

# Attempt to Upgrade Firepower Devices Results in Failure "006\_check\_snort.sh"

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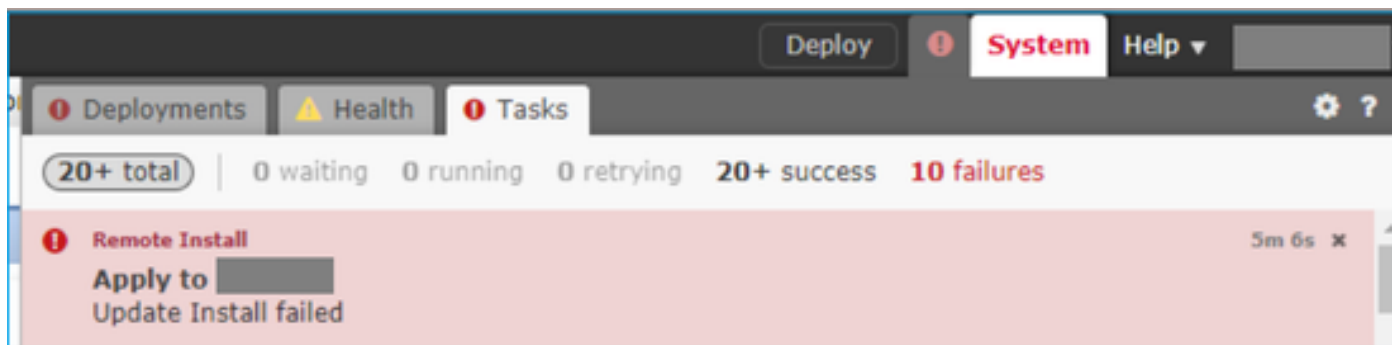
[Related Information](#)

## Introduction

This document describes a specific upgrade failure scenario seen on Firepower Threat Defense (FTD) when the upgrade procedure is not properly followed. It also covers the proposed solution.

## Problem

An attempt to perform an upgrade results in the Update Install failed error as shown in this screenshot:



## Analysis

In the FTD Troubleshoot file, under this path ('x' characters will vary), there is a file named status.log. The file contains the transcript of the upgrade:

results-xx-xx-xxxx--xxxxxx\dir-archives\var-log\sf\Cisco\_FTD\_SSP\_Upgrade-6.x.x

```
state:running
ui:Upgrade has begun.
ui:[ 0%] Running script 000_start/000_check_update.sh...
ui:[ 1%] Running script 000_start/100_start_messages.sh...
ui:[ 3%] Running script 000_start/105_check_model_number.sh...
ui:[ 4%] Running script 000_start/106_check_HA_sync.pl...
ui:[ 5%] Running script 000_start/107_version_check.sh...
ui:[ 7%] Running script 000_start/109_check_HA_MDC_status.pl...
ui:[10%] Running script 000_start/125_verify_bundle.sh...
ui:[12%] Running script 000_start/400_run_troubleshoot.sh...
ui:[13%] Running script 200_pre/001_check_reg.pl...
ui:[14%] Running script 200_pre/002_check_mounts.sh...
```

```
ui:[14%] Running script 200_pre/003_check_health.sh...
ui:[15%] Running script 200_pre/006_check_snort.sh...
ui:[15%] Fatal error: Error running script 200_pre/006_check_snort.sh <-- the problem
Additionally, under this path there is a file named 006_check_snort.sh.log which further describes the
reason for the failure:
results-xx-xx-xxxx-xxxxxx\dir-archives\var-log\sf\Cisco_FTD_SSP_Upgrade-6.x.x\200_pre
```

In this case, the file contains these messages:

