



## Troubleshooting

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## Packet Capture

The Packet Capture tool is a valuable asset for use in debugging connectivity and configuration issues and for understanding traffic flows through your Firepower 4100/9300 chassis. You can use the Packet Capture tool to log traffic that is going through specific interfaces on your Firepower 4100/9300 chassis.

You can create multiple packet capture sessions, and each session can capture traffic on multiple interfaces. For each interface included in a packet capture session, a separate packet capture (PCAP) file will be created.

## Backplane Port Mappings

The Firepower 4100/9300 chassis uses the following mappings for internal backplane ports:

Security Module	Port Mapping	Description
Security Module 1/Security Engine	Ethernet1/9	Internal-Data0/0
Security Module 1/Security Engine	Ethernet1/10	Internal-Data0/1
Security Module 2	Ethernet1/11	Internal-Data0/0
Security Module 2	Ethernet1/12	Internal-Data0/1
Security Module 3	Ethernet1/13	Internal-Data0/0

Security Module	Port Mapping	Description
Security Module 3	Ethernet1/14	Internal-Data0/1

## Guidelines and Limitations for Packet Capture

The Packet Capture tool has the following limitations:

- Can capture only up to 100 Mbps.
- Packet capture sessions can be created even when there is not enough storage space available to run the packet capture session. You should verify that you have enough storage space available before you start a packet capture session.
- For packet capture sessions on a single-wide 4x100Gbps or 2x100Gbps network module (part numbers FPR-NM-4X100G and FPR-NM-2X100G respectively), if the module `adminstate` is set to `off`, the capture session is automatically disabled with an “Oper State Reason: Unknown Error.” You will have to restart the capture session after the module `adminstate` is set to `on` again.

With all other network modules, packet capture sessions continue across module `adminstate` changes.

- Does not support multiple active packet capturing sessions.
- Captures only at the ingress stage of the internal switch.
- Filters are not effective on packets that cannot be understood by the internal switch (for example Security Group Tag and Network Service Header packets).
- You cannot capture packets for an EtherChannel as a whole. However, for an EtherChannel allocated to a logical device, you can capture packets on each member interface of the EtherChannel.
- You cannot copy or export a PCAP file while the capture session is still active.
- When you delete a packet capture session, all packet capture files associated with that session are also deleted.

## Creating or Editing a Packet Capture Session

### Procedure

- 
- Step 1** Enter packet capture mode:  
Firepower-chassis # **scope packet-capture**
- Step 2** Create a filter; see [Configuring Filters for Packet Capture](#), on page 5.  
You can apply filters to any of the interfaces included in a packet capture session.
- Step 3** To create or edit a packet capture session:  
Firepower-chassis /packet-capture # **enter session session\_name**
- Step 4** Specify the buffer size to use for this packet capture session:

Firepower-chassis /packet-capture/session\* # **set session-memory-usage** *session\_size\_in\_megabytes*

The specified buffer size must be between 1 and 2048 MB.

**Step 5** Specify the length of the packet that you want to capture for this packet capture session:

Firepower-chassis /packet-capture/session\* # **set session-pcap-snaplength** *session\_snap\_length\_in\_bytes*

The specified snap length must be between 64 and 9006 bytes. If you do not configure the session snap length, the default capture length is 1518 bytes.

**Step 6** Specify the physical source ports that should be included in this packet capture session.

You can capture from multiple ports and can capture from both physical ports and application ports during the same packet capture session. A separate packet capture file is created for each port included in the session. You cannot capture packets for an EtherChannel as a whole. However, for an EtherChannel allocated to a logical device, you can capture packets on each member interface of the EtherChannel.

**Note** To remove a port from the packet capture session, use **delete** instead of **create** in the commands listed below.

a) Specify the physical port.

Firepower-chassis /packet-capture/session\* # **create** {**phy-port** | **phy-aggr-port**} *port\_id*

**Example:**

```
Firepower-chassis /packet-capture/session* # create phy-port Ethernet1/1
Firepower-chassis /packet-capture/session/phy-port* #
```

b) (Optional) Apply the desired filter.

Firepower-chassis /packet-capture/session/phy-port\* # **set** {**source-filter**} *filename*

**Note** To remove a filter from a port, use **set source-filter ""**.

c) Repeat the steps above as needed to add all desired ports.

**Step 7** Specify the application source ports that should be included in this packet capture session.

You can capture from multiple ports and can capture from both physical ports and application ports during the same packet capture session. A separate packet capture file is created for each port included in the session.

**Note** To remove a port from the packet capture session, use **delete** instead of **create** in the commands listed below.

a) Specify the application port.

Firepower-chassis /packet-capture/session\* # **create app\_port** *module\_slot link\_name interface\_name app\_name*

## Syntax Description

<b>module_slot</b>	Security module in which the application is installed.
<b>link_name</b>	Any user descriptive name referring to the interface, for example, link1, inside_port1, etc.
<b>interface_name</b>	Interface attached to the application where packets need to be captured from, for example, Ethernet1/1, Ethernet2/2

<b>app_name</b>	Application installed on the module - ftd, asa
-----------------	--

- b) (Optional) Apply the desired filter.

```
Firepower-chassis /packet-capture/session/phy-port* # set {source-filter} filename
```

#### Syntax Description

<b>filename</b>	The filter name from the 'create filter' command under packet-capture scope
-----------------	---

**Note** To remove a filter from a port, use **set source-filter ""**.

- c) Repeat the steps above as needed to add all desired application ports.

#### Step 8

If you want to start the packet capture session now:

```
Firepower-chassis /packet-capture/session* # enable
```

Newly created packet-capture sessions are disabled by default. Explicit enabling of a session activates the packet capture session when the changes are committed. If another session is already active, enabling a session will generate an error. You must disable the already active packet-capture session before you can enable this session.

#### Step 9

Commit the transaction to the system configuration:

```
Firepower-chassis /packet-capture/session* # commit-buffer
```

If you enabled the packet capture session, the system will begin capturing packets. You will need to stop capturing before you can download the PCAP files from your session.

#### Example

```
Firepower-chassis# scope packet-capture
Firepower-chassis packet-capture # create session asalinside
Firepower-chassis packet-capture/session # set session-memory-usage 256
Firepower-chassis packet-capture/session* # create phy-port Ethernet3/1
Firepower-chassis packet-capture/session* # create phy-aggr-port Ethernet2/1/1
Firepower-chassis packet-capture/session* # create app-port 1 link1 Ethernet 1/1 asa
Firepower-chassis packet-capture/session* # exit
Firepower-chassis packet-capture* # create filter interfacelvlan100
Firepower-chassis packet-capture/filter* # set ivlan 100
Firepower-chassis packet-capture/filter* # set srcIP 6.6.6.6
Firepower-chassis packet-capture/filter* # set srcPort 80
Firepower-chassis packet-capture/filter* # set destIP 10.10.10.10
Firepower-chassis packet-capture/filter* # set destPort 5050
Firepower-chassis packet-capture/filter* # exit
Firepower-chassis packet-capture/session* # scope phy-port Ethernet3/1
Firepower-chassis packet-capture/session/phy-port* # set src-filter interfacelvlan100
Firepower-chassis packet-capture/session/phy-port* # exit
Firepower-chassis packet-capture/session* # scope app-port 1 link1 Ethernet1/1 asa
Firepower-chassis packet-capture/session/app-port* # set src-filter interfacelvlan100
Firepower-chassis packet-capture/session/app-port* # exit
Firepower-chassis packet-capture/session* # enable
Firepower-chassis packet-capture/session* # commit-buffer
Firepower-chassis packet-capture/session #
```

## Configuring Filters for Packet Capture

You can create filters to limit the traffic that is included in a packet capture session. You can select which interfaces should use a specific filter while creating a packet capture session.



