Resolve FXOS DME Timeout Errors and FTD Deploy/Upgrade Failure on Secure Firewall 4100

Contents

Issue

Secure Firewall 4100 Series appliances experience deployment failure, SSH connection issues, and possible traffic disruption with generic error messages at the FMC UI or FTD CLI. Additionally, FXOS chassis management user interface becomes unstable with these symptoms:

- Chassis Manager UI login page loads but authentication does not complete or credentials do not work.
- Chassis SSH login to the FXOS works, but the FXOS CLI prompt does not appear and instead shows invalid user errors:

```
Retrieving user privileges ... Please wait...
Retrieving user privileges ... Please wait...
Invalid local user....Closing connection
```

- FXOS CLI commands or scope changes fail with "Software Error: Exception during execution: [Error: Timed out communicating with DME]".
- FXOS reports certain objects in CLI commands as unavailable (for example, "Chassis 1 does not exist").
- FTD troubleshoot bundle collection from the FMC fails with "Remote task failed - Unknown fatal error: Execution terminated".
- FTD upgrade attempts from the FMC fail with "Failed to get remote update status, RPC Request failed".
- Deployments to the FTD from the FMC also fail with various connection or timeout errors.
- FXOS CLI outputs available show SSD model iMicron_M500IT_* with Running-Vers MU02 or lower.

Environment

- Cisco Firepower 4100 appliances
- FTD version 6.6.0 and higher
- FXOS version 2.8.1.105 and higher
- Micron_M500IT_MTFDDAT128MBD SSD with firmware MU02 or lower.

Resolution

1. If possible, check the current SSD firmware version using this command from FXOS CLI to confirm impact from FN72077/CSCvx99172:

<#root>

```
device # scope chassis
device /chassis # show sup version
SUP FIRMWARE:
    ROMMON:
        Running-Vers: 1.0.15
        Package-Vers: 1.0.18
        Activate-Status: Ready
    FPGA:
        Running-Vers: 2.00
        Package-Vers: 1.0.18
        Activate-Status: Ready

    SSD:
        Running-Vers: MU02
        Model: Micron_M500IT_MTFDDAT128MBD
```

2. For appliances experiencing total lack of CLI or UI access, perform a full power cycle:

1. Turn rear panel power switches off or remove power supply cords
2. Wait at least 3 minutes while the chassis totally cools down.
3. Restore power and monitor console output after power-on.
4. Allow the appliance to complete boot without interruption (can take several minutes).

3. After power cycle, confirm these items after completing the workaround steps:

- Chassis Manager login works properly.
- FXOS CLI scope commands execute without DME timeouts.

- FTD reconnects to FMC successfully.
- FMC deployments complete without errors.
- SSD firmware shows MU03 or later in show sup version output.

4. If not done in Step 1, check the SSD Firmware version running on the FXOS CLI.

<#root>

```
device # scope chassis
device /chassis # show sup version
SUP FIRMWARE:
    ROMMON:
        Running-Vers: 1.0.15
        Package-Vers: 1.0.18
        Activate-Status: Ready
    FPGA:
        Running-Vers: 2.00
        Package-Vers: 1.0.18
        Activate-Status: Ready

    SSD:
        Running-Vers: MU02
        Model: Micron_M500IT_MTFDDAT128MBD
```

5. For SSDs with Micron_M500IT_MTFDDAT128MBD model running firmware MU02 or older, upgrade to MU03 or later using the SSD firmware upgrade procedures in the FXOS Firmware Upgrade Guide.

Cause

The primary cause was identified as outdated SSD firmware on Micron_M500IT_MTFDDAT128MBD SSDs running firmware version MU02 or older. This condition is documented in Cisco Field Notice FN72077, which affects certain Firepower appliances with specific SSD models and firmware combinations.

The DME timeout errors and chassis management instability were symptoms of the underlying SSD firmware issue. The problem is also related to Cisco bug ID CSCvx99172, which describes FXOS CLI command execution failures due to intermittent DME timeouts, and the duplicate Cisco bug ID CSCvt09257.

Related Content

- Cisco Field Notice FN72077 - SSD Firmware Issue
- FXOS Firmware Upgrade Guide
- Cisco Secure Firewall Threat Defense Compatibility Guide
- Cisco bug ID CSCws79626
- Cisco bug ID CSCvt09257
- FXOS CLI Reference Guide
- Cisco Technical Support & Downloads