

排除ASDM許可證、升級和相容性問題

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簡介

本文檔介紹ASDM許可證、升級和相容性問題的故障排除過程。

背景

本文檔是Adaptive Security Appliance Device Manager(ASDM)故障排除系列的一部分，本文檔包括以下文檔：

- [排除ASDM啟動問題](#)
- [排除ASDM配置、身份驗證和其他問題](#)
- [排除ASDM TLS安全、證書和漏洞問題](#)

ASDM升級問題

問題1.如何將ASA/ASDM升級從源版本X升級到目標版本Y?

使用者需要獲得從源版本X升級到目標版本Y的ASA/ASDM升級幫助。

疑難排解 — 建議動作

1.確保ASA、ASDM、作業系統和Java版本與目標版本相容。請參閱 [《Cisco Secure Firewall ASA發佈說明》](#) 中，[Cisco Secure Firewall ASDM發行說明](#) 中，[Cisco安全防火牆ASA相容性](#)。

ASA、ASDM、作業系統和Java版本必須相容，且目標版本必須在特定硬體上支援。

<https://www.cisco.com/c/en/us/td/docs/security/firepower/fxos/compatibility/fxos-compatibility.html>

2.對於在Firepower 4100/9300上運行的ASA，確保Firepower可擴展作業系統(FXOS)與ASA軟體版本相容。請參閱[Cisco Firepower 4100/9300 FXOS相容性](#)。

3.請查閱相關資料，以確保熟悉目標版本中的變更。[《Cisco Secure Firewall ASA發佈說明》](#) 中，[Cisco Secure Firewall ASDM發行說明](#)。在案例中 Firepower 4100/9300，通過檢視 [《FXOS發佈說明》](#)。

4.確保檢查版本說明中的升級路徑。在本示例中，版本7.22的發行說明中的[表2包含從早期版本到目標版本的升級路徑](#)：

Upgrade the Software

This section provides the upgrade path information and a link to complete your upgrade.

Upgrade Link

To complete your upgrade, see the [ASA upgrade guide](#).

Upgrade Path: ASA Appliances

To view your current version and model, use one of the following methods:

- ASDM: Choose **Home** > **Device Dashboard** > **Device Information**.
- CLI: Use the `show version` command.

This table provides upgrade paths for ASA. Some older versions require an intermediate upgrade before you can upgrade to a newer version. Recommended versions are in **bold**.

Be sure to check the upgrade guidelines for each release between your starting version and your ending version. You may need to change your configuration before upgrading in some cases, or else you could experience an outage. For guidance on security issues on the ASA, and which releases contain fixes for each issue, see the [ASA Security Advisories](#).

Note

- ASA 9.20 was the final version for the Firepower 2100.
- ASA 9.18 was the final version for the Firepower 4110, 4120, 4140, 4150, and Security Modules SM-24, SM-36, and SM-44 for the Firepower 9300.
- ASA 9.16 was the final version for the ASA 5506-X, 5508-X, and 5516-X.
- ASA 9.14 was the final version for the ASA 5525-X, 5545-X, and 5555-X.
- ASA 9.12 was the final version for the ASA 5512-X, 5515-X, 5585-X, and ASASM.
- ASA 9.2 was the final version for the ASA 5505.
- ASA 9.1 was the final version for the ASA 5510, 5520, 5540, 5550, and 5580.

Table 2. Upgrade Path

| Current Version | Interim Upgrade Version | Target Version |
|-----------------|-------------------------|--|
| 9.20 | – | Any of the following: → 9.22 |
| 9.19 | – | Any of the following: → 9.22 → 9.20 |
| 9.18 | – | Any of the following: → 9.22 → 9.20 → 9.19 |
| 9.17 | – | Any of the following: → 9.22 → 9.20 → 9.19 → 9.18 |
| 9.16 | – | Any of the following: → 9.22 → 9.20 → 9.19 → 9.18 → 9.17 |

5. 滿足相容性要求後，從「軟體下載」頁面下載目標ASA/ASDM和FXOS版本（僅限Firepower 4100/9300）。確保選擇特定的硬體型號，如本例所示。建議版本以金星標籤：

The screenshot shows the Cisco Software Download interface. At the top, there is a search bar with the text "Product Name e.g. 2911" and a "Browse all" button. Below the search bar, there is a breadcrumb trail: "Downloads Home / Security / Firewalls / Next-Generation Firewalls (NGFW)". The main content area is divided into three columns. The left column lists various product categories, with "Security" highlighted. The middle column lists "3000 Series Industrial Security Appliances (ISA)", "Adaptive Security Appliances (ASA)", "Firewall Management", "Next-Generation Firewalls (NGFW)", and "Secure Firewall Migration Tool". The right column lists "ASA 5500-X with FirePOWER Services" and several series: "Firepower 1000 Series", "Firepower 2100 Series", "Firepower 4100 Series", "Firepower 9300 Series", "Secure Firewall 1200 Series", "Secure Firewall 3100 Series", "Secure Firewall 4200 Series", and "Secure Firewall Threat Defense Virtual". The "Secure Firewall 3100 Series" is highlighted. Below the main content area, there is a "Software Download" section with a breadcrumb trail: "Downloads Home / Security / Firewalls / Next-Generation Firewalls (NGFW) / Secure Firewall 3100 Series / Secure Firewall 3120". Underneath, there is a "Select a Software Type" section with a list of options: "Adaptive Security Appliance (ASA) Device Manager", "Adaptive Security Appliance (ASA) Software", "Firepower Coverage and Content Updates", "Firepower Threat Defense (FTD) Software", and "Firewall Migration Tool (FMT)".

6. 確保完成該章節：[規劃升級](#)和[章節：Cisco Secure Firewall ASA升級指南](#)中的ASA升級指南。

參考資料

- [《 Cisco Secure Firewall ASA發佈說明》](#)
- [Cisco Secure Firewall ASDM發行說明](#)
- [Cisco安全防火牆ASA相容性](#)
- [Cisco Firepower 4100/9300 FXOS相容性](#)
- [Cisco Secure Firewall ASA升級指南](#)

