

# Troubleshoot ASDM Launch Problems

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## Introduction

This document describes the troubleshooting process for Adaptive Security Appliance Device Manager

(ASDM) launch problems.

## Background

The document is part of the ASDM troubleshoot series along with these documents:

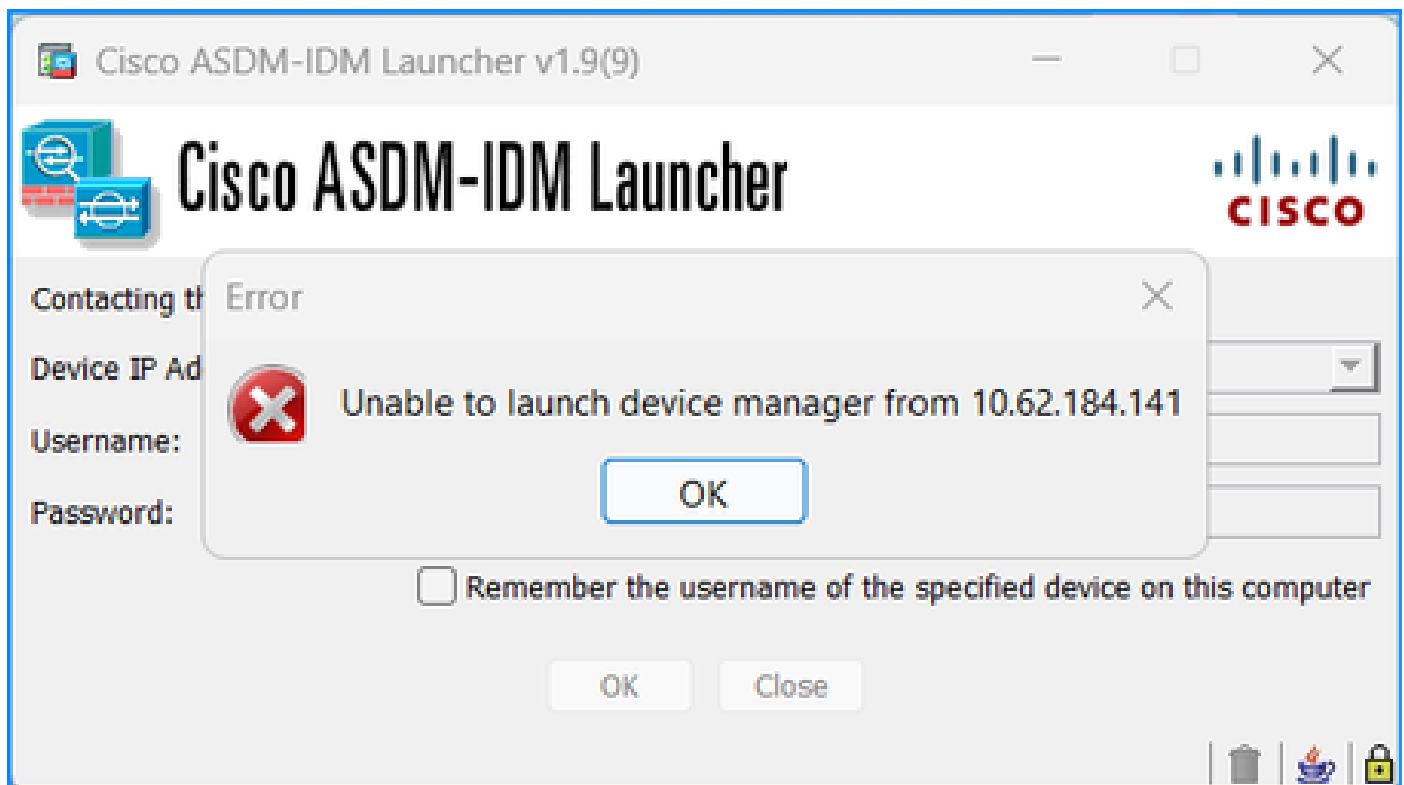
- [Troubleshoot ASDM Configuration, Authentication and Other Problems](#)
- [Troubleshoot ASDM License, Upgrade and Compatibility Problems](#)
- [Troubleshoot ASDM TLS Security, Certificate and Vulnerability Problems](#)

## Troubleshoot ASDM Launch Problems

### Problem 1. “Unable to launch device manager from” message is shown on ASDM

One or more of these symptoms are observed when attempting to connected to the firewall using ASDM:

- The error “Unable to launch device manager from” message is shown on ASDM:



- The Java debug logs show one of the these exceptions:

```
<#root>
```

```
java.net.ConnectException: Connection timed out: connect
```

```
at java.net.DualStackPlainSocketImpl.waitForConnect(Native Method)
```

```
java.net.ConnectException: Connection refused: connect
```

```
at java.net.DualStackPlainSocketImpl.waitForConnect(Native Method)
```

```
Trying for ASDM Version file; url = https://192.0.2.1/admin/
```

```
java.io.FileNotFoundException: https://192.0.2.1/admin/version.prop
```

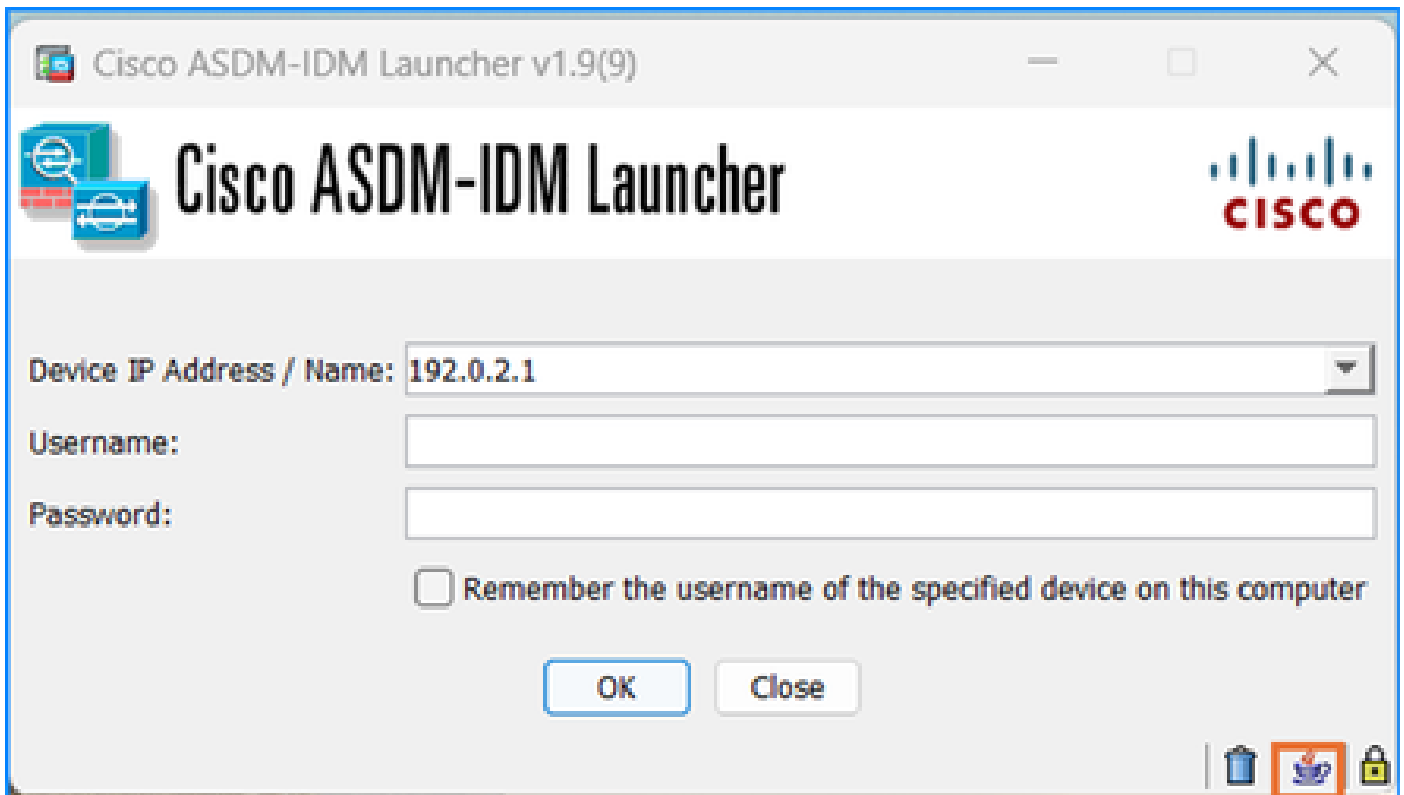
```
java.net.SocketException: Connection reset
```

```
at java.net.SocketInputStream.read(Unknown Source)
```

```
at java.net.SocketInputStream.read(Unknown Source)
```

```
at sun.security.ssl.SSLSocketInputRecord.read(Unknown Source)
```

To verify this symptom, enable Java console logs:



### Troubleshoot – Recommended Actions

1. Ensure that the ASA, ASDM and operating system versions are compatible. Refer to the [Cisco Secure Firewall ASA Release Notes](#), [Cisco Secure Firewall ASDM Release Notes](#), [Cisco Secure Firewall ASA Compatibility](#).
2. On the ASDM-hosted operating system (OS), ensure that the OS firewall and other security software allow packets of ASDM connections in both (ingress and egress) directions.
3. On the ASDM-hosted operating system (OS), ensure that the security software (for example,

antivirus) and security policies, allow running the ASDM and Java software.

4. Ensure HTTP server is enabled, and correct hosts/interfaces are configured:

```
<#root>
```

```
#
```

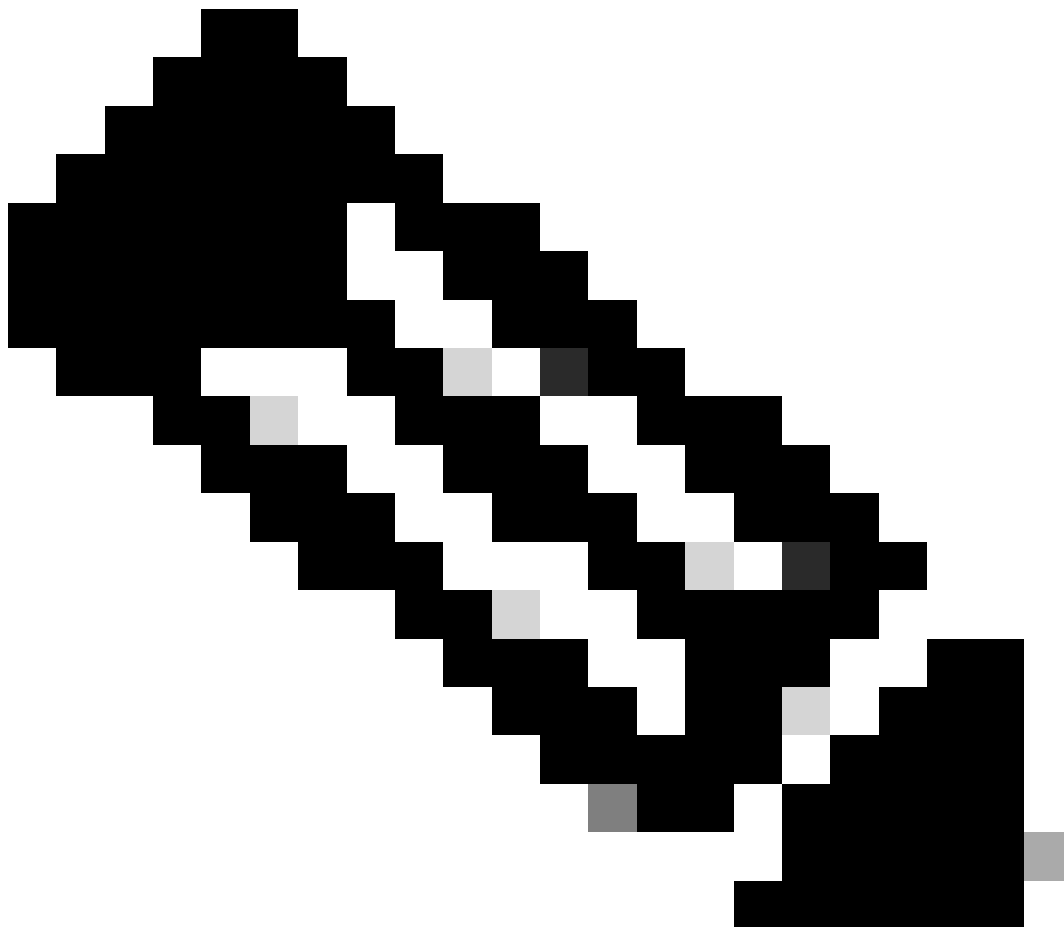
```
show run http
```

```
http server enable
```

```
http 192.0.2.0 255.255.255.0 management
```

The **http server enable** command can disappear from the running configuration due to Cisco bug ID [CSCwc67687](#) "ASA HA failover triggers HTTP server restart failure and ASDM outage".

---



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**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

---

5. Ensure the ASDM image is available on the local flash and configured:

```
<#root>
#
dir flash:

Directory of disk0:/
150   drwx  4096           05:55:01 Nov 14 2024  log
1074037795  -rw- 123665740      23:30:37 Oct 17 2024  asdm.bin

#
show run asdm

asdm image disk0:/asdm.bin

no asdm history enable
```

6. Ensure that the 3DES/AES licenses are available, if you are connecting to the ASA via the data interface:

```
<#root>
#
show ver | grep Encryption

Encryption hardware device : Cisco ASA Crypto on-board accelerator (revision 0x1)
Encryption-DES              : Enabled
Encryption-3DES-AES         : Enabled
```

7. If WebVPN is enabled on the same interface, ensure different ports are configured for WebVPN and ASDM. Either change the WebVPN port or change the HTTPS server port.  
In this example, both WebVPN and ASDM access are configured. The WebVPN service is running on the default HTTPS port 443, and the HTTPS port for ASDM is configured as 8443:

```
<#root>
#
show run webvpn
```

```
webvpn
```

```
enable outside <-- default HTTPS port 443
```

```
#
```

```
show run http
```

```
http server enable 8443 <-- custom HTTPS port 8443
```

```
http 192.0.2.0 255.255.255.0 outside
```

8. Ensure that connections from the host with ASDM and the firewall is allowed by intermediary devices in the network.

Potential problems:

- Incorrect routing
- Incorrect NAT/port forwarding
- Traffic is blocked in the transit path

From the firewall perspective, to confirm connectivity you can configure packet captures on specific interfaces:

```
<#root>
```

```
#
```

```
show run http
```

```
http server enable
```

```
http 192.0.2.0 255.255.255.0 management
```

```
# cap capm interface management match tcp any any eq https
```

```
# show capture capm
```

```
138 packets captured
```

```

1: 14:20:44.355526      192.0.2.35.50590 > 198.51.100.141.443: S 3649403547:3649403547(0) win 64240
2: 14:20:44.356152      198.51.100.141.443 > 192.0.2.35.50590: S 0:0(0) ack 3649403548 win 32768 <ms
3: 14:20:44.357388      192.0.2.35.50590 > 198.51.100.141.443: . ack 1 win 64240
4: 14:20:44.384715      192.0.2.35.50590 > 198.51.100.141.443: P 3649403548:3649403918(370) ack 1 w
5: 14:20:44.384806      198.51.100.141.443 > 192.0.2.35.50590: . ack 3649403918 win 32398
6: 14:20:44.385829      198.51.100.141.443 > 192.0.2.35.50590: P 1:760(759) ack 3649403918 win 3276

```

9. Ensure the ASDM current resource usage does not exceed the limit:

```
<#root>
```

```
#
```

```
show resource usage resource ASDM
```

Resource	Current	Peak	Limit	Denied Context
ASDM				
1				
	1			
5				
	0	admin		

Use the **show conn all protocol tcp port <port>** command to check the list of active ASDM connections. Ensure to provide the correct port that the HTTP server servers on (**show run http**).

```
<#root>
```

```
#
```

```
show
```

```
conn all protocol tcp port 443
```

```
2 in use, 8 most used
```

```
TCP management 192.0.2.35:50620 NP Identity Ifc 198.51.100.141:443, idle 0:00:08, bytes 119188, flags
```

Alternatively, the show asp table socket command can used for the verification of active ASDM

connections. Ensure to check only the connections with the port that the HTTP server is running on (**show run http**).

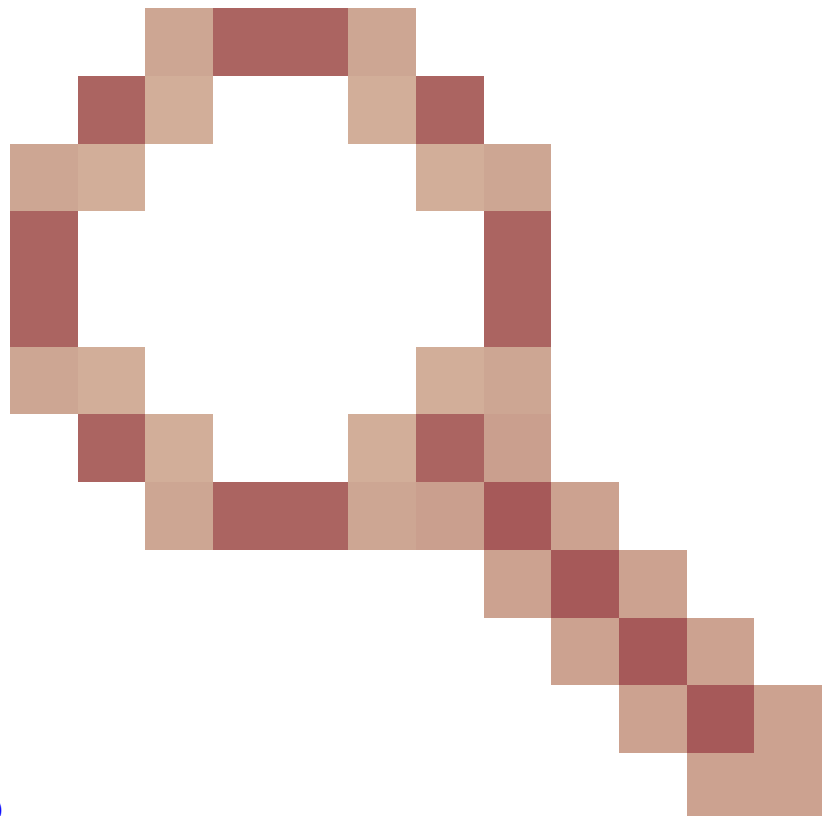
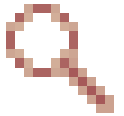
```
<#root>
```

```
#  
show asp table socket  
  
Protocol  Socket  State  Local Address  Foreign Address  
SSL       0027eb28 LISTEN  198.51.100.141:443  0.0.0.0:*  
  
SSL       00305798 ESTAB  
198.51.100.141  
:443  
192.0.2.35  
:50620
```

The **clear conn all protocol tcp port <port>** command can be used to clear connections.

10. If the **management-access <interface>** command is configured and ASDM connects to the **<interface>** IP via a Virtual Private Network connection (VPN), remove and re-add the

**management-access <interface>**. This is the workaround for the Cisco bug ID [CSCvu60373](#) “ASA - Management-access does not work over Tunnel Interface”.

