

Dear Cisco Customer,

We have identified the following issue with Cisco ASAv and Firepower Threat Defense virtual (NGFWv) images in Microsoft Azure. We are collaborating with Microsoft to resolve this issue, and have replaced the ASAv and NGFWv images in the Azure Marketplace. Please review the following to determine if the issues apply to your environment, and apply the appropriate workaround.

Affected Software for CSCvk30228		
Software Type	Software Affected	Software Solution
ASAv and NGFWv Software images in Microsoft Azure	Azure Marketplace Products: <ul style="list-style-type: none">• Cisco ASAv - BYOL 4 NIC• Cisco ASAv - BYOL 4 NIC HA• Cisco Firepower Next Generation Firewall - virtual Affected Images: <ul style="list-style-type: none">• ASAv -9.9.2-1 and 9.9.1-5• NGFWv 6.2.3	Use the following software versions: <ul style="list-style-type: none">• ASAv - 9.9.2-235• NGFWv - 6.2.3-96

Reason for Advisory:

This software advisory addresses [CSCvk30228](#). ASAv and NGFWv deployments from the Azure Marketplace are failing in certain Azure regions. Deployment failures have been seen on the single ASAv (Cisco ASAv - BYOL 4 NIC) and the active/standby high availability pair (Cisco ASAv - BYOL 4 NIC HA) and the NGFWv (Cisco Firepower Next Generation Firewall - virtual).

Affected Platforms:

- ASAv with Azure
- NGFWv with Azure

The images that experience deployment failure have been removed from the Azure Marketplace. when applicable, updated images will be available.

ASAv and NGFWv deployments in AWS are unaffected.

Symptom:

Azure Marketplace deployments fail with the following errors:

```
Provisioning state Provisioning failed. OS Provisioning for VM 'vm-name' did not finish
in the allotted time. The VM may still finish provisioning successfully. Please check
provisioning state later.. OSProvisioningTimedOut
Provisioning state error code ProvisioningState/failed/OSProvisioningTimedOut
Guest agent Not Ready. VM status blob is found but not yet populated.
```

Conditions:

The failures appear to be specific to certain Azure regions.

As of July 9, 2018, East US, West Central US, and West US 2 regions report failures.

NOTE: This only lists the regions where deployment failure is observed.