

# Upgrade Process for Secure Email and Web Manager

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## Introduction

This document describes the process to Upgrade Cisco Secure Email and Web Manager (SMA).

## Prerequisites

## Requirements

Cisco recommends that you have knowledge of these topics:

- Physical or Virtual SMA Installed
- License activated or installed
- Secure Shell (SSH) Client
- Internet reachability for the SMA appliance
- Setup wizard is completed
- Administrative Access to the SMA
- Check the [release notes](#) to find the upgrade path
- Review the Compatibility Matrix for Cisco Secure Email (SEG) and Secure Web Appliances (SWA)
- Check the release notes to find the latest features and defects for your target version
- Check for any additional prerequisites on the release notes

## Components Used

This document is not restricted to specific software and hardware versions.

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

SMA is delivered with the least supported version. One of the first steps to be done once the appliance is installed is to get it upgraded to the right version that meets your environment. This document describes the steps required to get the appliance to the target version.

## Before Appliance Upgrade Important Steps

1. Take steps to prevent or minimize data loss: Make sure the new appliance has sufficient disk capacity and the same or greater size allocations for each data type to be transferred. If you have received any disk space alerts, resolve any disk space issues before upgrade.
2. Save the XML configuration file off of the appliance. See caveats at [Save and Export the Current Configuration File](#). If the appliance reverts to the pre-upgrade release for any reason, this file is needed.
3. If the Safelist/Blocklist feature is enabled, export the list off of the appliance. Click **Management Appliance > System Administration > Configuration File** and scroll down.
4. Suspend the listeners through the command **suspendlistener** if CLI upgrade is used. If you perform the upgrade from the GUI, listener suspension occurs automatically.
5. Drain the mail queue and the delivery queue.
6. Verify that the upgrade settings are configured as you want them. See [Configuring Upgrade and Service Update Settings](#).

## Upgrade Process through WUI

Review the **Prerequisites** and **Before Appliance Upgrade Important Steps** sections and go through these steps to upgrade from current to target release:

1. Log in to the SMA Web User Interface (WUI) through admin credentials.
2. From the main menu tab, choose **System Administration**, then click **System Upgrade** as shown in this image.

System Administration
System Health
Alerts
Log Subscriptions
Return Addresses
SSL Configuration
Users
User Roles
Network Access
LDAP
SAML
OpenID Connect
Disk Management
Shutdown/Reboot
Configuration File
<b>Upgrade and Updates</b>
System Upgrade
Update Settings
<b>System Preferences</b>
General Settings
<b>System Time</b>
Time Zone
Time Settings
<b>Feature Keys</b>
Feature Key Settings
Feature Keys
Smart Software Licensing
<b>System Setup</b>
System Setup Wizard
Next Steps

Figure 1: System Upgrade

3. Click the **Upgrade Options** as shown in this image.

## System Upgrade

**Upgrade System**

Click **Upgrade Options** to view and select the applicable options available for your appliance.

Current AsyncOS Version:	14.0.0-418								
Current Upgrade Settings:	<table><tr><td>Server:</td><td>https://update-manifests.sco.cisco.com (Cisco IronPort Upgrade Server)</td></tr><tr><td>Interface:</td><td>Auto Select</td></tr><tr><td>HTTP Proxy Server:</td><td>None</td></tr><tr><td>HTTPS Proxy Server:</td><td>None</td></tr></table>	Server:	https://update-manifests.sco.cisco.com (Cisco IronPort Upgrade Server)	Interface:	Auto Select	HTTP Proxy Server:	None	HTTPS Proxy Server:	None
Server:	https://update-manifests.sco.cisco.com (Cisco IronPort Upgrade Server)								
Interface:	Auto Select								
HTTP Proxy Server:	None								
HTTPS Proxy Server:	None								

[Upgrade Options...](#)

**Upgrade Notification Settings**

AsyncOS Upgrade Notification: Enabled

[Edit Settings...](#)

Upstream proxy if exists

Figure 2: Select upgrade options

4. From the Displayed settings, select **Download and install** or **Download only** as shown in this image.

**Upgrade options**

Choose any one upgrade option:

☒ **Download and install**  
(Select from the list of available upgrade image files from upgrade server to download from, and install.)

☐ **Download only**  
(Select from the list of available upgrade image files from upgrade server to download. You may use this image file to Install later.)

Figure 3: Select download and install, or download only

5. From the list of the available upgrade images, select the target version as shown in the image.

Most system upgrades require a reboot of the system after the upgrade is applied. Changes made to your system's configuration between the time the upgrade download is completed and the system is rebooted will not be saved.

Since version 12.0, the Next Generation portal of your appliance by default uses AsyncOS API HTTP/HTTPS ports (6080/6443) and trailblazer HTTPS port (4431). You can configure the HTTPS (4431) port using the trailblazerconfig command in the CLI. Make sure that the configured HTTPS port is opened on the firewall and ensure that your DNS server can resolve the hostname that you specified for accessing the appliance.

List of available upgrade images files at upgrade server:

- AsyncOS 14.2.0 build 203 upgrade For Management, 2022-05-26 is a release available as General Deployment.
- AsyncOS 14.1.0 build 250 upgrade For Management, 2022-03-17, is a release available as Maintenance Deployment.
- AsyncOS 14.1.0 build 239 upgrade For Management, 2022-01-17 is a release available as Maintenance Deployment.

