# 排除"远程FMC未成功更新"故障

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# 简介

本文档介绍如何对"远程FMC未成功更新"进行故障排除。在更新此对等体之前,完成远程FMC上的 更新。"

# 先决条件

## 要求

Cisco 建议您了解以下主题:

- Firepower Management Center (FMC)
- FMC CLI的基本知识。

## 使用的组件

本文档不限于特定的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

# 背景信息

## 错误消息

错误 "Remote FMC is not updated successfully. Complete the update on remote FMC before updating this peer" 当您尝试升 级FMC高可用性(HA)对管理的设备时,会显示在FMC GUI上。此错误不允许启动受管设备的升级。 以下是GUI中错误警报的显示方式:



#### 也可以使用专家模式命令cat /var/log/httpd/httpd\_error\_log.1从FMC的CLI验证错误 | grep -i '远程 FMC'。

#### > expert

#### root@FMC:~\$ cat /var/log/httpd/httpd\_error\_log.1 | grep -i 'Remote FMC'

[Mon Jan 30 07:20:10.062741 2022] [cgi:error] [pid 5906] [client 192.168.1.10:45267] AH01215: (Remote FMC is not updated successfully. Complete the update on remote FMC before updating this peer.) in /usr/local/sf/htdocs/admin/update.cgi:331 at /usr/local/sf/lib/perl/5.10.1/SF.pm line 120.: /usr/local/sf/htdocs/admin/update.cgi, referer:

[Mon Jan 30 07:22:43.370986 2022] [cgi:error] [pid 15376] [clien 192.168.1.10:45267] AH01215: (Remote FMC is not updated successfully. Complete the update on remote FMC before updating this peer.) in /usr/local/sf/htdocs/admin/update.cgi:331 at /usr/local/sf/lib/perl/5.10.1/SF.pm line 120.: /usr/local/sf/htdocs/admin/update.cgi, referer:

### 错误原因

当HA中的两个FMC之间的软件补丁版本、漏洞数据库(VDB)版本、入侵规则(SRU)版本或地理定位数据库(GeoDB)版本不匹配时,会发生此错误。当列出的任何版本更新停滞或安装失败时,就会发生不匹配。当您在**帮助>关于**部分下从FMC UI检查版本时,不会看到此不匹配项,但建议您在两个FMC上检查此页面进行验证。

**注意**:使用此错误可以成功部署到受管设备,但软件升级无法启动。

## 识别问题

### 从GUI检查HA中FMC的版本

#### 从FMC GUI中,转至**Help > About**以确认HA中两个FMC上的软件补丁、VDB、SRU和GeoDB的版 本均相同。这些图像显示了来自GUI的HA中的两个FMC版本匹配的示例:

Overview

Analysis

Policies

Firepower Management Center Devices Integration Help / About CISCO Model Cisco Firepower Management Center for VMware Serial Number None Software Version 7.0.2 (build 88) OS. Cisco Firepower Extensible Operating System (FX-OS) 2.10.1 (build192) Snort Version 2.9.18 (Build 2022) 3.1.0.200 (Build 16) Snort3 Version Rule Update Version 2021-05-03-001-vrt Rulepack Version 2551 Module Pack Version 2907 LSP Version lsp-rel-20210503-2107 Geolocation Update Version 2022-08-02-100 VDB Version build 338 ( 2020-09-24 12:58:48 ) mgh00fmc012 Hostname

Firepower Management Center

ut

Model Cisco Firepower Management Center for VMware Serial Number None Software Version 7.0.2 (build 88) OS Cisco Firepower Extensible Operating System (FX-OS) 2.10.1 (build192) Snort Version 2.9.18 (Build 2022) Snort3 Version 3.1.0.200 (Build 16) Rule Update Version 2021-05-03-001-vrt Rulepack Version 2551 Module Pack Version 2907 LSP Version lsp-rel-20210503-2107 Geolocation Update Version 2022-08-02-100 VDB Version build 338 ( 2020-09-24 12:58:48 ) mgh00fmc011 Hostname

