Risoluzione dei problemi relativi a FMC - HA

Sommario

Introduzione

In questo documento viene descritto come risolvere i problemi di sincronizzazione più comuni in un gruppo ad alta disponibilità (HA, High Availability) impostato per Firepower Management Center (FMC).

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza dei seguenti argomenti:

- FMC - Requisiti di configurazione HA
- Conoscenze base della shell di Linux.

Componenti usati

- FMCv per VMware versione 7.2.8.

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Premesse

La configurazione iniziale del laboratorio utilizzato per questo documento è conforme ai requisiti della configurazione iniziale di base del CCP-HA.

- Due CCP con la stessa capacità o versione hardware.
- Due FMC che eseguono la stessa versione del software, Intrusion Rule Update, Vulnerability Database e Lightweight Security Package.
- Due CCP con le relative licenze.

Operazioni preliminari

- Assicurarsi che l'amministratore abbia accesso a entrambi i CCP.
- Accertarsi che l'amministratore abbia accesso ai dispositivi FTD gestiti dal CCP.

Comandi per la risoluzione dei problemi

Comandi per la risoluzione dei problemi di FMC.

Per convalidare la connettività tra i dispositivi FMC, l'utente può eseguire questi comandi.

<#root>

> expert

admin@firepower:~$

sudo su

root@firepower:/Volume/home/admin#

ping xx.xx.18.102

```
PING xx.xx.18.102 (xx.xx.18.102) 56(84) bytes of data.
64 bytes from xx.xx.18.102: icmp_seq=1 ttl=64 time=0.533 ms
64 bytes from xx.xx.18.102: icmp_seq=2 ttl=64 time=0.563 ms
64 bytes from xx.xx.18.102: icmp_seq=3 ttl=64 time=0.431 ms
^C
--- xx.xx.18.102 ping statistics ---
3 packets transmitted, 3 received, 0% packet loss, time 59ms
rtt min/avg/max/mdev = 0.431/0.509/0.563/0.056 ms
```

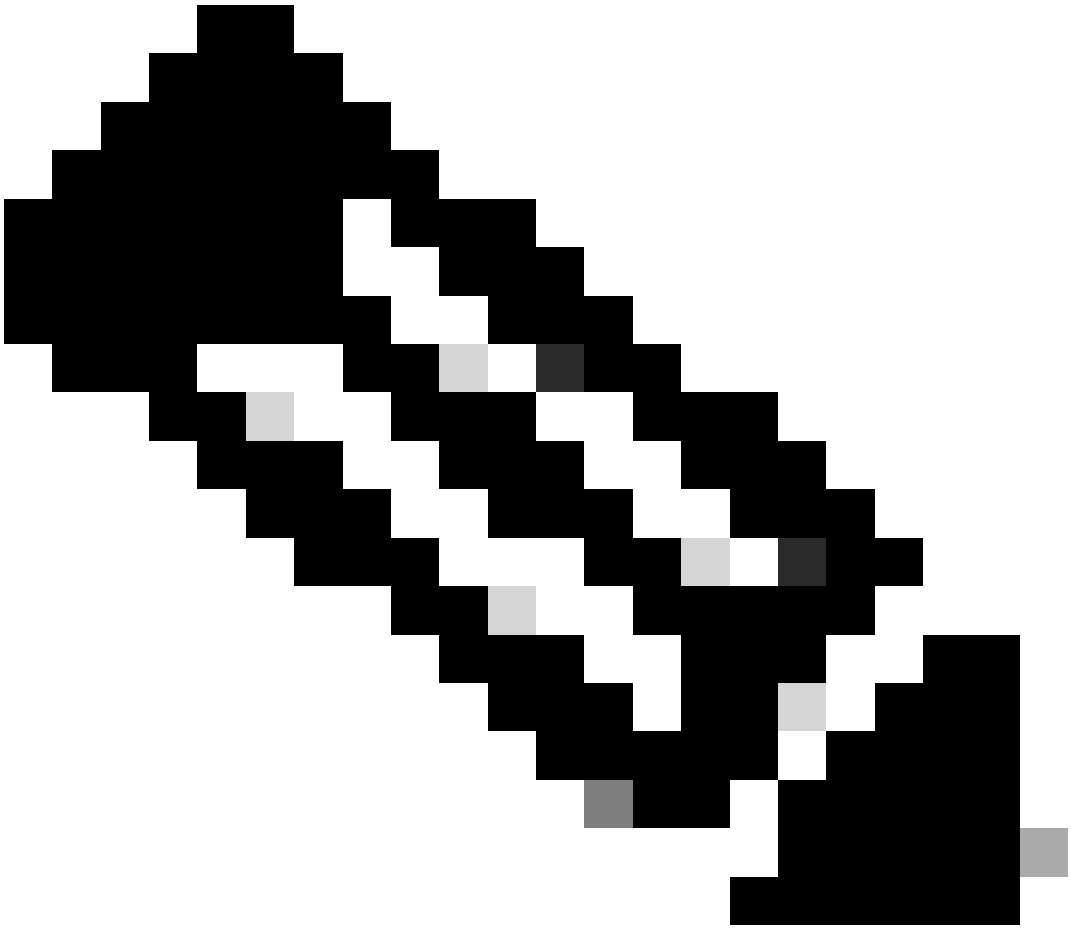
root@firepower:/Volume/home/admin#

netstat -an | grep 8305

```
tcp 0 0 xx.xx.18.101:8305 0.0.0.0:* LISTEN
tcp 0 0 xx.xx.18.101:8305 xx.xx.18.253:48759 ESTABLISHED
tcp 0 0 xx.xx.18.101:8305 xx.xx.18.254:53875 ESTABLISHED
tcp 0 0 xx.xx.18.101:8305 xx.xx.18.254:49205 ESTABLISHED
tcp 0 0 xx.xx.18.101:60871 xx.xx.18.253:8305 ESTABLISHE
```