**Note** If you modify or delete a filter that is applied to a packet capture session that is currently running, the changes will not take affect until you disable that session and then reenale it.

### Procedure

**Step 1** Enter packet capture mode:

```
Firepower-chassis # scope packet-capture
```

**Step 2** To create a new packet capture filter:

```
Firepower-chassis /packet-capture # create filter filter_name
```

To edit an existing packet capture filter:

```
Firepower-chassis /packet-capture # enter filter filter_name
```

To delete an existing packet capture filter:

```
Firepower-chassis /packet-capture # delete filter filter_name
```

**Step 3** Specify the filter details by setting one or more filter properties:

```
Firepower-chassis /packet-capture/filter* # set <filterprop filterprop_value
```

**Note** You can filter using IPv4 or IPv6 addresses, but you cannot filter on both in the same packet capture session.

**Table 1: Supported Filter Properties**

ivlan	Inner VLAN ID (vlan of packet while ingressing port)
ovlan	Outer VLAN ID (vlan added by the Firepower 4100/9300 chassis)
srcip	Source IP Address (IPv4)
destip	Destination IP Address (IPv4)
srcipv6	Source IP Address (IPv6)
destipv6	Destination IP Address (IPv6)
srcport	Source Port Number
destport	Destination Port Number
protocol	IP Protocol [IANA defined Protocol values in decimal format]

ethertype	Ethernet Protocol type [IANA defined Ethernet Protocol type value in decimal format. For eg: IPv4 = 2048, IPv6 = 34525, ARP = 2054, SGT = 35081]
srcmac	Source Mac Address
destmac	Destination Mac Address

### Example

```
Firepower-chassis# scope packet-capture
Firepower-chassis packet-capture # create filter interfacelvlan100
Firepower-chassis packet-capture/filter* # set ivlan 100
Firepower-chassis packet-capture/filter* # set srcip 6.6.6.6
Firepower-chassis packet-capture/filter* # set srcport 80
Firepower-chassis packet-capture/filter* # set destip 10.10.10.10
Firepower-chassis packet-capture/filter* # set destport 5050
Firepower-chassis packet-capture/filter* # commit-buffer
```

## Starting and Stopping a Packet Capture Session

### Procedure

**Step 1** Enter packet capture mode:

```
Firepower-chassis # scope packet-capture
```

**Step 2** Enter the scope for the packet capture session that you want to start or stop:

```
Firepower-chassis /packet-capture # enter session session_name
```

**Step 3** To start a packet capture session:

```
Firepower-chassis /packet-capture/session* # enable [append | overwrite]
```

**Note** You cannot start a packet capture session while another session is running.

While the packet capture session is running, the file size for the individual PCAP files will increase as traffic is captured. Once the Buffer Size limit is reached, the system will start dropping packets and you will see the Drop Count field increase.

**Step 4** To stop a packet capture session:

```
Firepower-chassis /packet-capture/session* # disable
```

**Step 5** Commit the transaction to the system configuration:

```
Firepower-chassis /packet-capture/session* # commit-buffer
```

If you enabled the packet capture session, the PCAP files for the interfaces included in the session will start collecting traffic. If the session is configured to overwrite session data, the existing PCAP data will be erased. If not, data will be appended to the existing file (if any).

---

### Example

```
Firepower-chassis# scope packet-capture
Firepower-chassis packet-capture # scope session asalinside
Firepower-chassis packet-capture/session # enable append
Firepower-chassis packet-capture/session* # commit-buffer
Firepower-chassis packet-capture/session #
```

## Downloading a Packet Capture File

You can download the Packet Capture (PCAP) files from a session to your local computer so that they can be analyzed using a network packet analyzer.

PCAP files are stored into the workspace: `//packet-capture` directory and use the following naming conventions:

workspace://packet-capture/session-`<id>`/`<session-name>`-`<interface-name>`.pcap

### Procedure

---

To copy a PCAP file from the Firepower 4100/9300 chassis:

**Note** You should stop the packet capture session before you download the PCAP files from that session.

- a) Connect to local management:

```
Firepower-chassis # connect localmgmt
```

- b) Copy the PCAP files:

```
# copy pcap_file copy_destination
```

---

### Example

```
Firepower-chassis# connect localmgmt
# copy workspace://packet-capture/session-1/test-ethernet-1-1-0.pcap
scp://user@10.10.10.1:/workspace/
```

## Deleting Packet Capture Sessions

You can delete an individual packet capture session if it is not currently running or you can delete all inactive packet capture sessions.

### Procedure

---

- Step 1** Enter packet capture mode:  
Firepower-chassis # **scope packet-capture**
- Step 2** To delete a specific packet capture session:  
Firepower-chassis /packet-capture # **delete session** *session\_name*
- Step 3** To delete all inactive packet capture sessions:  
Firepower-chassis /packet-capture # **delete-all-sessions**
- Step 4** Commit the transaction to the system configuration:  
Firepower-chassis /packet-capture\* # **commit-buffer**
- 

### Example

```
Firepower-chassis# scope packet-capture
Firepower-chassis packet-capture # delete session asalinside
Firepower-chassis packet-capture* # commit-buffer
Firepower-chassis packet-capture #
```

## Testing Network Connectivity

### Before you begin

To test basic network connectivity by pinging another device on the network with its host name or IPv4 address, use the **ping** command. To ping another device on the network with its host name or IPv6 address, use the **ping6** command.

To trace the route to another device on the network with its host name or IPv4 address, use the **traceroute** command. To trace the route to another device on the network with its host name or IPv6 address, use the **traceroute6** command.

- The **ping** and **ping6** commands are available in `local-mgmt` mode.
- The **ping** command is also available in `module` mode.
- The **traceroute** and **traceroute6** commands are available in `local-mgmt` mode.
- The **traceroute** command is also available in `module` mode.

### Procedure

---

- Step 1** Connect to `local-mgmt` or `module` mode by entering one of the following commands:
- **connect local-mgmt**



- **connect module** *module-ID*console

**Example:**

```
FP9300-A# connect local-mgmt
FP9300-A(local-mgmt)#
```

- Step 2** To test basic network connectivity by pinging another device on the network with its host name or IPv4 address:

**ping** {*hostname* | *IPv4\_address*} [**count** *number\_packets* ] | [**deadline** *seconds* ] | [**interval** *seconds* ] | [**packet-size** *bytes* ]

**Example:**

This example shows how to connect to ping another device on the network twelve times:

```
FP9300-A(local-mgmt)# ping 198.51.100.10 count 12
PING 198.51.100.10 (198.51.100.10) from 203.0.113.5 eth0: 56(84) bytes of data.
64 bytes from 198.51.100.10: icmp_seq=1 ttl=61 time=0.264 ms
64 bytes from 198.51.100.10: icmp_seq=2 ttl=61 time=0.219 ms
64 bytes from 198.51.100.10: icmp_seq=3 ttl=61 time=0.234 ms
64 bytes from 198.51.100.10: icmp_seq=4 ttl=61 time=0.205 ms
64 bytes from 198.51.100.10: icmp_seq=5 ttl=61 time=0.216 ms
64 bytes from 198.51.100.10: icmp_seq=6 ttl=61 time=0.251 ms
64 bytes from 198.51.100.10: icmp_seq=7 ttl=61 time=0.223 ms
64 bytes from 198.51.100.10: icmp_seq=8 ttl=61 time=0.221 ms
64 bytes from 198.51.100.10: icmp_seq=9 ttl=61 time=0.227 ms
64 bytes from 198.51.100.10: icmp_seq=10 ttl=61 time=0.224 ms
64 bytes from 198.51.100.10: icmp_seq=11 ttl=61 time=0.261 ms
64 bytes from 198.51.100.10: icmp_seq=12 ttl=61 time=0.261 ms

--- 198.51.100.10 ping statistics ---
12 packets transmitted, 12 received, 0% packet loss, time 11104ms
rtt min/avg/max/mdev = 51.005/51.062/51.164/0.064 ms

FP9300-A(local-mgmt)#
```

