:40 Dec 06 2022  log
64   drwx  4096      20:27:48 Jul 13 2022  coredumpinfo
126  -rwx   0        16:53:28 Mar 01 2023  hitcnt_del_ruleid_list
127  -rwx  4234      20:15:00 Dec 06 2022  backup-config.cfg
128  -rwx  4127      20:15:00 Dec 06 2022  modified-config.cfg
57   -rwx  3402      06:12:42 Mar 11 2023  asa-cmd-server.log
60   -rwx   39       06:12:45 Mar 11 2023  snortpacketinfo.conf
61   -rwx  1794      06:13:04 Mar 11 2023  dpdk.log
129  drwx  4096      16:38:58 Feb 16 2023  cd-delta
136  -rwx 282826     17:06:01 Mar 28 2023  show-tech.log
```

Move File to /ngfw/var/common folder

In this case, as you saved the file on disk0, so you need to move it from /mnt/disk0 to /ngfw/var/common, as shown in the image.

```
<#root>
```

```
expert
```

```
sudo su
```

```
cd /mnt/disk0
```

```
{cp | mv} /<file_path>/<file_name> /ngfw/var/common/
```

```

> expert
sudadmin@firepower:~$ sudo su
Password:
root@firepower:/home/admin# cd /mnt/disk0
root@firepower:/mnt/disk0# ls -ls
total 328
  4 -rwxr-xr-x  1 root root    3402 Mar 11 06:12 asa-cmd-server.log
  8 -rwxr-xr-x  1 root root    4234 Dec  6 20:15 backup-config.cfg
  4 drwxr-xr-x  2 root root    4096 Feb 16 16:38 cd-delta
  4 drwxr-xr-x  2 root root    4096 Jul 13 2022 coredumpinfo
  4 drwxr-xr-x  4 root root    4096 Jul 13 2022 cisco_config
  4 -rwxr-xr-x  1 root root    1794 Mar 11 06:13 dpdk.log
  0 -rwxr-xr-x  1 root root      0 Mar  1 16:53 hitcnt_del_ruleid_list
  4 -rwxr-xr-x  1 root root    1005 Jul 28 2021 lina_phase1.log
  4 drwxr-xr-x  2 root root    4096 Dec  6 20:25 log
  8 -rwxr-xr-x  1 root root    4127 Dec  6 20:15 modified-config.cfg
280 -rwxr-xr-x  1 root root 282826 Mar 28 17:06 show-tech.log