ping <indirizzo-ip-peer>Questo comando può essere usato per verificare la raggiungibilità tra entrambi i dispositivi.

netstat -an | grep 8305 Questo comando visualizza i dispositivi collegati alla porta 8305.



Nota: la porta 8305 è la porta predefinita configurata sui dispositivi Firepower per stabilire il canale di comunicazione con il FMC.

Per convalidare la configurazione dell'installazione di FMC-HA, l'utente può anche eseguire lo script troubleshoot_HADC.pl. Ciò è particolarmente utile in questi scenari:

- Quando lo stato di integrità dell'integrazione FMC-HA è degradato.
- Se l'accesso all'interfaccia grafica utente (GUI) di uno dei dispositivi non è stato eseguito, ma l'accesso al FMC-CLI è ancora funzionante e accessibile.

<#root>

```
> expert
```

```
admin@firepower:~$
```

sudo su

```
root@firepower:/Volume/home/admin#
```

troubleshoot_HADC.pl

```
**************** Troubleshooting Utility **************

1 Show HA Info Of FMC
2 Execute Sybase DBPing
3 Show Arbiter Status
4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit

************************************************************
Enter choice:
```

Comandi per la risoluzione dei problemi FTD

La risoluzione dei problemi di connettività dall'FTD all'FMC-HA consente all'utente di convalidare la connettività dei dispositivi che devono essere registrati su entrambi i FMC o quando l'HA è danneggiata e visualizza l'avviso "Danneggiato - Sincronizzazione incompleta (questo centro di gestione ha meno dispositivi registrati)".

A partire dal livello di classe FTD, l'utente può eseguire questi comandi per convalidare la comunicazione con il FMC.

<#root>

>

ping system xx.xx.18.102

```
PING xx.xx.18.102 (xx.xx.18.102) 56(84) bytes of data.
64 bytes from xx.xx.18.102: icmp_seq=1 ttl=64 time=0.595 ms
64 bytes from xx.xx.18.102: icmp_seq=2 ttl=64 time=0.683 ms
64 bytes from xx.xx.18.102: icmp_seq=3 ttl=64 time=0.642 ms
64 bytes from xx.xx.18.102: icmp_seq=4 ttl=64 time=24.4 ms
64 bytes from xx.xx.18.102: icmp_seq=5 ttl=64 time=11.4 ms
^C
--- xx.xx.18.102 ping statistics ---
```

```
5 packets transmitted, 5 received, 0% packet loss, time 128ms
rtt min/avg/max/mdev = 0.595/7.545/24.373/9.395 ms
```

> show managers

```
Type : Manager
Host : xx.xx..18.101
Display name : xx.xx..18.101
Version : 7.2.8 (Build 25)
Identifier : fc3e3572-xxxx-xxxx-xxxx-39e0098c166c
Registration : Completed
Management type : Configuration and analytics

Type : Manager
Host : xx.xx..18.102
Display name : xx.xx..18.102
Version : 7.2.8 (Build 25)
Identifier : bb333216-xxxx-xxxx-xxxx-c68c0c388b44
Registration : Completed
Management type : Configuration and analytics
```