- Step 3** To trace the route to another device on the network using its host name or IPv4 address:

**traceroute** {*hostname* | *IPv4\_address*}

**Example:**

```
FP9300-A(local-mgmt)# traceroute 198.51.100.10
traceroute to 198.51.100.10 (198.51.100.10), 30 hops max, 40 byte packets
 1 198.51.100.57 (198.51.100.57) 0.640 ms 0.737 ms 0.686 ms
 2 net1-gw1-13.cisco.com (198.51.100.101) 2.050 ms 2.038 ms 2.028 ms
 3 net1-sec-gw2.cisco.com (198.51.100.201) 0.540 ms 0.591 ms 0.577 ms
 4 net1-fp9300-19.cisco.com (198.51.100.108) 0.336 ms 0.267 ms 0.289 ms

FP9300-A(local-mgmt)#
```

- Step 4** (Optional) Enter **exit** to exit *local-mgmt* mode and return to the top-level mode.

# Troubleshooting Management Interface Status

During initialization and configuration, if you suspect the management interface has not come up for some reason (for example, you cannot access the Chassis Manager), use the **show mgmt-port** command in the `local-mgmt` shell to determine the status of the management interface.



## Note

Do not use the **show interface brief** command in the `fxos` shell as it currently displays incorrect information.

## Procedure

**Step 1** Connect to `local-mgmt` mode by entering the following command:

- **connect local-mgmt**

### Example:

```
firepower# connect local-mgmt
firepower(local-mgmt)#
```

**Step 2** Use the **show mgmt-port** command to determine the status of the management interface.

### Example:

```
firepower(local-mgmt)# show mgmt-port
eth0      Link encap:Ethernet  HWaddr b0:aa:77:2f:f0:a9
          inet addr:10.89.5.14  Bcast:10.89.5.63  Mask:255.255.255.192
          inet6 addr: fe80::b2aa:77ff:fe2f:f0a9/64  Scope:Link
          UP BROADCAST RUNNING MULTICAST  MTU:1500  Metric:1
          RX packets:3210912 errors:0 dropped:0 overruns:0 frame:0
          TX packets:705434 errors:0 dropped:0 overruns:0 carrier:0
          collisions:0 txqueuelen:1000
          RX bytes:1648941394 (1.5 GiB)  TX bytes:138386379 (131.9 MiB)

firepower(local-mgmt)#
```

You also can use the **show mgmt-ip-debug** command; however, it produces an extensive listing of interface-configuration information.

# Determine Port Channel Status

You can follow these steps to determine the status of currently defined port channels.

## Procedure

**Step 1** Enter `/eth-uplink/fabric` mode by entering the following commands:

- **scope eth-uplink**
- **scope fabric {a | b}**

**Example:**

```
FP9300-A# scope eth-uplink
FP9300-A /eth-uplink # scope fabric a
FP9300-A /eth-uplink/fabric #
```

**Step 2** Enter the **show port-channel** command to display a list current port channels with the administrative state and operational state for each.

**Example:**

```
FP9300-A /eth-uplink/fabric # show port-channel

Port Channel:
  Port Channel Id Name      Port Type      Admin
  State Oper State      State Reason
  -----
  10              Port-channel10  Data           Enabl
ed      Failed              No operational members
  11              Port-channel11  Data           Enabl
ed      Failed              No operational members
  12              Port-channel12  Data           Disab
led     Admin Down          Administratively down
  48              Port-channel48  Cluster        Enabl
ed      Up
```

FP9300-A /eth-uplink/fabric #

**Step 3** Enter /port-channel mode to display individual port-channel and port information by entering the following command:

- **scope port-channel ID**

**Example:**

```
FP9300-A /eth-uplink/fabric/port-channel # top
FP9300-A# connect fxos
Cisco Firepower Extensible Operating System (FX-OS) Software
TAC support: http://www.cisco.com/tac
Copyright (c) 2002-2017, Cisco Systems, Inc. All rights reserved.

The copyrights to certain works contained in this software are
owned by other third parties and used and distributed under
license.

<--- remaining lines removed for brevity --->

FP9300-A(fxos)#
```

**Step 4** Enter the **show** command to display status information for the specified port channel.

**Example:**

```
FP9300-A /eth-uplink/fabric/port-channel # show

Port Channel:
```

```

      Port Channel Id Name      Port Type      Admin
      State Oper State      State Reason
-----
10      Failed      Port-channel10      Data      Enabl
ed      No operational members

FP9300-A /eth-uplink/fabric/port-channel #

```

**Step 5** Enter the **show member-port** command to display status information for the port channel's member port(s).

**Example:**

```

FP9300-A /eth-uplink/fabric/port-channel # show member-port

Member Port:
      Port Name      Membership      Oper State      State Reas
on
-----
--
      Ethernet2/3      Suspended      Failed      Suspended
      Ethernet2/4      Suspended      Failed      Suspended

FP9300-A /eth-uplink/fabric/port-channel #

```

A port channel does not come up until you assign it to a logical device. If the port channel is removed from the logical device, or the logical device is deleted, the port channel reverts to a Suspended state.

**Step 6** To view additional port channel and LACP information, exit `/eth-uplink/fabric/port-channel` mode and enter `fxos` mode by entering the following commands:

- **top**
- **connect fxos**

**Example:**

**Step 7** Enter the **show port-channel summary** command to display summary information for the current port channels.

**Example:**

```

FP9300-A(fxos)# show port-channel summary
Flags:  D - Down          P - Up in port-channel (members)
        I - Individual    H - Hot-standby (LACP only)
        s - Suspended     r - Module-removed
        S - Switched      R - Routed
        U - Up (port-channel)
        M - Not in use. Min-links not met

-----
Group Port-      Type      Protocol  Member Ports
Channel
-----
10    Po10 (SD)    Eth       LACP      Eth2/3 (s)  Eth2/4 (s)
11    Po11 (SD)    Eth       LACP      Eth2/1 (s)  Eth2/2 (s)
12    Po12 (SD)    Eth       LACP      Eth1/4 (D)  Eth1/5 (D)
48    Po48 (SU)    Eth       LACP      Eth1/1 (P)  Eth1/2 (P)

```

Additional **show port-channel** and **show lacp** commands are available in `fxos` mode. You can use these commands to display a variety of port channel and LACP information such as capacity, traffic, counters, and usage.

---

### What to do next

See [Add an EtherChannel \(Port Channel\)](#) for information about creating port channels.

## Recovering from a Software Failure

### Before you begin

In the event of software failure that prevents the system from booting successfully, you can use the following procedure to boot a new version of software. To complete this process you need to TFTP boot a kickstart image, download new system and manager images, and then boot using the new images.

The recovery images for a specific FXOS version can be obtained from Cisco.com at one of the following locations:

- Firepower 9300—<https://software.cisco.com/portal/pub/download/portal/select.html?&mdfid=286287252&flowid=77282&softwareid=286287263>
- Firepower 4100 Series—<https://software.cisco.com/portal/pub/download/portal/select.html?&mdfid=286305187&flowid=79423&softwareid=286287263>

The recovery images include three separate files. For example, below are the current recovery images for FXOS 2.1.1.64.

