



## **Managing AWS with Cisco Security Cloud Control**

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# Managing AWS with Cisco Security Cloud Control

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## Managing AWS with Cisco Security Cloud Control

### Using Cisco Security Cloud Control to Manage AWS VPCs

Security Cloud Control provides a simplified management interface for your Amazon Web Services (AWS) Virtual Private Clouds (VPCs). You can manage your AWS VPCs and their components in the same interface you manage your other devices.

Use Security Cloud Control to perform these tasks:

- [Onboard an AWS VPC, on page 111](#)
- [View VPC Details](#)
- [Work with Security Groups](#)
- [Share AWS Objects with other Managed Device](#)
- [Monitor AWS Site-to-Site VPN Connections](#)
- [Monitoring Changes to AWS Devices](#)
- [Viewing AWS Site-to-Site VPN Tunnels](#)

These are common AWS features that Security Cloud Control expects to support in the future:

- Showing the relationship of load balancers (elastic, network, and application load-balancers) to the security group.
- Showing the relationship of auto-scaling groups to a security group.

You cannot manage these aspects of security groups with Security Cloud Control:

- Creating Security Groups.
- Linking Security Groups to instances.

- Assigning Security Groups to load balancers.
- VPC peering.

### Onboard AWS VPCs

Start by onboarding the AWS VPC using Security Cloud Control's onboarding wizard. See [Onboard an AWS VPC](#) for more information.

Note that if an AWS VPC contains tags, these tags are imported into Security Cloud Control when you onboard the device. Security Cloud Control represents the tags as **labels**. Unlike security cloud objects or rules, labels are not automatically synchronized to the AWS VPC. See [Security Cloud Control Labels and Filtering](#) for more information.

Handle AWS VPC login credentials and permissions through the Security Cloud Control console. Without the correct credentials or permissions, Security Cloud Control cannot communicate with the AWS VPC. See [Update AWS VPC Connection Credentials, on page 115](#) and [Changing Permissions for an IAM User](#) for more information.

### View AWS VPC Details

Once the AWS VPC has been onboarded, you can view the AWS VPC's ID, region, security groups, and the rules and objects assigned to those security groups.

### Work with Security Groups

Security groups are a collection of rules that govern inbound and outbound network traffic to all the AWS instances, and other entities, associated with the security group. When you onboard an AWS VPC to Security Cloud Control, the security groups are stored in Security Cloud Control as security group objects.

Using Security Cloud Control you can perform these tasks:

- [Create a Security Group Rule](#).
- [Check for Configuration Changes](#), [Edit a Security Group Rule](#), and [Delete a Security Group Rule](#) rules in a security group.

At this time, you cannot create new security groups in a VPC.

See these topics for more information:

- [AWS VPCs and Security Groups in Security Cloud Control](#)
- [Manage AWS VPC Security Groups Rules](#)
- [Sharing Objects Between AWS and other Managed Devices](#)

### Share Objects Between AWS and Other Managed Devices

Security Cloud Control supports the use of objects in rules. Objects are containers for values. For example, you could have a network object that contains the IP address of a resource and give it a meaningful name. Then you can use that object in access rules as part of the source or destination of the rule, rather than using the resource's literal IP address. You can also re-use that object in different rules. If you change the value of the object once, any rule that uses that object starts using the new value.

After onboarding an AWS VPC, Security Cloud Control translates AWS concepts into security group objects, as well as network objects, and service objects found in existing security group rules.

Network objects and service objects (sometimes referred to as port objects) can be shared between AWS VPCs and other devices you manage using Security Cloud Control. Security group objects are unique to AWS.

See [Sharing Objects Between AWS and other Managed Devices](#) for more information.

### **Monitor AWS Site-to-Site VPN Connections**

AWS site-to-site VPN connects your AWS VPC to your enterprise network through a secure tunnel. See [Viewing AWS Site-to-Site VPN Tunnels](#) for more information.

### **Monitoring Changes to AWS VPCs and AWS Security Groups**

#### **Change Log**

The [Manage Change Logs in Security Cloud Control](#) continuously captures configuration changes as they are made in Security Cloud Control. This single view includes changes across all supported devices and services. These are some of the features of the change log:

- Side-by-side comparison of changes made to device configuration.
- Plain-English labels for all change log entries.
- Records on-boarding and removal of devices.
- Detection of policy change conflicts occurring outside of Security Cloud Control.
- Answers who, what, and when during an incident investigation or troubleshooting.

#### **Change Request Management**

[Change Request Management](#) allows you to associate a change request and its business justification, opened in a third-party ticketing system, with an event in the Change Log. Use change request management to create a change request in Security Cloud Control, identify it with a unique name, enter a description of the change, and associate the change request with change log events. You can later search the Change Log for the change request name.

#### **Support for Common Managerial Tasks**

Security Cloud Control supports these common management tasks for AWS security groups:

- [Bulk Deploy Device Configurations, on page 135](#)
- [Read All Device Configurations, on page 132](#)
- [Out-of-Band Changes on Devices](#)
- [Conflict Detection](#)
- [Resolve Configuration Conflicts](#)





## CHAPTER 1

# Basics of Security Cloud Control

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Security Cloud Control provides a unique view of policy management through a clear and concise interface. Below are topics that cover the basics of using Security Cloud Control for the first time.

- [Create a Security Cloud Control Tenant, on page 2](#)
- [Sign in to Security Cloud Control, on page 3](#)
- [Migrate to \*\*Cisco Security Cloud Sign On\*\* Identity Provider, on page 5](#)
- [Launch a Security Cloud Control Tenant, on page 7](#)
- [Manage Super Admins on Your Tenant, on page 8](#)
- [Get Started With Security Cloud Control, on page 8](#)
- [About Security Cloud Control Licenses, on page 9](#)
- [Secure Device Connector, on page 10](#)
- [Devices, Software, and Hardware Supported by Security Cloud Control, on page 41](#)
- [Browsers Supported in Security Cloud Control, on page 43](#)
- [Security Cloud Control Platform Maintenance Schedule, on page 43](#)
- [Cloud-delivered Firewall Management Center Maintenance Schedule, on page 44](#)
- [Manage a Security Cloud Control Tenant, on page 44](#)
- [Manage Users in Security Cloud Control, on page 65](#)
- [Active Directory Groups in User Management, on page 65](#)
- [Create a New Security Cloud Control User, on page 72](#)
- [User Roles in Security Cloud Control, on page 76](#)
- [Add a User Account to Security Cloud Control, on page 81](#)
- [Edit a User Record for a User Role, on page 82](#)
- [Delete a User Record for a User Role, on page 83](#)
- [Security Cloud Control Services Page, on page 83](#)
- [Security Cloud Control Device and Service Management, on page 87](#)
- [Security Cloud Control Inventory Information, on page 94](#)
- [Security Cloud Control Labels and Filtering, on page 95](#)
- [Use Security Cloud Control Search Functionality, on page 97](#)
- [Objects, on page 98](#)

# Create a Security Cloud Control Tenant

You can provision a new Security Cloud Control tenant to onboard and manage your devices. If you use an On-Premises Firewall Management Center Version 7.2 and later, and want to integrate it with the Cisco Security Cloud, you can also create a Security Cloud Control tenant as part of the integration workflow.

## Procedure

1. Go to <https://manage.security.cisco.com/provision>.
2. Select the region where you want to provision your Security Cloud Control tenant and click **Sign Up**.
3. On the **Security Cloud Sign On** page, provide your credentials.
4. If you do not have a Security Cloud Sign On account and want to create one, click **Sign up now**.
  - a. Provide the information to create an account.

## Account Sign Up

Provide following information to create enterprise account.

[Back to login page](#)

Email \*

First name \*

Last name \*

Country \*

Please select \*

Password \*

Confirm Password \*

I agree to the [End User License Agreement](#) and [Privacy Statement](#).

Sign up

[Cancel](#)

Here are some tips:

- **Email:** Enter the email address that you will eventually use to log in to Security Cloud Control.
- **Password:** Enter a strong password.



- b. Click **Sign up**. Cisco sends you a verification email to the address you registered with.
- c. Open the email and click **Activate account** both on the mail and the **Security Cloud Sign On** page.
- d. Configure multifactor authentication using Duo on a device of your choice and click **Log in with Duo and Finish**.



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**Note** We recommend installing the Duo Security app on a mobile phone. Review [Duo Guide to Two Factor Authentication: Enrollment Guide](#) if you have questions about installing Duo.

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5. Provide a name for your tenant and click **Create new account**.
6. A new Security Cloud Control tenant is created in the region you have chosen; you will also receive an e-mail about your Security Cloud Control tenant being created, with the details. If you are associated with multiple Security Cloud Control tenants already, on the **Choose a tenant** page, select the tenant you just created to log in to it. If you have created a new Security Cloud Control tenant for the first time, you get logged into your tenant directly.

For information about logging on to your Security Cloud Control tenant for the first time, see [Initial Login to Your New Security Cloud Control Tenant](#).

For information about managing a Security Cloud Control tenant and various tenant settings, see [Tenant Management](#).

### Upgrade your Security Cloud Control tenant to full version

If you are using a free trial version of Security Cloud Control, you will keep seeing the **You are in a free trial of** Security Cloud Control banner, with the number of days left in the trial period. You can choose to upgrade your Security Cloud Control tenant to full version any time during the trial period. Contact your Cisco sales representative or contact [Cisco Sales](#), and they can place an order on your behalf and get you the sales order number.

Once you obtain the sales order number, click **Upgrade to full version** on the banner and enter the order number to begin using the full version of Security Cloud Control.

### Request Security Cloud Control trial period extension

If you want to continue using the trial version for 30 days, click **Request for an extension**.

## Sign in to Security Cloud Control

To log in to Security Cloud Control, a customer needs an account with a SAML 2.0-compliant identity provider (IdP), a multi-factor authentication provider, and [Manage Users in Security Cloud Control](#).

The IdP account contains the user's credentials and the IdP authenticates the user based on those credentials. Multi-factor authentication provides an added layer of identity security. The Security Cloud Control user record primarily contains the username, the Security Cloud Control tenant with which they are associated, and the user's role. When a user logs in, Security Cloud Control tries to map the IdP's user ID to an existing user record on a tenant in Security Cloud Control. The user is logged in to that tenant when Security Cloud Control finds a match.

Unless your enterprise has its own single sign-on identity provider, your identity provider is Security Cloud Sign On. Security Cloud Sign On uses Duo for multi-factor authentication. Customers can [Integrate Your SAML Single Sign-On with Security Cloud Control](#) if they choose.

To log into Security Cloud Control, you must first create an account in Cisco Security Cloud Sign On, configure multi-factor authentication (MFA) using Duo Security and have your tenant Super Admin create a Security Cloud Control record.

On October 14, 2019, Security Cloud Control converted all previously-existing tenants to use Cisco Security Cloud Sign On as their identity provider and Duo for MFA.




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**Note**

- If you sign in to Security Cloud Control using your own single sign-on identity provider, the transition to Cisco Security Cloud Sign On did not affect you. You continue to use your own sign-on solution.
  - If you are in the middle of a free trial of Security Cloud Control, this transition did affect you.
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If your Security Cloud Control tenant was created on or after October 14, 2019, see [Initial Login to Your New Security Cloud Control Tenant, on page 4](#).

If your Security Cloud Control tenant existed before October 14, 2019, see [Migrate to Cisco Security Cloud Sign On Identity Provider, on page 5](#).

## Initial Login to Your New Security Cloud Control Tenant

### Before You Begin



**Install DUO Security.** We recommend installing the Duo Security app on a mobile phone. Review [Duo Guide to Two Factor Authentication: Enrollment Guide](#) if you have questions about installing Duo.

**Time Synchronization.** You are going to use your mobile device to generate a one-time password. It is important that your device clock is synchronized with real time as the OTP is time-based. Make sure your device clock set automatically or manually set it to the correct time.

Security Cloud Control uses Cisco Security Cloud Sign On as its identity provider and Duo for multi-factor authentication (MFA). If you do not have a Cisco Security Cloud Sign On account, when you create a new Security Cloud Control tenant using <https://manage.security.cisco.com/provision>, the provisioning flow involves various steps, including creating a Security Cloud Sign On account and configuring MFA using Duo.

MFA provides an added layer of security in protecting your user identity. Two-factor authentication, a type of MFA, requires two components, or factors, to ensure the identity of the user logging into Security Cloud Control. The first factor is a username and password, and the second is a one-time password (OTP), which is generated on demand.




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**Important**

**If your Security Cloud Control tenant existed before October 14, 2019,** use [Migrate to Cisco Security Cloud Sign On Identity Provider, on page 5](#) for log in instructions instead of this article.

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### What to do next?

Continue to, [Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication, on page 73](#). It is a four-step process. You need to complete all four steps.

## Signing in to Security Cloud Control in Different Regions

These are the URLs you use to sign in to Security Cloud Control in different AWS regions:

*Table 1: Security Cloud Control URLs in Different Regions*

Region	Security Cloud Control URL
Asia-Pacific and Japan (APJ)	<a href="https://apj.manage.security.cisco.com">https://apj.manage.security.cisco.com</a>
Australia (AUS)	<a href="https://au.manage.security.cisco.com">https://au.manage.security.cisco.com</a>
Europe, the Middle East, and Africa (EMEA)	<a href="https://eu.manage.security.cisco.com">https://eu.manage.security.cisco.com</a>
India (IN)	<a href="https://in.manage.security.cisco.com">https://in.manage.security.cisco.com</a>
United States (US)	<a href="https://us.manage.security.cisco.com">https://us.manage.security.cisco.com</a>

## Troubleshooting Login Failures

### Login Fails Because You are Inadvertently Logging in to the Wrong Security Cloud Control Region

Make sure you are logging into the appropriate Security Cloud Control region. After you log into <https://sign-on.security.cisco.com>, you will be given a choice of what region to access.

See [Signing in to Security Cloud Control in Different Regions, on page 5](#) for information about which region you should sign into.

## Migrate to Cisco Security Cloud Sign On Identity Provider

On October 14, 2019, Security Cloud Control converted all tenants to Cisco Security Cloud Sign On as their identity provider and Duo for multi-factor authentication (MFA). **To log into Security Cloud Control, you must first activate your account in Cisco Secure Sign-On and configure MFA using Duo.**


Security Cloud Control requires MFA which provides an added layer of security in protecting your user identity. Two-factor authentication, a type of MFA, requires two components, or factors, to ensure the identity of the user logging into Security Cloud Control. The first factor is a username and password, and the second is a one-time password (OTP), which is generated on demand.

**Note**

- If you sign in to Security Cloud Control using your own single sign-on identity provider, this transition to Cisco Security Cloud Sign On and Duo does not affect you. You continue to use your own sign-on solution.
- If you are in the middle of a free trial of Security Cloud Control, this transition does apply to you.
- **If your Security Cloud Control tenant was created on or after October 14, 2019**, see [Initial Login to Your New Security Cloud Control Tenant, on page 4](#) for log in instructions instead of this article.

**Before You Begin**

We strongly recommend the following steps prior to migrating:

-  **Install DUO Security.** We recommend installing the Duo Security app on a mobile phone. Review [Duo Guide to Two Factor Authentication: Enrollment Guide](#) if you have questions about installing Duo.
- **Time Synchronization.** You are going to use your mobile device to generate a one-time password. It is important that your device clock is synchronized with real time as the OTP is time-based. Make sure your device clock set automatically or manually set it to the correct time.
- [Create a New Cisco Secure Sign-On Account and Configure Duo Multi-factor Authentication.](#) It is a four-step process. You need to complete all four steps.

## Troubleshooting Login Failures after Migration

### Login to Security Cloud Control Fails Because of Incorrect Username or Password

**Solution** If you try to log in to Security Cloud Control and you *know* you are using the correct username and password and your login is failing, or you try "forgot password" cannot recover a viable password, you may have tried to login without creating a new Cisco Security Cloud Sign On account, you need to sign up for a new Cisco Security Cloud Sign On Account by following the instructions in [Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication, on page 73](#).

### Login to the Cisco Security Cloud Sign On Dashboard Succeeds but You Can't Launch Security Cloud Control

**Solution** You may have created a Cisco Security Cloud Sign On account with a different username than your Security Cloud Control tenant. Contact the [Cisco Technical Assistance Center \(TAC\)](#) to standardize your user information between Security Cloud Control and Cisco Secure Sign-On.

### Login Fails Using a Saved Bookmark

**Solution** You may be attempting to log in using an old bookmark you saved in your browser. The bookmark could be pointing to <https://cdo.onelogin.com>.

**Solution** Log in to <https://sign-on.security.cisco.com>.

- **Solution** If you have not yet created a Cisco Secure Sign-On account, [Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication](#).

- **Solution** If you have created your new secure sign-on account, click the Security Cloud Control tile on the dashboard that corresponds to the region in which your tenant was created:
  - **Solution** Cisco Security Cloud Control APJ
  - **Solution** Cisco Security Cloud Control Australia
  - **Solution** Cisco Security Cloud Control EU
  - **Solution** Cisco Security Cloud Control India
  - **Solution** Cisco Security Cloud Control US
- **Solution** Update your bookmark to point to <https://sign-on.security.cisco.com>.

## Launch a Security Cloud Control Tenant

### Procedure

**Step 1** Click the appropriate Security Cloud Control button for your region on the Cisco Security Cloud Sign On dashboard.

**Step 2** Click the authenticator logo to choose Duo Security or Google Authenticator if you have set up both authenticators.

- If you already have a user record on an existing tenant, you are logged into that tenant.
- If you already have a user record on several portals, you will be able to choose which portal to connect to.
- If you already have a user record on several tenants, you will be able to choose which Security Cloud Control tenant to connect to.
- If you do not already have a user record on an existing tenant, you will be able to learn more about Security Cloud Control or request a trial tenant.

The **Portals** view retrieves and displays consolidated information from multiple tenants. See [Manage Multi-Tenant Portal, on page 60](#) for more information.

The **Tenant** view shows several tenants on which you have a user record.




## Manage Super Admins on Your Tenant

It is a best practice to limit the number of Super Admins on your tenant. Determine which users should have Super Admin privileges, review [Manage Users in Security Cloud Control](#), and change the roles of other users to "Admin."

## Get Started With Security Cloud Control

The **Get started with Security Cloud Control** is an intuitive interface that guides you through sequential tasks for efficiently setting up and configuring your firewalls.

Sign in to Security Cloud Control and in the top menu, click (  ).

- The **On-premises management** page provides links to:
  - Onboard the threat defense device to the on-premises management center using Security Cloud Control.
  - Migrate a threat defense device that is managed by an on-premises management center to the cloud-delivered Firewall Management Center.
  - Perform bulk provisioning of multiple threat defense devices to the cloud-delivered Firewall Management Center using device templates.
  - Analyze your policies, detect anomalies, and receive curated remediation recommendations.
- The **Manage firewalls** page provides links to:
  - Onboard and manage threat defense, Cisco Secure Firewall ASA, and Meraki MX firewalls.

- Set up a site-to-site VPN connection.
  - Leverage the Cisco AI Assistant to manage firewall policies and access-related documentation when needed.
  - Subscribe to receive notifications for troubleshooting common issues.
- The **Protect cloud assets** page provides links to:
    - Safeguard your cloud assets by protecting data and applications across multicloud environments with consistent security measures using Multicloud Defense.

## About Security Cloud Control Licenses

Security Cloud Control requires a base subscription for tenant entitlement and device licenses for managing devices. You can buy one or more Security Cloud Control base subscriptions based on the number of tenants you require and device licenses based on the device model number and the quantity. In other words, purchasing the base subscription gives you a Security Cloud Control tenant, and for every device you choose to manage using Security Cloud Control, you need separate device licenses.

For the purposes of planning your deployment, note that each Security Cloud Control tenant can manage approximately 500 devices through the Secure Device Connector (SDC) and any number of devices using the cloud connector. See [Secure Device Connector \(SDC\)](#) for more information.

To onboard and manage devices from Security Cloud Control, you need to purchase a base subscription and device-specific, term-based subscriptions based on the devices you want to manage.

### Subscriptions

Cisco Security Cloud Control subscriptions are term-based:

- **Base** - Offers subscriptions for one, three, and five years, and provides entitlement to access the Security Cloud Control tenant and onboard adequately licensed devices.
- **Device License** - Offers subscriptions for one, three, and five years for any supported device you choose to manage. For example, you can choose to manage a Cisco Firepower 1010 device using Security Cloud Control for three years, if you purchase a three-year software subscription to the Cisco Firepower 1010 device.

See [Software and Hardware Supported by Security Cloud Control](#) for more information on Cisco security devices that Security Cloud Control supports.



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**Important**

You do not require two separate device licenses to manage a high availability device pair in Security Cloud Control. If you have a high availability pair, purchasing one device license is sufficient, as Security Cloud Control considers the pair of high availability devices as one single device.

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**Note**

You cannot manage Security Cloud Control licensing through the Cisco smart licensing portal.

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### Software Subscription Support

The Security Cloud Control base subscription includes software subscription support that is valid for the term of the subscription and provides access to software updates, major upgrades, and Cisco Technical Assistance Center (TAC), at no extra cost. While the software support is selected by default, you can also leverage the Security Cloud Control solution support based on your requirement.

### Security Cloud Control Evaluation License

You can request for a 30-day Security Cloud Control trial from your SecureX account. See [Request a Security Cloud Control Tenant](#) for more information.

## Cloud-Delivered Firewall Management Center and Threat Defense Licenses

You do not have to purchase a separate license to use the cloud-delivered Firewall Management Center in Security Cloud Control; the base subscription for a Security Cloud Control tenant includes the cost for the cloud-delivered Firewall Management Center.

### Cloud-delivered Firewall Management Center Evaluation License

The cloud-delivered Firewall Management Center comes provisioned with a 90-day evaluation license, after which the threat defense services are blocked.

To learn how to get a cloud-delivered Firewall Management Center provisioned on your Security Cloud Control tenant, see [Request a Cloud-delivered Firewall Management Center for your Security Cloud Control Tenant](#).



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**Note** The cloud-delivered Firewall Management Center does not support specific license reservation (SLR) for devices in air-gapped networks.

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### Threat Defense Licenses for Cloud-Delivered Firewall Management Center

You need individual licenses for each Secure Firewall Threat Defense device managed by the cloud-delivered Firewall Management Center. See [Licensing](#) in *Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Cisco Security Cloud Control* for information.

To know how Security Cloud Control handles licensing for the devices migrated to the cloud-delivered Firewall Management Center, see [Migrate Threat Defense from Management Center to Cloud](#).

## Secure Device Connector

The Secure Device Connector (SDC) is an intelligent proxy that allows your Cisco devices to communicate with Security Cloud Control. When onboarding a device that is not directly reachable over the internet to Security Cloud Control using device credentials, you can deploy an SDC in your network to proxy communications between the devices and Security Cloud Control. Alternatively, if you prefer, you can enable a device to receive direct communications through its outside interface from Security Cloud Control. Adaptive Security Appliances (ASA), Meraki MXs, Secure Firewall Threat Defense devices, and Firepower Management Center devices, generic SSH and IOS devices, can all be onboarded to Security Cloud Control using an SDC.



The SDC monitors Security Cloud Control for commands that need to be executed on your managed devices, and messages that need to be sent to your managed devices. The SDC executes the commands on behalf of Security Cloud Control, sends messages to Security Cloud Control on behalf of the managed devices, and returns replies from the managed devices to Security Cloud Control.

The SDC uses secure communication messages signed and encrypted using AES-128-GCM over HTTPS (TLS 1.3) to communicate with Security Cloud Control. All credentials for onboarded devices and services are encrypted directly from the browser to the SDC as well as encrypted at rest using AES-128-GCM. Only the SDC has access to the device credentials. No other Security Cloud Control service has access to the credentials. See [Connect Security Cloud Control to your Managed Devices, on page 11](#) for information explaining how to allow communication between an SDC and Security Cloud Control.

The SDC can be installed on any Ubuntu instance. For convenience, we provide an OVA for a hardened Ubuntu 22 instance which includes the SDC CLI pre-installed. The CLI helps you configure your VM, install all required system packages, and bootstrap the SDC as a Docker container on the host. Alternatively, you can roll your own Ubuntu instance (versions 20 through 24 are currently tested) and download the CLI separately.

Each Security Cloud Control tenant can have an unlimited number of SDCs. These SDCs are not shared between tenants, they are dedicated to a single tenant. The number of devices a single SDC can manage depends on the features implemented on those devices and the size of their configuration files. For the purposes of planning your deployment, however, expect one SDC to support approximately 500 devices.

Deploying more than one SDC for your tenant also provides these benefits:

- You can manage more devices with your Security Cloud Control tenant without experiencing performance degradation.
- You can deploy an SDC to an isolated network segment within your network and still manage the devices in that segment with the same Security Cloud Control tenant. Without multiple SDCs, you would need to manage the devices in those isolated network segments with different Security Cloud Control tenants.

Multiple SDCs can run on a single host, follow the bootstrap procedure for each SDC you want to run. The initial SDC on your tenant incorporates the name of your tenant and the number 1 and is displayed on the **Secure Connectors** tab in the **Services** page of Security Cloud Control. Each additional SDC is numbered in order.

For more information, see [Deploy a Secure Device Connector Using Security Cloud Control's VM Image, on page 13](#) and [Deploy a Secure Device Connector On Your VM, on page 17](#).

**Related Information:**

- [Connect Security Cloud Control to your Managed Devices](#)
- [Update your Secure Device Connector, on page 30](#)
- [Remove a Secure Device Connector, on page 28](#)

## Connect Security Cloud Control to your Managed Devices

Security Cloud Control connects to the devices that it manages through the cloud connector or through a Secure Device Connector (SDC).

If your device can be accessed directly from the internet, you should be using the cloud connector to connect to your device. If you can, configure the device to allow inbound access on port 443 from the Security Cloud Control IP addresses in your cloud region.

If your device is not accessible from the internet, you can deploy an on-premises SDC in your network to allow Security Cloud Control to communicate with your devices.

Configure the device to allow full inbound access from your device subnets/IPs on port 443 (or whichever port you have configured for your device management).

You need an on-premises SDC in your network to onboard:

All other devices and services do not require an on-premise SDC as Security Cloud Control will connect using its cloud connector. See the next section to know the IP addresses that must be allowed for inbound access.

### Connecting Devices to Security Cloud Control Through the Cloud Connector

When connecting Security Cloud Control directly to your device through the cloud connector, you should allow inbound access on port 443 (or whichever port you have configured for your device management) for the various IP addresses in the EMEA, United States, or APJ region.

If you are a customer in the **Asia-Pacific-Japan (APJ)** region, and you connect to Security Cloud Control at <https://apj.manage.security.cisco.com>, allow inbound access from the following IP addresses:

- 54.199.195.111
- 52.199.243.0

If you are a customer in the **Australia (AUS)** region, and you connect to Security Cloud Control at <https://au.manage.security.cisco.com>, allow inbound access from the following IP addresses:

- 13.55.73.159
- 13.238.226.118

If you are a customer in **Europe, the Middle East, or Africa (EMEA)** region, and you connect to Security Cloud Control at <https://eu.manage.security.cisco.com>, allow inbound access from the following IP addresses:

- 35.157.12.126
- 35.157.12.15

If you are a customer in the **India (IN)** region, and you connect to Security Cloud Control at <https://in.manage.security.cisco.com>, allow inbound access from the following IP addresses:

- 35.154.115.175
- 13.201.213.99

If you are a customer in the **United States (US)** region, and you connect to Security Cloud Control at <https://us.manage.security.cisco.com>, allow inbound access from the following IP addresses:

- 52.34.234.2
- 52.36.70.147

### Connecting Security Cloud Control to SDC

When connecting Security Cloud Control to your device through an SDC, the devices you want Security Cloud Control to manage must allow full inbound access from your SDC host on port 443 (or whichever port you have configured for your device management). This is configured using a management access control rule.

You must also ensure that the virtual machine on which the SDC is deployed has network connectivity to the management interface of the managed device.

## Deploy a Secure Device Connector Using Security Cloud Control's VM Image

When using device credentials to connect Security Cloud Control to a device, it is a best practice to download and deploy an SDC in your network to manage the communication between Security Cloud Control and the device. Typically, these devices are non-perimeter based, do not have a public IP address, or have an open port to the outside interface. Adaptive Security Appliances (ASAs), FDM-managed devices, Firepower Management Centers (FMCs), and SSH and IOS devices, can all be onboarded to Security Cloud Control using an SDC.

The SDC monitors Security Cloud Control for commands that need to be executed on your managed devices, and messages that need to be sent to your managed devices. The SDC executes the commands on behalf of Security Cloud Control, sends messages to Security Cloud Control on behalf of the managed devices, and returns replies from the managed devices to Security Cloud Control.

The number of devices a single SDC can manage depends on the features implemented on those devices and the size of their configuration files. For the purposes of planning your deployment, however, we expect one SDC to support approximately 500 devices. See [Using Multiple SDCs on a Single Security Cloud Control Tenant, on page 31](#) for more information.

This procedure describes how to install an SDC in your network, using Security Cloud Control's VM image. This is the preferred, easiest, and most reliable way to create an SDC. If you need to create the SDC using a VM that you create, follow [Deploy a Secure Device Connector On Your VM, on page 17](#).

### Before you begin

Review these prerequisites before you deploy the SDC:

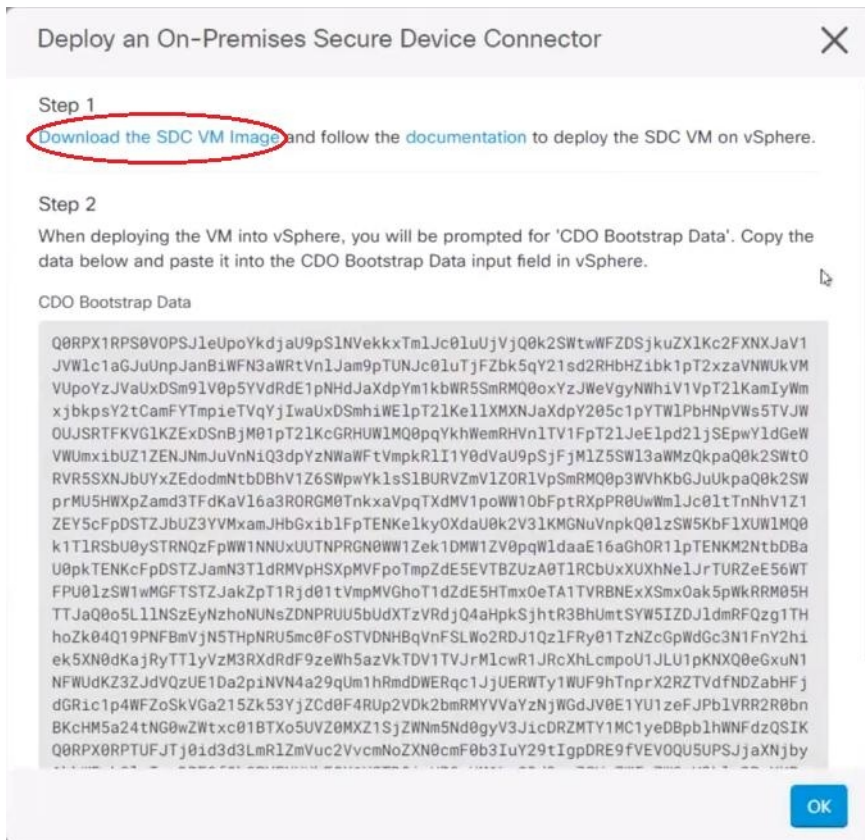
- Security Cloud Control requires strict certificate checking and does not support Web/Content Proxy inspection between the Secure Device Connector (SDC) and the Internet. If using a proxy server, disable inspection for traffic between the SDC and Security Cloud Control.
- The SDC must have full outbound access to the internet on TCP port 443, or the port you have configured for device management. The devices managed by Security Cloud Control must also allow inbound traffic from this port.
- Review [Connect Security Cloud Control to your Managed Devices](#) to ensure proper network access.
- Security Cloud Control supports installing its SDC VM OVF image using the vSphere web client or the ESXi web client.
- Security Cloud Control does not support installing the SDC VM OVF image using the vSphere desktop client.
- ESXi 5.1 hypervisor.
- Cent OS 7 guest operating system.
- System requirements for a VMware ESXi host with only one SDC:
  - VMware ESXi host needs 2 CPU.
  - VMware ESXi host needs a minimum of 2 GB of memory.

- VMware ESXi requires 64 GB disk space to support the virtual machine depending on your provisioning choice.
- The dockers IP must be in a different subnet than the SDC's IP range **and** the device IP range.
- Gather this information before you begin the installation:
  - Static IP address you want to use for your SDC.
  - Passwords for the `root` and `cdo` users that you create during the installation process.
  - The IP address of the DNS server your organization uses.
  - The gateway IP address of the network the SDC address is on.
  - The FQDN or IP address of your time server.
- The SDC virtual machine is configured to install security patches on a regular basis and in order to do this, opening port 80 outbound is required.

## Procedure

---

- Step 1** Log on to the Security Cloud Control Tenant you are creating the SDC for.
- Step 2** In the left pane, click **Administration > Secure Connectors**.
- Step 3** On the **Services** page, select the **Secure Connectors** tab, click the blue plus button, and select **Secure Device Connector**.
- Step 4** In Step 1, click **Download the SDC VM image**. This opens in a separate tab.



**Step 5** Extract all the files from the .zip file. They will look similar to these:

- CDO-SDC-VM-ddd50fa.ovf
- CDO-SDC-VM-ddd50fa.mf
- CDO-SDC-VM-ddd50fa-disk1.vmdk

**Step 6** Log on to your VMware server as an administrator using the vSphere Web Client.

**Note** Do not use the ESXi Web Client.

**Step 7** Deploy the Secure Device Connector virtual machine from the OVF template by following the prompts.

**Step 8** When the setup is complete, power on the SDC VM.

**Step 9** Open the console for your new SDC VM.

**Step 10** Login with the username "CDO". The default password is **adm123**.

**Step 11** At the prompt, type `sudo sdc-onboard setup`.

```
[cdo@localhost ~]$ sudo sdc-onboard setup
```

**Step 12** When prompted for the password, enter `adm123`.

**Step 13** Follow the prompts to create a new password for user `root`. Enter your password for the root user.

**Step 14** Follow the prompts to create a new password for the Security Cloud Control user. Enter your password for the user

**Step 15** When prompted with **Please choose the Security Cloud Control domain you connect to**, enter your Security Cloud Control domain information.

**Step 16** Enter the following domain information of the SDC VM when prompted:

- IP Address/CIDR
- Gateway
- DNS Server
- NTP Server or FQDN
- Docker Bridge

or press enter if a docker bridge is not applicable.

**Step 17** When prompted with **Are these values correct? (y/n)**, confirm your entries with **y**.

**Step 18** Confirm your entries.

**Step 19** When prompted with **Would you like to setup the SDC now? (y/n)**, enter **n**.

**Step 20** The VM console automatically logs you out.

**Step 21** Create an SSH connection to the SDC. Login as: CDO and enter your password.

**Step 22** At the prompt, type `sudo sdc-onboard bootstrap`.

```
[cdo@localhost ~]$ sudo sdc-onboard bootstrap
```

**Step 23** When prompted with **[sudo] password**, enter the password you created in [Step 14](#).

**Step 24** When prompted with **Please copy the bootstrap data from the Secure Connector Page of Security Cloud Control**, follow this procedure:

- Log into Security Cloud Control.
- In the Actions pane, click **Deploy an On-Premises Secure Device Connector**.
- Click **Copy the bootstrap data** in step 2 of the dialog box and paste into the SSH window.

Deploy an On-Premises Secure Device Connector ✕

Step 2

When deploying the VM into vSphere, you will be prompted for 'CDO Bootstrap Data'. Copy the data below and paste it into the CDO Bootstrap Data input field in vSphere.

CDO Bootstrap Data

```
Q0RXPX1RPS0VOPSJ1eUpoYkdjaU9pS1NVekkkTm1Jc01uUjVjQ0k2SWtwWFZDSjkuZ1Kc2FXNXJaV1
JWV1c1aGJuUnpJanB1WFn3aWRtVn1Jam9pTUNJc01uTjFZbk5qY21sd2RHbHZibk1pT2xzaVNWUkVM
VUpoYzJVaUxDSm9lV0p5YVdRdE1pNHdJaXdpYm1kbWR5SmRMQ0oxYzJWeVgyNWwhiV1VpT2lKamIyWm
xjBkpsY2tCamFYTmieTVqYjIwaUxDSmhiWE1pT2lKe1lXMXNJaXdpY205c1pYTW1PbHNpVW5STVJW
OUJSRTFKVG1KZEeXDSnBjM01pT2lKcGRHUW1MQ0ppqYkhWemRHVn1TV1FpT2lJe1pd2lJSEpwYldGeW
VWUmxiBUZ1ZENJNmJuVnNiQ3dpYzNWaFtVmpkRlI1Y0dVaU9pSjFjM1Z5SW13aWmZQkpaQ0k2SWtO
RVR5SXNJbUyxZEedodmNtDbBhV1Z6SWpwYk1s1BURVZmV1ZOR1VpSmRMQ0p3WVhKbGJuUkpaQ0k2SW
prMU5HWXpZamd3TFdKaV16a3RORGM0TnkxaVppqTXdMV1poWW10bFpTRXpPR0UwWm1Jc01tTnNhV1Z1
ZEY5cFpDSTZJbUz3YVMxamJHbGxib1FpTENKe1kyOXdaU0k2V3lKMGNuVnpkQ0lZSW5KbFlXUW1MQ0
k1TlRSbU0vSTRN0ZFdWw1NNUxUUTNPRGN0Ww1Zek1DMW1ZV0o0W1daaE16aGhOR1l0TENKM2NtDbBa
Q0RXPX0RPTUFJTj0id3d3LmR1ZmVuc2VvcMNoZXN0cmF0b3IuY29tIgpDRE9fVEV0QU5UPSJjaXNjby
1hbWFSbG1vIgpDRE9fQk9PVFNuUkFQX1VSTDB0aHR0cHM6Ly93d3cuZGVmZW5zZW9yY2h1c3RyYXRv
ci5jb20vc2RjL2Jvb3RzdHJhcC9jaXNjby1hbWFSbG1vL2Npc2NvLWFTYXxsaW8tU0RDIgo=
```

[Copy bootstrap data](#)

**Step 25** When prompted with **Do you want to update these setting? (y/n)**, enter **n**.

**Step 26** Return to the Secure Device Connector page. Refresh the screen until you see the status of your new SDC change to **Active**.

## Deploy a Secure Device Connector On Your VM

When using device credentials to connect Security Cloud Control to a device, it is a best practice to download and deploy a Secure Device Connector (SDC) in your network to manage the communication between Security Cloud Control and the device. Typically, these devices are non-perimeter based, do not have a public IP address, or have an open port to the outside interface. Adaptive Security Appliances (ASAs), FDM-managed devices, and Firepower Management Centers (FMCs) devices can all be onboarded to Security Cloud Control using device credentials.

The SDC monitors Security Cloud Control for commands that need to be executed on your managed devices, and messages that need to be sent to your managed devices. The SDC executes the commands on behalf of Security Cloud Control, sends messages to Security Cloud Control on behalf of the managed devices, and returns replies from the managed devices to Security Cloud Control.

