

# Why is there no new version of AsyncOS shown when performing an upgrade?



Document ID: 118224

Contributed by Cisco TAC Engineers.  
Aug 12, 2014

## Contents

**Question**  
**Symptoms**  
**Environment**

## Question

Why is there no new version of AsyncOS shown when performing an upgrade?

## Symptoms

No new version available when upgrading.

## Environment

Cisco Email Security Appliance (ESA), Web Security Appliance (WSA), Security Management Appliance (SMA), and all versions of AsyncOS.

Confirm that you are not already running the most recent version. The version your appliance runs can be seen on the Monitor/Reporting tab > System Overview page.

The most common reason no updates appear is that your support contract has expired. Please contact your sales representative to renew. If the contract is up to date, contact your authorized support center.