Recovery image (kickstart) for FX-OS 2.1.1.64.  
`fxos-k9-kickstart.5.0.3.N2.4.11.63.SPA`

Recovery image (manager) for FX-OS 2.1.1.64.  
`fxos-k9-manager.4.1.1.63.SPA`

Recovery image (system) for FX-OS 2.1.1.64.  
`fxos-k9-system.5.0.3.N2.4.11.63.SPA`

### Procedure

---

#### Step 1

Access ROMMON:

- a) Connect to the console port.
- b) Reboot the system.

The system will start loading and during the process display a countdown timer.

- c) Press the **Escape** key during the countdown to enter ROMMON mode.

**Example:**

```

Cisco System ROMMON, version 1.0.09, RELEASE SOFTWARE
Copyright (c) 1994-2015 by Cisco Systems, Inc.
Compiled Sun 01/01/1999 23:59:59.99 by user

Current image running: Boot ROM0
Last reset cause: LocalSoft
DIMM Slot 0 : Present
DIMM Slot 1 : Present
No USB drive !!

Platform FPR9K-SUP with 16384 Mbytes of main memory
MAC Address aa:aa:aa:aa:aa:aa

find the string ! boot bootflash:/installables/switch/fxos-k9-kickstart.5.0.3.N2.0.00.00.SPA

bootflash:/installables/switch/fxos-k9-system.5.0.3.N2.0.00.00.SPA

Use BREAK, ESC or CTRL+L to interrupt boot.
use SPACE to begin boot immediately.
Boot interrupted.

rommon 1 >

```

## Step 2 TFTP boot a kickstart image:

- a) Verify that the management IP address, management netmask, and gateway IP address are set correctly. You can see their values using the **set** command. You can test the connectivity to the TFTP server using the **ping** command.

```

rommon 1 > set
ADDRESS=
NETMASK=
GATEWAY=
SERVER=
IMAGE=
PS1="ROMMON ! > "
rommon > address <ip-address>
rommon > netmask <network-mask>
rommon > gateway <default-gateway>

```

- b) Copy the kickstart image to a TFTP directory that is accessible from your Firepower 4100/9300 chassis.

**Note** The kickstart image version number will not match the bundle version number. Information showing the mapping between your FXOS version and the kickstart image can be found on the Cisco.com software download page.

- c) Boot the image from ROMMON using the boot command:

```

boot tftp://<IP address>/<path to image>

```

**Note** You can also boot the kickstart from ROMMON using a FAT32 formatted USB media device inserted into the USB slot on the front panel of the Firepower 4100/9300 chassis. If the USB device is inserted while the system is running, you will need to reboot the system before it will recognize the USB device.

The system will display a series of #s indicating that the image is being received and will then load the kickstart image.

### Example:

```
rommon 1 > set
ADDRESS=
NETMASK=
GATEWAY=
SERVER=
IMAGE=
PS1="ROMMON ! > "

rommon 2 > address 10.0.0.2
rommon 3 > netmask 255.255.255.0
rommon 4 > gateway 10.0.0.1
rommon 5 > ping 10.0.0.2
..!!!!!!
Success rate is 100 percent (10/10)
rommon 6 > ping 192.168.1.2
..!!!!!!
Success rate is 100 percent (10/10)

rommon 7 > boot tftp://192.168.1.2/fxos-k9-kickstart.5.0.3.N2.1.11.1.SPA
ADDRESS: 10.0.0.2
NETMASK: 255.255.255.0
GATEWAY: 10.0.0.1
SERVER: 192.168.1.2
IMAGE: fxos-k9-kickstart.5.0.3.N2.1.11.1.SPA

TFTP_MACADDR: aa:aa:aa:aa:aa:aa
.....

Receiving fxos-k9-kickstart.5.0.3.N2.1.11.1.SPA from 192.168.1.2

#####
#####
#####

File reception completed.
```

**Step 3** Download the recovery system and manager images that match the kickstart image you just loaded to the Firepower 4100/9300 chassis:

- a) To download the recovery system and manager images you will need to set the management IP address and gateway. You cannot download these images via USB.

```
switch(boot)# config terminal
switch(boot)(config)# interface mgmt 0
switch(boot)(config-if)# ip address <ip address> <netmask>
switch(boot)(config-if)# no shutdown
switch(boot)(config-if)# exit
switch(boot)(config)# ip default-gateway <gateway>
switch(boot)(config)# exit
```

- b) Copy the recovery system and manager images from the remote server to the bootflash:

```
switch(boot)# copy URL bootflash:
```

Specify the URL for the file being imported using one of the following syntax:

- **ftp://username@hostname/path/image\_name**
- **scp://username@hostname/path/image\_name**
- **sftp://username@hostname/path/image\_name**

- `tftp://hostname/path/image_name`

**Example:**

```
switch(boot)# copy
  scp://<username>@192.168.1.2/recovery_images/fxos-k9-system.5.0.3.N2.4.11.69.SPA
bootflash:
```

```
switch(boot)# copy
  scp://<username>@192.168.1.2/recovery_images/fxos-k9-manager.4.1.1.69.SPA
bootflash:
```

- c) After the images have been successfully copied to the Firepower 4100/9300 chassis, make a symlink to the manager image from `nuova-sim-mgmt-nsg.0.1.0.001.bin`. This link tells the load mechanism which manager image to load. The symlink name should always be `nuova-sim-mgmt-nsg.0.1.0.001.bin` regardless of what image you are trying to load.

```
switch(boot)# copy bootflash:<manager-image>
bootflash:nuova-sim-mgmt-nsg.0.1.0.001.bin
```

**Example:**

```
switch(boot)# config terminal
Enter configuration commands, one per line.  End with CNTL/Z.

switch(boot)(config)# interface mgmt 0
switch(boot)(config-if)# ip address 10.0.0.2 255.255.255.0
switch(boot)(config-if)# no shutdown
switch(boot)(config-if)# exit
switch(boot)(config)# ip default-gateway 10.0.0.1
switch(boot)(config)# exit
switch(boot)# copy
  tftp://192.168.1.2/recovery_images/fxos-k9-system.5.0.3.N2.4.11.69.SPA
bootflash:
Trying to connect to tftp server.....
Connection to server Established. Copying Started.....
/
TFTP get operation was successful
Copy complete, now saving to disk (please wait)...

switch(boot)# copy
  tftp://192.168.1.2/recovery_images/fxos-k9-manager.4.1.1.69.SPA
bootflash:
Trying to connect to tftp server.....
Connection to server Established. Copying Started.....
/
TFTP get operation was successful
Copy complete, now saving to disk (please wait)...

switch(boot)# copy bootflash:fxos-k9-manager.4.1.1.69.SPA
bootflash:nuova-sim-mgmt-nsg.0.1.0.001.bin

Copy complete, now saving to disk (please wait)...

switch(boot)#
```

**Step 4** Load the system image that you just downloaded:

```
switch(boot)# load bootflash:<system-image>
```



### Example:

```
switch(boot)# load bootflash:fxos-k9-system.5.0.3.N2.4.11.69.SPA
Uncompressing system image: bootflash:/fxos-k9-system.5.0.3.N2.4.11.69.SPA
```

```
Manager image digital signature verification successful
...
System is coming up ... Please wait ...
```

```
Cisco FPR Series Security Appliance
FP9300-A login:
```

**Step 5** After the recovery images have loaded, enter the following commands to prevent the system from trying to load the prior images:

**Note** This step should be performed immediately after loading the recovery images.

```
FP9300-A# scope org
FP9300-A /org # scope fw-platform-pack default
FP9300-A /org/fw-platform-pack # set platform-bundle-version ""
Warning: Set platform version to empty will result software/firmware incompatibility issue.
FP9300-A /org/fw-platform-pack* # commit-buffer
```

**Step 6** Download and install the Platform Bundle image that you want to use on your Firepower 4100/9300 chassis. For more information, see [Image Management](#).

