Secure Email and Web Manager Configuration Import Issues Between Different AsyncOS Versions

Contents

Issue

After exporting configuration from a Cisco Secure Email and Web Manager M300V running AsyncOS version 15.5.1-024 and importing it into an M600V running AsyncOS version 15.5.4-007, the manager profiles become inaccessible. When attempting to edit the DEV or Production manager profiles by clicking the edit button, this error message appears:

"Configuration looks corrupted. Please check with the System administrator."

The configuration import process completes successfully, and IronPort appliances can be added to the new M600V with profile assignments working correctly. However, the imported manager profiles cannot be opened for editing, preventing configuration management through the web interface.

Environment

- Source: Cisco Secure Email and Web Manager M300V running AsyncOS 15.5.1-024 hosted on ESXi
- Destination: Cisco Secure Email and Web Manager M600V running AsyncOS 15.5.4-007 hosted in AWS
- Two manager profiles configured: DEV and Production
- Web Security Appliances running AsyncOS 15.5.1-002
- Configuration backup and restore performed between different AsyncOS versions

Resolution

The issue was resolved by upgrading the M600V to a compatible AsyncOS version and properly initializing the configuration reference file. The steps described in the next sections were performed.

Step 1: Upgrade M600V to Compatible Version

Upgraded the M600V from AsyncOS 15.5.4-007 to AsyncOS 16.0.4-010 to establish version compatibility with the Web Security Appliances.

Step 2: Disable Incompatible Configuration Reference File

Disabled the existing 15.2 configuration reference on the upgraded M600V to prevent version conflicts.

Step 3: Initialize New Configuration Reference File

Initialized a new 15.5 configuration reference on the M600V to match the Web Security Appliance versions.

Step 4: Assign WSA to New Configuration Reference File

Assigned the Web Security Appliances to the newly initialized 15.5 configuration reference on the M600V.

Step 5: Migrate All WSAs to New SMA

Migrated all Web Security Appliances from the old M300V to the new M600V SMA, ensuring proper configuration alignment and functionality.

Step 6: Decommission Old SMA

The M300V was decommissioned as all WSAs were successfully migrated to the M600V, eliminating the need to upgrade the legacy appliance.

Cause

The configuration corruption error occurred due to performing an unsupported configuration restore between Cisco Secure Email and Web Manager appliances running different AsyncOS versions. Cisco recommends performing backup and restore operations only between appliances running identical AsyncOS versions.

The specific version incompatibility existed between:

- Source M300V: AsyncOS 15.5.1-024 (de-provisioned version)
- Destination M600V: AsyncOS 15.5.4-007
- Web Security Appliances: AsyncOS 15.5.1-002

Additionally, AsyncOS 15.5.1-024 cannot be directly upgraded to 15.5.4-007 according to supported upgrade paths. The release notes specify that upgrades to 15.5.4-007 are only supported from versions 15.0.1-035, 15.0.2-007, 15.5.1-029, 15.5.2-005, and 15.5.3-017.

Related Content

- SMA 15.5.4 Release Notes
- SMA Web Compatibility Matrix
- Cisco Technical Support & Downloads