> sftunnel-status

```
SFTUNNEL Start Time: Mon Oct 14 21:29:16 2024

Both IPv4 and IPv6 connectivity is supported
Broadcast count = 5
Reserved SSL connections: 0
Management Interfaces: 2
eth0 (control events) xx.xx..18.254,
tap_nlp (control events) 169.254.1.2,fd00:0:0:1::2

**********************

**RUN STATUS****xx.xx..18.102*************
Key File = /var/sf/peers/bb333216-xxxx-xxxx-xxxx-c68c0c388b44/sftunnel-key.pem
Cert File = /var/sf/peers/bb333216-xxxx-xxxx-xxxx-c68c0c388b44/sftunnel-cert.pem
CA Cert = /var/sf/peers/bb333216-xxxx-xxxx-xxxx-c68c0c388b44/cacert.pem
Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
ChannelA Connected: Yes, Interface eth0
Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
ChannelB Connected: Yes, Interface eth0
Registration: Completed.
IPv4 Connection to peer 'xx.xx..18.102' Start Time: Tue Oct 15 00:38:43 2024 UTC
IPv4 Last outbound connection to peer 'xx.xx..18.102' via Primary ip/host 'xx.xx..18.102'

PEER INFO:
sw_version 7.2.8
sw_build 25
Using light registration
Management Interfaces: 1
eth0 (control events) xx.xx..18.102,
Peer channel Channel-A is valid type (CONTROL), using 'eth0', connected to 'xx.xx..18.102' via 'xx.xx..
Peer channel Channel-B is valid type (EVENT), using 'eth0', connected to 'xx.xx..18.102' via 'xx.xx..18

**********************

**RUN STATUS****xx.xx..18.101*************
```

```
Key File = /var/sf/peers/fc3e3572-xxxx-xxxx-xxxx-39e0098c166c/sftunnel-key.pem
Cert File = /var/sf/peers/fc3e3572-xxxx-xxxx-xxxx-39e0098c166c/sftunnel-cert.pem
CA Cert = /var/sf/peers/fc3e3572-xxxx-xxxx-xxxx-39e0098c166c/cacert.pem
Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
ChannelA Connected: Yes, Interface eth0
Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
ChannelB Connected: Yes, Interface eth0
Registration: Completed.
IPv4 Connection to peer 'xx.xx..18.101' Start Time: Mon Oct 14 21:29:15 2024 UTC
IPv4 Last outbound connection to peer 'xx.xx..18.101' via Primary ip/host 'xx.xx..18.101'

PEER INFO:

sw_version 7.2.8
sw_build 25
Using light registration
Management Interfaces: 1
eth0 (control events) xx.xx..18.101,
Peer channel Channel-A is valid type (CONTROL), using 'eth0', connected to 'xx.xx..18.101' via 'xx.xx..
Peer channel Channel-B is valid type (EVENT), using 'eth0', connected to 'xx.xx..18.101' via 'xx.xx..18

**********************
**RPC STATUS****xx.xx..18.102*************
'uuid' => 'bb333216-xxxx-xxxx-xxxx-c68c0c388b44',
'uuid_gw' => '',
'last_changed' => 'Wed Oct 9 07:00:11 2024',
'active' => 1,
'name' => 'xx.xx..18.102',
'ip' => 'xx.xx..18.102',
'ipv6' => 'IPv6 is not configured for management'

**RPC STATUS****xx.xx..18.101*************
'uuid_gw' => '',
'uuid' => 'fc3e3572-xxxx-xxxx-xxxx-39e0098c166c',
'last_changed' => 'Mon Jun 10 18:59:54 2024',
'active' => 1,
'ip' => 'xx.xx..18.101',
'ipv6' => 'IPv6 is not configured for management',
'name' => 'xx.xx..18.101'

Check routes:
No peers to check
```

ping system <fmc-IP> Per generare un ICMP, procedere come segue dall'interfaccia di gestione FTD.

show manager Questo comando elenca le informazioni sui manager in cui è registrato il dispositivo.

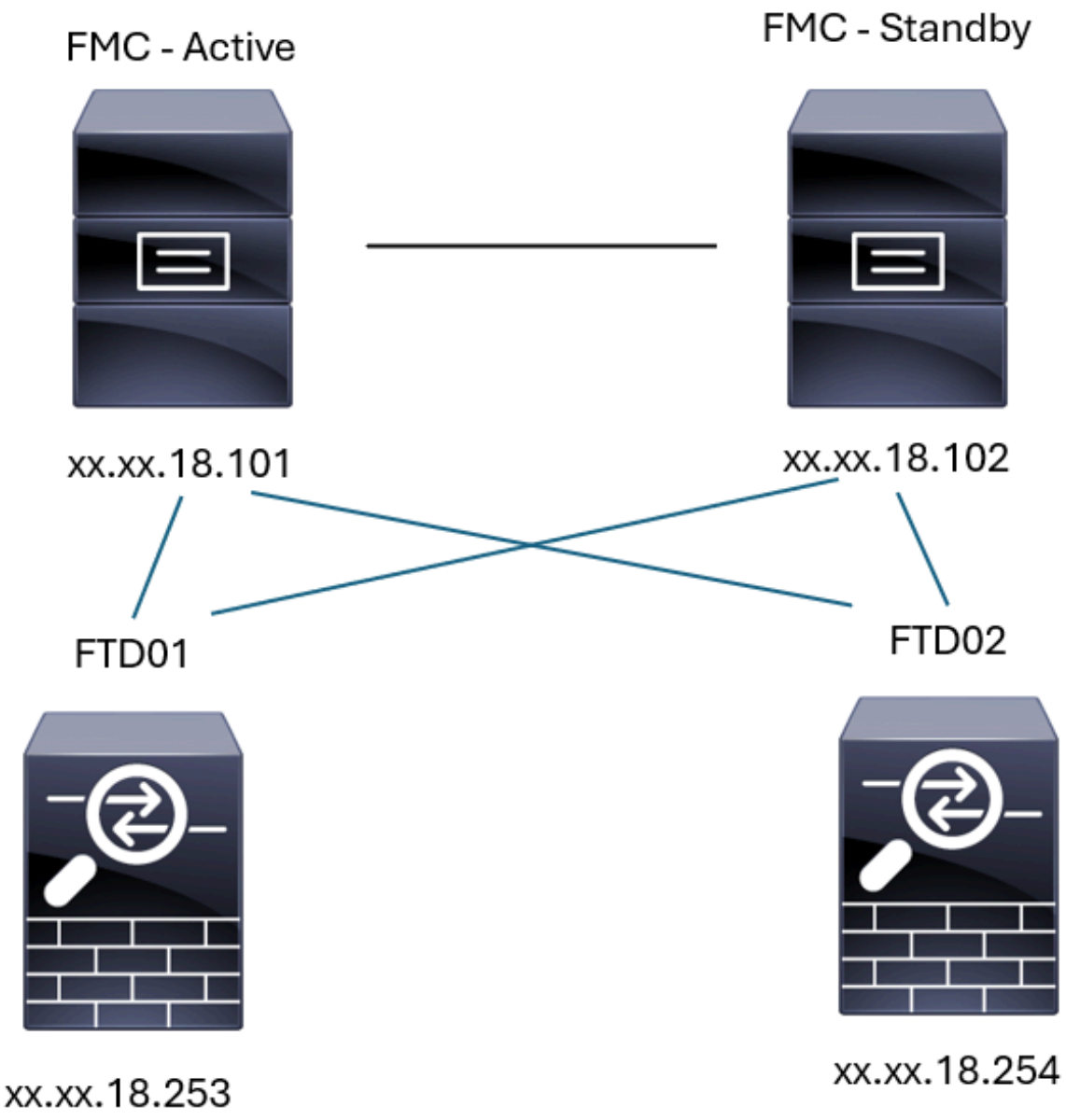
sftunnel-status Questo comando convalida il canale di comunicazione stabilito tra i dispositivi. Questo canale riceve il nome di sftunnel.