### Example:

```
FP9300-A# scope firmware
FP9300-A /firmware # show download-task
```

Download task:

File Name	Protocol	Server	Port	Userid	State
fxos-k9.2.1.1.73.SPA	Tftp	192.168.1.2	0		Downloaded

```
FP9300-A /firmware # show package fxos-k9.2.1.1.73.SPA detail
Firmware Package fxos-k9.2.1.1.73.SPA:
  Version: 2.1(1.73)
  Type: Platform Bundle
  State: Active
Time Stamp: 2012-01-01T07:40:28.000
Build Date: 2017-02-28 13:51:08 UTC
FP9300-A /firmware #
```

## Recovering from a Corrupted File System

### Before you begin

If the Supervisor's onboard flash becomes corrupted and the system is no longer able to start successfully, you can use the following procedure to recover the system. To complete this process you need to TFTP boot

a kickstart image, reformat the flash, download new system and manager images, and then boot using the new images.



**Note** This procedure includes reformatting the system flash. As a result, you will need to completely reconfigure your system after it has been recovered.

The recovery images for a specific FXOS version can be obtained from Cisco.com at one of the following locations:

- Firepower 9300—<https://software.cisco.com/portal/pub/download/portal/select.html?&mdfid=286287252&flowid=77282&softwareid=286287263>
- Firepower 4100 Series—<https://software.cisco.com/portal/pub/download/portal/select.html?&mdfid=286305187&flowid=79423&softwareid=286287263>

The recovery images include three separate files. For example, below are the recovery images for FXOS 2.1.1.64.

Recovery image (kickstart) for FX-OS 2.1.1.64.  
fxos-k9-kickstart.5.0.3.N2.4.11.63.SPA

Recovery image (manager) for FX-OS 2.1.1.64.  
fxos-k9-manager.4.1.1.63.SPA

Recovery image (system) for FX-OS 2.1.1.64.  
fxos-k9-system.5.0.3.N2.4.11.63.SPA

## Procedure

### Step 1

Access ROMMON:

- Connect to the console port.
- Reboot the system.

The system will start loading and during the process display a countdown timer.

- Press the **Escape** key during the countdown to enter ROMMON mode.

### Example:

```
Cisco System ROMMON, version 1.0.09, RELEASE SOFTWARE
Copyright (c) 1994-2015 by Cisco Systems, Inc.
Compiled Sun 01/01/1999 23:59:59.99 by user
```

```
Current image running: Boot ROM0
Last reset cause: LocalSoft
DIMM Slot 0 : Present
DIMM Slot 1 : Present
No USB drive !!
```

```
Platform FPR9K-SUP with 16384 Mbytes of main memory
MAC Address aa:aa:aa:aa:aa:aa
```

```
find the string ! boot bootflash:/installables/switch/fxos-k9-kickstart.5.0.3.N2.0.00.00.SPA
```

```
bootflash:/installables/switch/fxos-k9-system.5.0.3.N2.0.00.00.SPA
```

Use BREAK, ESC or CTRL+L to interrupt boot.  
use SPACE to begin boot immediately.  
Boot interrupted.

```
rommon 1 >
```

## Step 2

TFTP boot a kickstart image:

- a) Verify that the management IP address, management netmask, and gateway IP address are set correctly. You can see their values using the **set** command. You can test the connectivity to the TFTP server using the **ping** command.

```
rommon 1 > set
ADDRESS=
NETMASK=
GATEWAY=
SERVER=
IMAGE=
PS1="ROMMON ! > "
rommon > address <ip-address>
rommon > netmask <network-mask>
rommon > gateway <default-gateway>
```

- b) Copy the kickstart image to a TFTP directory that is accessible from your Firepower 4100/9300 chassis.

**Note** The kickstart image version number will not match the bundle version number. Information showing the mapping between your FXOS version and the kickstart image can be found on the Cisco.com software download page.

- c) Boot the image from ROMMON using the boot command:

```
boot tftp://<IP address>/<path to image>
```

**Note** You can also boot the kickstart from ROMMON using a USB media device inserted into the USB slot on the front panel of the Firepower 4100/9300 chassis. If the USB device is inserted while the system is running, you will need to reboot the system before it will recognize the USB device.

The system will display a series of #'s indicating that the image is being received and will then load the kickstart image.

### Example:

```
rommon 1 > set
ADDRESS=
NETMASK=
GATEWAY=
SERVER=
IMAGE=
PS1="ROMMON ! > "

rommon 2 > address 10.0.0.2
rommon 3 > netmask 255.255.255.0
rommon 4 > gateway 10.0.0.1
rommon 5 > ping 10.0.0.2
..!!!!!!!
Success rate is 100 percent (10/10)
rommon 6 > ping 192.168.1.2
..!!!!!!!
Success rate is 100 percent (10/10)
```

```
rommon 7 > boot tftp://192.168.1.2/fxos-k9-kickstart.5.0.3.N2.1.11.1.SPA
ADDRESS: 10.0.0.2
NETMASK: 255.255.255.0
GATEWAY: 10.0.0.1
SERVER: 192.168.1.2
IMAGE: fxos-k9-kickstart.5.0.3.N2.1.11.1.SPA

TFTP_MACADDR: aa:aa:aa:aa:aa:aa
.....

Receiving fxos-k9-kickstart.5.0.3.N2.1.11.1.SPA from 192.168.1.2

#####
#####
#####

File reception completed.
```

**Step 3**

After the kickstart image has loaded, reformat the flash using the **init system** command.

The **init system** command erases the contents of the flash including all software images downloaded to the system and all configurations on the system. The command takes approximately 20-30 minutes to complete.

**Example:**

```
switch boot)# init system
```

This command is going to erase your startup-config, licenses as well as the contents of your bootflash:.

```
Do you want to continue? (y/n) [n] y
```

```
Detected 32GB flash...
Initializing the system
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
Initializing startup-config and licenses
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
Formatting bootflash:
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
Formatting SAM partition:
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
Formatting Workspace partition:
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
Formatting Sysdebug partition:
mke2fs 1.35 (28-Feb-2004)
Checking for bad blocks (read-only test):           done
```

**Step 4**

Download the recovery images to the Firepower 4100/9300 chassis:

- a) To download the recovery images you will need to set the management IP address and gateway. You cannot download these images via USB.

```
switch(boot)# config terminal
switch(boot) (config)# interface mgmt 0
switch(boot) (config-if)# ip address <ip address> <netmask>
switch(boot) (config-if)# no shutdown
switch(boot) (config-if)# exit
switch(boot) (config)# ip default-gateway <gateway>
switch(boot) (config)# exit
```

- b) Copy all three recovery images from the remote server to the bootflash:

```
switch(boot)# copy URL bootflash:
```

Specify the URL for the file being imported using one of the following syntax:

- *ftp://username@hostname/path/image\_name*
- *scp://username@hostname/path/image\_name*
- *sftp://username@hostname/path/image\_name*
- *tftp://hostname/path/image\_name*