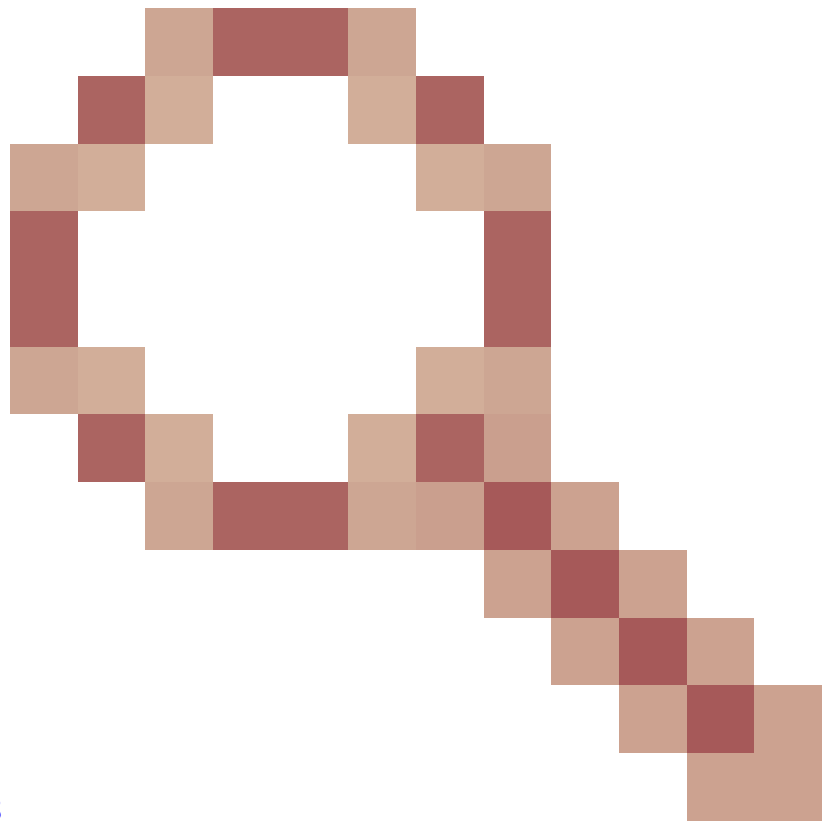


11. Check the Cisco bug ID [CSCwd04210](#)

“ASA: ASDM sessions stuck in CLOSE\_WAIT causing lack of MGMT”. Due to this defect, the



ASDM session can terminate with the "Lost connection to firewall" message and further connection to the firewall be unsuccessful. The workaround is to reload the firewall.



12. Check the Cisco bug ID [CSCwh32118](#)

“ASDM management-sessions quota reached due to HTTP sessions stuck in CLOSE\_WAIT”. Due to this defect, the ASDM management-sessions quota reaches due to HTTP sessions stuck in the CLOSE\_WAIT state. The workaround steps:

- Check the current and limit resource usage for ASDM:

```
<#root>
```

```
#
```

```
show resource usage resource ASDM
```

Resource	Current	Peak	Limit	Denied Context
ASDM				
1				
	1			
5				
	0	admin		

- If the current value is the same as the limit, check the state of the HTTPS sessions:

```
<#root>
```

```
#
```

```
debug menu npshim -w
```

```
Handle State Intf
```

```
...  
720108b6 CLOSE_WAIT  
57835276 CLOSE_WAIT  
58068272 CLOSE_WAIT  
6ae93b92 CLOSE_WAIT
```

- If there are multiple entries in the CLOSE\_WAIT state, use **debug menu pdm 3** command to clear all these sessions.

13. Check the symptoms of block depletion in the output of the **show blocks** command, specifically the lowest values in the LOW and CNT columns:

- 256- and 1550-byte block sizes have been exhausted and recovered:

```
<#root>
```

```
#
```

```
show blocks
```

```
SIZE    MAX  
LOW  
CNT  
0 5700 5608 5700  
4 900 899 899  
80 5000 4575 5000  
256 13568
```

```
0
```

```
13563  
1550 50000
```

```
0
```

```
49974
```

- 256- and 1550-byte block sizes have been exhausted and not recovered:

```
<#root>
```

```
#
```

```
show blocks
```

```
SIZE    MAX  
LOW
```

CNT

```
0 5700 5608 5700
4 900 899 899
80 5000 4575 5000
256 13568
```

0

0

```
1550 50000
```

0

0

Refer to the Cisco bug ID [CSCvv71435](#) “ASA 256 and/or 1550 block depletion causes DMA Memory unreleased allocation”.

The workaround options:

1. Rate limit syslog messages being created at a high rate. Most common messages IDs that would create a high rate of messages are the messages for connection creation and teardown, such as:

```
<#root>
```

```
%ASA-6-302013: Built {inbound|outbound} TCP connection_id for interface:real-address/real-port (mapped-a
```

```
%ASA-6-302014: Teardown TCP connection id for interface :real-address /real-port [(idfw_user )] to inte
```

In this case, a possible rate limit configuration would look like:

```
<#root>
```

```
logging rate-limit 1 10000 message 302013
```

```
logging rate-limit 1 10000 message 302014
```

Other potential messages are: 302015 / 302016 / 302017 / 302018 / 302020 / 302036 / 302303 / 302304 / 302305 / 302306. Reference: [logging rate-limit command reference](#).

2. Disable the log messages being created at a high rate:

<#root>

no logging message 302013

no logging message 302014

3. Reactive option is to reload the device to release the allocated DMA memory. Consider using one of the preventive measures to avoid this issue recurrence.

14. Check if logs like these lines are shown in the ASA console. In this case, ASDM or SSH connections fail to establish:

```
ERROR: FAIL to ALLOC the stack page 0xffffffffffffffff[size 36864] to 0x00007fa3b0c29000 errno (mmap:um
First MMAP Req/Updated 36864/45056 Front 0x00007fa3b0c28000 rtn 0x00007fa3b0c29000 back 0x00007fa3b0c32
Message #11 : process_create: out of stack memory for name accept/ssh_2 size 32768 prio 3
Message #12 : _listen_ssh: failed to create thread for interface 2 port 22
```

Refer to the Cisco bug ID [CSCwc23844](#) “ASAv high CPU and stack memory allocation errors despite over 30% free memory”. The temporary workaround is to reboot the firewall.



**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

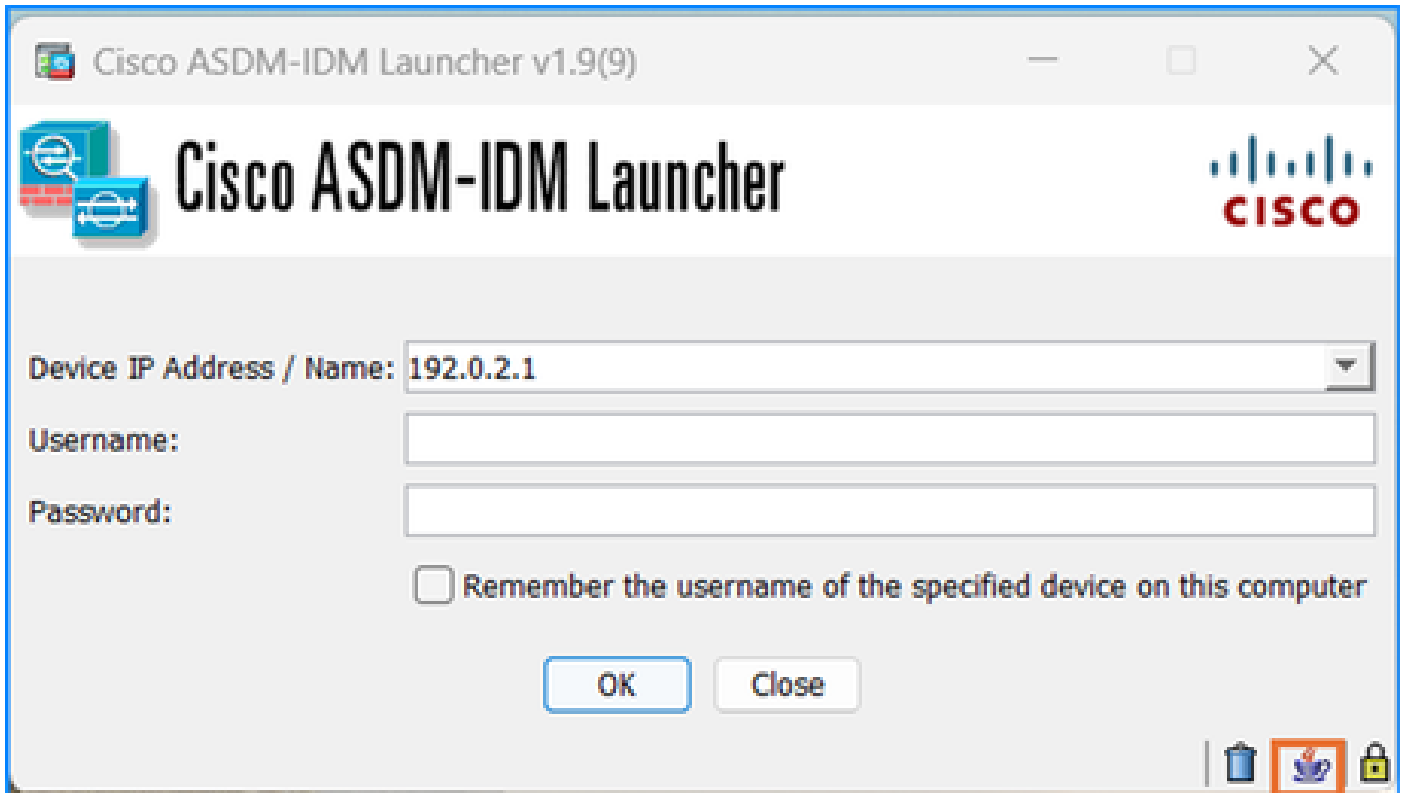
---

## References

- [Cisco Secure Firewall ASA Release Notes](#)
- [Cisco Secure Firewall ASDM Release Notes](#)
- [Cisco Secure Firewall ASA Compatibility](#)
- [logging rate-limit command reference](#)

## Problem 2. ASDM user interface is inaccessible via the Java Web Launch-Starting

To verify the symptoms, enable Java console logs:



The Java console logs show messages like these lines:

```
<#root>
```

```
NLPEException[category: Download Error : Exception: java.io.FileNotFoundException: https://192.0.2.1/admin
```

```
    at com.sun.javaws.Main.launchApp(Unknown Source)
    at com.sun.javaws.Main.continueInSecureThread(Unknown Source)
    at com.sun.javaws.Main.access$000(Unknown Source)
    at com.sun.javaws.Main$1.run(Unknown Source)
    at java.lang.Thread.run(Unknown Source)
```

```
Caused by: java.io.FileNotFoundException: https://10.75.32.2/admin/public/asdm.jnlp
    at sun.net.www.protocol.http.HttpURLConnection.getInputStream0(Unknown Source)
```

```
    at sun.net.www.protocol.http.HttpURLConnection.access$200(Unknown Source)
    at sun.net.www.protocol.http.HttpURLConnection$9.run(Unknown Source)
    at sun.net.www.protocol.http.HttpURLConnection$9.run(Unknown Source)
    at java.security.AccessController.doPrivileged(Native Method)
    at java.security.AccessController.doPrivilegedWithCombiner(Unknown Source)
    at sun.net.www.protocol.http.HttpURLConnection.getInputStream(Unknown Source)
```

## Troubleshoot – Recommended Actions

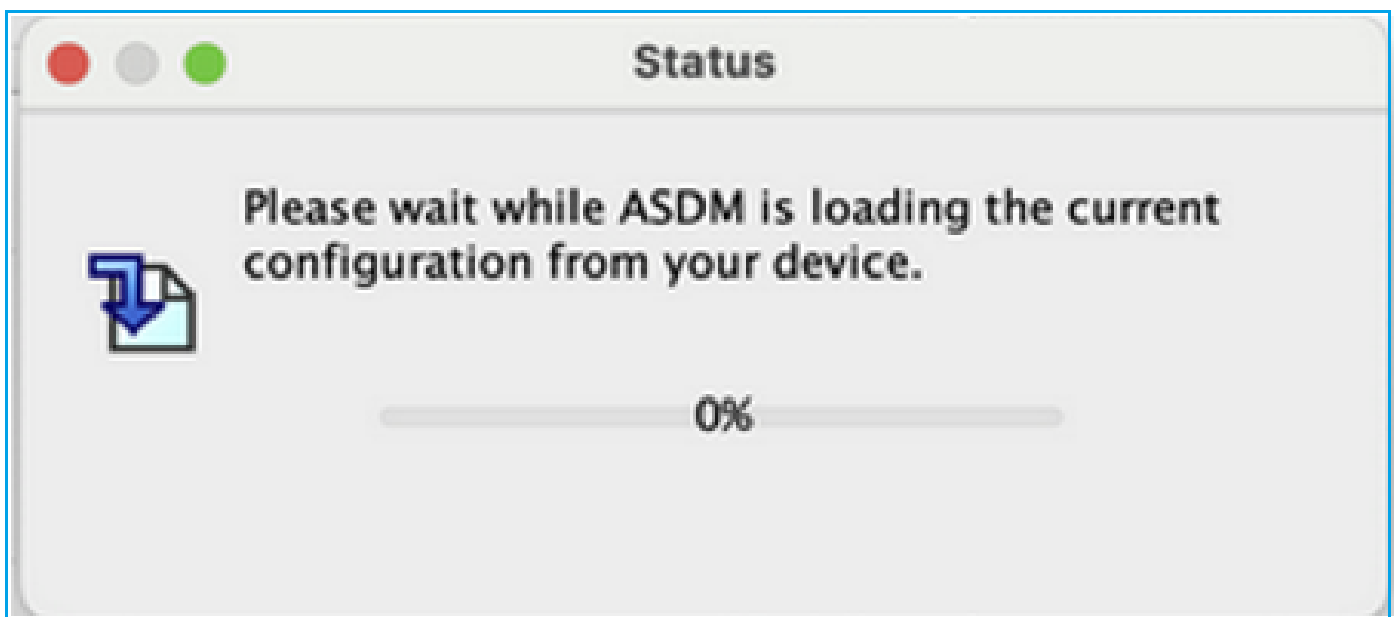
ASDM 7.18 ending support for Java Web Launch-Starting with ASDM 7.18, ASDM no longer supports Java Web Start due to Oracle's end of support for JRE 8 and Java Network Launching Protocol (JNLP). You must install the ASDM Launcher to launch ASDM. Refer to the [Release Notes for Cisco Secure Firewall ASDM, 7.18\(x\)](#).

## References

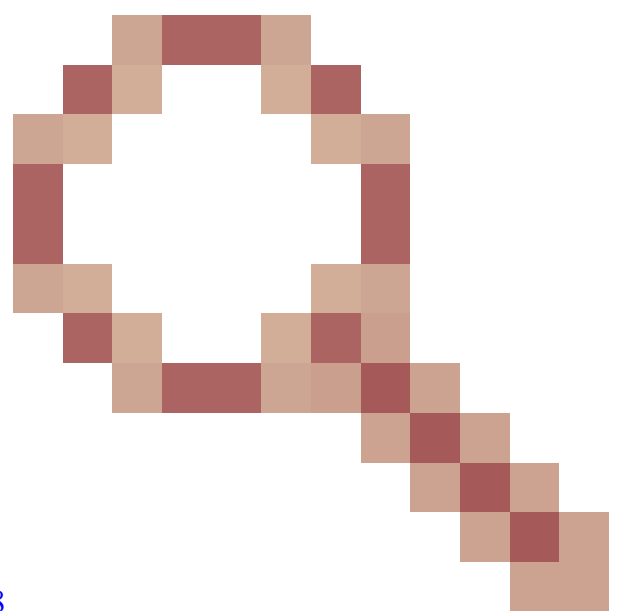
- [Release Notes for Cisco Secure Firewall ASDM, 7.18\(x\)](#)

### Problem 3. ASDM gets stuck in ‘Please wait while ASDM is loading the current configuration from your device’

The error shown on ASDM UI is:



### Troubleshoot – Recommended Actions



This is a known defect tracked by Cisco bug ID [CSCvv14818](#)

Misleading popup: Please wait while ASDM is loading the current configuration from your device.

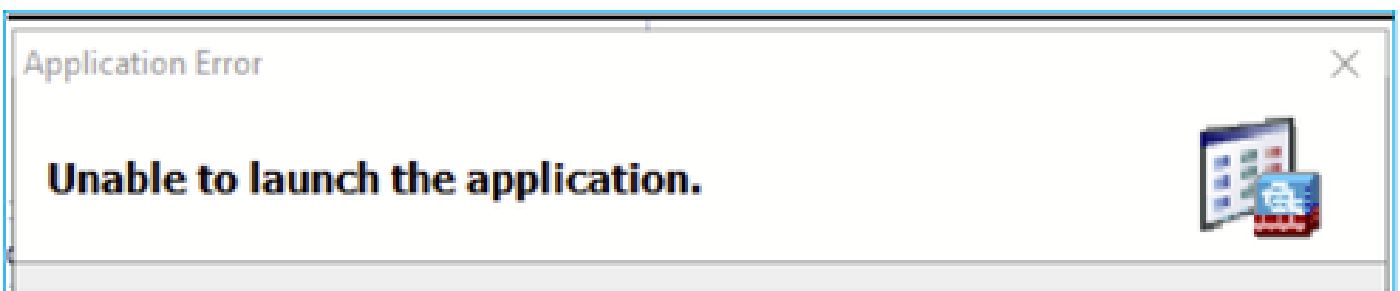


**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

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#### **Problem 4. ASDM launch error: JAR resources in JNLP file are not signed by the same certificate**

The error shown on ASDM UI is: 'Unable to launch the application.'



The ASDM Java logs show: 'JAR resources in JNLP file are not signed by same certificate'

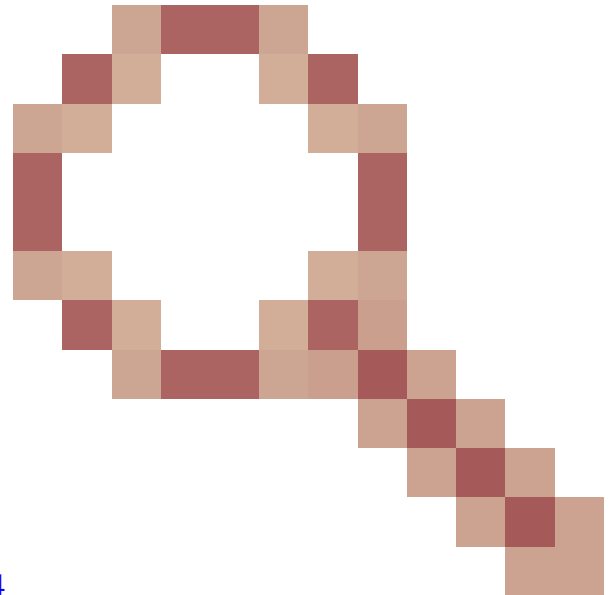




More Information

**Error:** JAR resources in JNLP file are not signed by same certificate

#### Troubleshoot – Recommended Actions



This is a known defect tracked by Cisco bug ID [CSCwc13294](#)  
ASA: Cannot connect to ASA using ASDM with Java Web Launch



**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

---



**Note:** The ASDM Java Web Launch support ended in 7.18 release code. Starting with ASDM 7.18, ASDM no longer supports Java Web Start due to Oracle's end of support for JRE 8 and Java Network Launching Protocol (JNLP). You must install the ASDM Launcher to launch ASDM.