### 从CLI在HA中验证FMC上VDB、SRU和GeoDB版本的安装状态

在FMC CLI的专家模式下,您需要验证VDB、SRU和GeoDB更新是否已完全安装在HA中的两个 FMC上且无任何故障。

**注意:**在这些部分中,说明如何检查每个映像版本文件夹的status.log。这些映像版本文件夹 必须与对等FMC上的文件夹匹配。例如,如果安装在FMC上的VDB版本文件夹是"vdb-4.5.0-338",则您必须在同一文件夹下检查两个FMC。此处,在两个FMC上使用命令cat /var/log/sf/vdb-4.5.0-338/status.log检查VDB的更新状态。同样适用于SRU和GeoDB更新。 在FMC CLI的专家模式下,使用此命令**cat /var/log/sf/<vdb-image-folder>/status.log** 验证VDB更新 是否成功。以下是VDB成功安装的示例:

```
root@FMC:~$ cat /var/log/sf/vdb-4.5.0-338/status.log
state:running
ui:The install has begun
ui:[ 0%] Running script pre/000_start.sh...
ui: [ 4%] Running script pre/010_check_versions.sh...
ui: [ 8%] Running script pre/011_check_versions.pl...
ui:[12%] Running script pre/020_check_space.sh...
ui:[15%] Running script pre/500_stop_rna.pl...
ui:[19%] Running script pre/999_finish.sh...
ui:[23%] Running script installer/000_start.sh...
ui:[27%] Running script installer/100_install_files.pl...
ui:[31%] Running script installer/200_install_fingerprints.sh...
ui:[35%] Running script installer/300_install_vdb.sh...
ui:[38%] Running script installer/400_install_rdps.pl...
ui:[42%] Running script installer/420_delete_obsolete_ids.pl...
ui:[46%] Running script installer/450_resave_detectors.pl...
ui: [50%] Running script installer/525 export compliance policies.pl...
ui:[54%] Running script installer/600_fix_dbcheck.sh...
ui:[58%] Running script installer/605_install_dbcheck_upgrade_script.sh...
ui:[62%] Running script installer/610_install_missing_upgrade_script.sh...
ui:[65%] Running script installer/615_purge_vdb_149_log.sh...
ui:[69%] Running script installer/900_update_version.sh...
ui: [73%] Running script installer/901_update_db_version.pl...
ui: [77%] Running script installer/950_reapply_to_sensor.pl...
ui:[81%] Running script installer/975_export_data.pl...
ui:[85%] Running script installer/999_finish.sh...
ui:[88%] Running script post/000_start.sh...
ui:[92%] Running script post/500_start_rna.pl...
ui:[96%] Running script post/999_finish.sh...
ui: [100%] The install completed successfully.
ui: The install has completed.
state:finished
```

#### 检查SRU安装状态

在FMC CLI的专家模式下,使用命令**cat /var/log/sf/<sru-image-folder>/status.log** 验证SRU更新是 否成功。以下是SRU成功安装的示例:

```
root@FMC:~$ cat /var/log/sf/sru-2021-05-03-001-vrt/status.log
state:running
ui:The force install has begun.
ui:[ 0%] Running script pre/000_start.sh...
ui: [ 5%] Running script pre/010_check_versions.sh...
ui:[11%] Running script pre/020_check_space.sh...
ui:[16%] Running script pre/999_finish.sh...
ui:[21%] Running script installer/000_start.sh...
ui:[26%] Running script installer/050_sru_log_start.pl...
ui:[32%] Running script installer/100_install_files.pl...
ui:[37%] Running script installer/510_install_policy.pl...
ui:[42%] Running script installer/520_install_rules.pl...
ui:[47%] Running script installer/521_rule_docs.sh...
ui:[53%] Running script installer/530_install_module_rules.pl...
ui: [58%] Running script installer/540_install_decoder_rules.pl...
ui:[63%] Running script installer/602_log_package.pl...
ui:[68%] Running script installer/900 update version.sh...
ui:[74%] Running script installer/999_finish.sh...
ui:[79%] Running script post/000_start.sh...
```

ui:[84%] Running script post/500\_copy\_contents.sh... ui:[89%] Running script post/900\_iru\_log\_finish.pl... ui:[95%] Running script post/999\_finish.sh... ui:[100%] The force install completed successfully. ui:The force install has completed. state:finished