The number of devices a single SDC can manage depends on the features implemented on those devices and the size of their configuration files. For the purposes of planning your deployment, however, we expect one SDC to support approximately 500 devices. See [Using Multiple SDCs on a Single Security Cloud Control Tenant, on page 31](#) for more information.

This procedure describes how to install an SDC in your network by using your own virtual machine image.



---

**Note** The preferred, easiest, and most reliable way to install an SDC is to download Security Cloud Control's SDC OVA image and install it. See [Deploy a Secure Device Connector Using Security Cloud Control's VM Image, on page 13](#) for those instructions.

---

### Before you begin

- Security Cloud Control requires strict certificate checking and does not support a Web/Content Proxy between the SDC and the Internet.
- The SDC must have full outbound access to the Internet on TCP port 443 in order for it to communicate with Security Cloud Control.
- Devices that reach Security Cloud Control through the SDC must allow inbound access from the SDC on port 443.
- Review [Connect Security Cloud Control to your Managed Devices](#) for networking guidelines.
- VMware ESXi host installed with vCenter web client or ESXi web client.



---

**Note** We do not support installation using the vSphere desktop client.

---

- ESXi 5.1 hypervisor.
- Cent OS 7 guest operating system.
- System requirements for a VM with only an SDC:
  - VMware ESXi host needs 2 CPUs.
  - VMware ESXi host needs a minimum of 2 GB of memory.



- VMware ESXi requires 64 GB disk space to support the virtual machine depending on your provisioning choice. This value assumes you are using Logical Volume Management (LVM) with the partition so you can expand required disk space as needed.
- After you have updated the CPU and memory on the VM, power on the VM and ensure that the Secure Connectors page indicates that the SDC is in the "Active" state.
- Users performing this procedure should be comfortable working in a Linux environment and using the vi visual editor for editing files.
- If you are installing your on-premise SDC on a CentOS virtual machine, we recommend you install Yum security patches on a regular basis. Depending on your Yum configuration, to acquire Yum updates, you may need to open outbound access on port 80 as well as 443. You will also need to configure yum-cron or crontab to schedule the updates. Work with your security-operations team to determine if any security policies need to change to allow you to get the Yum updates.




---

**Note** **Before you get started:** Do not copy and paste the commands in the procedure into your terminal window, type them instead. Some commands include an "n-dash" and in the cut and paste process, these commands can be applied as an "m-dash" and that may cause the command to fail.

---

## Procedure

- 
- Step 1** Log on to the Security Cloud Control tenant you are creating the SDC for.
- Step 2** In the left pane, click **Administration > Secure Connectors**.
- Step 3** On the **Services** page, select the **Secure Connectors** tab, click the blue plus button, and select **Secure Device Connector**.
- Step 4** Copy the bootstrap data in step 2 on the window to a notepad.
- Step 5** Install a **CentOS 7 virtual machine** with at least the following RAM and disk space allotted to the SDC:
- 8GB of RAM
  - 10GB disk space
- Step 6** Once installed, configure basic networking such as specifying the IP address for the SDC, the subnet mask, and gateway.
- Step 7** Configure a DNS (Domain Name Server) server.
- Step 8** Configure a NTP (Network Time Protocol) server.
- Step 9** Install an SSH server on CentOS for easy interaction with SDC's CLI.
- Step 10** Run a Yum update and then install the packages: **open-vm-tools**, **nettools**, and **bind-utils**
- ```
[root@sdc-vm ~]# yum update -y
[root@sdc-vm ~]# yum install -y open-vm-tools net-tools bind-utils
```
- Step 11** Install the AWS CLI package; see <https://docs.aws.amazon.com/cli/latest/userguide/awscli-install-linux.html>.
- Note** Do not use the **--user** flag.
- Step 12** Install the Docker CE packages; see <https://docs.docker.com/install/linux/docker-ce/centos/#install-docker-ce>
- Note** Use the "Install using the repository" method.



**Step 13** Start the Docker service and enable it to start on boot:

```
[root@sdcc-vm ~]# systemctl start docker
[root@sdcc-vm ~]# systemctl enable docker
Created symlink from /etc/systemd/system/multiuser.target.wants/docker.service to
/usr/lib/systemd/system/docker.service.
```

**Step 14** Create two users: "CDO" and "sdc." The CDO user will be the one you log in to run administrative functions (so you don't need to use the root user directly), and the sdc user will be the user to run the SDC docker container.

```
[root@sdcc-vm ~]# useradd cdo
[root@sdcc-vm ~]# useradd sdc -d /usr/local/cdo
```

**Step 15** Set a password for the CDO user.

```
[root@sdcc-vm ~]# passwd cdo
Changing password for user cdo.
New password: <type password>
Retype new password: <type password>
passwd: all authentication tokens updated successfully.
```

**Step 16** Add the CDO user to the "wheel" group to give it administrative (sudo) privileges.

```
[root@sdcc-vm ~]# usermod -aG wheel cdo
[root@sdcc-vm ~]#
```

**Step 17** When Docker is installed, there is a user group created. Depending on the version of CentOS/Docker, this may be called either "docker" or "dockerroot". Check the /etc/group file to see which group was created, and then add the sdc user to this group.

```
[root@sdcc-vm ~]# grep docker /etc/group
docker:x:993:
[root@sdcc-vm ~]#
[root@sdcc-vm ~]# usermod -aG docker sdc
[root@sdcc-vm ~]#
```

**Step 18** If the /etc/docker/daemon.json file does not exist, create it, and populate with the contents below. Once created, restart the docker daemon.

**Note** Make sure that the group name entered in the "group" key matches the group you found in the /etc/group file the previous step.

```
[root@sdcc-vm ~]# cat /etc/docker/daemon.json
{
  "live-restore": true,
  "group": "docker"
}
[root@sdcc-vm ~]# systemctl restart docker
[root@sdcc-vm ~]#
```

**Step 19** If you are currently using a vSphere console session, switch over to SSH and log in with the "CDO" user. Once logged in, change to the "sdc" user. When prompted for a password, enter the password for the "CDO" user.

```
[CDO@sdcc-vm ~]$ sudo su sdc
[sudo] password for cdo: <type password for cdo user>
[sdc@sdcc-vm ~]$
```

**Step 20** Change directories to /usr/local/CDO.

**Step 21** Create a new file called `bootstrapdata` and paste the bootstrap data from Step 2 of the **Deploy an On-Premises Secure Device Connector** wizard into this file. **Save** the file. You can use `vi` or `nano` to create the file.

**Step 22** The bootstrap data comes encoded in base64. Decode it and export it to a file called `extractedbootstrapdata`

```
[sdc@sdc-vm ~]$ base64 -d /usr/local/CDO/bootstrapdata > /usr/local/CDO/extractedbootstrapdata
[sdc@sdc-vm ~]$
```

Run the `cat` command to view the decoded data. The command and decoded data should look similar to this:

```
[sdc@sdc-vm ~]$ cat /usr/local/CDO/extractedbootstrapdata
CDO_TOKEN="<token string>"
CDO_DOMAIN="www.defenseorchestrator.com"
CDO_TENANT="<tenant-name>"

CDO_BOOTSTRAP_URL="https://www.defenseorchestrator.com/sdc/bootstrap/tenant-name/<tenant-name-SDC>"
```

**Step 23** Run the following command to export the sections of the decoded bootstrap data to environment variables.

```
[sdc@sdc-vm ~]$ sed -e 's/^/export /g' extractedbootstrapdata > sdcenv && source sdcenv
[sdc@sdc-vm ~]$
```

**Step 24** Download the bootstrap bundle from Security Cloud Control.

```
[sdc@sdc-vm ~]$ curl -O -H "Authorization: Bearer $CDO_TOKEN" "$CDO_BOOTSTRAP_URL"
100 10314 100 10314 0 0 10656 0 --:--:-- --:--:-- --:--:-- 10654
[sdc@sdc-vm ~]$ ls -l /usr/local/CDO/*SDC
-rw-rw-r--. 1 sdc sdc 10314 Jul 23 13:48 /usr/local/CDO/tenant-name-SDC
```

**Step 25** Extract the SDC tarball, and run the `bootstrap.sh` file to install the SDC package.

```
[sdc@sdc-vm ~]$ tar xzvf /usr/local/CDO/tenant-name-SDC
<snipped - extracted files>
[sdc@sdc-vm ~]$
[sdc@sdc-vm ~]$ /usr/local/CDO/bootstrap/bootstrap.sh
[2018-07-23 13:54:02] environment properly configured
download: s3://onprem-sdc/toolkit/prod/toolkit.tar to toolkit/toolkit.tar
toolkit.sh
common.sh
[2018-07-23 13:54:04] startup new container
Unable to find image 'ciscodefenseorchestrator/sdc_prod:latest' locally
sha256:d98f17101db10e66db5b5d6afda1c95c29ea0004d9e4315508fd30579b275458: Pulling
from
ciscodefenseorchestrator/sdc_prod
08d48e6f1cff: Pull complete
ebbd10b629b1: Pull complete
d14d580ef2ed: Pull complete
45421d451ab8: Pull complete
<snipped - downloads>
no crontab for sdc
```

The SDC should now show "Active" in Security Cloud Control.

---

## What to do next

-

# Deploy Secure Device Connector and Secure Event Connector on Ubuntu Virtual Machine

When using device credentials to connect Security Cloud Control to a device, it is a best practice to download and deploy a Secure Device Connector (SDC) in your network to manage the communication between Security Cloud Control and the device. Typically, these devices are non-perimeter based, do not have a public IP address, or have an open port to the outside interface. Adaptive Security Appliances (ASAs), FDM-managed devices, and Firepower Management Centers (FMCs) devices can all be onboarded to Security Cloud Control using device credentials.

The SDC monitors Security Cloud Control for commands that must be executed on your managed devices, and messages that must be sent to your managed devices. The SDC executes the commands on behalf of Security Cloud Control, sends messages to Security Cloud Control on behalf of the managed devices, and returns replies from the managed devices to Security Cloud Control.

The Secure Event Connector (SEC) forwards events from ASA and FTD to the Cisco cloud so that you can view them on the Event Logging page and investigate them with Secure Cloud Analytics, depending on your licensing.

After deploying the SDC, adding an SEC container becomes a simple task. The SEC service is designed to receive syslog messages from ASA, Cisco IOS and FDM-managed devices, and send them securely to the Cisco cloud. This allows eventing services like Security Cloud Control Analytics and Cisco XDR to store, augment, and analyze the log messages with ease.

You can execute the scripts that are provided on the [CiscoDevNet](#) site to install the SDC and SEC on Linux Ubuntu systems.

## Before you begin

- Security Cloud Control requires strict certificate checking and does not support a Web/Content Proxy between the SDC and the Internet.
- The SDC must have full outbound access to the Internet on TCP port 443.
- Review [Connect Security Cloud Control to your Managed Devices](#) for networking guidelines.
- VMware ESXi host that is installed with vCenter web client or ESXi web client.



---

**Note** We do not support installation using the vSphere desktop client.

---

- ESXi 5.1 hypervisor.
- Ubuntu operating system version 20.04 or above is installed on the virtual machine.

SDC:

- CPU: 2 Cores
- RAM: Minimum of 2 GB

SDC and SEC:

- CPU: 4 Cores

- RAM: Minimum of 8 GB
- The Ubuntu machine running the SDC must have network access to the management interfaces of the ASAs and Cisco IOS devices.

## Procedure

---

**Step 1** Log on to the Security Cloud Control tenant you are creating the SDC for.

**Step 2** In the left pane, click **Administration > Secure Connectors**.

**Step 3** On the **Services** page, select the **Secure Connectors** tab, click the , and select **Secure Device Connector**.

**Step 4** Copy the bootstrap data in step 2 on the window to a notepad.

**Step 5** Open [CiscoDevNet to Deploy SDC](#).

**Step 6** Click **Code** and copy the URL in the **HTTPS** tab.

**Step 7** On the Ubuntu system, press Ctrl+Alt+T to quickly open the terminal window.

**Step 8** In the terminal, type **git** and paste the HTTPS URL copied earlier.

```
[sdc@vm]:~$ git https://github.com/CiscoDevNet/cdo-deploy-sdc.git
Resolving deltas: 100% (22/22). done.
```

**Step 9** Go to the "cdo-deploy-sdc" directory.

```
[sdc@vm]:~$ cd cdo-deploy-sdc.
```

**Step 10** Execute **ls -la** to see the files and scripts.

- **delete\_sdc.sh**: Deletes SDC previously installed on your system.
- **deploy\_sdc.sh**: Deploys SDC on your system.
- **install\_docker.sh**: Deploys the recommended version of docker on your system.

**Step 11** Run the script to install the docker.

```
[sdc@vm]:~/cdo-deploy-sdc$ ./install_docker.sh
Remove docker docker.io docker-compose docker-compose-v2 docker-doc podmand-docker {y/n} n
Active: active (running) since date time UTC; 32s ago
Adding the current user to the docker permissions group
Done!
```

**Step 12** Run the script to deploy SDC.

Enter **./deploy\_sdc.sh** and paste the bootstrap data that is copied from the Security Cloud Control UI.

```
[sdc@vm]:~/cdo-deploy-sdc$ ./deploy_sdc.sh <bootstrap data>.
```

If the docker container is up and running, the status of the SDC should go to 'Active' in the Security Cloud Control Event Connectors panel.

The Secure Device Connector must now show "Active" in Security Cloud Control.

---

### What to do next

- 

## Deploy a Secure Device Connector to vSphere Using Terraform

### Before you begin

This procedure details how you can use the [Security Cloud Control SDC Terraform module for vSphere](#) in conjunction with the [Security Cloud Control Terraform Provider](#) to deploy an SDC to your vSphere. Ensure you review the following prerequisites before attempting to perform this task procedure:

- You require a vSphere datacenter version 7 and above
- You require an admin account on the datacenter with permissions to do the following:
  - Create VMs
  - Create folders
  - Create content libraries
  - Upload files to content libraries
- Terraform knowledge

### Procedure

**Step 1** Create an API-only user in Security Cloud Control and copy the API token. To know how to create an API-only user, see [Create API Only Users](#).

**Step 2** Configure the Security Cloud Control Terraform provider in your Terraform repository by following the instructions in [Security Cloud Control Terraform Provider](#).

#### Example:

```
terraform {
  required_providers {
    cdo = {
      source = "CiscoDevNet/cdo"
      version = "0.7.0"
    }
  }
}

provider "cdo" {
  base_url = "<the CDO URL you use to access CDO>"
  api_token = "<the API Token generated in step 1>"
}
```

**Step 3** Write Terraform code to create a `cdo_sdc` resource using the Security Cloud Control Terraform provider. See the [Terraform registry for Security Cloud Control-sdc resource](#) for more information.

#### Example:

```
Resource "cdo_sdc" "my-sdc" {
  name = "my-sdc-in-vsphere"
}
```

The `bootstrap_data` attribute of this resource is populated with the value of the Security Cloud Control bootstrap data and is provided to the `cdo_sdc` Terraform module in the next step.

**Step 4** Write Terraform code to create the SDC in vSphere using [Security Cloud Control\\_sdc Terraform module](#).

**Example:**

```
data "cdo_tenant" "current" {}

module "vsphere-cdo-sdc" {
  source          = "CiscoDevNet/cdo-sdc/vsphere"
  version        = "1.0.0"
  vsphere_username = "<replace-with-username-with-admin-privileges>"
  vsphere_password = "<super-secure-password>"
  vsphere_server  = "<replace-with-address-of-vsphere-server>"
  datacenter      = "<replace-with-datacenter-name>"
  resource_pool   = "<replace-with-resource-pool-name>"
  cdo_tenant_name = data.cdo_tenant.current.human_readable_name
  datastore       = "<replace-with-name-of-datastore-to-deploy-vm-in>"
  network         = "<replace-with-name-of-network-to-deploy-vm-in>"
  host            = "<replace-with-esxi-host-address>"
  allow_unverified_ssl = <boolean; set to true if your vsphere server does not have a valid SSL certificate>
  ip_address      = "<sdm-vm-ip-address; must be in the subnet of the assigned network for the VM>"
  gateway         = "<replace-with-network-gateway-address>"
  cdo_user_password = "<replace-with-password-for-cdo-user-in-sdc-vm>"
  root_user_password = "<replace-with-password-for-root-user-in-sdc-vm>"
  cdo_bootstrap_data = cdo_sdc.sdc-in-vsphere.bootstrap_data
}
```

Note that the VM created has two users—a `root` user and a user called `cdo`—and the IP Address of the VM is configured statically. The `cdo_bootstrap_data` attribute is given the value of the `bootstrap_data` attribute generated when the `cdo_sdc` resource is created.

**Step 5** Plan and apply your Terraform using `terraform plan` and `terraform apply`, as you would normally.

See the [Security Cloud Control Automation Repository](#) in the CiscoDevNet for a complete example.

---

If your SDC stays in the onboarding state, connect to the vSphere VM using remote console, log in as the CDO user, and execute the following command:

```
sudo su
/opt/cdo/configure.sh startup
```




---

**Note** The Security Cloud Control Terraform modules are published as Open Source Software under the Apache 2.0 license. You can file issues on GitHub if you require support.

---

## Deploy a Secure Device Connector on an AWS VPC Using a Terraform Module

### Before you begin

Review these prerequisites before attempting to deploy an SDC on your AWS VPC:

- Security Cloud Control requires strict certificate checking and does not support Web/Content Proxy inspection between the SDC and the Internet. If using a proxy server, disable inspection for traffic between the Secure Device Connector (SDC) and Security Cloud Control.
- Review [Connect Security Cloud Control to your Managed Devices](#) to ensure proper network access.
- You require an AWS account, an AWS VPC with at least one subnet, and an AWS Route53-hosted zone.
- Ensure you have the Security Cloud Control bootstrap data, your AWS VPC ID, and its subnet ID handy.
- Ensure that the private subnet to which you deploy the SDC has a NAT gateway attached.
- Open traffic on the port on which your firewall management HTTP interface is running, from your firewalls to the Elastic IP attached to the NAT gateway.

## Procedure

**Step 1** Add the following lines of code in your Terraform file; make sure you manually enter inputs for variables:

```
module "example-sdc" {
  source          = "git::https://github.com/cisco-lockhart/terraform-aws-cdo-sdc.git?ref=v0.0.1"

  env              = "example-env-ci"
  instance_name    = "example-instance-name"
  instance_size    = "r5a.xlarge"
  cdo_bootstrap_data = "<replace-with-cdo-bootstrap-data>"
  vpc_id           = <replace-with-vpc-id>
  subnet_id        = <replace-with-private-subnet-id>
}
```

See the [Secure Device Connector Terraform module](#) for a list of input variables and descriptions.

**Step 2** Register `instance_id` as an output in your Terraform code:

```
output "example_sdc_instance_id" {
  value = module.example-sdc.instance_id
}
```

You can use the `instance_id` to connect to the SDC instance for troubleshooting using the AWS Systems Manager Session Manager (SSM). See [Outputs](#) in the Secure Device Connector Terraform module for a list of available outputs.

### What to do next

For any troubleshooting of your SDC, you need to connect to the SDC instance using AWS SSM. See [AWS Systems Manager Session Manager](#) to know more about how to connect to your instance. Note that the ports to connect to the SDC instance using SSH are not exposed because of security reasons.



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## Configure a Secure Device Connector to Use Proxy

Using a proxy server can enhance security by acting as an intermediary that filters outbound traffic. It prevents direct exposure of your network devices to the internet and reduces the risk of attacks. A proxy server can be integrated with the Secure Device Connector (SDC) for all outbound communications from the SDC to Security Cloud Control. This procedure focuses on modifying the Docker container configuration specific to the SDC, not the host Linux OS settings.




---

**Note** The changes affect only the SDC's Docker container. Configure the proxy settings for the host Linux system according to your organization's standard procedures for Linux servers.

---

### Before you begin

- Familiarity with the Linux command-line interface (CLI) is required.
- We recommend creating a backup of your config.json file before editing it.

### Procedure

---

**Step 1** Access the SDC using SSH and switch to the SDC user using this command:

```
$ sudo su - sdc
```

**Step 2** Navigate to the configuration file at `/usr/local/cdo/data/<your_sdc_name>/data/config.json`.

**Step 3** Insert the JSON key-value pair into the config.json file.

Replace proxy with your proxy server's IP address or FQDN, and port with the proxy server's listening port.

```
"awsProxy": "https://proxy:port"
```

**Step 4** Save the changes and restart the SDC container. You can do this by either restarting the Docker container directly or by rebooting the virtual machine hosting the SDC.

a) To restart the Docker container, first identify the SDC container ID using this command:

```
[sdc@localhost cdo] $ docker ps
```

b) Restart the container using this command:

```
[sdc@localhost cdo] $ docker restart <container_id>
```

where `<container_id>` is the ID of the SDC container.

**Step 5** Check the status using this command, and ensure that the SDC container has restarted successfully and is operational:

```
[sdc@localhost cdo] $ docker ps | grep sdc
```

---

Verify that the proxy settings are correct in the logs/lar.log file using this command:

```
[sdc@localhost cdo] $ less /usr/local/cdo/data/<your_sdc_name>/logs/lar.log
```

The SDC is successfully configured to communicate using the proxy server.



# Change the IP Address of a Secure Device Connector

## Before you begin

- You must be an admin to perform this task.
- The SDC must have full outbound access to the Internet on TCP port 443, or the port you have configured for device management.



**Note** You will not be required to re-onboard any devices to Security Cloud Control after changing the SDC's IP address.

## Procedure

**Step 1** Create an SSH connection to your SDC or open your virtual machine's console, and log in as the Security Cloud Control user.

**Step 2** If you wish to view your SDC VM's network interface configuration information before changing the IP address, use the `ifconfig` command.

```
[cdo@localhost ~]$ ifconfig
```

**Step 3** To change the IP address of the interface, type `sudo sdc-onboard setup` command.

```
[cdo@localhost ~]$ sudo sdc-onboard setup
```

**Step 4** Enter your password at the prompt.

```
[sudo] password for Security Cloud Control:
```

**Step 5** Type `n` at the prompt for resetting the root and Security Cloud Control passwords.

```
Would you like to reset the root and cdo passwords? (y/n):
```

**Step 6** Type `y` at the prompt for reconfiguring the network.

```
Would you like to re-configure the network? (y/n):
```

**Step 7** Enter the new IP address you wish to assign to your SDC and the other domain information of the SDC VM when prompted:

- a) IP Address
- b) Gateway
- c) DNS Server
- d) NTP Server or FQDN

or press enter if an NTP server or FQDN is not applicable.

- e) Docker Bridge

or press enter if a docker bridge is not applicable.

**Step 8** Confirm your entries with `y` when prompted for the correctness of the values.

Are these values correct? (y/n):

**Note** Make sure your values are accurate before typing `y`, because your SSH connection to the old IP address will be lost after this command.

**Step 9** Create an SSH connection using the new IP address you assigned to your SDC and log in.

**Step 10** You can run the connectivity status test command to ensure that your SDC is up and running.

```
[cdo@localhost ~]$ sudo sdc-onboard status
```

All the checks must say [ OK ] in green.

**Note** If you are performing this procedure in the VM's console, once you confirm the values are correct, the connectivity status test is automatically run and the status shown.

**Step 11** You can also check your SDC's connectivity through the Security Cloud Control user interface. To do that, open the Security Cloud Control application and navigate to **Administration > Secure Connectors** page.

**Step 12** Refresh the page once and select the secure connector whose IP address you changed.

**Step 13** On the **Actions** pane, click **Request Heartbeat**.

You should see the **Heartbeat requested successfully** message, and the **Last Heartbeat** should display the current date and time.

**Important** The IP address change you made gets reflected on the SDC's **Details** pane only after 3:00 AM GMT.

See [Deploy a Secure Device Connector On Your VM, on page 17](#) for information on deploying an SDC on your VM.

## Remove a Secure Device Connector



**Warning** This procedure deletes your Secure Device Connector (SDC). It is not reversible. After taking this action, you will not be able to manage the devices connected to that SDC until you install a new SDC and reconnect your devices. Reconnecting your devices may require you to re-enter the administrator credentials for each device you need to reconnect.

To remove the SDC from your tenant, follow this procedure:

### Procedure

**Step 1** Remove any devices connected to the SDC you want to delete. You can do this one of two ways:

- Move some devices to different SDCs or off of an SDC entirely. See below for more information:
  - [Update AWS VPC Connection Credentials, on page 115](#)
- Remove from Security Cloud Control any devices connected to the SDC you want to delete.
  - a. See [Security Cloud Control Devices that Use the Same SDC](#) to identify all the devices used by the SDC.

- b. In the **Inventory** page, select all the devices you identified.
- c. In the Device Actions pane, click **Remove** and click **OK** to confirm your action.

**Step 2** In the left pane, click **Administration > Secure Connectors**.

**Step 3** On the **Services** page with the **Secure Connectors** tab selected, click the blue plus button and select **Secure Device Connector**.

**Step 4** In the Secure Connectors table, select the SDC you want to remove. Its device count should now be zero.

**Step 5** In the Actions pane, click  **Remove**. You receive this warning:

**Warning** You are about to delete <sdc\_name>. Deleting the SDC is not reversible. Deleting the SDC will require you to create and onboard a new SDC before you can onboard, or re-onboard, your devices.

Because you currently have onboarded devices, removing the SDC will require you to reconnect those devices and provide credentials again after setting up a new SDC.

- If you have any questions or concerns, click **Cancel** and contact Security Cloud Control support.
- If you wish to proceed, enter <sdc\_name> in the text box below and click **OK**.

**Step 6** In the confirmation dialog box, if you wish to proceed, enter your SDC's name as it is stated in the warning message.

**Step 7** Click **OK** to confirm the SDC removal.

---

## Move an ASA from one SDC to Another

Security Cloud Control [Using Multiple SDCs on a Single Security Cloud Control Tenant](#). You can move a managed ASA from one SDC to another using this procedure:

### Procedure

---

**Step 1** In the left pane, click **Security Devices**.

**Step 2** Click the **ASA** tab.

**Step 3** Select the ASA or ASAs you want to move to a different SDC.

**Step 4** In the **Device Actions** pane, click **Update Credentials**.

**Step 5** Click the Secure Device Connector button and select the SDC you want to move the device to.


**Step 6** Enter the administrator username and password Security Cloud Control uses to log into the device and click **Update**. Unless they were changed, the administrator username and password are the same credentials you used to onboard the ASA. You do not have to deploy these changes to the device.

**Note** If all the ASAs use the same credentials, you can move ASAs in bulk from one SDC to another. If the ASAs have different credentials, you have to move them from one SDC to another one at a time.

---

## Rename a Secure Device Connector

### Procedure

- 
- Step 1** In the left pane, choose **Tools & Services > Secure Connectors**.
  - Step 2** Select the SDC you want to rename.
  - Step 3** In the Details pane, click the edit icon  next to the name of the SDC.
  - Step 4** Rename the SDC.
- 

This new name will appear wherever the SDC name appears in the Security Cloud Control interface including the Secure Device Connectors filter of the **Inventory** pane.

## Update your Secure Device Connector

Use this procedure as a troubleshooting tool. Ordinarily, the SDC is updated automatically and you should not have to use this procedure. However, if the time configuration on the VM is incorrect, the SDC cannot establish a connection to AWS to receive the updates. This procedure will initiate an update of the SDC and should resolve errors due to time synchronization problems.

### Procedure

- 
- Step 1** Connect to your SDC. You can connect using SSH or use the console view in your VMware Hypervisor.)
  - Step 2** Log in to the SDC as the **cdo** user.
  - Step 3** Switch to the SDC user to update the SDC docker container:

```
[cdo@sdc-vm ~]$ sudo su sdc
[sudo] password for cdo: <type password for cdo user>
[sdc@sdc-vm ~]$
```

- Step 4** Upgrade the SDC toolkit:

```
[cdo@sdc-vm ~]$ /usr/local/cdo/toolkit/toolkit.sh upgradeToolkit
[sdc@sdc-vm ~]$
```

- Step 5** Upgrade the SDC:

```
[cdo@sdc-vm ~]$ /usr/local/cdo/toolkit/toolkit.sh upgradeSDC
[sdc@sdc-vm ~]$
```

**Note** **Recommended updates and maintenance on the SDC Virtual Machine**

Ensure that you monitor and apply updates to the SDC VM running on Ubuntu Linux following your organisation's internal IT security and patch management policies. We highly recommend regularly reviewing and applying relevant security patches to ensure that the SDC VM remains secure and functions optimally within your network environment.

---

## Using Multiple SDCs on a Single Security Cloud Control Tenant

Deploying more than one SDC for your tenant allows you to manage more devices without experiencing performance degradation. The number of devices a single SDC can manage depends on the features implemented on those devices and the size of their configuration files.


You can install an unlimited number of SDCs on a tenant. Each SDC could manage one network segment. These SDCs would connect the devices in those network segments to the same Security Cloud Control tenant. Without multiple SDCs, you would need to manage the devices in isolated network segments with different Security Cloud Control tenants.

The procedure for deploying a second or subsequent SDC is the same for deploying your first SDC. [Deploy a Secure Device Connector Using Security Cloud Control's VM Image](#) or you can [Deploy a Secure Device Connector On Your VM](#). The initial SDC for your tenant incorporates the name of your tenant and the number 1. Each additional SDC is numbered in order.

## Security Cloud Control Devices that Use the Same SDC

Follow this procedure to identify all the devices that connect to Security Cloud Control using the same SDC:

### Procedure

- 
- Step 1** In the left pane, **Security Devices**.
  - Step 2** Click the **Devices** tab to locate the device.
  - Step 3** Click the appropriate device type tab.
  - Step 4** If there is any filter criteria already specified, click the **clear** button at the top of the Inventory table to show all the devices and services you manage with Security Cloud Control.
  - Step 5** Click the filter button  to expand the **Filters** menu.
  - Step 6** In the Secure Device Connectors section of the filter, check the name of the SDC(s) you're interested in. The Inventory table displays only the devices that connect to Security Cloud Control through the SDC you checked in the filter.
  - Step 7** (Optional) Check additional filters in the filter menu to refine your search further.
  - Step 8** (Optional) When you're done, click the **clear** button at the top of the Inventory table to show all devices and services you manage with Security Cloud Control.
- 

## Open Source and Third-Party License in SDC

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Michael Bridgen <mikeb@squaremobi.us.net>

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\* bluebird \*

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\* command-line-args \*

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**\* json-stable-stringify \***

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**\* json-stringify-safe \***

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**\* rimraf \***

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\* validator \*

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# Devices, Software, and Hardware Supported by Security Cloud Control

Security Cloud Control is a cloud-based management solution enabling the management of security policies and device configurations across multiple security platforms. Security Cloud Control centrally manages policy and configuration across:

- Cisco Secure Firewall ASA, both on-premises and virtual
- Cisco Secure Firewall Threat Defense (FTD), both on-premises and virtual
- Cisco Secure Firewall Management Center, on-premises
- Cisco Meraki MX
- Cisco IOS devices
- Cisco Umbrella
- AWS Security Groups

The documentation describes devices, software, and hardware Security Cloud Control supports. It does not point out software and devices that Security Cloud Control does not support. If we do not explicitly claim support for a software version or a device type, then we do not support it.

## Cisco Secure Firewall ASA

Cisco Adaptive Security Appliance (ASA) is a security device integrating firewall, VPN, and intrusion prevention capabilities. It protects networks from unauthorized access, cyber threats, and data breaches, offering robust security services in a single platform. Security Cloud Control supports the management of ASA devices, offering features to streamline configuration management and ensure regulatory compliance across the network infrastructure.

## Cisco Secure Firewall Threat Defense

**Firewall Threat Defense** integrates traditional firewall features with advanced threat protection capabilities. It offers comprehensive security functions, including intrusion prevention, application control, URL filtering, advanced malware protection, and so on. An FTD can be deployed on ASA hardware appliances, and Cisco firewall hardware appliances, and in virtual environments. Managing threat defense devices is possible through various management interfaces, such as Cisco Firewall Management Center, Security Cloud Control, and Firewall Device Manager.

For more information on software and hardware compatibility, see the [Cisco Secure Firewall Threat Defense Compatibility Guide](#).

**Firewall Device Manager** is a web-based management interface explicitly designed for threat defense device management. It provides a simplified approach for configuring and monitoring threat defense devices, making it ideal for smaller-scale deployments or organizations preferring an intuitive interface.

FDM offers basic configuration capabilities for network settings, access control policies, NAT rules, VPN configuration, monitoring, and basic troubleshooting. Typically accessed through a web browser, FDM is directly available on the FTD device, eliminating the need for additional management servers or appliances.

### Cisco Secure Firewall Management Center

Security Cloud Control simplifies the management of on-premises Firewall Management Center by establishing a secure integration, discovering device inventories, and enabling centralized policy management. Security policies such as firewall rules, VPN settings, and intrusion prevention policies can be efficiently managed and deployed across all devices under FMC.

### Cisco Meraki MX

The Meraki MX appliance is an enterprise-grade security and SD-WAN next-generation firewall appliance, designed for decentralized deployments. Security Cloud Control supports managing layer 3 network rules on Meraki MX devices. When you onboard a Meraki device to Security Cloud Control, it communicates with the Meraki dashboard to manage that device. Security Cloud Control securely transfers configuration requests to the Meraki dashboard, which then applies the new configuration to the device. Key features of Security Cloud Control's support for Cisco Meraki MX include centralized policy management, backup and restore, monitoring and reporting, compliance checking, and automation capabilities.

### Cisco IOS Devices

Cisco IOS can manage and control network functions, including routing, switching, and other networking protocols. It offers a set of features and commands to configure and maintain Cisco network devices, enabling efficient communication and management within networks of varying sizes and complexities.

### Cisco Umbrella

Security Cloud Control manages Cisco Umbrella through integrations such as the Umbrella ASA Integration, which allows administrators to include their Cisco Adaptive Security Appliance (ASA) within their Umbrella configuration using per-interface policies. This integration enables the ASA to redirect DNS queries to Umbrella, enhancing network security by leveraging Umbrella's DNS security, web filtering, and threat intelligence capabilities.

### AWS Security Groups

Security Cloud Control offers a simplified management interface for Amazon Web Services (AWS) Virtual Private Clouds (VPCs). Key features include monitoring AWS Site-to-Site VPN connections, tracking changes to AWS devices, and viewing AWS Site-to-Site VPN tunnels.

## Cloud Device Support Specifics

The following table describes software and device type support for cloud-based devices. Read the affiliated links for more information about onboarding and feature functionality for the device types in the table below:

| Devices Types           | Notes                                                                                                                                                                                                                                           |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Amazon Web Services VPC | <p>AWS VPC receive updates through the AWS console. See AWS documentation for more information on the platform and available services.</p> <p>You must launch an AWS VPC in the AWS console before onboarding it to Security Cloud Control.</p> |



| Devices Types         | Notes                                                                                                                                                                     |
|-----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Google Cloud Platform | Google Cloud Platform (GCP) receives any updates through the GCP console. See Google Cloud documentation for more information on the platform and available services. See |
| Microsoft Azure       | Azure receives any updates through the Azure console. See Azure documentation for more information on the platform and available services.                                |

## Browsers Supported in Security Cloud Control

Security Cloud Control supports the latest version of these browsers:

- Google Chrome
- Mozilla Firefox

## Security Cloud Control Platform Maintenance Schedule

Security Cloud Control updates its platform every week with new features and quality improvements. Updates are made during a 3 hour period according to this schedule:

| Day of the Week | Time of Day<br>(24-hour time, UTC) |
|-----------------|------------------------------------|
| Thursday        | 09:00 UTC - 12:00 UTC              |

During this maintenance period, you can still access your tenant and if you have a cloud-delivered Firewall Management Center or Multicloud Defense Controller, you can access those portals as well. Additionally, the devices you have onboarded to Security Cloud Control continue to enforce their security policies.



### Note

- We advise against using Security Cloud Control to deploy configuration changes on the devices it manages during maintenance periods.
- If there is any issue that stops Security Cloud Control from communicating, we address that failure on all affected tenants as quickly as possible, even if it is outside the maintenance window.

# Cloud-delivered Firewall Management Center Maintenance Schedule

Customers who have a cloud-delivered Firewall Management Center deployed on their tenant are notified approximately 1 week before Security Cloud Control updates the cloud-delivered Firewall Management Center environment. Super Admin and Admin users of the tenant are notified by email. Security Cloud Control also displays a banner on its home page notifying all users of upcoming updates.



---

**Note**

- We advise you not to use cloud-delivered Firewall Management Center to deploy configuration changes on the devices it manages during maintenance periods.
  - If there is any issue that stops Security Cloud Control or cloud-delivered Firewall Management Center from communicating, that failure is addressed on all affected tenants as quickly as possible, even if it is outside the maintenance window.
- 

## Manage a Security Cloud Control Tenant

Security Cloud Control gives you the ability to customize certain aspects of your tenant, users, and notification preferences. Review the following settings available for customized configuration:

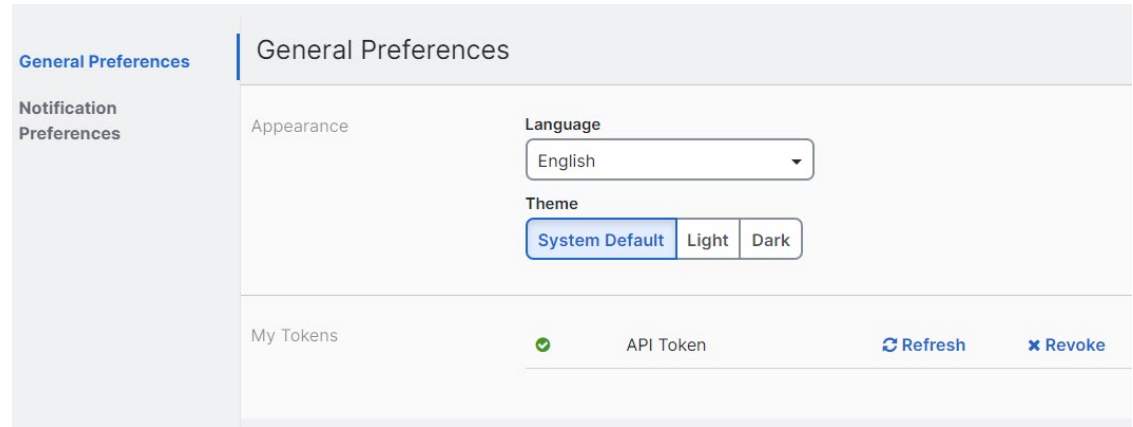
### General Settings

See the following topics regarding general Security Cloud Control Settings:

- [General Preferences, on page 45](#)
- For **My Tokens**, see [API Tokens, on page 57](#)
- For **Tenant Settings**, see:
  - [Enable Change Request Tracking, on page 45](#)
  - [Prevent Cisco Support from Viewing your Tenant, on page 46](#)
  - [Enable the Option to Auto-accept Device Changes, on page 46](#)
  - [Default Conflict Detection Interval, on page 46](#)
  - [Web Analytics, on page 47](#)
  - [Tenant ID, on page 48](#)
  - [Tenant Name, on page 48](#)

## General Preferences

Select the desired language and theme for the Security Cloud Control UI to display in. This selection only affects the user who makes this change.