  4 -rwxr-xr-x  1 root root      39 Mar 11 06:12 snortpacketinfo.conf
root@firepower:/mnt/disk0#
root@firepower:/mnt/disk0# cp show-tech.log /ngfw/var/common
root@firepower:/mnt/disk0# ls -ls /ngfw/var/common/ | grep -i show
280 -rwxr-xr-x  1 root root 282826 Mar 28 17:20 show-tech.log

```

Download the file from the FMC GUI

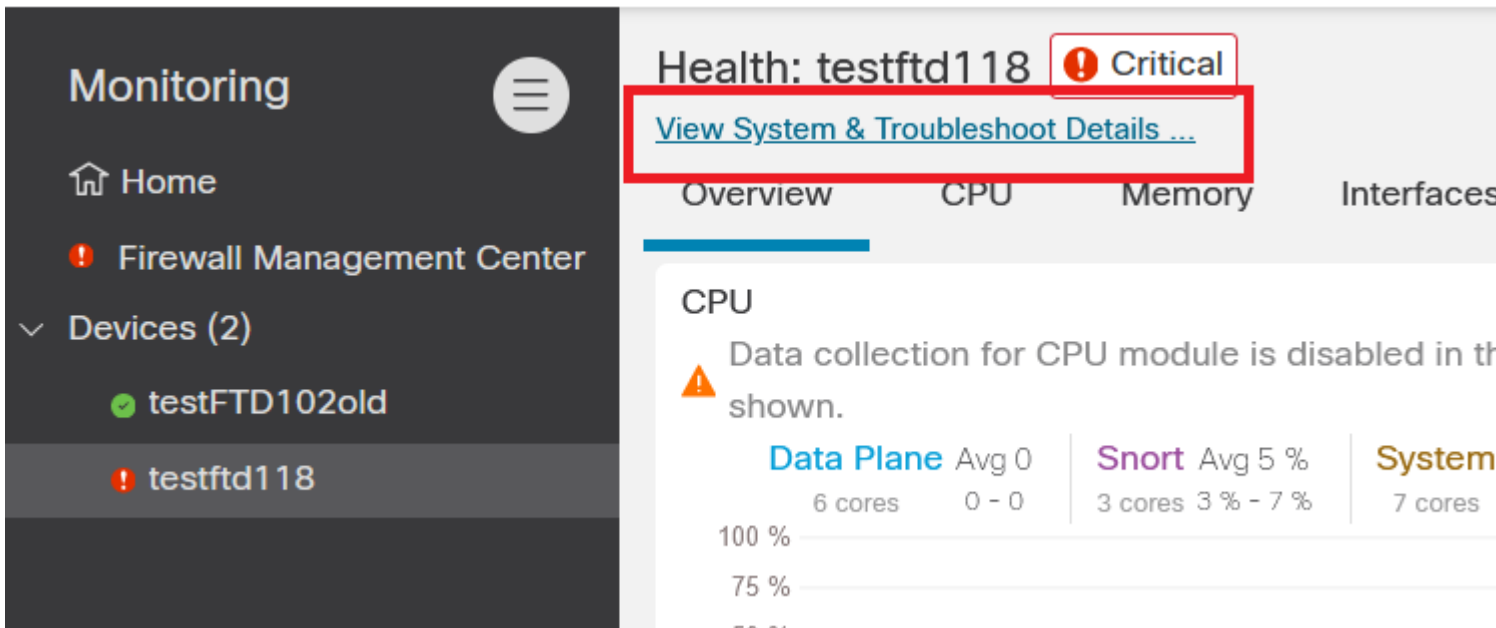
On the FMC GUI, go to **System > Health > Monitor** and select the device you want to download the file from, as shown in the image.

The screenshot shows the Firepower Management Center (FMC) GUI. The top navigation bar includes 'Overview', 'Analysis', 'Policies', 'Devices', 'Objects', and 'Integration'. The main content area is titled 'Health Status' and shows a summary of system health: 3 total, 2 critical, 0 warnings, 1 normal, and 0 disabled. Below this, there are two sections: 'Firewall Management Center' and 'Devices'. The 'Devices' section contains a table with the following data:

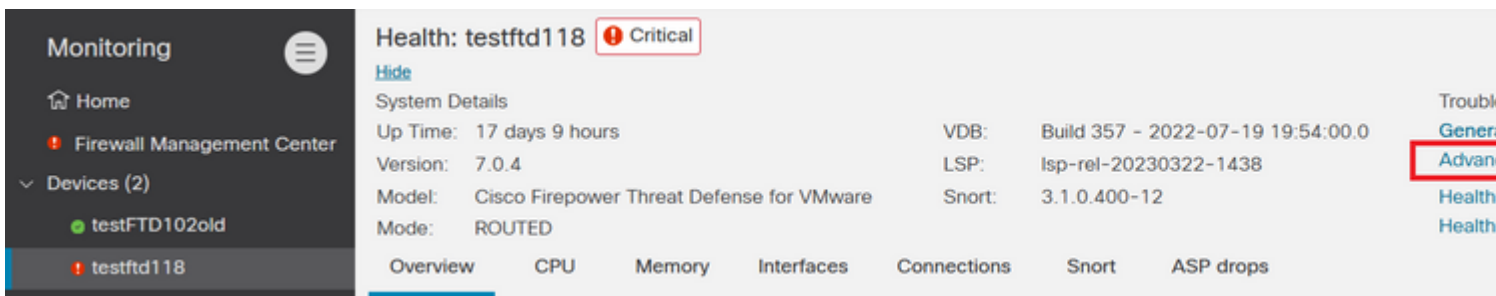
Device	Version
> FMC	7.2.2
> testFTD102old	7.0.4
> testftd118	7.0.4

The left sidebar is expanded to show 'Monitoring' and 'Devices (2)'. The 'Devices (2)' section is highlighted with a red box, showing 'testFTD102old' and 'testftd118'.

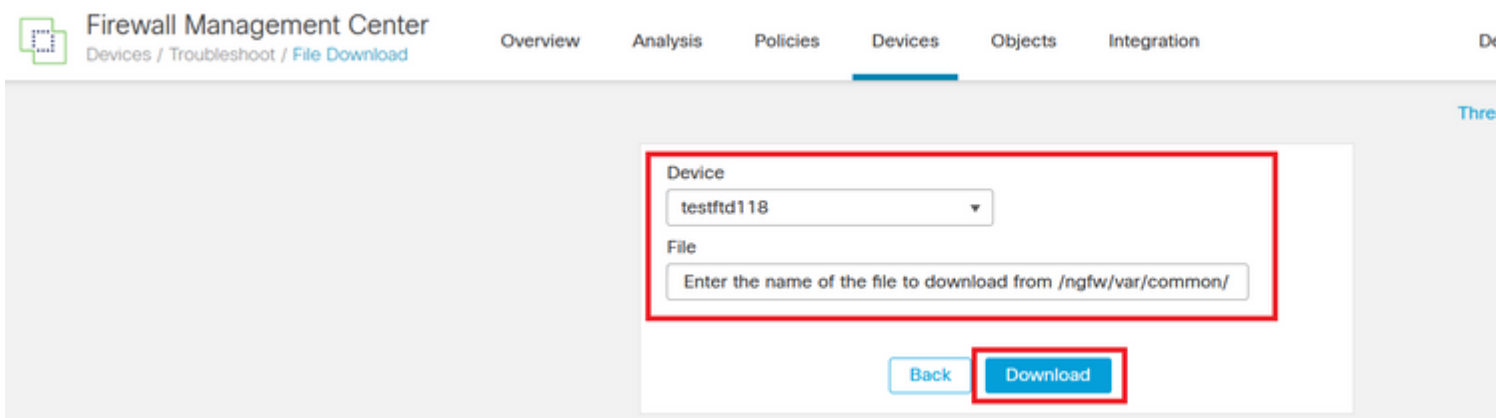
Select **View System and Troubleshoot Details ...** option, which expands the **Advanced Troubleshooting** option, as shown in the image.



Select **Advanced Troubleshooting** option, as shown in the image.



You are on **File Download** tab, here, enter the name of the file you want to download and select **Download**, as shown in the image.



The file download starts from the FMC GUI.