Figure 4: Select Target version

6. Select a method to save a backup for your configuration from the **Upgrade Preparation** section as shown in this image.

**Upgrade Preparation:**

☒ Save the current configuration to the configuration directory before upgrading.

Email file to:

Separate multiple addresses with commas.

☐ Encrypt passwords in the configuration file.

☒ Mask passwords in the configuration file.

Note: Files with masked passwords cannot be loaded using Load Configuration.

[Cancel](#) [Proceed](#)

Figure 5: Configuration Backup options

7. Click on **Proceed**.

8. A progress bar shows the upgrade or download process. You can close the page and come back to it after the upgrade is completed.

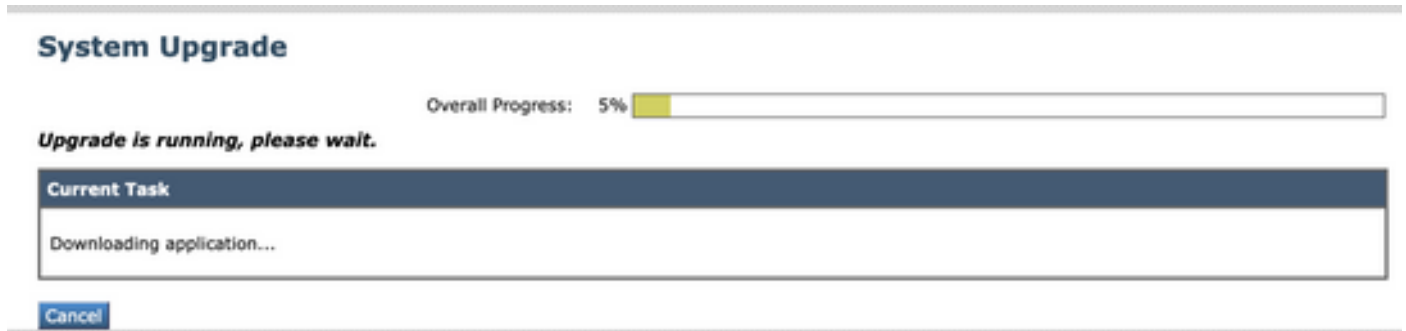


Figure 6: Upgrade progress status bar

**Note:** If you have upstream proxies, make sure to configure proxy settings on **System Administration > Update and Upgrade Settings**.

## Upgrade Process through CLI

Review the **Prerequisites** and **Before Appliance Upgrade Important Steps** sections and go through these steps to upgrade from current to target release:

1. Access the SMA Command Line Interface (CLI) through SSH Client.
2. Type the command **upgrade**.
3. Some versions offer the options (otherwise move to step 5):
  - DOWNLOAD:** Downloads the version, and you can go back through steps (1-3) and select **INSTALL** to install the version.
  - DOWNLOADINSTALL:** Downloads and installs the version in the same step.
  - INSTALL:** Installs the version if it was downloaded before (This option is available if the version was downloaded before).
  - STATUS:** Displays the status of the download if the **DOWNLOAD** option was chosen previously.
4. Select the appropriate option based on the current state of the upgrade.
5. Select the target version.
6. Press **Enter** Key to start the upgrade process.
7. After the upgrade is completed a **reboot** is required to apply the upgrade.

## Verify

Use this section to confirm that your configuration works properly.

After the upgrade and restart are complete. Use the CLI command **version** to verify the system is now on the correct target release.

## Troubleshoot

This section provides the information you can use to troubleshoot your configuration.

The upgrade can fail due to multiple reasons; most of these issues are related to network connectivity or drops at the time of the upgrade process.

## Unable to Reach Update Servers

```
SMA_CLI> upgrade
```

```
Choose the operation you want to perform:
```

- DOWNLOADINSTALL - Downloads and installs the upgrade image (needs reboot).
- DOWNLOAD - Downloads the upgrade image.

```
[> download
```

```
Upgrades available.
```

1. AsyncOS 14.1.0 build 239 upgrade For Management, 2022-01-17 is a release available as Maintenance Deployment.
  2. AsyncOS 14.1.0 build 250 upgrade For Management, 2022-03-17, is a release available as Maintenance Deployment.
  3. AsyncOS 14.2.0 build 203 upgrade For Management, 2022-05-26 is a release available as General Deployment.
- ```
[3]>3
```

Download error: <http://updates.ironport.com/asyncos/zeus-14-2-0-203/hints/default/1>

The Error message is caused due to unable to reach the update servers

Verify the SMA appliance has the correct resolution for the update servers, for detailed steps review this [article](#).

**Note:** Attempt to upgrade from the WUI if the CLI fails or the SSH session times out.

**Note:** Firewalls need to allow idle connections to stay active, especially for the upgrade process.

## Related Information

- [WSA AsyncOS Release Notes](#)
- [Upgrade Process for Secure Web Appliance](#)
- [ESA AsyncOS Upgrade and Troubleshoot Procedure](#)
- [Compatibility Matrix for Cisco Secure Email and Web Manager](#)
- [Upgrades and Updates Connectivity Check](#)
- [Technical Support & Documentation - Cisco Systems](#)