#### Example:

```
switch(boot)# copy
  scp://<username>@192.168.1.2/recovery_images/fxos-k9-kickstart.5.0.3.N2.4.11.69.SPA
bootflash:

switch(boot)# copy
  scp://<username>@192.168.1.2/recovery_images/fxos-k9-system.5.0.3.N2.4.11.69.SPA
bootflash:

switch(boot)# copy
  scp://<username>@192.168.1.2/recovery_images/fxos-k9-manager.4.1.1.69.SPA
bootflash:
```

- c) After the images have been successfully copied to the Firepower 4100/9300 chassis, make a symlink to the manager image from `nuova-sim-mgmt-nsg.0.1.0.001.bin`. This link tells the load mechanism which manager image to load. The symlink name should always be `nuova-sim-mgmt-nsg.0.1.0.001.bin` regardless of what image you are trying to load.

```
switch(boot)# copy bootflash:<manager-image>
bootflash:nuova-sim-mgmt-nsg.0.1.0.001.bin
```

#### Example:

```
switch(boot)# config terminal
Enter configuration commands, one per line.  End with CNTL/Z.

switch(boot) (config)# interface mgmt 0
switch(boot) (config-if)# ip address 10.0.0.2 255.255.255.0
switch(boot) (config-if)# no shutdown
switch(boot) (config-if)# exit
switch(boot) (config)# ip default-gateway 10.0.0.1
switch(boot) (config)# exit
switch(boot)# copy
  tftp://192.168.1.2/recovery_images/fxos-k9-kickstart.5.0.3.N2.4.11.69.SPA
bootflash:
Trying to connect to tftp server.....
Connection to server Established. Copying Started.....
```

```

/
TFTP get operation was successful
Copy complete, now saving to disk (please wait)...

switch boot)# copy
  tftp://192.168.1.2/recovery_images/fxos-k9-system.5.0.3.N2.4.11.69.SPA
  bootflash:
Trying to connect to tftp server.....
Connection to server Established. Copying Started.....
/
TFTP get operation was successful
Copy complete, now saving to disk (please wait)...

switch boot)# copy
  tftp://192.168.1.2/recovery_images/fxos-k9-manager.4.1.1.69.SPA
  bootflash:
Trying to connect to tftp server.....
Connection to server Established. Copying Started.....
/
TFTP get operation was successful
Copy complete, now saving to disk (please wait)...

switch boot)# copy bootflash:fxos-k9-manager.4.1.1.69.SPA
  bootflash:nuova-sim-mgmt-nsg.0.1.0.001.bin

Copy complete, now saving to disk (please wait)...

switch boot)#

```

**Step 5**

Reload the switch:

```
switch boot)# reload
```

**Example:**

```

switch boot)# reload
This command will reboot this supervisor module. (y/n) ? y
[ 1866.310313] Restarting system.

!! Rommon image verified successfully !!

Cisco System ROMMON, Version 1.0.11, RELEASE SOFTWARE
Copyright (c) 1994-2016 by Cisco Systems, Inc.
Compiled Wed 11/23/2016 11:23:23.47 by builder
Current image running: Boot ROM1
Last reset cause: ResetRequest
DIMM Slot 0 : Present
DIMM Slot 1 : Present
No USB drive !!
BIOS has been locked !!

Platform FPR9K-SUP with 16384 Mbytes of main memory
MAC Address: bb:aa:77:aa:aa:bb

autoboot: Can not find autoboot file 'menu.lst.local'
          Or can not find correct boot string !!
rommon 1 >

```

**Step 6**

Boot from the kickstart and system images:

```
rommon 1 > boot <kickstart-image> <system-image>
```

**Note** You will likely see license manager failure messages while the system image is loading. These messages can be safely ignored.

**Example:**

```
rommon 1 > dir
Directory of: bootflash:\
```

```

01/01/12 12:33a <DIR>          4,096 .
01/01/12 12:33a <DIR>          4,096 ..
01/01/12 12:16a <DIR>         16,384 lost+found
01/01/12 12:27a              34,333,696 fxos-k9-kickstart.5.0.3.N2.4.11.69.SPA
01/01/12 12:29a             330,646,465 fxos-k9-manager.4.1.1.69.SPA
01/01/12 12:31a             250,643,172 fxos-k9-system.5.0.3.N2.4.11.69.SPA
01/01/12 12:34a             330,646,465 nuova-sim-mgmt-nsg.0.1.0.001.bin
      4 File(s) 946,269,798 bytes
      3 Dir(s)
```

```
rommon 2 > boot fxos-k9-kickstart.5.0.3.N2.4.11.69.SPA fxos-k9-system.5.0.3.N2.4.11.69.SPA
!! Kickstart Image verified successfully !!
```

```
Linux version: 2.6.27.47 (security@cisco.com) #1 SMP Thu Nov 17 18:22:00 PST 2016
[ 0.000000] Fastboot Memory at 0c100000 of size 201326592
Usage: init 0123456SsQqAaBbCcUu
```

```
INIT: version 2.86 booting
```

```

POST INIT Starts at Sun Jan 1 00:27:32 UTC 2012
S10mount-ramfs.supnuovaca Mounting /isan 3000m
Mounted /isan
Creating /callhome..
Mounting /callhome..
Creating /callhome done.
Callhome spool file system init done.
Platform is BS or QP MIO: 30
FPGA Version 0x00010500 FPGA Min Version 0x00000600
Checking all filesystems..r.r..r done.
Warning: switch is starting up with default configuration
Checking NVRAM block device ... done
.
FIPS power-on self-test passed
Unpack CMC Application software
Loading system software
Uncompressing system image: bootflash:/fxos-k9-system.5.0.3.N2.4.11.69.SPA
```

```
Manager image digital signature verification successful
```

```
...
```

```
System is coming up ... Please wait ...
nohup: appending output to `nohup.out'
```

```
---- Basic System Configuration Dialog ----
```

```

This setup utility will guide you through the basic configuration of
the system. Only minimal configuration including IP connectivity to
the Fabric interconnect and its clustering mode is performed through these steps.
```

```

Type Ctrl-C at any time to abort configuration and reboot system.
To back track or make modifications to already entered values,
```

complete input till end of section and answer no when prompted to apply configuration.

You have chosen to setup a new Security Appliance. Continue? (y/n):

**Step 7** After the images have loaded, the system will prompt you to enter initial configuration settings. For more information, see [Initial Configuration Using Console Port](#).

**Step 8** Download the Platform Bundle image that you want to use on your Firepower 4100/9300 chassis. For more information, see [Image Management](#).

**Example:**

```
FP9300-A# scope firmware
FP9300-A /firmware # show download-task
```

Download task:

File Name	Protocol	Server	Port	Userid	State
fxos-k9.2.1.1.73.SPA	Tftp	192.168.1.2	0		Downloaded

```
FP9300-A /firmware # show package fxos-k9.2.1.1.73.SPA detail
Firmware Package fxos-k9.2.1.1.73.SPA:
  Version: 2.1(1.73)
  Type: Platform Bundle
  State: Active
Time Stamp: 2012-01-01T07:40:28.000
Build Date: 2017-02-28 13:51:08 UTC
FP9300-A /firmware #
```

**Step 9** Install the Platform Bundle image you downloaded in the previous step:

a) Enter auto-install mode:

Firepower-chassis /firmware # **scope auto-install**

b) Install the FXOS platform bundle:

Firepower-chassis /firmware/auto-install # **install platform platform-vers version\_number**

*version\_number* is the version number of the FXOS platform bundle you are installing--for example, 2.1(1.73).

c) The system will first verify the software package that you want to install. It will inform you of any incompatibility between currently installed applications and the specified FXOS platform software package. It will also warn you that any existing sessions will be terminated and that the system will need to be rebooted as part of the upgrade.