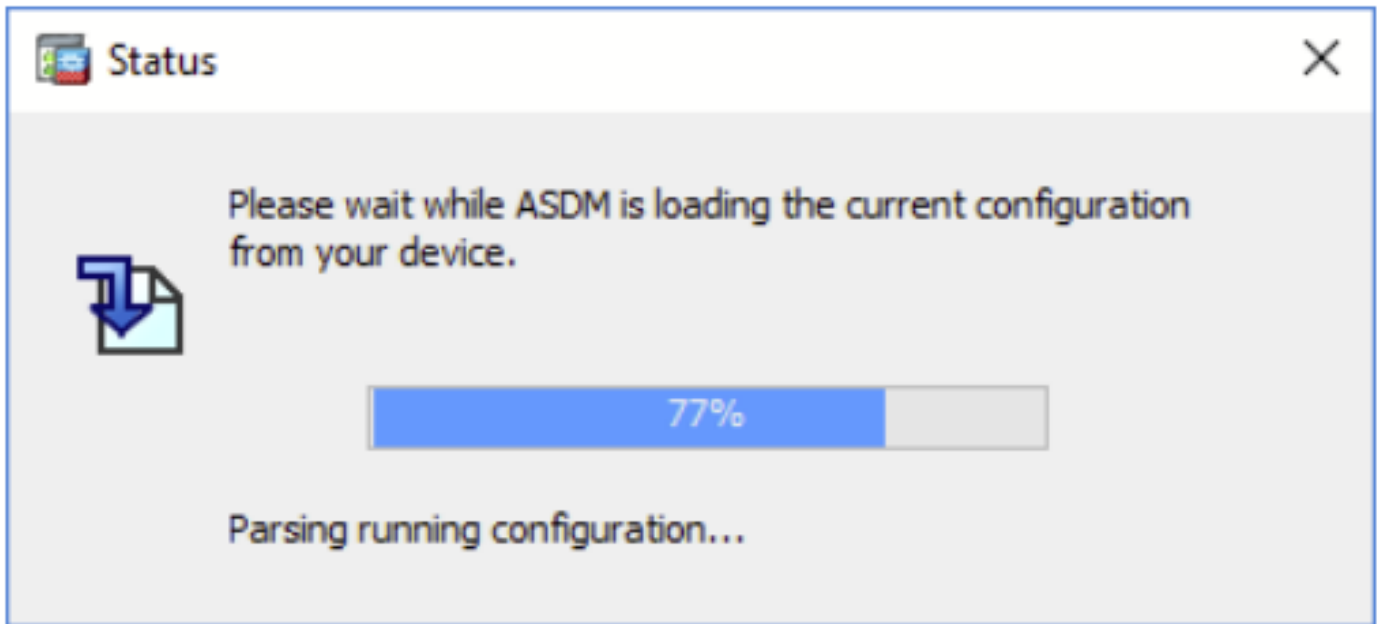
---

## Reference

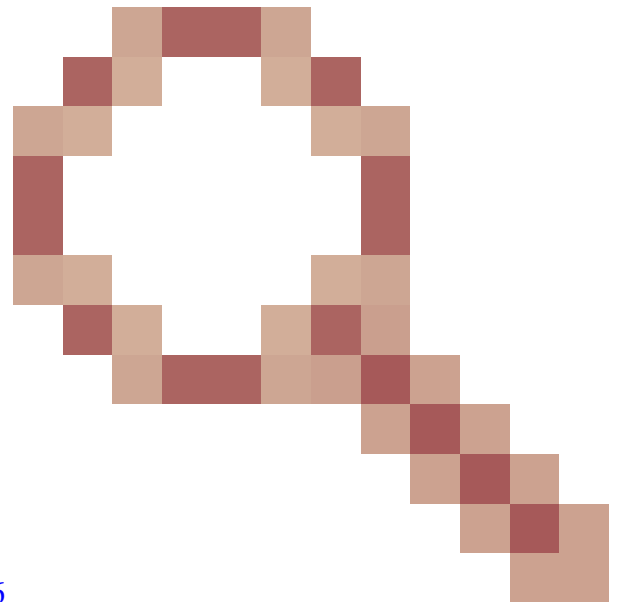
[https://www.cisco.com/c/en/us/td/docs/security/asdm/7\\_17/release/notes/rn717.html](https://www.cisco.com/c/en/us/td/docs/security/asdm/7_17/release/notes/rn717.html)

## Problem 5. ASDM hangs at 77% loading the device configuration

The ASDM gets stuck at 77% while parsing running configuration.



### Troubleshoot – Recommended Actions



This is a known defect tracked by Cisco bug ID [CSCvh02586](#)  
ASDM hangs at 77% loading the device configuration

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**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

---

## **Problem 6. Unable to access ASDM on the standby firewall**

### **Troubleshoot – Recommended Actions**

Ensure that both firewalls have:

The same ASA software images, for example:

```
<#root>
```

```
asa#
```

```
show run boot
```

```
boot system disk0:/cisco-asa-fp1k.9.22.1.1.SPA
```

The same ASDM software images, for example:

```
<#root>
```

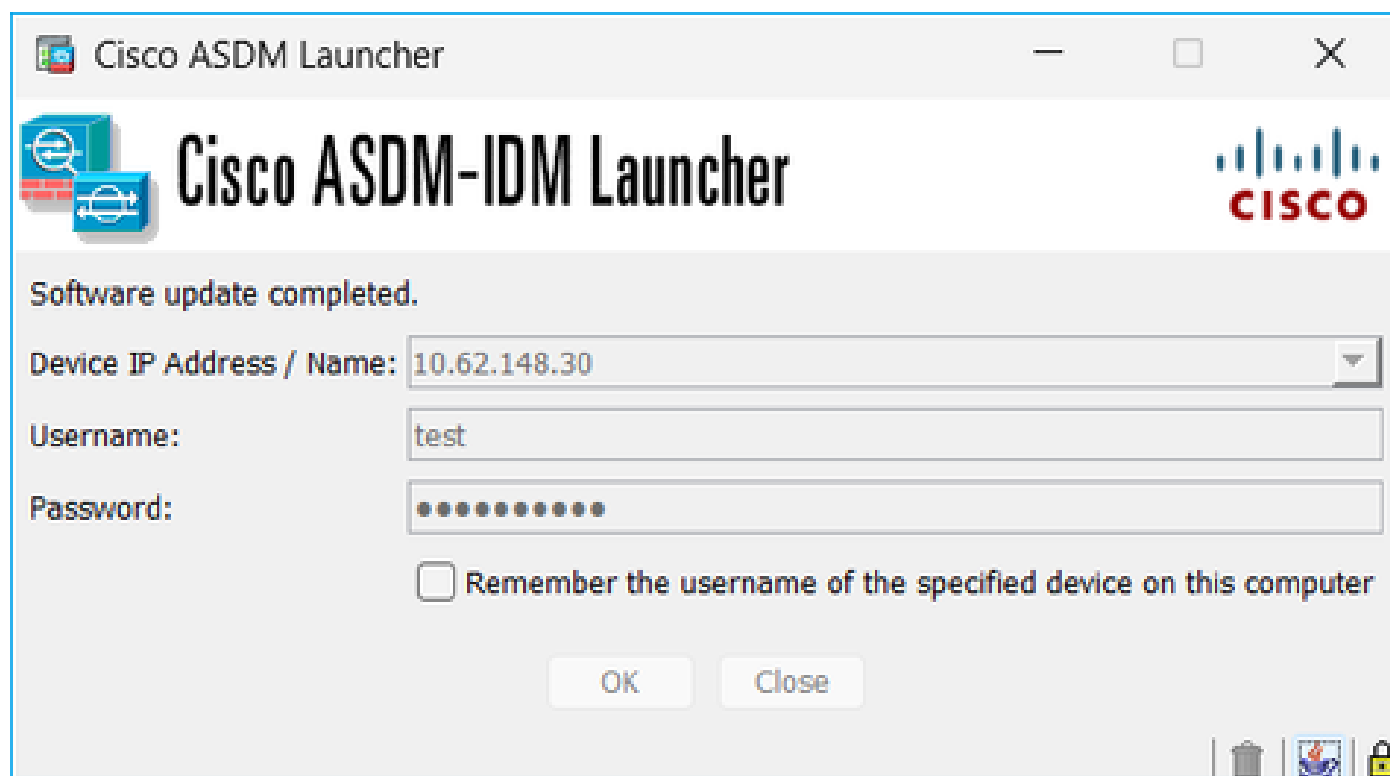
```
asa#
```

```
show asdm image
```

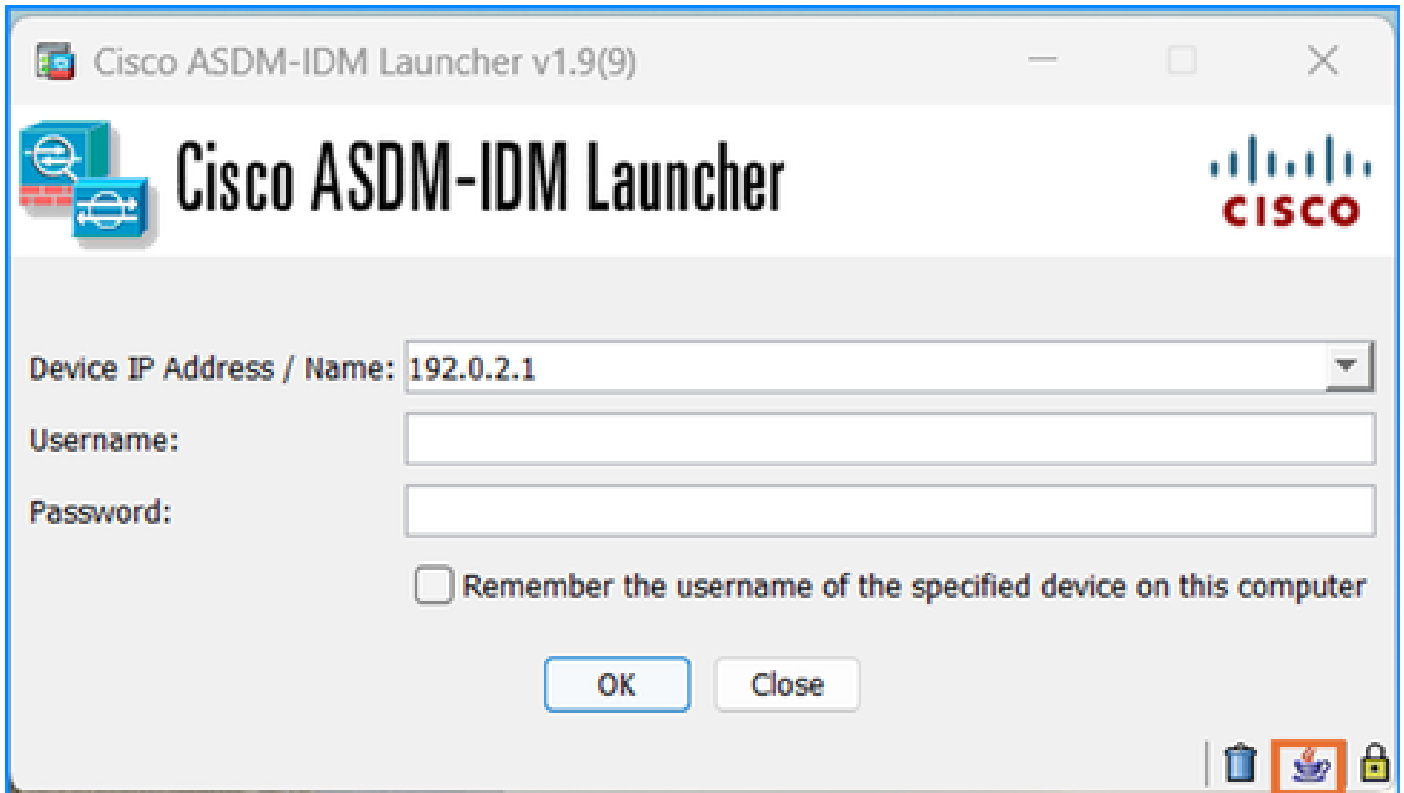
Device Manager image file, disk0:/asdm-7221.bin

## Problem 7. ASDM hangs at ‘Software update completed.’

The ASDM UI gets stuck at ‘Software update completed.’ phase



In the ASDM Java logs you see:



```
java.lang.NullPointerException
    at vk.cz(vk.java:780)
    at vk.b(vk.java:609)
    at vk.<init>(vk.java:409)
    at com.cisco.pdm.PDMApplet.start(PDMApplet.java:170)
    at com.cisco.nm.dice.loader.Loader$1.run(Loader.java:416)
Exception in Starting Main window
Exception in thread "SGZ Loader: launchSgzApplet" java.lang.NullPointerException
    at com.cisco.pdm.PDMApplet.start(PDMApplet.java:177)
    at com.cisco.nm.dice.loader.Loader$1.run(Loader.java:416)
```

Note that the vk,cz, and so on. can be whatever characters, for example:

```
java.lang.NullPointerException
    at t6.cr(t6.java:742)
    at t6.b(t6.java:573)
    at t6.<init>(t6.java:386)
    at com.cisco.pdm.PDMApplet.start(PDMApplet.java:168)
    at com.cisco.nm.dice.loader.Loader$1.run(Unknown Source)
Exception in Starting Main window
Exception in thread "SGZ Loader: launchSgzApplet" java.lang.NullPointerException
    at com.cisco.pdm.PDMApplet.start(PDMApplet.java:175)
    at com.cisco.nm.dice.loader.Loader$1.run(Unknown Source)
```

## Troubleshoot – Recommended Actions

Ensure that your ASDM user has privilege level 15:

```
<#root>
```

```
asa#
```

```
show run username
```

```
username test password ***** pbkdf2 privilege 3 <- this cannot work
```

While this works:

```
<#root>
```

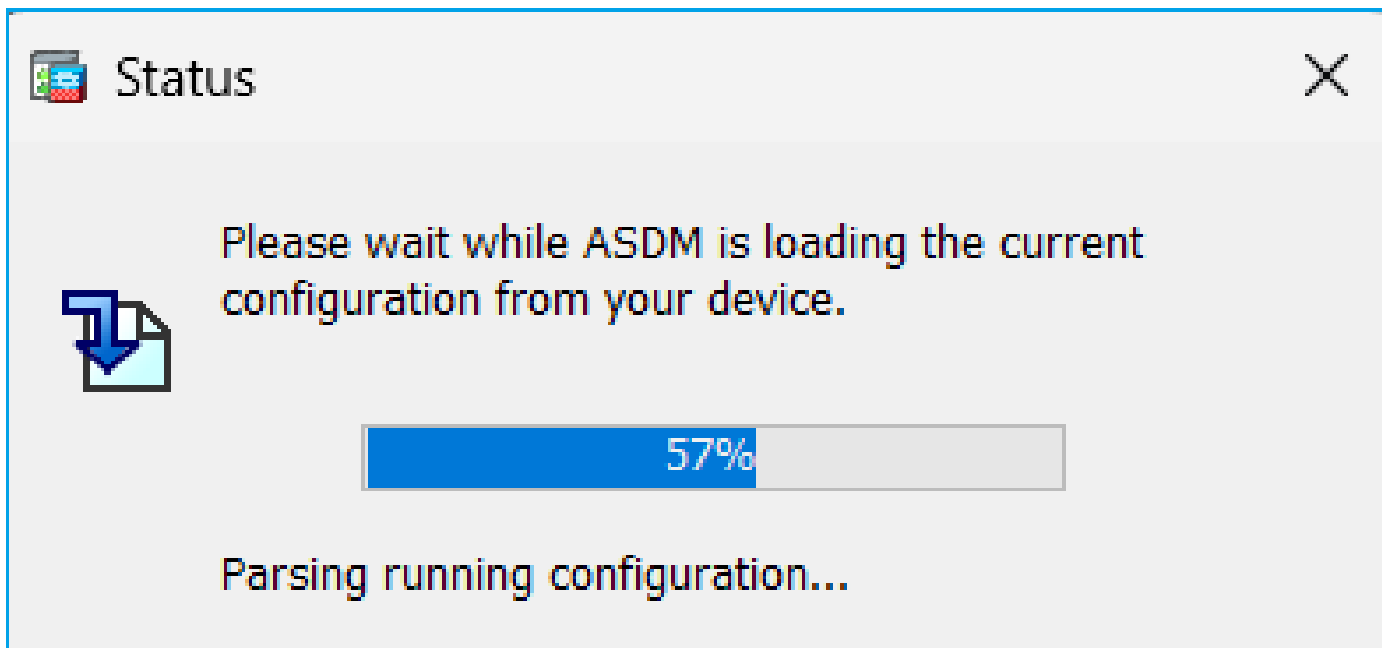
```
asa#
```

```
show run username
```

```
username test password ***** pbkdf2 privilege 15
```

### **Problem 8. ASDM on ASA multiple context hangs at 57% while parsing running configuration**

The ASDM UI gets stuck at 57%. The UI shows: Please wait while ASDM is loading the current configuration from your device.



#### **Troubleshoot – Recommended Actions**

This is typically seen when all of these conditions are being met:

1. ASA is in multiple context mode



2. There is an aaa-server group that contains more than 4 servers.

### Solution

Reduce the number of aaa-server in the group, for example:

Before:

```
<#root>
```

```
aaa-server ACS protocol tacacs+
```

```
aaa-server ACS (management) host 192.0.2.1
```

```
key *****
```

```
aaa-server ACS (management) host 192.0.2.2
```

```
key *****
```

```
aaa-server ACS (management) host 192.0.2.3
```

```
key *****
```

```
aaa-server ACS (management) host 192.0.2.4
```

```
key *****
```

```
aaa-server ACS (management) host 192.0.2.5
```

```
key *****
```

```
aaa-server ACS (management) host 192.0.2.6
```

```
key *****
```

Change:

```
<#root>
```

```
asa(config)#  
no aaa-server ACS (management) host 192.0.2.5
```

```
asa(config)#  
no aaa-server ACS (management) host 192.0.2.6
```

After:

```
<#root>  
aaa-server ACS protocol tacacs+  
  
aaa-server ACS (management) host 192.0.2.1  
  
key *****  
  
aaa-server ACS (management) host 192.0.2.2  
  
key *****  
  
aaa-server ACS (management) host 192.0.2.3  
  
key *****  
  
aaa-server ACS (management) host 192.0.2.4  
  
key *****
```

## Reference

[https://www.cisco.com/c/en/us/td/docs/security/asa/asa72/configuration/guide/conf\\_gd/aaa.html#wp1039757](https://www.cisco.com/c/en/us/td/docs/security/asa/asa72/configuration/guide/conf_gd/aaa.html#wp1039757)

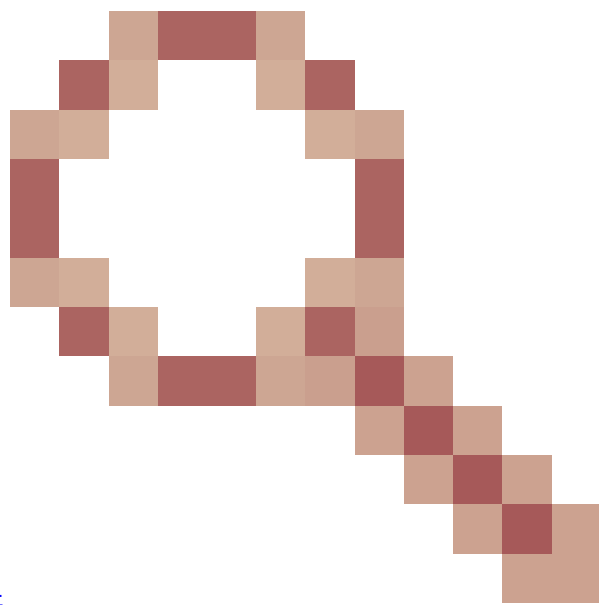
## Problem 9. Unable to access ASDM on vASA

Many messages like these are shown:

Problem Details: ERROR: FAIL to ALLOC the stack page 0xffffffffffffffff[size 36864] to 0x00007ff62429c0

Other symptoms:

1. High CPU utilization in the 'show cpu' output despite 'show cpu core' showing a low amount of utilization
2. Stack memory allocation errors in the console
3. Inability to SSH to the device
4. SNMP polling fails



This is a known defect tracked by Cisco bug ID [CSCwc23844](#)  
ASAv high CPU and stack memory allocation errors despite over 30% free memory