I comandi per controllare la connettività a livello di radice sull'FTD sono gli stessi del FMC. Nel caso dell'FTD, non comprende uno script che consente la convalida della comunicazione con il CCP, ma è possibile controllare le informazioni generate durante il processo di registrazione nella

pagina /ngfw/var/log/action.log.

Verifica

Per la topologia successiva, la comunicazione tra i peer FMC-HA e FTD01 può essere convalidata utilizzando i comandi descritti in precedenza.



Topologia FMC-HA

Convalida FMC - HA

Per questa convalida, è possibile convalidare le linee guida di base per l'impostazione di un FMC-HA anche utilizzando il comando show version.

<#root>

FMC Active

```
>
```

show version

```
-------------------[ firepower ]--------------------
Model                     : Secure Firewall Management Center for VMware (66) Version 7.2.8 (Build 25)
UUID                      : fc3e3572-xxxx-xxxx-xxxx-39e0098c166c
Rules update version      : 2023-11-29-001-vrt
LSP version               : lsp-rel-20231129-1200
VDB version               : 395
----------------------------------------------------
```

> expert

```
admin@firepower:~$
```

sudo su

```
root@firepower:/Volume/home/admin#
```

ping xx.xx.18.102

```
PING xx.xx.18.102 (xx.xx.18.102) 56(84) bytes of data.
64 bytes from xx.xx.18.102: icmp_seq=1 ttl=64 time=0.385 ms
64 bytes from xx.xx.18.102: icmp_seq=2 ttl=64 time=0.433 ms
64 bytes from xx.xx.18.102: icmp_seq=3 ttl=64 time=0.606 ms
64 bytes from xx.xx.18.102: icmp_seq=4 ttl=64 time=0.480 ms
64 bytes from xx.xx.18.102: icmp_seq=5 ttl=64 time=0.524 ms
^C
--- xx.xx.18.102 ping statistics ---
5 packets transmitted, 5 received, 0% packet loss, time 84ms
rtt min/avg/max/mdev = 0.385/0.485/0.606/0.079 ms

root@firepower:/Volume/home/admin#
```

netstat -an | grep 8305

```
tcp        0      0 xx.xx.18.101:8305       xx.xx.18.254:53875      ESTABLISHED
tcp        0      0 xx.xx.18.101:8305       xx.xx.18.102:38239      ESTABLISHED ------ communication es
tcp        0      0 xx.xx.18.101:8305       xx.xx.18.254:49205      ESTABLISHED
tcp        0      0 xx.xx.18.101:8305       xx.xx.18.253:34865      ESTABLISHED
tcp        0      0 xx.xx.18.101:60871      xx.xx.18.253:8305       ESTABLISHED
tcp        0      0 xx.xx.18.101:8305       xx.xx.18.102:42253      ESTABLISHED ------ communication es

root@firepower:/Volume/home/admin#
```