Enter **yes** to confirm that you want to proceed with verification.

d) Enter **yes** to confirm that you want to proceed with installation, or enter **no** to cancel the installation.

The Firepower eXtensible Operating System unpacks the bundle and upgrades/reloads the components.

e) To monitor the upgrade process:

- Enter **scope firmware**.
- Enter **scope auto-install**.
- Enter **show fsm status expand**.



**Step 10**

If the Platform Bundle image that you installed corresponds with the images you used for recovering your system, you must manually activate the kickstart and system images so that they will be used when loading the system in the future. Automatic activation does not occur when installing a Platform Bundle that has same images as the recovery images that were used.

- a) Set the scope for fabric-interconnect a:

```
FP9300-A# scope fabric-interconnect a
```

- b) Use the **show version** command to view the running kernel version and the running system version. You will use these strings to activate the images.

```
FP9300-A /fabric-interconnect # show version
```

**Note** If the Startup-Kern-Vers and Startup-Sys-Vers are already set and match the Running-Kern-Vers and Running-Sys-Vers, you do not need to activate the images and can proceed to Step 11.

- c) Enter the following command to activate the images:

```
FP9300-A /fabric-interconnect # activate firmware
kernel-version <running_kernel_version> system-version <running_system_version>
commit-buffer
```

**Note** The server status might change to "Disk Failed." You do not need to worry about this message and can continue with this procedure.

- d) Use the **show version** command to verify that the startup versions have been set correctly and to monitor the activation status for the images.

**Important** Do not proceed to the next step until the status changes from "Activating" to "Ready."

```
FP9300-A /fabric-interconnect # show version
```

**Example:**

```
FP9300-A /firmware # top
FP9300-A# scope fabric-interconnect a
FP9300-A /fabric-interconnect # show version
Fabric Interconnect A:
  Running-Kern-Vers: 5.0(3)N2(4.11.69)
  Running-Sys-Vers: 5.0(3)N2(4.11.69)
  Package-Vers: 2.1(1.73)
  Startup-Kern-Vers:
  Startup-Sys-Vers:
  Act-Kern-Status: Ready
  Act-Sys-Status: Ready
  Bootloader-Vers:

FP9300-A /fabric-interconnect # activate firmware kernel-version
5.0(3)N2(4.11.69) system-version 5.0(3)N2(4.11.69)
Warning: When committed this command will reset the end-point
FP9300-A /fabric-interconnect* # commit-buffer
FP9300-A /fabric-interconnect # show version
Fabric Interconnect A:
  Running-Kern-Vers: 5.0(3)N2(4.11.69)
  Running-Sys-Vers: 5.0(3)N2(4.11.69)
  Package-Vers: 2.1(1.73)
  Startup-Kern-Vers: 5.0(3)N2(4.11.69)
```

```
Startup-Sys-Vers: 5.0(3)N2(4.11.69)
Act-Kern-Status: Activating
Act-Sys-Status: Activating
Bootloader-Vers:
```

```
FP9300-A /fabric-interconnect # show version
```

```
Fabric Interconnect A:
Running-Kern-Vers: 5.0(3)N2(4.11.69)
Running-Sys-Vers: 5.0(3)N2(4.11.69)
Package-Vers: 2.1(1.73)
Startup-Kern-Vers: 5.0(3)N2(4.11.69)
Startup-Sys-Vers: 5.0(3)N2(4.11.69)
Act-Kern-Status: Ready
Act-Sys-Status: Ready
Bootloader-Vers:
```

### Step 11 Reboot the system:

#### Example:

```
FP9300-A /fabric-interconnect # top
FP9300-A# scope chassis 1
FP9300-A /chassis # reboot no-prompt
Starting chassis reboot. Monitor progress with the command "show fsm status"
FP9300-A /chassis #
```

The system will power down each security module/engine before finally powering down and then restarting the Firepower 4100/9300 chassis. This process takes approximately 5-10 minutes.

### Step 12 Monitor the system status. The server status should go from "Discovery" to "Config" and then finally to "Ok".

#### Example:

```
FP9300-A# show server status
```

Server	Slot	Status	Overall Status	Discovery
1/1	Equipped	Discovery	In Progress	
1/2	Equipped	Discovery	In Progress	
1/3	Empty			

```
FP9300-A# show server status
```

Server	Slot	Status	Overall Status	Discovery
1/1	Equipped	Config	Complete	
1/2	Equipped	Config	Complete	
1/3	Empty			

```
FP9300-A# show server status
```

Server	Slot	Status	Overall Status	Discovery
1/1	Equipped	Ok	Complete	
1/2	Equipped	Ok	Complete	
1/3	Empty			

When the Overall Status is "Ok" your system has been recovered. You must still reconfigure your security appliance (including license configuration) and re-create any logical devices. For more information:

- Firepower 9300 Quick Start Guides—<http://www.cisco.com/go/firepower9300-quick>
- Firepower 9300 Configuration Guides—<http://www.cisco.com/go/firepower9300-config>
- Firepower 4100 Series Quick Start Guides—<http://www.cisco.com/go/firepower4100-quick>

- Firepower 4100 Series Configuration Guides—<http://www.cisco.com/go/firepower4100-config>

## Restoring the Factory Default Configuration when the Admin Password is Unknown

This procedure returns your Firepower 4100/9300 chassis system to its default configuration settings, including the admin password. Use this procedure to reset the configurations on your device when the admin password is not known. This procedure erases any installed logical devices as well.



**Note** This procedure requires console access to the Firepower 4100/9300 chassis.

### Procedure

**Step 1** Connect your PC to the console port using the provided console cable, and connect to the console using a terminal emulator set for 9600 baud, 8 data bits, no parity, 1 stop bit, and no flow control. For more information on the console cable, see [Cisco Firepower 9300 Hardware Installation Guide](#).

**Step 2** Power on the device. When you see the following prompt, press ESC to stop the boot.

#### Example:

```
!! Rommon image verified successfully !!

Cisco System ROMMON, Version 1.0.09, RELEASE SOFTWARE
Copyright (c) 1994-2015 by Cisco Systems, Inc.

Current image running: Boot ROM0
Last reset cause: ResetRequest
DIMM Slot 0 : Present
DIMM Slot 1 : Present
No USB drive !!
BIOS has been locked !!

Platform FPR9K-SUP with 16384 Mbytes of main memory
MAC Address: 00:00:00:00:00:00

find the string ! boot bootflash:/installables/switch/fxos-k9-kickstart.5.0.3.N2.3.14.69.SPA
bootflash:/installables/switch/fxos-k9-system.5.0.3.N2.3.14.69.SPA

Use BREAK, ESC or CTRL+L to interrupt boot.
Use SPACE to begin boot immediately.
Boot interrupted.
rommon 1 >
```

**Step 3** Make a note of the kickstart and system image names:

#### Example:

```
bootflash:/installables/switch/fxos-k9-kickstart.5.0.3.N2.3.14.69.SPA
bootflash:/installables/switch/fxos-k9-system.5.0.3.N2.3.14.69.SPA
```

**Step 4** Load the kickstart image:  
rommon 1 > **boot kickstart\_image**

**Example:**

```
rommon 1 > boot bootflash:/installables/switch/fxos-k9-kickstart.5.0.3.N2.3.14.69.SPA
!! Kickstart Image verified successfully !!

Linux version: 2.6.27.47 (security@cisco.com) #1 SMP Tue Nov 24 12:10:28 PST 2015
[ 0.000000] Fastboot Memory at 0c100000 of size 201326592
Usage: init 0123456SsQqAaBbCcUu
INIT: POST INIT Starts at Wed Jun 1 13:46:33 UTC 2016
can't create lock file /var/lock/mtab~302: No such file or directory (use -n flag to override)
S10mount-ramfs.supnuovaca Mounting /isan 3000m
Mounted /isan
TAC support: http://www.cisco.com/tac
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such license is available at
http://www.opensource.org/licenses/gpl-2.0.php and
http://www.opensource.org/licenses/lgpl-2.1.php
switch(boot)#
```