**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

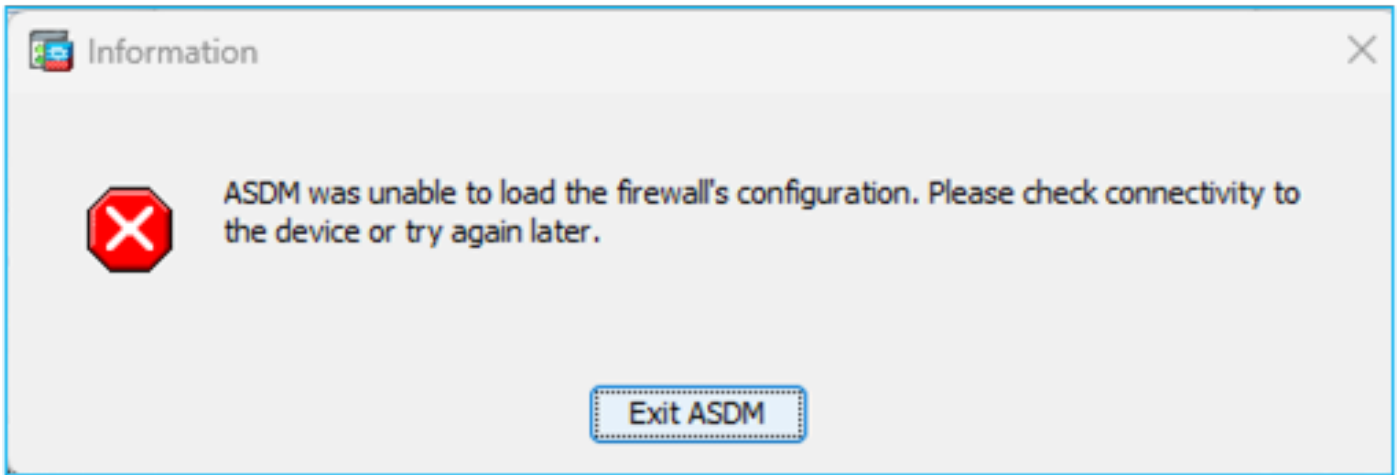
---

## **Troubleshoot ASDM-Related Problems on Windows OS**

### **Problem 1. ASDM does not load the firewall configuration when using ASA + SFR**

The error shown on ASDM UI is:

*'ASDM was unable to load the firewall's configuration. Please check connectivity to the device or try again later.'*



## Troubleshoot – Recommended Actions

Check the ASDM release notes. They mention which OS is supported:

<https://www.cisco.com/c/en/us/support/security/adaptive-security-device-manager/products-release-notes-list.html>

The related section:

Table 1. ASDM Operating System and Browser Requirements

Operating System	Browser			Oracle JRE	OpenJRE
	Firefox	Safari	Chrome		
Microsoft Windows (English and Japanese): <ul style="list-style-type: none"> <li>• 10</li> <li><b>Note</b> See Windows 10 in <a href="#">ASDM Compatibility Notes</a> if you have problems with the ASDM shortcut.</li> <li>• 8</li> <li>• 7</li> <li>• Server 2016 and Server 2019</li> <li>• Server 2012 R2</li> <li>• Server 2012</li> <li>• Server 2008</li> </ul>	Yes	No support	Yes	8.0 version 8u261 or later	1.8 <b>Note</b> No support for Windows 7 or 10 32-bit
Apple OS X 10.4 and later	Yes	Yes	Yes (64-bit version only)	8.0 version 8u261 or later	1.8

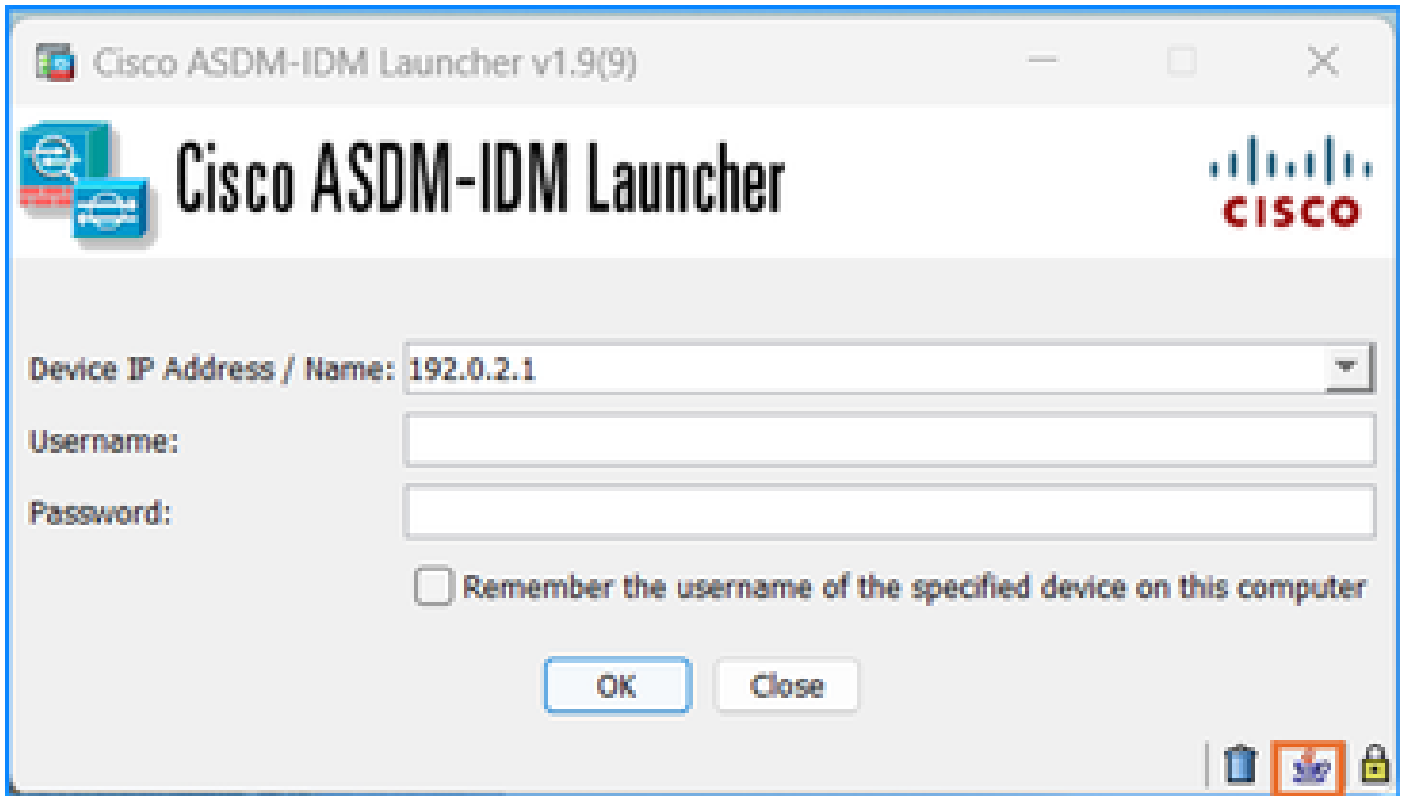
The screenshot is from the ASDM 7.18 release notes:

[https://www.cisco.com/c/en/us/td/docs/security/asdm/7\\_18/release/notes/rn718.html](https://www.cisco.com/c/en/us/td/docs/security/asdm/7_18/release/notes/rn718.html)

As it can be seen, Windows 11 and 2022 are not in the list.

Also, as from ASDM 7.16, on Windows Server 2016 and Server 2019, ASDM management of the FirePOWER module is not supported. You can alternatively use the FMC to manage the FirePOWER module when using ASDM for ASA management.

**Troubleshooting Tip:** Check the Java console logs on ASDM:



In case of an unsupported OS you see something like:

```
<#root>
```

```
Caused by: java.lang.ExceptionInInitializerError: Exception com.teamdev.jxbrowser.chromium.internal.Environment.  

    Unsupported operating system. Supported OS: Windows XP (SP2), 7, 8, 10, Vista, 2003 (SP1), 2008, 2012,  

    at com.teamdev.jxbrowser.chromium.internal.Environment.checkEnvironment(Unknown Source)  

    ...
```

## Solutions

Thus, in order to be able to manage the ASA using ASDM the options you have are:

Option 1: Manage the ASA and FirePOWER module from another, older host (for example, Windows 2010, Windows Server 2012, and so on.)

Option 2: Manage the FirePOWER module using FMC and keep managing the ASA using ASDM.

SFR module managed by FMC (DC)	SFR module managed by ASDM
<pre>&lt;#root&gt; asa# show module sfr details  Getting details from the Service Module, please wait...</pre>	<pre>&lt;#root&gt; asa# show module sfr details  Getting details from the Service Modu</pre>

<pre> Card Type: FirePOWER Services Software Module Model: ASA5508 Hardware version: N/A Serial Number: JAD123456AB Firmware version: N/A Software version: 7.0.6-236 MAC Address Range: 006b.f18e.1111 to 006b.f18e.2222 App. name: ASA FirePOWER App. Status: Up App. Status Desc: Normal Operation App. version: 7.0.6-236 Data Plane Status: Up Console session: Ready Status: Up  DC addr: 192.0.2.100  &lt;-- The ASDM is registered to this FMC Mgmt IP addr: 192.0.2.12 Mgmt Network mask: 255.255.255.128 Mgmt Gateway: 192.0.2.1 Mgmt web ports: 443 Mgmt TLS enabled: true </pre>	<pre> Card Type: FirePOWER Services Software Model: ASA Hardware version: N/A Serial Number: JAD Firmware version: N/A Software version: 7.0 MAC Address Range: 006b.f18e.1111 to 006b.f18e.2222 App. name: ASA FirePOWER App. Status: Up App. Status Desc: Normal Operation App. version: 7.0.6-236 Data Plane Status: Up Console session: Ready Status: Up  DC addr: 192.0.2.100  &lt;-- No FMC registration Mgmt IP addr: 192.0.2.12 Mgmt Network mask: 255.255.255.128 Mgmt Gateway: 192.0.2.1 Mgmt web ports: 443 Mgmt TLS enabled: true </pre>
--	--

### Option 3: Shutdown the Firepower module:

```
<#root>
```

```
ASA5508#
```

```
sw-module module sfr shutdown
```

```
Shutdown module sfr? [confirm]
Shutdown issued for module sfr.
```



**Note:** The module shutdown is not a permanent solution. If you reboot the firewall, the SFR module comes UP again.

---

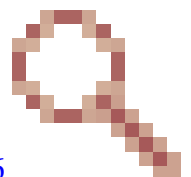
Option 4: In case you don't plan to use the Firepower module any more, you can uninstall it:

```
<#root>
```

```
ASA5508#
```

```
sw-module module sfr uninstall
```

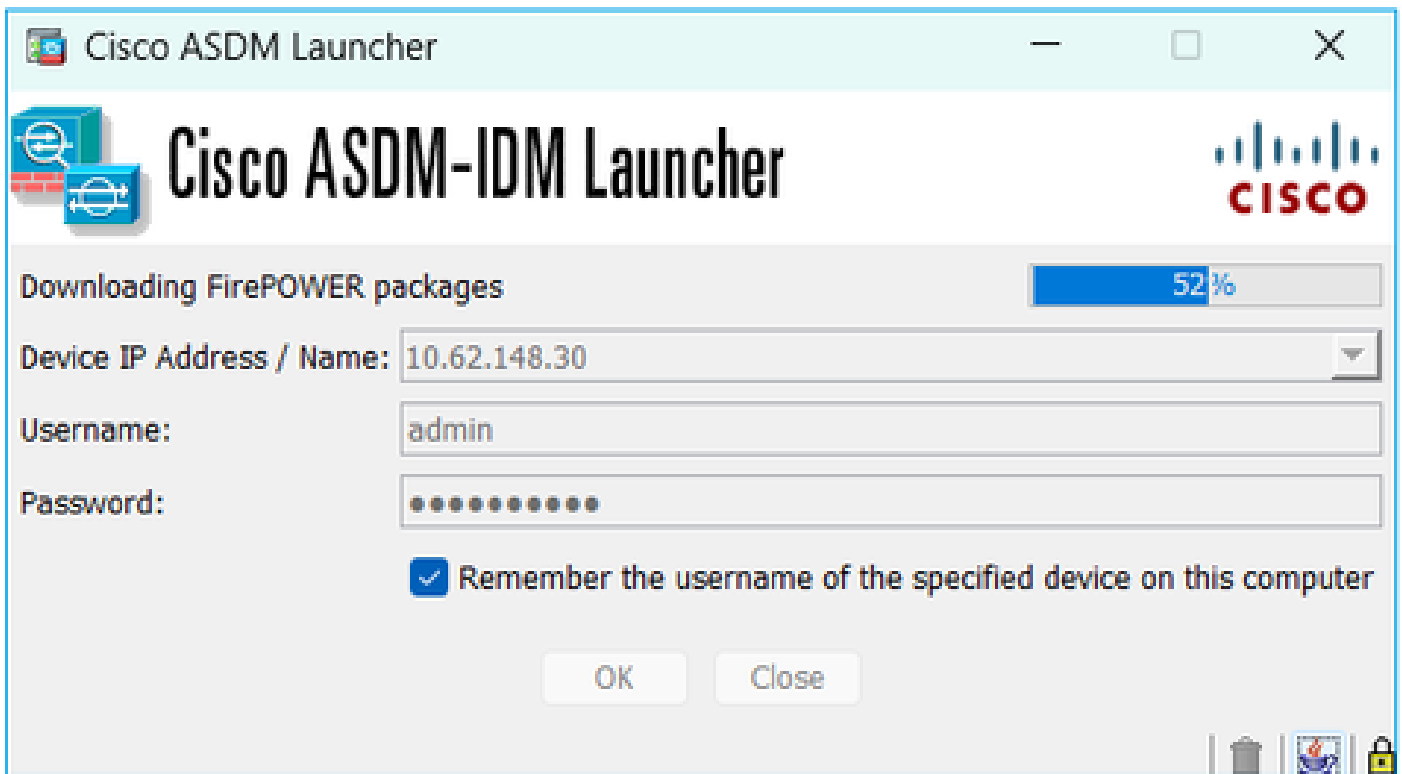
Option 5: Work with Cisco TAC to apply the workaround from the Cisco bug ID [CSCwj51536](#)





to manually replace the jxbrowser.jar files. Note though that this workaround still might not resolve the problem. In that case, you need to consider the previous options.

## Problem 2. ASDM gets stuck while Downloading FirePOWER packages



### Troubleshoot – Recommended Actions

According to the Firepower compatibility guides, ASDM is not supported for FirePOWER module management with ASA 9.8(4.45)+, 9.12(4.50)+, 9.14(4.14)+, and 9.16(3.19)+; you have to use FMC to manage the module with these releases. These ASA releases require ASDM 7.18(1.152) or later, but ASDM support for the ASA FirePOWER module ended with 7.16.

### Solution

Thus, in order to be able to manage the ASA using ASDM the options you have are:

Option 1: Manage the ASA and FirePOWER module from another, older host (for example, Windows 2010, Windows Server 2012, and so on.)

Option 2: Manage the FirePOWER module using FMC and keep managing the ASA using ASDM.

Option 3: Shutdown the Firepower module:

```
ASA5508# sw-module module sfr shutdown
```

```
Shutdown module sfr? [confirm]
```

```
Shutdown issued for module sfr.
```

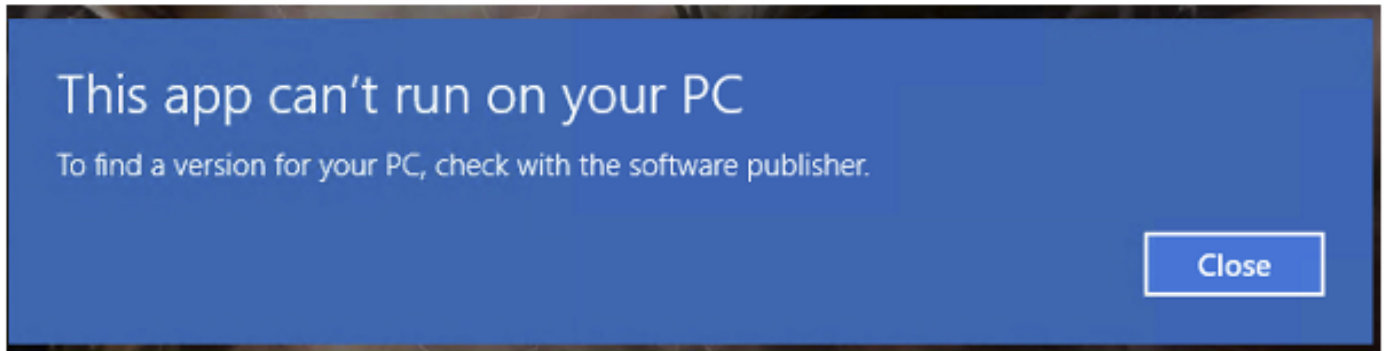
Option 4: In case you don't plan to use the Firepower module any more, you can uninstall it:

```
ASA5508# sw-module module sfr uninstall
```

## Reference

[https://www.cisco.com/c/en/us/td/docs/security/firepower/compatibility/firepower-classic-compatibility.html#id\\_60529](https://www.cisco.com/c/en/us/td/docs/security/firepower/compatibility/firepower-classic-compatibility.html#id_60529)

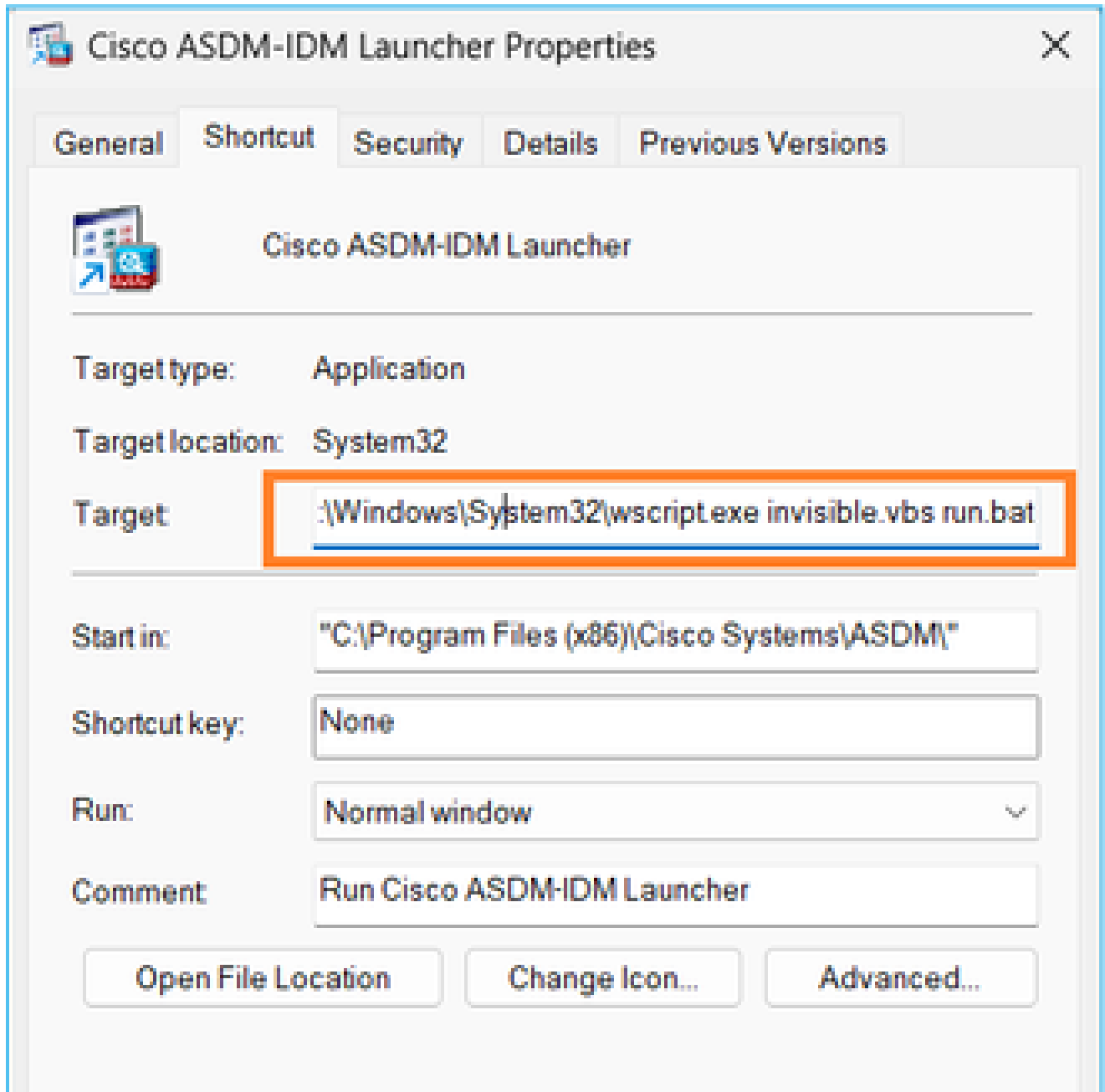
### Problem 3. "This app can't run on your PC" error message shown on Windows hosts



#### Troubleshoot – Recommended Actions

When you install the ASDM Launcher, Windows can replace the ASDM shortcut target with the Windows Scripting Host path, which causes this error. To fix the shortcut target:

1. Choose **Start > Cisco ASDM-IDM Launcher**, and right-click the **Cisco ASDM-IDM Launcher** application.
2. Choose **More > Open file location**. Windows opens the directory with the shortcut icon.
3. Right click the shortcut icon, and choose **Properties**.
4. Change the Target to: **C:\Windows\System32\wscript.exe invisible.vbs run.bat** (leave the invisible.vbs run.bat on the end as these scripts are used to open up ASDM).