troubleshoot_HADC.pl

```
****************  Troubleshooting Utility  **************
 1   Show HA Info Of FMC
 2   Execute Sybase DBPing
 3   Show Arbiter Status
 4   Check Peer Connectivity
 5   Print Messages of AQ Task
```

```
 6   Show FMC HA Operations History (ASC order)
 7   Dump To File: FMC HA Operations History (ASC order)
 8   Last Successful Periodic Sync Time (When it completed)
 9   Print HA Status Messages
 10  Compare active and standby device list
 11  Check manager status of standby missing devices
 12  Check critical PM processes details
 13  Get Remote Stale Sync AQ Info
 14  Help
 0   Exit
****************************************************************
Enter choice: 1

HA Enabled: Yes
This FMC Role In HA: Active - Primary
Status out put: vmsDbEngine (system,gui) - Running 5093
In vmsDbEngineStatus(): vmsDbEngine process is running at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize/
Sybase Process: Running (vmsDbEngine, theSybase PM Process is Running)
Sybase Database Connectivity: Accepting DB Connections.
Sybase Database Name: csm_primary
Sybase Role: Active

***************  Troubleshooting Utility  **************
 1   Show HA Info Of FMC
 2   Execute Sybase DBPing
 3   Show Arbiter Status
 4   Check Peer Connectivity
 5   Print Messages of AQ Task
 6   Show FMC HA Operations History (ASC order)
 7   Dump To File: FMC HA Operations History (ASC order)
 8   Last Successful Periodic Sync Time (When it completed)
 9   Print HA Status Messages
 10  Compare active and standby device list
 11  Check manager status of standby missing devices
 12  Check critical PM processes details
 13  Get Remote Stale Sync AQ Info
 14  Help
 0   Exit
****************************************************************
Enter choice: 4
Peer UUID [Enter 'Return' For HA Peer(no UUID required)]:

Peer Is Connected
$VAR1 = {
          'vip' => '',
          'model_id' => 'E',
          'ip' => 'xx.xx.18.102',
          'persistent' => 0,
          'sw_version' => '7.2.8',
          'last_changed' => 1728457211,
          'active' => 1,
          'uuid' => 'bb333216-xxxx-xxxx-xxxx-c68c0c388b44',
          'upgrade_version' => '',
          'reg_state' => 0,
          'model_number' => '66',
          'primary_mgr' => 0,
          'name' => 'xx.xx.18.102',
          'uuid_gw' => '',
          'ipv6' => undef,
          'vip_local' => '',
          'priority' => 0,
          'reg_key' => '',
```

```
          'vnet' => undef,
          'role' => 0,
          'mgmt_mac_address' => '00:50:56:B3:D1:07'
        };

*************** Troubleshooting Utility **************
1 Show HA Info Of FMC
2 Execute Sybase DBPing
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4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
****************************************************************
Enter choice: 8

---------------------------- Last periodic sync time details -----------------------------------

Last successful sync completed at: Wed Oct 16 16:44:23 2024 UTC
Current time: Wed Oct 16 16:46:34 2024 UTC
Last successful sync completed '2 minutes 11 seconds' ago.

---------------------------- Last periodic sync time details end -------------------------------

*************** Troubleshooting Utility **************
1 Show HA Info Of FMC
2 Execute Sybase DBPing
3 Show Arbiter Status
4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
****************************************************************
Enter choice: 9

SYNC_ACTIVE: 1 at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line 494, <STDIN> line 5.
Sybase state :  at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line 701.
Sybase state :  at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line 801.
Sync status : at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line 802.
---------------------------- FMC HA status messages start -----------------------------------

Status: Healthy

---------------------------- FMC HA status messages end -----------------------------------
*************** Troubleshooting Utility **************
1 Show HA Info Of FMC
```

```
2 Execute Sybase DBPing
3 Show Arbiter Status
4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
************************************************************
Enter choice: 10

Fetching standby missing device information...
Devices are in sync.

*************** Troubleshooting Utility **************
1 Show HA Info Of FMC
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5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
************************************************************
Enter choice: 0
Thank you
```

<#root>

FMC Standby

>

show version

```
-------------------[ firepower ]--------------------
Model                     : Secure Firewall Management Center for VMware (66) Version 7.2.8 (Build 25)
UUID                      : bb333216-xxxx-xxxx-xxxx-c68c0c388b44
Rules update version      : 2023-11-29-001-vrt
LSP version               : lsp-rel-20231129-1200
VDB version               : 395
------------------------------------------------
```

> expert

```
admin@firepower:~$
```

sudo su

```
root@firepower:/Volume/home/admin#
```

ping xx.xx.18.101

```
PING xx.xx.18.101 (xx.xx.18.101) 56(84) bytes of data.
64 bytes from xx.xx.18.101: icmp_seq=1 ttl=64 time=0.402 ms
64 bytes from xx.xx.18.101: icmp_seq=2 ttl=64 time=0.482 ms
64 bytes from xx.xx.18.101: icmp_seq=3 ttl=64 time=0.452 ms
64 bytes from xx.xx.18.101: icmp_seq=4 ttl=64 time=0.490 ms
64 bytes from xx.xx.18.101: icmp_seq=5 ttl=64 time=0.519 ms
^C
--- xx.xx.18.101 ping statistics ---
5 packets transmitted, 5 received, 0% packet loss, time 123ms
rtt min/avg/max/mdev = 0.402/0.469/0.519/0.039 ms

root@firepower:/Volume/home/admin#
```

netstat -an | grep 8305

```
tcp        0      0 xx.xx.18.102:8305       xx.xx.18.254:50373      ESTABLISHED
tcp        0      0 xx.xx.18.102:8305       xx.xx.18.253:42083      ESTABLISHED
tcp        0      0 xx.xx.18.102:59439      xx.xx.18.254:8305       ESTABLISHED
tcp        0      0 xx.xx.18.102:36751      xx.xx.18.253:8305       ESTABLISHED
tcp        0      0 xx.xx.18.102:38239      xx.xx.18.101:8305       ESTABLISHED ------ communication es
tcp        0      0 xx.xx.18.102:42253      xx.xx.18.101:8305       ESTABLISHED ------ communication es

root@firepower:/Volume/home/admin#

root@firepower:/Volume/home/admin#
```