問題2.推薦的ASA/ASDM版本是什麼？

使用者詢問有關ASA/ASDM的建議版本的資訊。

疑難排解 — 建議動作

Cisco TAC不提供有關軟體版本的建議。使用者可以下載基於軟體品質、穩定性和壽命的思科建議版本。建議版本標有金星，如下所示：

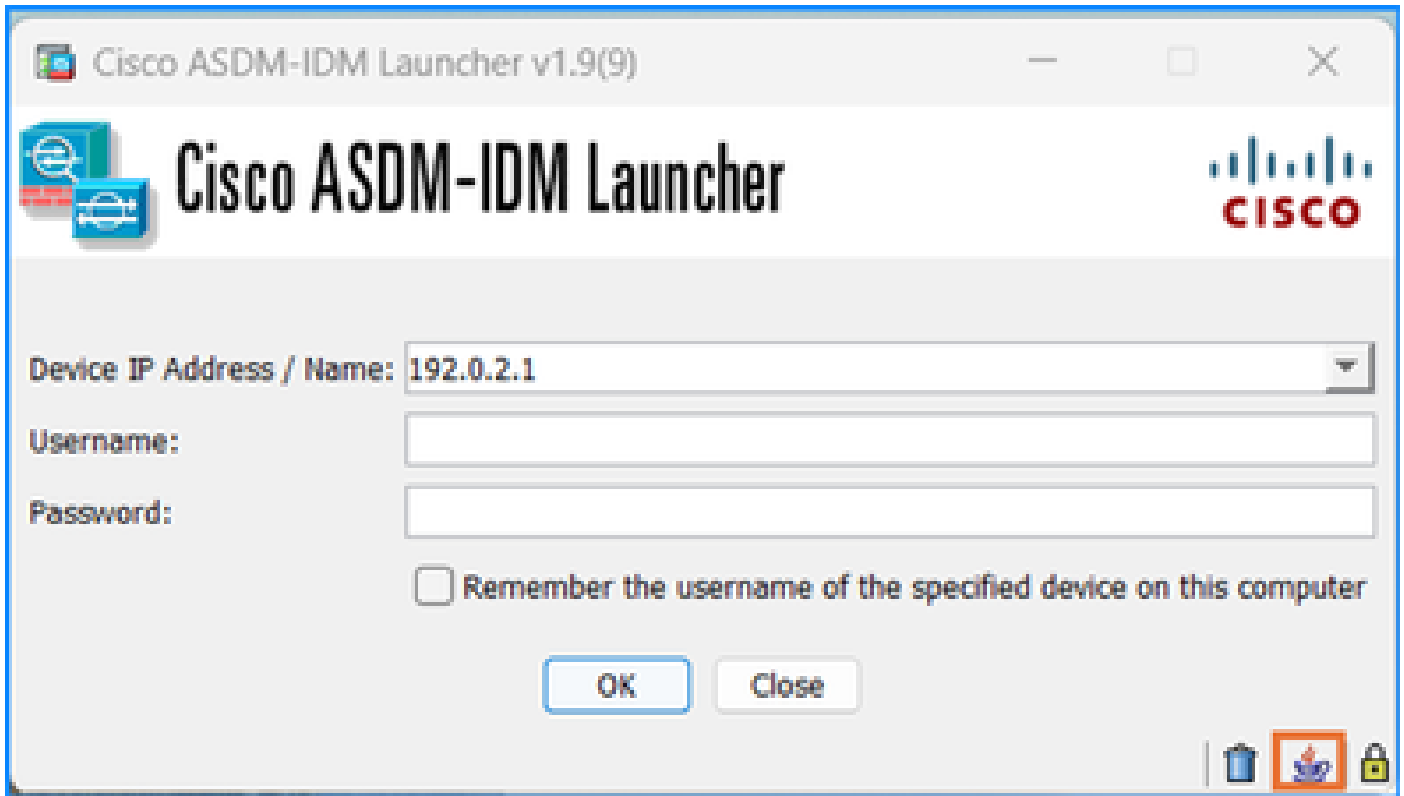
The screenshot shows the Cisco Software Download page for Secure Firewall 3120. The page title is 'Software Download'. The breadcrumb trail is: Downloads Home / Security / Firewalls / Next-Generation Firewalls (NGFW) / Secure Firewall 3100 Series / Secure Firewall 3120 / Adaptive Security Appliance (ASA) Software- 9.20.3 Interim. The main content area is titled 'Secure Firewall 3120' and shows 'Release 9.20.3 Interim'. A search bar and 'Expand All'/'Collapse All' buttons are at the top left. A 'Suggested Release' dropdown menu is open, showing '9.20.3 Interim' with a gold star icon, highlighted with an orange border. Below it, the 'Latest Release' dropdown shows '9.20.3 Interim' with a gold star icon, '9.22.1', '9.20.3', and '9.18.4'. Under 'All Release', there are 'Interim' and '9' options. A warning message states: 'Interim releases contain bug fixes which address specific issues found since the last Feature or Maintenance release. These images are fully supported by Cisco TAC, and will remain on the download site at least until the next Maintenance release is available.' A table of file information is shown below:

| File Information | Release Date | Size | |
|---|--------------|-----------|---|
| Cisco Adaptive Security Appliance for the Cisco Firepower 3100 Series. cisco-asa-fp3k.9.20.3.7.SPA Advisories | 21-Oct-2024 | 664.32 MB | ↓ 🛒 📄 |
| Cisco Adaptive Security Appliance for the Cisco Firepower 3100 Series. cisco-asa-fp3k.9.20.3.4.SPA Advisories | 26-Sep-2024 | 664.37 MB | ↓ 🛒 📄 |

問題3.通過工具 > 檢查ASA/ASDM更新，在ASDM中檢查ASA/ASDM更新失敗

通過工具 > 檢查ASA/ASDM更新在ASDM中檢查ASA/ASDM更新失敗。具體來說，可以觀察到以下症狀：

- 1.按一下「登入」按鈕後，即使提供了正確的身份證明，也會重新出現「輸入網路密碼」視窗。
- 2.在Java控制檯日誌中顯示「後設資料請求失敗」錯誤：



<#root>

```
2024-06-16 13:00:03,471 [ERROR] Error::Failed : Request processing
88887 [Thread-30] ERROR com.cisco.dmcommon.util.DMCommonEnv - Error::Failed : Request processing
2024-06-16 13:00:03,472 [ERROR] Error::Access token request processing failed
88888 [Thread-30] ERROR com.cisco.dmcommon.util.DMCommonEnv - Error::Access token request processing f
2024-06-16 13:00:04,214 [ERROR] getMetaDataResponse :: Server returned HTTP response code: 403 for URL:
89630 [Thread-30] ERROR com.cisco.dmcommon.util.DMCommonEnv - getMetaDataResponse :: Server returned H
2024-06-16 13:00:04,214 [ERROR] error::Meta data request failed.
```

```
89630 [Thread-30] ERROR com.cisco.dmcommon.util.DMCommonEnv - error::Meta data request failed.
```

疑難排解 — 建議動作

請參閱軟體思科錯誤ID [CSCvf91260](#) "ASDM:由於不可忽略的欄位，無法從CCO進行升級。「後設資料請求失敗」。因應措施是直接從下載頁面下載映像並上傳到防火牆。



附註：此缺陷已在最近的ASDM軟體版本中修復。有關詳細資訊，請檢視缺陷詳細資訊。

問題4. 哪些版本包含針對特定漏洞修復的漏洞？

使用者詢問特定漏洞的修正版本。

疑難排解 — 建議動作

1. 確保檢查受影響產品的安全建議。
2. 在安全建議中，將現有硬體和軟體版本提供給軟體檢查器，然後按一下Check:

Fixed Software

When [considering software upgrades](#), customers are advised to regularly consult the advisories for Cisco products, which are available from the [Cisco Security Advisories page](#), to determine exposure and a complete upgrade solution.

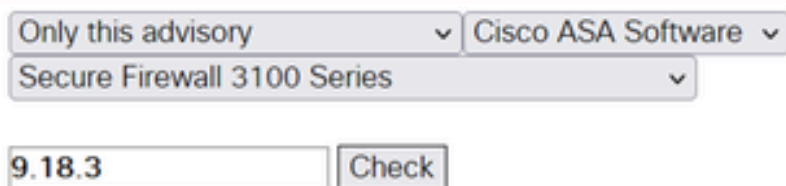
In all cases, customers should ensure that the devices to be upgraded contain sufficient memory and confirm that current hardware and software configurations will continue to be supported properly by the new release. If the information is not clear, customers are advised to contact the Cisco Technical Assistance Center (TAC) or their contracted maintenance providers.

Cisco ASA, FMC, and FTD Software

To help customers determine their exposure to vulnerabilities in Cisco ASA, FMC, and FTD Software, Cisco provides the [Cisco Software Checker](#). This tool identifies any Cisco security advisories that impact a specific software release and the earliest release that fixes the vulnerabilities that are described in each advisory ("First Fixed"). If applicable, the tool also returns the earliest release that fixes all the vulnerabilities that are described in all the advisories that the Software Checker identifies ("Combined First Fixed").

To use the tool, go to the [Cisco Software Checker](#) page and follow the instructions. Alternatively, use the following form to search for vulnerabilities that affect a specific software release. To use the form, follow these steps:

1. Choose which advisories the tool will search—all advisories, only advisories with a Critical or High [Security Impact Rating \(SIR\)](#), or only this advisory.
2. Choose the appropriate software.
3. Choose the appropriate platform.
4. Enter a release number—for example, **9.16.2.11** for Cisco ASA Software or **6.6.7** for Cisco FTD Software.
5. Click **Check**.



Only this advisory Cisco ASA Software
Secure Firewall 3100 Series
9.18.3 Check

3.如果固定版本可用，請記下「第一個固定」或「未受影響」列中的版本：

Home / Cisco Security / Cisco Software Checker

Cisco Security Cisco Software Checker

1 — 2 — 3 Results for selected Cisco Security Advisories:
Show advisory list Export Selected

software release(s)

9.18.3

Recalculate Back Start Over

Security Advisories That Affect This Release

The following results include the first fixed or not affected release that addresses all vulnerabilities in a security advisory. The availability of security fixes after the End of Sale is defined in the product's End of Sale bulletin, as explained in the [Cisco End-of-Life Policy](#). Please refer to the [Cisco Security Vulnerability Policy](#) for additional information.

| TITLE | PUBLICATION DATE | IMPACT | FIRST FIXED OR NOT AFFECTED |
|---|------------------|--------|-----------------------------|
| <input checked="" type="checkbox"/> Cisco Adaptive Security Appliance and Firepower Threat Defense Software AnyConnect Access Control List Bypass Vulnerabilities | 2024 Oct 23 | Medium | 9.18.3.55 9.18.4 |
| COMBINED FIRST FIXED OR NOT AFFECTED | | | 9.18.3.55,9.18.4 |