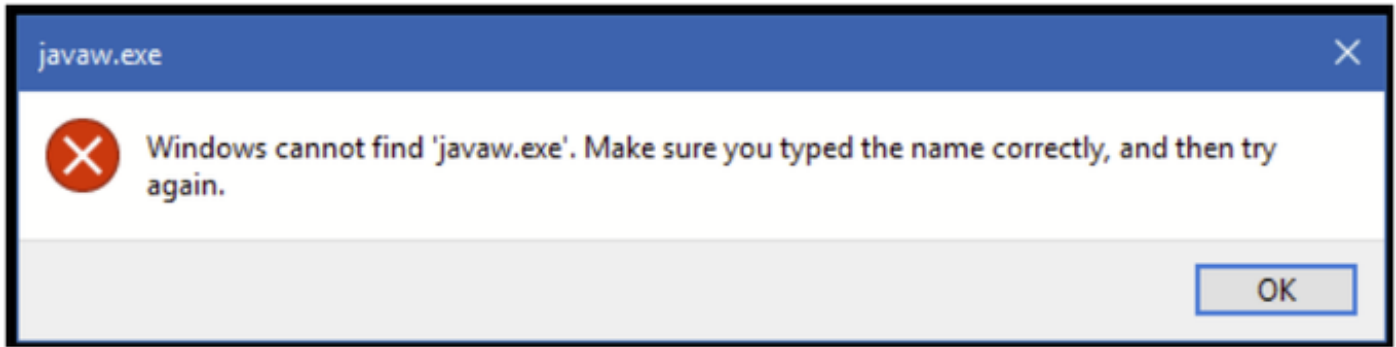


5. Click **OK**.

#### Reference

[https://www.cisco.com/c/en/us/td/docs/security/asdm/7\\_22/release/notes/rn722.html](https://www.cisco.com/c/en/us/td/docs/security/asdm/7_22/release/notes/rn722.html)

**Problem 4. Windows cannot find 'javaw.exe'. Make sure you typed the name correctly, and then try again.**



### Troubleshoot – Recommended Actions

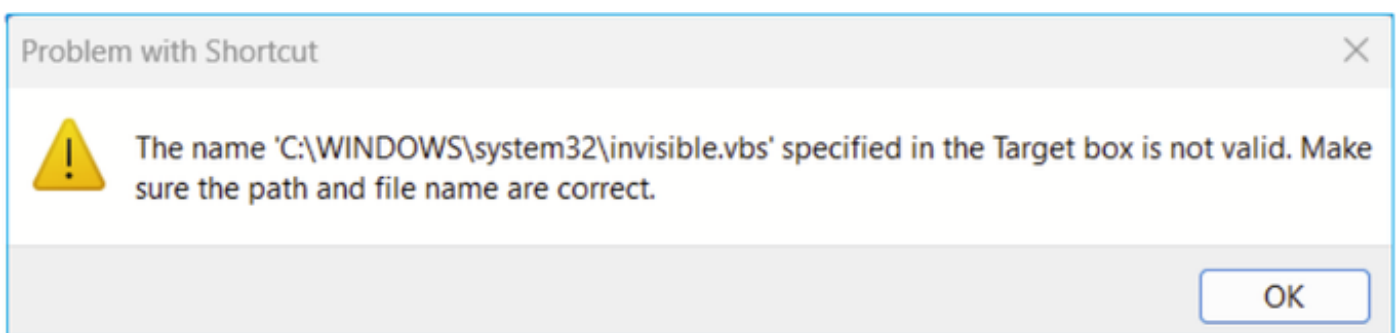
- Typically, this error is related to Java missing on the computer. Ensure you have a compatible Java version installed on your Windows host:  
[https://www.java.com/en/download/help/windows\\_manual\\_download.html](https://www.java.com/en/download/help/windows_manual_download.html)

[https://www.cisco.com/c/en/us/td/docs/security/asdm/7\\_22/release/notes/rn722.html#id\\_25472](https://www.cisco.com/c/en/us/td/docs/security/asdm/7_22/release/notes/rn722.html#id_25472)

- Ensure you have the exact path of the Java program in the Windows Environment Variable path.
- In case the problem occurred after a Java upgrade, consider rolling back the Java version.
- Ensure that your ASDM Desktop icon point to the proper installation path. If not, delete it and create a new shortcut.

### Problem 5. Problem with Shortcut ‘C:\Windows\system32\invisible.vbs’ in the Target box is not valid

Error shown: The name ‘C:\Windows\system32\invisible.vbs’ specified in the Target box is not valid. Make sure the path and file name are correct.



In some cases, the error is: Can not find script file ‘C:\Windows\system32\invisible.vgs’.

### Troubleshoot – Recommended Actions

- Ensure you have administrator permissions when you install ASDM on the Windows host. In some cases, Active Directory settings for Windows users can restrict access to program file locations needed to successfully launch ASDM on Windows. Access is needed to these directories:
  - Desktop folder

- C:\Windows\System32\Users\\.asdm
- C:\Program Files (x86)\Cisco Systems

If your Active Directory is restricting directory access, you need to request access from your Active Directory administrator.

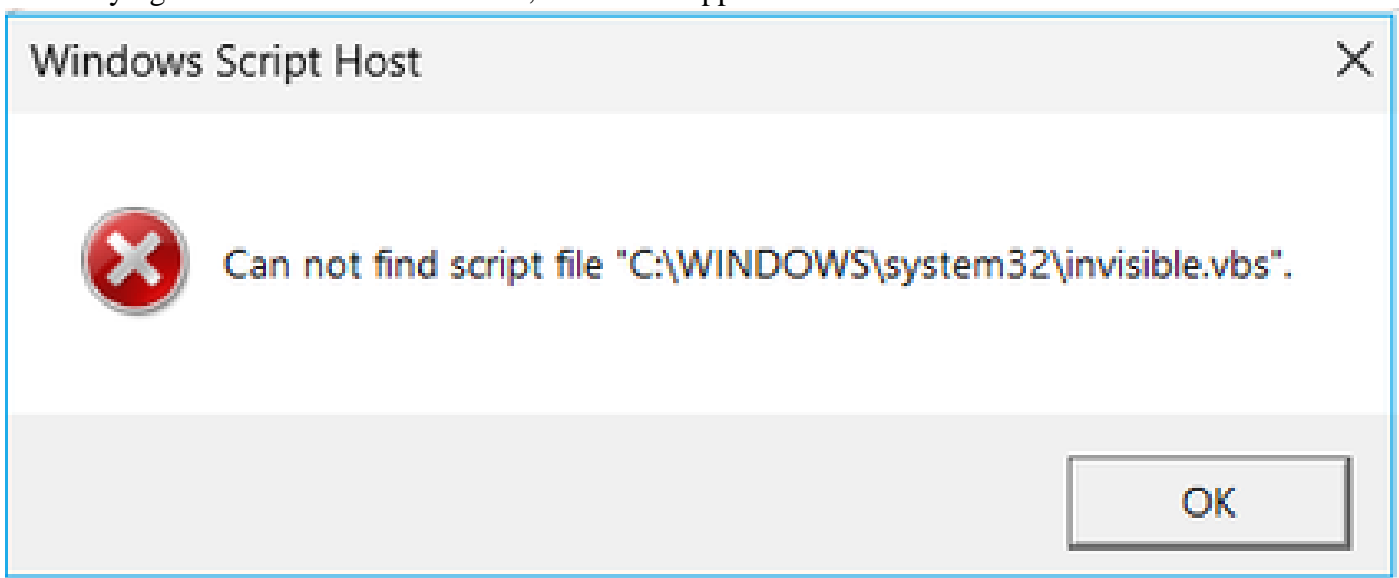
- Try installing a different version of Java on the Windows host.

## References

[https://www.cisco.com/c/en/us/td/docs/security/asdm/7\\_18/release/notes/rn718.html#id\\_25476](https://www.cisco.com/c/en/us/td/docs/security/asdm/7_18/release/notes/rn718.html#id_25476)

## Problem 6. Windows Script Host Can not find script file “C:\WINDOWS\system32\invisible.vbs”

When trying to start the ASDM launcher, these error appears:



## Troubleshoot – Recommended Actions

Follow these steps:

1. Reboot the Windows host and delete/uninstall all instances of the ASDM launcher.
2. Reinstall a newer, but still compatible version of the ASDM launcher. If there is no newer version install the same ASDM launcher you had before.
3. Ensure the correct Java version has been installed.

Alternatively, you can try to use the OpenJRE-based ASDM installer since it does not need Oracle Java to be installed on the local PC.

## Troubleshoot – Recommended Actions

Follow these steps:

1. Reboot the Windows host and delete/uninstall all instances of the ASDM launcher.
2. Reinstall a newer, but still compatible version of the ASDM launcher. If there is no newer version install the same ASDM launcher you had before.

3. Ensure the correct Java version has been installed.

Alternatively, you can try to use the OpenJRE-based ASDM installer since it does not need Oracle Java to be installed on the local PC.

## Problem 7. ASDM does not work on Windows Server 2022

### Troubleshoot – Recommended Actions

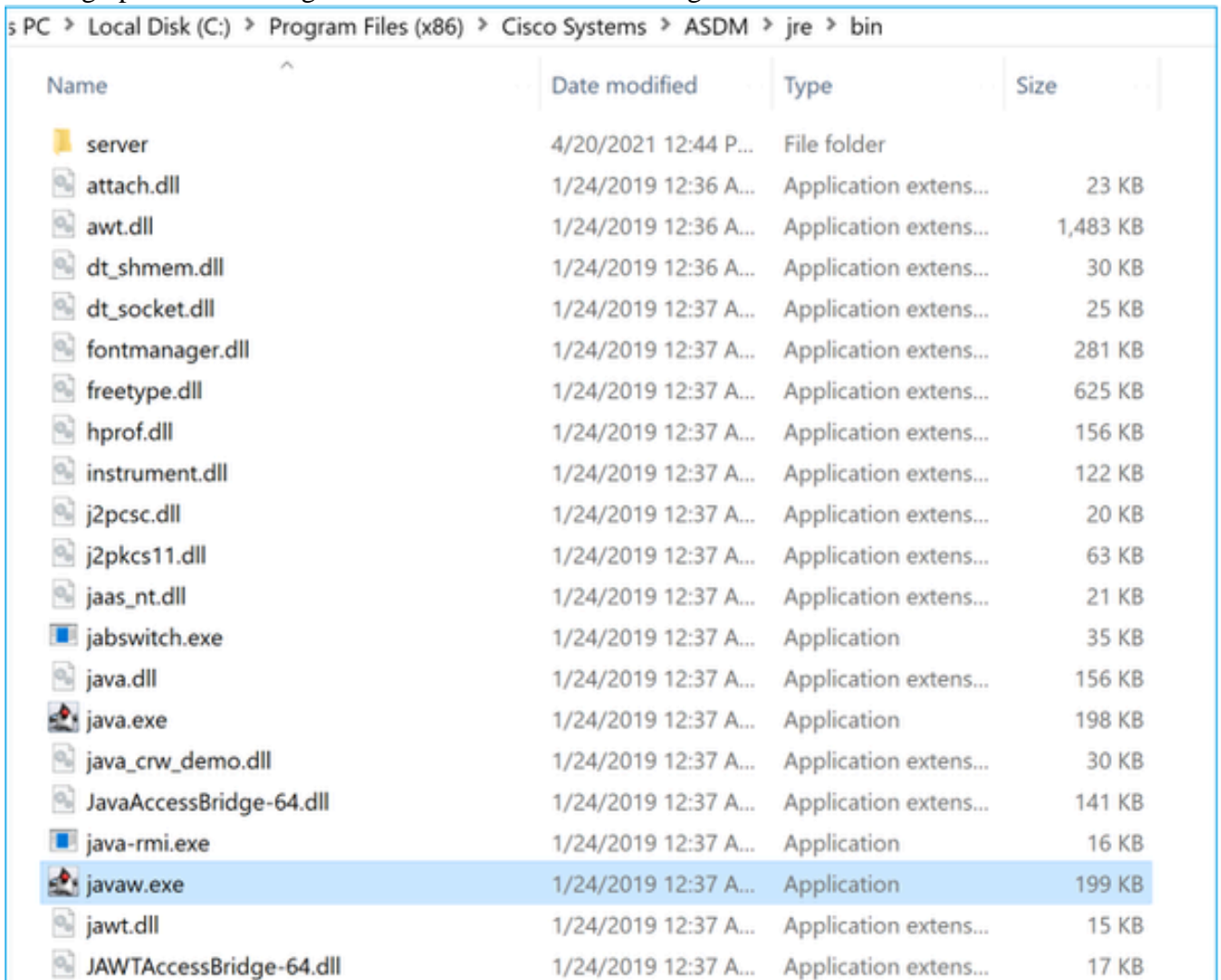
At the time of this writing, Windows Server 2022 is not supported. Check the latest ASDM release notes from <https://www.cisco.com/c/en/us/support/security/adaptive-security-appliance-asa-software/products-release-notes-list.html> and if Windows Servver 2022 is not listed consider using a different OS from the supported list.

## Problem 8. ASDM UI font size is too small

### Troubleshoot – Recommended Actions

Try these steps:

1. Find javaw.exe you installed (C:\ProgramData\Oracle\Java\javapath) or when having ASDM running open Task Manager and locate the service running:



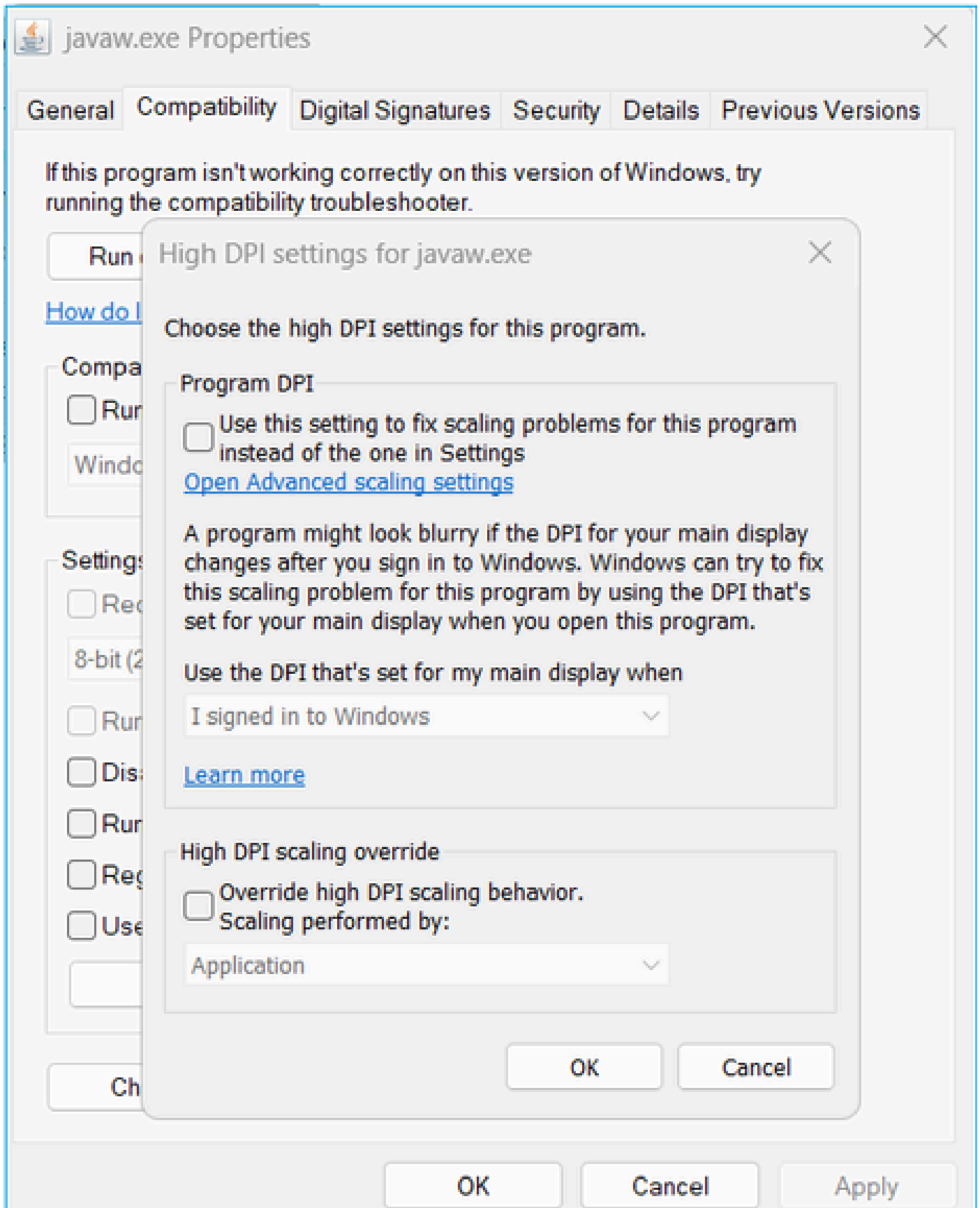
The screenshot shows a Windows File Explorer window with the address bar displaying the path: PC > Local Disk (C:) > Program Files (x86) > Cisco Systems > ASDM > jre > bin. The main area shows a list of files and folders with columns for Name, Date modified, Type, and Size. The file 'javaw.exe' is highlighted in blue.