troubleshoot_HADC.pl

```
**************** Troubleshooting Utility **************
1 Show HA Info Of FMC
2 Execute Sybase DBPing
3 Show Arbiter Status
4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
************************************************************
Enter choice: 1

HA Enabled: Yes
This FMC Role In HA: Standby - Secondary
Status out put: vmsDbEngine (system,gui) - Running 29652
In vmsDbEngineStatus(): vmsDbEngine process is running at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize/
```

```
Sybase Process: Running (vmsDbEngine, theSybase PM Process is Running)
Sybase Database Connectivity: Accepting DB Connections.
Sybase Database Name: csm_secondary
Sybase Role: Standby

**************** Troubleshooting Utility **************
1 Show HA Info Of FMC
2 Execute Sybase DBPing
3 Show Arbiter Status
4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
*****************************************************************
Enter choice: 4
Peer UUID [Enter 'Return' For HA Peer(no UUID required)]:

Peer Is Connected
$VAR1 = {
          'vnet' => undef,
          'upgrade_version' => '',
          'uuid_gw' => '',
          'name' => 'xx.xx.18.101',
          'primary_mgr' => 1,
          'sw_version' => '7.2.8',
          'persistent' => 0,
          'model_number' => '66',
          'last_changed' => 1718045994,
          'reg_key' => '',
          'active' => 1,
          'reg_state' => 0,
          'model_id' => 'E',
          'vip' => '',
          'mgmt_mac_address' => '00:50:56:B3:E1:57',
          'vip_local' => '',
          'ip' => 'xx.xx.18.101',
          'priority' => 0,
          'uuid' => 'fc3e3572-xxxx-xxxx-xxxx-39e0098c166c',
          'role' => 0,
          'ipv6' => undef
        };

**************** Troubleshooting Utility **************
1 Show HA Info Of FMC
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11 Check manager status of standby missing devices
```

```
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
*****************************************************************
Enter choice: 8

---------------------------- Last periodic sync time details ----------------------------------

Last successful sync completed at: Wed Oct 16 16:46:06 2024 UTC
Current time: Wed Oct 16 16:47:35 2024 UTC
Last successful sync completed '1 minute 29 seconds' ago.

---------------------------- Last periodic sync time details end ------------------------------

*************** Troubleshooting Utility **************
1 Show HA Info Of FMC
2 Execute Sybase DBPing
3 Show Arbiter Status
4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
*****************************************************************
Enter choice: 9

SYNC_ACTIVE: 1 at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line 494, <STDIN> line 5.
Found running Synchronization task: Initializing at /usr/local/sf/lib/perl/5.24.4/SF/Transaction/HADC.pm
Sybase state :  at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line 701.
Sybase state :  at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line 801.
Sync status :Synchronization Task In-progress  at /usr/local/sf/lib/perl/5.24.4/SF/Synchronize.pm line
Found running Synchronization task: Initializing at /usr/local/sf/lib/perl/5.24.4/SF/Transaction/HADC.pm

---------------------------- FMC HA status messages start ----------------------------------

Status: Synchronization Task In-progress

---------------------------- FMC HA status messages end ------------------------------------

*************** Troubleshooting Utility **************
1 Show HA Info Of FMC
2 Execute Sybase DBPing
3 Show Arbiter Status
4 Check Peer Connectivity
5 Print Messages of AQ Task
6 Show FMC HA Operations History (ASC order)
7 Dump To File: FMC HA Operations History (ASC order)
8 Last Successful Periodic Sync Time (When it completed)
9 Print HA Status Messages
10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
```

```
0 Exit
*************************************************************
Enter choice: 10

Fetching standby missing device information...
Devices are in sync.

*************** Troubleshooting Utility **************
1 Show HA Info Of FMC
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10 Compare active and standby device list
11 Check manager status of standby missing devices
12 Check critical PM processes details
13 Get Remote Stale Sync AQ Info
14 Help
0 Exit
*************************************************************
Enter choice: 0
Thank you
```

Comunicazione da FTD a convalida FMC-HA

<#root>

```
>

 show version


-------------------[ firepower ]---------------------
Model                     : Cisco Firepower Threat Defense for VMware (75) Version 7.2.4 (Build 165)
UUID                      : 7064913a-xxxx-xxxx-xxxx-803aefd05d2c
LSP version               : lsp-rel-20231129-1200
VDB version               : 395
-----------------------------------------------------

>

ping system xx.xx.18.101

------ ping to FMC-Active
PING xx.xx.18.101 (xx.xx.18.101) 56(84) bytes of data.
64 bytes from xx.xx.18.101: icmp_seq=1 ttl=64 time=14.1 ms
64 bytes from xx.xx.18.101: icmp_seq=2 ttl=64 time=27.8 ms
64 bytes from xx.xx.18.101: icmp_seq=3 ttl=64 time=26.1 ms
64 bytes from xx.xx.18.101: icmp_seq=6 ttl=64 time=55.7 ms
64 bytes from xx.xx.18.101: icmp_seq=7 ttl=64 time=39.9 ms
64 bytes from xx.xx.18.101: icmp_seq=8 ttl=64 time=38.9 ms
^C
--- xx.xx.18.101 ping statistics ---
```

```
8 packets transmitted, 6 received, 25% packet loss, time 76ms
rtt min/avg/max/mdev = 14.081/33.733/55.658/13.069 ms

>
```

