

vESA不能下载和运用为Antispam或防病毒的更新

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Introduction

本文描述，当虚拟电子邮件安全工具(vESA)不下载并且运用为Cisco antispam引擎(案件)或Sophos和McAfee防病毒的更新，即使虚拟工具正确地准许。

Prerequisites

Requirements

Cisco 建议您了解以下主题：

- 电子邮件安全工具(ESA)
- vESA，虚拟Web安全工具(vWSA)，虚拟安全管理工具(vSMA)
- AsyncOS

Components Used

本文档中的信息基于以下软件和硬件版本：

- vESA，该运行AsyncOS 8.0.0及以后
- vWSA，该运行AsyncOS 7.7.5及以后
- vSMA，该运行AsyncOS 9.0.0及以后

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

vESA不能下载和运用为Antispam或防病毒的更新

当您更新antispam或防病毒时，进程不能提供援助和更新服务引擎或规则集，即使您输入**更新强制**命令。

这些命令之一也许直接地从在vESA的CLI已经被输入：

```
> antispamupdate ironport
>antispamupdate ironport force
>antivirusupdate force
>updatenow force
```

当您运行**尾标updater_logs**时，被看到的错误类似于这些：

```
Mon Oct 21 17:48:43 2013 Info: Dynamic manifest fetch failure: Received invalid update manifest response
```

这表明与更新配置产生关联的动态主机URL不能正确地到达明显适当的更新。动态主机URL在**updateconfig**命令内设置。子命令，**dynamichost**，是在**updateconfig**内的一个隐藏的命令，如突出显示这里：

```
myesa.local> updateconfig
Service (images): Update URL:
-----
Feature Key updates http://downloads.ironport.com/asyncos
McAfee Anti-Virus definitions Cisco IronPort Servers
RSA DLP Engine Updates Cisco IronPort Servers
PXE Engine Updates Cisco IronPort Servers
Sophos Anti-Virus definitions Cisco IronPort Servers
IronPort Anti-Spam rules Cisco IronPort Servers
Intelligent Multi-Scan rules Cisco IronPort Servers
Outbreak Filters rules Cisco IronPort Servers
Timezone rules Cisco IronPort Servers
Cisco IronPort AsyncOS upgrades Cisco IronPort Servers
IMS Secondary Service rules Cisco IronPort Servers
Service (list): Update URL:
-----
McAfee Anti-Virus definitions Cisco IronPort Servers
RSA DLP Engine Updates Cisco IronPort Servers
PXE Engine Updates Cisco IronPort Servers
Sophos Anti-Virus definitions Cisco IronPort Servers
IronPort Anti-Spam rules Cisco IronPort Servers
Intelligent Multi-Scan rules Cisco IronPort Servers
Outbreak Filters rules Cisco IronPort Servers
Timezone rules Cisco IronPort Servers
Service (list): Update URL:
-----
Cisco IronPort AsyncOS upgrades Cisco IronPort Servers
Update interval: 5m
Proxy server: not enabled
HTTPS Proxy server: not enabled
Choose the operation you want to perform:
- SETUP - Edit update configuration.
[ ]> dynamichost

Enter new manifest hostname : port
[update-manifests.sco.cisco.com:443]>
```

设置工具使用正确的动态主机URL

有使用根据的两个不同的动态主机URL他们如何的用户通过Cisco是关联的：

1. 更新manifests.sco.cisco.com:443 使用方法：用户vESA，vWSA，vSMA

2. 阶段stg updates.ironport.com:443 使用方法：Friendlies，β虚拟和硬件工具

Note:硬件工具(C1x0、C3x0、C6x0和X10x0)应该只使用更新manifests.ironport.com:443动态主机URL。如果有与两ESA和vESA的一个簇配置，必须配置updateconfig在机器级别然后确认相应地设置dynamichost。

Note:如果他们获得了访问到预供应通过仅，β使用方法的Cisco用户应该只使用试运行更新服务器URL。如果没有申请β使用一个有效许可证，您的工具从试运行更新服务器不会接收更新。

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作为从updateconfig和dynamichost子命令的继续，请输入动态主机URL当必要时，回到主要CLI提示，并且确认更改：

```
Enter new manifest hostname : port
[update-manifests.sco.cisco.com:443]> stage-stg-updates.ironport.com:443
[]> <<<HIT RETURN TO GO BACK TO THE MAIN CLI PROMPT>>>
```

```
myesa.local> commit
```

Verify

为了验证工具当前提供援助对适当的动态主机URL和更新是成功的，请完成这些步骤：

1. 增加updater_logs调试。

```
Currently configured logs:> logconfig
```

```
Log Name Log Type Retrieval Interval
```

```
-----
1. antispam Anti-Spam Logs Manual Download None
```

```
[SNIP FOR BREVITY]
```

```
28. updater_logs Updater Logs Manual Download None
```

```
29. upgrade_logs Upgrade Logs Manual Download None
```

```
Choose the operation you want to perform:
```

- NEW - Create a new log.
- EDIT - Modify a log subscription.
- DELETE - Remove a log subscription.
- SETUP - General settings.
- LOGHEADERS - Configure headers to log.
- HOSTKEYCONFIG - Configure SSH host keys.

```
[]> edit
```

```
Enter the number of the log you wish to edit.
```

```
[]> 28 [NOTE, log # will be different on a per/appliance basis]
```

```
Please enter the name for the log:
```

```
[updater_logs]>
```

```
Log level:
```

- 1. Critical
- 2. Warning
- 3. Information
- 4. Debug
- 5. Trace

```
[3]> 4
```

```
[SNIP FOR BREVITY]
```

```
myesa_2.local> commit
```

2. 运行在antispam (antispamupdate强制)或防病毒(antivirusupdate强制)的强制更新。

```
myesa.local> antivirusupdate force
```

Sophos Anti-Virus updates:
Requesting forced update of Sophos Anti-Virus.

3. 最后，尾标updater_logs和保证工具能到达dynamichost如指示：

```
Mon Oct 21 18:19:12 2013 Debug: Acquiring dynamic manifest from stage-stg-  
updates.ironport.com:443
```

Troubleshoot

完成这些步骤为了排除所有问题故障：

1. 保证使用默认updateconfig。如果vESA或主机是在防火墙后，请保证[更新用一个静态服务器](#)是在使用中的。
2. 保证您能远程登录到动态主机URL如被选择：

```
> telnet  
Please select which interface you want to telnet from.  
1. Auto  
2. Management (172.16.6.165/24: myesa_2.local)  
3. new_data (192.168.1.10/24: myesa.local_data1)  
[1]>  
Enter the remote hostname or IP address.  
[ ]> stage-stg-updates.ironport.com  
Enter the remote port.  
[25]> 443  
Trying 208.90.58.24...  
Connected to stage-stg-updates.ironport.com.  
Escape character is '^'.  
^] ["CTRL + ]"  
telnet> quit  
Connection closed.
```

Related Information

- [内容安全工具升级或更新用一个静态服务器](#)
- [Technical Support & Documentation - Cisco Systems](#)