Name	Date modified	Type	Size
server	4/20/2021 12:44 P...	File folder	
attach.dll	1/24/2019 12:36 A...	Application extens...	23 KB
awt.dll	1/24/2019 12:36 A...	Application extens...	1,483 KB
dt_shmem.dll	1/24/2019 12:36 A...	Application extens...	30 KB
dt_socket.dll	1/24/2019 12:37 A...	Application extens...	25 KB
fontmanager.dll	1/24/2019 12:37 A...	Application extens...	281 KB
freetype.dll	1/24/2019 12:37 A...	Application extens...	625 KB
hprof.dll	1/24/2019 12:37 A...	Application extens...	156 KB
instrument.dll	1/24/2019 12:37 A...	Application extens...	122 KB
j2pcsc.dll	1/24/2019 12:37 A...	Application extens...	20 KB
j2pkcs11.dll	1/24/2019 12:37 A...	Application extens...	63 KB
jaas_nt.dll	1/24/2019 12:37 A...	Application extens...	21 KB
jabswitch.exe	1/24/2019 12:37 A...	Application	35 KB
java.dll	1/24/2019 12:37 A...	Application extens...	156 KB
java.exe	1/24/2019 12:37 A...	Application	198 KB
java_crw_demo.dll	1/24/2019 12:37 A...	Application extens...	30 KB
JavaAccessBridge-64.dll	1/24/2019 12:37 A...	Application extens...	141 KB
java-rmi.exe	1/24/2019 12:37 A...	Application	16 KB
javaw.exe	1/24/2019 12:37 A...	Application	199 KB
jawt.dll	1/24/2019 12:37 A...	Application extens...	15 KB
JAWTAccessBridge-64.dll	1/24/2019 12:37 A...	Application extens...	17 KB

2. Right click -> Properties

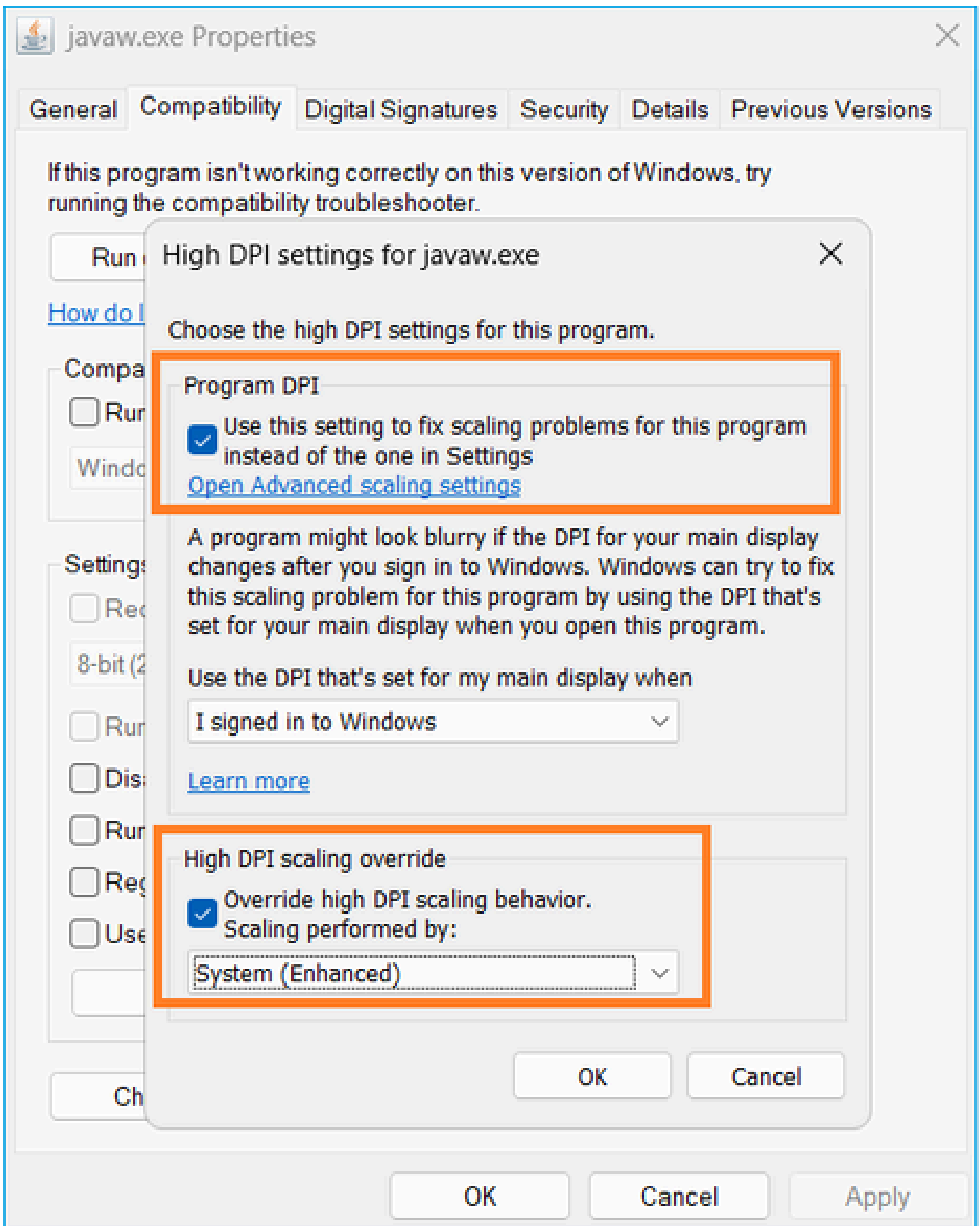
3. Go to Compatibility tab
4. Click on 'Change high DPI settings'
5. Enable the 'Use this setting to fix scaling problems for this program instead of the one in Settings' checkbox
6. Enable the 'Override high DPI scaling behavior' checkbox and select 'System (Enhanced)':

Before:



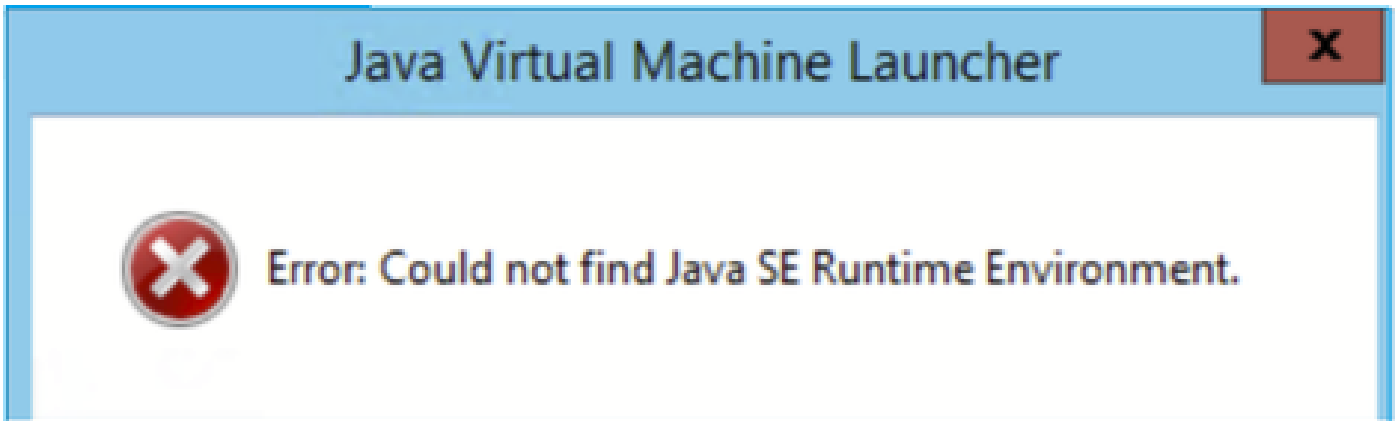
After:





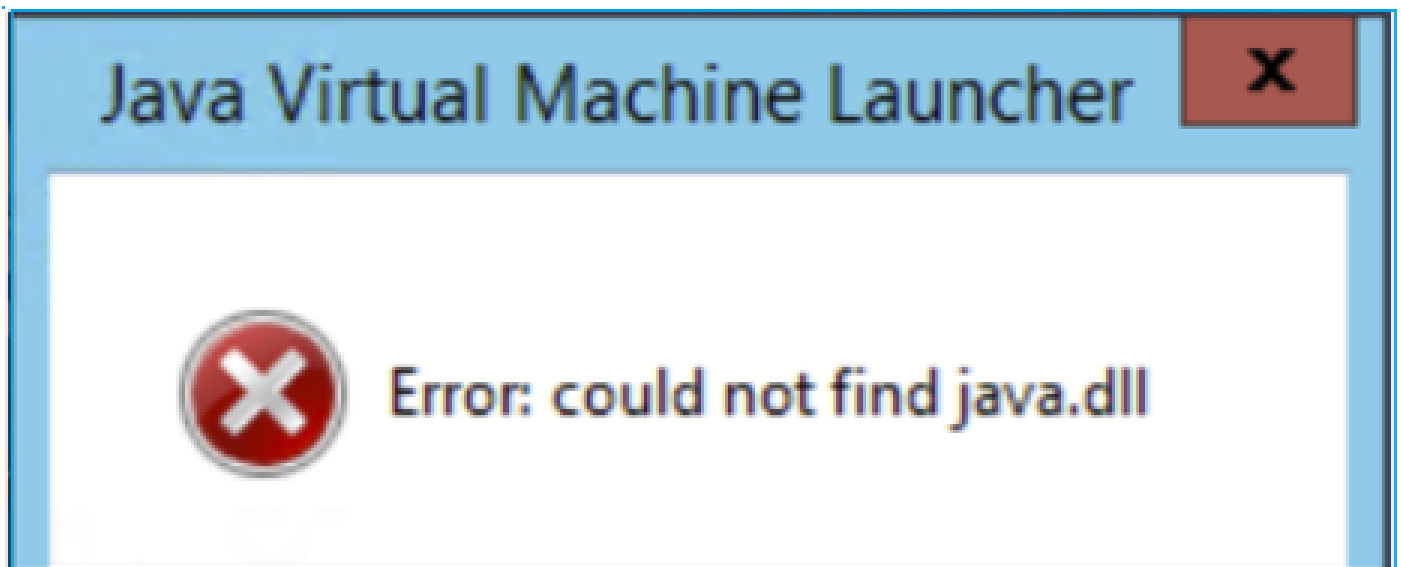
## Problem 9. Java errors

The ASDM UI can show one or more of these Java errors: Error: could not find java.dll



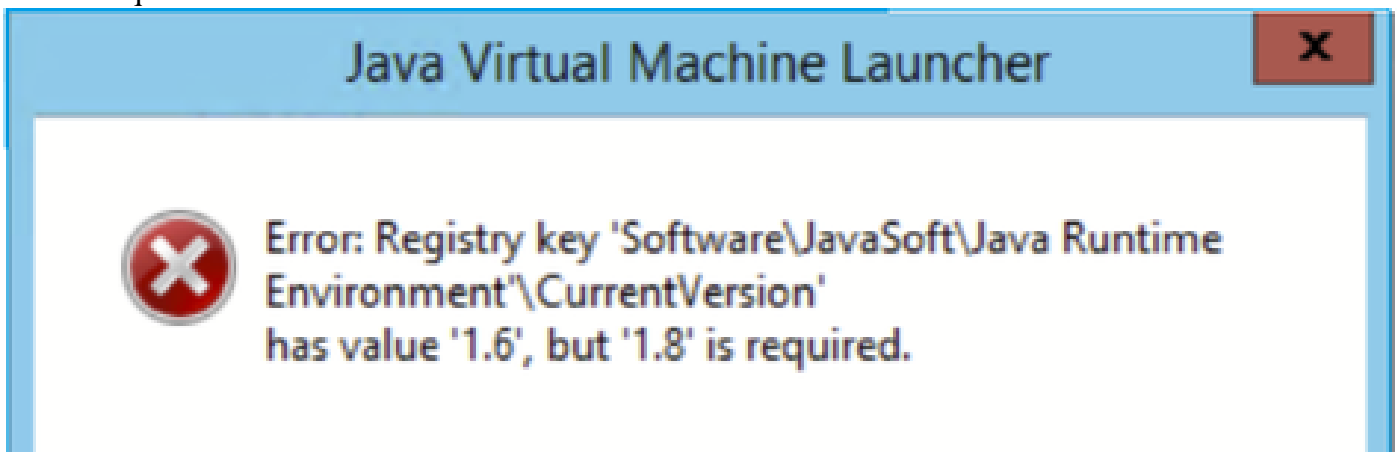
And/or:

Error: Could not find Java SE Runtime Environment.



And/or:

Error: Registry key 'Software\JavaSoft\Java Runtime Environment'\CurrentVersion' has value 'x.x', but 'x.x' is required.

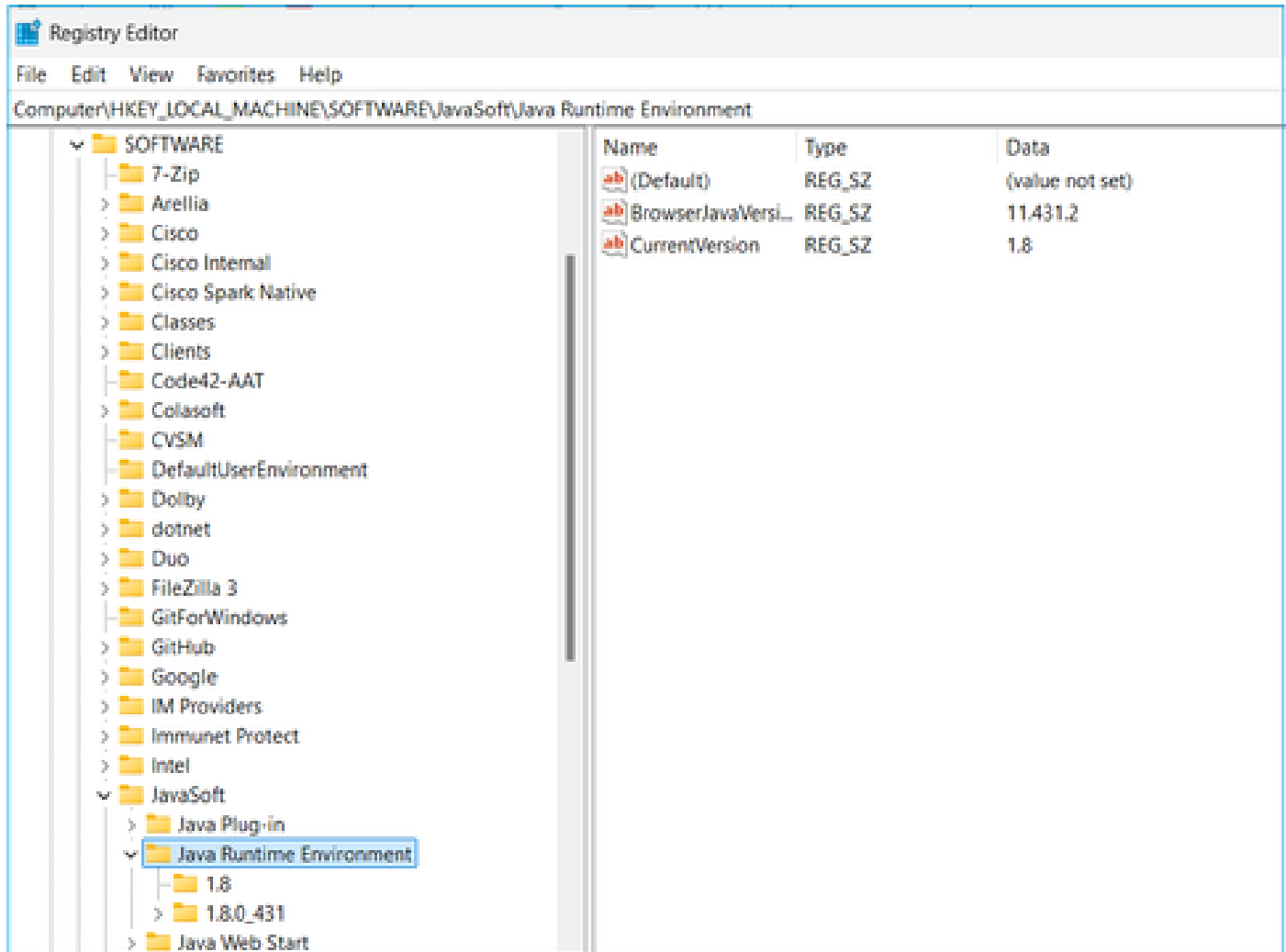


## Troubleshoot – Recommended Actions

1. Check if other versions of Java are installed.
2. If other versions are installed, uninstall all versions of Java. Make sure to also uninstall Java 8.

Tip: You can review this key in the registry: **HKEY\_LOCAL\_MACHINE\SOFTWARE\JavaSoft\Java Runtime Environment** to determine the installed versions.

You can also confirm that all versions are completely uninstalled through this key.



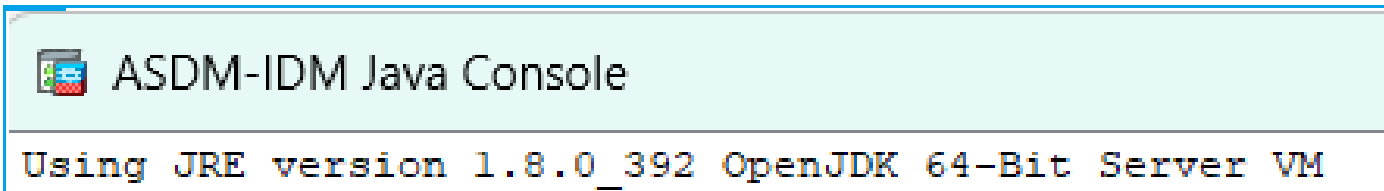
**Warning:** Be careful when working with Windows registry!

4. Reinstall a compatible Java version.

## Problem 10. ASDM version 7.19.1.94 openJRE version file in the backend still showing OracleJRE version

### Normal Behavior with openJRE

Normally, when you install and openJRE-based ASDM image, the Java version reflects it:



And there is a 'jre' folder created under this path: C:\Program Files (x86)\Cisco Systems\ASDM\jre

There, you can find a release file that contains information about Azul Zulu:

```
<#root>
```

```
IMPLEMENTOR="Azul Systems, Inc."
```

```
IMPLEMENTOR_VERSION="Zulu8.74.0.17-CA-win64"
```

```
JAVA_VERSION="1.8.0_392"
```

```
OS_NAME="Windows"
```

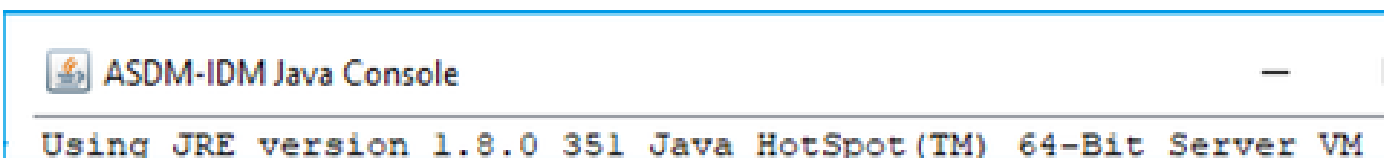
```
OS_VERSION="5.2"
```

```
OS_ARCH="amd64"
```

```
SOURCE=".:git:51a769a8708c"
```

### Incorrect Behavior with openJRE

Now, the problem is that in some ASDM versions (for example, 7.19.1.94) the UI shows:



And the C:\Program Files (x86)\Cisco Systems\ASDM\jre\release file shows something like:

```
JAVA_VERSION="1.8.0_351"
```

```
OS_NAME="Windows"
```

```
OS_VERSION="5.2"
```

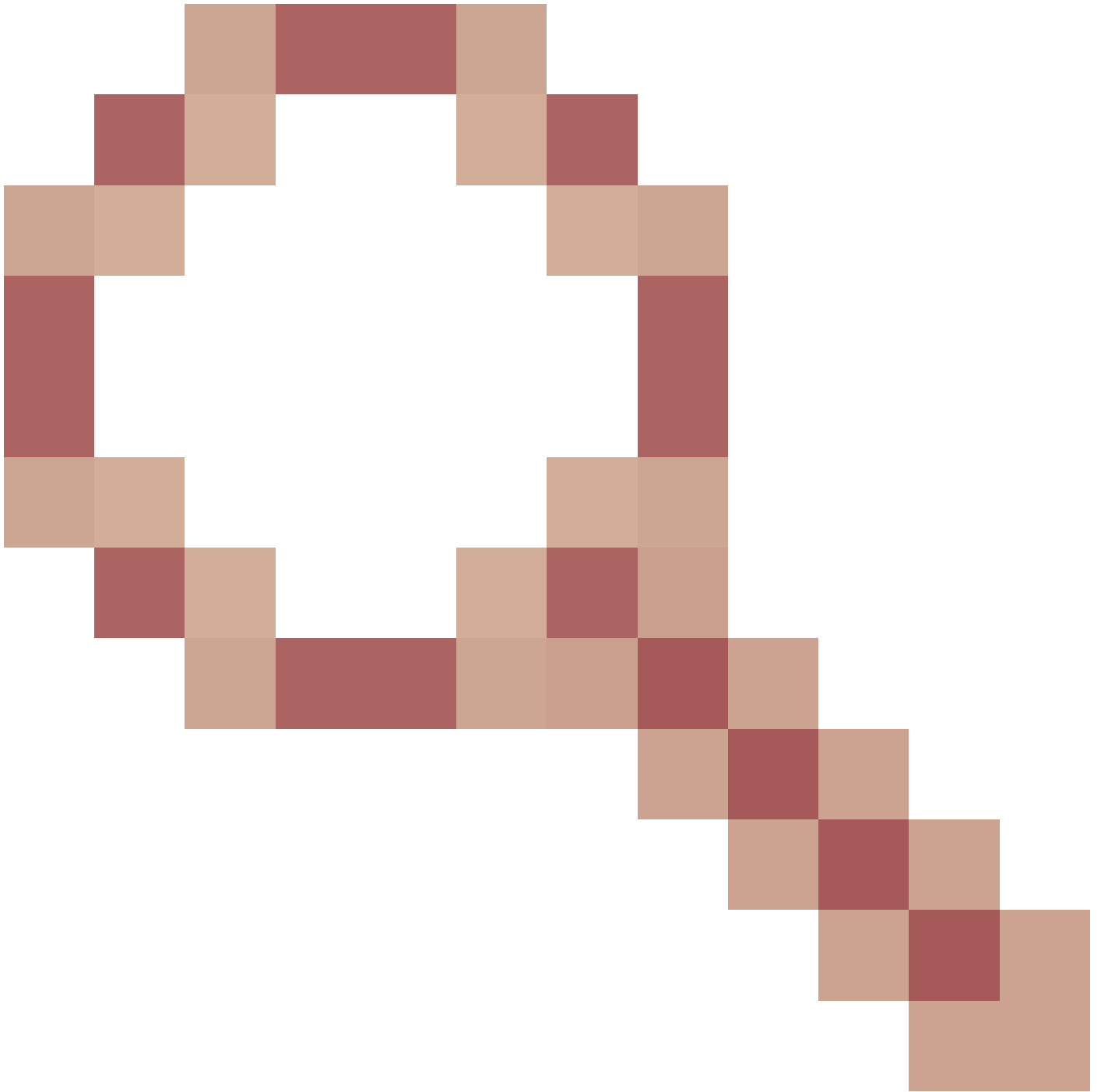
```
OS_ARCH="amd64"
```

```
SOURCE=".:git:c72692150ec4+"
```

```
BUILD_TYPE="commercial"
```

