



Troubleshooting and Support

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Troubleshooting: KVM Deployments

Virtual Appliance Hangs on Reboot

Problem The virtual appliance hangs when rebooting.

Solution This is a KVM issue. Perform the following workaround each time you reboot the host:

Step 1

Check the following:

```
cat /sys/module/kvm_intel/parameters/enable_apicv
```

Step 2

If the above value is set to Y:

- a. Stop your virtual appliances and reinstall the KVM kernel module:

```
rmmod kvm_intel  
modprobe kvm_intel enable_apicv=N
```

- b. Restart your virtual appliance.
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What to do next

For more information, see <https://www.mail-archive.com/kvm@vger.kernel.org/msg103854.html> and <https://bugs.launchpad.net/qemu/+bug/1329956>.

Network Connectivity Works Initially, Then Fails

Problem Network connectivity is lost after previously working.

Solution This is a KVM issue. See the section on "KVM: Network connectivity works initially, then fails" in the openstack documentation at

http://docs.openstack.org/admin-guide-cloud/content/section_network-troubleshoot.html.

Slow Performance, Watchdog Issues, and High CPU Usage

Problem Appliance performance is slow, watchdog issues occur, and the appliance shows unusually high CPU usage when running Virtual Appliances using KVM on Red Hat™ Enterprise Linux.

Solution Install the latest Host OS updates from Red Hat™ Enterprise Linux.

Troubleshooting: VMWare ESXi Deployments

Intermittent Connectivity Issues

Problem Intermittent connectivity issues.

Solution Ensure that all unused NICs are disabled in ESXi.

Random Failures

Problem Random failures occur that have no obvious cause.

Solution See [Important! Prevent Random Failures](#)

Getting Support for Virtual Appliances



Note To get support for virtual appliances, call Cisco TAC and have your Virtual License Number (VLN) number ready.

If you file a support case for a Cisco Secure virtual appliance, you must provide your contract number and your Product Identifier code (PID).

You can identify your PID based on the software licenses running on your virtual appliance, by referencing your purchase order, or from the following lists:

- [Product Identifier Codes \(PIDs\) for Cisco Secure Email Virtual Gateway Appliances](#)
- [Product Identifier Codes \(PIDs\) for Cisco Secure Web Virtual Appliance](#)
- [Product Identifier Codes \(PIDs\) for Cisco Secure Email and Web Manager Virtual](#)

Product Identifier Codes (PIDs) for Cisco Secure Email Virtual Gateway Appliances

Cisco Secure Email Unified SKU overview

Orders for Cisco Secure Email Unified SKU involve four SKU types:

- The subscription SKU, which is used to define the subscription term and start date.
- The product SKUs, which are used to define the products and quantities that make up the subscription.
- The product add-on SKUs, which can only be added on to other product SKUs.
- The support SKUs, which define the level of support for the subscription.

Orders commence with the selection of the Email Security subscription SKU. This is followed by the configuration of the subscription by selecting the product, add-on, and support SKUs that will constitute the subscription.

Subscription SKU

There is only one subscription SKU for Email Security-CSEMAIL-SEC-SUB. The term and payment option of the subscription applies to all products included in the subscription.

Functionality	PID	Description
Cisco Secure Email Gateway Essentials	ESA-ESS-LIC	Includes: <ul style="list-style-type: none"> • Anti-Spam • Anti-Virus • Outbreak Filters • Cisco Secure Malware Defense (AMP) Limited Samples
Cisco Secure Email Gateway Advantage	ESA-ADV-LIC	Includes: <ul style="list-style-type: none"> • Anti-Spam • Anti-Virus • Outbreak Filters • Cisco Secure Malware Defense (AMP) Un-limited Samples • Gray Mail Safe unsubscribe • Data loss prevention • Encryption

Functionality	PID	Description
Cisco Secure Email Gateway Premier	ESA-PRE-LIC	Includes: <ul style="list-style-type: none"> • Anti-Spam • Anti-Virus • Outbreak Filters • Cisco Secure Malware Defense (AMP) Un-limited Samples • Gray Mail Safe unsubscribe • Data loss prevention • Encryption • Cisco Secure Awareness Training
Cisco Secure Email and Web Manager Appliance (SMA)	SMA-EMGT-LIC	All Centralized Email Security Functionality
Image Analyzer	ESA-IA-LIC	Available as Add-on
Intelligent Multi-Scan	ESA-IMS-LIC	Available as Add-on
McAfee Anti-Malware	ESA-MFE-LIC	Available as Add-on
Graymail Safe-Unsubscribe	ESA-GSU-LIC	Available as Add-on (Part of Advantage and Premier Bundles)
Data loss prevention	ESA-DLP-LIC	Available as Add-on (Part of Advantage and Premier Bundles)
Encryption	ESA-ENC-LIC	Available as Add-on (Part of Advantage and Premier Bundles)

Product Identifier Codes (PIDs) for Cisco Secure Web Virtual Appliance

Cisco Secure Web Appliance Unified SKU overview

Orders for Cisco Secure Web Appliance Unified SKU involve four SKU types:

- The subscription SKU, which is used to define the subscription term and start date.
- The product SKUs, which are used to define the products and quantities that make up the subscription.
- The product add-on SKUs, which can only be added on to other product SKUs.
- The support SKUs, which define the level of support for the subscription.

Orders commence with the selection of the Secure Web Appliance subscription SKU. This is followed by the configuration of the subscription by selecting the product, add-on, and support SKUs that will constitute the subscription.

Subscription SKU

There is only one subscription SKU for Cisco Secure Web appliance – WEB-SEC-SUB. The term and payment option of the subscription applies to all products included in the subscription.

Functionality	PID	Description
Cisco Secure Web Essentials	WSA-WSE-LIC	Includes: <ul style="list-style-type: none"> • Web Usage Controls • Web Reputation
Cisco Secure Web Advantage	WSA-WSP-LIC	Includes: <ul style="list-style-type: none"> • Web Usage Controls • Web Reputation • Sophos and Webroot Anti-Malware signatures
Cisco Secure Web Premier	WSA-WSS-LIC	Includes: <ul style="list-style-type: none"> • Web Usage Controls • Web Reputation • Sophos and Webroot Anti-Malware signatures • Cisco Secure Malware Analytics • Cisco Cognitive Intelligence
Cisco Secure Malware Analytics	WSA-AMP-LIC	Includes: <ul style="list-style-type: none"> • Cisco Secure Malware Analytics
Cisco Secure Web Anti-Virus McAfee	WSA-AMM-LIC	Includes: <ul style="list-style-type: none"> • McAfee Anti-Malware signatures
Cisco Secure Web Sophos Anti-Malware	WSA-AMS-LIC	Includes: <ul style="list-style-type: none"> • Sophos Anti-Malware signatures
Cisco Secure Web Webroot Anti-Malware	WSA-AMW-LIC	Includes: <ul style="list-style-type: none"> • Webroot Anti-Malware signatures

Product Identifier Codes (PIDs) for Cisco Secure Email and Web Manager Virtual

Functionality	PID	Description
Cisco Secure Email and Web Manager Appliance (SMA)	SMA-EMGT-LIC	All Centralized Email Security Functionality

Cisco TAC

Contact information for Cisco TAC, including phone numbers:

http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html