# **Cisco Firepower User Agent Database Service Does not Restart after a Stop**

## Contents

Introduction Symptoms Solution References

#### Introduction

A Cisco User Agent can monitor the Microsoft Active Directory (AD) server and reports login and logoff activities that are authenticated by an LDAP server. A Firepower Management Center (FMC) integrates these activities with the security events it collects from a Firepower managed device. This document provides a solution to an issue when the User Agent does not start after you stop its service.

#### Symptoms

You can use the solution on this document if you notice the following symptoms with your User Agent service:

- User Agent interface shows the service as Not Running.
- The Windows Service Console, services.msc, shows the Cisco User Agent status as blank, and fails to start the service.
- The windows event log shows an error similar to "The trust relationship between the primary domain and the trusted domain failed"
- A file UserEncryptionBytes.bin is created at C: \ with zero byte in size.
- The debug mode of a User Agent client shows the following error messages in the Log tab of the User Agent:

<Timestamp>,"debug","[0102] - An error occured while fetching encryption bytes from 'C:\UserAgentEncryptionBytes.bin': The trust relationship between the primary domain and the trusted domain failed.."

<Timestamp>, "error", "[0102] - An error occured while fetching encryption bytes from 'C:\UserAgentEncryptionBytes.bin': Specified key is not a valid size for this algorithm.."

<Timestamp>,"error","[0002] - Error connecting to 10.85.3.122: System.UnauthorizedAccessException: Access is denied. (Exception from HRESULT: 0x80070005 (E\_ACCESSDENIED)) Solution

**Step 1:** Run the Microsoft Windows Services Console, services.msc. It allows you to disable or enable a Windows service.



Step 2: Right click the Cisco User Agent service and select Stop to stop the service.

#### 🔍 Services

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	from Active Directory servers and	🗛 BitDefender Threat Scanner	scan		Manual	Loc
	reports user to IP address mappings	BitLocker Drive Encryption	BDESVC hos		Manual (Trig	Loc
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		Cisco Media Servic	2	Running	Automatic	Loc
		Cisco MSI Manage		Running	Automatic	Loc
		Client License Serv	se		Manual (Trig	Loc
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## Step 3: Navigate to the C: drive.

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📕 Downloads 🖈		4/4/2017 8:57 AM	File folder			
		10/30/2015 3:24 AM	File folder			
		4/4/2017 9:22 AM	File folder			
Desktop	Program Files (x86)	4/4/2017 9:20 AM	File folder			
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Temp		4/4/2017 10:04 AM	File folder			
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### **Step 4: Delete this** UserAgentEncryptionBytes.bin file.

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**Step 5:** Delete the CiscoUserAgent file, which is an SQL Server Compact Edition Database File.

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**Step 6:** Go back into services.msc. Right click on the Cisco User Agent service, select **Properties**, then select **Log On** tab, and configure a user as an AD user login. Click Apply when done.

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Step 7: On the services.msc, click Start for the Cisco Firepower User Agent for Active Directory service.

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	Cisco Firepower User Agent for	Name	Description	Status	Startup Type	Log ^
	Active Directory	Application Information	Facilitates t	Running	Manual (Trig	Loc
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**Step 8:** Verify the size of the UserAgentEncryptionBytes.bin file. It should not be 0 KB.

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Desktop	Program Files (x86)	4/4/2017 9:20 AM	File folder			
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Desktop	UserAgentEncryptionBytes.bin	4/4/2017 10:35 AM	BIN File		1 KB	
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**Step 9:** Add the Domain Controllers and Firepower Managmenet Center to the User Agent Client. Please be sure to add the Domain Controllers/local host before adding the Firepower Management Center to the User Agent.

Active Directory Servers					
Host	Polling Status	Last Polled	Real-time Status	Last Real-time Report	Real-time
4	Active Directory Serve	r Configur —			
	Server Name/IP Address:				
	Domain:	domain			
Active Directory Server Po	Authorized User:				
Active Directory Server Ma	Password:			Add	Remove
	Local Login IP Address:	<select></select>	~		

#### References

- Firepower User Agent Configuration Guide, 2.3
- User Agent Stops Derailing If It Cannot Translate Service Account to SecurityIdentifier (CSCuw20184)
- Grant Minimum Permission to an Active Directory User Account Used by the Sourcefire User
  Agent