## Change the Security Cloud Control Web Interface Appearance

You can change the way the web interface appears.

### Procedure

**Step 1** From the drop-down list under your username, choose **Preferences**.

**Step 2** In the **General Preferences** area, select a **Theme**:

- **Light**
- **Dark**

## My Tokens

See [API Tokens](#) for more information.

## Tenant Settings

### Enable Change Request Tracking

Enabling change request tracking affects all users of your tenant. To enable Change Request Tracking, follow this procedure:

### Procedure

**Step 1** In the left pane, click **Administration > General Settings**.

**Step 2** Click the slider under **Change Request Tracking**.

Once confirmed, you see the Change Request toolbar appear in the lower left corner of the interface and the Change Request drop-down menu in the Change Log.

## Prevent Cisco Support from Viewing your Tenant

Cisco support will associate its users with your tenant to resolve support tickets or proactively fix issues that affect more than one customer. However, if you prefer, you can prevent Cisco support from accessing your tenant by changing your account settings. To do so, slide the toggle button under **Prevent Cisco support from viewing this tenant** to show a green check mark.

To prevent Cisco support from viewing your tenant, follow this procedure:

### Procedure

**Step 1** In the left pane, click **Administration > General Settings**.

**Step 2** Click the slider under **Prevent Cisco support from viewing this tenant**.

## Enable the Option to Auto-accept Device Changes

Enabling auto-accept for device changes allows Security Cloud Control to automatically accept any changes made directly on the device. If you leave this option disabled, or disable it at a later time, you are required to review each device conflict before you can accept it.

To enable auto-accept for device changes, follow this procedure:

### Procedure

**Step 1** In the left pane, **Administration > General Settings**.

**Step 2** Click the slider under **Enable the option to auto-accept device changes**.

## Default Conflict Detection Interval

This interval determines how often Security Cloud Control polls onboarded devices for changes. This selection affects all devices managed with this tenant, and can be changed at any time.



**Note** This selection can be overridden via the **Conflict Detection** option available from the **Inventory** page after you have selected one or multiple devices.


To configure this option and select a new interval for conflict detection, follow this procedure:

## Procedure

- 
- Step 1** In the left pane, click **Administration > General Settings**.
- Step 2** Click the drop-down menu for **Default Conflict Detection Interval** and select a time value.
- 

## Enable the Option to Schedule Automatic Deployments

Enabling the option to schedule automatic deployments allows you to schedule future deployments at a date and time when it is convenient. Once enabled, you can schedule a single or a recurring automatic deployment. To schedule an automatic deployment, see [Schedule an Automatic Deployment](#).

Note that changes made on Security Cloud Control for a device are not automatically deployed to the device if it has pending changes of its own . If a device is not in the **Synced** state, such as **Conflict Detected** or **Not Synced**, scheduled deployments are not executed. The jobs page lists any instance where a scheduled deployment fails.

If **Enable the Option to Schedule Automatic Deployments** is turned off, all scheduled deployments are deleted.



---

**Important** If you use Security Cloud Control to create more than one scheduled deployment for a device, the new deployment overwrites the existing deployment. If you create more than one scheduled deployment a device using API, you **must** delete the existing deployment prior to schedule the new deployment.

---

To enable the option to schedule automatic deployments, follow this procedure:

## Procedure

- 
- Step 1** In the left pane, click **Administration > General Settings**.
- Step 2** Click the slider under **Enable the option to schedule automatic deployments**.
- 

## Web Analytics

Web analytics provides anonymous product usage information to Cisco based on page hits. The information includes pages viewed, the time spent on a page, browser versions, product version, device hostname, and so forth. This information can help Cisco determine feature usage patterns and help Cisco improve the product. All usage data is anonymous and no sensitive data is transmitted.

Web analytics is enabled by default. To disable web analytics, or to enable in the future, follow this procedure:

## Procedure

- 
- Step 1** In the left pane, click **Administration > General Settings**.

**Step 2** Click the toggle under **Web Analytics**.

---


### Tenant ID

Your tenant ID identifies your tenant. This information will be helpful if you need to contact the Cisco Technical Assistance Center (TAC).

### Tenant Name

Your tenant name also identifies your tenant. Note that the tenant name is not the organization name. This information will be helpful if you need to contact the Cisco Technical Assistance Center (TAC).

### Security Cloud Control Platform Navigator

The platform navigator is a nine-block applications cross-launcher () that appears on the top right corner of Security Cloud Control. You can readily cross-launch to the following Cisco networking and security applications:

#### Networking Applications

- **Catalyst**—Cisco Catalyst products include a wide variety of network switches, wireless controllers, wireless access points, and edge platforms and routers, supporting enterprise-class business needs to heavy-duty and rugged networking environments.
- **Intersight**—Cisco Intersight is a cloud operations platform that consists of optional, modular capabilities of advanced infrastructure, workload optimization, and Kubernetes services. Cisco Intersight infrastructure services include the deployment, monitoring, management, and support of your physical and virtual infrastructure. It supports Cisco Unified Computing System (Cisco UCS) and Cisco HyperFlex hyperconverged infrastructure (HCI), and other third-party Intersight-connected targets.
- **IoT Operations Dashboard**—Cisco IoT Operations Dashboard is a cloud-based IoT services platform that empowers operations teams to securely connect, maintain, and gain insights from industrial networking devices and connected industrial assets at massive scale. With one comprehensive view of all their connected industrial assets, operation teams can uncover valuable insights that help them streamline operations and drive business continuity.
- **Meraki**—Cisco Meraki is an IT and IoT cloud-managed platform that provides a centralized management platform for Cisco Meraki devices.
- **Spaces**—Cisco Spaces is a cloud-based location services platform through which organizations can gain insights into how people and things move throughout their physical spaces. With these insights, they can deliver contextual engagements that are valuable and relevant. Besides looking at where people go, organizations can also drive operational efficiencies by monitoring the location, movement, and utilization of assets.
- **ThousandEyes**—Cisco ThousandEyes is a cloud service suite that helps monitor and measure the availability and performance of web applications, services, and networks. It provides end-to-end visibility from any user to any application over any network, enabling enterprises to swiftly get to the source of issues, resolve them faster, and manage performance effectively.
- **Workflows**—Cisco Workflows is a cloud-hosted automation application that is part of the larger Cisco Networking Cloud vision. Workflows provides an entitlement to cross-domain automation capabilities

to current Cisco customers by streamlining repetitive and error-prone tasks across both Cisco and third-party applications through custom and premade automation templates and a plethora of adapter options, both provided by Cisco and build your own, to reach targets in the cloud or on-premises.

### Security Applications

- **Duo Security**—Cisco Duo is a user-centric zero-trust security platform with two-factor authentication to protect access to sensitive data for all users, devices, and applications. It offers features such as adaptive policies, single sign-on (SSO), and advanced endpoint visibility, making it a comprehensive solution for securing remote access and maintaining business continuity.
- **Secure Access**—Cisco Secure Access simplifies IT operations through a single, cloud-managed console, unified client, centralized policy creation, and aggregated reporting. Extensive security capabilities converged in one solution (ZTNA, SWG, CASB, FWaaS, DNS security, RBI and more) mitigate security risk by applying zero trust principles and enforcing granular security policies. Market leading Talos threat intelligence fuels unmatched threat blocking to mitigate risk and speed investigations.
- **Secure Endpoint**—Cisco Secure Endpoint, formerly known as Cisco AMP for Endpoints, is a cloud-managed endpoint security solution designed to prevent breaches and rapidly detect, contain, and remediate threats. It is an instant check of your files against a cloud-based scanner with advanced tracking features that enable security analysts to determine and isolate initial sources of outbreaks, and it provides a retrospective quarantine of files that are discovered to be malicious.
- **Cisco Security Provisioning and Administration**—Cisco Security Provisioning and Administration is a web application that provides centralized management of Cisco Secure product instances, user identity, and user access management across Cisco Security Cloud. Security Cloud Control administrators can create new Security Cloud enterprises, manage users in an enterprise, claim domains, and integrate their organization's SSO identity provider, among other tasks.
- **XDR**—Cisco Extended Detection and Response (XDR) is a cloud-based solution designed to simplify security operations and empower security teams to detect, prioritize, and respond to sophisticated threats. By integrating both Cisco and third-party security solutions into a unified platform, Cisco XDR offers a comprehensive approach to threat management. Integrated with the threat intelligence provided by Talos, Cisco XDR enriches incident data with additional context and asset insights, reducing false positives and enhancing overall threat detection, response, and forensic capabilities.

## View Security Cloud Control Notifications



Click the notifications icon to view the most recent alerts that have occurred or affected the devices you have onboarded to your tenant. The selections that you make in the **Notification Settings** page impact the types of notifications displayed in Security Cloud Control. Continue reading for more information.

This drop-down page is grouped into three tabs: Overview, All, and Dismissed.

### Overview Tab

The **Overview** tab displays a combination of the most recent high-priority alerts and events that you are subscribed to. High priority events are the following:

- Deployment Failed

- Backup Failed
- Upgrade Failed
- Migrate FTD to cdFMC Failed
- Device went offline
- Device HA state changed
- Device certificates expiring

You can configure which alerts you want to receive by clicking the Notification Settings in the Notifications window or by selecting **UserID > User Preferences** page. The User ID button in the upper right corner of the dashboard.

### All Tab

The **All** tab displays all notifications regardless of their priority ranking, including email subscription notifications and all of the items listed as high priority.

### Dismissed Tab

The **Dismissed** tab displays notifications you have dismissed. You can dismiss individual notifications by clicking the "x" of the notification.

Opting to **Dismiss** notifications from the drop-down menu dismisses notifications from **both** the "Overview" and "All" tabs. They will remain in the **Dismiss** tab for 30 days, after which they will be removed from Security Cloud Control.

### Search Notifications

When viewing the notifications drop-down window, for any of the tabs mentioned above, you can use the search bar at the top of the drop-down to query for key words or alerts.

## User Notification Preferences

Notifications are generated by Security Cloud Control whenever a device associated with your tenant experiences a specific event, such as whenever a device associated with your tenant experiences a specific action, a device certificate is expiring or has expired, or a background log search starts, finishes or fails. The following notifications are enabled by default and displayed for every user that is affiliated with the tenant regardless of the user role. You can modify your personal notification preference to only show alerts you are interested in. Note that these preference are yours only and do not affect other users associated with the tenant.




---

**Note** Changes made to the notifications listed below are automatically updated in real time and do not require deployment.

---

View your personal preferences in the **Username ID > Preferences > Notification Preferences** page. Your Username ID is always located in the upper right corner of Security Cloud Control across all pages. From this page you can configure the following "**Notify Me in Security Cloud Control When**" alerts.



### Send Alerts for Device Workflows

- **Deployments** - This action does not include integration instances for SSH or IOS devices.
- **Backups** - This action is only applicable for FDM-managed devices.
- **Upgrades** - This action is only applicable for ASA and FDM-managed devices.
- **Migrate FTD to cloud** - This action is applicable when changing the FTD device manager from FMC to Security Cloud Control.

### Send Alerts for Device Events

- **Went offline** - This action applies to all devices associated with your tenant.
- **Back online** - This action applies to all the devices associated with your tenant.
- **Conflict detected** - This action applies to all the devices associated with your tenant.
- **HA state changed** - This action indicates the device within an HA or failover pair, the current state, and the state it changed from. This action applies to all HA and failover configurations associated with your tenant.
- **Site-to-Site session disconnected** - This action applies to all site-to-site VPN configurations configured in your tenant.

### Send Alerts for Background Log Search

- **Search started** - Receive a notification when a search starts. This applies to both immediate and scheduled searches.
- **Search completed** - Receive a notification when a search ends. This applies to both immediate and scheduled searches.
- **Search failed** - Receive a notification when a search fails. This applies to both immediate and scheduled searches. Check the parameters or the query and try again.

### Opt Out of Notification Preferences

By default, all events are enabled and generate notifications. To opt out of notifications generated by the events mentioned above, you must manually **uncheck** the notification types. Note that you must click **Save** to confirm any changes.

### Email Alerts

Enable the **Email Alerts** toggle to receive any of the alerts mentioned above. Check which alerts you would like to receive by email and click the **Save** button. By default, the **Use Security Cloud Control notification settings above** is checked. This means that you will receive email alerts on all of the same notifications and events as you have checked in the "Send Alerts When..." sections mentioned on this page.

If you only want **some** of the events or alerts mentioned above forwarded to your email, uncheck the **Use Security Cloud Control notification settings above**". This action generates an additional location to modify and personalize the available alerts. This may help reduce redundancy.

## Tenant Notification Settings

From the navigation bar to the left, click **Settings** > **Notification Settings**.

All users associated with your tenant will automatically receive these alerts. In addition, some or all of these alerts can be forwarded to specific emails or services.




---

**Note** You must have an **Super Admin** user role to change these settings. See [User Roles in Security Cloud Control](#) for more information.

---

### Email Subscribers

Add or modify the emails that receive alerts from your Security Cloud Control tenant. See [Enable Email Subscribers, on page 52](#) for more information.

### Service Integrations

**Enable Incoming Webhooks** on your messaging app and receive Security Cloud Control notifications directly to your app dashboard. See [Enable Service Integrations for Security Cloud Control Notifications](#) for more information.

## Enable Email Subscribers

An email notification from Security Cloud Control denotes the type of action and the affected devices. For further information about the current state of your devices and the content of the action, we recommend logging into Security Cloud Control and examining the [Manage Change Logs in Security Cloud Control](#) of the affected devices.




---

**Warning** Be sure to enter the correct email if you are adding a mailer. Security Cloud Control does not check email addresses against known users associated with your tenant.

---

### Add an Email Subscription

#### Before you begin

You must be an **Admin** to view the email subscription list, and a **SuperAdmin** to add, remove, or edit email subscriptions.

### Procedure

---

- Step 1** In the left pane, click **Administration** > **Notification Settings**.
- Step 2** Click the + icon in the upper right corner of the page.
- Step 3** Enter a valid email address in the text field.
- Step 4** Check and uncheck the appropriate checkboxes for events and alerts you want the subscriber to notified about.

**Step 5** Click **Save**. At any point, click **Cancel** to creating the new email subscription for the tenant.

---

## Edit Email Subscriptions

### Before you begin

You must be an **Admin** to view the email subscription list, and a **SuperAdmin** to add, remove, or edit email subscriptions.

### Procedure

---

**Step 1** In the left pane, click **Administration** > **Notification Settings**.

**Step 2** Locate the email address you want to enable to edit for email subscriptions.

**Step 3** Click the **Edit** icon.

**Step 4** Edit the following attributes:

- Email address
- Send Alerts When.... Device Workflows
- Send Alerts When... Device Events
- Send Alerts When... Background Log Search

**Step 5** Click **Ok**. At any point, click **Cancel** to negate any changes made to the email subscription.

---

## Delete an Email Subscription

Use the following procedure to delete a mailer from the email subscription list.:

### Before you begin

You must be an **Admin** to view the email subscription list, and a **SuperAdmin** to add, remove, or edit email subscriptions.

### Procedure

---

**Step 1** In the left pane, click **Administration** > **Notification Settings**.

**Step 2** Locate the user you want to remove from email subscriptions for the tenant.

**Step 3** Click the **Remove** icon for the user you want to remove.

**Step 4** Confirm you want to remove the user from the subscription list. Note that this does not affect the user functionality in any way.

---

## Enable Service Integrations for Security Cloud Control Notifications

Enable service integration to forward Security Cloud Control notifications through a specified messaging application or service. You need to generate a webhook URL from your messaging application and point Security Cloud Control to that webhook in Security Cloud Control's **Notification Settings** page to receive notifications.

Security Cloud Control natively supports Cisco Webex and Slack as service integrations. Messages sent to these services are specially formatted for channels and automated bots.




---

**Note** You must check the appropriate boxes for the notifications you want to receive per webhook.

---

### Incoming Webhooks for Webex Teams

#### Before you begin

Security Cloud Control notifications appear in a designated workspace or as an automated bot in a private message. You must have the following before completing this procedure:

- A Webex account.
- A Security Cloud Control account and tenant.

Use the following procedure to allow incoming webhooks for Webex Teams:

#### Procedure

- 
- Step 1** Open the [Webex apphub](#).
- Step 2** Click **Connect** at the top of the page.
- Step 3** Scroll to the bottom of the page and configure the following:
- **Webhook name** - Provide a name to identify the messages provided by this application.
  - **Select a space** - Use the drop-down menu to choose a Webex **Space**. The Space must already exist in Webex team and you must have access to this space. If a space does not exist, you can create a new space in Webex Teams and refresh the application's configuration page to display the new space.
- Note** If a Webex incoming webhook has been configured in the past and you are re-enabling it, the previous webhooks are preserved at the bottom of this page. You can delete previous webhooks if they are no longer needed or if the Webex space no longer exists.
- Step 4** Select **Add**. The Webex Space you chose will receive a notification that the application is added.
- Step 5** Copy the Webhook URL.
- Step 6** Log into Security Cloud Control.
- Step 7** In the left pane, click **Administration > Notification Settings**.
- Step 8** Examine and confirm the notifications that are checked are correct. If they are not, we strongly recommend modifying the notification selection before you connect to a service integration.
- Step 9** Scroll to **Service Integrations**.

- Step 10** Click the blue plus button.
  - Step 11** Enter a **Name**. This name appears in Security Cloud Control as a configured service integration. It does not appear in any events forwarded to the configured service.
  - Step 12** Expand the drop-down menu and select **Webex** as the Service Type.
  - Step 13** Paste the webhook URL that you generated from the service.
  - Step 14** Click **OK**.
- 

## Incoming Webhooks for Slack

Security Cloud Control notifications appear in a designated channel or as an automated bot in a private message. For more information on how Slack handles incoming webhooks, see [Slack Apps](#) for more information.

Use the following procedure to allow incoming webhooks for Slack:

### Procedure

---

- Step 1** Log into your Slack account.
  - Step 2** In the panel to the left, scroll to the bottom and select **Add Apps**.
  - Step 3** Search application directory for **Incoming Webhooks** and locate the app. Select **Add**.
  - Step 4** If you are not the admin of your Slack workspace, you must send a request to the admin of your org and wait for the app to be added to your account. Select **Request Configuration**. Enter an optional message and select **Submit Request**.
  - Step 5** Once the Incoming Webhooks app is enabled for your workspace, refresh the Slack settings page and select **Add New Webhook to Workspace**.
  - Step 6** Use the drop-down menu to select the Slack channel you want the Security Cloud Control notifications to appear in. Select **Authorize**. If you navigate away from this page while waiting for the request to get enabled, simply log into Slack and select the workspace name in the upper left corner. From the drop-down menu, select **Customize Workspace** and select **Configure Apps**. Navigate to **Manage > Custom Integrations**. Select **Incoming Webhooks** to open app's landing page and then select **Configuration** from the tabs. This lists all the users within your workspace that has this app enabled. You can only see and edit your account's configuration. Select your workspace name to edit the configuration and move forward.
  - Step 7** The Slack settings page redirects you to the configuration page for the app. Locate and copy the webhook URL.
  - Step 8** Log into Security Cloud Control.
  - Step 9** In the left pane, click **Administration > Notification Settings**.
  - Step 10** Examine and confirm the notifications that are checked are correct. If they are not, we strongly recommend modifying the notification selection before you connect to a service integration.
  - Step 11** Scroll to **Service Integrations**.
  - Step 12** Click the blue plus button.
  - Step 13** Enter a **Name**. This name appears in Security Cloud Control as a configured service integration. It does not appear in any events forwarded to the configured service.
  - Step 14** Expand the drop-down menu and select **Slack** as the Service Type.
  - Step 15** Paste the webhook URL that you generated from the service.
  - Step 16** Click **OK**.
-

## Incoming Webhooks for a Custom Integration

### Before you begin

Security Cloud Control does not format messages for custom integration. If you opt to integrate a custom service or application, Security Cloud Control sends a JSON message.

Refer to the service's documentation on how to enable incoming webhooks and generate a webhook URL. Once you have a webhook URL, use the procedure below to enable webhooks:

### Procedure

---

- Step 1** Generate and copy the webhook URL from the custom service or application of your choice.
  - Step 2** Log into Security Cloud Control.
  - Step 3** In the left pane, click **Administration > Notification Settings**.
  - Step 4** Examine and confirm the notifications that are checked are correct. If they are not, we strongly recommend modifying the notification selection before you connect to a service integration.
  - Step 5** Scroll to **Service Integrations**.
  - Step 6** Click the blue plus button.
  - Step 7** Enter a **Name**. This name appears in Security Cloud Control as a configured service integration. It does not appear in any events forwarded to the configured service.
  - Step 8** Expand the drop-down menu and select **Custom** as the Service Type.
  - Step 9** Paste the webhook URL that you generated from the service.
  - Step 10** Click OK.
- 

## Logging Settings

View your monthly event logging limit and how many days are left until the limit resets. Note that stored logging represents the compressed event data that the Cisco cloud received.

Click **View Historical Usage** to see all of the logging your tenant has received over the past 12 months.

There are also links you can use to request additional storage.

## Integrate Your SAML Single Sign-On with Security Cloud Control

Security Cloud Control uses Cisco Secure Sign-On as its SAML single sign-on identity provider (IdP) and Duo Security for multifactor authentication (MFA). This is Security Cloud Control's preferred authentication method.

If, however, customers want to integrate their own SAML single sign-on IdP solution with Security Cloud Control, they can as long as their IdP supports SAML 2.0 and identity provider-initiated workflow.

To integrate your own or third-party identity provider (IdP) with Cisco Security Cloud Sign On, see [Cisco Security Cloud Sign On Identity Provider Integration Guide](#).

If you need more support to integrate your own SAML solution with Security Cloud Control, contact support and [create a case](#).



---

**Attention** When you open a case, ensure that you choose **Manually Select A Technology** and select **SecureX - Sign-on and Administration** for your request to reach the right team.

---

## Renew SSO Certificate

Your Identity Provider (IdP) is usually integrated with SecureX SSO. Open a [Cisco TAC](#) case and provide the metadata.xml file. For more information, see [Cisco SecureX Sign-On Third-Party Identity Provider Integration Guide](#).



---

**Attention** When you open a case, ensure that you choose **Manually Select A Technology** and select **SecureX - Sign-on and Administration** for your request to reach the right team.

---

(legacy only) If your Identity Provider (IdP) integration is directly with Security Cloud Control, open a [How Security Cloud Control Customers Open a Support Ticket with TAC](#) and provide the metadata.xml file.

## API Tokens

Developers use Security Cloud Control API tokens when making Security Cloud Control REST API calls. The API token must be inserted in the REST API authorization header for a call to succeed. API tokens are "long-lived" access tokens which do not expire; however, you can renew and revoke them.

You can generate API tokens from within Security Cloud Control. These tokens are only visible immediately after they're generated and for as long as the General Settings page is open. If you open a different page in Security Cloud Control and return to the **General Settings** page, the token is no longer visible, although it is clear that a token has been issued.

Individual users can create their own tokens for a particular tenant. One user cannot generate a token on behalf of another. Tokens are specific to an account-tenant pair and cannot be used for other user-tenant combinations.

## API Token Format and Claims

The API token is a JSON Web Token (JWT). To learn more about the JWT token format, read the [Introduction to JSON Web Tokens](#).

The Security Cloud Control API token provides the following set of claims:

- **id** - user/device uid
- **parentId** - tenant uid
- **ver** - the version of the public key (initial version is 0, for example, **cdo\_jwt\_sig\_pub\_key.0**)
- **subscriptions** - Security Services Exchange subscriptions (optional)
- **client\_id** - "api-client"
- **jti** - token id

## Token Management

### Generate an API Token

#### Procedure

---

- Step 1** From the drop-down list under your username, click **Preferences > General Preferences**.
  - Step 2** In My Tokens, click **Generate API Token**.
  - Step 3** Save the token in a secure location in accordance with your enterprise's best practices for maintaining sensitive data.
- 

### Renew an API Token

The API token does not expire. However, users may choose to renew their API token if the token is lost, compromised, or to conform to their enterprise's security guidelines.

#### Procedure

---

- Step 1** From the drop-down list under your username, click **Preferences > General Preferences**.
  - Step 2** In My Tokens, click **Renew**. Security Cloud Control generates a *new* token.
  - Step 3** Save the new token in a secure location in accordance with your enterprise's best practices for maintaining sensitive data.
- 

### Revoke an API Token

#### Procedure

---

- Step 1** From the drop-down list under your username, click **Preferences > General Preferences**.
  - Step 2** In My Tokens, click **Revoke**. Security Cloud Control revokes the token.
- 

## Relationship Between the Identity Provider Accounts and Security Cloud Control User Records

To log in to Security Cloud Control, a customer needs an account with a SAML 2.0-compliant identity provider (IdP), a multi-factor authentication provider, and a user record in Security Cloud Control. The IdP account contains the user's credentials and the IdP authenticates the user based on those credentials. Multi-factor authentication provides an added layer of identity security. The Security Cloud Control user record primarily contains the username, the Security Cloud Control tenant with which they are associated, and the user's role. When a user logs in, Security Cloud Control tries to map the IdP's user ID to an existing user record on a tenant in Security Cloud Control. When Security Cloud Control finds a match, the user is logged in to that tenant.



Unless your enterprise has its own single sign-on identity provider, your identity provider is Cisco Security Cloud Sign On. Cisco Security Cloud Sign On uses Duo for multi-factor authentication. Customers can [Integrate Your SAML Single Sign-On with Security Cloud Control](#) if they choose.

## Login Workflow

This is a simplified description of how the IdP account interacts with the Security Cloud Control user record to log in a Security Cloud Control user:

### Procedure

- 
- Step 1** The user requests access to Security Cloud Control by logging in to a SAML 2.0-compliant identity provider (IdP) such as Cisco Security Cloud Sign On (<https://sign-on.security.cisco.com>) for authentication.
- Step 2** The IdP issues a SAML assertion that the user is authentic, and a portal displays the applications the user can access. One of the tiles represents Security Cloud Control.
- Step 3** Security Cloud Control validates the SAML assertion, extracts the username and attempts to find a user record among its tenants that corresponding to that username.
- If the user has a user record on a single tenant on Security Cloud Control, Security Cloud Control grants the user access to the tenant and the user's role determines the actions they can take.
  - If the user has a user record on more than one tenant, Security Cloud Control presents the authenticated user with a list of tenants they can choose from. The user picks a tenant and is allowed to access the tenant. The user's role on that specific tenant determines the actions they can take.
  - If Security Cloud Control does not have a mapping for the authenticated user to a user record on a tenant, Security Cloud Control displays a landing page giving users the opportunity to learn more about Security Cloud Control or request a free trial.

Creating a user record in Security Cloud Control does not create an account in the IdP and creating an account in the IdP does not create a user record in Security Cloud Control.

Similarly, deleting an account on the IdP does not mean you have deleted the user record from Security Cloud Control; although, without the IdP account, there is no way to authenticate a user to Security Cloud Control. Deleting the Security Cloud Control user record does not mean you have deleted the IdP account; although, without the Security Cloud Control user record, there will be no way for an authenticated user to access a Security Cloud Control tenant.

---

## Implications of this Architecture

### Customers Who Use Cisco Security Cloud Sign On

For customers who use Security Cloud Control's Cisco Security Cloud Sign On identity provider, a Super Admin can create a user record in Security Cloud Control and a user can self-register themselves with Security Cloud Control. If the two usernames match, and the user is properly authenticated, the user can log in to Security Cloud Control.

Should the Super Admin ever need to prevent a user from accessing Security Cloud Control, they can simply delete the Security Cloud Control user's user record. The Cisco Security Cloud Sign On account will still exist and if the Super Admin ever wants to restore the user, they can by creating a new Security Cloud Control user record with the same username as the one used for Cisco Security Cloud Sign On.

Should a customer ever run into a problem with Security Cloud Control that requires a call to our Technical Assistance Center (TAC), the customer could create a user record for the TAC engineer so they could investigate the tenant and report back to the customer with information and suggestions.

### Customers Who Have Their Own Identity Provider

For [Integrate Your SAML Single Sign-On with Security Cloud Control](#), they control both the identity provider accounts and the Security Cloud Control tenants. These customers can create and manage identity provider accounts and user records in Security Cloud Control.

Should they ever need to prevent a user from accessing Security Cloud Control, they can delete the IdP account, the Security Cloud Control user record, or both.

If they ever need help from Cisco TAC, they can create both the identity provider account and a Security Cloud Control user record, with a read-only role, for their TAC engineer. The TAC engineer would then be able to access the customer's Security Cloud Control tenant, investigate, and report back the customer with information and suggestions.

### Cisco Managed Service Providers

If Cisco Managed Service Providers (MSPs) use Security Cloud Control's Cisco Security Cloud Sign On IdP, they can self-register for Cisco Security Cloud Sign On and their customers can create a user record for them in Security Cloud Control so that the MSP can manage the customer's tenant. Of course, the customer has full control to delete the MSP's record when they choose to.

### Related Topics

- [General Settings](#)
- [Manage Users in Security Cloud Control](#)
- [User Roles in Security Cloud Control](#)

## Manage Multi-Tenant Portal

Security Cloud Control Multi-Tenant Portal view retrieves and displays information from all devices across multiple tenants. This multi-tenant portal shows the device status, software versions running on them, and many more.

### Before you begin

- The multi-tenant portal is only available if the feature is enabled on your tenant. To enable multi-tenant portal for your tenant, open a support ticket with Cisco TAC.
- Once the support ticket is resolved and the portal is created, users with the **Super Admin** role on the portal have the ability to add tenants to it.
- We recommend you to clear cache and cookies from your web browser to avoid certain browser-related issues that may occur.

### Multi-Tenant Portal

The portal provides the following menus:

- **Security Devices**

- Displays all the devices onboarded to the tenants added to the portal. Use the **Search** and **Filter** options to search for devices.
- You can click a device to view details such as **Model**, **Onboarding Method**, **Firewall Mode**, **Software Version**, and so on.
- You can manage a device only from the Security Cloud Control tenant that manages it. The multi-tenant portal provides the **Manage devices** link that directs you to the Security Cloud Control tenant page.  
You can see this link if you have an account on that tenant, and the tenant is in the same region as the portal. If you don't have permission to access the tenant, you may not see the **Manage devices** link. Contact the Super Admin in your organization for permission.
- You can export the details to a comma-separated value (.csv) file. This information helps you analyze the devices or send it to someone who doesn't have access. Every time you export the data, Security Cloud Control creates a new .csv file, where the file created has a date and time in its name.
- The column picker allows you to select or clear the device properties to view in the table. If you customize the table, Security Cloud Control remembers your selection the next time you sign in.

**Figure 1: Security Devices**

| Name                 | Device Type     | Tenant      | Configuration Status | Connectivity             |
|----------------------|-----------------|-------------|----------------------|--------------------------|
| TestASA              | ASA Model       | admin-cisco | Not Synced           | -                        |
| TestDeletePolicy     | ASA Model       | dragon-asa  | Not Synced           | -                        |
| stc                  | FTD             | admin-cisco | No Config            | Pending Setup            |
| admin-TestTacoB-taco | Duo Admin Panel | cdo-eng     | Conflict Detected    | Online                   |
| asa-model            | ASA Model       | dragon-asa  | Not Synced           | -                        |
| carbon-asa-1         | ASA             | dragon-asa  | Conflict Detected    | Online                   |
| carbon-asa-2         | ASA             | dragon-asa  | Synced               | Online                   |
| cdo-eng-1            | Cloud DNG       | cdo-eng     | Synced               | Error                    |
| device-1             | FTD             | admin-cisco | Not Synced           | Unreachable              |
| stf                  | FDM             | admin-cisco | -                    | Registration Key Expired |
| stunmy-test          | FTD             | admin-cisco | No Config            | Pending Setup            |



**Note** If the tenant managing the device is in a different region, you see the link to sign in to Security Cloud Control in that region. If you don't have access to Security Cloud Control in that region or the tenant in that region, you will not be able to manage the device.

#### • Tenants

- Displays all the tenants added to the portal.
- Only users with **Super Admin** roles can add tenants to the portal.

- You can search by tenant name and export the tenants' information to a comma-separated value (.csv) file.

- **Settings**

- In **General Settings**, you can view the **Portal Settings** details.
- In **User Management**, you can view a list of all **Users**, **Active Directory Groups**, and **Audit Logs**. For more information, see [User Management](#).



**Note** If you are a multitenant portal Super Admin, you can use API endpoints to:

- [Create a Security Cloud Control tenant](#)
- [Add an existing Security Cloud Control tenant to the multitenant portal](#)

## Add a Tenant to a Multi-Tenant Portal

A user with the **Super Admin** role can add tenants to the portal. You can add tenants across multiple regions. For example, you can add a tenant from the Europe region into the US region and conversely.



**Important** We recommend that you [Create API Only Users](#) for your tenant and generate an API token for authenticating to Security Cloud Control.



**Note** If you want to add multiple tenants to the portal, generate API tokens from each tenant and paste them into a text file. You can then easily add the tenants one after another to the portal without switching to the tenant every time to generate a token.

### Procedure

**Step 1** In the left pane, click **Tenants**.

**Step 2** Click **Add Tenant**.

**Step 3** To add a new tenant, click **Next**.

- Note**
- To import existing tenants, check the **Would you like to import existing tenant?** checkbox.
  - Add existing tenants from Security Cloud Control by pasting multiple API tokens separated by commas.
  - Click **Import**.

**Step 4** Under **Tenant Details**, enter the **Display Name** and **Tenant Name**. Click **Next**.

**Step 5** Under **Provisioning**,

- Enable the **Enable Multicloud Defense** toggle to provision multicloud defense for your tenant.
- Enable the **Enable Cloud-delivered Firewall Management Center** toggle to provision cloud-delivered Firewall Management Center for your tenant.
- Click **Next**.

**Step 6** Under **Define Users**, either add users manually one by one, or download the CSV template, fill in the necessary details, and upload the file. Added users are displayed in the **User list** section.

**Step 7** Click **Create Tenant**.

Tenant creation is complete, and provisioning may take a few minutes.

## Delete a Tenant from a Multi-Tenant Portal

### Procedure

**Step 1** In the left pane, click **Tenants**.

**Step 2** Click the corresponding delete icon appearing on the right to remove the tenant that you want.

**Step 3** Click **Remove**. Note that the associated devices are also removed from the portal.

## Manage-Tenant Portal Settings

Security Cloud Control enables to customize certain aspects of your Multi-Tenant Portal and individual user accounts on the Settings page. Access the settings page by clicking **Settings** in the left pane.

### Settings

#### General Settings

Web analytics provides anonymous product usage information to Cisco based on page hits. The information includes pages viewed, the time spent on a page, browser versions, product version, device hostname, and so forth. This information can help Cisco determine feature usage patterns and help Cisco improve the product. All usage data is anonymous, and no sensitive data is transmitted.

Web analytics is enabled by default. To disable web analytics or to enable in the future, follow this procedure:

1. In the left pane, click **Administration > General Settings**.
2. Click the slider under **Web Analytics**.

### User Management

You can see all the user records associated with the Multi-Tenant Portal on the **User Management** screen. You can add, edit, or delete a user account. For more information, see [Manage Users in Security Cloud Control](#).

## Switch Tenant

If you have more than one portal tenants, you can switch between different portal or tenants without signing out from Security Cloud Control.

### Procedure

- 
- Step 1** On the multi-tenant portal, click your tenant menu appearing on the top right corner.
- Step 2** Click **Switch tenant**.
- Step 3** Choose the portal or tenant that you want to view.
- 

## The Cisco Success Network

Cisco Success Network is a user-enabled cloud service. When you enable Cisco Success Network, a secure connection is established between the device and the Cisco cloud to stream usage information and statistics. Streaming telemetry provides a mechanism to select data of interest from the device and to transmit it in a structured format to remote management stations for the following benefits:

- To inform you of available unused features that can improve the effectiveness of the product in your network.
- To inform you of additional technical support services and monitoring that might be available for your product.
- To help Cisco improve our products.

The device establishes and maintains the secure connection at all times, and allows you to enroll in the Cisco Success Network. After you have registered the device, you can change the Cisco Success Network setting.



#### Note

- For threat defense high availability pairs, the selection of the active device overrides the Cisco Success Network setting on the standby device.
  - Security Cloud Control does not manage the Cisco Success Network settings. The settings managed through, and telemetry information is provided by, the Firewall Device Manager user interface.
-

### Enable or Disable the Cisco Success Network

During initial system setup, you are prompted to register the device with Cisco Smart Software Manager. If you instead elected to use the 90-day evaluation license, you must register the device before the end of the evaluation period. To enroll the device, either register the device with Cisco Smart Software Manager (on the Smart Licensing page) or enroll with Security Cloud Control by entering a registration key.

When you register the device, your virtual account allocates the license to the device. Registering the device also registers any optional licenses that you have enabled.

You can turn off this connection at any time by disabling Cisco Success Network, although you can only disable this option through the Firewall Device Manager UI. Disabling will disconnect the device from the cloud. Disconnection does not impact the receipt of updates or the operation of the Smart Licensing capabilities, which continue to operate normally. See the **Connecting to the Cisco Success Network** section of the System Administration chapter of the [Firepower Device Manager configuration Guide](#), Version 6.4.0 or later for more information.

## Manage Users in Security Cloud Control

Before you create or edit a user record in Security Cloud Control, read [Relationship Between the Identity Provider Accounts and Security Cloud Control User Records](#) to learn how the identity provider (IdP) account and the user record interact. Security Cloud Control users need a record and a corresponding IdP account so they can be authenticated and access the Security Cloud Control tenant.

Unless your enterprise has its own IdP, Cisco Secure Sign-On is the identity provider for all Security Cloud Control tenants. The rest of this article assumes you are using Cisco Secure Sign-On as your identity provider.

You can see all the user records associated with your tenant on the **User Management** screen. This includes any Cisco support engineer who is temporarily associated with your account to resolve a support ticket.

## View the User Records Associated with your Tenant

### Procedure

---

In the left pane, **Administration > User Management**.

**Note** To prevent Cisco support from accessing your tenant, enable the **Prevent Cisco support from viewing this tenant** toggle in the [General Settings](#) page.

---

## Active Directory Groups in User Management

For tenants that have a high turnover for large quantities of users, you can map Security Cloud Control to your Active Directory (AD) groups instead of adding individual users to Security Cloud Control for an easier way to manage your user lists and user roles. Any user changes, such as a new user addition or removing existing users, can now be done in Active Directory and no longer need to be done in Security Cloud Control.

You must have a **SuperAdmin** user role to add, edit, or delete an Active Directory group from the **User Management** page. See [User Roles in Security Cloud Control](#) for more information.

In the left pane, choose **Settings > User Management**

### Active Directory Groups

- In the left pane, click **Administration > User Management > Active Directory Groups**.
- This page displays the role of the Active Directory group as assigned in your Active Directory manager.
- Users within an Active Directory group are not listed individually in either the **Active Directory Groups** tab or the **Users** tab.

### Audit Logs

**Audit Logs** in Security Cloud Control record user-related and system-level actions. Key events that are captured by the **Audit Logs** include:

- **User Login:** Records every instance of user authentication.
- **Tenant Association and Disassociation:** Tracks user associations with, or disassociations from, tenants.
- **User Role Change:** Records any modifications to user roles.
- **Active Directory Groups:** Records any addition, deletion, and role changes within AD groups.