4.完成「問題1.如何將ASA/ASDM升級從源版本X升級到目標版本Y？」中的步驟部分，用於升級軟體。


問題5. "% ERROR:ASDM包未進行數位簽章。正在拒絕配置。」錯誤消息

「% ERROR:ASDM包未進行數位簽章。正在拒絕配置。」使用asdm image <image path>命令設定新ASDM映像時出現錯誤消息。

疑難排解 — 建議動作

1. ASA驗證ASDM映像是否為思科數位簽章的映像。如果嘗試運行帶有此修復程式的ASA版本的舊版ASDM映像，則會阻止ASDM並顯示消息「%ERROR:ASA CLI上顯示檔案disk0:/<filename>」的簽名無效。ASDM 7.18(1.152)及更高版本向後相容所有ASA版本，即使沒有此修復程式也如此。請參閱[Cisco ASDM 7.17\(x\)版本說明](#)中的重要說明部分。

2.對於在安全防火牆3100上運行的ASA，檢查軟體思科錯誤ID [CSCwvc12322](#) 「Digital signed ASDM image verification error on FPR3100 platforms (FPR3100平台上的數位簽章ASDM映像驗證錯誤)」。

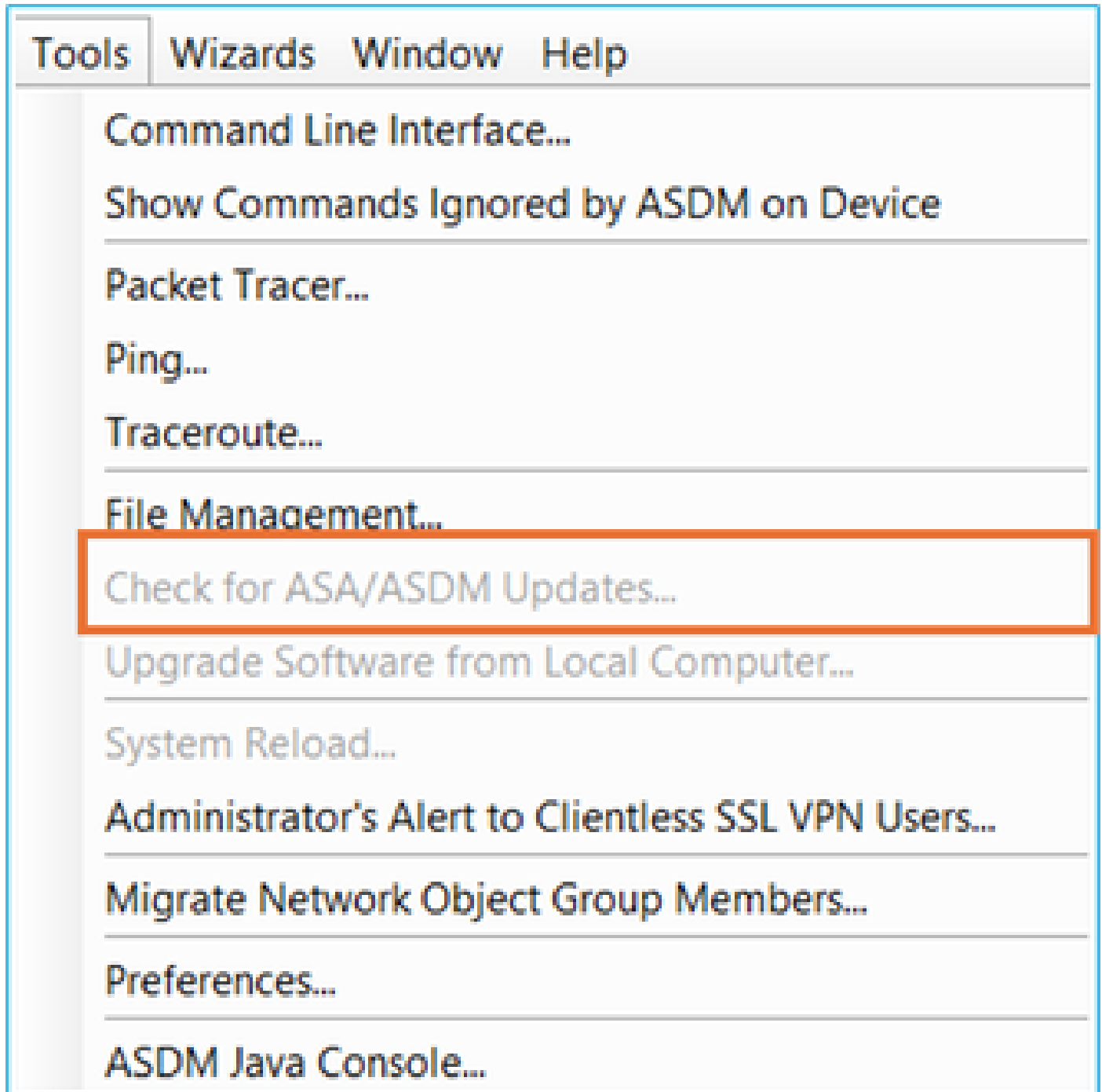
 附註：此缺陷已在最近的ASDM軟體版本中修復。有關詳細資訊，請檢視缺陷詳細資訊。

參考資料

- [思科ASDM 7.17\(x\)版本說明](#)