ping system xx.xx.18.102

```
------ ping to FMC-Active
PING xx.xx.18.102 (xx.xx.18.102) 56(84) bytes of data.
64 bytes from xx.xx.18.102: icmp_seq=1 ttl=64 time=23.9 ms
64 bytes from xx.xx.18.102: icmp_seq=2 ttl=64 time=23.10 ms
64 bytes from xx.xx.18.102: icmp_seq=3 ttl=64 time=0.425 ms
64 bytes from xx.xx.18.102: icmp_seq=4 ttl=64 time=6.88 ms
64 bytes from xx.xx.18.102: icmp_seq=5 ttl=64 time=10.5 ms
^C
--- xx.xx.18.102 ping statistics ---
5 packets transmitted, 5 received, 0% packet loss, time 70ms
rtt min/avg/max/mdev = 0.425/13.131/23.969/9.380 ms

>
```

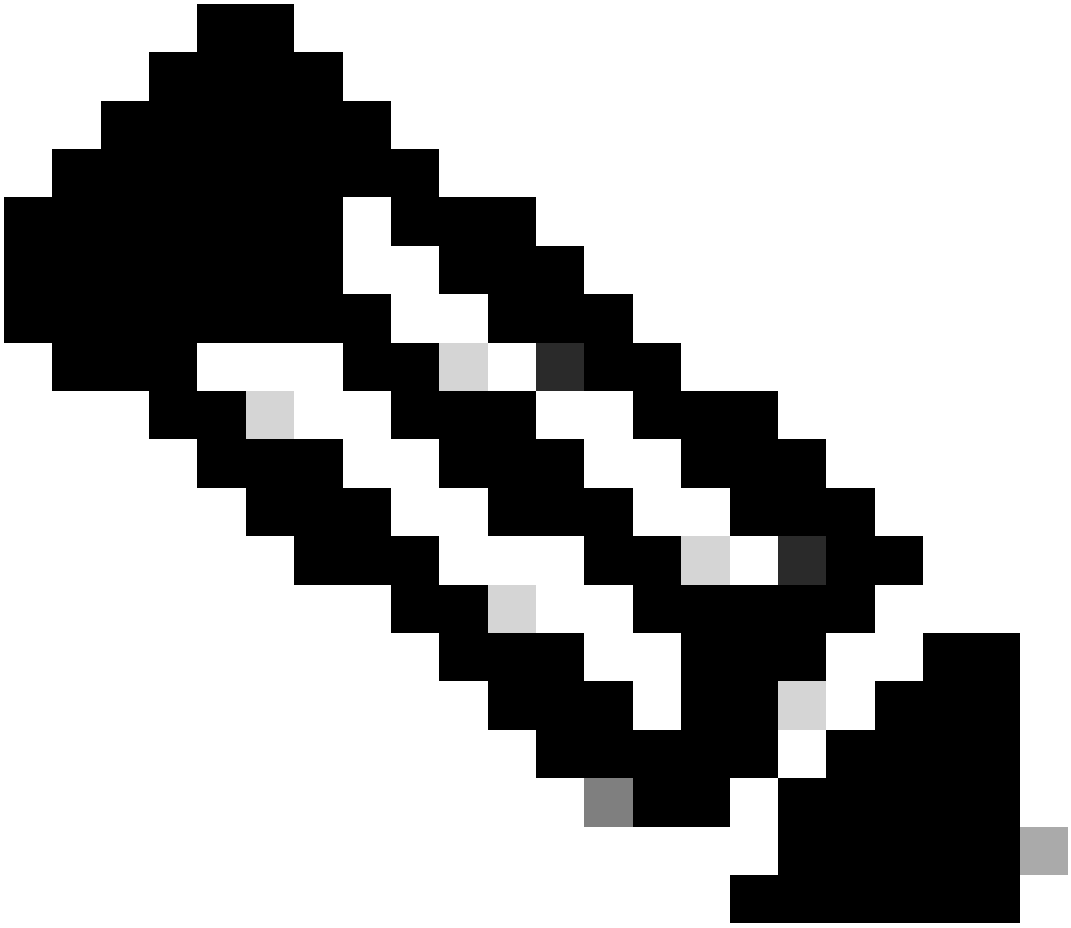
show managers

```
Type                    : Manager
Host                    : xx.xx.18.101
Display name            : xx.xx.18.101
Version                 : 7.2.8 (Build 25)
Identifier              : fc3e3572-xxxx-xxxx-xxxx-39e0098c166c
Registration            : Completed
Management type         : Configuration and analytics

Type                    : Manager
Host                    : xx.xx.18.102
Display name            : xx.xx.18.102
Version                 : 7.2.8 (Build 25)
Identifier              : bb333216-xxxx-xxxx-xxxx-c68c0c388b44
Registration            : Completed
Management type         : Configuration and analytics

>
```