### Procedure:

1. In the left pane, click **Administration > User Management**.
2. Click the **Audit Logs** tab. A list of events and activities in the current tenant you are logged into is displayed.
3. Use the **Search** text box to find logs for a specific user.
4. Click the filter icon to refine your search results and view specific events. You can filter the logs based on the **Time Range** and **Event Action**.
5. Click **Export** to download the details in CSV format.



Figure 2: Audit Logs

| Action                | Details                                                       | Date/Time                | User           |
|-----------------------|---------------------------------------------------------------|--------------------------|----------------|
| User Login            | test@corp.com logged in                                       | 7/31/2024<br>7:20:50 AM  | test@corp.com  |
| User Role Change      | Role changed to Edit Only for user test@corp.com              | 7/26/2024<br>8:21:52 PM  | admin@corp.com |
| Tenant Association    | User test@corp.com associated to tenant (CORP,dragon-us)      | 7/26/2024<br>8:21:21 PM  | admin@corp.com |
| Tenant Disassociation | User test@corp.com disassociated from tenant (CORP,dragon-us) | 7/24/2024<br>11:32:33 PM | admin@corp.com |
| AD Group Added        | AD group test added                                           | 7/23/2024<br>8:34:25 PM  | admin@corp.com |
| AD Group Deleted      | AD group test deleted                                         | 7/23/2024<br>8:18:42 PM  | admin@corp.com |

### Multi-role Users

As an extension along the IAM capabilities in Security Cloud Control, it is now possible for a user to have multiple roles.

A user can be part of multiple groups in Active Directory, and those groups can be defined in Security Cloud Control with different Security Cloud Control roles. The final permissions that a user gets on login are a combination of the roles of all the Active Directory groups that are defined in Security Cloud Control that the user is part of. For instance, if a user is part of two Active Directory groups and both the groups are added in Security Cloud Control with two different roles such as edit-only and deploy-only, the user would have both edit-only and deploy-only permissions. This applies to any number of groups and roles.

Active Directory group mappings must only be defined one time in Security Cloud Control, and managing access and permissions for users can after be achieved exclusively in Active Directory by adding, removing, or moving users between different groups.



**Note** If a user is both an individual user and part of an Active Directory group on the same tenant, the user role of the individual user overrides the user role of the Active Directory group.

### API Endpoints for Active Directory Groups

If you are a super admin, you can use API endpoints to do the following:

- [Create an Active Directory group](#)

- [Remove an Active Directory group](#)
- [Modify an Active Directory group](#)
- [Get Active Directory groups](#)
- [Get an Active Directory group](#)

The aforementioned links point to the corresponding sections of the Cisco DevNet website.

## Prerequisites for Adding an Active Directory Group to Security Cloud Control

Before adding an Active Directory group mapping to Security Cloud Control as a form of user management, you must have your Active Directory that is integrated with Security Cloud Sign On. If your Active Directory Identity Provider (IdP) is not already integrated, see [identity provider integration guide](#) to integrate a custom Active Directory IdP integration with the following information:

- Your Security Cloud Control tenant name and region
- Domain to define custom routing for (for example: @cisco.com, @myenterprise.com)
- Certificate and federation metadata in the XML format

After your Active Directory integration is complete, add the following custom SAML claims in your Active Directory. The SAML claims and attributes are required, for you to be able to successfully sign-in to your Security Cloud Control tenant after your Active Directory integration is done. These values are case sensitive:

- **SamlADUserGroupIds** - This attribute describes all group associations that a user has on Active Directory. For example, in Azure select + **Add a group claim** as seen in the screenshot below:

Figure 3: Custom Claims Defined in Active Directory

The screenshot shows the 'Attributes & Claims' configuration page in the Microsoft Azure portal. The breadcrumb navigation is: Home > Cisco-CDO-Dev > Enterprise applications > securex-okta-ci > SAML-based Sign-on > Attributes & Claims. The page includes options to '+ Add new claim', '+ Add a group claim', 'Columns', and 'Got feedback?'. There are two main sections: 'Required claim' and 'Additional claims', each with a table of claim names and values.

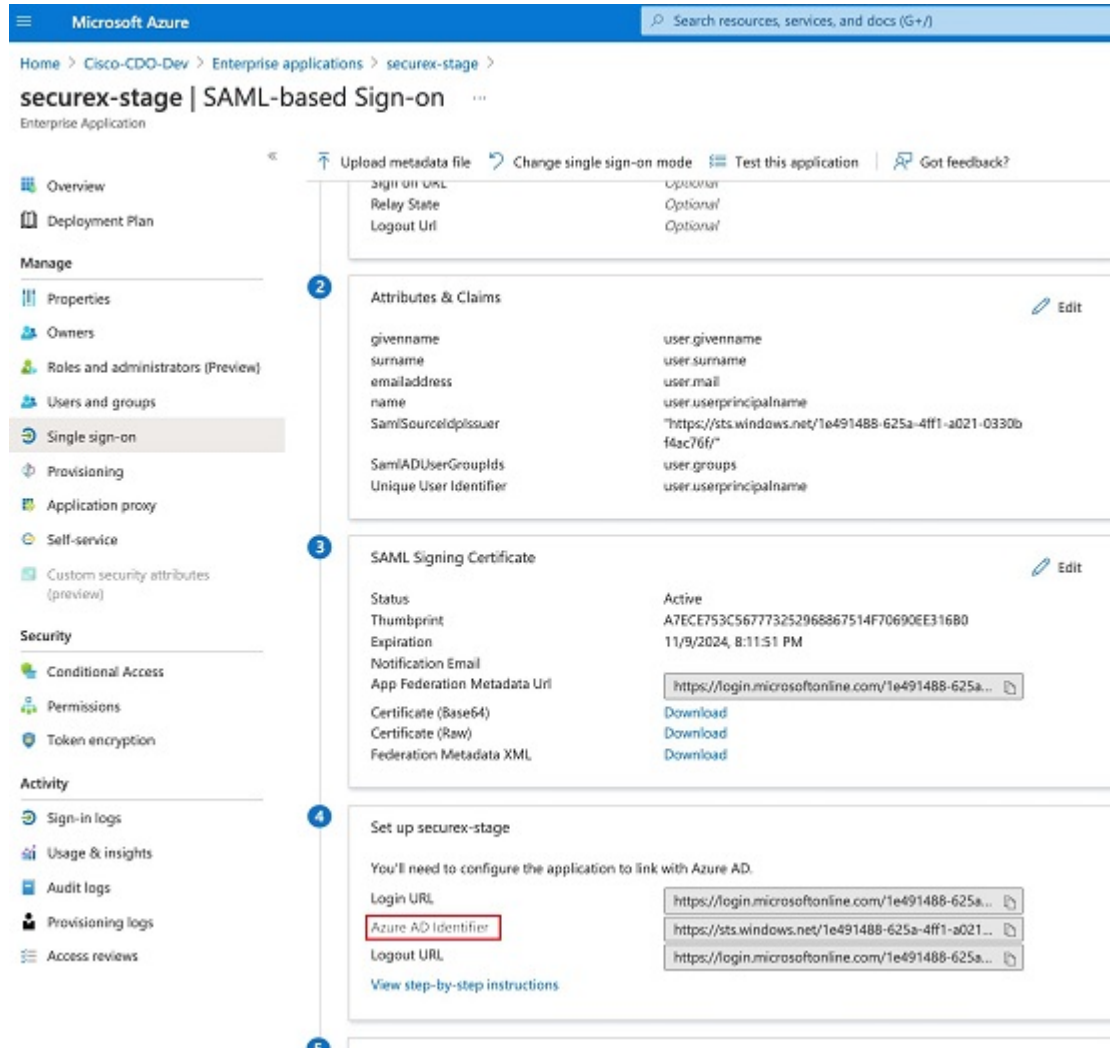
| Claim name                       | Value                                     |
|----------------------------------|-------------------------------------------|
| Unique User Identifier (Name ID) | user.userprincipalname [nameid-for... *** |

| Claim name                                                         | Value                                     |
|--------------------------------------------------------------------|-------------------------------------------|
| http://schemas.xmlsoap.org/ws/2005/05/identity/claims/emailaddress | user.mail ***                             |
| http://schemas.xmlsoap.org/ws/2005/05/identity/claims/givenname    | user.givenname ***                        |
| http://schemas.xmlsoap.org/ws/2005/05/identity/claims/name         | user.userprincipalname ***                |
| http://schemas.xmlsoap.org/ws/2005/05/identity/claims/surname      | user.surname ***                          |
| <b>SamlADUserGroupIds</b>                                          | user.groups ***                           |
| <b>SamlSourceIdpIssuer</b>                                         | "https://sts.windows.net/1e491488-... *** |

- **SamlSourceIdpIssuer** - This attribute uniquely identifies an Active Directory instance. For example, in Azure select + **Add a group claim** and scroll to locate the Azure Active Directory Identifier as seen in the screenshot below:

Figure 4: Locate the Azure Active Directory Identifier



## Add an Active Directory Group for User Management

You must have a **SuperAdmin** user role to add, edit, or delete an Active Directory group.

### Procedure

- Step 1** Log in to Security Cloud Control.
- Step 2** In the left pane, click **Administration > User Management**.
- Step 3** Click the **Active Directory Groups** tab.
- Step 4** Click the add Active Directory group (+) button.
- Step 5** Provide the following information:

- **Group Name:** Enter a unique name. This name does not have to match the group name in your Active Directory. Security Cloud Control does not support special characters for this field.
- **Group Identifier:** Manually enter the Group Identifier from your Active Directory. The value of the group identifier should be the same as the group identifier in the custom claim definition. It could be any value that corresponds to the unique identity of the group, for example, my-favourite-group, 12345, and so forth.
- **AD Issuer:** Manually enter the Active Directory Issuer value from your Active Directory.
- **Role:** Select a user role. This determines the role for all the users included in this Active Directory group. See [User Roles in Security Cloud Control](#) for more information.
- (Optional) **Notes:** Add any notes that are applicable to this Active Directory group.

**Step 6** Select **OK**.

---

## Edit an Active Directory Group for User Management

### Before you begin

Note that editing an Active Directory Group's user management in Security Cloud Control only allows you to modify how Security Cloud Control limits the Active Directory group. You cannot edit the Active Directory group itself in Security Cloud Control. You must use Active Directory to edit the list of users within an Active Directory group.

### Procedure

---

**Step 1** Log in to Security Cloud Control.

**Step 2** In the left pane, click **Administration > User Management**.

**Step 3** Click the **Active Directory Groups** tab.

**Step 4** Identify the Active Directory Group you want to edit and click the edit icon.

**Step 5** Modify the following values:

- **Group Name:** Enter a unique name. Security Cloud Control does not support special characters for this field.
- **Group Identifier:** Manually enter the Group Identifier from your Active Directory. The value of the group identifier should be the same as the group identifier in the custom claim definition. It could be any value that corresponds to the unique identity of the group, for example, my-favourite-group, 12345 and so forth.
- **AD Issuer:** Manually enter the Active Directory Issuer value from your Active Directory.
- **Role:** This determines the role for all the users included in this Active Directory group. See [User Roles](#) for more information.
- **Notes:** Add any notes that are applicable to this Active Directory group.

**Step 6** Click **OK**.

---

## Delete an Active Directory Group for User Management

### Procedure

- 
- Step 1** Log in to Security Cloud Control.
  - Step 2** In the left pane, click **Administration > User Management**.
  - Step 3** Click the **Active Directory Groups** tab.
  - Step 4** Identify the Active Directory Group you want to delete.
  - Step 5** Click the delete icon.
  - Step 6** Click **OK** to confirm you want to delete the Active Directory group.
- 

## Create a New Security Cloud Control User

These two tasks are necessary for creating a new Security Cloud Control user. They do not have to be done in sequence:

- [Create a Cisco Security Cloud Sign On Account for the New User](#)
- [Create a User Record with Your Security Cloud Control Username](#)

After these tasks are done, then the user can [The New User Opens Security Cloud Control from the Cisco Secure Sign-On Dashboard](#).

## Create a Cisco Security Cloud Sign On Account for the New User

Creating a Cisco Security Cloud Sign On account can be done by the new user at any time, without needing to know the name of the assigned tenant.

### About Logging in to Security Cloud Control

Security Cloud Control uses Cisco Secure Sign-On as its identity provider and Duo for multi-factor authentication (MFA). **To log into Security Cloud Control, you must first create your account in Cisco Security Cloud Sign On and configure MFA using Duo.**

Security Cloud Control requires MFA which provides an added layer of security in protecting your user identity. Two-factor authentication, a type of MFA, requires two components, or factors, to ensure the identity of the user logging into Security Cloud Control. The first factor is a username and password, and the second is a one-time password (OTP), which is generated on demand.



---

**Important** If your Security Cloud Control tenant existed before **October 14, 2019**, use [Migrate to Cisco Security Cloud Sign On Identity Provider, on page 5](#) for log in instructions instead of this article.

---

## Before You Log In

### Install DUO Security



We recommend installing the Duo Security app in a mobile phone. Review [Duo Guide to Two Factor Authentication: Enrollment Guide](#) if you have questions about installing Duo.

### Time Synchronization

You are going to use your mobile device to generate a one-time password. It is important that your device clock is synchronized with real time as the OTP is time-based. Make sure your device clock set automatically or manually set it to the correct time.

## Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication

The initial sign-on workflow is a four-step process. You need to complete all four steps.

### Procedure

#### Step 1 Sign Up for a New Cisco Security Cloud Sign On Account.

- a. Open <https://sign-on.security.cisco.com>.
- b. At the bottom of the sign in screen, click **Sign up now**.

## Security Cloud Sign On

Formerly known as SecureX Sign On

Email

Continue

Don't have an account? [Sign up now](#)

Or

[Other login options](#)

- c. Provide the following information to create enterprise account.

# Account Sign Up

Provide following information to create enterprise account.

[Back to login page](#)

Email \*

First name \*

Last name \*

Country \*

Password \*

Confirm Password \*

I agree to the [End User License Agreement](#) and [Privacy Statement](#).

[Cancel](#)

Here are some tips:

- **Email:** Enter the email address that you will eventually use to log in to Security Cloud Control.
- **Password:** Enter a strong password.

**d.** Click **Sign up**.

Cisco sends you a verification email to the address you registered with. Open the email and click **Activate account**.

## Step 2 Set up Multi-factor Authentication Using Duo

We recommend using a mobile device when setting up multi-factor authentication.

- a.** In the **Set up multi-factor authentication** screen, click **Configure factor**.



- b. Click **Start setup** and follow the prompts to choose a mobile device and verify the pairing of that mobile device with your account.

For more information, see [Duo Guide to Two Factor Authentication: Enrollment Guide](#). If you already have the Duo app on your device, you'll receive an activation code for this account. Duo supports multiple accounts on one device.

- c. At the end of the wizard click **Continue to Login**.
- d. Log in to Cisco Security Cloud Sign On with the two-factor authentication.

### Step 3 (Optional) Setup Google Authenticator as an additional authenticator

- a. Choose the mobile device you are pairing with Google Authenticator and click **Next**.
- b. Follow the prompts in the setup wizard to setup Google Authenticator.

### Step 4 Configure Account Recovery Options for your Cisco Security Cloud Sign On

- a. Choose a recovery phone number for resetting your account using SMS.
- b. Choose a security image.
- c. Click **Create My Account**.

---

## Create a User Record with Your Security Cloud Control Username

Only a Security Cloud Control user with **Super Admin** privileges can create the Security Cloud Control user record. The **Super Admin** must create the user record with the same email address that was specified in the **Create Your Security Cloud Control Username** task above.

Use the following procedure to create a user record with an appropriate user role:

### Procedure

---

**Step 1** Login to Security Cloud Control.

**Step 2** In the left pane, choose **Settings > User Management**.

**Step 3** Click  to add a new user to your tenant.

**Step 4** Provide the email address of the user.

**Note** The user's email address must correspond to the email address of the Cisco Secure Log-On account.

**Step 5** From the **Role** drop-down list, select the user's [User Roles in Security Cloud Control](#).

**Step 6** Click **OK**.

---

## The New User Opens Security Cloud Control from the Cisco Secure Sign-On Dashboard

### Procedure

- Step 1** Click the appropriate **Security Cloud Control** tile on the Cisco Secure Sign-on dashboard for your tenant's region.
- Step 2** Click the authenticator logo to choose Duo Security or Google Authenticator if you have set up both authenticators.
- If you already have a user record on an existing tenant, you are logged into that tenant.
  - If you already have a user record on several portals, you will be able to choose which portal to connect to.
  - If you already have a user record on several tenants, you will be able to choose which Security Cloud Control tenant to connect to.
  - If you do not already have a user record on an existing tenant, you will be able to learn more about Security Cloud Control or request a trial tenant.

The **Portals** view retrieves and displays consolidated information from multiple tenants. See [Manage Multi-Tenant Portal](#) for more information.

The **Tenant** view shows several tenants on which you have a user record.



## User Roles in Security Cloud Control

There are a variety of user roles in Security Cloud Control: Read-Only, Edit-Only, Deploy-only, Admin, and Super Admin. User roles are configured for each user on each tenant. If a Security Cloud Control user has

access to more than one tenant, they may have the same user ID but different roles on different tenants. A user may have a read-only role on one tenant and a Super Admin role on another. When the interface or the documentation refers to a Read-only user, an Admin user, or a Super Admin user we are describing that user's permission level on a particular tenant.

## Read-only Role

A user assigned the Read-Only role sees this blue banner on every page:

Read Only User. You cannot make configuration changes.

Users with the Read-Only role can do the following:

- View any page or any setting in Security Cloud Control.
- Search and filter the contents of any page.
- Compare device configurations, view the change log, and see VPN mappings.
- View every warning regarding any setting or object on any page.
- Generate, refresh, and revoke their own API tokens. Note that if a read-only user revokes their own token, they cannot recreate it.
- Contact support through our interface and can export a change log.

Read-Only users **cannot** do the following:

- Create, update, configure, or delete anything on any page.
- Onboard devices.
- Step-through the tasks needed to create something like an object or a policy, but not be able to save it.
- Create Security Cloud Control user records.
- Change user role.
- Attach or detach access rules to a policy.

## Edit-Only Role

Users with the Edit-Only role can do the following:

- Edit and save device configurations, including but not limited to objects, policies, rulesets, interfaces, VPN, etc.
- Allow configuration changes that are made through the **Read Configuration** action.
- Utilize the Change Request Management action.

Edit-Only users **cannot** do the following:

- Deploy changes to a device or to multiple devices.
- Discard staged changes or changes that are detected through OOB.
- Upload AnyConnect Packages, or configure these settings.

- Schedule or manually start image upgrades for devices.
- Schedule or manually start a security database upgrade.
- Manually switch between Snort 2 and Snort 3 versions.
- Create a template.
- Change the existing OOB Change settings.
- Edit System Management settings.
- Onboard devices.
- Delete devices.
- Delete VPN sessions or user sessions.
- Create Security Cloud Control user records.
- Change user role.

## Deploy-Only Role

Users with the Deploy-Only role can do the following:

- Deploy staged changes to a device, or to multiple devices.
- Revert or restore configuration changes for ASA devices.
- Schedule or manually start image upgrades for devices.
- Schedule or manually start a security database upgrade.
- Utilize the Change Request Management action.

Deploy-Only users **cannot** do the following:

- Manually switch between Snort 2 and Snort 3 versions.
- Create a template.
- Change the existing OOB Change settings.
- Edit System Management settings.
- Onboard devices.
- Delete devices.
- Delete VPN sessions or user sessions.
- Create, update, configure, or delete anything on any page.
- Onboard devices.
- Step-through the tasks needed to create something like an object or a policy, but not be able to save it.
- Create Security Cloud Control user records.
- Change user role.

- Attach or detach access rules to a policy.

## VPN Sessions Manager Role

The VPN Sessions Manager role is designed for administrators monitoring remote access VPN connections, not site to site VPN connections.

Users with the VPN Sessions Manager role can do the following:

- View any page or any setting in Security Cloud Control.
- Search and filter the contents of any page.
- Compare device configurations, view the change log, and see RA VPN mappings.
- View every warning regarding any setting or object on any page.
- Generate, refresh, and revoke their own API tokens. Note that if a VPN Sessions Manager user revokes their own token, they cannot recreate it.
- Contact support through our interface and export a change log.
- Terminate existing RA VPN sessions.

VPN Sessions Manager users **cannot** do the following:

- Create, update, configure, or delete anything on any page.
- Onboard devices.
- Step-through the tasks needed to create something like an object or a policy, but not be able to save it.
- Create Security Cloud Control user records.
- Change user role.
- Attach or detach access rules to a policy.

## Admin Role

Admin users have complete access to most aspects of Security Cloud Control. Admin users can do the following:

- Create, read, update, and delete any object or policy in Security Cloud Control and configure any setting.
- Onboard devices.
- View any page or any setting in Security Cloud Control.
- Search and filter the contents of any page.
- Compare device configurations, view the change log, and see VPN mappings.
- View every warning regarding any setting or object on any page.
- Generate, refresh, and revoke their own API tokens. If their token is revoked, they can contact support through our interface and can export a change log.

Admin users **cannot** do the following:

- Create Security Cloud Control user records.
- Change user role.

## Super Admin Role

Super Admin users have complete access to all aspects of Security Cloud Control. Super Admins can do the following:

- Change a user role.
- Create user records.



---

**Note** Though Super Admins can create a Security Cloud Control user record, that user record is not all that is needed for a user to log in to your tenant. The user also needs an account with the identity provider used by your tenant. Unless your enterprise has its own single sign-on identity provider, your identity provider is Cisco Security Cloud Sign On. Users can self-register for their Cisco Security Cloud Sign On account; see [Initial Login to Your New Security Cloud Control Tenant, on page 4](#) for more information.

---

- Create, read, update, and delete any object or policy in Security Cloud Control and configure any setting.
- Onboard devices.
- View any page or any setting in Security Cloud Control.
- Search and filter the contents of any page.
- Compare device configurations, view the change log, and see VPN mappings.
- View every warning regarding any setting or object on any page.
- Generate, refresh, and revoke their own API tokens. If their token is revoked, they can
- Contact support through our interface and can export a change log.

## Change The Record of the User Role

The user record is the currently recorded role of a user. By looking at the users associated with your tenant, you can determine what role each user has by their record. By changing a user role, you change the user record. User's roles are identified by their role in the User Management table. See [Manage Users in Security Cloud Control](#) for more information.

You must be a Super Admin to change the user record. If your tenant has no Super Admins, contact [How Security Cloud Control Customers Open a Support Ticket with TAC](#).

# Add a User Account to Security Cloud Control

Security Cloud Control users need a Security Cloud Control record and a corresponding IdP account so they can be authenticated and access your Security Cloud Control tenant. This procedure creates the user's Security Cloud Control user record, not the user's account in Cisco Security Cloud Sign On. If the user does not have an account in Cisco Security Cloud Sign On, they can self-enroll by navigating to <https://sign-on.security.cisco.com> and clicking **Sign up** at the bottom of the Sign in screen.



**Note** You will need to have the role of [Super Admin Role](#) on Security Cloud Control to perform this task.

## Create a User Record

Use the following procedure to create a user record with an appropriate user role:

### Procedure

**Step 1** Log in to Security Cloud Control.

**Step 2** In the left pane, click **Administration > User Management**.

**Step 3** Click the blue plus button () to add a new user to your tenant.

**Step 4** Provide the email address of the user.

**Note** The user's email address must correspond to the email address of the Cisco Secure Log-On account.

**Step 5** Select the user's [User Roles in Security Cloud Control](#) from the drop-down menu.

**Step 6** Click **v**.

**Note** Though Super Admins can create a Security Cloud Control user record, that user record is not all that is needed for a user to log in to your tenant. The user also needs an account with the identity provider used by your tenant. Unless your enterprise has its own single sign-on identity provider, your identity provider is Cisco Secure Sign-on. Users can self-register for their Cisco Secure Sign-On account; see [Initial Login to Your New Security Cloud Control Tenant, on page 4](#) for more information.

## Create API Only Users

### Procedure

**Step 1** Log in to Security Cloud Control.

**Step 2** In the left pane, click **Administration > User Management**.

**Step 3** Click the blue plus button () to add a new user to your tenant.

**Step 4** Select the **API Only User** checkbox.

**Step 5** In the **Username** field, enter a name for the user and click **OK**.

**Important** the user name can't be an email address or contain the '@' character as the '@yourtenant' suffix will be automatically appended to the user name.

**Step 6** Select the user's [User Roles in Security Cloud Control](#) from the drop-down menu.

**Step 7** Click **OK**.

**Step 8** Click the **User Management** tab.

**Step 9** In the **Token** column for the new API Only user, click **Generate API Token** to obtain an API token.

## Edit a User Record for a User Role

You will need to have the role of Super Admin to perform this task. If the Super Admin changes the role of a Security Cloud Control user that is logged in, once their role has been changed, the user is automatically logged out of their session. Once the user logs back in, they assume their new role.



**Note** You will need to have the role of [Super Admin Role](#) on Security Cloud Control to perform this task.



**Caution** Changing the role of a user record will delete an [API Tokens](#) associated with the user record if there is one. The user must generate a new API token once the user role changes.

## Edit a User Role



**Note** If a Security Cloud Control user is logged in, and a Super Admin changes their role, the user must log out and log back in again for the change to take affect.

To edit the role defined in the user record, follow this procedure:

### Procedure

**Step 1** Log in to Security Cloud Control.

**Step 2** In the left pane, click **Administration > User Management**.

**Step 3** Click the edit icon in the user's row.

**Step 4** Select the user's new [User Roles in Security Cloud Control](#) from the Role drop-down menu.



- Step 5** If the user record shows that there is an API token associated with the user, you will need to confirm that you want to change the user's role and delete the API token as a result.
- Step 6** Click **v**.
- Step 7** If Security Cloud Control deleted the API token, contact the user so that they may create a new API Token.
- 

## Delete a User Record for a User Role

Deleting a user record in Security Cloud Control prevents the associated user from logging in to Security Cloud Control by breaking the mapping of the user record with the Cisco Security Cloud Sign On account. When you delete a user record, you are also deleting the API token associated with that user record should there be one. Deleting a user record in Security Cloud Control does not delete the user's IdP account in Cisco Security Cloud Sign On.



**Note** You will need to have the role of [Super Admin Role](#) on Security Cloud Control to perform this task.


---

## Delete a User Record

To delete the role defined in the user record, see the following procedure:


### Procedure

---

- Step 1** Log in to Security Cloud Control.
- Step 2** In the left pane, click **Administration > User Management**.
- Step 3** Click the trash can icon  in the row of the user you want to delete.
- Step 4** Click **OK**.
- Step 5** Confirm that you want to remove the account from the tenant by clicking **OK**.
- 

## Security Cloud Control Services Page

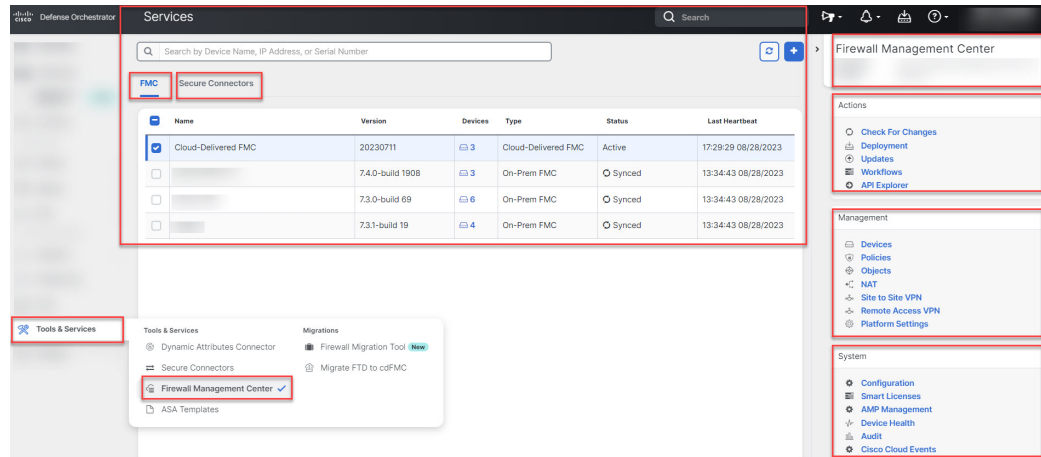
The **Services** page displays a list of services that Security Cloud Control provides. Selecting the **FMC** tab lists the cloud-delivered Firewall Management Center that is linked to the Security Cloud Control account and all the on-premises management centers onboarded to Security Cloud Control. The devices that are managed by these on-prem management centers are listed in the **Inventory** page. The **Services** page also lists the secure connectors under the **Secure Connectors** tab.

You can click the **FMC** tab and onboard an on-premises management center by clicking the blue plus icon () , and perform device actions using the options in the right pane. You can also see device information such as version, number of devices being managed by the management center, device type, and the synchronization status of the device. Clicking on the managed devices icon takes you to the **Inventory** page,

where devices managed by the selected on-premises management center are filtered automatically and displayed. The **Services** page also allows you to select more than one on-premises management center at a time for you to perform actions on a group of management centers all at once. You cannot select any on-premises management center while the cloud-delivered Firewall Management Center is selected. To add a new secure connector or perform actions on existing secure connectors, choose the **Secure Connectors** tab and click



Navigate **Administration > Integrations & Migration > Cloud Services**.



For your cloud-delivered Firewall Management Center, the Services page displays the following information:

- If you do not have a cloud-delivered Firewall Management Center deployed on your tenant, click **Enable Cloud-Delivered FMC**. See [Enable Cloud-Delivered Firewall Management Center on Your Security Cloud Control Tenant](#) for more information.
- The number of Secure Firewall Threat Defense devices deployed on the cloud-delivered Firewall Management Center.
- Status of the connection between Security Cloud Control and the cloud-delivered Firewall Management Center page.
- The last heartbeat of the cloud-delivered Firewall Management Center. This represents the last time the status of the cloud-delivered Firewall Management Center itself and the number of devices that it manages were synchronized with the table on this page.
- The hostname of the selected cloud-delivered Firewall Management Center.

Choose **Cloud-Delivered FMC** and using the links in the **Actions**, **Management**, or **Settings** pane, you open the cloud-delivered Firewall Management Center user interface to perform the configuration tasks that are associated with the link you clicked.

**Actions:**

- **Check For Changes:** The Device Count and Status information in the table will be updated with the information available the last time this page and the cloud-delivered Firewall Management Center were synchronized. Synchronization happens every 10 minutes.
- **Deployment:** Takes you to the device configuration deployment page on cloud-delivered Firewall Management Center. See [Deploy Configuration Changes](#).

- **Workflows:** Takes you to the **Workflows** page to monitor every process that Security Cloud Control runs when communicating with devices. See [Workflows](#) page.
- **API Explorer:** Takes you to the page that lists the cloud-delivered Firewall Management Center REST APIs. See [Secure Firewall Management Center REST API Guide](#).

#### Management:

- **Devices:** Takes you to the threat defense device listing page on the cloud-delivered Firewall Management Center portal. See [Configure Devices](#).
- **Policies:** Takes you to the policies page on the cloud-delivered Firewall Management Center portal to edit system-provided access control policies and create custom access control policies. See [Manage Access Control Policies](#).
- **Objects:** Takes you to the policies page on the cloud-delivered Firewall Management Center portal to manage reusable objects. See [Object Management](#).
- **NAT:** Takes you to the policies page on the cloud-delivered Firewall Management Center portal to configure Network Address Translation policies on the threat defense devices. See [Manage NAT policies](#).
- **Site to Site VPN:** Takes you to the site-to-site VPN dashboard page on the cloud-delivered Firewall Management Center portal to configure site-to-site VPN policy between two sites. See [Site-to-Site VPNs](#).
- **Remote Access VPN:** Takes you to the remote access VPN dashboard page on the cloud-delivered Firewall Management Center portal to configure a remote access VPN configuration. See [Remote Access VPN](#).
- **Platform Settings:** Takes you to the platform settings page on the cloud-delivered Firewall Management Center portal configure a range of unrelated features whose values you might want to share among several devices. See [Platform Settings](#).

#### System:

- **Configuration:** Takes you to the system configuration settings page on the cloud-delivered Firewall Management Center portal to configure system configuration settings. See [System Configuration](#).
- **Smart Licenses:** Takes you to the smart licenses page on the cloud-delivered Firewall Management Center portal to assign licenses to devices. See [Assign Licenses to Devices](#).
- **AMP Management:** Takes you to the AMP management page on the cloud-delivered Firewall Management Center portal that provides intelligence that the system uses to detect and block malware on your network. See [Cloud Connections for Malware Protection](#).
- **Device Health:** Takes you to the health monitoring page on the cloud-delivered Firewall Management Center portal that tracks various health indicators to ensure that the hardware and software in the system are working correctly. See [About Health Monitoring](#).
- **Audit:** Takes you to the audit log page on the cloud-delivered Firewall Management Center portal to show the generated audit record for each user interaction with the web interface.
- **Cisco Cloud Events:** Takes you to the configure Cisco Cloud events page on the Security Cloud Control portal to configure cloud-delivered Firewall Management Center to send events directly to SAL (SaaS). See [Send Events to SAL \(SaaS\)](#).

After opening the cloud-delivered Firewall Management Center page, click the blue question mark button and select **Page-level Help** to learn more about the page you are on and what further action you can take.

## Support to Open Security Cloud Control and Cloud-delivered Firewall Management Center Applications on Different Tabs

As you configure threat defense devices or objects in the cloud-delivered Firewall Management Center, you can open the appropriate configuration pages in additional browser tabs to work simultaneously in the Security Cloud Control and the cloud-delivered Firewall Management Center portals without logging off. For example, you can create an object on the cloud-delivered Firewall Management Center and simultaneously monitor event logs on Security Cloud Control that are generated from the security policies.

This feature is available for all Security Cloud Control links that navigate to the cloud-delivered Firewall Management Center portal. To open the cloud-delivered Firewall Management Center portal in a new tab:

On the Security Cloud Control portal, press and hold the **Ctrl** (Windows) or **Command** (Mac) button, then click the corresponding link.




---

**Note** A single click opens the cloud-delivered Firewall Management Center page in the same tab.

---

Here are some examples of opening the cloud-delivered Firewall Management Center portal page in a new tab:

- Choose **Tools & Services > Firewall Management Center** and select **Cloud-Delivered FMC**.

In the right pane, press and hold the **Ctrl** (Windows) or **Command** (Mac) button, and then click the page that you want to access.

- Choose **Objects > Other FTD Objects**.

- Click the search icon in the top-right corner of the Security Cloud Control page and enter the search strings in the search field that appears.

From the search result, press and hold the **Ctrl** (Windows) or **Command** (Mac) button, and then click the arrow icon.

- Choose **Dashboard > Quick Actions**.

Press and hold the **Ctrl** (Windows) or **Command** (Mac) button, and then click **Manage FTD Policies** or **Manage FTD Objects**.




---

**Note** When you switch to a new Security Cloud Control tenant, the corresponding cloud-delivered Firewall Management Center portal already opened in a new tab logs out.

---

### Related Topics

- [Managing On-Prem Firewall Management Center with Cisco Security Cloud Control](#)
- [Onboard an On-Prem Firewall Management Center](#)
- [Request a cloud-delivered Firewall Management Center for your Security Cloud Control tenant](#)
- [Secure Device Connector](#)
- [Secure Event Connectors](#)

# Security Cloud Control Device and Service Management

Security Cloud Control provides the ability to view, manage, filter, and evaluate your onboarded devices on the **Inventory** page. From the **Inventory** page you can:

- [Onboard devices and services for Security Cloud Control management.](#)
- View the configuration state and connectivity state of managed devices and services.
- View onboarded devices and templates categorized in separate tabs. See [Security Cloud Control Inventory Information, on page 94.](#)
- Evaluate and take action on individual devices and services.
- View device and service specific information and resolve issues.
- View device health status for threat defense devices managed by:
  - [cloud-delivered Firewall Management Center](#)
  - [on-premises management center](#)

For threat defense devices managed by the cloud-delivered Firewall Management Center, you can also see the node status for devices in a cluster.

- Search for a device or template by name, type, IP address, model name, serial number, or labels. Search is not case-sensitive. Providing multiple search terms brings up devices and services that match at least one of the terms. See [Page Level Search, on page 97.](#)
- Filter for a device or template filter by device type, hardware and software versions, snort version, configuration status, connection states, conflict detection, and secure device connectors, and labels. See [Filters.](#)

## Changing a Device's IP Address in Security Cloud Control

When you onboard a device to Security Cloud Control using an IP address, Security Cloud Control stores that IP address in its database and communicates with the device using that IP address. If the IP address of the device changes, you can update the IP address stored in Security Cloud Control to match the new address. Changing the device's IP address on Security Cloud Control does not change device's configuration.

To change the IP address, Security Cloud Control uses to communicate with a device, follow this procedure:

### Procedure

---

- Step 1** In the left pane, click **Security Devices**
- Step 2** Click the **Devices** tab to locate the device.
- Step 3** Click the appropriate device type tab.  
You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required device.
- Step 4** Select the device whose IP address it is you want to change.

**Step 5** Above the **Device Details** pane, click the edit button next to the device's IP address.

Nashua Building 1   
 ASA 10.86.118.4:443 

**Step 6** Enter the new IP address in the field and click the blue check button.

No change is made to the device itself, so the device's Configuration Status will continue to show that it is Synced.

---

**Related Information:**

- [Moving Devices Between Tenants, on page 93](#)
- [Bulk Reconnect Devices to Security Cloud Control, on page 92](#)

## Changing a Device's Name in Security Cloud Control

All devices, models, templates, and services are given a name when they are onboarded or created in Security Cloud Control. You can change that name without changing the configuration of the device itself.

### Procedure

---

**Step 1** In the left pane, click **Security Devices**.

**Step 2** Click the **Device** tab to locate the device.

**Step 3** Select the device whose name it is you want to change.

**Step 4** Above the **Device Details** pane, click the edit button next to the device's name.

Nashua Building 1 

**Step 5** Enter the new name in the field and click the blue check button.

No change is made to the device itself, so the device's Configuration Status will continue to show that it is Synced.

---

## Export a List of Devices and Services

This article explains how to export your list of devices and services to a comma-separated value (.csv) file. Once in that format, you can open the file in a spreadsheet application such as Microsoft Excel to sort and filter the items in your list.

The export button is available in the devices and the templates tab. You are also allowed to export details from devices under the selected device type tab.

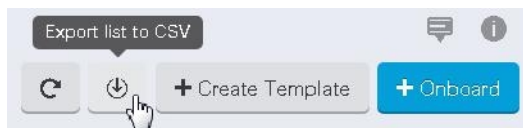
Before you export your list of devices and services, look at the filter pane and determine if the Inventory table is displaying the information you want to export. Clear all your filters to see all of your managed devices and services, or filter the information to display a subset of all your devices and services. The export function exports what you can see in the Inventory table.

## Procedure

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
- Step 3** Click the appropriate device type tab to export details from devices under that tab or click **All** to export details from all devices.

You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required device.

- Step 4** Click **Export list to CSV**:



- Step 5** If prompted, save the .csv file.
- Step 6** Open the .csv file in a spreadsheet application to sort and filter the results.