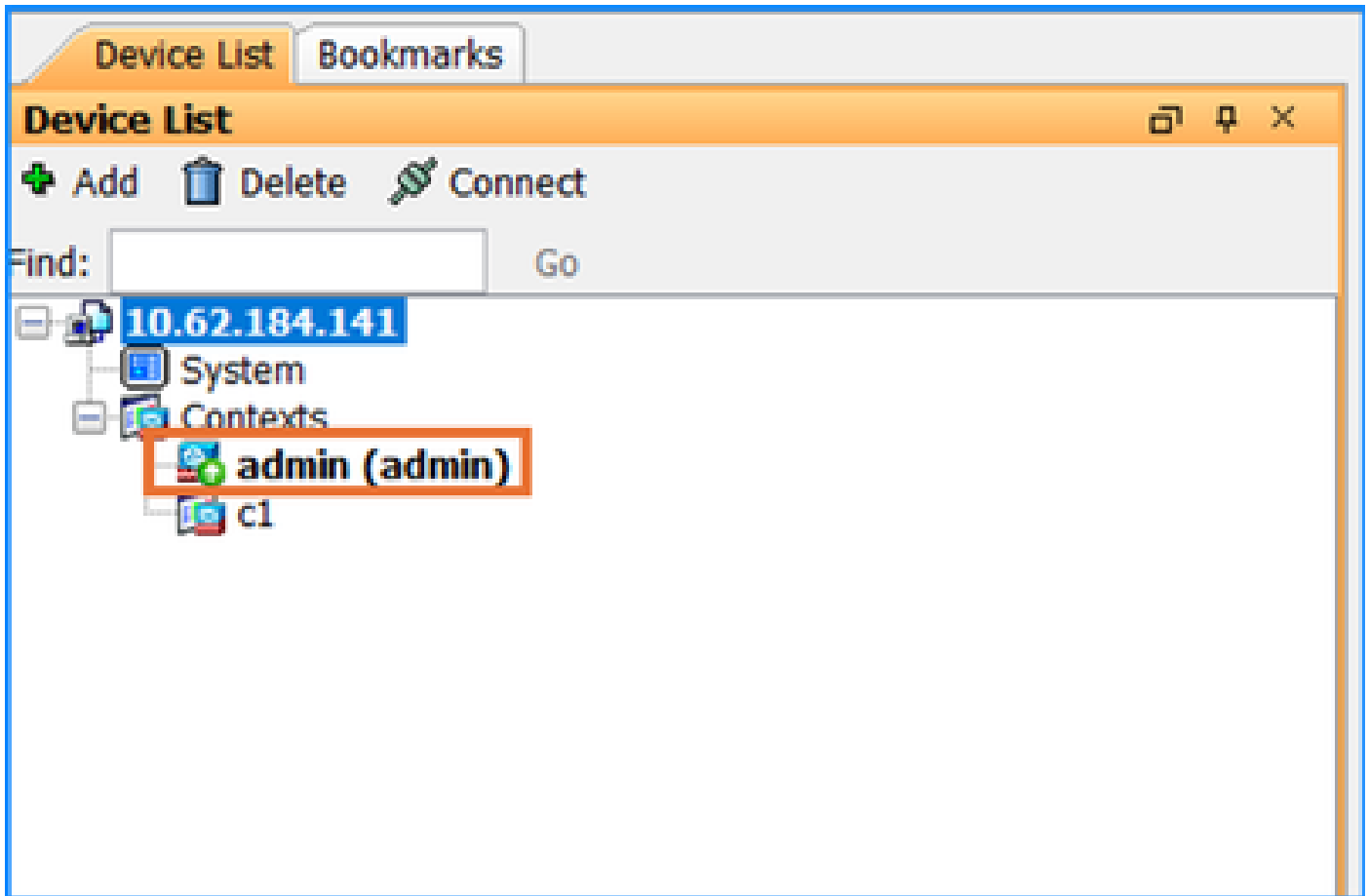
問題6.無法在多情景模式下檢查ASA/ASDM更新

在多情景模式下，Tools > Check for ASA/ASDM Updates選項呈灰色顯示：

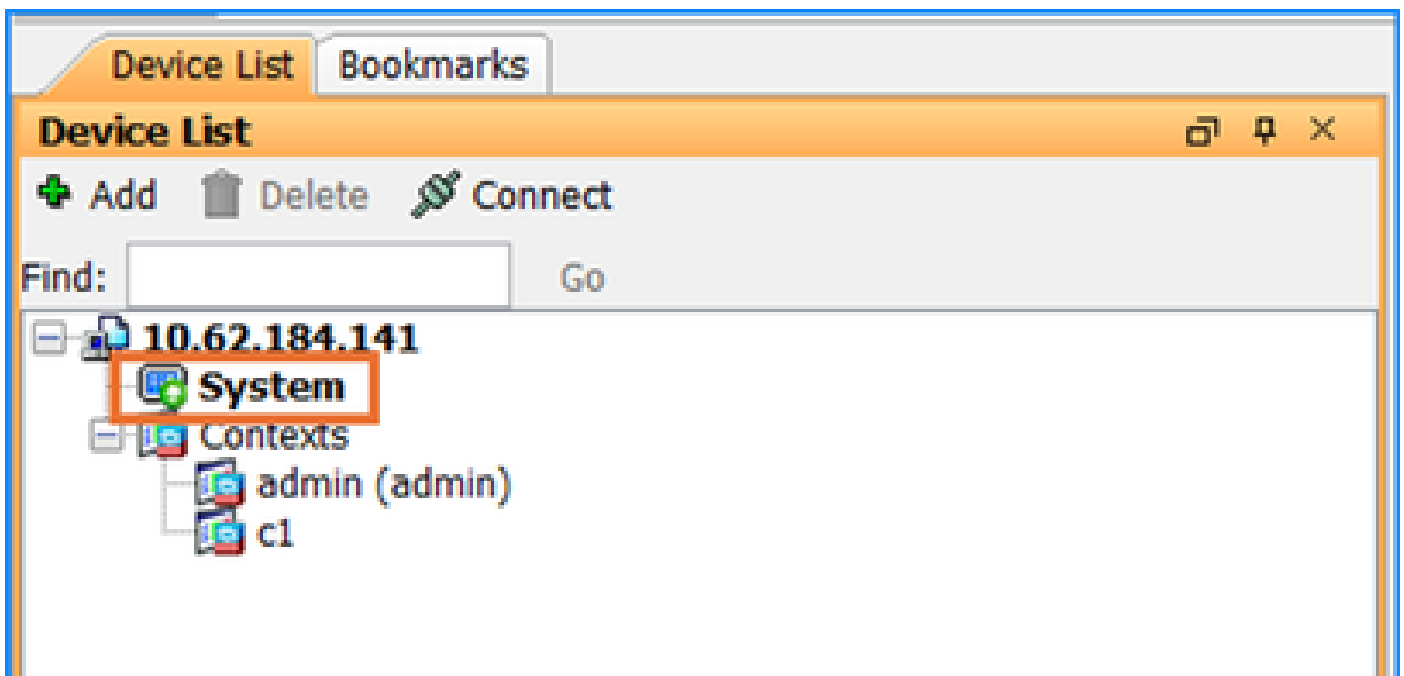


疑難排解 — 建議動作

通常，此選項呈灰色顯示，因為在Device List頁籤中，當前選擇上下文是admin上下文：



在這種情況下，請按兩下System圖示，確保切換到系統上下文：



問題7. 「Cisco's General Terms form has been accepted or rejected to continue download.」 錯誤消息

「思科通用條款表未被接受或拒絕繼續下載。」 當使用者嘗試通過工具 > 檢查ASA/ASDM更新選單

更新ASA/ASDM映像時，會顯示錯誤消息。

疑難排解 — 建議動作

如果使用者未接受[終端使用者授權合約\(EULA\)](#)，系統會顯示此錯誤訊息。若要繼續，請確保接受EULA。

參考資料

- [終端使用者許可協定\(EULA\)](#)

問題8. 無法下載特定硬體的軟體

「軟體下載」(Software Download)頁面未顯示特定硬體的某些ASA/ASDM軟體版本。

疑難排解 — 建議動作

特定硬體的軟體可用性主要取決於相容性和壽命終止(EoL)里程碑。在不相容情況、EoL產品或延遲發行的情況下，通常不能下載軟體版本。

確保執行以下步驟以驗證相容性和受支援的版本：

1. 檢查軟體和硬體版本之間的相容性。請參閱[Cisco安全防火牆ASA相容性](#)。
 2. 檢查軟體維護版本結束日期和壽命終止和銷售終止通知中的[最後支援日期](#)
- 軟體維護版本結束日期 — 思科工程部門可以發佈任何最終軟體維護版本或錯誤修復的最後日期。在此日期之後，思科工程部門將不再開發、修復、維護或測試產品軟體。
 - 最後支援日期 — 收到產品適用服務和支援的最後日期（根據有效服務合約或保修條款和條件授權）。在此日期之後，該產品的所有支援服務都將不可用，該產品將作廢。

End-of-life milestones

Table 1. End-of-life milestones and dates for the Cisco Firepower Threat Defense (FTD) 7.1.(x), Firepower Management Center (FMC) 7.1.(x), Adaptive Security Appliance(ASA) 9.17.(x) and Firepower eXtensible Operating System (FXOS) 2.11.(x)

| Milestone | Definition | Date |
|---|---|-------------------|
| End-of-Life Announcement Date | The date the document that announces the end-of-sale and end-of-life of a product is distributed to the general public. | June 23, 2023 |
| End-of-Sale Date: App SW | The last date to order the product through Cisco point-of-sale mechanisms. The product is no longer for sale after this date. | December 22, 2023 |
| Last Ship Date: App SW | The last-possible ship date that can be requested of Cisco and/or its contract manufacturers. Actual ship date is dependent on lead time. | March 21, 2024 |
| End of SW Maintenance Releases Date: App SW | The last date that Cisco Engineering may release any final software maintenance releases or bug fixes. After this date, Cisco Engineering will no longer develop, repair, maintain, or test the product software. | December 21, 2024 |
| End of New Service Attachment Date: App SW | For equipment and software that is not covered by a service-and-support contract, this is the last date to order a new service-and-support contract or add the equipment and/or software to an existing service-and-support contract. | December 21, 2024 |
| End of Service Contract Renewal Date: App SW | The last date to extend or renew a service contract for the product. | December 21, 2025 |
| Last Date of Support: App SW | The last date to receive applicable service and support for the product as entitled by active service contracts or by warranty terms and conditions. After this date, all support services for the product are unavailable, and the product becomes obsolete. | December 31, 2025 |

HW = Hardware OS SW = Operating System Software App. SW = Application Software

3. 檢視[思科安全防火牆ASA版本說明](#)和[思科安全防火牆ASDM版本說明](#)，瞭解推遲或刪除版本。

參考資料

- [Cisco安全防火牆ASA相容性](#)
- [生命週期終止和銷售終止通知](#)
- [《Cisco Secure Firewall ASA發佈說明》](#)

- [Cisco Secure Firewall ASDM發行說明](#)

問題9. 「Error occurred in perform File Transfer HTTP Response code -1 (執行檔案傳輸HTTP響應代碼-1時出錯)」 錯誤消息

當使用者使用ASDM Tools > File Management選項將檔案上傳到防火牆時，將顯示「Error occurred in perform File Transfer HTTP Response code -1」錯誤消息。

疑難排解 — 建議動作

請參閱軟體思科錯誤ID [CSCvf85831](#) "ASDM錯誤"Error occurred in perform File Transfer HTTP Response code -1" during image upload"。

ASDM相容性問題

本節介紹最常見的ASDM相容性相關問題。

一般來說，ASDM必須與這些元件相容：

- ASA
- Java
- 作業系統(OS)
- 瀏覽器
- SFR模組 (如果使用)

因此，在安裝或升級ASDM之前，強烈建議始終首先檢查下表：

Release Notes for Cisco Secure Firewall ASDM, 7.22(x)

This document contains release information for ASDM version 7.22(x) for the Secure Firewall ASA.

Important Notes

- **No support in ASA 9.22(1) and later for the Firepower 2100–ASA 9.20(x)** is the last supported version.
- **Smart licensing default transport changed in 9.22**—In 9.22, the smart licensing default transport changed from Smart Call Home to Smart Transport. You can configure the ASA to use Smart Call Home if necessary using the `transport type callhome` command. When you upgrade to 9.22, the transport is automatically changed Smart Transport. If you downgrade, the transport is set back to Smart Call Home, and if you want to use Smart Transport, you need to specify `transport type smart`.