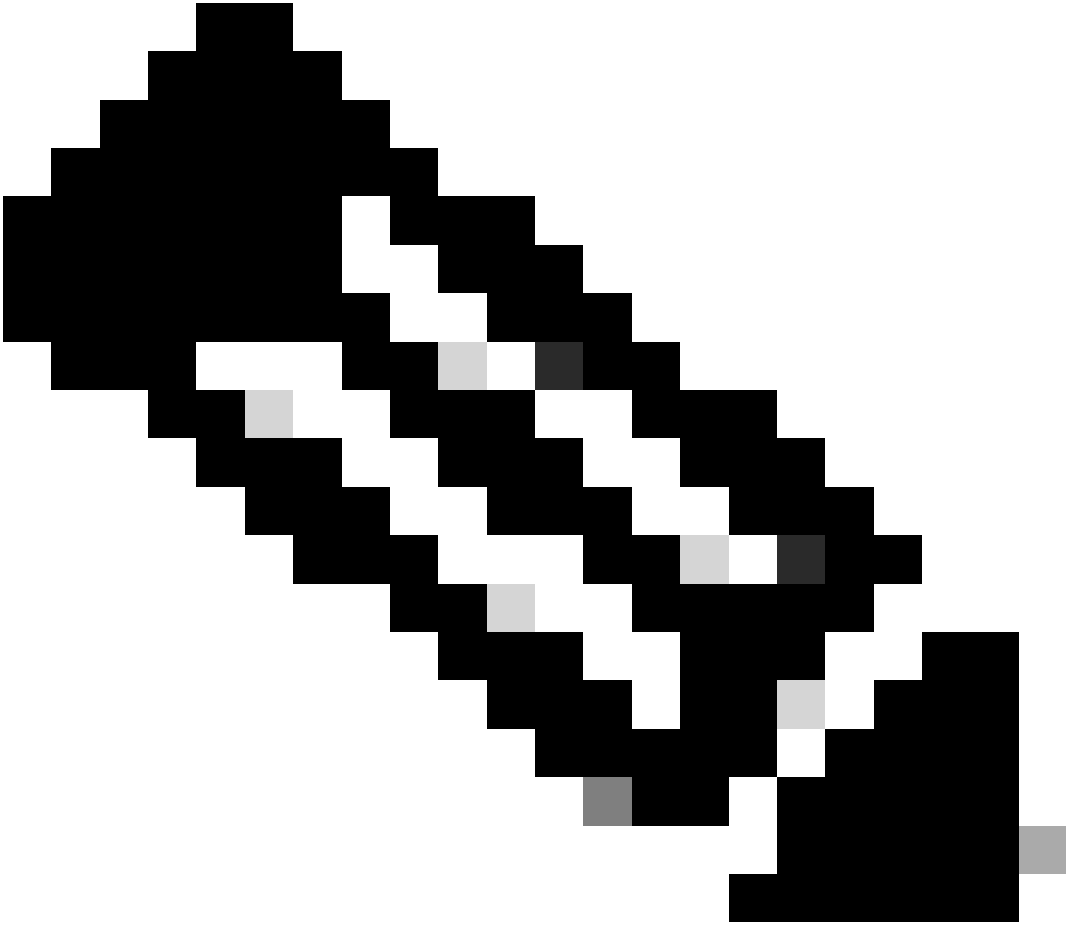
### Troubleshoot – Recommended Steps

This is a known Cisco bug ID [CSCwf74697](https://tools.cisco.com/bugcenter/bug/?bugID=CSCwf74697)



ASDM version 7.19.1.94 openJRE version file in the backend still showing OracleJRE version

---



**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

---

**Workaround:**

Use  $\geq 7.18.1.161$  or  $\geq 7.19.1.95$  OpenJRE version bin.

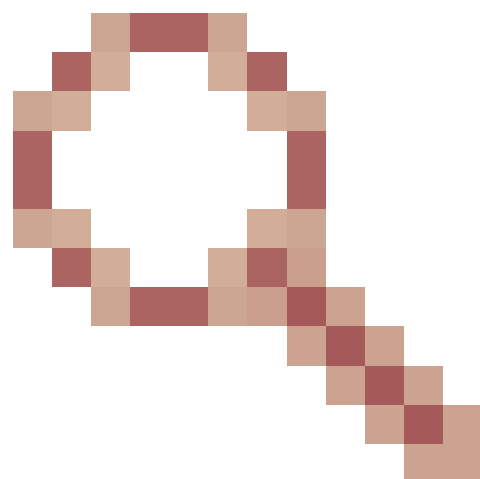
**Problem 11. ASDM java errors "[ERROR] CLI-PASSTHROUGH-DEBUG Inside doInitialProcessing"**

**Symptoms (both must be true):**

- ASDM operates with no problems.
- ASDM Java logs show

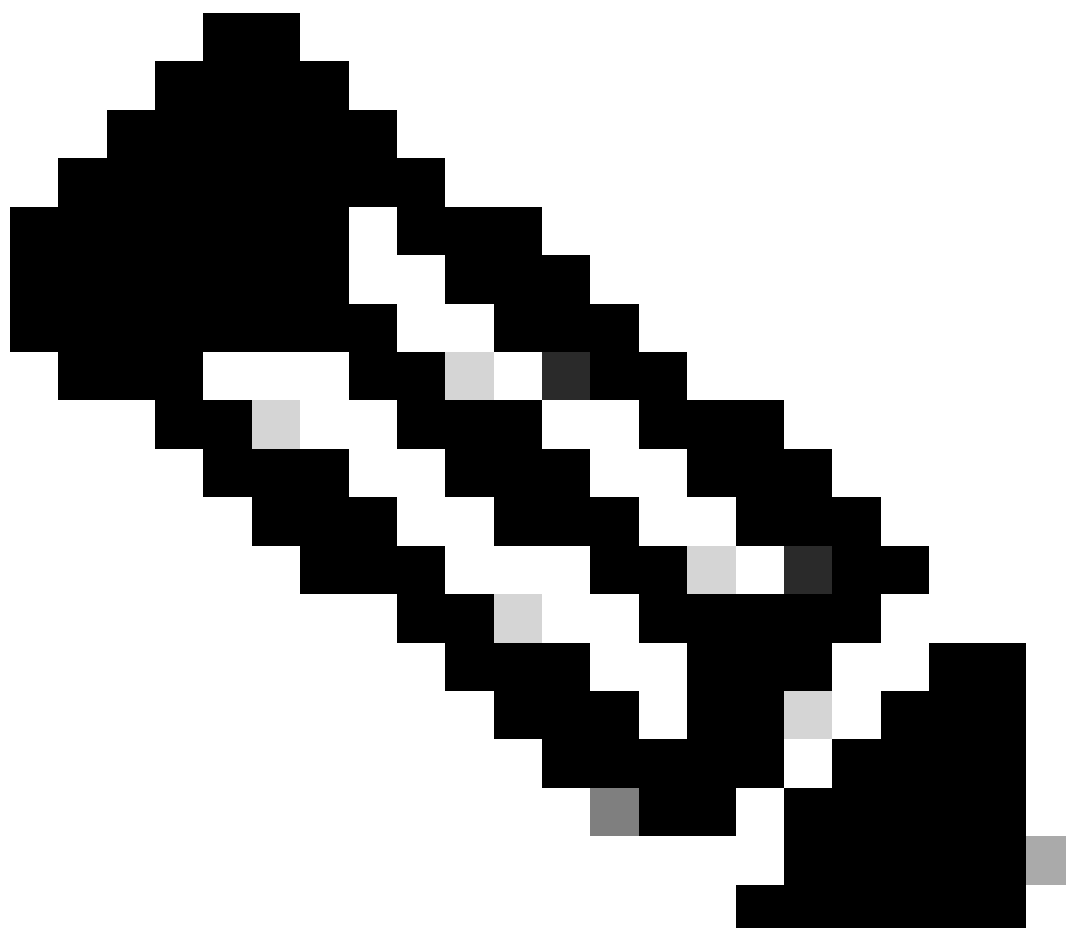
```
0 [SGZ Loader: launchSgzApplet] ERROR com.cisco.pdm.headless.startup - CLI-PASSTHROUGH-DEBUG Inside doI
[ERROR] CLI-PASSTHROUGH-DEBUG Inside doInitialProcessing messenger: cq@1a3c930 46 [SGZ Loader: launchS
CLI-PASSTHROUGH-DEBUG Inside doInitialProcessing messenger: cq@1a3c930 CLI-PASSTHROUGH-DEBUG Inside do
No CSD version
```

## Troubleshoot – Recommended Actions



This is a known cosmetic defect tracked by Cisco bug ID [CSCwe28411](#)  
ASDM java errors "[ERROR] CLI-PASSTHROUGH-DEBUG Inside doInitialProcessing"

---



**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for

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---

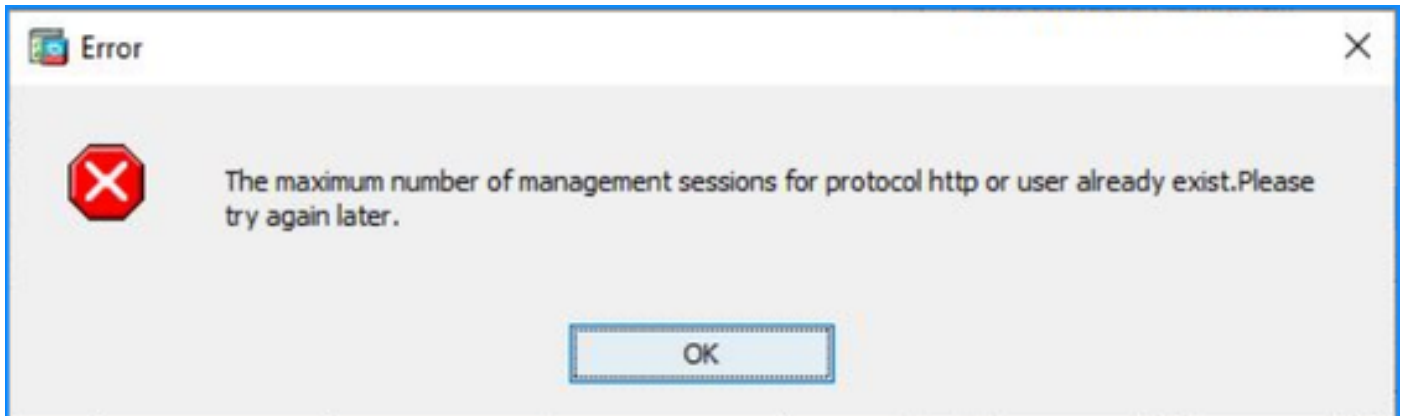
more information

---

## Troubleshoot ASDM Connectivity Problems

### Problem 1. ASDM launch fails due to reaching maximum number of sessions

The “The maximum number of management session for protocol http or user already exist. Please try again later” error message is shown on the ASDM:



A similar error can be shown when switching between the contexts on ASDM.

### Troubleshoot – Recommended Actions

Refer to the Cisco bug ID [CSCwd04210](#): ASA: ASDM sessions stuck in CLOSE\_WAIT causing lack of MGMT”. Due to this defect, the ASDM session can terminate with the "Lost connection to firewall" message and further connection to the firewall be unsuccessful.





**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

---

## **Problem 2. Increase load/connection time in ASDM**

The ASDM initial connection/load time increases in versions running the fix for the Cisco bug ID [CSCvw79912](#) “Cisco Adaptive Security Device Manager Remote Code Execution Vulnerability”.

### **Troubleshoot – Recommended Actions**

Refer to the Cisco bug ID [CSCwd58653](#) “ASDM initial connection/load time increased”.



**Note:** This defect has been fixed in recent ASDM software releases. Check the defect details for more information.

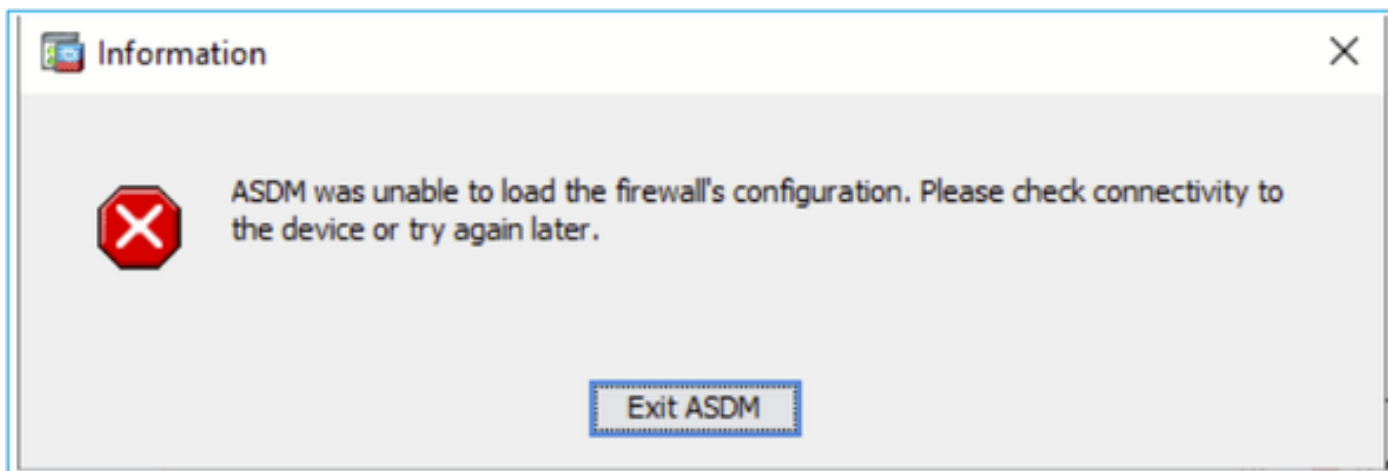
---

## Troubleshoot ASDM Memory-Related Problems

### **Problem 1. Unresponsive and/or sluggish ASDM user interface during configuration load**

One or more of these symptoms are observed when running ASDM:

- ASDM UI becomes unresponsive and/or sluggish while loading the configuration.
- The “ASDM was unable to load the firewall’s configuration. Please check connectivity to the device and try again later” error message is shown:



- The “Retrieval of Data (validating running configuration)” message is shown for an extended amount of time, for example, several hours.
- In the Java console logs these lines are shown:

<#root>

Exception in thread "AWT-EventQueue-0" java.lang.OutOfMemoryError: Java heap space

Exception in thread "LoadConfigThread" java.lang.OutOfMemoryError: GC overhead limit exceeded

or

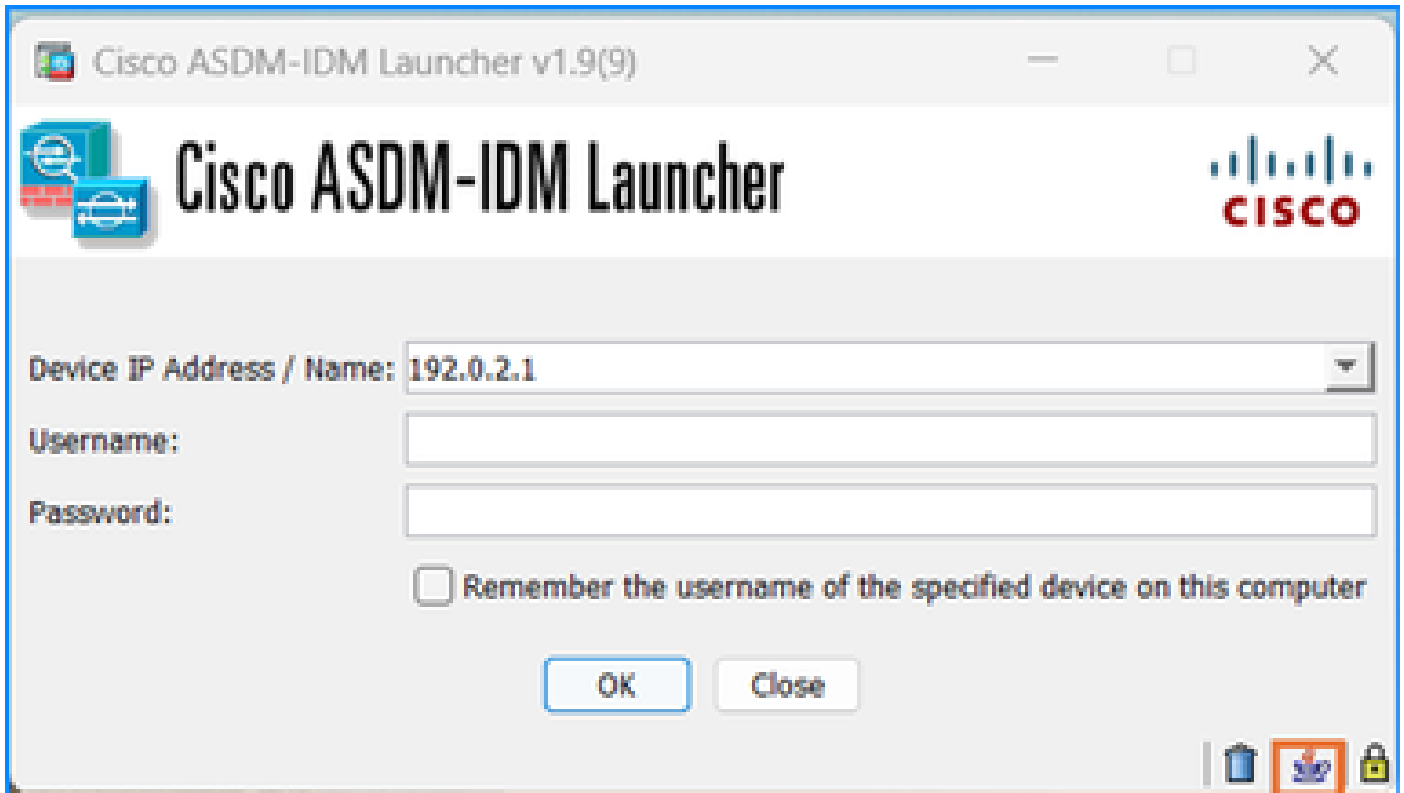
<#root>

Exception in thread "AWT-EventQueue-0" java.lang.OutOfMemoryError: Java heap space

```
java.lang.reflect.InvocationTargetException
    at java.awt.EventQueue.invokeAndWait(Unknown Source)
    at java.awt.EventQueue.invokeAndWait(Unknown Source)
    at javax.swing.SwingUtilities.invokeAndWait(Unknown Source)
    at c1.f(c1.java:483)
    at c1.setVisible(c1.java:455)
    at ve.setVisible(ve.java:165)
    at vd.d(vd.java:873)
    at com.cisco.pdm.PDMApplet.populateLoginHistory(PDMApplet.java:268)
    at com.cisco.pdm.PDMApplet.start(PDMApplet.java:233)
    at com.cisco.nm.dice.loader.Loader$1.run(Loader.java:416)
```