## Export Device Configuration

You can only export one device configuration at a time. Use the following procedure to export a device's configuration to a JSON file:

## Procedure

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
- Step 3** Click the appropriate device type tab.
- You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required device.
- Step 4** Select the device you want so it is highlighted.
- Step 5** In the **Actions** pane, select **Export Configuration**.
- Step 6** Select **Confirm** to save the configuration as a JSON file.

## External Links for Devices

You can create a hyperlink to an external resource and associate it with a device you manage with Security Cloud Control. You could use this feature to create a convenient link to the local manager of one of your devices (). You could also use it to link to a search engine, documentation resource, a corporate wiki, or any other URL that you choose. You can associate as many external links with a device as you want. You can also associate the same link with multiple devices at the same time.

The links you create can reach anywhere, but your company's security requirements do not change. For example, if you ordinarily need to be connected to your corporate network, by being on-premises or through a VPN connection to reach a particular URL, those requirements remain. If your company blocks specific URLs, those URLs continue to be blocked. URLs that are not restricted continue to not be restricted.

### Location Variable

We have created the {location} variable that you can incorporate in your URLs. This variable will be populated with the IP address of your device. For example,

```
https://{location}
```

.

### Related Information:

- [Write a Device Note, on page 94](#)
- [Export a List of Devices and Services, on page 88](#)

## Create an External Link from your Device

### Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
  - Step 3** Click the appropriate device type tab.
  - Step 4** Select a device or model.  
You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required device.
  - Step 5** In the details pane, on the right, go to the **External Links** section.
  - Step 6** Enter a name for the link.
  - Step 7** Enter the URL for the link in the URL field. You need to specify the full URL, for example, for Cisco enter <http://www.cisco.com>.
  - Step 8** Click + to associate the link with the device.
- 

## Create an External Link to

Here is a convenient way to open , directly from Security Cloud Control.



## Procedure

---

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
- Step 3** Click the appropriate device type tab.  
You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required device.
- Step 4** Select a device or model.
- Step 5** In the details pane, on the right, go to the **External Links** section.
- Step 6** Enter a name for the link such as .
- Step 7** Enter `https://{location}` in the URL field. The `{location}` variable will be populated with the IP address of your device.
- Step 8** Click the + box.
- 

## Create an External Link for Multiple Devices

### Procedure

---

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
- Step 3** Click the appropriate device type tab.  
You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required devices.
- Step 4** Select multiple devices or models.
- Step 5** In the details pane, on the right, go to the **External Links** section.
- Step 6** Enter a name for the link.
- Step 7** Enter the URL you want to reach using one of these methods:
- Enter  
`https://{location}`  
in the URL field. The `{location}` variable will be populated with the IP address of your device. This creates an automatic link to the ASDM for your device.
  - Enter the URL for the link in the URL field. You need to specify the full URL, for example, for Cisco enter <http://www.cisco.com>.
- Step 8** Click + to associate the link with the device.
-

## Edit or Delete External Links

### Procedure

---

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
- Step 3** Click the appropriate device type tab.
- You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required device.
- Step 4** Select a device or model.
- Step 5** In the details pane, on the right, go to the **External Links** section.
- Step 6** Mouse-over the name of the link to reveal the edit and delete icons.
- Step 7** Click the appropriate icon to edit or delete the external link and confirm your action.
- 

## Edit or Delete External Links for Multiple Devices

### Procedure

---

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
- Step 3** Click the appropriate device type tab.
- You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required devices.
- Step 4** Select multiple devices or models.
- Step 5** In the details pane, on the right, go to the **External Links** section.
- Step 6** Mouse-over the name of the link to reveal the edit and delete icons.
- Step 7** Click the appropriate icon to edit or delete the external link and confirm your action.
- 

## Bulk Reconnect Devices to Security Cloud Control

Security Cloud Control allows an administrator to attempt to reconnect more than one managed device to Security Cloud Control at the same time. When a device Security Cloud Control manages is marked "unreachable," Security Cloud Control can no longer detect out of band configuration changes or manage the device. There could be many different reasons for the disconnect. Attempting to reconnect the devices is a simple first step in restoring Security Cloud Control's management of the device.




---

**Note** If you are reconnecting devices having new certificates, Security Cloud Control automatically reviews and accepts the new certificates on the devices and continues to reconnect with them. However, if you are reconnecting with only one device, Security Cloud Control prompts you to review and accept the certificate manually to continue to reconnect with it.

---

## Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate devices.
- Step 3** Click the appropriate device type tab.
- Use the [Filters](#) to look for devices whose connectivity status is "unreachable."
- Step 4** From the filtered results, select the devices you want to attempt to reconnect.
- Step 5** Click **Reconnect** . Notice that Security Cloud Control only provides command buttons for actions that can be applied to all the selected devices.
- Step 6** Look at the **notifications** tab for the progress of the bulk device reconnect action. If you want more information about how the actions in the bulk device reconnect job succeeded or failed, click the blue Review link and you will be directed to the [Monitor Jobs in Security Cloud Control, on page 155](#).
- Tip** If a reconnect failure was caused because the device's certificate or credentials have changed, you will have to reconnect to those devices individually to add the new credentials and accept the new certificate.
- 

## Moving Devices Between Tenants

Once you have onboarded devices to a Security Cloud Control tenant, you cannot migrate the devices from one Security Cloud Control tenant to another. If you want to move your devices to a new tenant, you need to remove the devices from the old tenant and re-onboard them to the new tenant.


## Device Certificate Expiry Detection

The management certificate is used for accessing FDM-managed and ASA devices from Security Cloud Control, while the Cisco Secure Client (formerly AnyConnect) is necessary for using virtual private network features on ASA, FDM-managed, and FTD devices from Security Cloud Control.

Security Cloud Control actively monitors the expiration status of these certificates and notifies the user when these certificates are nearing their expiration date or have expired. This prevents any disruptions in device operations due to certificate expiry. You should renew the corresponding certificate to address this issue.

The management certificate expiry check applies to ASA and FDM-managed devices, while the Secure Client certificate expiry check applies to ASA, FDM-managed, and FTD devices.

## View Certificate Expiry Notification


In the top right corner, click the **Notifications** () icon to view the most recent alerts that have occurred or affected the devices you have onboarded to your tenant. The **High Priority** section displays the certificate expiration notifications.

These notifications are sent 30, 14, and 7 days before the certificate expiration date and then every day thereafter until the certificate either expires or is renewed with a valid certificate. You can also subscribe to receive these notifications by email on the **Notification Settings** section of the user preferences page. For more information, see [User Notification Preferences](#).

## Write a Device Note

Use this procedure to create a single, plain-text, note file for a device.

### Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
  - Step 3** Click the appropriate device type tab.
  - Step 4** Select the device or model you want to create a note for.
  - Step 5** In the **Management** pane on the right, click **Notes**.  [Notes](#).
  - Step 6** Click the editor button on the right and select the Default text editor, Vim, or Emacs text editors.
  - Step 7** Edit the Notes page.
  - Step 8** Click **Save**.  
The note is saved in the tab.
- 

## Security Cloud Control Inventory Information

The **Inventory** page shows all physical and virtual onboarded devices and templates created from the onboarded devices. The page classifies devices and templates based on their type and displays them in the corresponding tabs dedicated to each device type. You can use [Page Level Search](#) functionality or apply a [Filters](#) to find devices within the selected device type tab.

You can view the following details on this page:

- The **Devices** tab shows all the live devices that are onboarded to Security Cloud Control.
- The **Templates** shows all the template devices created from live devices or configuration files imported to Security Cloud Control.

# Security Cloud Control Labels and Filtering

Labels are used for grouping devices or objects. You can apply labels to one or more devices during onboarding or at any time after onboarding. You can apply labels to objects after you create them. Once you have applied labels to devices or objects, you can filter the contents of the device table or objects table by that label.



---

**Note** A label applied to a device is not extended to its associated objects, and a label applied to a shared object is not extended to its associated objects.

---

You can create a label group by using the following syntax “group name:label”. For example, Region:East or Region:West. If you were to create these two labels, the group label would be Region and you could choose from East or West in that group.

## Applying Labels to Devices and Objects

To apply a label to devices, perform the following steps:

### Procedure

---


- Step 1** In the left pane, click **Security Devices** to add a label to a device.
  - Step 2** In the left pane, click **Objects** to add a label to an object.
  - Step 3** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
  - Step 4** Click the appropriate device type tab.
  - Step 5** Select one or more devices or model in the generated table.
  - Step 6** In the **Add Groups and Labels** field on the right, specify a label for the device.
  - Step 7** Click blue + icon.
- 

## Labels and Tags in AWS VPC

When you onboard an AWS VPC to Security Cloud Control, Security Cloud Control reads all AWS VPC tags as part of the configuration. That is, they are copied from AWS and stored in Security Cloud Control's database. These tags are represented as Security Cloud Control labels, which can be viewed on the **Inventory** page, just like labels on any other device type. If you delete the existing labels or create new labels from Security Cloud Control, these changes are not synchronized to the AWS VPC. You must manually make the same changes using the AWS console. VPC Tags that are created or modified in the AWS console after the AWS VPC has been onboarded will not be stored in Security Cloud Control's copy of the configuration or detected as an out-of-band change.

## Filters

You can use many different filters on the **Inventory** and **Objects** pages to find the devices and objects you are looking for.

To filter, click  in the left-hand pane of the Inventory, Policies, and Objects tabs:

The Inventory filter allows you to filter by device type, hardware and software versions, snort version, configuration status, connection states, conflict detection, and secure device connectors, and labels. You can apply filters to find devices within a selected device type tab. You can use filters to find devices within the selected device type tab.

The object filter allows you to filter by device, issue type, shared objects, unassociated objects, and object type. You can include system objects in your results or not. You can also use the search field to search for objects in the filter results that contain a certain name, IP address, or port number.

The object type filter allows you to filter objects by type, such as network object, network group, URL object, URL group, service object, and service group. The shared objects filter allows filtering objects having default values or override values.

When filtering devices and objects, you can combine your search terms to create several potential search strategies to find relevant results.

In the following example, filters are applied to search objects that are "Issues (Used OR Inconsistent) AND Shared Objects with Additional Values.

Filter [x]

📁 Filter by Device >

---

Show System-Defined Objects

---

ⓘ Issues 18661 v

Unused 4754

Duplicate 13846

Inconsistent 61

---

ⓘ Ignored Issues v

Ignored

---

📁 Shared Objects v

Default Values

Override Values

Additional Values

---

Unassociated Objects v

Unassociated

---

📁 Object Type v

Network

Protocol

Service

## Use Security Cloud Control Search Functionality

The Security Cloud Control platform has a highly efficient search function that makes it easy to find anything you need. The search bar on each page is tailored to the content of that page, while the global search allows for a comprehensive search across the entire tenant. This saves time and effort, as you can quickly locate the necessary information.

### Page Level Search

The page-level search enables you to search specific items on the Inventory, Policies, Objects, VPN, Change Log, and Jobs pages.

- In the **Inventory** space, you can simply start typing in the search bar, and devices that fit the search criteria will be displayed. You can type any partial part name of the device, IP address, or the serial number of the physical device to find the device.
- In the **Policies** space, you can search policies by their name, components or objects used in them.

- In the **Objects** space, you can search for an object by typing any partial part of the name of the object, or partial IP Address, port, or protocols.
- In the **VPN** space, you can search by tunnel name, device name, and IP address used in the VPN policies.
- In the **Change log** space, you can search logs based on events, device names, or actions.


## Procedure

- 
- Step 1** Navigate to the search bar near the top of the interface.
- Step 2** Type the search criteria into the Search Bar and the corresponding results will be displayed.
- 




# Objects

An object is a container of information that you can use in one or more security policies. Objects make it easy to maintain policy consistency. You can create a single object, use it different policies, modify the object, and that change is propagated to every policy that uses the object. Without objects, you would need to modify all the policies, individually, that require the same change.

When you onboard a device, Security Cloud Control recognizes all the objects used by that device, saves them, and lists them on the **Objects** page. From the **Objects** page, you can edit existing objects and create new ones to use in your security policies.

Security Cloud Control calls an object used on multiple devices a **shared object** and identifies them in the **Objects** page with this badge .

Sometimes a shared object develops some "issue" and is no longer perfectly shared across multiple policies or devices:

- **Duplicate objects** are two or more objects on the same device with different names but the same values. These objects usually serve similar purposes and are used by different policies. Duplicate objects are identified by this issue icon: .
- **Inconsistent objects** are objects on two or more devices with the same name but different values. Sometimes users create objects in different configurations with same name and content but over time the values of these objects diverge which creates the inconsistency. Inconsistent objects are identified by this issue icon: .
- **Unused objects** are objects that exist in a device configuration but are not referenced by another object, an access-list, or a NAT rule. Unused objects are identified by this issue icon: .

You can also create objects for immediate use in rules or policies. You can create an object that is unassociated with any rule or policy. Before 28 June 2024, when you use an unassociated object in a rule or policy, Security Cloud Control created a copy of it and used the copy. Because of this behavior, you might have observed that there were two instances of the same object in the **Objects** menu. However, Security Cloud Control does not do that anymore. You can use an unassociated object in a rule or a policy but there are no duplicate objects that Security Cloud Control creates.



You can view the objects managed by Security Cloud Control by navigating to the **Objects** menu or by viewing them in the details of a network policy.

Security Cloud Control allows you to manage network and service objects across supported devices from one location. With Security Cloud Control, you can manage objects in these ways:

- Search for and [Object Filters](#) based on a variety of criteria.
- Find duplicate, unused, and inconsistent objects on your devices and consolidate, delete, or resolve those object issues.
- Find unassociated objects and delete them if they are unused.
- Discover shared objects that are common across devices.
- Evaluate the impact of changes to an object on a set of policies and devices before committing the change.
- Compare a set of objects and their relationships with different policies and devices.
- Capture objects in use by a device after it has been on-boarded to Security Cloud Control.



**Note** Out-of-band changes that are done to objects are detected as overrides to the object. When such a change happens, the edited value gets added to the object as an override, which can be viewed by selecting the object. To know more about out-of-band changes on devices, see [Out-of-Band Changes on Devices, on page 139](#).

If you have issues with creating, editing, or reading objects from an onboarded device, see [Troubleshoot Security Cloud Control, on page 171](#) for more information.

## Object Types

The following table describes the objects that you can create for your devices and manage using Security Cloud Control.

*Table 2: Common Objects*

| Object Type             | Description                                                                                                                                                                                                                                                   |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <a href="#">Network</a> | Network groups and network objects (collectively referred to as network objects) define the addresses of hosts or networks.                                                                                                                                   |
| <a href="#">URL</a>     | Use URL objects and groups (collectively referred to as URL objects) to define the URL or IP addresses of web requests. You can use these objects to implement manual URL filtering in access control policies or blocking in Security Intelligence policies. |

## Shared Objects

Security Cloud Control calls objects on multiple devices with the same name and same contents, **shared objects**. Shared objects are identified by this icon



on the **Objects** page. Shared objects make it easy to maintain policies because you can modify an object in one place and that change affects all the other policies that use that object. Without shared objects, you would need to modify all the policies individually that require the same change.

When looking at a shared object, Security Cloud Control shows you the contents of the object in the object table. Shared objects have exactly the same contents. Security Cloud Control shows you a combined or "flattened" view of the elements of the object in the details pane. Notice that in the details pane, the network elements are flattened into a simple list and not directly associated with a named object.

| Name             | Devices | Type           | Issues |
|------------------|---------|----------------|--------|
| ARW-DNS1         | 3       | Network Object |        |
| ARW-DNS2         | 3       | Network Object |        |
| NETWORK ADDRESS  |         |                |        |
| 130.232.120.146  |         |                |        |
| ARW-DNS3         | 3       | Network Object |        |
| ARW-JIRA         | 3       | Network Object |        |
| ARW-RUMBAPCGX280 | 3       | Network Object |        |

## Object Overrides

An object override allows you to override the value of a shared network object on specific devices. Security Cloud Control uses the corresponding value for the devices that you specify when configuring the override. Although the objects are on two or more devices with the same name but different values, Security Cloud Control doesn't identify them as **Inconsistent objects** only because these values are added as overrides.

You can create an object whose definition works for most devices, and then use overrides to specify modifications to the object for the few devices that need different definitions. You can also create an object that needs to be overridden for all devices, but its use allows you to create a single policy for all devices. Object overrides allow you to create a smaller set of shared policies for use across devices without giving up the ability to alter policies when needed for individual devices.

For example, consider a scenario where you have a printer server in each of your offices, and you have created a printer server object `print-server`. You have a rule in your ACL to deny printer servers from accessing the internet. The printer server object has a default value that you want to change from one office to another. You can do this by using object overrides and maintain rule and "printer-server" object consistent across all locations, although their values may be different.

Out-of-band changes that are done to objects are detected as overrides to the object. When such a change happens, the edited value gets added to the object as an override, which can be viewed by selecting the object. To know more about out-of-band changes, see [Out-of-Band Changes on Devices, on page 139](#).

Editing Shared Network Object
✕

Object Name \*

Devices

2 Devices

Usage

0 Rule Sets

Description

Default Value ▾

ASAv-99-18

Override Values ▾

| Value     | Devices                  |       |
|-----------|--------------------------|-------|
| 126.0.2.4 | Pasadena-ftd-730-516-... | ✎ ⬆ 🗑 |
| 126.0.1.6 | BGL_FTD_7.3              | ✎ ⬆ 🗑 |
| 126.0.1.9 | connected_fmc            | ✎ ⬆ 🗑 |

Cancel Save



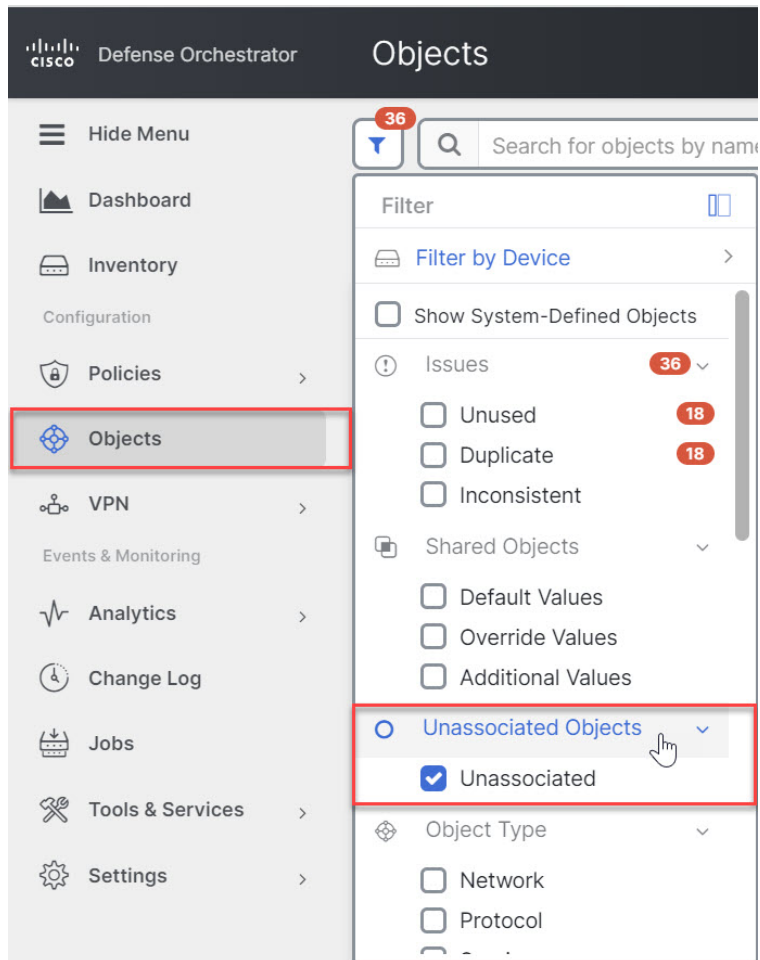
**Note** If there are inconsistent objects, you can combine them into a single shared object with overrides. For more information, see [Resolve Inconsistent Object Issues, on page 177](#).

## Unassociated Objects

You can create objects for immediate use in rules or policies. You can also create an object that is unassociated with any rule or policy. When you use that unassociated object in a rule or policy, Security Cloud Control creates a copy of it and uses the copy. The original unassociated object remains among the list of available objects until it is either deleted by a nightly maintenance job, or you delete it.

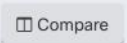
Unassociated objects remain in Security Cloud Control as a copy to ensure that not all configurations are lost if the rule or policy associated with the object is deleted accidentally.

To view unassociated objects click in the left-hand pane of the Objects tab and check the **Unassociated** checkbox.



## Compare Objects


### Procedure

- Step 1** In the left pane, click **Objects** and choose an option.
- Step 2** Filter the objects on the page to find the objects you want to compare.
- Step 3** Click the **Compare** button .
- Step 4** Select up to three objects to compare.
- Step 5** View the objects, side-by-side, at the bottom of the screen.
  - Click the up and down arrows in the Object Details title bar to see more or less of the Object Details.
  - Expand or collapse the Details and Relationships boxes to see more or less information.

- Step 6** (Optional) The Relationships box shows how an object is used. It may be associated with a device or a policy. If the object is associated with a device, you can click the device name and then click **View Configuration** to see the configuration of the device. Security Cloud Control shows you the device's configuration file and highlights the entry for that object.
- 

## Filters

You can use many different filters on the **Inventory** and **Objects** pages to find the devices and objects you are looking for.

To filter, click  in the left-hand pane of the Inventory, Policies, and Objects tabs:

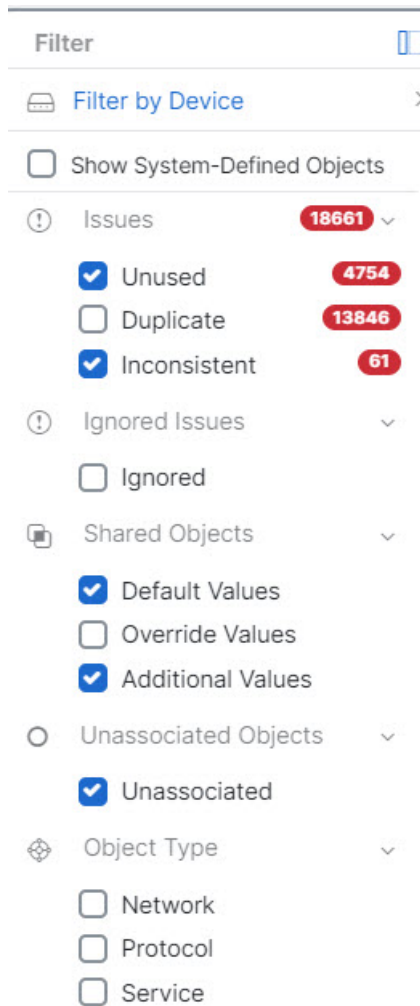
The Inventory filter allows you to filter by device type, hardware and software versions, snort version, configuration status, connection states, conflict detection, and secure device connectors, and labels. You can apply filters to find devices within a selected device type tab. You can use filters to find devices within the selected device type tab.

The object filter allows you to filter by device, issue type, shared objects, unassociated objects, and object type. You can include system objects in your results or not. You can also use the search field to search for objects in the filter results that contain a certain name, IP address, or port number.


The object type filter allows you to filter objects by type, such as network object, network group, URL object, URL group, service object, and service group. The shared objects filter allows filtering objects having default values or override values.

When filtering devices and objects, you can combine your search terms to create several potential search strategies to find relevant results.

In the following example, filters are applied to search objects that are "Issues (Used OR Inconsistent) AND Shared Objects with Additional Values.



## Object Filters

To filter, click  in the left-hand pane of the Objects tab:

- **Filter by Device:** Lets you pick a specific device so that you can see objects found on the selected device.
- **Issues:** Lets you pick unused, duplicate, and inconsistent objects to view.
- **Ignored Issues:** Lets you view all the objects whose inconsistencies you had ignored.
- **Shared Objects:** Lets you view all the objects that Security Cloud Control has found to be shared on more than one device. You can choose to see shared objects with only default values or override values, or both.
- **Unassociated Objects:** Lets you view all the objects that are not associated with any rule or policy.
- **Object Type:** Lets you select an object type to see only those type of objects that you have selected, such as network objects, network groups, URL objects, URL groups, service objects, and service groups.

**Sub filters** – Within each main filter, there are sub-filters you can apply to further narrow down your selection. These sub-filters are based on Object Type – Network, Service, Protocol, etc.

The selected filters in this filter bar would return objects that match the following criteria:

- \* Objects that are on one of two devices. (Click **Filter by Device** to specify the devices.) AND are
- \* **Inconsistent** objects AND are
- \* **Network** objects OR **Service** objects AND
- \* Have the word "**group**" in their object naming convention

Because **Show System Objects** is checked, the result would include both system objects and user-defined objects.

### Show System-Defined Objects Filter

Some devices come with pre-defined objects for common services. These system objects are convenient because they are already made for you and you can use them in your rules and policies. There can be many system objects in the objects table. System objects cannot be edited or deleted.


**Show System-Defined Objects** is **off** by default. To display system objects in the object table, check **Show System-Defined Objects** in the filter bar. To hide system objects in the object table, leave Show System Objects unchecked in the filter bar.

If you hide system objects, they will not be included in your search and filtering results. If you show system objects, they will be included in your object search and filtering results.

## Configure Object Filters

You can filter on as few or as many criteria as you want. The more categories you filter by, the fewer results you should expect.

### Procedure

- 
- Step 1** In the left pane, click **Objects**.
  - Step 2** Open the filter panel by clicking the filter icon  at the top of the page. Uncheck any filters that have been checked to make sure no objects are inadvertently filtered out. Additionally, look at the search field and delete any text that may have been entered in the search field.
  - Step 3** If you want to restrict your results to those found on particular devices:
    - a. Click **Filter By Device**.
    - b. Search all the devices or click a device tab to search for only devices of a certain kind.
    - c. Check the device you want to include in your filter criteria.
    - d. Click **OK**.
  - Step 4** Check **Show System Objects** to include system objects in your search results. Uncheck **Show System Objects** to exclude system objects from your search results.
  - Step 5** Check the object **Issues** you want to filter by. If you check more than one issue, objects in any of the categories you check are included in your filter results.
  - Step 6** Check **Ignored** issues if you want to see the object that had issues but was ignored by the administrator.
  - Step 7** Check the required filter in **Shared Objects** if you are filtering for objects shared between two or more devices.

- **Default Values:** Filters objects having only the default values.
- **Override Values:** Filters objects having overridden values.
- **Additional Values:** Filters objects having additional values.

**Step 8** Check **Unassociated** if you are filtering for objects that are not part of any rule or policy.

**Step 9** Check the **Object Types** you want to filter by.

**Step 10** You can also add an object name, IP address, or port number to the Objects search field to find objects with your search criteria among the filtered results.

### When to Exclude a Device from Filter Criteria

When adding a device to filtering criteria, the results show you the objects on a device but not the relationships of those objects to other devices. For example, assume **ObjectA** is shared between ASA1 and ASA2. If you were to filter objects to find shared objects on ASA1, you would find **ObjectA** but the **Relationships** pane would only show you that the object is on ASA1.

To see all the devices to which an object is related, don't specify a device in your search criteria. Filter by the other criteria and add search criteria if you choose to. Select an object that Security Cloud Control identifies and then look in the Relationships pane. You will see all the devices and policies the object is related to.

## Unignore Objects

One way to resolve unused, duplicate, or inconsistent objects is to ignore them. You may decide that though an object is [Resolve an Unused Object Issue](#), a [Resolve Duplicate Object Issues](#), or [Resolve Inconsistent Object Issues](#), there are valid reasons for that state and you choose to leave the object issue unresolved. At some point in the future, you may want to resolve those ignored objects. As Security Cloud Control does not display ignored objects when you search for object issues, you will need to filter the object list for ignored objects and then act on the results.

### Procedure

**Step 1** In the left pane, click **Objects** and choose an option.

**Step 2** [Object Filters](#).

**Step 3** In the **Object** table, select the object you want to unignore. You can unignore one object at a time.

**Step 4** Click **Unignore** in the details pane.

**Step 5** Confirm your request. Now, when you filter your objects by issue, you should find the object that was previously ignored.

## Deleting Objects

You can delete a single object or multiple objects.



## Delete a Single Object

**Caution**

If cloud-delivered Firewall Management Center is deployed on your tenant:

Changes you make to network objects and groups on the page are reflected in the corresponding cloud-delivered Firewall Management Center network object or group on the **Objects > Other FTD Objects** page. In addition, an entry is created in the **Devices with Pending Changes** page for each on-premises management center with **Discover & Manage Network Objects** enabled, from which you can choose and deploy the changes to the on-premises management center on which you have these objects.

Deleting a network object or group from either page deletes the object or group from both pages.

### Procedure

- 
- Step 1** In the left pane, click **Objects**.
  - Step 2** Locate the object you want to delete by using object filters and the search field, and select it.
  - Step 3** Review the **Relationships** pane. If the object is used in a policy or in an object group, you cannot delete the object until you remove it from that policy or group.
  - Step 4** In the Actions pane, click the **Remove** icon
  - Step 5** Confirm that you want to delete the object by clicking **OK**.
  - Step 6** [Preview and Deploy Configuration Changes for All Devices](#) the changes you made, or wait and deploy multiple changes at once.
- 

## Delete a Group of Unused Objects

As you onboard devices and start resolving object issues, you find many unused objects. You can delete up to 50 unused objects at a time.

### Procedure

- 
- Step 1** Use the **Issues** filter to find **unused** objects. You can also use the Device filter to find objects that are not associated with a device by selecting **No Device**. Once you have filtered the object list, the object checkboxes appear.
  - Step 2** Check the **Select all** checkbox in the object table header to select all the objects found by the filter that appear in the object table; or, check individual checkboxes for individual objects you want to delete.
  - Step 3** In the Actions pane, click the **Remove** icon
  - Step 4** [Preview and Deploy Configuration Changes for All Devices](#) now the changes you made, or wait and deploy multiple changes at once.
-

## Network Objects

A **network object** can contain a host name, a network IP address, a range of IP addresses, a fully qualified domain name (FQDN), or a subnetwork expressed in CIDR notation. **Network groups** are collections of network objects and other individual addresses or subnetworks you add to the group. Network objects and network groups are used in access rules, network policies, and NAT rules. You can create, update, and delete network objects and network groups using Security Cloud Control.

Note that not all platforms support network objects, such as Cisco Meraki and Multicloud Defense; when you share dynamic objects, Security Cloud Control automatically translates the appropriate information from the originating platform or device into a set of usable information that Security Cloud Control can use.

### Reusing Network Objects Across Products

If you have a Security Cloud Control tenant with a cloud-delivered Firewall Management Center and one or more on-premises management centers onboarded to your tenant:

- When you create a Secure Firewall Threat Defense, FDM-managed threat defense, ASA, or Meraki network object or group, a copy of the object is also added to the objects list on the **Objects > Other FTD Objects** page used when configuring cloud-delivered Firewall Management Center, and vice versa.
- When you create a Secure Firewall Threat Defense, FDM-managed threat defense, or ASA network object or group, an entry is created in the **Devices with Pending Changes** page for each On-Premises Firewall Management Center for which **Discover & Manage Network Objects** is enabled. From this list, you can choose and deploy the object to the on-premises management center on which you want to use the object and discard the ones that you do not want. Navigate to **Administration > Firewall Management Center** select the on-premises management center, and click **Objects** to see your objects in the On-Premises Firewall Management Center user interface and assign them to policies.

Changes you make to network objects or groups on either page apply to the object or group instance on both pages. Deleting an object from one page also deletes the corresponding copy of the object from the other page.

### Exceptions:

- If a network object of the same name already exists for cloud-delivered Firewall Management Center, the new Secure Firewall Threat Defense, FDM-managed threat defense, ASA, or Meraki network object will not be replicated on the **Objects > Other FTD Objects** page of Security Cloud Control.
- Network objects and groups in onboarded threat defense devices that are managed by on-premises Secure Firewall Management Center are not replicated on the **Objects > Other FTD Objects** page and cannot be used in cloud-delivered Firewall Management Center.

Note that for on-premises Secure Firewall Management Center instances that have been *migrated* to cloud-delivered Firewall Management Center, network objects and groups *are* replicated to the Security Cloud Control objects page if they are used in policies that were deployed to FTD devices.

- Sharing Network Objects between Security Cloud Control and cloud-delivered Firewall Management Center is automatically enabled on new tenants but must be requested for existing tenants. If your network objects are not being shared with cloud-delivered Firewall Management Center, [How Security Cloud Control Customers Open a Support Ticket with TAC](#) to have the features enabled on your tenant.
- Sharing network objects between Security Cloud Control and On-Premises Management Center is not automatically enabled on Security Cloud Control for new on-premises management centers onboarded to Security Cloud Control. If your network objects are not being shared with On-Premises Management Center, ensure **Discover & Manage Network Objects** toggle button is enabled for the on-premises

management center in **Settings** or [How Security Cloud Control Customers Open a Support Ticket with TAC](#) to have the features enabled on your tenant.

### Viewing Network Objects

Network objects you create using Security Cloud Control and those Security Cloud Control recognizes in an onboarded device's configuration are displayed on the Objects page. They are labeled with their object type. This allows you to filter by object type to quickly find the object you are looking for.

When you select a network object on the Objects page, you see the object's values in the Details pane. The Relationships pane shows you if the object is used in a policy and on what device the object is stored.

When you click on a network group you see the contents of that group. The network group is a conglomerate of all the values given to it by the network objects.

## AWS Security Groups and Cloud Security Group Objects

### Relationship between AWS Security Groups and Cloud Security Group Objects

A security group in the Amazon Web Services (AWS) console is a collection of rules that act as a virtual firewall for the instances and other entities contained in the security group. A security group can be associated with other security groups, ports, port ranges, IPV4 or IPV6 addresses, subnets, and load balancers.

When you onboard an AWS VPC to Security Cloud Control, AWS security groups are translated into Security Cloud Control **cloud security group objects**. The AWS console does not support rules that contain more than one source, destination, or port/port range. If you define more than one source, destination, or port/port range within a single rule in Security Cloud Control and deploy, Security Cloud Control translates the rule into separate rules before deploying it to the AWS VPC. For example, if you create an outbound rule in Security Cloud Control that allows traffic from one security group, "A" to another security group "B" and an IPv6 address, Security Cloud Control deploys this to AWS as two separate rules: (1) to allow outbound traffic from security group object A to security group object B and (2) to allow outbound traffic from security group object A to the IPv6 address.

Note that security groups are associated with individual AWS VPCs and cannot be shared across device types. That means that you cannot share a cloud security group object with an ASA, FTD, IOS, SSH, or Meraki device.

## Sharing Objects Between AWS and other Managed Devices

## Service Objects

### Protocol Objects

Protocol objects are a type of service object that contain less-commonly used or legacy protocols. Protocol objects are identified by a name and [protocol number](#). Security Cloud Control recognizes these objects in ASA and Firepower (FDM-managed device) configurations and gives them their own filter of "Protocols" so you can find them easily.

## ICMP Objects

An Internet Control Message Protocol (ICMP) object is a service object specifically for ICMP and IPv6-ICMP messages. Security Cloud Control recognizes these objects in ASA and Firepower configurations when those devices are onboarded and Security Cloud Control gives them their own filter of "ICMP" so you can find the objects easily.

Using Security Cloud Control, you can rename or remove ICMP objects from an ASA configuration. You can use Security Cloud Control to create, update, and delete ICMP and ICMPv6 objects in a Firepower configuration.



---

**Note** For the ICMPv6 protocol, AWS does not support choosing specific arguments. Only rules that allow all ICMPv6 messages are supported.

---

Related Information:

- [Deleting Objects, on page 106](#)



## CHAPTER 2

# Onboard Devices and Services

You can onboard both live devices and model devices to Security Cloud Control. Model devices are uploaded configuration files that you can view and edit using Security Cloud Control.

Most live devices and services require an open HTTPS connection so that the Secure Device Connector can connect Security Cloud Control to the device or service.

See [Secure Device Connector, on page 10](#) for more information on the SDC and its state.

This chapter covers the following sections:

- [Onboard an AWS VPC, on page 111](#)
- [Delete a Device from Security Cloud Control, on page 113](#)

## Onboard an AWS VPC

To onboard an AWS VPC to Security Cloud Control, follow this procedure:

### Before you begin



**Note** Security Cloud Control does not support peered AWS VPCs. If you attempt to onboard a peered VPC referencing a security group that is defined on the peer VPC, the onboarding process fails.

Before onboarding your Amazon Web Services (AWS) Virtual Private Cloud (VPC) to Security Cloud Control, review these prerequisites:

- Review [Connect Security Cloud Control to your Managed Devices, on page 11](#) for the networking requirements needed to connect Security Cloud Control to your AWS VPC.
- To onboard an AWS VPC, you will need the AWS VPC's access key and secret access key both of which are generated using the Identity and Access Management (IAM) console. See [Understanding and Getting your Security Credentials](#) for more information.
- Configure the permissions to allow Security Cloud Control to communicate with your AWS VPC. See [Changing Permissions for an IAM User](#) for more information. See the following example for the required permissions:

```
"cloudformation:CreateStack",  
"cloudformation:CreateStackInstances",
```


```

"cloudformation:DescribeStackInstance",
"cloudformation:DescribeStackResource",
"cloudformation:DescribeStackResources",
"cloudformation:DescribeStacks",
"ec2:AllocateAddress",
"ec2:AllocateHosts",
"ec2:AssignPrivateIpAddresses",
"ec2:AssociateAddress",
"ec2:AssociateDhcpOptions",
"ec2:AssociateRouteTable",
"ec2:AssociateSubnetCidrBlock",
"ec2:AttachInternetGateway",
"ec2:AttachNetworkInterface",
"ec2:AuthorizeSecurityGroupEgress",
"ec2:AuthorizeSecurityGroupIngress",
"ec2:CreateDhcpOptions",
"ec2:CreateEgressOnlyInternetGateway",
"ec2:CreateInternetGateway",
"ec2:CreateNetworkAcl",
"ec2:CreateNetworkInterface",
"ec2:CreateNetworkInterfacePermission",
"ec2:CreateRoute",
"ec2:CreateRouteTable",
"ec2:CreateSecurityGroup",
"ec2:CreateSubnet",
"ec2:CreateTags",
"ec2:DescribeAddresses",
"ec2:DescribeAddressesAttribute",
"ec2:DescribeAvailabilityZones",
"ec2:DescribeDhcpOptions",
"ec2:DescribeEgressOnlyInternetGateways",
"ec2:DescribeInstanceStatus",
"ec2:DescribeInstances",
"ec2:DescribeInternetGateways",
"ec2:DescribeNetworkAcls",
"ec2:DescribeNetworkInterfaceAttribute",
"ec2:DescribeNetworkInterfacePermissions",
"ec2:DescribeNetworkInterfaces",
"ec2:DescribeRegions",
"ec2:DescribeRouteTables",
"ec2:DescribeSecurityGroupReferences",
"ec2:DescribeSecurityGroupRules",
"ec2:DescribeSecurityGroups",
"ec2:DescribeSubnets",
"ec2:DescribeTags",
"ec2:DescribeTransitGatewayVpcAttachments",
"ec2:DescribeTransitGateways",
"ec2:DescribeVpcs",
"ec2:DescribeVpnGateways",
"ec2:ModifyNetworkInterfaceAttribute",
"ec2:ModifySecurityGroupRules",
"ec2:ModifySubnetAttribute",
"ec2:RunInstances",
"sts:GetCallerIdentity"

```

## Procedure

**Step 1** In the left pane, click **Security Devices**.

**Step 2** Click  to begin onboarding the device.

- Step 3** Click **AWS VPC**.
- Step 4** Enter the Access Key ID and Secret Access Key credential to connect to the AWS account. The generated list of names are retrieved from the AWS VPC you supplied login credentials to.
- Step 5** Click **Connect**.
- Step 6** Select a Region From the drop-down menu. The region selected should be where the VPC is local to.
- Step 7** Click **Select**.
- Step 8** Use the drop-down menu to select the correct AWS name. The generated list of names are retrieved from the AWS VPC you supplied login credentials to. Select the desired AWS VPC from the drop-down menu. Note that AWS VPC IDs names are unique, and there cannot be two or more instances with the same ID.
- Step 9** Click **Select**.
- Step 10** Enter a name to be shown in the Security Cloud Control UI.
- Step 11** Click **Continue**.
- Step 12** (Optional) Enter a label for the device. Note that if you create labels for an AWS VPC, the tables are not automatically synchronized to your device. You must manually recreate the labels as tags in the AWS console. See [Labels and Tags in AWS VPC](#) , on page 95 for more information.
- Step 13** Click **Continue**.
- Step 14** Return to the **Inventory** page. After the device has been successfully onboarded, you will see that the Configuration Status is "Synced" and the Connectivity state is "Online."