#### 检查GeoDB安装状态

在FMC CLI的专家模式下,使用命令**cat /var/log/sf/<geodb-image-folder>/status.log** 验证GeoDB更 新是否成功。以下是GeoDB成功安装的示例:

root@FMC:~\$ cat /var/log/sf/geodb-2022-08-02-100/status.log
state:running
ui:The install has begun.
ui:[ 0%] Running script installer/200\_prechecks.pl...
ui:[33%] Running script installer/500\_install\_country\_map.pl...
ui:[67%] Running script installer/601\_fix\_country.pl...
ui:[100%] The install completed successfully.
ui:The install has completed.
state:finished

如果安装失败或由于任何原因而中断,您可以从status.log中看到此失败或停滞的步骤。以下是 FMC上GeoDB安装失败的示例:

root@FMC:~\$ cat /var/log/sf/geodb-2022-07-17-100/status.log
state:running
ui:The install has begun.
ui:[ 0%] Running script installer/200\_prechecks.pl...
ui:[33%] Running script installer/500\_install\_country\_map.pl...
ui:[67%] Running script installer/601\_fix\_country.pl...
ui:[67%] Fatal error: Error running script installer/601\_fix\_country.pl

#### 从CLI验证HA中FMC的软件版本和补丁的安装状态

在FMC CLI的专家模式下,使用命令**cat /etc/sf/patch\_history**验证两个FMC是否安装了相同的版本 和修补程序。运行此命令可识别两个FMC上的任何不匹配。以下是CLI中补丁不匹配的示例:

root@FMC:~\$ cat /etc/sf/patch\_history
6.2.3-83
6.6.0-90 6.6.4-59 6.6.5-81 Hotfix\_DE-8\_413769962 <<<<<< > Here the FMC seems to have a
Hotfix installation image that is not present from the other FMC

----- root@FMC:~\$ **cat** 

/etc/sf/patch\_history 6.2.3-83 6.6.0-90 6.6.4-59 6.6.5-81

要进一步检查FMC中热修复程序的安装是否成功,您需要检查此映像文件夹的status.log:

root@FMC:~\$ cat /var/log/sf/Cisco\_Firepower\_Mgmt\_Center\_Hotfix\_DE-6.6.5.2/status.log

ui:[98%] Upgrade complete ui:[99%] Running script 999\_finish/999\_z\_must\_remain\_last\_finalize\_boot.sh... ui:[99%] Running script 999\_finish/999\_zz\_install\_bundle.sh... ui:[100%] The system will now restart services. ui:System will now restart services. ui:[100%] Installation completed successfully. ui:Upgrade has completed. state:finished

此示例验证补丁映像不存在于HA中的一个FMC中,而另一个已成功安装补丁。

# 故障排除

要解决此错误,您必须从FMC的CLI执行手动强制安装更新,在此发现问题。

Disclaimer: Root access to the FMC devices is required in order to execute the commands under this section. Please use caution when running commands from the root of the FMC.