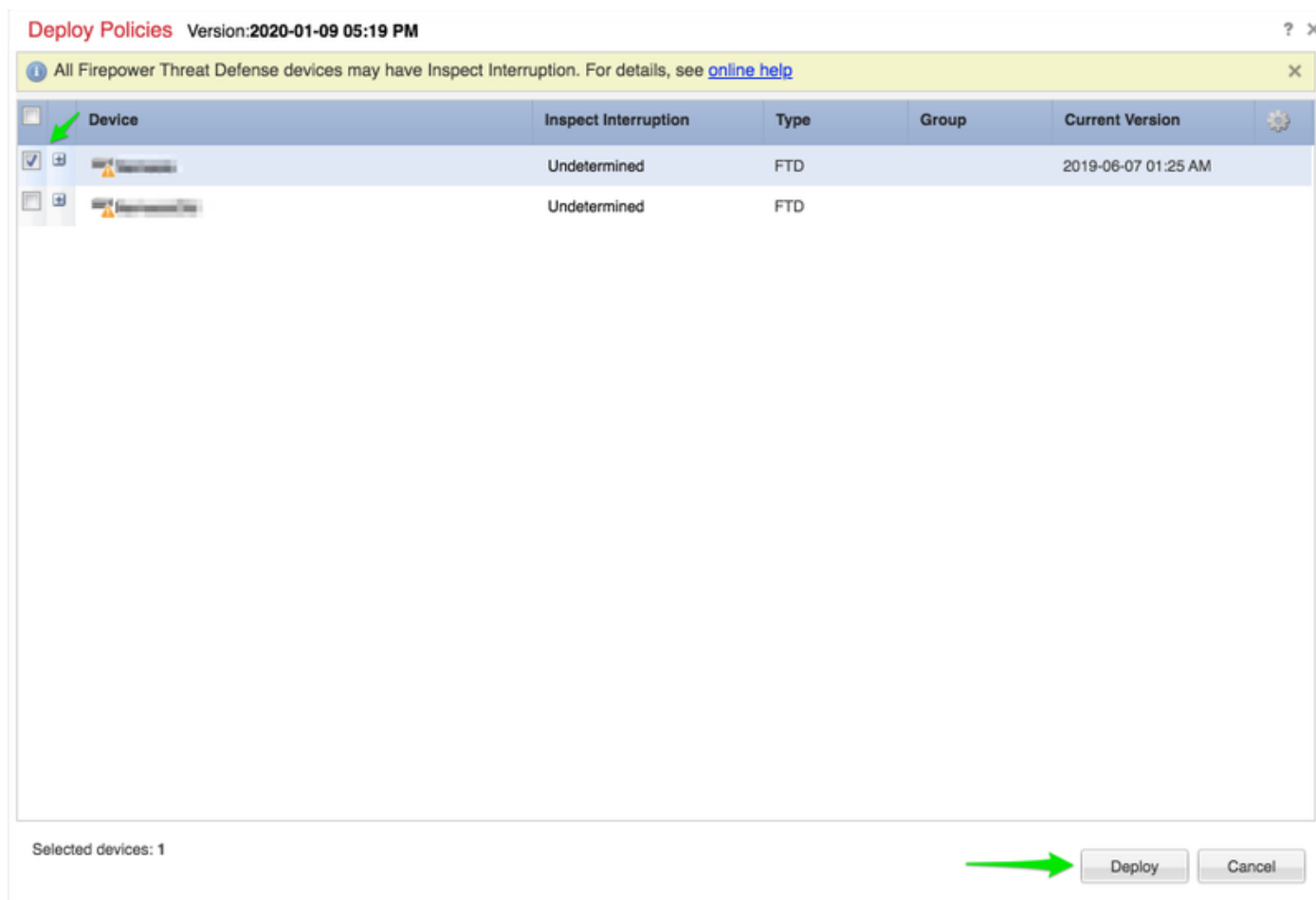
```
Entering 200_pre/006_check_snort.sh...
Snort build is too old.
Please apply AC Policy from FMC before attempting upgrade.
There are a few reasons why this error can occur:
```

- Your Firepower Management Center was updated; however, the sensor which attempts to upgrade has not had a new policy deployment pushed out towards it.
- Your Firepower Management Center has updated its Snort Rule Update (SRU); however, the sensor which attempts to upgrade has not had a new policy deployment pushed out towards it

In either situation the resolution is the same.

## Solution

Once you have verified that the device encounters this issue, simply deploy a policy to the affected device in order to resolve the error. From Firepower Management Center, check the box next to the device to be upgraded and click **Deploy**.



Once this is performed, proceed with your upgrade.

## Related Information

- [Cisco Firepower Management Center Upgrade Guide](#)
- [Technical Support & Documentation - Cisco Systems](#)