---

**Related information:**

- [Update AWS VPC Connection Credentials, on page 115](#)
- [AWS VPC Policy, on page 118](#)
- [AWS VPCs and Security Groups in Security Cloud Control](#)
- [Sharing Objects Between AWS and other Managed Devices](#)

## Delete a Device from Security Cloud Control

Use the following procedure to delete a device from Security Cloud Control:

### Procedure

---

- Step 1** Log into Security Cloud Control.
- Step 2** In the left pane, click **Security Devices**.
- Step 3** Locate the device you want to delete and check the device in the device row to select it.
- Step 4** In the **Device Actions** panel located to the right, select **Remove**.
- Step 5** When prompted, select **OK** to confirm the removal of the selected device. Select **Cancel** to keep the device onboarded.
-







## CHAPTER 3

# Configuring AWS Devices

This chapter covers the following sections:

- [Update AWS VPC Connection Credentials](#), on page 115
- [Monitor AWS VPC Tunnels using AWS Transit Gateway](#), on page 116
- [Search and Filter Site-to-Site VPN Tunnels](#), on page 117
- [View a history of changes made to the AWS VPC tunnels](#), on page 118
- [Manage Security Policies in Security Cloud Control](#), on page 118
- [Manage Virtual Private Network Management in Security Cloud Control](#), on page 122
- [About Device Configuration Changes](#), on page 131
- [Read All Device Configurations](#), on page 132
- [Preview and Deploy Configuration Changes for All Devices](#), on page 133
- [Deploy Changes to a Device](#), on page 134
- [Bulk Deploy Device Configurations](#), on page 135
- [About Scheduled Automatic Deployments](#), on page 135
- [Check for Configuration Changes](#), on page 138
- [Discard Configuration Changes](#), on page 138
- [Out-of-Band Changes on Devices](#), on page 139
- [Synchronizing Configurations Between Security Cloud Control and Device](#), on page 140
- [Conflict Detection](#), on page 140
- [Automatically Accept Out-of-Band Changes from your Device](#), on page 141
- [Resolve Configuration Conflicts](#), on page 142
- [Schedule Polling for Device Changes](#), on page 144

## Update AWS VPC Connection Credentials

If you create a new access key and secret access key to connect to the AWS VPC, you must update the connection credentials in Security Cloud Control. Update the credentials in the AWS console and then update the credentials from the Security Cloud Control console using the procedure below. See *Managing Access Keys for IAM Users* ([https://docs.aws.amazon.com/IAM/latest/UserGuide/id\\_credentials\\_access-keys.html](https://docs.aws.amazon.com/IAM/latest/UserGuide/id_credentials_access-keys.html)) or *Creating, Disabling, and Deleting Access Keys for Your AWS Account Root User* (<https://docs.aws.amazon.com/general/latest/gr/managing-aws-access-keys.html>) for more information.

You **cannot** change the access key or secret access key from Security Cloud Control; you must manually manage the connection credentials from the AWS console or the AWS CLI console.



**Note** If you have multiple AWS VPCs onboarded to your Security Cloud Control tenant, you must update the credentials for one device at a time.

## Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab and then click **AWS VPC**.
- Step 3** Select the AWS VPC whose connection credentials you want to update.  
You can use the [Filters](#) and [Page Level Search](#) functionalities to find the required device.
- Step 4** In the **Device Action** pane, click **Update Credentials**.
- Step 5** Enter the new **access key** and **secret access key** you want to use to connect to the AWS VPC.
- Step 6** Click **Update**.

**Note** If Security Cloud Control fails to sync the device, the connectivity status in Security Cloud Control may show "Invalid Credentials." If that's the case, you may have tried to use an invalid username and password combination. See [Troubleshoot Invalid Credentials, on page 181](#)

---

### Related Information

- [Onboard an AWS VPC, on page 111](#)

# Monitor AWS VPC Tunnels using AWS Transit Gateway

Amazon Web Service (AWS) Transit Gateway acts as a cloud router connecting enterprise virtual private clouds (VPCs) to AWS VPCs through a central hub that allows for simplified peering relationships.

Security Cloud Control allows you to monitor the connection status of your onboarded AWS VPCs using AWS Transit Gateway.


## Procedure

- 
- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM**.
- Step 2** The **VPN Tunnels** page displays the connection status for all network tunnels managed by your Security Cloud Control tenant. The connection status for the VPN tunnel can be [Search and Filter Site-to-Site VPN Tunnels](#).
- Step 3** Select a VPC and under **Actions** click **Check Connectivity** to trigger a real-time connectivity check against the tunnel and identify whether the tunnel is currently [Search and Filter Site-to-Site VPN Tunnels](#). Unless you click the on-demand connectivity check link, a check across all tunnels, available across all onboarded devices, occurs every ten minutes.


**Note** Security Cloud Control prompts a notification if a VPN tunnel's connection goes down. However, there is no notification prompt if the link is back up.

| Name  | Status | Peer 1 Name                     | Peer 1 IP       | Peer 2 Name                     | Peer 2 IP      | Last active     |
|-------|--------|---------------------------------|-----------------|---------------------------------|----------------|-----------------|
| VPN 1 | Idle   | abc-q1w2e3r4t5y6u7i8<br>AWS VPC | 209.165.200.230 | def-o9p0s1a2f3g4h5j6<br>Unknown | 209.165.201.31 | 4/8/22 7:12 AM  |
| VPN 1 | Active | abc-q1w2e3r4t5y6u7i8<br>AWS VPC | 209.165.202.148 | def-o9p0s1d2f3g4h5j6<br>Unknown | 209.165.201.31 | 5/10/22 2:32 PM |

## Search and Filter Site-to-Site VPN Tunnels

Use the filter sidebar  in combination with the search field to focus your search of VPN tunnels presented in the VPN tunnel diagram.

### Procedure

- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
- Step 2** Click the filter icon  to open the filter pane.
- Step 3** Use these filters to refine your search:
- **Filter by Device**—Click **Filter by Device**, select the device type tab, and check the devices you want to find by filtering.
  - **Tunnel Issues**—Whether or not we have detected either side of the tunnel has issues. Some examples of a device having issues may be but not limited to is: missing associated interface or peer IP address or access list, IKEv1 proposal mismatches, etc. (Detecting tunnel issues is not yet available for AWS VPC VPN tunnels.)
  - **Devices/Services**—Filter by type of device.
  - **Status**—Tunnel status can be active or idle.
    - **Active**—There is an open session where network packets are traversing the VPN tunnel or a successful session was established and hasn't been timed-out yet. Active can assist to indicate that tunnel is active and relevant.
    - **Idle** - Security Cloud Control is unable to discover an open session for this tunnel. The tunnel may either be not in use or there is an issue with this tunnel.
  - **Onboarded** - Devices could be managed by Security Cloud Control or not managed (unmanaged) by Security Cloud Control.
    - **Managed** – Filter by devices that Security Cloud Control manages.
    - **Unmanaged** – Filter by devices that Security Cloud Control does not manage.
  - **Device Types** - Whether or not either side of the tunnel is a live (connected device) or model device.

**Step 4** You can also search the filtered results by device name or IP address by entering that information in the search bar. The search is case-insensitive.

---

## View a history of changes made to the AWS VPC tunnels

To view a history of changes made to AWS VPC tunnels:

### Procedure

---

- Step 1** In the left pane, click **Events & Logs > Change Log**.
- Step 2** On the **Change Log** page, click the filter icon and select **Filter by device** tab and then click **AWS VPC**.
- Step 3** Select the AWS VPC whose history you want to review and click **OK**.
- 

### Related Information

- [Manage Change Logs in Security Cloud Control, on page 147](#)

## Manage Security Policies in Security Cloud Control

Security policies examine network traffic with the ultimate goal of allowing the traffic to its intended destination or dropping it if a security threat is identified. You can use Security Cloud Control to configure security policies on many different types of devices.

- [AWS VPC Policy, on page 118](#)

## AWS VPC Policy

Security Cloud Control provides users the ability to keep security policies consistent across an Amazon Web Services (AWS) Virtual Private Cloud (VPC) associated with your AWS account. You can also use Security Cloud Control to share objects across multiple device types. See the following topics for more information:

### AWS VPCs and Security Groups in Security Cloud Control

#### AWS VPC Security Groups Rules

AWS security groups are a collection of rules that govern inbound and outbound network traffic to all the AWS EC2 instances, and other entities, associated with the security group.

Similar to the Amazon Web Services (AWS) console, Security Cloud Control displays each rule individually. As long as your SDC has access to the Internet, you can create and manage AWS Virtual Private Cloud (VPC) rules for the following environments:

- A security group allowing information to or from another security group within the same AWS VPC.
- A security group allowing to or from an IPv4 or IPv6 address.

When creating a rule in Security Cloud Control that contains an AWS security group, keep the following limitations in mind:

- For a rule allowing inbound traffic, the source can be one or more security group objects in the same AWS VPC, an IPv4 or IPv6 CIDR block, or a single IPv4 or IPv6 address. Inbound rules can only have **one** security group object as the destination.
- For a rule allowing outbound traffic, the destination can be one or more security group objects in the same AWS VPC, a prefix list ID, an IPv4 or IPv6 CIDR block, a single IPv4 or IPv6 address. Outbound rules can only have **one** security group object as the source.
- Security Cloud Control translates rules that contain multiple entities, such as more than one port or subnet, into separate rules before deploying them to an AWS VPC.
- When you add or remove rules, the changes are automatically applied to all AWS entities associated with the security group.
- An AWS security group is limited to hosting a maximum of 60 inbound rules and 60 outbound rules. This limit is enforced separately for IPv4 rules and IPv6 rules; any additional rules created in Security Cloud Control are inclusive to the total number of rules. In short, you cannot exceed the 60 rule limitation by onboarding to Security Cloud Control.

**Warning**

Any edits made to existing rules will result in the edited rule being deleted and a new rule created with the new details. This will cause traffic that depends on that rule to be dropped for a very brief period of time until the new rule can be created. This does not occur if you create a brand new rule.

If you need more information on the types of rules you can create from the AWS console, see [AWS Security Group Object](#). See [AWS Security Groups and Cloud Security Group Objects, on page 109](#) for more information on objects that can be associated with AWS VPCs.

**Related Information**

- [Create a Security Group Rule, on page 119](#)
- [Edit a Security Group Rule, on page 121](#)
- [Delete a Security Group Rule, on page 121](#)

## Create a Security Group Rule

By default, Amazon Web Services (AWS) Virtual Private Cloud (VPC) blocks all network traffic. This means that any rules are automatically configured to **Allow** traffic. You cannot edit this action.



**Note** When you create a new security group rule you must associate it with a security group.

The AWS console does not support rules that contain more than one source or destination. This means that if you deploy a single security group rule that contains more than one entity, Security Cloud Control translates the rule into separate rules before deploying it to the AWS VPC. For example, if you create an inbound rule that allows traffic from two port ranges into one cloud security group object, Security Cloud Control translates it into two separate rules: (1) to allow traffic from the first port range to the security group and (2) to allow traffic from the second port range to the security group.

Use this procedure to create a security group rule:

## Procedure

**Step 1** In the left pane, click **Security Devices**.

**Step 2** Click the **Template** tab.

**Step 3** Click the **AWS** tab and select the AWS VPC device template whose access control policy you want to edit..

**Step 4** In the Management pane at the right, select **Policy**.



**Step 5** Click the blue plus button next to the security group you wish to add the rule to.



**Step 6** Click **Inbound** or **Outbound**.

- **Inbound** rules - The source network can contain one or multiple IPv4 addresses, IPv6 addresses, or cloud security group objects. The destination network **must** be defined as a single cloud security group object.
- **Outbound** rules - The source network **must** be defined as a single cloud security group object. The destination network can contain one or multiple IPv4 addresses, IPv6 addresses, or security group objects

**Step 7** Enter the rule name. You can use alphanumeric characters, spaces, and these special characters: + . \_ -

**Step 8** Define the traffic matching criteria by using any combination of attributes in the following tabs:

- **Source** - Click the **Source** tab and add or remove networks (which includes networks and continents). You cannot define a port or port range as the source.
- **Destination** - Click the **Destination** tab and add or remove networks (which includes networks and continents), or ports on which the traffic arrives. The default value is "Any."

- **Note:**

If no network object is defined, it will be translated into two rules in the AWS Console: one for IPv4 (0.0.0.0/0) and one for IPv6 (:::0/0)

**Step 9** Click **Save**.

**Step 10** [Preview and Deploy Configuration Changes for All Devices](#) now the changes you made, or wait and deploy multiple changes at once.



**Caution** If the deploy fails, Security Cloud Control attempts to return the state of the AWS VPC to what it was before you made the deployment attempt. This is done on a "best effort" basis. Because AWS doesn't maintain a state, this rollback attempt could fail. In that case, you will have to log in to the AWS management console and manually return the AWS VPC to its previous configuration and then [About Device Configuration Changes](#) into Security Cloud Control.

## Edit a Security Group Rule

Use this procedure to edit an access control rule for an AWS VPC using Security Cloud Control:

### Procedure



---

- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
  - Step 3** Click the **AWS** tab and select the AWS VPC whose access control policy you want to edit.
  - Step 4** In the **Management** pane on the right, select  **Policy**.
  - Step 5** To edit an existing security group rule, select the rule and click the edit icon  in the Actions pane. (Simple edits may also be performed inline without entering edit mode.) See [AWS VPC Security Groups Rules](#) for rule limitations and exceptions.
  - Step 6** Click **Save**.
  - Step 7** [Preview and Deploy Configuration Changes for All Devices](#) now the changes you made, or wait and deploy multiple changes at once.
- Caution** If the deployment fails, Security Cloud Control attempts to return the state of the AWS VPC to what it was before you made the deployment attempt. This is done on a "best effort" basis. Because AWS doesn't maintain a state, this rollback attempt could fail. In that case, you will have to log in to the AWS management console and manually return the AWS VPC to its previous configuration and then poll for changes between the AWS VPC device configuration and the configuration in Security Cloud Control.
- 

## Delete a Security Group Rule

### Procedure

---

- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.
  - Step 3** Click the **AWS** tab and select the AWS VPC whose access control policy you want to edit.
  - Step 4** In the **Management** pane on the right, select  **Policy**.
  - Step 5** To delete a security group rule you no longer need, select the rule and click the remove icon  in the **Actions** pane.
  - Step 6** [Preview and Deploy Configuration Changes for All Devices](#) now the changes you made, or wait and deploy multiple changes at once.
- Caution** If the deployment fails, Security Cloud Control attempts to return the state of the AWS VPC to what it was before you made the deployment attempt. This is done on a "best effort" basis. Because AWS doesn't maintain a "state," this rollback attempt could fail. In that case, you will have to log in to the AWS management console and manually return the AWS VPC to its previous configuration and then poll for changes between the AWS VPC device configuration and the configuration in Security Cloud Control.
-

# Manage Virtual Private Network Management in Security Cloud Control

A virtual private network (VPN) connection establishes a secure tunnel between endpoints over a public network such as the Internet.

This section applies to Remote Access and Site-to-site VPNs on device. It also describes the SSL standards that are used to build and remote access VPN connections on .

Security Cloud Control supports the following types of VPN connections:

- [Introduction to Site-to-Site Virtual Private Network, on page 122](#)

## Introduction to Site-to-Site Virtual Private Network

A site-to-site VPN tunnel connects networks in different geographic locations. You can create site-to-site IPsec connections between managed devices and between managed devices and other Cisco or third-party peers that comply with all relevant standards. These peers can have any mix of inside and outside IPv4 and IPv6 addresses. Site-to-site tunnels are built using the Internet Protocol Security (IPsec) protocol suite and Internet Key Exchange version 2 (IKEv2). After the VPN connection is established, the hosts behind the local gateway can connect to the hosts behind the remote gateway through the secure VPN tunnel.

### VPN Topology

To create a new site-to-site VPN topology you must provide a unique name, specify a topology type, choose the IKE version that is used for IPsec IKEv1 or IKEv2, or both and authentication method. Once configured, you deploy the topology to .

### IPsec and IKE Protocols

In Security Cloud Control, site-to-site VPNs are configured based on IKE policies and IPsec proposals that are assigned to VPN topologies. Policies and proposals are sets of parameters that define the characteristics of a site-to-site VPN, such as the security protocols and algorithms that are used to secure traffic in an IPsec tunnel. Several policy types may be required to define a full configuration image that can be assigned to a VPN topology.

### Authentication VPN Tunnels

For authentication of VPN connections, configure a pre-shared key in the topology on each device. Pre-shared keys allow a secret key, used during the IKE authentication phase, to be shared between two peers.

### About Extranet Devices

You can add non-Cisco or unmanaged Cisco devices to a VPN topology as "Extranet" devices with either static or dynamic IP addresses.

- **Non-Cisco Device:** You cannot use Security Cloud Control to create and deploy configurations to non-Cisco devices.



- **Unmanaged Cisco Device:** Cisco device not managed by your organization, such as spokes in networks managed by other organizations within your company, or a connection to a service provider or partner's network.

**Related Information:**

- [Monitor AWS Site-to-Site Virtual Private Networks](#)

## Monitor AWS Site-to-Site Virtual Private Networks

Security Cloud Control allows you to monitor already existing site-to-site VPN configurations on onboarded AWS devices. It doesn't allow you to modify or delete the site-to-site configuration.

### Check Site-to-Site VPN Tunnel Connectivity

Use the **Check Connectivity** button to trigger a real-time connectivity check against the tunnel to identify whether the tunnel is currently [Search and Filter Site-to-Site VPN Tunnels](#). Unless you click the on-demand connectivity check button, a check across all tunnels, available across all onboarded devices, occurs once an hour.



**Note**

- Security Cloud Control runs this connectivity check command on the to determine if a tunnel is active or idle:

```
show vpn-sessiondb 121 sort ipaddress
```

- Model ASA device(s) tunnels will always show as **Idle**.

To check tunnel connectivity from the VPN page:

### Procedure

- 
- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM**.
- Step 2** [Search and Filter Site-to-Site VPN Tunnels](#) the list of tunnels for your site-to-site VPN tunnel and select it.
- Step 3** In the Actions pane at the right, click **Check Connectivity**.
- 

### Site-To-Site VPN Dashboard

Security Cloud Control provides a consolidated information about site-to-site VPN connections created in the tenant.

In the left pane, click **Secure Connections > Site to Site VPN**. The **Site-to-Site VPN** provides the information in the following widgets:

- **Sessions & Insights:** Displays a bar graph representing Active VPN Tunnels and Idle VPN Tunnels, each in appropriate colors.
- **Issues:** Shows the total number of tunnels detected with issues.
- **Pending Deploy:** Shows the total number of tunnels with pending deployment.

By clicking on a value in the pie chart or any link in the widget, the site-to-site VPN listing page is displayed with a filter based on the selected value. For instance, in the **VPN Tunnel Status** widget, on clicking the **Active VPN Tunnels**, you will be directed to the site-to-site VPN listing page with the **Active** status filter applied, showing only the active tunnels.

## Identify VPN Issues

Security Cloud Control can identify VPN issues on . (This feature is not yet available for AWS VPC site-to-site VPN tunnels.) This article describes:



- [Find VPN Tunnels with Missing Peers](#)
- [Find VPN Peers with Encryption Key Issues](#)
- [Find Incomplete or Misconfigured Access Lists Defined for a Tunnel](#)
- [Find Issues in Tunnel Configuration](#)  
[Resolve Tunnel Configuration Issues, on page 126](#)

### *Find VPN Tunnels with Missing Peers*

The "Missing IP Peer" condition is more likely to occur on ASA devices than FDM-managed devices.

## Procedure

---

- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
  - Step 2** Select **Table View**.
  - Step 3** Open the Filter panel by clicking the filter icon .
  - Step 4** Check **Detected Issues**.
  - Step 5** Select each device reporting an issue  and look in the Peers pane at the right. One peer name will be listed. Security Cloud Control reports the other peer name as, "[Missing peer IP.]"
- 

### *Find VPN Peers with Encryption Key Issues*


Use this approach to locate VPN Peers with encryption key issues such as:

- IKEv1 or IKEv2 keys are invalid, missing, or mismatched
- Obsolete or low encryption tunnels

## Procedure

---

- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
- Step 2** Select **Table View**.
- Step 3** Open the Filter panel by clicking the filter icon .



- Step 4** Select each device reporting an issue  and look in the Peers pane at the right. The peer information will show you both peers.
- Step 5** Click on **View Peers** for one of the devices.
- Step 6** Double-click the device reporting the issue in the Diagram View.
- Step 7** Click **Key Exchange** in the Tunnel Details panel at the bottom. You will be able to view both devices and diagnose the key issue from that point.
- 

### *Find Incomplete or Misconfigured Access Lists Defined for a Tunnel*

The "incomplete or misconfigured access-list" condition could only occur on ASA devices.

#### **Procedure**

---

- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
- Step 2** Select **Table View**.
- Step 3** Open the Filter panel by clicking the filter icon .
- Step 4** Select each device reporting an issue  and look in the Peers pane at the right. The peer information shows you both peers.
- Step 5** Click on **View Peers** for one of the devices.
- Step 6** Double-click the device reporting the issue in the Diagram View.
- Step 7** Click **Tunnel Details** in the Tunnel Details panel at the bottom. You will see the message, "Network Policy: Incomplete"
- 





### *Find Issues in Tunnel Configuration*

The tunnel configuration error can occur in the following scenarios:

- When the IP address of a site-to-site VPN interface changes, the "Peer IP Address Value has changed".
- When the IKE value of a VPN tunnel doesn't match the other VPN tunnel, the "IKE value Mismatch" message appears.

#### **Procedure**

---

- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
- Step 2** Select **Table View**.
- Step 3** Open the Filter panel by clicking the filter icon .
- Step 4** In the **Tunnel Issues**, click **Detected Issues** to view the VPN configuration reporting errors. You can view the configuration reporting issues .
- Step 5** Select the VPN configuration reporting issues.
- Step 6** In the **Peers** pane on the right, the  icon appears for the peer having the issue. Hover over the  icon to see the issue and resolution.

Next Step: [Resolve Tunnel Configuration Issues](#).

---

### Resolve Tunnel Configuration Issues

This procedure attempts to resolve these tunnel configuration issues:


- When the IP address of a site-to-site VPN interface changes, the "Peer IP Address Value has changed".
- When the IKE value of a VPN tunnel doesn't match the other VPN tunnel, the "IKE value Mismatch" message appears.

See [Find Issues in Tunnel Configuration](#) for more information.


### Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab.
  - Step 3** Click the appropriate device type tab and select the device associated with the VPN configuration reporting an issue.
  - Step 4** [Resolve the Conflict Detected Status](#).
  - Step 5** In the left pane, click **VPN > ASA/FDM Site-to-Site VPN** to open the VPN page.
  - Step 6** Select the VPN configuration reporting this issue.
  - Step 7** In the **Actions** pane, click the **Edit** icon.
  - Step 8** Click **Next** in each step until you click the **Finish** button in step 4.
  - Step 9** [Preview and Deploy Configuration Changes for All Devices, on page 133](#).
- 

### Search and Filter Site-to-Site VPN Tunnels

Use the filter sidebar  in combination with the search field to focus your search of VPN tunnels presented in the VPN tunnel diagram.

### Procedure

- 
- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
  - Step 2** Click the filter icon  to open the filter pane.
  - Step 3** Use these filters to refine your search:
    - **Filter by Device**-Click **Filter by Device**, select the device type tab, and check the devices you want to find by filtering.
    - **Tunnel Issues**-Whether or not we have detected either side of the tunnel has issues. Some examples of a device having issues may be but not limited to is: missing associated interface or peer IP address or access list, IKEv1 proposal mismatches, etc. (Detecting tunnel issues is not yet available for AWS VPC VPN tunnels.)
    - **Devices/Services**-Filter by type of device.

- **Status**—Tunnel status can be active or idle.
  - **Active**—There is an open session where network packets are traversing the VPN tunnel or a successful session was established and hasn't been timed-out yet. Active can assist to indicate that tunnel is active and relevant.
  - **Idle** - Security Cloud Control is unable to discover an open session for this tunnel. The tunnel may either be not in use or there is an issue with this tunnel.
- **Onboarded** - Devices could be managed by Security Cloud Control or not managed (unmanaged) by Security Cloud Control.
  - **Managed** – Filter by devices that Security Cloud Control manages.
  - **Unmanaged** – Filter by devices that Security Cloud Control does not manage.
- **Device Types** - Whether or not either side of the tunnel is a live (connected device) or model device.

**Step 4** You can also search the filtered results by device name or IP address by entering that information in the search bar. The search is case-insensitive.


---

### Onboard an Unmanaged Site-to-Site VPN Peer

Security Cloud Control will discover a site-to-site VPN tunnel when one of the peers is onboarded. If the second peer is not managed by Security Cloud Control, you can filter the list of VPN tunnels to find the unmanaged device and onboard it:

#### Procedure

---

- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
  - Step 2** Select **Table View**.
  - Step 3** Open the filter panel by clicking .
  - Step 4** Check **Unmanaged**.
  - Step 5** Select a tunnel from the table from the results.
  - Step 6** In the **Peers** pane on the right, click **Onboard Device** and follow the instructions on the screen.
- 

#### Related Information:

- [Onboard Devices and Services, on page 111](#)
- [Onboard an AWS VPC, on page 111](#)

### Viewing AWS Site-to-Site VPN Tunnels

AWS site-to-site VPN connects your Virtual Private Cloud (VPC) to your enterprise network through a secure tunnel.

All site-to-site VPN configuration occurs in the AWS Management Console. Once you onboard your VPC, Security Cloud Control is able to display the site-to-site VPN connections maintained by your AWS VPC and

display them on the VPN Tunnels page so that you can manage them along with all your other site-to-site connections. Each VPN connection from your network to your VPC is made up of two separate VPN tunnels.

From the VPN Tunnels page in Security Cloud Control, you can [View Site-to-Site VPN Tunnel Information](#), [Search and Filter Site-to-Site VPN Tunnels](#) of the VPC, and [Onboard an Unmanaged Site-to-Site VPN Peer](#).

Security Cloud Control polls the AWS Management Console every 10 minutes looking for changes to the site-to-site VPN configuration. If Security Cloud Control finds that there has been a change, it polls for changes in that configuration and stores the changes in its database. Security Cloud Control administrators will then be able to view the new configurations in Security Cloud Control.

### Amazon Web Services (AWS) Reference Material

[AWS Virtual Private Network Documentation](#)

## View IKE Object Details of Site-To-Site VPN Tunnels

You can view the details of the IKE objects configured on the peers/devices of the selected tunnel. These details appear in a tree structure in a hierarchy based on the priority of the IKE policy object.




---

**Note** Extranet devices don't show the IKE Objects details.

---

### Procedure

- 
- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
  - Step 2** In the **VPN Tunnels** page, click the name of the VPN tunnel that connects the peers.
  - Step 3** Under **Relationships** on the right, expand the object that you want to see its details.
- 

## View Last Successful Site-to-Site VPN Tunnel Establishment Date

### Procedure

- 
- Step 1** [View Site-to-Site VPN Tunnel Information](#).
  - Step 2** Click the **Tunnel Details** pane.
  - Step 3** View the **Last Seen Active** field.
- 

## View Site-to-Site VPN Tunnel Information


The site-to-site VPN table view is a complete listing of all site-to-site VPN tunnels available across all devices onboarded to Security Cloud Control. A tunnel only exists once in this list. Clicking on a tunnel listed in the table provides an option in the right side bar to navigate directly to a tunnel's peers for further investigation.

In cases where Security Cloud Control does not manage both sides of a tunnel, you can click [Onboard an Unmanaged Site-to-Site VPN Peer](#) to open the main onboarding page and onboard the unmanaged peer. In

cases where Security Cloud Control manages both side of a tunnel, the Peer 2 column contains the name of the managed device. However, in the case of an AWS VPC, the Peer 2 column contains the IP address of the VPN gateway.

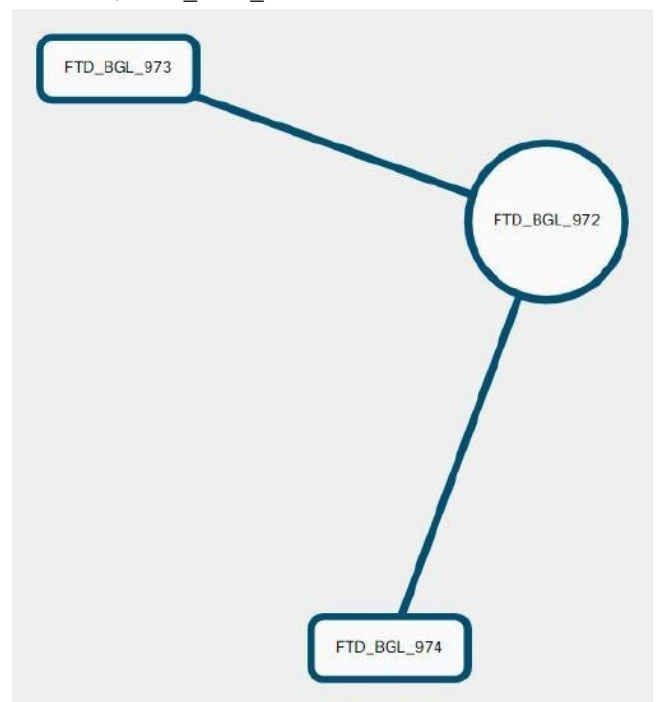
To view site-to-site VPN connections in the table view:

## Procedure

- 
- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
  - Step 2** Click the **Table view**  button.
  - Step 3** Use [Search and Filter Site-to-Site VPN Tunnels](#) to find a specific tunnel, or zoom into the Global View graphic to find the VPN gateway and its peers that you are looking for.
- 

### Site-to-Site VPN Global View

This is an example for the global view. In the illustration, 'FTD\_BGL\_972' has a site-to-site connection with



FTD\_BGL\_973 and FTD\_BGL\_974 devices.

## Procedure

- 
- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM**.
  - Step 2** Click the **Global view** button.
  - Step 3** Use [Search and Filter Site-to-Site VPN Tunnels](#) to find a specific tunnel, or zoom into the Global View graphic to find the VPN gateway and its peers that you are looking for.

- Step 4** Select one of the peers represented in the Global View.
- Step 5** Click **View Details**.
- Step 6** Click the other end of the VPN tunnel and Security Cloud Control displays Tunnel Details, NAT Information, and Key Exchange information for that connection:
- **Tunnel Details**-Displays the name and connectivity information about the tunnel. Clicking the Refresh icon updates the connectivity information for the tunnels.
  - **Tunnel Details specific to AWS connections**-Tunnel details for AWS site-to-site connections are slightly different than for other connections. For each connection from the AWS VPC to your VPN gateway, AWS creates two VPN tunnels. This is for high availability.
    - The name of the tunnel represents the name of the VPC your VPN gateway is connected to. The IP address named in the tunnel is the IP address that your VPN gateway knows as the VPC.
    - If the Security Cloud Control Connectivity status shows **active**, the AWS tunnel state is **Up**. If the Security Cloud Control Connectivity state is **inactive**, the AWS tunnel state is **Down**.
  - **NAT Information**-Displays the type of NAT rule being used, original and translated packet information, and provides links to the NAT table to view the NAT rule for that tunnel. (Not yet available for AWS VPC site-to-site VPN.)
  - **Key Exchange**-Displays the cryptographic keys in use by the tunnel and key-exchange issues. (Not yet available for AWS VPC site-to-site VPN.)

---

### Site-to-Site VPN Tunnels Pane

The Tunnels pane displays a list of all the tunnels associated with a particular VPN gateway. For site-to-site VPN connections between your VPN gateway and an AWS VPC, the tunnels pane shows all the tunnels from your VPN gateway to the VPC. Since each site-to-site VPN connection between your VPN gateway and an AWS VPC has two tunnels, you will see double the number of tunnels you normally would for other devices.

#### VPN Gateway Details

Displays the number of peers connected to the VPN gateway and the IP address of the VPN gateway. This is only visible in the VPN Tunnels page.

#### View Peer

After you select a site-to-site VPN peer pair, the peers pane lists the two devices in the pair and allows you to click **View Peer** for one of the devices. By clicking **View Peer**, you see any other site-to-site peer that device is associated with. This is visible in the Table view and in the Global view.

## Delete a Security Cloud Control Site-To-Site VPN Tunnel

### Procedure

---

- Step 1** In the left pane, click **Secure Connections > Site to Site VPN > ASA & FDM** to open the VPN page.
- Step 2** Select the desired site-to-site VPN tunnel that you want to delete.



**Step 3** In the **Actions** pane on the right, click **Delete**.

---

The selected site-to-site VPN tunnel is deleted.

## About Device Configuration Changes

In order to manage a device, Security Cloud Control must have its own copy of the device's configuration stored in its local database. When Security Cloud Control "reads" a configuration from a device it manages, it takes a copy of the device's configuration and saves it. The first time Security Cloud Control reads and saves a copy of a device's configuration is when the device is onboarded. These choices describe reading a configuration for different purposes:

- **Discard Changes:** This action is available when a device's configuration status is "Not Synced." In the Not Synced state, there are changes to the device's configuration pending on Security Cloud Control. This option allows you to undo all pending changes. The pending changes are deleted and Security Cloud Control overwrites its copy of the configuration with copy of the configuration stored on the device.
- **Check for Changes:** This action is available if the device's configuration status is Synced. Clicking Checking for Changes directs Security Cloud Control to compare its copy of the device's configuration with the copy of the configuration stored on the device. If there is a difference, Security Cloud Control immediately overwrites its copy of the device's configuration with the copy stored on the device.
- **Review Conflict and Accept Without Review:** If you have enabled [Conflict Detection](#) on a device, Security Cloud Control checks for configuration changes made on the device every 10 minutes. If the copy of the configuration stored on the device has changed, Security Cloud Control notifies you by displaying the "Conflict Detected" configuration status.
  - **Review Conflict:** Click Review Conflict allows you to review changes made directly on a device and accept or reject them.
  - **Accept Without Review:** This action overwrites Security Cloud Control's copy of a device's configuration with the latest copy of the configuration stored on the device. Security Cloud Control does not prompt you to confirm the differences in the two copies of the configuration before taking the overwriting action.

**Read All:** This is a bulk operation. You can select more than one device, in any state, and click **Read All** to overwrite all the devices' configurations stored on Security Cloud Control with the configurations stored on the devices.

- **Deploy Changes:** As you make changes to a device's configuration, Security Cloud Control saves the changes you make to its own copy of the configuration. Those changes are "pending" on Security Cloud Control until they are deployed to the device. When there are changes to a device's configuration that have not been deployed to the device, the device is in the Not Synced configuration state.

Pending configuration changes have no effect on the network traffic running through the device. Only after Security Cloud Control deploys the changes to the device do they have an effect. When Security Cloud Control deploys changes to the device's configuration, it only overwrites those elements of the configuration that were changed. It does not overwrite the entire configuration file stored on the device. Deployments can be initiated for a single device or on more than one device simultaneously.

- **Discard All** is an option that is only available after you click **Preview and Deploy...** After clicking Preview and Deploy, Security Cloud Control shows you a preview of the pending changes in Security

Cloud Control. Clicking **Discard All** deletes all pending changes from Security Cloud Control and does not deploy anything to the selected device(s). Unlike "Discard Changes" above, deleting the pending changes is the end of the operation.

## Read All Device Configurations

If a configuration change is made to a device outside of Security Cloud Control, the device's configuration stored on Security Cloud Control and the device's local copy of its configuration are no longer the same. You may want to overwrite Security Cloud Control's copy of the device's configuration with the configuration stored on the device to make the configurations the same again. You can perform this task on many devices simultaneously using the **Read All** link.

See [About Device Configuration Changes](#) for more information about how Security Cloud Control manages the two copies of the device's configuration.

Here are three configuration statuses where clicking **Read All** will overwrite Security Cloud Control's copy of the device's configuration with the device's copy of the configuration.

- **Conflict Detected**-If conflict detection is enabled, Security Cloud Control polls the devices it manages every 10 minutes for changes made to their configurations. If Security Cloud Control finds that the configuration on the device has changed, Security Cloud Control displays a "Conflict detected" configuration status for the device.
- **Synced**-If the device is in a synced state, and you click **Read All**, Security Cloud Control immediately checks the devices to determine if there have been any changes made to its configurations directly. After clicking **Read All**, Security Cloud Control confirms your intent to overwrite its copy of the device's configuration and then Security Cloud Control performs the overwrite.
- **Not Synced**-If the device is in the Not Synced state, and you click **Read All**, Security Cloud Control warns you that there are pending changes made to the device's configuration using Security Cloud Control and that proceeding with the Read All operation will delete those changes and then overwrite Security Cloud Control's copy of the configuration with the configuration on the device. This Read All functions like [Discard Configuration Changes](#).

### Procedure

---

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab.
- Step 3** Click the appropriate device type tab.
- Step 4** (Optional) Create a [Change Request Management](#) to identify the results of this bulk action easily in the Change Log.
- Step 5** Select the devices whose configurations you want to save Security Cloud Control. Notice that Security Cloud Control only provides command buttons for actions that can be applied to all the selected devices.
- Step 6** Click **Read All**.
- Step 7** Security Cloud Control warns you if there are configuration changes staged on Security Cloud Control, for any of the devices you selected, and asks if you want to continue with the bulk reading configurations action. Click **Read All** to continue.


- Step 8** Look at the [Monitor Jobs in Security Cloud Control](#) for the progress of the Read All configurations operation. If you want more information about how individual actions in the bulk operation succeeded or failed, click the blue Review link and you will be directed to the [Monitor Jobs in Security Cloud Control](#).
- Step 9** If you created and activated a change request label, remember to clear it so that you don't inadvertently associate other configuration changes with this event.