sftunnel-status

```
SFTUNNEL Start Time: Mon Oct 14 21:29:16 2024
        Both IPv4 and IPv6 connectivity is supported
        Broadcast count = 17
        Reserved SSL connections: 0
        Management Interfaces: 2
        eth0 (control events) xx.xx.18.254,
        tap_nlp (control events) 169.254.1.2,fd00:0:0:1::2
**********************

**RUN STATUS****xx.xx.18.102************ ------------------------------------ sftunnel information
        Key File     = /var/sf/peers/bb333216-xxxx-xxxx-xxxx-c68c0c388b44/sftunnel-key.pem
        Cert File    = /var/sf/peers/bb333216-xxxx-xxxx-xxxx-c68c0c388b44/sftunnel-cert.pem
        CA Cert      = /var/sf/peers/bb333216-xxxx-xxxx-xxxx-c68c0c388b44/cacert.pem
        Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
        ChannelA Connected: Yes, Interface eth0
        Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
        ChannelB Connected: Yes, Interface eth0
        Registration: Completed.
        IPv4 Connection to peer 'xx.xx.18.102' Start Time: Wed Oct 16 15:06:23 2024 UTC
```

```
        IPv4 Last outbound connection to peer 'xx.xx.18.102' via Primary ip/host 'xx.xx.18.102'

PEER INFO:
        sw_version 7.2.8
        sw_build 25
        Using light registration
        Management Interfaces: 1
        eth0 (control events) xx.xx.18.102,
        Peer channel Channel-A is valid  type (CONTROL), using 'eth0', connected to 'xx.xx.18.102' via
        Peer channel Channel-B is valid  type (EVENT), using 'eth0', connected to 'xx.xx.18.102' via 'x

**********************

**RUN STATUS****xx.xx.18.101************* ------------------------------------ sftunnel information o
        Key File    = /var/sf/peers/fc3e3572-xxxx-xxxx-xxxx-39e0098c166c/sftunnel-key.pem
        Cert File   = /var/sf/peers/fc3e3572-xxxx-xxxx-xxxx-39e0098c166c/sftunnel-cert.pem
        CA Cert     = /var/sf/peers/fc3e3572-xxxx-xxxx-xxxx-39e0098c166c/cacert.pem
        Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
        ChannelA Connected: Yes, Interface eth0
        Cipher used = TLS_AES_256_GCM_SHA384 (strength:256 bits)
        ChannelB Connected: Yes, Interface eth0
        Registration: Completed.
        IPv4 Connection to peer 'xx.xx.18.101' Start Time: Mon Oct 14 21:29:15 2024 UTC

PEER INFO:
        sw_version 7.2.8
        sw_build 25
        Using light registration
        Management Interfaces: 1
        eth0 (control events) xx.xx.18.101,
        Peer channel Channel-A is valid  type (CONTROL), using 'eth0', connected to 'xx.xx.18.101' via
        Peer channel Channel-B is valid  type (EVENT), using 'eth0', connected to 'xx.xx.18.101' via 'x

**********************

**RPC STATUS****xx.xx.18.101*************
  'name' => 'xx.xx.18.101',
  'last_changed' => 'Mon Jun 10 18:59:54 2024',
  'uuid_gw' => '',
  'ip' => 'xx.xx.18.101',
  'ipv6' => 'IPv6 is not configured for management',
  'active' => 1,
  'uuid' => 'fc3e3572-xxxx-xxxx-xxxx-39e0098c166c'

**RPC STATUS****xx.xx.18.102*************
  'name' => 'xx.xx.18.102',
  'last_changed' => 'Wed Oct  9 07:00:11 2024',
  'uuid_gw' => '',
  'ip' => 'xx.xx.18.102',
  'ipv6' => 'IPv6 is not configured for management',
  'active' => 1,
  'uuid' => 'bb333216-xxxx-xxxx-xxxx-c68c0c388b44'

Check routes:
No peers to check
```



Nota: se mancano le informazioni sul tunnel sicuro di uno dei CCP, la comunicazione con il responsabile potrebbe essere compromessa

---

<#root>

FTD root level troubleshoot

> expert

admin@firepower:~$

sudo su

root@firepower:/home/admin#

netstat -an | grep 8305

```
tcp        0      0 xx.xx.18.254:8305       xx.xx.18.102:59439      ESTABLISHED ------ communication es
tcp        0      0 xx.xx.18.254:49205      xx.xx.18.101:8305       ESTABLISHED ------ communication es
tcp        0      0 xx.xx.18.254:50373      xx.xx.18.102:8305       ESTABLISHED ------ communication es
tcp        0      0 xx.xx.18.254:53875      xx.xx.18.101:8305       ESTABLISHED ------ communication es

root@firepower:/home/admin#
```

cat /ngfw/var/log/action_queue.log | less

```
Oct 16 15:06:50 firepower ActionQueueScrape.pl[4166]: Waiting for light registration to complete on dev
erl/5.24.4/SF/PeerManager/RegistrationCL.pm line 1805.
Oct 16 15:06:50 firepower ActionQueueScrape.pl[4166]: Found Registered peer with name xx.xx.18.102 (bb3
Oct 16 15:06:50 firepower ActionQueueScrape.pl[4166]: Found peer with name xx.xx.18.102 - update DB at
Oct 16 15:06:50 firepower ActionQueueScrape.pl[4166]: Found Registered peer with name xx.xx.18.101 (fc3
```

Informazioni su questa traduzione

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