**Step 5** Enter the config terminal mode:  
switch(boot) # **config terminal**

**Example:**

```
switch(boot)#
switch(boot)# config terminal
Enter configuration commands, one per line. End with CNTL/Z.
```

**Step 6** Reset the password and confirm the change:  
switch(boot) (config) # **admin-password erase**

**Note** This step erases all configurations and returns your system to its default configuration settings.

**Example:**

```
switch(boot) (config) # admin-password erase
Your password and configuration will be erased!
Do you want to continue? (y/n) [n] y
```

**Step 7** Exit the config terminal mode:  
switch(boot) (config) # **exit**

**Step 8** Load the system image noted in step 3 of this procedure and configure your system from scratch using the [Initial Configuration Using Console Port](#) task flow.

switch(boot) # **load system\_image**

**Example:**

```
switch(boot) # load bootflash:/installables/switch/fxos-k9-system.5.0.3.N2.3.14.69.SPA

Uncompressing system image: bootflash:/installables/switch/fxos-k9-system.5.0.3.N2.3.14.69.SPA
```

## Enabling Firepower Module Core Dumps

Enabling core dumps on a Firepower module can help with troubleshooting in the event of a system crash, or to send to Cisco TAC if requested.

### Procedure

**Step 1** Connect to the desired Firepower module; for example:

**Firepower# connect module 1 console**

**Step 2** (Optional) Enter the following command to view current core dump status:

**Firepower-module1> show coredump detail**

The command output shows current core dump status information, including whether core dump compression is enabled.

#### Example:

```
Firepower-module1>show coredump detail
Configured status: ENABLED.
ASA Coredump: ENABLED.
Bootup status: ENABLED.
Compress during crash: DISABLED.
```

**Note** This command is available only when running ASA Logical device on Firepower appliance and not when running FTD Logical device on Firepower appliance.

**Step 3** Use the **config coredump** command to enable or disable core dumps, and to enable or disable core dump compression during a crash.

- Use **config coredump enable** to enable creation of a core dump during a crash.
- Use **config coredump disable** to disable core dump creation during a crash.
- Use **config coredump compress enable** to enable compression of core dumps.
- Use **config coredump compress disable** to disable core dump compression.

#### Example:

```
Firepower-module1>config coredump enable
Coredump enabled successfully.
ASA coredump enabled, do 'config coredump disableAsa' to disable
Firepower-module1>config coredump compress enable
WARNING: Enabling compression delays system reboot for several minutes after a system
failure. Are you sure? (y/n):
y
Firepower-module1>
```

**Note** Core dump files consume disk space, and if space is running low and compression is not enabled, a core dump file may not be saved even if core dumps are enabled.

## Finding the Serial Number of the Firepower 4100/9300 Chassis

You can find details about the Firepower 4100/9300 Chassis and its serial number. Note that serial number of Firepower 4100/9300 Chassis is different than serial numbers of the logical devices.

### Procedure

**Step 1** Enter the chassis scope:

**scope chassis**

**Example:**

```
Firepower# scope chassis
Firepower /chassis #
```

**Step 2** View inventory details:

**show inventory**

**Example:**

```
Firepower /chassis # show inventory
```

The output shows the serial number and other details.

Chassis	PID	Vendor	Serial (SN)	HW Revision
1	FPR-C9300-AC	Cisco Systems Inc	JMX1950196H	0

## Rebuild RAID Virtual Drive

RAID (Redundant Array of Independent Disks) is an array, or group, of multiple independent physical drives that provide high performance and fault tolerance. A drive group is a group of physical drives. These drives are managed in partitions known as virtual drives.

RAID drive groups improve data storage reliability and fault tolerance compared to single-drive storage systems. Data loss resulting from a drive failure can be prevented by reconstructing missing data from the remaining drives. RAID improves I/O performance and increases storage subsystem reliability.

If one of your RAID drives has failed or is offline, then the RAID virtual drive is considered to be in a degraded state. Use this procedure to verify whether a RAID virtual drive is in a degraded state, and temporarily set the local disk configuration protection policy to no to rebuild it if necessary.



**Note** When you set the local disk configuration protection policy to no, all data on the disk is destroyed.

## Procedure

**Step 1** Check the RAID drive status.

- a. Enter chassis mode:  
**scope chassis**
- b. Enter server mode:  
**scope server 1**
- c. Enter the raid controller:  
**scope raid-controller 1 sas**
- d. View the virtual drive:  
**show virtual-drive**

If the RAID virtual drive is degraded, the operability displays as **Degraded**. For example:

```
Virtual Drive:
  ID: 0
  Block Size: 512
  Blocks: 3123046400
  Size (MB): 1524925
  Operability: Degraded
  Presence: Equipped
```

**Step 2** Set the local disk configuration policy protection to no to rebuild the RAID drive. Note - all data on the disk will be destroyed after you complete this step.

- a. Enter the organization scope:  
**scope org**
- b. Enter the local disk configuration policy scope:  
**scope local-disk-config-policy ssp-default**
- c. Set protect to no:  
**set protect no**
- d. Commit the configuration:  
**commit-buffer**

**Step 3** Wait for the RAID drive to rebuild. Check the RAID rebuild status:

**scope chassis 1**  
**show server**

When the RAID drive has rebuilt successfully, the slot's overall status displays as **Ok**. For example:

**Example:**

```

Server:
  Slot      Overall Status      Service Profile
-----
      1 Ok                      ssp-sprof-1

```

- Step 4** Once the RAID drive has rebuilt successfully, set the local disk configuration policy protection back to yes.
- Enter the organization scope:  
**scope org**
  - Enter the local disk configuration policy scope:  
**scope local-disk-config-policy ssp-default**
  - Set protect to no:  
**set protect yes**
  - Commit the configuration:  
**commit-buffer**

## Identify Issues with the SSD

Use the following procedure to collect information and identify possible issues with the SSD installed on your device. One example symptom of an SSD issue is the Data Management Engine (DME) process failing to start.

**Note**

When you insert a new SSD, only the basic information ( Type, Model, SN, etc.) gets populated under inventory after the Blade BIOS detection. Only upon the SSP-OS upgrade completion, the Local Disk data gets populated under inventory. If the SSP-OS upgrade is still under "Updating state", the inventory shows no entry for the Local Disk and no fault messages regarding connection of the SSD.

If the output of the below logging files indicate a problem with the SSD, you will need to RMA the Supervisor module (see <https://www.cisco.com/c/en/us/buy/product-returns-replacements-rma.html>).

**Procedure**

- Step 1** Connect to the FXOS command shell:

**connect fxos**

- Step 2** Display the nvram logging file:

**show logging nvram**

Example error output:



```
2020 Oct 22 13:03:26 MDCNGIPSAPL02 %$ VDC-1 %$ Oct 22 13:03:25 %KERN-2-SYSTEM_MSG:  
[28175880.598580] EXT3-fs error (device sda4): ext3_get_inode_loc: unable to read inode  
block - inode=14, block=6
```

**Step 3**

Display the logging file:

**show logging logfile**

Example error output:

```
2020 Oct 21 21:11:25 (none) kernel: [28118744.718445] EXT3-fs error (device sda4):  
ext3_get_inode_loc: unable to read inode block - inode=14, block=6
```

---