---

#### Related Information

- [About Device Configuration Changes](#)
- [Discard Configuration Changes](#)
- [Check for Configuration Changes](#)

## Preview and Deploy Configuration Changes for All Devices

Security Cloud Control informs you when you have made a configuration change to a device on your tenant, but you have not deployed that change, by displaying an orange dot on the Deploy icon . The devices affected by these changes show the status "Not Synced" in the Devices and **Services** page. By clicking **Deploy**, you can review which devices have pending changes and deploy the changes to those devices.



---

**Note** For every new FDM or FTD network object or group that you create and make changes to, Security Cloud Control creates an entry in this page for all on-premises management centers that are managed by Security Cloud Control.


---

This deployment method is available for all supported devices.

You can use this deployment method for single configuration changes or wait and deploy multiple changes at once.

### Procedure

---

- Step 1** In the top right corner of the screen, click the **Deploy** icon .
- Step 2** Select the devices with changes you want to deploy. If a device has a yellow caution triangle, you can not deploy changes to that device. Hover your mouse over the yellow caution triangle to find out why you can't deploy changes to that device.
- Step 3** (Optional) If you want to see more information about a pending change, click the **View Detailed Changelog** link to open the change log associated with that change. Click the **Deploy** icon to return to the **Devices with Pending Changes** page.
- Step 4** (Optional) [Change Request Management](#) to track your changes without leaving the **Devices with Pending Changes** page.
- Step 5** Click **Deploy Now** to deploy the changes immediately to the devices you selected. You'll see the progress in the Active jobs indicator in the Jobs tray.
- Step 6** (Optional) After the deployment has finished, click **Jobs** in the Security Cloud Control navigation bar. You will see a recent "Deploy Changes" job showing the results of the deployment.

**Step 7** If you created a change request label, and you have no more configuration changes to associate with it, clear it.

---


#### What to do next

- [About Scheduled Automatic Deployments](#)

## Deploy Changes to a Device

### Procedure

---

- Step 1** After you make a configuration change for a device using Security Cloud Control and save it, that change is saved in Security Cloud Control instance of the device's configuration.
- Step 2** In the navigation bar, click **Security Devices**.
- Step 3** Click the **Devices** tab.
- Step 4** Click the appropriate device type tab. You should see that the configuration status of the device you made changes to is now "Not synced."
- Step 5** Deploy the changes using one of these methods:
- Select the device and in the Not Synced pane on the right, click **Preview and Deploy**. On the Pending Changes screen, review the changes. If you are satisfied with the pending version, click **Deploy Now**. After the changes are deployed successfully, you can view the [Manage Change Logs in Security Cloud Control](#) to confirm what just happened.
  - Click the **Deploy** icon  at the top-right of the screen. See [Preview and Deploy Configuration Changes for All Devices, on page 133](#) for more information.
- 

## Cancelling Changes

If, when deploying a change from Security Cloud Control to a device, you click **Cancel**, the changes you made are not deployed to the device. The process is canceled. The changes you made are still pending on Security Cloud Control and can be edited further before you finally deploy them to FDM-managed device.

## Discarding Changes

If, when previewing changes, you click **Discard all**, the changes you made, and any other changes any other user made but did not deploy to the device, are deleted. Security Cloud Control reverts its pending configuration to the last read or deployed configuration before any changes were made.

# Bulk Deploy Device Configurations

If you have made changes to multiple devices, for instance by editing a shared object, you can apply those change to all of the affected devices at once:

## Procedure

---


**Step 1** In the left pane, click **Security Devices**.

**Step 2** Click the **Devices** tab.


**Step 3** Click the appropriate device type tab.


**Step 4** Select all of the devices for which you have made configuration changes on Security Cloud Control. These devices should show "Not Synced" status.

**Step 5** Deploy the changes using one of these methods:

- Click the  button at the top-right of the screen to view the **Devices with Pending Changes** window. This gives you a chance to review the pending changes on the devices you selected before you deploy them. Click **Deploy Now** to deploy the changes.

**Note** If you see a yellow warning triangle next to a device on the **Devices with Pending Changes** screen, you cannot deploy a change to that device. Hover your mouse over the warning triangle for information about why changes cannot be deployed to that device.

- Click **Deploy All**  on the details pane. Review any warnings and click **OK**. The bulk deployment starts immediately without a review of the changes.

**Step 6** (Optional) Click the Jobs icon  in the navigation bar to view the results of the bulk deploy.

---

## About Scheduled Automatic Deployments

Using Security Cloud Control, you can make configuration changes to one or more of the devices it manages and then schedule the changes to be deployed to those devices at a time that is convenient for you.

You can only schedule deployments if you [Enable the Option to Schedule Automatic Deployments, on page 47](#) in the **Tenant Settings** tab of the Settings page. Once this option is enabled, you can create, edit, or delete scheduled deployments. A scheduled deployment deploys all the staged changes saved on Security Cloud Control at the date and time set. You can also view and delete scheduled deployments from the Jobs page.

If there were changes made directly to the device that have not been [About Device Configuration Changes](#) to Security Cloud Control, the scheduled deployment will be skipped until that conflict is resolved. The Jobs page will list any instance where a scheduled deployment fails. If **Enable the Option to Schedule Automatic Deployments** is turned off, all scheduled deployments are deleted.

**Caution**

If you schedule a new deployment for multiple devices, and some of those devices already have deployments scheduled, the new scheduled deployment overwrites the existing scheduled deployments.

**Note**

When you create a scheduled deployment, the schedule is created in your local time, not in the time zone of the device. Scheduled deployments *do not* automatically adjust for daylight savings time.

## Schedule an Automatic Deployment

The deployment schedule can be a single event or a recurring event. You may find recurring automatic deployments a convenient way to line up recurring deployments with your maintenance window. Follow this procedure to schedule a one-time or a recurring deployment for a single device:

**Note**

If you schedule a deployment for a device that has an existing deployment scheduled, the new scheduled deployment overwrites the existing deployment.

### Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab.
- Step 3** Click the appropriate device type tab.
- Step 4** Select one or more devices.
- Step 5** In the Device Details pane, locate the Scheduled Deployments tab and click **Schedule**.
- Step 6** Select when the deployment should occur.
- For a one-time deployment, click the **Once on** option to select a date and time from the calendar.
  - For a recurring deployment, click the **Every** option. You can choose either a daily or once a week deployment. Select the **Day** and **Time** the deployment should occur.
- Step 7** Click **Save**.
- 

## Edit a Scheduled Deployment

Follow this procedure to edit a scheduled deployment:

## Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab.
- Step 3** Click the appropriate device type tab.
- Step 4** Select one or more devices.
- Step 5** In the **Device Details** pane, locate the Scheduled Deployments tab and click **Edit** .



- Step 6** Edit the recurrence, date, or time of a scheduled deployment.
- Step 7** Click **Save**.
- 

## Delete a Scheduled Deployment

Follow this procedure to delete a scheduled deployment:




---

**Note** If you schedule a deployment for multiple devices, and then change or delete the schedule for some of the devices, the original scheduled deployment for the remaining devices will be preserved.

---

## Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab.
- Step 3** Click the appropriate device type tab.
- Step 4** Select one or more devices.
- Step 5** In the **Device Details** pane, locate the Scheduled Deployments tab and click **Delete** .
- 

### What to do next

- [About Device Configuration Changes](#)
- [Read All Device Configurations, on page 132](#)
- [Preview and Deploy Configuration Changes for All Devices, on page 133](#)

# Check for Configuration Changes

**Check for Changes** to determine if the device's configuration has been changed directly on the device and it is no longer the same as the copy of the configuration stored on Security Cloud Control. You will see the this option when the device is in the "Synced" state.

To check changes:

## Procedure

---

- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab.
  - Step 3** Click the appropriate device type tab.
  - Step 4** Select the device, whose configuration you suspect may have been changed directly on the device.
  - Step 5** Click **Check for Changes** in the Synced pane on the right.
  - Step 6** The behavior that follows is slightly different depending on the device:
    - For AWS device if there has been a change to the device's configuration, you will receive the message:

```
Reading the policy from the device. If there are active deployments on the device, reading will start after they are finished.
```

      - Click **OK** to continue. The configuration on the device will overwrite the stored configuration on Security Cloud Control.
      - Click **Cancel** to cancel the action.
    - For device:
      - a. Compare the two configurations presented to you. Click **Continue**. The configuration labeled **Last Known Device Configuration** is the configuration stored on Security Cloud Control. The configuration labeled **Found on Device** is the configuration saved on the ASA.
      - b. Select either:
        1. **Reject** the out-of-band changes to keep the "Last Known Device Configuration."
        2. **Accept** the out-of-band changes to overwrite the device's configuration stored in Security Cloud Control with the configuration found on the device.
      - c. Click **Continue**.
- 

# Discard Configuration Changes

Click **Discard Changes** when you want to "undo" all the *undeployed* configuration changes you made to a device's configuration using Security Cloud Control. When you click **Discard Changes**, Security Cloud



Control *completely overwrites* its local copy of a device's configuration with the configuration stored on the device.

When you click **Discard Changes**, your device's configuration status is in a **Not Synced** state. After you discard your changes, the copy of the configuration on Security Cloud Control will be the same as the copy of the configuration on the device and the configuration status in Security Cloud Control will return to Synced.

To discard, or "undo," all of your undeployed configuration changes for a device:

## Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab.
- Step 3** Click the appropriate device type tab.
- Step 4** Select the device you have been making configuration changes to.
- Step 5** Click **Discard Changes** in the **Not Synced** pane on the right.
- For FDM-managed devices-Security Cloud Control warns you that "Pending changes on Security Cloud Control will be discarded and the Security Cloud Control configuration for this device will be replaced with the configuration currently running on the device." Click **Continue** to discard your changes.
  - For Meraki devices-Security Cloud Control deletes the change immediately.
  - For AWS devices-Security Cloud Control displays what you are about to delete. Click **Accept** or **Cancel**.
- 

# Out-of-Band Changes on Devices

Out-of-band changes refer to changes made directly on the device without using Security Cloud Control. These changes may be made using the device's command-line interface over an SSH connection or by using a local manager like the Adaptive Security Device Manager (ASDM) for the ASA, the FDM for the FDM-managed device, or for an On-Premises Firewall Management Center on the On-Premises Firewall Management Center user interface. An out-of-band change causes a conflict between the device's configuration stored on Security Cloud Control and the configuration stored on the device itself.

## Detecting Out-of-Band Changes on Devices

If Conflict Detection is enabled for an ASA, or an FDM-managed device, a Cisco IOS device, or an On-Premises Firewall Management Center, Security Cloud Control checks the device every 10 minutes searching for any new changes made directly to the device's configuration outside of Security Cloud Control.

If Security Cloud Control finds that there are changes to the device's configuration that are not stored on Security Cloud Control, it changes the **Configuration Status** of that device to the "Conflict Detected" state.

When Security Cloud Control detects a conflict, one of two conditions is likely:

- There have been configuration changes made to the device directly that have not been saved to Security Cloud Control's database.

- In the case of an FDM-managed device, there may be "pending" configuration changes on the FDM-managed device that have not been deployed.
- In the case of an On-Premises Firewall Management Center, there may be changes made, for instance, to objects outside Security Cloud Control, which are pending to be synchronized with Security Cloud Control or changes made in Security Cloud Control which are pending to be deployed to the On-Premises Firewall Management Center.

## Synchronizing Configurations Between Security Cloud Control and Device

### About Configuration Conflicts

In the **Security Devices** page, you may see devices or services have the status "Synced," "Not Synced," or "Conflict Detected." To know the status of an On-Premises Firewall Management Center that you manage using Security Cloud Control, navigate **Tools & Services > Firewall Management Center**.

- When a device is **Synced**, the configuration on Security Cloud Control) and the configuration stored locally on the device are the same.
- When a device is **Not Synced**, the configuration stored in Security Cloud Control was changed and it is now different that the configuration stored locally on the device. Deploying your changes from Security Cloud Control to the device changes the configuration on the device to match Security Cloud Control's version.
- Changes made to devices outside of Security Cloud Control are called **out-of-band changes**. When out-of-band changes are made, you'll see the device state change to "Conflict Detected," if conflict detection is enabled for the device. Accepting the out-of-band changes, changes the configuration on Security Cloud Control to match the configuration on the device.

## Conflict Detection

When conflict detection is enabled, Security Cloud Control polls the device for the default interval to to determine if a change has been made to the device's configuration outside of Security Cloud Control. If Security Cloud Control detects that a change was made, it changes the configuration status for the device to **Conflict Detected**. Changes made to a device outside of Security Cloud Control are called "out-of-band" changes.

In the case of an On-Premises Firewall Management Center that is managed by Security Cloud Control, if there are changes that are staged and the device is in **Not Synced** state, Security Cloud Control stops polling the device to check for changes. When there are changes made outside Security Cloud Control which are pending to be synchronized with Security Cloud Control and changes made in Security Cloud Control which are pending to be deployed to the on-premises management center, Security Cloud Control declares the on-premises management center to be in the **Conflict Detected** state.

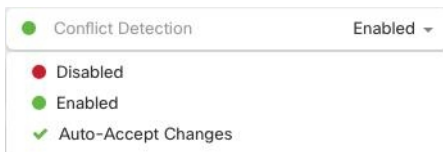
Once this option is enabled, you can configure how often conflicts or OOB changes are detected per device. See [Schedule Polling for Device Changes, on page 144](#) for more information.

## Enable Conflict Detection

Enabling conflict detection alerts you to instances where changes have been made to a device outside of Security Cloud Control.

### Procedure

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab.
- Step 3** Select the appropriate device type tab.
- Step 4** Select the device or devices for which you want to enable conflict detection.
- Step 5** In the **Conflict Detection** box at the right of the device table, select **Enabled** from the list.



## Automatically Accept Out-of-Band Changes from your Device

You can configure Security Cloud Control to automatically accept any change made directly to a managed device by enabling auto-accept changes. Changes made directly to a device without using Security Cloud Control are referred to as out-of-band changes. An out-of-band change creates a *conflict* between the device's configuration stored on Security Cloud Control and the configuration stored on the device itself.

The auto-accept changes feature is an enhancement to conflict detection. If you have auto-accept changes enabled on your device, Security Cloud Control checks for changes every 10 minutes to determine if there have been any out-of-band changes made to the device's configuration. If there have been configuration changes, Security Cloud Control automatically updates its local version of the device's configuration without prompting you.

Security Cloud Control will *not* automatically accept a configuration change if there are configuration changes made on Security Cloud Control that have not yet been deployed to the device. Follow the prompts on the screen to determine your next action.

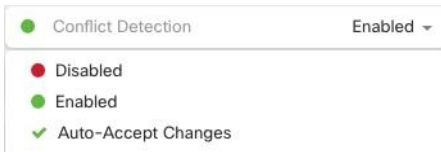
To use auto-accept changes, you first enable the tenant to display the auto-accept option in the Conflict Detection menu on the **Security Devices** page; then, you enable auto-accept changes for individual devices.

If you want Security Cloud Control to detect out-of-band changes but give you the option to accept or reject them manually, enable [Conflict Detection, on page 140](#) instead.

## Configure Auto-Accept Changes

### Procedure

- 
- Step 1** Log in to Security Cloud Control using an account with Admin or Super Admin privileges.
- Step 2** In the left pane, click **Administration > General Settings**.
- Step 3** In the **Tenant Settings** area, click the toggle to **Enable the option to auto-accept device changes**. This enables the Auto-Accept Changes menu option to appear in the Conflict Detection menu on the **Security Devices** page.
- Step 4** In the left pane, click **Security Devices** and select the device for which you want to automatically accept out-of-band changes.
- Step 5** In the **Conflict Detection** menu, select **Auto-Accept Changes** in the drop-down menu.



## Disabling Auto-Accept Changes for All Devices on the Tenant

### Procedure

- 
- Step 1** Log-in to Security Cloud Control using an account with Admin or Super Admin privileges.
- Step 2** In left pane, click **Administration > General Settings**.
- Step 3** In the **Tenant Settings** area, disable the "**Enable the option to auto-accept device changes**" by sliding the toggle to the left so it shows a grey X. This disables Auto-Accept Changes option in the Conflict Detection menu and disables the feature for every device on your tenant.

**Note** Disabling "Auto-Accept" will require you to review each device conflict before you can accept it into Security Cloud Control. This includes devices previously configured to auto-accept changes.

---

## Resolve Configuration Conflicts

This section provides information about resolving configuration conflicts that occur on the device.

### Resolve the Not Synced Status

Use the following procedure to resolve a device with a "Not Synced" Configuration Status:

## Procedure

**Step 1** In the navigation bar, click **Security Devices**.

**Note** For an On-Premises Firewall Management Center, click **Administration > Firewall Management Center** and select the FMC that is in **Not Synced** state and continue from Step 5.

**Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.

**Step 3** Click the appropriate device type tab.

**Step 4** Select the device reported as Not Synced.

**Step 5** In the **Not synced** panel to the right, select either of the following:

- **Preview and Deploy...** -If you want to push the configuration change from Security Cloud Control to the device, [Preview and Deploy Configuration Changes for All Devices](#) the changes you made now, or wait and deploy multiple changes at once.
- **Discard Changes** -If you do **not** want to push the configuration change from Security Cloud Control to the device, or you want to "undo" the configuration changes you started making on Security Cloud Control. This option overwrites the configuration stored in Security Cloud Control with the running configuration stored on the device.

## Resolve the Conflict Detected Status

Security Cloud Control allows you to enable or disable conflict detection on each live device. If [Conflict Detection, on page 140](#) is enabled and there was a change made to the device's configuration without using Security Cloud Control, the device's configuration status will show **Conflict Detected**.

To resolve a "Conflict Detected" status, follow this procedure:

## Procedure

**Step 1** In the navigation bar, click **Security Devices**.

**Note** For an On-Premises Firewall Management Center, click **Administration > Firewall Management Center** and select the FMC that is in **Not Synced** state and continue from Step 5.

**Step 2** Click the **Devices** tab to locate your device.

**Step 3** Click the appropriate device type tab.

**Step 4** Select the device reporting the conflict and click **Review Conflict** in the details pane on the right.

**Step 5** In the **Device Sync** page, compare the two configurations by reviewing the highlighted differences.

- The panel labeled "Last Known Device Configuration" is the device configuration stored on Security Cloud Control.
- The panel labeled "Found on Device" is the configuration stored in the running configuration on the ASA.

**Step 6** Resolve the conflict by selecting one of the following:

- **Accept Device changes:** This will overwrite the configuration **and any pending changes stored on** Security Cloud Control with the device's running configuration.

**Note** As Security Cloud Control does not support deploying changes to the Cisco IOS devices outside of the command line interface, your only choice for a Cisco IOS device will be to select **Accept Without Review** when resolving the conflict.

- **Reject Device Changes:** This will overwrite the configuration stored on the device with the configuration stored on Security Cloud Control.

**Note** All configuration changes, rejected or accepted, are recorded in the change log.

## Schedule Polling for Device Changes

If you have [Conflict Detection, on page 140](#) enabled, or if you **Enable the option to auto-accept device changes** from the Settings page, Security Cloud Control polls the device for the default interval to determine if a change has been made to the device's configuration outside of Security Cloud Control. You can customize how often Security Cloud Control polls for changes per device. These changes can be applied to more than one device.

If there is no selection configured for a device, the interval is automatically configured for "tenant default".




**Note** Customizing the interval per device from the **Security Devices** page overrides the polling interval selected as the [Default Conflict Detection Interval](#) from the **General Settings** page.

After you enable **Conflict Detection** from the **Security Devices** page or **Enable the option to auto-accept device changes** from the Settings page, use the following procedure to schedule how often you want Security Cloud Control to poll your devices:

### Procedure

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate your device.
- Step 3** Click the appropriate device type tab.
- Step 4** Select the device or devices for which you want to enable conflict detection.
- Step 5** In the same area as **Conflict Detection**, click the drop-down menu for **Check every** and select the desired polling interval:

 **Conflict Detection** ● Enabled ▼

Check every: Tenant default (24 hours) ▼

- Tenant default (24 hours)
- 10 minutes
- 1 hour
- 6 hours
- 24 hours







## CHAPTER 4

# Monitoring and Reporting Change Logs, Workflows, and Jobs

---

Security Cloud Control effectively monitors configuration change logs, bulk device operations, and the process that runs when communicating with devices. This helps you understand how your network's existing policies influence its security posture.

- [Manage Change Logs in Security Cloud Control, on page 147](#)
- [View Change Log Differences, on page 148](#)
- [Export the Change Log, on page 149](#)
- [Change Request Management, on page 150](#)
- [Monitor Jobs in Security Cloud Control, on page 155](#)
- [Monitor Workflows in Security Cloud Control, on page 157](#)

## Manage Change Logs in Security Cloud Control

A Change Log captures the configuration changes made in Security Cloud Control, providing a single view that includes changes in all the supported devices and services. These are some of the features of the change log:

- Provides a side-by-side comparison of changes made to device configuration.
- Provides labels for all change log entries.
- Records onboarding and removal of devices.
- Detects policy change conflicts occurring outside Security Cloud Control.
- Provides answers about who, what, and when during an incident investigation or troubleshooting.
- Enables downloading of the complete change log, or only a portion of it, as a CSV file.

### Manage Change Log Capacity

Security Cloud Control retains the change log information for one year and deletes data older than a year.

There is a difference between the change log information stored in Security Cloud Control's database and what you see in an exported change log. See [Export the Change Log, on page 149](#) for more information.

### Change Log Entries

A change log entry reflects the changes to a single device configuration, an action performed on a device, or the change made to a device outside Security Cloud Control:

- For change log entries that contain configuration changes, you can view details about the change by clicking anywhere in the corresponding row.
- For out-of-band changes made outside Security Cloud Control and are detected as conflicts, the **System User** is reported as the **Last User**.
- Security Cloud Control closes a change log entry after a device's configuration on Security Cloud Control is synced with the configuration on the device, or when a device is removed from Security Cloud Control. Configurations are considered to be in sync after they read the configuration from the device to Security Cloud Control or after deploying the configuration from Security Cloud Control to the device.
- Security Cloud Control creates a new change log entry immediately after completing an existing entry, irrespective of whether the change was a success or failure. Additional configuration changes are added to the new change log entry that opens.
- Events are displayed for read, deploy, and delete actions for a device. These actions close a device's change log.
- A change log is closed after Security Cloud Control is in sync with the configuration on the device (either by reading or deploying), or when Security Cloud Control no longer manages the device.
- If a change is made to the device outside of Security Cloud Control, a *Conflict detected* entry is included in the change log.

### Pending and Completed Change Log Entries

Change logs have a status of either Pending or Completed. As you make changes to a device's configuration using Security Cloud Control, these changes are recorded in a Pending change log entry. The following activities complete a Pending change log, and after this a new change log is created for recording future changes.

- Reading a configuration from a device to Security Cloud Control
- Deploying changes from Security Cloud Control to a device
- Deleting a device from Security Cloud Control
- Running a CLI command that updates the running configuration file

### Search and Filter Change Log Entries

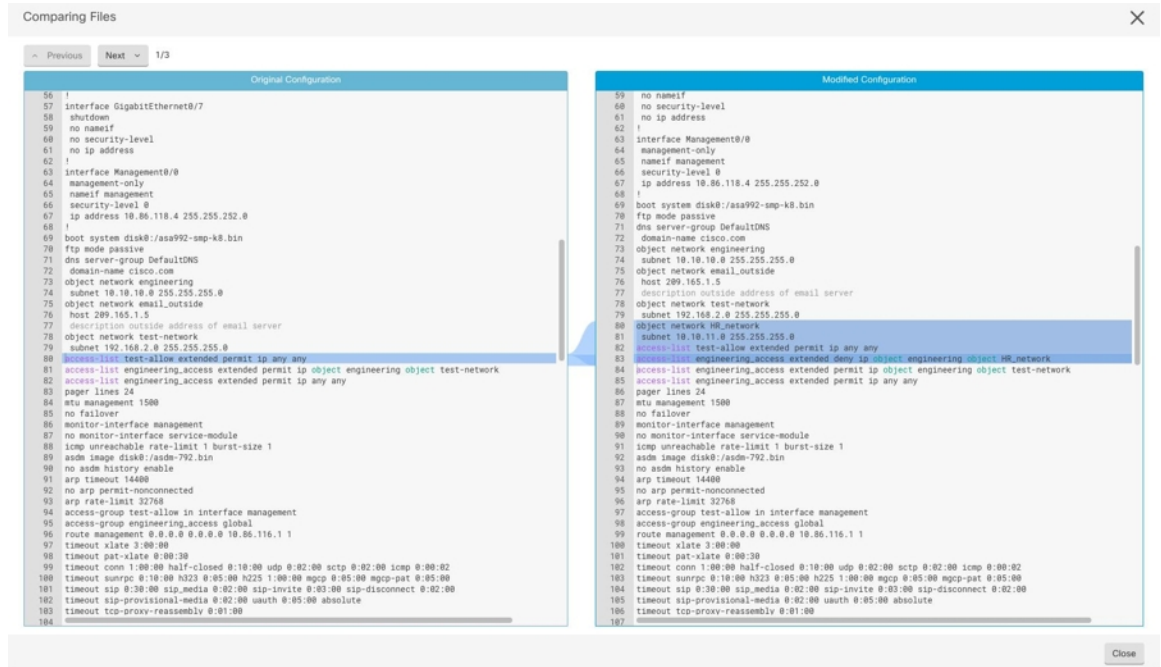
You can search and filter change log entries. Use the search field to find events. Use the filter (Y) to find the entries that meet the criteria you specify. You can also combine the two tasks by filtering the change log and adding a keyword to the search field to find an entry within the filtered results.

## View Change Log Differences

Click **Diff** in the change log to open up a side-by-side comparison of the changes in the running configuration file of the device.

In the following figure, the **Original Configuration** column is the running configuration file before a change was written to the ASA. The **Modified Configuration** column shows the running configuration file after the change was written. In this case, the **Original Configuration** column highlights a row in the running configuration file; this row doesn't change, but gives you a point of reference in the **Modified Configuration** column.

Follow the lines across from the left to the right column to see the addition of the *HR\_network* object and the access rule preventing addresses in the *engineering* network to reach addresses in the *HR\_network* network. Click **Previous** and **Next** to move through the changes in the file.



### Related Topics

- [Manage Change Logs in Security Cloud Control, on page 147](#)

## Export the Change Log

You can export all or a subset of the Security Cloud Control change log to a comma-separated value (.csv) file so that you can filter and sort the information, as required.

To export the change log to a .csv file, follow this procedure:

### Procedure


**Step 1** In the left pane, click **Events & Logs > Change Log**.

**Step 2** Find the changes you want to export by doing one of the following tasks:

- Use the filter (🔍) and the search field to find what you want to export. For example, filter by device to see only the changes for your selected device or devices.

- Clear all the filters and search criteria in the change log. This allows you to export the entire change log.

**Note** Security Cloud Control retains 1 year of change log data. It is recommended to filter the change log contents and download the results of a .csv file rather than downloading the entire change log history for a year.

**Step 3** Click the export  icon at the top right corner of the page.

**Step 4** Save the .csv file to your local file system, with a descriptive name.

---

## Differences Between Change Log Capacity in Security Cloud Control and Size of an Exported Change Log

The information that you export from Security Cloud Control's Change Log page is different from the change log information that Security Cloud Control stores in its database.

For every change log, Security Cloud Control stores two copies of the device's configuration—the *starting* configuration and either the *ending* configuration in the case of a closed change log or the *current* configuration in the case of an open change log. This allows Security Cloud Control to display configuration differences side by side. In addition, Security Cloud Control tracks and stores every step (*change event*) with the username that made the change, the time the change was made, and other details.

However, when you export the change log, the export does not include the two complete copies of the configuration. It only includes the *change events*, which makes the export file much smaller than the change log that Security Cloud Control stores.

Security Cloud Control stores change log information for a year. This includes two copies of the configuration.

## Change Request Management

**Change Request Management** enables the linking of a **Change Request** and its business justification to a **Change Log** event. The **Change Request** is opened in a third-party ticketing system.

Use **Change Request Management** to create a **Change Request** in Security Cloud Control and associate it with change log events. You can search for this change request by **Name** within the change log.




---

**Note** In Security Cloud Control, **Change Request Tracking** and **Change Request Management** refer to the same functionality.

---

## Enable Change Request Management

Enabling change request tracking affects all users of your tenant.

## Procedure

**Step 1** In the left pane, click **Administration > General Settings**.

**Step 2** Enable the **Change Request Tracking** toggle button.



Change Request + None ▲

When enabled, the **Change Request** menu appears at the bottom-left corner and the **Change Request** drop-down list is available in the **Change Log** page.

## Create a Change Request

### Procedure

**Step 1** In Security Cloud Control, click the **Create Change Request (+)** icon in the **Change Request** menu at the bottom-left corner.

**Step 2** Enter a **Name** and **Description**.

Ensure that the **Name** corresponds to a **Change Request** name that your organization intends to use, and that the **Description** describes the purpose of the change.

**Note** You cannot modify the name of a **Change Request** after you create it.

**Step 3** Click **Save**.

**Note** When a **Change Request** is saved, Security Cloud Control associates all the new changes with the corresponding **Change Request** name. This association continues until you either [Disable Change Request Management](#) or [Clear the Change Request Toolbar](#) from the menu.

## Associate a Change Request with a Change Log Event

### Procedure

**Step 1** In the left pane, click **Events & Logs > Change Log**.

**Step 2** Expand the change log to view the events you want to associate with a **Change Request**.

**Step 3** Click the drop-down list adjacent to the corresponding change log entry.

**Note** The latest change requests are displayed at the top of the change request list.

**Step 4** Select a change request and click **Select**.

---

## Search for Change Log Events with Change Requests

### Procedure

---

**Step 1** In the left pane, click **Events & Logs > Change Log**.

**Step 2** In the change log search field, enter the name of a change request to find the associated change log events. Security Cloud Control highlights the change log events that are exact matches.

---

## Search for a Change Request

### Procedure

---

**Step 1** In Security Cloud Control, click the **Create Change Request (+)** icon in the **Change Request** menu at the bottom-left corner.

**Step 2** Enter the name of the **Change Request** or a relevant keyword in the search field. As you enter a value, the results that partially match your input, appear in both the **Name** and **Description** fields.

---

## Filter Change Requests

### Procedure

---

**Step 1** In the left pane, click **Events & Logs > Change Log**.

**Step 2** Click the filter icon to view all the options.

**Step 3** In the search field, enter the name of a **Change Request**.

As you enter a value, the results that partially match your entry appear.

**Step 4** Select a change request by checking the corresponding check box.

The matches appear in the **Change Log** table. Security Cloud Control highlights the change log events that are exact matches.

---

## Clear the Change Request Toolbar

To avoid automatic association of change log events with an existing change request, clear the information in the change request toolbar.

### Procedure

---

- Step 1** In Security Cloud Control, click the **Create Change Request (+)** icon in the **Change Request** menu at the bottom-left corner.
  - Step 2** Click **Clear**.  
The **Change Request** menu now displays **None**.
- 

## Clear a Change Request Associated with a Change Log Event

### Procedure

---

- Step 1** In the left pane, click **Events & Logs > Change Log**.
  - Step 2** Expand the **Change Log** to view the events that you want to disassociate from **Change Requests**.
  - Step 3** Click the drop-down list adjacent to the corresponding change log entry.
  - Step 4** Click **Clear**.
- 

## Delete a Change Request

Deleting a **Change Request** removes it from the change request list, but not from the **Change Log**.

### Procedure

---

- Step 1** Click the **Create Change Request (+)** icon in the **Change Request** menu at the bottom-left corner.
  - Step 2** Select the change request and click the bin icon to delete it.
  - Step 3** Click the check mark to confirm.
- 

## Disable Change Request Management

Disabling **Change Request Management** or **Change Request Tracking** affects all users of your account.

## Procedure

**Step 1** In the left pane, click **Administration > General Settings**.

**Step 2** Disable the **Change Request Tracking** toggle button.

## Change Request Management Use Cases

These use cases assume that you have enabled Change Request Management.

### Track Changes Made to the Firewall Device to Resolve a Ticket Maintained in an External System

This use case describes a scenario where you want to make changes to a firewall device to resolve a ticket maintained in an external system and want to associate the change log events resulting from these firewall changes to a change request. Follow this procedure to create a change request and associate change log events to it:

1. [Create a Change Request, on page 151](#).
2. Use the ticket name or number from the external system as the name of the change request and add the justification for the change and other relevant information in the **Description** field.
3. Ensure that the new change request is visible in the change request toolbar.
4. Make the changes to the firewall device.
5. In the navigation pane, click **Change Log** and find the change log events that are associated with your new change request.
6. [Clear the Change Request Toolbar, on page 153](#) to avoid automatic association of change log events with an existing change request.

### Manually Update Individual Change Log Events After Changes are Made to the Firewall Device

This use case describes a scenario where you have made changes to a firewall device to resolve a ticket that is maintained in an external system, but forgot to use the Change Request Management feature to associate change requests with the change log events. You want to update the change log events with the ticket number. Follow this procedure to associate change requests with change log events:

1. [Create a Change Request, on page 151](#). Use the ticket name or number from the external system as the name of the change request. Use the **Description** field to add the justification for the change and other relevant information.
2. In the navigation pane, click **Change Log** and search for the change log events that are associated with the changes.
3. [Associate a Change Request with a Change Log Event, on page 151](#).
4. [Clear the Change Request Toolbar, on page 153](#) to avoid automatic association of change log events with an existing change request.



### Search for Change Log Events Associated with a Change Request

This use case describes a scenario where, you want to find out what change log events were recorded in the change log because of the work done to resolve a ticket maintained in an external system. Follow this procedure to search for change log events that are associated with a change request:

1. In the navigation pane, click **Change Log**.
2. Search for change log events that are associated with change requests using one of the following methods below:
  - In the **Change Log** search field, enter the exact name of the change request to find change log events associated with that change request. Security Cloud Control highlights change log events that are exact matches.
  - [Filter Change Requests, on page 152](#) to find the change log events.
3. View each change log to find the highlighted change log events showing the associated change request.

## Monitor Jobs in Security Cloud Control

The **Jobs** page provides an overview of the progress of bulk operations, such as reconnecting multiple devices, reading configurations from multiple devices, or upgrading multiple devices simultaneously. The **Jobs** table uses color-coded rows along with the status of individual actions, indicating if they have succeeded or failed.

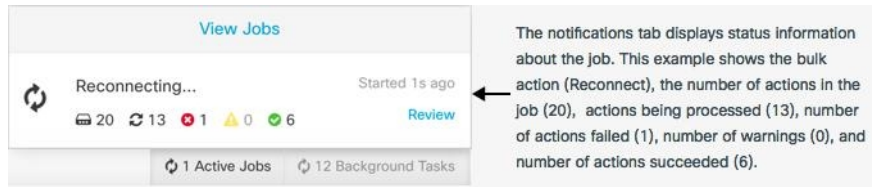
One row in the table represents a single bulk operation. This one bulk operation may have been, for example, an attempt to reconnect 20 devices. Expanding a row in the **Jobs** page displays the results for each of the devices affected by the bulk operation.

| Action                    | Status | User | Start                  | End                    | Scheduled                  |
|---------------------------|--------|------|------------------------|------------------------|----------------------------|
| Execute CLI Command       | 1      |      | 11/2/2023, 9:37:03 AM  | 11/2/2023, 9:37:04 AM  |                            |
| Deploy Changes            | 1      |      | 11/2/2023, 3:30:00 AM  | 11/2/2023, 3:30:04 AM  | Every day at 3:30 AM       |
| Deploy Changes            | 1      |      | 11/2/2023, 3:30:00 AM  | 11/2/2023, 3:30:03 AM  | Every day at 3:30 AM       |
| Deploy Changes            | 1      |      | 11/2/2023, 3:30:01 AM  | 11/2/2023, 3:30:03 AM  | Every day at 3:30 AM       |
| Deploy Changes            | 1      |      | 11/2/2023, 3:30:00 AM  | 11/2/2023, 3:30:02 AM  | Every day at 3:30 AM       |
| Deploy Changes            | 1      |      | 11/1/2023, 7:28:00 PM  | 11/1/2023, 7:34:26 PM  | Every Wednesday at 7:28 PM |
| Toggle Conflict Detection | 1      |      | 10/31/2023, 5:37:42 PM | 10/31/2023, 5:37:43 PM |                            |

| DEVICE | STATUS | DETAILS | START                  | END                    |
|--------|--------|---------|------------------------|------------------------|
|        | Done   |         | 10/31/2023, 5:37:42 PM | 10/31/2023, 5:37:43 PM |

You can reach the **Jobs** page in two different ways:

- In the **Notifications** tab, when there is a new Job notification, click the **Review** link. You will be redirected to the **Jobs** page and see the specific job represented by the notification.



- In the left pane, click **Events & Logs > Jobs**. This table shows a complete list of the bulk actions performed in Security Cloud Control.

### Search Jobs in Security Cloud Control

When you're on the **Jobs** page, you can filter and search by different actions, the users who performed them, and the action status.

## Reinitiate a Bulk Action

After reviewing the **Jobs** page, if you find that one or more actions in a bulk action have failed, you can retry the bulk action after making the necessary corrections.. Note that Security Cloud Control will re-run the job only for the failed actions. To re-run a bulk action:

### Procedure

- 
- Step 1** In the **Jobs** page, select the row that indicates a failed action.
- Step 2** Click the **Retry** (↺) icon.
- 

## Cancel a Bulk Action

You can cancel the bulk actions that are currently in progress on multiple devices. For example, if you have tried to reconnect four managed devices, and three of them have successfully reconnected, but the fourth device is still neither connected nor disconnected, you can cancel the bulk action.

To cancel a bulk action:

### Procedure

- 
- Step 1** In the left pane, click **Events & Logs > Jobs**.
- Step 2** Identify the running bulk action and click the **Cancel** link on the right side.
- Note** If any part of the bulk action is successful, it cannot be undone. Any ongoing action will be cancelled.
-

# Monitor Workflows in Security Cloud Control

The **Workflows** page allows you to monitor every process that Security Cloud Control runs when communicating with devices, Secure Device Connector (SDC), or Secure Event Connector (SEC), and when applying ruleset changes to devices. Security Cloud Control creates an entry in the workflow table for every step and displays its outcome on this page. The entry contains information pertaining only to the action performed by Security Cloud Control and not the device it is interacting with.

Security Cloud Control reports an error when it fails to perform a task on a device. Navigate to the **Workflows** page to see the step where the error occurred, for more details.

This page also helps you determine and troubleshoot errors or share information with TAC, when required.

To navigate to the **Workflows** page, in the left pane, click **Security Devices** and, click the **Devices** tab. Click the appropriate device type tab to locate the device and select the device you want. Under the **Devices and Actions** in the right pane, click **Workflows**. This figure shows the **Workflows** page with entries in the **Workflow** table.

