

# Solução de problemas para FMC - HA

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## Introdução

Este documento descreve como solucionar problemas comuns de sincronização em um conjunto de HA (High Availability, alta disponibilidade) do Firepower Management Center (FMC).

## Pré-requisitos

### Requisitos

A Cisco recomenda que você tenha conhecimento dos seguintes tópicos:

- FMC - Requisitos de configuração de HA
- Conhecimento básico do shell do Linux.

### Componentes Utilizados

- FMCv para VMware na versão 7.2.8.

As informações neste documento foram criadas a partir de dispositivos em um ambiente de laboratório específico. Todos os dispositivos utilizados neste documento foram iniciados com uma configuração (padrão) inicial. Se a rede estiver ativa, certifique-se de que você entenda o impacto potencial de qualquer comando.

## Informações de Apoio

A configuração inicial do laboratório utilizado para este documento segue os requisitos da

configuração inicial básica do CVP-HA.

- Dois FMCs com a mesma capacidade ou versão de hardware.
- Dois FMCs executando a mesma versão de software, Intrusion Rule Update, Vulnerability Database e Lightweight Security Package.
- Dois CVP com as licenças correspondentes.

## Antes de Começar

- Verifique se o administrador tem acesso a ambos os FMCs.
- Verifique se o administrador tem acesso aos dispositivos de FTD gerenciados pelo FMC.

## Comandos de solução de problemas

### Comandos de resolução de problemas do FMC.

Para validar a conectividade entre os dispositivos FMC, o usuário pode executar esses comandos.

```
<#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#
```

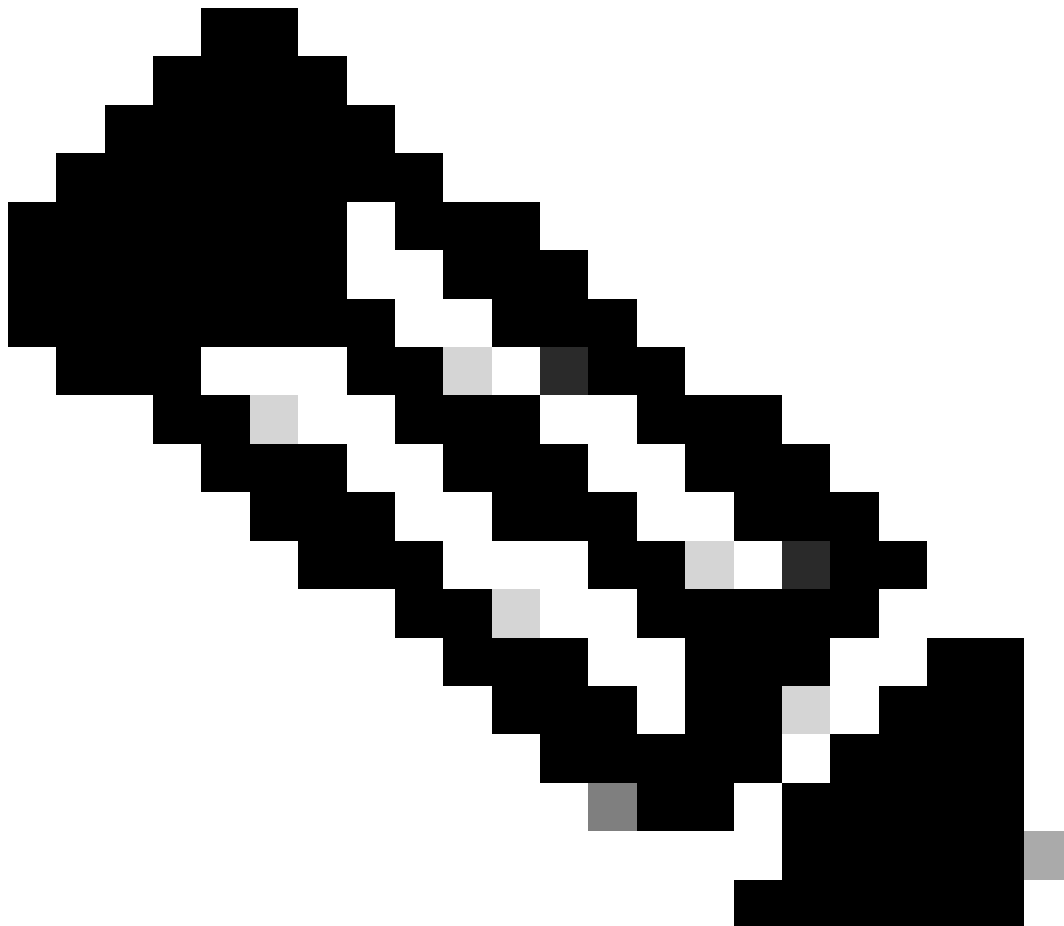
```
netstat -an | grep 8305
```

```
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 <peer-ip-address> Este comando pode ser usado para verificar a acessibilidade entre ambos os dispositivos.

netstat -an | grep 8305 Este comando exibe os dispositivos conectados à porta 8305.

---



Observação: a porta 8305 é a porta padrão configurada nos dispositivos Firepower para estabelecer o canal de comunicação com o FMC.

---

Para validar a configuração do FMC-HA, o usuário também pode executar o script `troubleshoot_HADC.pl`. Isso é particularmente útil nestes cenários:

- Quando o estado de saúde da integração FMC-HA for degradado.
- Se o acesso à interface gráfica do usuário (GUI) do FMC de um dos dispositivos estiver ausente, mas o acesso ao FMC-CLI ainda estiver funcionando e acessível.

<#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:
```