System Requirements

ASDM requires a computer with a CPU with at least 4 cores. Fewer cores can result in high memory usage.

ASDM Java Requirements

You can install ASDM using Oracle JRE 8.0 (`asdm-version.bin`) or OpenJRE 1.8.x (`asdm-openjre-version.bin`).

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"> • 11 • 10 Note See Windows 10 in <i>ASDM Compatibility Notes</i> if you have problems with the ASDM shortcut. <ul style="list-style-type: none"> • 8 • 7 • Server 2016 and Server 2019 • Server 2012 R2 • Server 2012 • Server 2008 | Yes | No support | Yes | 8.0 version 8u261 or later | 1.8 Note 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 |

然後「每個型號的ASA和ASDM相容性」表，例如：

Table 2. ASA and ASDM Compatibility: 9.20 and 9.19

| ASA | ASDM | ASA Model | | | | | | | | |
|---------|---------|-------------|----------------|-----------------|--|--|--|--|----------------|----------|
| | | ASA Virtual | Firepower 1010 | Firepower 1010E | Firepower 2110 2120 2130 2140 | Secure Firewall 3105 3110 3120 3130 3140 | Firepower 4112 4115 4125 4145 | Secure Firewall 4215 Secure Firewall 4225 Secure Firewall 4245 | Firepower 9300 | ISA 3000 |
| 9.20(3) | 7.20(2) | YES | YES | YES | YES | YES | YES | YES | YES | YES |
| 9.20(2) | 7.20(2) | YES | YES | YES | YES | YES | YES | YES | YES | YES |
| 9.20(1) | 7.20(1) | – | – | – | – | – | – | YES | – | – |
| 9.19(1) | 7.19(1) | YES | YES | – | YES | YES | YES | – | YES | YES |

This is the minimum ASDM version that can support this ASA version

附註：

新的ASA版本需要協調的ASDM版本或更高版本；不能將舊版本的ASDM與新版本的ASA一起使用。

範例 1

您不能將ASDM 7.17與ASA 9.18配合使用。對於ASA中繼，您可以繼續使用當前的ASDM版本，除非另有說明。例如，您可以將ASA 9.22(1.2)與ASDM 7.22(1)配合使用。

範例 2

您有ASAS 9.8(4)32。您可以使用ASDM 7.19(1)對其進行管理，因為ASDM向後相容，除非在ASDM發行說明中另有說明。

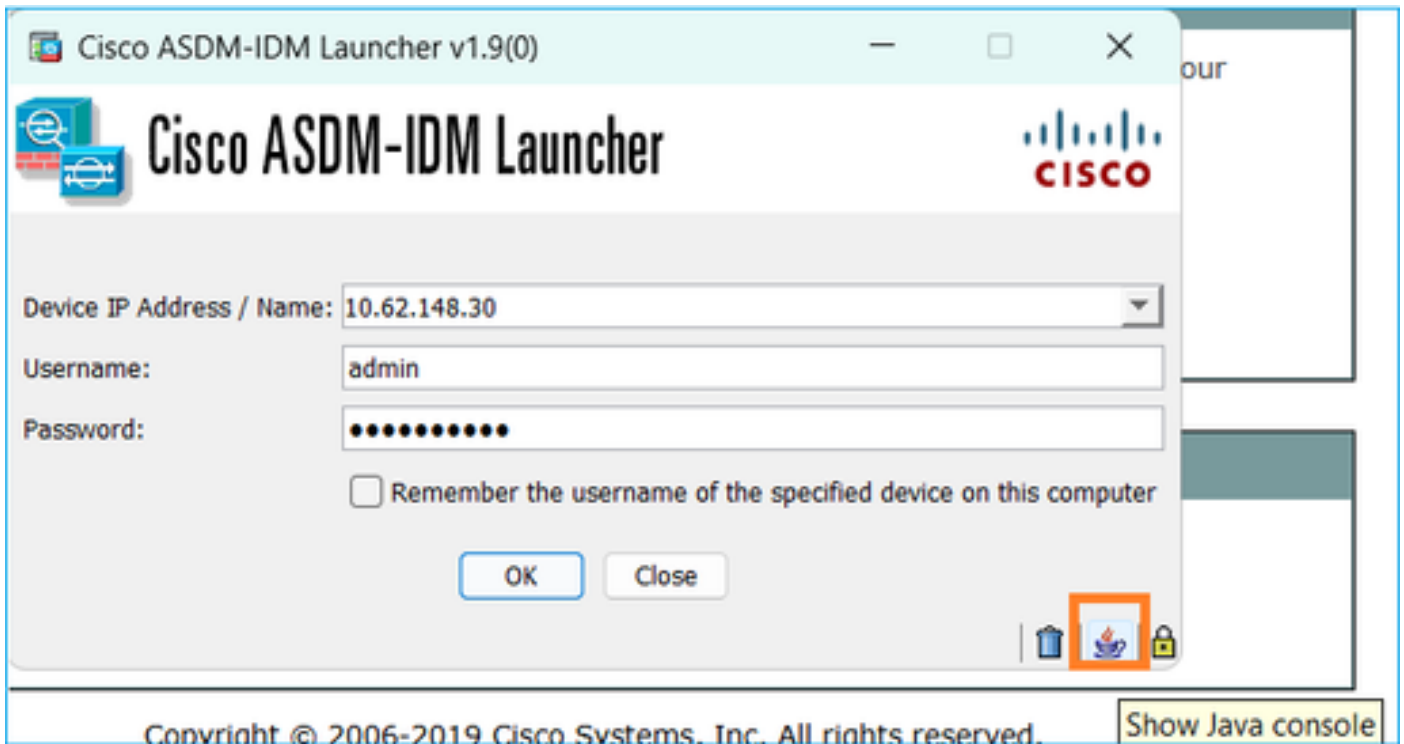
參考資料

- https://www.cisco.com/c/en/us/td/docs/security/asdm/7_22/release/notes/rn722.html#id_25469
- https://www.cisco.com/c/en/us/td/docs/security/asa/compatibility/asamatrix.html#id_65776

問題1:Java版本不相容

疑難排解 — 建議步驟

檢查Java控制檯日誌：



然後檢查Java和ASA相容性指南：

- https://www.cisco.com/c/en/us/td/docs/security/asdm/7_22/release/notes/rn722.html#id_25469
- https://www.cisco.com/c/en/us/td/docs/security/asa/compatibility/asamatrix.html#id_65776

問題2. ASA和ASDM版本不相容

如果您遇到不相容的ASA和ASDM版本，則可能會失去對ASDM UI的訪問。

疑難排解 — 建議步驟

您需要從裝置的CLI安裝ASDM版本，通過TFTP將映像複製到ASA的快閃記憶體中，然後按照以下指南中的說明使用命令「asdm image」設定ASDM映像：

<https://www.cisco.com/c/en/us/td/docs/security/asa/asa-cli-reference/A-H/asa-command-ref-A-H/ar-az-commands.html#wp3551901007>

範例

```
<#root>
```

```
asa#
```

```
copy tftp flash
```

```
Address or name of remote host []? 10.62.146.125
```

```
Source filename []? asdm-7221.bin
```

```
Destination filename [asdm-7221.bin]?
```

```
Verifying file disk0:/asdm-7221.bin...
```

```
Writing file disk0:/asdm-7221.bin...
```

```
INFO: No digital signature found
```

```
126659176 bytes copied in 70.590 secs (1809416 bytes/sec)
```

```
<#root>
```

```
asa#
```

```
config terminal
```

```
asa(config)#
```

```
asdm image disk0:/asdm-7151-150.bin
```

```
asa(config)#
```

```
copy run start
```

```
Source filename [running-config]?
```

```
Cryptochecksum: afae0454 bf24b2ac 1126e026 b1a26a2c
```

```
4303 bytes copied in 0.210 secs
```

問題3. ASDM和OpenJDK支援

Cisco ASDM映像正式不支援OpenJDK。因此，有兩種可用選項：

- Oracle JRE: 包含用於在主機PC上啟動ASDM的Java Web Start運行時。要使用此方法，需要在本地PC上安裝64位Oracle JRE。您可以從Java的官方網站下載此檔案。
- OpenJRE: 開放的JRE映像與Oracle映像相同，但不同之處在於，您不需要在本機PC上安裝64位Oracle JRE，因為映像本身具有Java Web Start功能來啟動ASDM。這就是為什麼OpenJRE映像的大小大於Oracle JRE的原因。請注意，使用較舊的Java版本會看到OpenJRE，因為它們是使用在ASDM openJRE開發週期開始時提供的最新穩定版本編譯的。

Oracle JRE與OpenJRE

| | | |
|----------------|---------------|-----------------------|
| | Oracle JRE | OpenJRE |
| 需要在終端主機上安裝Java | 是 | 否 (它整合了自己的Java) |
| 專有 | 是 | 否 (開源) |
| 影象大小 | 中 | 規模更大，因為它還整合了Java |
| 映像名稱 | asdm-xxxx.bin | asdm-openjre-xxxx.bin |

Software Download

Downloads Home / Security / Firewalls / Next-Generation Firewalls (NGFW) / ASA 5500-X with FirePOWER Services / ASA 5508-X with FirePOWER Services / Adaptive Security Appliance (ASA) Device Manager- 7.22.1

Search...