Caused by: java.lang.OutOfMemoryError: Java heap space

To verify this symptom, enable Java console logs:



## Troubleshoot – Recommended Actions

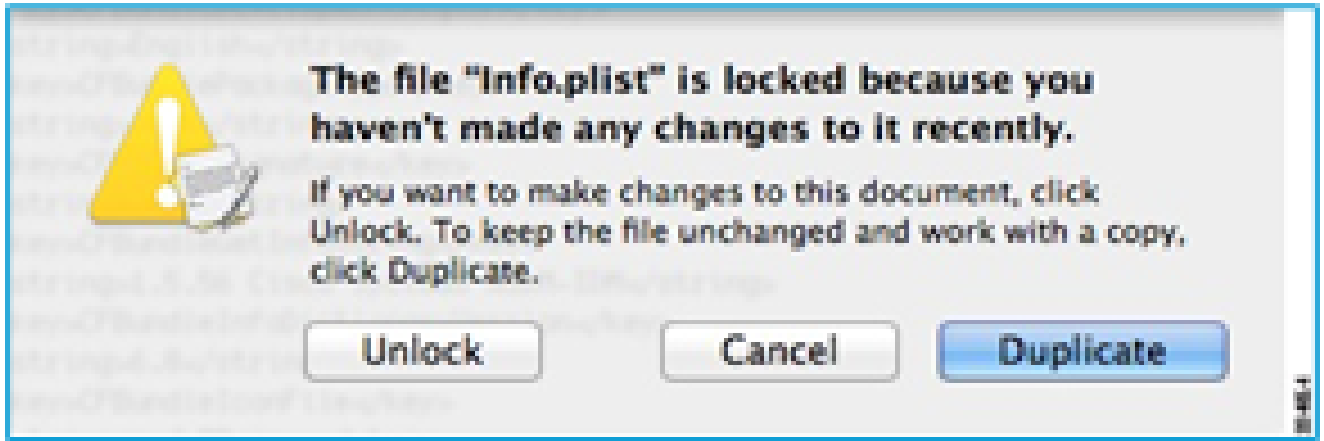
1. Ensure that the ASA, ASDM and operating system versions are compatible. Refer to the [Cisco Secure Firewall ASA Release Notes](#), [Cisco Secure Firewall ASDM Release Notes](#), [Cisco Secure Firewall ASA Compatibility](#).
2. Increase the ASDM Configuration Memory on operating systems:

## Windows

- Go to the ASDM installation directory, for example **C:\Program Files (x86)\Cisco Systems\ASDM**.
- Edit the **run.bat** file with any text editor.
- In the line that starts with “**start javaw.exe**”, change the argument prefixed with “**-Xmx**” to specify your desired heap size. For example, change it to **-Xmx768M** for 768 MB or **-Xmx1G** for 1 GB.
- Save the **run.bat** file.

## Mac OS

- Right-click the **Cisco ASDM-IDM** icon and choose **Show Package Contents**.
- In the **Contents** folder, double-click the **Info.plist** file. If you have **Developer** tools installed, it opens in the **Property List Editor**. Otherwise, it opens in **TextEdit**.
- Under **Java > VMOptions**, change the string prefixed with “**-Xmx**” to specify your desired heap size. For example, change it to **-Xmx768M** for 768 MB or **-Xmx1G** for 1 GB.
- If this file is locked, you see an error such as this message:



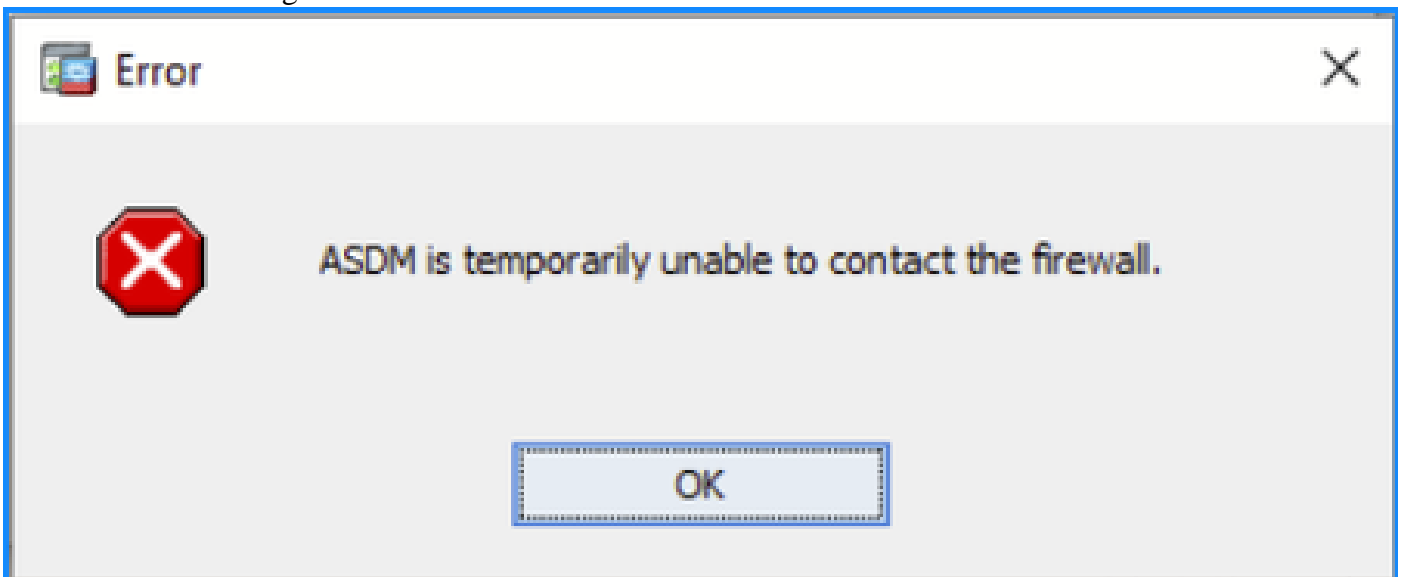
- Click **Unlock** and save the file. If you do not see the **Unlock** dialog box, exit the editor, right-click the **Cisco ASDM-IDM** icon, choose **Copy Cisco ASDM-IDM**, and paste it to a location where you have write permissions, such as the Desktop. Then change the heap size from this copy.

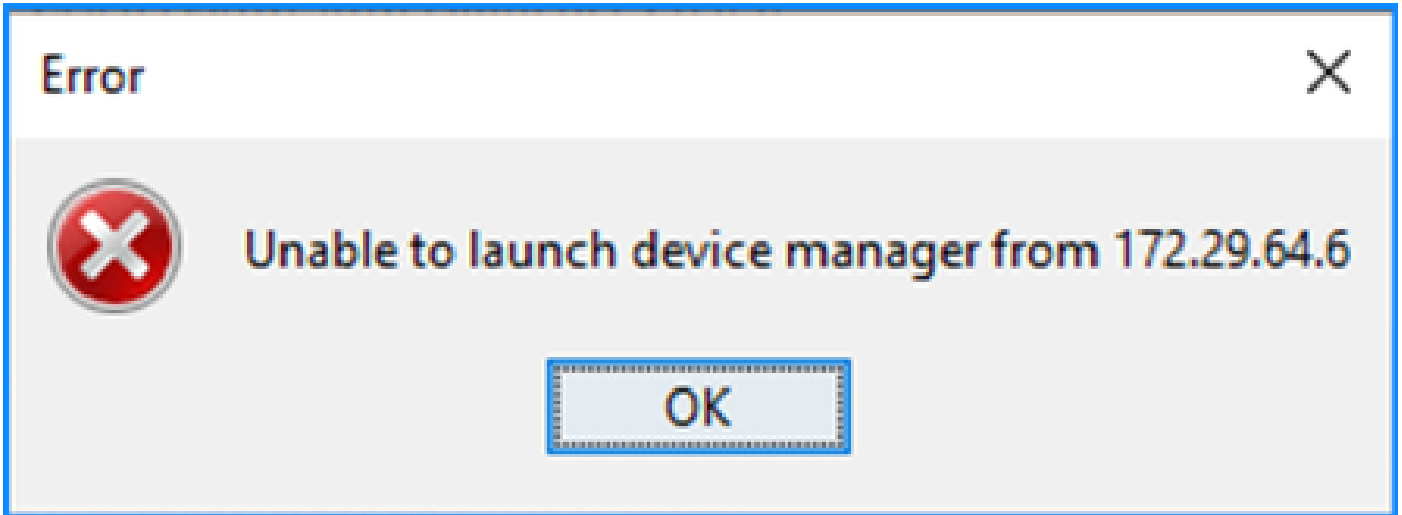
## References

- [Cisco Secure Firewall ASA Release Notes](#)
- [Cisco Secure Firewall ASDM Release Notes](#)
- [Cisco Secure Firewall ASA Compatibility](#)

## Problem 2. ASDM is unable to contact the firewall

The error “ASDM is temporarily unable to contact the firewall.” or “Unable to launch device manager” is shown when launching ASDM:





- Some of the packets of the ASDM HTTPS Connection are dropped with the **(ctm-error) CTM returned error** drop reason in the Accelerated Security Path (ASP):

```
<#root>
```

```
#
```

```
capture asp type asp-drop all buffer 33554432 match ip host 192.0.2.1 host 192.0.2.1 eq https
```

```
<#root>
```

```
#
```

```
show capture
```

```
capture asp type asp-drop all buffer 33554432 [Capturing - 587 bytes]  
match ip host 192.0.2.1 host 192.0.2.2 eq https
```

```
<#root>
```

```
#
```

```
show cap asp
```

```
1 packet captured
```

```
1: 10:41:04.850648 192.0.2.1.56667 > 192.0.2.2.443: P 758423982:758424499(517) ack 2534033991 v
```

- The number of failed blocks is for **256** and **1550**-size blocks is non-zero and the **FAILED** counter increases:

```
<#root>
```

```
#
```

```
show block
```

SIZE	MAX	LOW	CNT	FAILED
0	2950	2865	2950	0
4	400	398	399	0
80	2500	2369	2500	0
256	6302	0	6274	50693
1550	22147	0	22111	769896
2048	8848	8844	8848	0
2560	2964	2962	2964	0
4096	100	99	100	0
8192	100	99	100	0
9344	100	99	100	0
16384	154	153	154	0
65664	16	16	16	0

- The amount of the **Free memory** in the **MEMPOOL\_DMA** memory pool is significantly low, typically around a couple of bytes or kilobytes:

<#root>

#

`show memory detail | begin MEMPOOL_DMA`

```
MEMPOOL_DMA POOL STATS:
Non-mmapped bytes allocated =      230686720
Number of free chunks       =           175
Number of mmapped regions   =              0
Mmapped bytes allocated     =              0
Max memory footprint        =      230686720
Keepcost                    =           336
Max contiguous free mem     =           21136
Allocated memory in use    =      230548640

Free memory                  =           138080
```

## Troubleshoot – Recommended Actions

1. Check the Cisco bug ID [CSCv71435](#) “ASA 256 and/or 1550 block depletion causes DMA Memory unreleased allocation”. The defect symptoms are observed at elevated rate of syslogs messages like 302013 or 302014.

Follow the steps from the **Workaround** section.

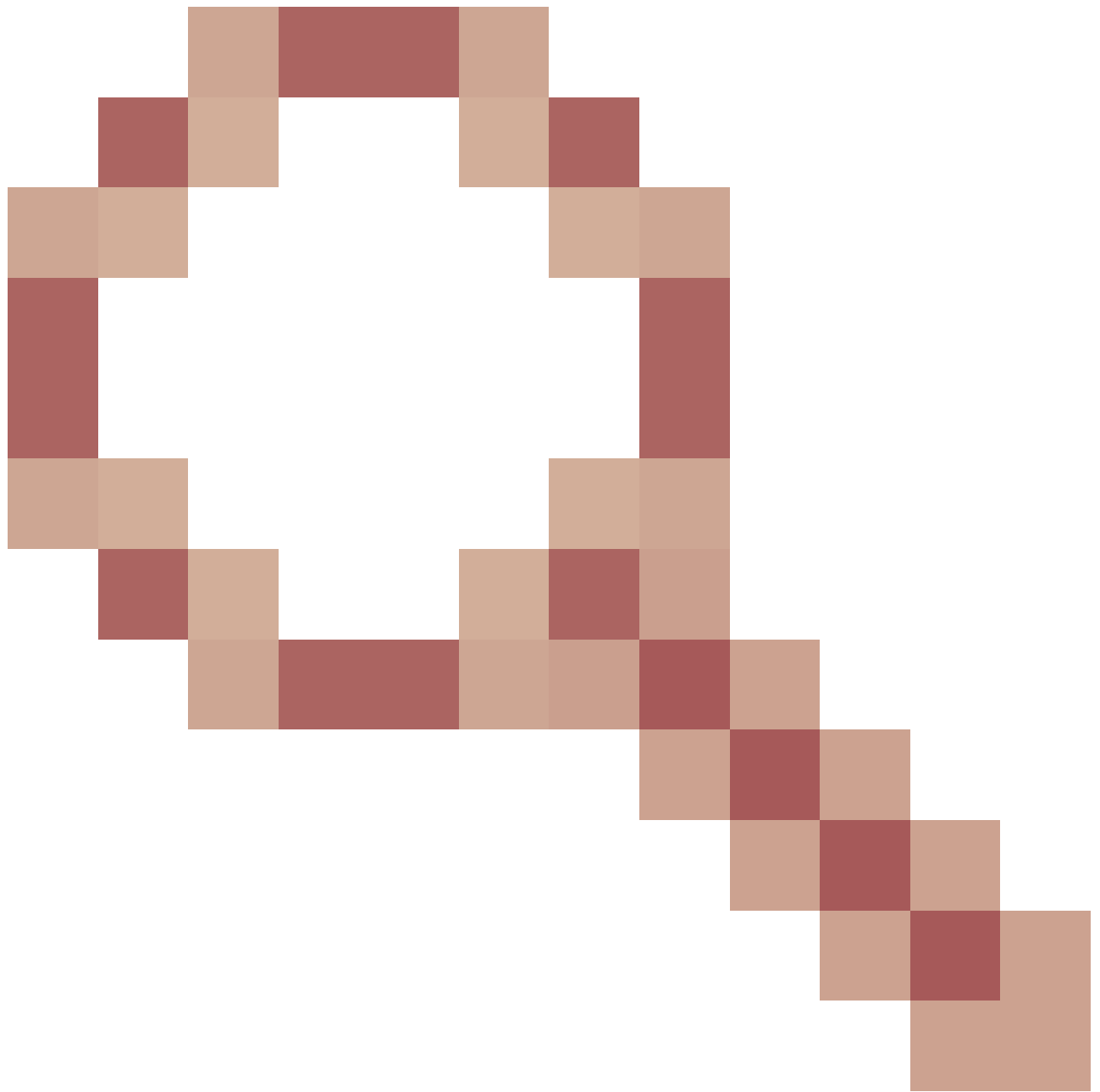
2. Check the Cisco bug ID [CSCwd58653](#) “ASDM initial connection/load time increased”. The ASDM initial connection/load time increased after ASDM upgrade to fix version of Cisco bug ID [CSCvw79912](#) “Cisco Adaptive Security Device Manager Remote Code Execution Vulnerability”.



**Note:** Cisco bug ID [CSCwd58653](#)

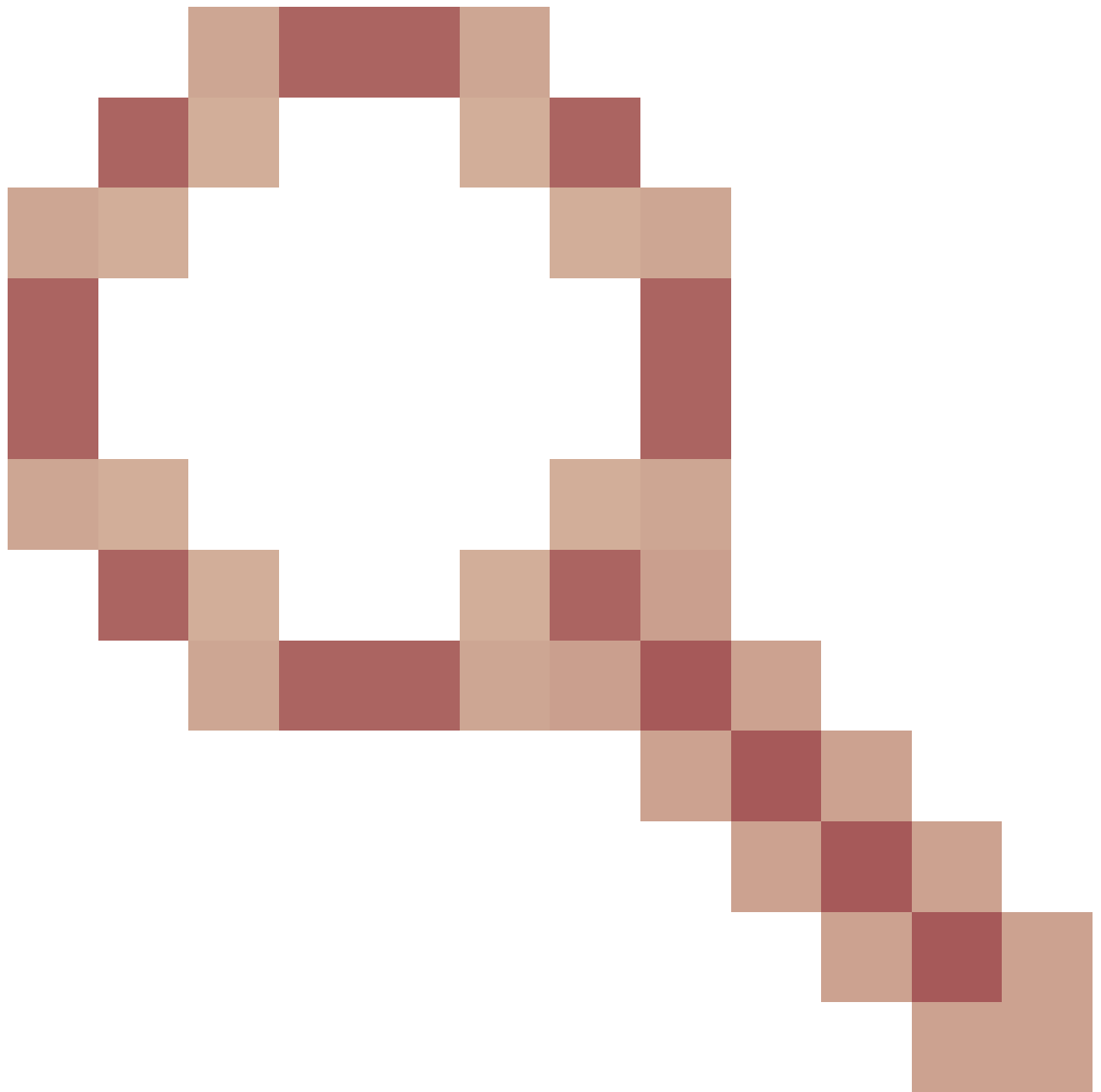
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and Cisco bug ID [CSCvw79912](#)

---



have been fixed in recent ASDM software releases. Check the defect details for more information.

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## References

- [ASDM Configuration Guides](#)
- [Cisco ASA and ASDM Compatibility per Model](#)