

Upgrading Secure Endpoint Linux 1.24.1 fails to upgrade on Enterprise Linux (RPM based)

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Introduction

This document describes a known issue when upgrading from a clean install of version 1.24.1 of the Secure Endpoint connector for Enterprise Linux (RPM-based). Bug ID: [CSCwk27011](#)

Conditions

This issue will occur under the following conditions:

- Any supported Enterprise Linux compatible (RPM-based) distribution: [Verify Secure Endpoint Linux Connector OS Compatibility](#)
- Secure Endpoint Linux connector version 1.24.1 for Enterprise Linux (RPM-based) was the *first* version of the connector installed on the computer.

Cause

Parsing issues identified as part of the bundled GPG Key with the 1.24.1 release prevent the key from being imported into the RPM database, causing the connector upgrade to fail.

Identify

To identify if this is the issue you are observing, you would be able to identify it from the ampupdater.log (Path of this Log File on the Endpoint would be: `/var/log/cisco/ampupdater.log`)

```
[updater]:[error]-[updater.c@799]:[140577691532288]: failed to update amp from version 1.24.1.1027 to v
```

Usage

Please use these steps on how you can utilize Shell Script to update the GPG Key on the Endpoints

1. Create Shell Script. Open your favorite editor and copy/paste the script bellow and save it as **gpg-workaround.sh**

```
#!/bin/bash
# GPG key import script for Cisco Secure Endpoint Linux

# Print that the script is running

echo "Running GPG key import script for Cisco Secure Endpoint Linux"

curl https://console.amp.cisco.com/gpg_keys/cisco.gpg -o cisco.gpg
rpm --import cisco.gpg
rm -f cisco.gpg

# Print that the script has completed

echo "GPG key import script for Cisco Secure Endpoint Linux has completed"
```

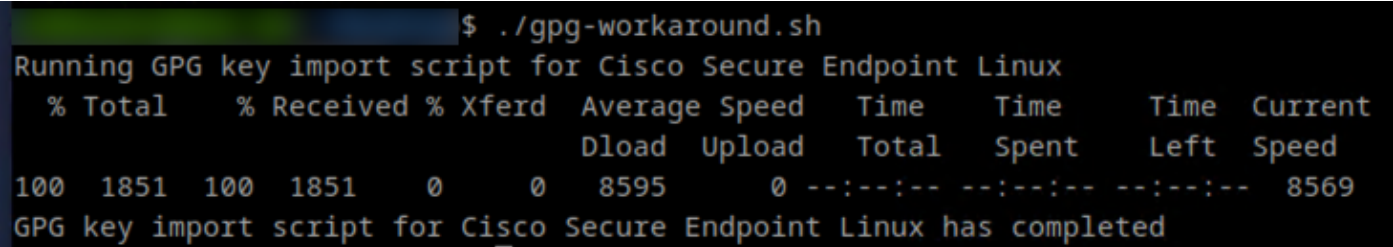
2. Change the Permission to make the script executable:

```
chmod +x gpg-workaround.sh
```

3. Execute the script

```
sudo ./gpg-workaround.sh
```

4. Ensure that the script executes successfully



```
$ ./gpg-workaround.sh
Running GPG key import script for Cisco Secure Endpoint Linux
  % Total    % Received % Xferd  Average Speed   Time    Time     Time  Current
                                 Dload  Upload   Total   Spent    Left   Speed
100 1851 100 1851    0     0  8595      0 --:--:-- --:--:-- --:--:--  8569
GPG key import script for Cisco Secure Endpoint Linux has completed
```

Resolution

To resolve this issue, implement these steps:

1. Verify the Policy mapped to the connector and ensure that the Product Update window is still valid
2. Re-install the GPG key using the script attached and instruction in the **Usage** Section
3. Once the script runs, the correct GPG key will be imported to the RPM DB and will be able to update the

connector. The next time the connector runs the update, it uses the new GPG key and upgrade must complete as expected

4. You can also run the updater manually:

```
sudo /opt/cisco/amp/bin/ampupdater
```