Expand All Collapse All

Latest Release

7.22.1

7.20.2

7.19.1.95

7.18.1.161

All Release

7

ASA 5508-X with FirePOWER Services

Release 7.22.1

My Notifications

Related Links and Documentation

Release Notes for 7.22.1

| File Information | Release Date | Size |
|---|--------------|-----------|
| Cisco Adaptive Security Device Manager for ASA 9.8-9.22 requires Oracle JRE. asdm-7221.bin Advisories | 16-Sep-2024 | 120.79 MB |
| Cisco Adaptive Security Device Manager for ASA 9.8-9.22 integrated with OpenJRE. asdm-openjre-7221.bin Advisories | 16-Sep-2024 | 195.09 MB |

ASDM Oracle JRE-based image. It requires Oracle JRE to be installed.

ASDM OpenJRE-based image. It does not require Java to be installed.

提示：如果您決定更改ASDM啟動程式版本，請先解除安裝現有的ASDM啟動程式，然後通過通過HTTPS連線到ASA來安裝新的。

參考資料

- https://www.cisco.com/c/en/us/td/docs/security/asdm/7_22/release/notes/rn722.html#id_25472
- OpenJDK:完整的開發和運行環境、開源、GPL許可證。
- Oracle JRE:只有運行時環境 (專有許可證) 需要商業許可證才能用於生產。
- OpenJRE:僅限運行時環境、開源、GPL許可證。
- <https://www.oracle.com/java/technologies/javase/jre8-readme.html>

問題4. ASDM和Java Azul Zulu相容性

基於Oracle JRE的ASDM映像不支援Java Azul Zulu。另一方面，基於ASDM OpenJRE的圖片來自於Azul Zulu的整合。有關可用選項，請檢視「問題3」建議。

問題5.警告：在檔案disk0:/asdm-xxx.bin中未找到簽名

範例：

```
<#root>
```

```
asa#
```

```
copy tftp flash:
```

```
Address or name of remote host [192.0.2.5]?
```

```
Source filename []? asdm-7171.bin
```

```
Destination filename [asdm-7171.bin]?
```

```
Accessing ftp://192.0.2.5/asdm-7171.bin...!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
```

```
Verifying file disk0:/asdm-7171.bin...
```

```
%WARNING: Signature not found in file disk0:/asdm-7171.bin.
```

疑難排解 — 建議步驟

這通常是ASA與ASDM的相容性問題。檢查ASDM相容性指南，確保ASDM與ASA映像相容。您可以在以下位置找到ASA和ASDM相容性矩陣：

https://www.cisco.com/c/en/us/td/docs/security/asa/compatibility/asamatrix.html#id_65776


問題6. "% ERROR:ASDM包未進行數位簽章。正在拒絕配置。"

當使用設定新的ASDM映像時，將顯示此錯誤消息。 `asdm image <image path>` 指令。

疑難排解 — 建議動作

1. ASA驗證ASDM映像是否為思科數位簽章的映像。如果嘗試運行帶有此修復程式的ASA版本的舊版ASDM映像，則會阻止ASDM並顯示消息「%ERROR:ASA CLI上顯示檔案 `disk0:/<filename>`」的簽名無效。ASDM 7.18(1.152)及更高版本向後相容所有ASA版本，即使沒有此修復程式也如此。請參閱中的重要註意部分 [思科ASDM 7.17\(x\)版本說明](#)。
2. 更新主機PC上的Java版本。
3. 對於在安全防火牆3100上運行的ASA，請檢查軟體思科錯誤ID [CSCwc12322](#) 「FPR3100平台上的數位簽章ASDM映像驗證錯誤」

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwc12322>

 附註：此缺陷已在最近的ASDM軟體版本中修復。有關詳細資訊，請檢視缺陷詳細資訊。

問題7. 「%ERROR:簽名對檔案 `disk0:/<filename>`」無效

檔案複製過程中會顯示錯誤，例如：

```
<#root>
asa#
copy tftp://cisco:cisco@192.0.2.1/cisco-asa-fp2k.9.20.3.7.SPA

Address or name of remote host [192.0.2.1]?
Source filename [cisco-asa-fp2k.9.20.3.7.SPA]?
Destination filename [cisco-asa-fp2k.9.20.3.7.SPA]?

Accessing tftp://cisco:<password>@192.0.2.1/cisco-asa-fp2k.9.20.3.7.SPA...
!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!

Verifying file disk0:/cisco-asa-fp2k.9.20.3.7.SPA...

%ERROR: Signature not valid for file disk0:/cisco-asa-fp2k.9.20.3.7.SPA.
```

疑難排解 — 建議動作

ASA 9.14(4.14)及更高版本要求ASDM 7.18(1.152)或更高版本。ASA現在驗證ASDM映像是否為思科數位簽章的映像。如果嘗試運行早於7.18(1.152)的ASDM映像，並且運行帶有此修復程式的ASA版本，則會阻止ASDM並顯示消息「%ERROR:ASA CLI上顯示檔案disk0:/<filename>」的簽名無效。

此更改是由Cisco ASDM和ASA軟體客戶端任意代碼執行漏洞(CVE ID CVE-2022-20829)引起的

- <https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwb05291>
- <https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwb05264>

如果裝置在平台模式下運作，請依照本檔案中的說明上傳映像：

https://www.cisco.com/c/en/us/td/docs/security/asa/upgrade/asa-upgrade/asa-appliance-asav.html#topic_zp4_dzj_cjb

參考資料

- ASDM版本說明：
https://www.cisco.com/c/en/us/td/docs/security/asdm/7_14/release/notes/rn714.html#reference_yw3
- ASA升級指南：
https://www.cisco.com/c/en/us/td/docs/security/asa/upgrade/asa-upgrade/asa-appliance-asav.html#task_E9EE51964590499999B1D976F66E2771

問題8.安全防火牆狀態(Hostscan)相容性

與ASA版本相比，Hostscan版本更多地取決於AnyConnect版本。您可以在此處找到兩個版本：軟體下載 — Cisco Systems:

<https://software.cisco.com/download/home/283000185>

問題9.最新支援的版本

疑難排解 — 建議動作

如果您希望瞭解防火牆支援的最新ASDM版本，需要檢查的文檔主要有兩種：

- ASDM版本說明：

https://www.cisco.com/c/en/us/td/docs/security/asdm/7_14/release/notes/rn714.html#reference_yw3

具體來說，ASA型號表

Table 2. ASA and ASDM Compatibility: 9.20 and 9.19

| ASA | ASDM | ASA Model | | | | | | | | |
|---------|---------|-------------|----------------|-----------------|--|--|--|--|----------------|----------|
| | | ASA Virtual | Firepower 1010 | Firepower 1010E | Firepower 2110 2120 2130 2140 | Secure Firewall 3105 3110 3120 3130 3140 | Firepower 4112 4115 4125 4145 | Secure Firewall 4215 Secure Firewall 4225 Secure Firewall 4245 | Firepower 9300 | ISA 3000 |
| 9.20(3) | 7.20(2) | YES | YES | YES | YES | YES | YES | YES | YES | YES |
| 9.20(2) | 7.20(2) | YES | YES | YES | YES | YES | YES | YES | YES | YES |
| 9.20(1) | 7.20(1) | - | - | - | - | - | - | YES | - | - |
| 9.19(1) | 7.19(1) | YES | YES | - | YES | YES | YES | - | YES | YES |

Note: Red callouts in the original image indicate that the 'ASA Model' header row is where hardware models should be listed, and the '7.20(2)' ASDM version is the minimum supported for the 9.20(3) ASA version.

第二個文檔是SW下載頁面：

<https://software.cisco.com/download/home/286291275>

The screenshot shows the Cisco 'Select a Product' interface. On the left is a navigation menu with 'Security' selected. The main content area displays a search bar and a list of products under the heading 'Firepower 1000 Series'. The 'Firepower 1000 Series' product is highlighted. To the right, a list of specific security appliances is shown, including Firepower 1010, 1120, 1140, and 1150 Security Appliances.