## Comandos de Troubleshooting de FTD

A resolução de problemas de conectividade entre o FTD e o FMC-HA permite que o utilizador valide a conectividade dos dispositivos que precisam de ser registrados em ambos os FMC ou quando o HA está degradado, e exibe o aviso "Degradado - Sincronização incompleta (Este Centro de Gestão tem menos dispositivos registrados)".

No nível de clish do FTD, o usuário pode executar esses comandos para validar a comunicação com o 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..18.102'  
Peer channel Channel-B is valid type (EVENT), using 'eth0', connected to 'xx.xx..18.102' via 'xx.xx..18.102'

\*\*\*\*\*

\*\*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..18.101'
Peer channel Channel-B is valid type (EVENT), using 'eth0', connected to 'xx.xx..18.101' via 'xx.xx..18.101'
```

\*\*\*\*\*

```
**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> Para gerar um ICMP, siga a interface de gerenciamento do FTD.

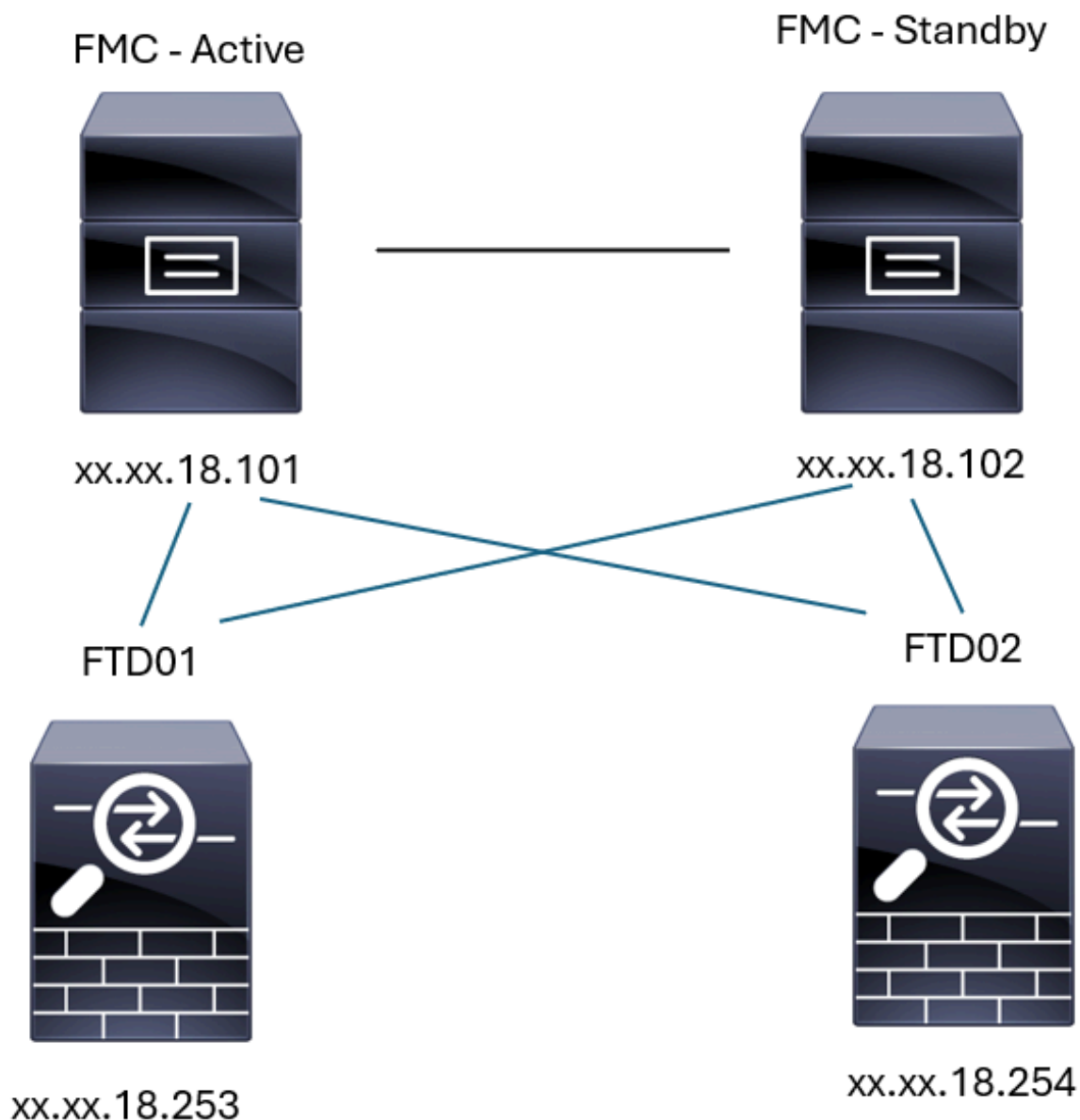
show managers Este comando lista as informações dos gerentes onde o dispositivo está registrado.

sftunnel-status Esse comando valida o canal de comunicação estabelecido entre os dispositivos. Esse canal recebe o nome de sftunnel.

Os comandos para verificar a conectividade no nível raiz no FTD são os mesmos que o FMC. No caso do DTF, não inclui um roteiro que permita a validação da comunicação com o CVP, mas é possível verificar as informações geradas durante o processo de registro no /ngfw/var/log/action.log.

## Verificação

Para a próxima topologia, a comunicação entre os peers FMC-HA e o FTD01 pode ser validada usando os comandos descritos anteriormente.



Topologia FMC-HA

### FMC - Validação de HA

Para essa validação, as diretrizes básicas para definir um FMC-HA também podem ser validadas usando o 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
- 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: 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
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: 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
- 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: 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.p  
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.p

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

Status: Synchronization Task In-progress

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

\*\*\*\*\* Troubleshooting Utility \*\*\*\*\*

- 1 Show HA Info Of FMC
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- 14 Help
- 0 Exit

\*\*\*\*\*

Enter choice: 10

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

\*\*\*\*\* Troubleshooting Utility \*\*\*\*\*

- 1 Show HA Info Of FMC
- 2 Execute Sybase DBPing
- 3 Show Arbiter Status
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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
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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: 0

Thank you

## Comunicação do DTF à validação do CVP-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 'x
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 'x
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 faltarem informações do túnel sfp de um dos CVP, tal pode indicar que a comunicação com o gestor está comprometida

---

```
<#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
```

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