### VDB、SRU和GeoDB更新问题

确定VDB、SRU或GeoDB更新问题后,请通过CLI命令**install\_update.pl /var/sf/updates/<image**file> —force执行手动强制安装。以下是GeoDB更新的手动强制安装示例:

> expert
root@FMC:~\$ sudo su
<Enter the root password>
root@FMC:# install\_update.pl /var/sf/updates/Cisco\_Firepower\_GEODB\_FMC\_Update-2022-08-02100.sh.REL.tar --force

**注意:**使用install\_update.pl命令使用映像文件的绝对路径,如示例所示。在强制从CLI安装之前,请勿取消任何tar.gz文件。

#### 修补程序安装问题

对于修补程序/修补程序安装,您需要下载修补程序文件并将其安装到FMC,其中修补程序文件不通 过GUI或CLI存在。

从FMC GUI:

转至System > Updates > Product Updates并上传要安装的补丁版本。然后单击Install选项并选择需 要安装补丁的设备,然后继续安装。

Firepower Management Center System / Updates / Product Updates	Overview Analysis	Policies Devices	Objects Integration		Deploy Q 🗳 🌣 🛛 admin 🔻
Product Updates Rule Updates Geolocation Updates					
Currently running software version: 7.0.2					Download Updates Upload Update
Currently installed VDB version: build 338 ( 2020-09-24 12:58:48 )					
Available Updates Readiness History					
Туре	Version		Date	Reboot	1
Cisco Firepower Mgmt Center Patch	7.0.2.1-10		Thu Jun 23 14:43:31 UTC 2022	Yes	9 T
Cisco FTD Upgrade	7.0.2-88		Thu May 5 12:46:14 UTC 2022	Yes	2. 第 章
Cisco Firepower Mgmt Center Upgrade	7.0.2-88		Thu May 5 12:43:56 UTC 2022	Yes	94 W
Cisco Firepower Mgmt Center Upgrade	7.0.1-84		Tue Oct 5 03:37:31 UTC 2021	Yes	94 P
Cisco FTD Upgrade	7.0.0-94		Tue May 25 19:14:06 UTC 2021	Yes	원 육 🗑

#### 从FMC CLI:

要从FMC CLI安装软件/补丁,请将修补程序升级文件上传到FMC CLI上的路径/var/log/sf/ ,然后执 行命令install\_update.pl /var/log/sf/<image-file>。此命令在同一屏幕上运行升级日志,以便我们监控 进度。以下是从CLI安装补丁的示例: root@FMC:~\$ **sudo su** <Enter the root password> root@FMC:# **install\_update.pl** /**var/log/sf/Cisco\_Firepower\_Mgmt\_Center\_Hotfix\_DE-6.6.5.2** 如果SSH会话超时,请使用命令**install\_update.pl** - detach /var/log/sf/<image-file> 在后台运行安装 。这样,即使在SSH会话关闭后,升级也能运行。

## 验证

> expert

### VDB、SRU或GeoDB更新

手动强制安装完成后,可以使用**cat /var/log/sf/<image-version-folder>/status.log** 命令从CLI验证安 装状态,以进行VDB、SRU和GeoDB更新。以下是GeoDB成功安装的**status.log**输出的示例:

root@FMC:/Volume/home/admin# cat /var/log/sf/geodb-2022-08-02-100/status.log
state:running
ui:The force install has begun.
ui:[0%] Running script installer/200\_prechecks.pl...
ui:[33%] Running script installer/500\_install\_country\_map.pl...
ui:[67%] Running script installer/601\_fix\_country.pl...
ui:[100%] The force install completed successfully.
ui:The force install has completed.
state:finished

### 修补程序或修补程序更新

手动安装更新后,从CLI执行命令cat /var/log/sf/<patch-image-folder>/status.log以验证此安装的状态。以下是成功安装的status.log输出的示例:

root@FMC:/var/log/sf/Cisco\_Firepower\_Mgmt\_Center\_Hotfix\_DE-6.6.5.2# tail -f status.log ui:[98%] Upgrade complete ui:[99%] Running script 999\_finish/999\_z\_must\_remain\_last\_finalize\_boot.sh... ui:[99%] Running script 999\_finish/999\_zz\_install\_bundle.sh... ui:[100%] The system will now restart services. ui:System will now restart services. ui:[100%] Installation completed successfully. ui:Upgrade has completed. state:finished

**注意:**如果您尝试执行本文档中提供的步骤后,错误仍然存在,请向思科TAC提交服务请求。

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