您可以找到硬體支援的每個軟體系列的最新ASDM版本，例如：

Software Download

Downloads Home / Security / Firewalls / Next-Generation Firewalls (NGFW) / Firepower 1000 Series / Firepower 1140 Security Appliance / Adaptive Security Appliance (ASA) Device Manager- 7.22.1

[Expand All](#) [Collapse All](#)

Latest Release

- 7.22.1
- 7.20.2
- 7.19.1.95
- 7.18.1.161

All Release

- 7
- 22
- 20

Firepower 1140 Security Appliance

Release 7.22.1

[My Notifications](#)

Related Links and Documentation
[Release Notes for 7.22.1](#)

| File Information | Release Date | Size | |
|---|--------------|-----------|-------------------------------------|
| Cisco Adaptive Security Device Manager for ASA 9.8-9.22 requires Oracle JRE. asdm-7221.bin Advisories | 16-Sep-2024 | 120.79 MB | ↓ 🛒 |
| Cisco Adaptive Security Device Manager for ASA 9.8-9.22 integrated with OpenJRE. asdm-openjre-7221.bin Advisories | 16-Sep-2024 | 195.09 MB | ↓ 🛒 |

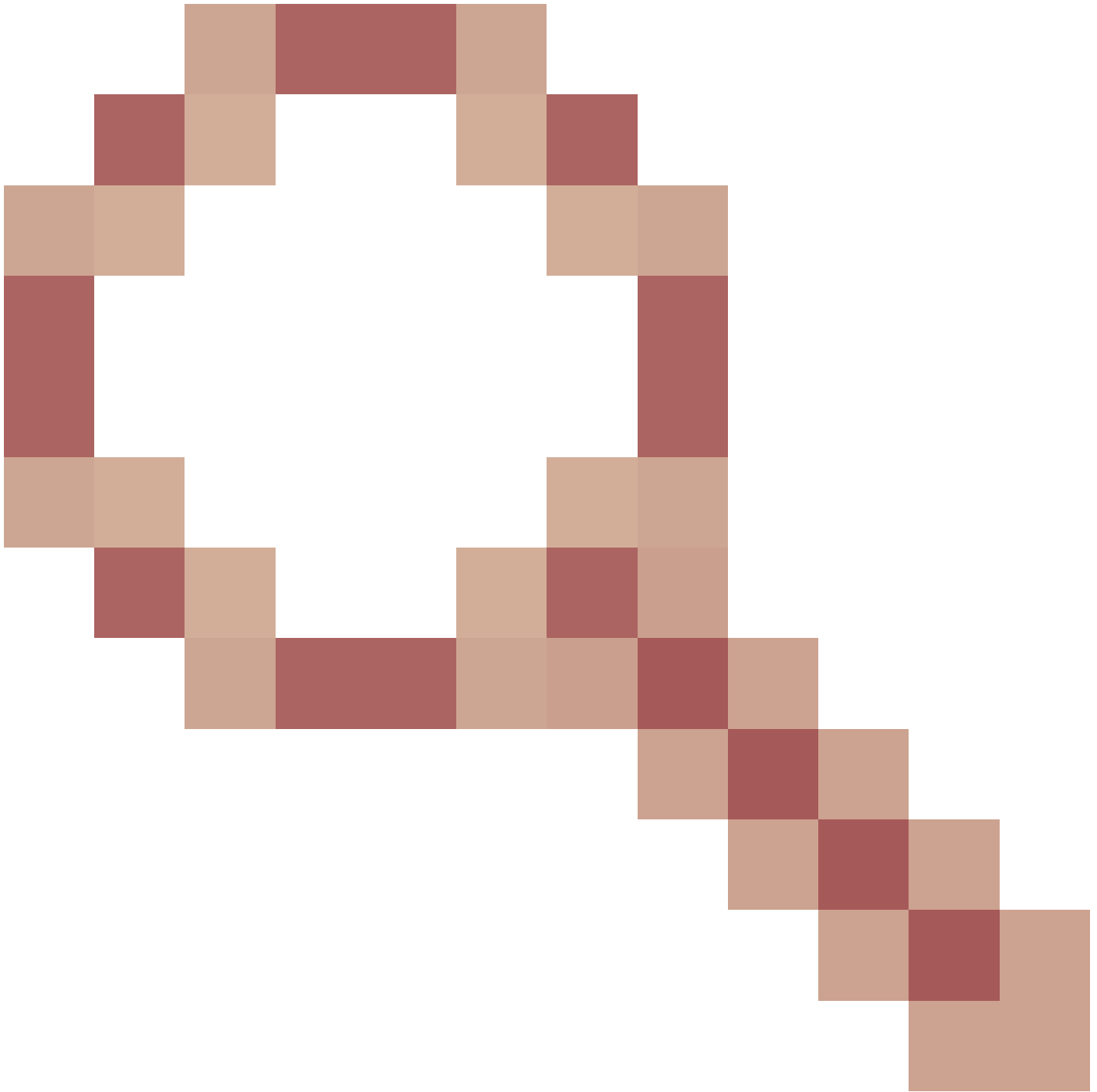
問題10. Linux上的ASDM支援

疑難排解 — 建議動作

Linux未正式支援。

相關增強功能：

思科錯誤ID [CSCwk67345](#)



ENH:在支援的OS清單中包括Linux

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCwk67345>

問題11. ASDM支援終止

疑難排解 — 建議動作

請參閱ASA/ASDM生命週期終止和銷售終止通知：

<https://www.cisco.com/c/en/us/products/security/asa-firepower-services/eos-eol-notice-listing.html>

ASDM許可證問題

本節介紹最常見的ASDM許可證相關問題。

智慧許可模式由以下人員使用：

- Firepower 4100/9300機箱註冊：適用於ASA的許可證管理
- ASAv、Firepower 1000、Firepower 2100、Firepower 9300和Firepower 4100:許可證：智慧軟體許可 (ASAv、Firepower上的ASA)

所有其他型號使用產品授權金鑰(PAK)許可

參考資料

- Cisco安全防火牆ASA系列功能許可證 — 型號指南

<https://www.cisco.com/c/en/us/td/docs/security/asa/roadmap/licenseroadmap.html>

問題1. 3DES/AES智慧許可證丟失

ASDM需要在ASA上獲得強加密許可證(3DES/AES)，除非您使用管理介面訪問它。要通過資料介面啟用ASDM訪問，您需要獲得3DES/AES許可證。

要向思科請求3DES/AES許可證，請執行以下操作：

1. 轉到<https://www.cisco.com/go/license>
2. 按一下Continue to Product License Registration。
3. 在許可門戶中，點選文本欄位旁邊的獲取其他許可。
4. 從下拉選單中選擇IPS、Crypto、Other..。
5. 在「Search by Keyword」欄位中鍵入ASA。
6. 在Product清單中選擇Cisco ASA 3DES/AES License，然後按一下Next。
7. 輸入ASA的序列號，然後按照提示請求ASA的3DES/AES許可證。

疑難排解 — 建議動作

要啟用許可證並註冊到思科智慧許可門戶，請確保以下專案已準備就緒：

- ASA時鐘顯示正確的時間。建議使用NTP伺服器。
- 路由至思科智慧許可門戶。
- 從防火牆到許可門戶的HTTPS流量不會被阻止。防火牆上的捕獲收集可以確認這一點。
- 如果需要使用HTTP Proxy伺服器，請包含所需的指令，例如：

```
<#root>
```

```
ciscoasa(config)#
```

```
call-home
```



```
ciscoasa(cfg-call-home)#  
http-proxy 10.1.1.1 port 443
```

問題2. Oracle Java JRE許可要求

疑難排解 — 建議動作

ASDM .bin映像檔案有兩種形式：

- Oracle JRE: 包含用於在主機PC上啟動ASDM的Java Web Start運行時。要使用此方法，需要在本地PC上安裝64位Oracle JRE。您可以從Java的官方網站下載此檔案。
- OpenJRE: 開放的JRE映像與Oracle映像相同，但不同之處在於，您不需要在本機PC上安裝64位Oracle JRE，因為映像本身具有Java Web Start功能來啟動ASDM。

The screenshot shows the Cisco Software Download page for ASA 5508-X with FirePOWER Services, release 7.22.1. The page is titled "Software Download" and includes a search bar, navigation links, and a table of file information. Two callouts highlight the two download options:

| File Information | Release Date | Size |
|---|--------------|-----------|
| Cisco Adaptive Security Device Manager for ASA 9.8-9.22 requires Oracle JRE. asdm-7221.bin Advisories | 16-Sep-2024 | 120.79 MB |
| Cisco Adaptive Security Device Manager for ASA 9.8-9.22 integrated with OpenJRE. asdm-openjre-7221.bin Advisories | 16-Sep-2024 | 195.09 MB |

如果您決定使用基於Oracle的ASDM映像，則在將其用於非個人用途時需要具有Java許可證。根據Oracle Java SE許可常見問題解答：


個人使用是指在台式機或筆記型電腦上使用Java來玩遊戲或運行其他個人應用程式。如果您在台式機或筆記型電腦上使用Java作為任何業務操作的一部分，則這不是個人使用。例如，可以使用Java生產力應用程式執行自己的作業或個人稅，但不能使用它執行企業會計。

如果您不想應用任何Java許可證，您可以使用基於OpenJRE的ASDM映像。

參考資料

- <https://www.oracle.com/java/technologies/javase/jdk-faqs.html>
- ASDM 7.22的ASDM Java要求
: https://www.cisco.com/c/en/us/td/docs/security/asdm/7_22/release/notes/rn722.html#id_25472

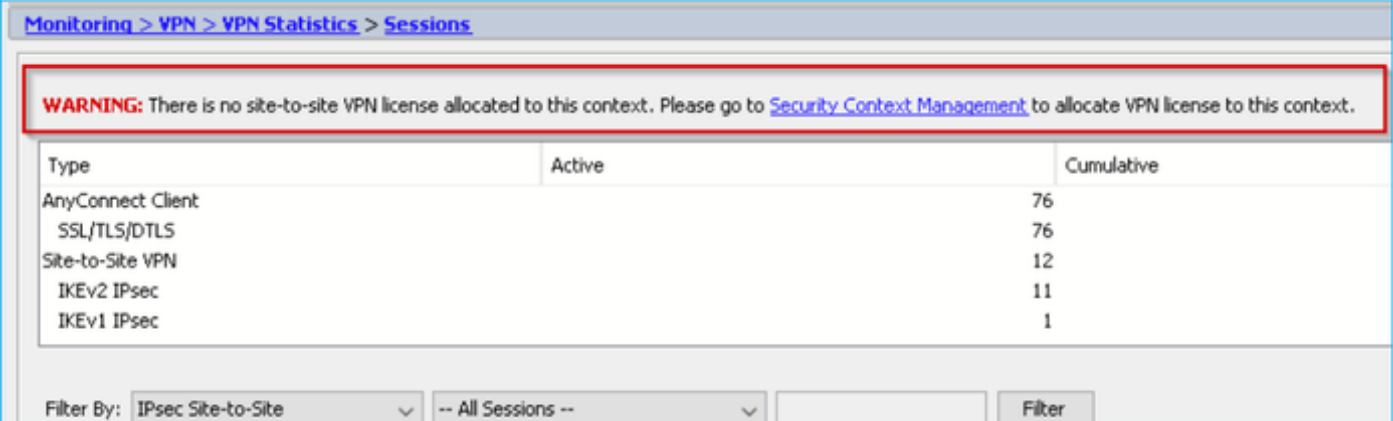
- ASDM 7.22的ASDM相容性說明
: https://www.cisco.com/c/en/us/td/docs/security/asdm/7_22/release/notes/rn722.html#id_25476

 附註：檢視您使用的ASDM版本的發行說明。

問題3.多情景模式下站點到站點VPN許可證的ASDM警告

ASDM顯示以下內容：

警告：沒有為此上下文分配站點到站點VPN許可證。請轉到安全上下文管理以將VPN許可證分配給此上下文。



The screenshot shows the ASDM interface for monitoring VPN sessions. A red-bordered warning box at the top states: "WARNING: There is no site-to-site VPN license allocated to this context. Please go to [Security Context Management](#) to allocate VPN license to this context." Below the warning is a table with the following data:

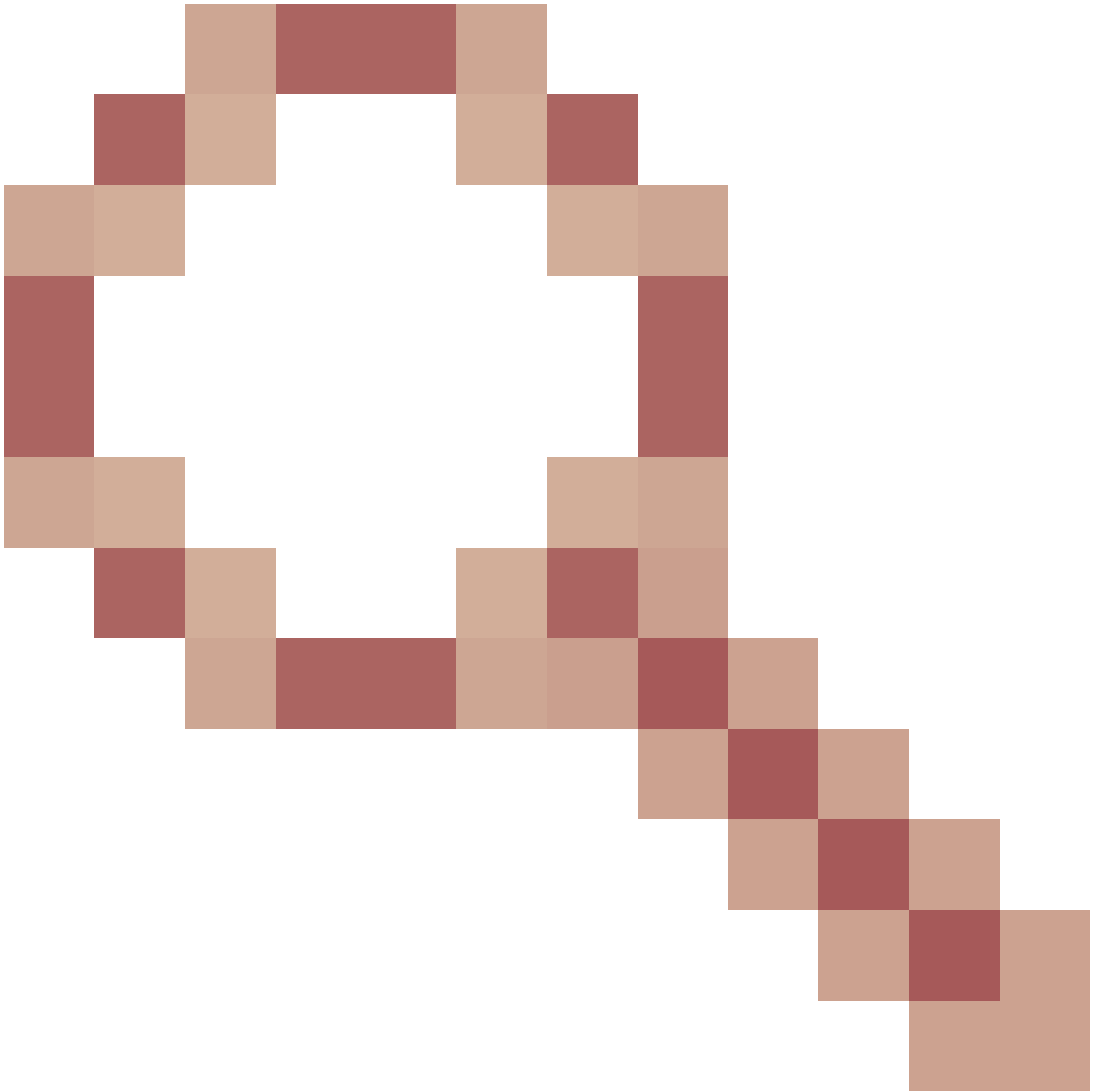
| Type | Active | Cumulative |
|-------------------|--------|------------|
| AnyConnect Client | | 76 |
| SSL/TLS/DTLS | | 76 |
| Site-to-Site VPN | | 12 |
| IKEv2 IPsec | | 11 |
| IKEv1 IPsec | | 1 |

At the bottom, there are filter options: "Filter By: IPsec Site-to-Site" and "-- All Sessions --", along with a "Filter" button.

疑難排解 — 建議動作

這是一個表面軟體缺陷，跟蹤者：

思科錯誤ID [CSCvj66962](#)



ASDM 7.9(2)ASA 9.6(4)8多情景L2L持續錯誤

<https://bst.cloudapps.cisco.com/bugsearch/bug/CSCvj66962>

您可以訂閱缺陷，這樣您就會收到缺陷更新的通知。

參考資料

- [ASDM配置指南](#)
- [每種型號的Cisco ASA和ASDM相容性](#)

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。