The screenshot shows the 'Workflows' page for device 'BGL\_FTD1 (FTD)'. The main table lists workflow entries with columns for Name, Priority, Condition, Current State, Last Active, and Time. Below this, a detailed view of an action is shown with columns for ACTION, TIME, START STATE, END STATE, and RESULT.

| Name                             | Priority  | Condition | Current State | Last Active            | Time                        |
|----------------------------------|-----------|-----------|---------------|------------------------|-----------------------------|
| ftdObjDetectionStateMachine      | Scheduled | Done      | Done          | 12/4/2020, 2:17:16 PM  | 14:17:00.381 / 14:17:16.640 |
| ftdVpnSessionDetailsStateMachine | Scheduled | Done      | Done          | 12/4/2020, 2:04:02 PM  | 14:04:00.278 / 14:04:02.481 |
| ftdVpnSessionDetailsStateMachine | Scheduled | Done      | Done          | 12/4/2020, 1:04:02 PM  | 13:04:00.433 / 13:04:02.747 |
| ftdVpnSessionDetailsStateMachine | Scheduled | Done      | Done          | 12/4/2020, 12:04:02 PM | 12:04:00.307 / 12:04:02.507 |
| ftdVpnSessionDetailsStateMachine | Scheduled | Done      | Done          | 12/4/2020, 11:04:02 AM | 11:04:00.205 / 11:04:02.290 |
| ftdVpnSessionDetailsStateMachine | Scheduled | Done      | Done          | 12/4/2020, 10:04:02 AM | 10:04:00.312 / 10:04:02.541 |
| ftdVpnSessionDetailsStateMachine | Scheduled | Error     | Error         | 12/2/2020, 1:10:25 PM  | 13:04:00.291 / 13:10:25.140 |


  

| ACTION                                         | TIME                        | START STATE                              | END STATE                        | RESULT                              |
|------------------------------------------------|-----------------------------|------------------------------------------|----------------------------------|-------------------------------------|
| FtdInitiateVpnSessionChecksAction              | 13:04:00.310 / 13:04:00.317 | PENDING_GET_VPN_SESSION_DETAILS          | INITIATE_GET_VPN_SESSION_DETAILS | SUCCESS                             |
| FtdInitiateGetBaseObjectsAction                | 13:04:00.335 / 13:04:00.372 | INITIATE_GET_VPN_SESSION_DETAILS         | WAIT_FOR_GET_VPN_SESSION_DETAILS | SUCCESS                             |
| FtdInitiateGetVpnSessionDetailsResponseHandler | 13:10:25.116 / 13:10:25.132 | AWAIT_RESPONSE_FROM_executedHttpRequests | ERROR                            | FAILURE Error Message / Stack Trace |

| HOOK                                            | TYPE   | TIME                        | RESULT           |
|-------------------------------------------------|--------|-----------------------------|------------------|
| DeviceStateMachineClearErrorBeforehook          | Before | 13:04:00.292 / 13:04:00.302 | clearErrors      |
| AddDeviceNameToDeviceStateMachineDebugAfterhook | After  | 13:10:25.142 / 13:10:25.143 | No debug record  |
| DeviceStateMachineSetErrorAfterhook             | After  | 13:10:25.143 / 13:10:25.157 | setErrorOnDevice |

## Export Device Workflows

You can download the complete workflow information to a JSON file and provide it when the TAC team asks for further analysis. To export the workflow information, select the corresponding device and, navigate to its **Workflows** page and click the export (  ) icon appearing at the top-right corner.

## Copy Stack Trace

If you have an error you cannot resolve and you approach TAC, they may ask you for a copy of the stack trace. To collect the stack trace for the error, click the **Stack Trace** link and click **Copy Stacktrace** to copy the stacks appearing on the screen, to a clipboard.





## CHAPTER 5

# Integrating Security Cloud Control with Cisco Security Cloud Sign On

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- [Merge Your Security Cloud Control and Cisco XDR Tenant Accounts](#), on page 159

## Merge Your Security Cloud Control and Cisco XDR Tenant Accounts

If your Secure Firewall Threat Defense or On-Premises Firewall Management Center is used with Security Cloud Control or Cisco Security Analytics and Logging (SaaS) and Cisco XDR, you must link your Security Cloud Control tenant account with the Cisco XDR tenant account associated with the device.

Be mindful of when you initiate this process. This merging process may take an extended amount of time.

See [Merge Accounts](#) for instructions.



---

**Note** If you have accounts on more than one regional cloud, you must merge accounts separately for each regional cloud.

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## CHAPTER 6

# Terraform

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- [About Terraform, on page 161](#)

## About Terraform

Security Cloud Control customers can use the [Security Cloud Control Terraform provider](#) and Security Cloud Control Terraform modules to rapidly set up their tenants using code that is repeatable and version-controlled. The Security Cloud Control Terraform provider allows users to do the following:

- **Manage** users
- **Onboard** Secure Firewall Threat Defense devices on cloud-delivered Firewall Management Centers, Cisco Secure ASA devices, and iOS devices
- **Onboard** secure device connectors on vSphere and AWS
- **Onboard** secure event connectors on AWS

For more information, refer to the following pages:

- [Security Cloud Control Terraform Provider page](#)
- [Security Cloud Control SDC on vSphere module page](#)
- [Security Cloud Control SDC on AWS module page](#)
- [Security Cloud Control SEC on AWS module page](#)
- Work through the [Devnet learning lab](#)
- [Automating Security Infrastructure Management Using the Cisco Security Cloud Control Terraform Provider - Learning Lab](#)
- [Security Cloud Control automation examples](#) on GitHub

### Support

The Security Cloud Control Terraform provider and modules are published as Open Source Software under the Apache 2.0 license. Please file issues on GitHub in the repositories below if you require support:

| Module                                      | Repository                                                                                                                                                            |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Security Cloud Control Terraform Provider   | <a href="https://github.com/cisco/devnet/terraform-provider-Security-Cloud-Control">https://github.com/cisco/devnet/terraform-provider-Security-Cloud-Control</a>     |
| Security Cloud Control SDC Module (vSphere) | <a href="https://github.com/CiscoDevNet/terraform-vsphere-Security-Cloud-Control-sdc">https://github.com/CiscoDevNet/terraform-vsphere-Security-Cloud-Control-sdc</a> |
| Security Cloud Control SDC Module (AWS)     | <a href="https://github.com/CiscoDevNet/terraform-aws-Security-Cloud-Control-sdc">https://github.com/CiscoDevNet/terraform-aws-Security-Cloud-Control-sdc</a>         |
| Security Cloud Control SEC Module (AWS)     | <a href="https://github.com/CiscoDevNet/terraform-aws-Security-Cloud-Control-sec">https://github.com/CiscoDevNet/terraform-aws-Security-Cloud-Control-sec</a>         |

### Contribution to Repositories

The Security Cloud Control team welcomes contributions to the repositories above. Please create pull requests on these GitHub repositories if you wish to contribute to improving the provider and modules.

### Related Topics

- [Deploy an SDC to vSphere Using Terraform](#)
- [Deploy an SDC to AWS VPC Using Terraform](#)
- [Deploy an SEC to AWS VPC Using Terraform](#)





## CHAPTER 7

# Troubleshooting

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This chapter covers the following sections:

- [Troubleshoot a Secure Device Connector, on page 163](#)
- [Troubleshoot Security Cloud Control, on page 171](#)
- [Device Connectivity States, on page 180](#)

## Troubleshoot a Secure Device Connector

Use these topics to troubleshoot an on-premises Secure Device Connector (SDC).

If none of these scenarios match yours, [How Security Cloud Control Customers Open a Support Ticket with TAC](#).

### SDC is Unreachable

An SDC is in the state "Unreachable" if it has failed to respond to two heartbeat requests from Security Cloud Control in a row. If your SDC is unreachable, your tenant will not be able to communicate with any of the devices you have onboarded.

Security Cloud Control indicates that an SDC is unreachable in these ways:

- You see the message, "Some Secure Device Connectors (SDC) are unreachable. You will not be able to communicate with devices associated with these SDCs." on the Security Cloud Control home page.
- The SDC's status in the Services page is "Unreachable."

First, attempt to reconnect the SDC to your tenant to resolve this issue:

1. Check that the SDC virtual machine is running and can reach a Security Cloud Control IP address in your region. See [Connect Security Cloud Control to your Managed Devices, on page 11](#).
2. Attempt to reconnect Security Cloud Control and the SDC by requesting a heartbeat manually. If the SDC responds to a heartbeat request, it will return to "Active" status. To request a heartbeat manually:
  - a. In the left pane, choose **Tools & Services > Secure Connectors**.
  - b. Click the SDC that is unreachable.
  - c. In the Actions pane, click **Request Heartbeat**.

- d. Click **Reconnect**.
3. If the SDC does not return to the Active status after manually attempting to reconnect it to your tenant, follow the instructions in [SDC Status not Active on Security Cloud Control after Deployment, on page 164](#).

## SDC Status not Active on Security Cloud Control after Deployment

If Security Cloud Control does not indicate that your SDC is active in about 10 minutes after deployment, connect to the SDC VM using SSH using the `Security Cloud Control` user and password you created when you deployed the SDC.

### Procedure

---

- Step 1** Review `/opt/cdo/configure.log`. It shows you the configuration settings you entered for the SDC and if they were applied successfully. If there were any failures in the setup process or if the values weren't entered correctly, run the `sdc-onboard` setup again:
- a) At the prompt enter `sudo sdc-onboard setup`.
  - b) Enter the password for the `cdo` user.
  - c) Follow the prompts. The setup script guides you through all the configuration steps you took in the setup wizard and gives you an opportunity to make changes to the values you entered.
- Step 2** If after reviewing the log and running `sudo sdc-onboard setup`, Security Cloud Control still does not indicate that the SDC is **Active**, [Contact Security Cloud Control Support](#).
- 

## Changed IP Address of the SDC is not Reflected in Security Cloud Control

If you changed the IP address of the SDC, it will not be reflected in Security Cloud Control until after 3:00 AM GMT.

## Troubleshoot Device Connectivity with the SDC

Use this tool to test connectivity from Security Cloud Control, through the Secure Device Connector (SDC) to your device. You may want to test this connectivity if your device fails to onboard or if you want to determine, before on-boarding, if Security Cloud Control can reach your device.

### Procedure

---

- Step 1** In the left pane, click **Administration > Firewall Management Center**, and click the **Secure Connectors** tab.
- Step 2** Select the SDC.
- Step 3** In the **Troubleshooting** pane on the right, click **Device Connectivity**.

- Step 4** Enter a valid IP address or FQDN and port number of the device you are attempting to troubleshoot, or attempting to connect to, and click **Go**. Security Cloud Control performs the following verifications:
- DNS Resolution** - If you provide a FQDN instead of an IP address, this verifies the SDC can resolve the domain name and acquires the IP address.
  - Connection Test** - Verifies the device is reachable.
  - TLS Support** - Detects the TLS versions and ciphers that both the device and the SDC support.
    - Unsupported Cipher** - If there are no TLS version that are supported by both the device and the SDC, Security Cloud Control also tests for TLS versions and ciphers that are supported by the device, but not the SDC.
  - SSL Certificate - The troubleshoot provides certificate information.
- Step 5** If you continue to have issues onboarding or connecting to the device, [Contact Security Cloud Control Support](#).
- 

## Intermittent or No Connectivity with SDC

The solution discussed in this section applies only to an on-premise Secure Device Connector (SDC).

**Symptom:** Intermittent or no connectivity with SDC.

**Diagnosis:** This problem may occur if the disk space is almost full (above 80%).

Perform the following steps to check the disk space usage.

- Open the console for your Secure Device Connector (SDC) VM.
- Log in with the username **cdo**.
- Enter the password created during the initial login.
- First, check the amount of free disk space by typing **df -h** to confirm that there is no free disk space available.

You can confirm that the disk space was consumed by the Docker. The normal disk usage is expected to be under 2 Gigabytes.

- To see the disk usage of the **Docker** folder, execute **sudo du -h /var/lib/docker | sort -h**.

You can see the disk space usage of the **Docker** folder.

### Procedure

If the disk space usage of the Docker folder is almost full, define the following in the docker config file:

- Max-size:** To force a log rotation once the current file reaches the maximum size.
- Max-file:** To delete excess rotated log files when the maximum limit is reached.

Perform the following:

- Execute **sudo vi /etc/docker/daemon.json**.
- Insert the following lines to the file.

```
{
  "log-driver": "json-file",
  "log-opts": {"max-size": "100m", "max-file": "5" }
}
```

- Press **ESC** and then type **:wq!** to write the changes and close the file.




---

**Note** You can execute `sudo cat /etc/docker/daemon.json` to verify the changes made to the file.

---

- Execute `sudo systemctl restart docker` to restart the docker file.  
It will take a few minutes for the changes to take effect. You can execute `sudo du -h /var/lib/docker | sort -h` to see the updated disk usage of the docker folder.
- Execute `df -h` to verify that the free disk size has increased.
- Before your SDC status can change from Unreachable to Active, you must go to the **Secure Connectors** tab which you can navigate to from **Administration > Firewall Management Center** and click **Request Reconnect** from the Actions menu.

## Container Privilege Escalation Vulnerability Affecting Secure Device Connector: cisco-sa-20190215-runc

The Cisco Product Security Incident Response Team (PSIRT) published the security advisory [cisco-sa-20190215-runc](#) which describes a high-severity vulnerability in Docker. [Read the entire PSIRT team advisory](#) for a full explanation of the vulnerability.

This vulnerability impacts all Security Cloud Control customers:

- Customers using Security Cloud Control's cloud-deployed Secure Device Connector (SDC) do not need to do anything as the remediation steps have already been performed by the Security Cloud Control Operations Team.
- Customers using an SDC deployed on-premise need to upgrade their SDC host to use the latest Docker version. They can do so by using the following instructions:
  - [Updating a Security Cloud Control-Standard SDC Host, on page 166](#)
  - [Updating a Custom SDC Host, on page 167](#)
  - [Bug Tracking, on page 168](#)

### Updating a Security Cloud Control-Standard SDC Host

Use these instructions if you [Deploy a Secure Device Connector Using Security Cloud Control's VM Image](#)

## Procedure

**Step 1** Connect to your SDC host using SSH or the hypervisor console.

**Step 2** Check the version of your Docker service by running this command:

```
docker version
```

**Step 3** If you are running one of the latest virtual machines (VMs) you should see output like this:

```
> docker version
Client:
 Version: 18.06.1-ce
 API version: 1.38
 Go version: go1.10.3
 Git commit: e68fc7a
 Built: Tue Aug 21 17:23:03 2018
 OS/Arch: linux/amd64
 Experimental: false
```

It's possible you may see an older version here.

**Step 4** Run the following commands to update Docker and restart the service:

```
> sudo yum update docker-ce
> sudo service docker restart
```

**Note** There will be a brief connectivity outage between Security Cloud Control and your devices while the docker service restarts.

**Step 5** Run the docker version command again. You should see this output:

```
> docker version
Client:
 Version: 18.09.2
 API version: 1.39
 Go version: go1.10.6
 Git commit: 6247962
 Built: Sun Feb XX 04:13:27 2019
 OS/Arch: linux/amd64
 Experimental: false
```

**Step 6** You are done. You have now upgraded to the latest, and patched, version of Docker.

## Updating a Custom SDC Host

If you have created your own SDC host you will need to follow the instructions to update based on how you installed Docker. If you used CentOS, yum and Docker-ce (the community edition) the preceding procedure will work.

If you have installed Docker-ee (the enterprise edition) or used an alternate method to install Docker, the fixed versions of Docker may be different. You can check the Docker page to determine the correct versions to install: [Docker Security Update and Container Security Best Practices](#).

## Bug Tracking

Cisco is continuing to evaluate this vulnerability and will update the advisory as additional information becomes available. After the advisory is marked Final, you can refer to the associated Cisco bug for further details:

[CSCvo33929-CVE-2019-5736: runc container breakout](#)

## Invalid System Time

Security Cloud Control is adapting a new way of communicating with the Secure Device Connector (SDC). To facilitate this, Security Cloud Control must migrate your existing SDC to the new communication method by February 1, 2024.



---

**Note** If your SDC is not migrated by February 1, 2024, Security Cloud Control will no longer be able to communicate with your devices through the SDC.

---

Security Cloud Control's operations team attempted to migrate your SDC but was unsuccessful because your SDC system time was 15 minutes ahead or behind the AWS system time.

Please follow the steps below to correct the system time issue. Once this problem is resolved, we will be able to proceed with the migration.

### Procedure

- 
- Step 1** Login to your SDC VM through the VM terminal or by making an SSH connection.
- Step 2** At the prompt, enter `sudo sdc-onboard setup` and authenticate.
- Step 3** You are now going to respond to the SDC setup questions as if you are were setting up the SDC for the first time. Re-enter all the same passwords and network information as you had before, except take special note of the NTP server address:
- Reset the root and Security Cloud Control user passwords with the same passwords you used to setup the SDC.
  - When prompted, enter `y` to re-configure the network.
  - Enter the value for IP address/CIDR as you had before.
  - Enter the value for the network gateway as you had before.
  - Enter the value for the DNS Server as you had before.
  - When prompted for the NTP server, be sure to provide a valid NTP server address, such as `time.aws.com`.
  - Review the values you provided and enter `y` if they are correct.
- Step 4** Validate that your time server is reachable and synchronized with your SDC by entering `date` at the prompt. The UTC date and time are displayed and you can compare it to your SDC time.
- 

### What to do next

[Contact the Cisco Technical Assistance Center \(TAC\)](#) once you have completed these steps, or in case you encounter any errors. Once you have successfully completed these steps, the Security Cloud Control operations team can complete your SDC migration to the new communication method.

## SDC version is lower than 202311\*\*\*\*

Security Cloud Control is adapting a new way of communicating with the Secure Device Connector (SDC). To facilitate this, Security Cloud Control must migrate your existing SDC to the new communication method by February 1, 2024.



**Note** If your SDC is not migrated by February 1, 2024, Security Cloud Control will no longer be able to communicate with your devices through the SDC.

Security Cloud Control's operations team attempted to migrate your SDC but was unsuccessful because your tenant is running a version lower than 202311\*\*\*\*.

The current version of your SDC is listed on the Secure Connectors page by navigating from the Security Cloud Control menu bar, **Tools & Services > Secure Connectors**. After selecting your SDC, its version number is found in the **Details** pane on the right of the screen.

Please follow the steps below to upgrade the SDC version. Once this problem is resolved, Security Cloud Control operations will be able to run the migration process again.

### Procedure

- 
- Step 1** Log in to the SDC VM and authenticate.
- Step 2** At the prompt, enter `sudo su - sdc` and authenticate.
- Step 3** At the prompt, enter `crontab -r`.
- If you receive the message `no crontab for sdc` you can ignore it and move to the next step.
- Step 4** At the prompt, enter `./toolkit/toolkit.sh upgrade`. Security Cloud Control will determine if you need an upgrade and upgrade the toolkit. Ensure that no errors were reported in the console.
- Step 5** Verify the new version of the SDC:
- Log in to Security Cloud Control.
  - Navigate to the Secure Connectors page by navigating from the Security Cloud Control menu bar, **Tools & Services > Secure Connectors**.
  - Select your SDC and click **Request Heartbeat** in the **Actions** pane.
  - Validate that the SDC version is 202311\*\*\*\* or later.
- 

### What to do next

[Contact the Cisco Technical Assistance Center \(TAC\)](#) once you have completed these steps, or in case you encounter any errors. Once you have successfully completed these steps, the Security Cloud Control operations team can run the migration process again.

## Certificate or Connection errors with AWS servers

Security Cloud Control is adapting a new way of communicating with the Secure Device Connector (SDC). To facilitate this, Security Cloud Control must migrate your existing SDC to the new communication method by February 1, 2024.



---

**Note** If your SDC is not migrated by February 1, 2024, Security Cloud Control will no longer be able to communicate with your devices through the SDC.

---

Security Cloud Control's operations team attempted to migrate your SDC but was unsuccessful because they experienced a connection issue.

Please follow the steps below to correct the connection issue. Once this problem is resolved, we will be able to proceed with the migration.

### Procedure

---

**Step 1** Create firewall rules that allow outbound proxy connections, on port 443, to the domains in your region:

- Production tenants in the Australia region:
  - `cognito-identity.ap-southeast-2.amazonaws.com`
  - `cognito-idp.ap-southeast-2.amazonaws.com`
  - `sns.ap-southeast-2.amazonaws.com`
  - `sqs.ap-southeast-2.amazonaws.com`
- Production tenants in the India region:
  - `cognito-identity.ap-south-1.amazonaws.com`
  - `cognito-idp.ap-south-1.amazonaws.com`
  - `sns.ap-south-1.amazonaws.com`
  - `sqs.ap-south-1.amazonaws.com`
- Production tenants in the US region:
  - `cognito-identity.us-west-2.amazonaws.com`
  - `cognito-idp.us-west-2.amazonaws.com`
  - `sns.us-west-2.amazonaws.com`
  - `sqs.us-west-2.amazonaws.com`
- Production tenants in the EU region:
  - `cognito-identity.eu-central-1.amazonaws.com`
  - `cognito-idp.eu-central-1.amazonaws.com`



- sns.eu-central-1.amazonaws.com
- sqs.eu-central-1.amazonaws.com
- Production tenants in the APJ region:
  - cognito-identity.ap-northeast-1.amazonaws.com
  - cognito-idp.ap-northeast-1.amazonaws.com
  - sqs.ap-northeast-1.amazonaws.com
  - sns.ap-northeast-1.amazonaws.com

**Step 2** You can determine the full list of IP addresses you need to add to your firewall's "allow list" by using one of the commands below.

**Note** The commands below are for users that have **jq** installed. The IP addresses will be displayed in a single list.

- Production tenants in the US region:

```
curl -s https://ip-ranges.amazonaws.com/ip-ranges.json | jq -r '.prefixes[] | select( (.service == "AMAZON" ) and .region == "us-west-2") | .ip_prefix'
```

- Production tenants in the EU region:

```
curl -s https://ip-ranges.amazonaws.com/ip-ranges.json | jq -r '.prefixes[] | select( (.service == "AMAZON" ) and .region == "eu-central-1") | .ip_prefix'
```

- Production tenants in the APJ region:

```
curl -s https://ip-ranges.amazonaws.com/ip-ranges.json | jq -r '.prefixes[] | select( (.service == "AMAZON" ) and .region == "ap-northeast-1") | .ip_prefix'
```

**Note** If you don't have **jq** installed, you can use this shortened version of the command:

```
curl -s https://ip-ranges.amazonaws.com/ip-ranges.json
```

---

### What to do next

Contact the [Cisco Technical Assistance Center \(TAC\)](#) once you have completed these steps, or in case you encounter any errors. Once you have successfully completed these steps, the Security Cloud Control operations team can complete your SDC migration to the new communication method.

# Troubleshoot Security Cloud Control

## Troubleshooting Login Failures

### Login Fails Because You are Inadvertently Logging in to the Wrong Security Cloud Control Region

Make sure you are logging into the appropriate Security Cloud Control region. After you log into <https://sign-on.security.cisco.com>, you will be given a choice of what region to access.

See [Signing in to Security Cloud Control in Different Regions, on page 5](#) for information about which region you should sign into.

## Troubleshooting Login Failures after Migration

### Login to Security Cloud Control Fails Because of Incorrect Username or Password

**Solution** If you try to log in to Security Cloud Control and you *know* you are using the correct username and password and your login is failing, or you try "forgot password" cannot recover a viable password, you may have tried to login without creating a new Cisco Security Cloud Sign On account, you need to sign up for a new Cisco Security Cloud Sign On Account by following the instructions in [Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication, on page 73](#).

### Login to the Cisco Security Cloud Sign On Dashboard Succeeds but You Can't Launch Security Cloud Control

**Solution** You may have created a Cisco Security Cloud Sign On account with a different username than your Security Cloud Control tenant. Contact the [Cisco Technical Assistance Center \(TAC\)](#) to standardize your user information between Security Cloud Control and Cisco Secure Sign-On.

### Login Fails Using a Saved Bookmark

**Solution** You may be attempting to log in using an old bookmark you saved in your browser. The bookmark could be pointing to <https://cdo.onelogin.com>.

**Solution** Log in to <https://sign-on.security.cisco.com>.

- **Solution** If you have not yet created a Cisco Secure Sign-On account, [Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication](#).
- **Solution** If you have created your new secure sign-on account, click the Security Cloud Control tile on the dashboard that corresponds to the region in which your tenant was created:
  - **Solution** Cisco Security Cloud Control APJ
  - **Solution** Cisco Security Cloud Control Australia
  - **Solution** Cisco Security Cloud Control EU
  - **Solution** Cisco Security Cloud Control India
  - **Solution** Cisco Security Cloud Control US
- **Solution** Update your bookmark to point to <https://sign-on.security.cisco.com>.

## Troubleshooting Access and Certificates

### Resolve New Fingerprint Detected State

#### Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab.

- Step 3** Click the appropriate device type tab.
- Step 4** Select the device in the **New Fingerprint Detected** state.
- Step 5** Click **Review Fingerprint** in the New Fingerprint Detected pane.
- Step 6** When prompted to review and accept the fingerprint:
  - a. Click **Download Fingerprint** and review it.
  - b. If you are satisfied with the fingerprint, click **Accept**. If you are not, click **Cancel**.
- Step 7** After you resolve the new fingerprint issue, the connectivity state of the device may show **Online** and the Configuration Status may show "Not Synced" or "Conflict Detected." Review [Resolve Configuration Conflicts](#) to review and resolve configuration differences between Security Cloud Control and the device.

## Troubleshooting Network Problems Using Security and Analytics Logging Events

Here is a basic framework you can use to troubleshoot network problems using the Events Viewer.

This scenario assumes that your network operations team has had a report that a user can't access a resource on the network. Based on the user reporting the issue and their location, the network operations team has a reasonable idea of which firewall controls their access to resources.



**Note** This scenario also assumes that an FDM-managed device is the firewall managing the network traffic. Security Analytics and Logging does not collect logging information from other device types.

### Procedure

- Step 1** In the left pane, click **Events & Logs > Events**.
- Step 2** Click the **Historical** tab.
- Step 3** Start filtering events by **Time Range**. By default, the Historical tab shows the last hour of events. If that is the correct time range, enter the current date and time as the **End** time. If that is not the correct time range, enter a start and end time encompassing the time of the reported issue.
- Step 4** Enter the IP address of the firewall that you suspect is controlling the user's access in the **Sensor ID** field. If it could be more than one firewall, filter events using **attribute:value** pairs in the search bar. Make two entries and combine them with an OR statement. For example: `SensorID:192.168.10.2 OR SensorID:192.168.20.2`.
- Step 5** Enter the user's IP address in the **Source IP** field in the Events filter bar.
- Step 6** If the user can't access a resource, try entering that resource's IP address in the **Destination IP** field.
- Step 7** Expand the events in the results and look at their details. Here are some details to look at:
  - **AC\_RuleAction** - The action taken (Allow, Trust, Block) when the rule was triggered.
  - **FirewallPolicy** - The policy in which the rule that triggered the event resides.
  - **FirewallRule** - The name of the rule that triggered the event. If the value is Default Action then it was the default action of the policy that triggered the event and not one of the rules in the policy.

- **UserName** - The user associated with the initiator IP address. The Initiator IP address is the same as the Source IP address.

**Step 8** If the rule action is preventing access, look at the FirewallRule and FirewallPolicy fields to identify the rule in the policy that is blocking access.

## Troubleshooting SSL Decryption Issues

### Handling Web Sites Where Decrypt Re-sign Works for a Browser but not an App (SSL or Certificate Authority Pinning)

Some apps for smart phones and other devices use a technique called SSL (or Certificate Authority) pinning. The SSL pinning technique embeds the hash of the original server certificate inside the app itself. As a result, when the app receives the resigned certificate from the Firepower Threat Defense device, the hash validation fails and the connection is aborted.

The primary symptom is that users cannot connect to the web site using the site's app, but they can connect using the web browser, even when using the browser on the same device where the app fails. For example, users cannot use the Facebook iOS or Android app, but they can point Safari or Chrome at <https://www.facebook.com> and make a successful connection.

Because SSL pinning is specifically used to avoid man-in-the-middle attacks, there is no workaround. You must choose between the following options:

#### More Details

If a site works in a browser but not in an app on the same device, you are almost certainly looking at an instance of SSL pinning. However, if you want to delve deeper, you can use connection events to identify SSL pinning in addition to the browser test.

There are two ways an app might deal with hash validation failures:

- Group 1 apps, such as Facebook, send an SSL ALERT Message as soon as it receives the SH, CERT, SHD message from the server. The Alert is usually an "Unknown CA (48)" alert indicating SSL Pinning. A TCP Reset is sent following the Alert message. You should see the following symptoms in the event details:
  - SSL Flow Flags include ALERT\_SEEN.
  - SSL Flow Flags do not include APP\_DATA\_C2S or APP\_DATA\_S2C.
  - SSL Flow Messages typically are: CLIENT\_HELLO, SERVER\_HELLO, SERVER\_CERTIFICATE, SERVER\_KEY\_EXCHANGE, SERVER\_HELLO\_DONE.
- Group 2 apps, such as Dropbox, do not send any alerts. Instead they wait until the handshake is done and then send a TCP Reset. You should see the following symptoms in the event:
  - SSL Flow Flags do not include ALERT\_SEEN, APP\_DATA\_C2S, or APP\_DATA\_S2C.
  - SSL Flow Messages typically are: CLIENT\_HELLO, SERVER\_HELLO, SERVER\_CERTIFICATE, SERVER\_KEY\_EXCHANGE, SERVER\_HELLO\_DONE, CLIENT\_KEY\_EXCHANGE, CLIENT\_CHANGE\_CIPHER\_SPEC, CLIENT\_FINISHED, SERVER\_CHANGE\_CIPHER\_SPEC, SERVER\_FINISHED.

## Troubleshooting Login Failures after Migration

### Login to Security Cloud Control Fails Because of Incorrect Username or Password

**Solution** If you try to log in to Security Cloud Control and you *know* you are using the correct username and password and your login is failing, or you try "forgot password" cannot recover a viable password, you may have tried to login without creating a new Cisco Security Cloud Sign On account, you need to sign up for a new Cisco Security Cloud Sign On Account by following the instructions in [Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication](#), on page 73.

### Login to the Cisco Security Cloud Sign On Dashboard Succeeds but You Can't Launch Security Cloud Control

**Solution** You may have created a Cisco Security Cloud Sign On account with a different username than your Security Cloud Control tenant. Contact the [Cisco Technical Assistance Center \(TAC\)](#) to standardize your user information between Security Cloud Control and Cisco Secure Sign-On.

### Login Fails Using a Saved Bookmark


**Solution** You may be attempting to log in using an old bookmark you saved in your browser. The bookmark could be pointing to <https://cdo.onelogin.com>.

**Solution** Log in to <https://sign-on.security.cisco.com>.

- **Solution** If you have not yet created a Cisco Secure Sign-On account, [Create a New Cisco Security Cloud Sign On Account and Configure Duo Multi-factor Authentication](#).
- **Solution** If you have created your new secure sign-on account, click the Security Cloud Control tile on the dashboard that corresponds to the region in which your tenant was created:
  - **Solution** Cisco Security Cloud Control APJ
  - **Solution** Cisco Security Cloud Control Australia
  - **Solution** Cisco Security Cloud Control EU
  - **Solution** Cisco Security Cloud Control India
  - **Solution** Cisco Security Cloud Control US
- **Solution** Update your bookmark to point to <https://sign-on.security.cisco.com>.

## Troubleshooting Objects

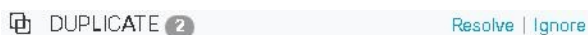
### Resolve Duplicate Object Issues

Duplicate objects  are two or more objects on the same device with different names but the same values. These objects are usually created accidentally, serve similar purposes, and are used by different policies. After resolving duplicate object issues, Security Cloud Control updates all affected object references with the retained object name.

To resolve duplicate object issues:


## Procedure

- Step 1** In the left pane, click **Objects** and choose an option.
- Step 2** Then [Object Filters](#) the objects to find duplicate object issues.
- Step 3** Select one of the results. In the objects details panel, you will see the DUPLICATE field with the number of duplicates affected:



- Step 4** Click **Resolve**. Security Cloud Control displays the duplicate objects for you to compare.
- Step 5** Select two of the objects to compare.
- Step 6** You now have these options:
- If you want to replace one of the objects with the other, click **Pick** for the object you to keep, click **Resolve** to see what devices and network policies will be affected, and then click **Confirm** if you are satisfied with the changes. Security Cloud Control keeps the object you selected as the replacement and deletes the duplicate.
  - If you have an object in the list that you want to ignore, click **Ignore**. If you ignore an object, it will be removed from the list of duplicate objects that Security Cloud Control shows you.
  - Click **Ignore All** if you want to keep the object but do not want Security Cloud Control to find it in a search for duplicate objects.
- Step 7** Once the duplicate object issue has been resolved [Preview and Deploy Configuration Changes for All Devices](#) the changes you made now, or wait and deploy multiple changes at once.

## Resolve Unused Object Issues


Unused objects  are objects that exist in a device configuration but are not referenced by another object, an access-list, or a NAT rule.

### Related Information:

- [Export a List of Devices and Services, on page 88](#)
- [Bulk Reconnect Devices to Security Cloud Control, on page 92](#)

## Resolve an Unused Object Issue

### Procedure

- Step 1** In the left pane, click **Objects** and choose an option.
- Step 2** Then [Object Filters](#) the objects to find unused object issues.
- Step 3** Select one or more unused objects.
- Step 4** You now have these options:
- In the Actions pane, click **Remove**  to remove the unused object from Security Cloud Control.

- In the Issues pane, click **Ignore**. If you ignore an object, Security Cloud Control will stop displaying it among the results of unused objects objects.

**Step 5** If you removed the unused object, [Preview and Deploy Configuration Changes for All Devices](#), on page 133 the changes you made now, or wait and deploy multiple changes at once.

**Note** To resolve unused object issues in bulk, see [Resolve Object Issues in Bulk](#).

---

## Remove Unused Objects in Bulk


### Procedure

**Step 1** In the left pane, click **Objects** and choose an option.

**Step 2** Then [Object Filters](#) the objects to find unused object issues.


**Step 3** Select the unused objects you want to delete:

- Click the checkbox in the object table header row to select all the objects on the page.
- Select individual unused objects in the object table.

**Step 4** In the Actions pane on the right, click **Remove**  to remove all the unused objects you selected in Security Cloud Control. You can remove 99 objects at a time.



**Step 5** Click **OK** to confirm you want to delete the unused objects.

**Step 6** You have two choices to deploy these changes:

- [Preview and Deploy Configuration Changes for All Devices](#) the changes you made now, or wait and deploy multiple changes at once.
- Open the **Inventory** page and find the devices that were affected by the change. Select all the devices affected by the change and, in the **Management** pane, click **Deploy All** . Read the warning and take the appropriate action.

---

## Resolve Inconsistent Object Issues

Inconsistent objects  INCONSISTENT  [Resolve](#) | [Ignore](#) are objects with the same name, but different values, on two or more devices. Sometimes users create objects in different configurations with the same name and content, but over time the values of these objects diverge, which creates the inconsistency.

**Note:** To resolve inconsistent object issues in bulk, see [Resolve Object Issues in Bulk](#).

You can perform the following on inconsistent objects:

- **Ignore:** Security Cloud Control ignores the inconsistency between objects and retains their values. The objects will no longer be listed under the inconsistency category.
- **Merge:** Security Cloud Control combines all selected objects and their values into a single object group.
- **Rename:** Security Cloud Control allows you to rename one of the inconsistent objects and give it a new name.

- **Convert Shared Network Objects to Overrides:** Security Cloud Control allows you to combine inconsistent shared objects (with or without overrides) into a single shared object with overrides. The most common default value from the inconsistent objects is set as a default in the newly formed object.




---

**Note** If there are multiple common default values, one of them is selected as the default. The remaining default values and override values are set as overrides of that object.

---

- **Convert Shared Network Group to Additional Values:** - Security Cloud Control allows you to combine inconsistent shared network groups into a single shared network group with additional values. The criteria for this functionality is that the inconsistent network groups to be converted must have a minimum of one common object with the same value. All default values that match this criterion becomes the default values, and the remaining objects are assigned as additional values of the newly formed network group.

For example, consider two inconsistent shared network groups. The first network group 'shared\_network\_group' is formed with 'object\_1' (192.0.2.x) and 'object\_2' (192.0.2.y). It also contains additional value 'object\_3' (192.0.2.a). The second network group 'shared\_network\_group' is formed with 'object\_1' (192.0.2.x) and additional value 'object\_4' (192.0.2.b). On converting the shared network group to additional values, the newly formed group 'shared\_network\_group' contain 'object\_1' (192.0.2.x) and 'object\_2' (192.0.2.y) as default values and 'object\_3' (192.0.2.a) and 'object\_4' (192.0.2.b) as additional values.




---

**Note** When you create a new network object, Security Cloud Control auto assigns its value as an override to an existing shared network object with the same name. This is also applicable when a new device is onboarded to Security Cloud Control.


---

The auto-assignment happens only when the following criteria are met:

1. The new network object must be assigned to a device.
2. Only one shared object with the same name and type must be existing in the tenant.
3. The shared object must already contain overrides.

To resolve inconsistent object issues:

## Procedure

- 
- Step 1** In the Security Cloud Control navigation bar on the left, click **Objects** and choose an option.
- Step 2** Then [Object Filters](#) the objects to find inconsistent object issues.
- Step 3** Select an inconsistent object. In the objects details panel, you will see the INCONSISTENT field with the number of objects affected:
- 
- Step 4** Click **Resolve**. Security Cloud Control displays inconsistent objects for you to compare.
- Step 5** You now have these options:



- **Ignore All:**
  - a. Compare the objects presented to you and on one of the objects, click **Ignore**. Or, to ignore all objects, click **Ignore All**.
  - b. Click **OK** to confirm.
- **Resolve by merging objects:**
  - a. Click **Resolve by Merging X Objects**.
  - b. Click **Confirm**.
- **Rename:**
  - a. Click **Rename**.
  - b. Save your changes to affected network policies and devices and click **Confirm**.
- **Convert to Overrides (for inconsistent shared objects):** When comparing shared objects with overrides, the comparison panel shows only the default values in the **Inconsistent Values** field.
  - a. Click **Convert to Overrides**. All inconsistent objects will be converted to a single shared object with overrides.
  - b. Click **Confirm**. You can click **Edit Shared Object** to view the details of the newly formed object. You can use up and down arrows to move the values between default and override.
- **Convert to Additional Values (for inconsistent network groups):**
  - a. Click **Convert to Additional Values**. All inconsistent objects will be converted to a single shared object with additional values.
  - b. Save your changes to affected network policies and devices and click **Confirm**.

**Step 6** After resolving the inconsistencies, [Preview and Deploy Configuration Changes for All Devices](#) now the changes you made, or wait and deploy multiple changes at once.

---

## Resolve Object Issues in Bulk

One way to resolve objects with [Resolve Unused Object Issues](#), [Resolve Duplicate Object Issues](#), or [Resolve Inconsistent Object Issues, on page 177](#) issues is to ignore them. You can select and ignore multiple objects, even if objects exhibit more than one issue. For example, if an object is both inconsistent and unused, you can only ignore one issue type at a time.



---

**Important** If the object becomes associated with another issue type at a later time, the ignore action you committed only affects the issues you selected at that time. For example, if you ignored an object because it was a duplicate and the object is later marked inconsistent, ignoring it as a duplicate object does not mean it will be ignored as an inconsistent object.

---

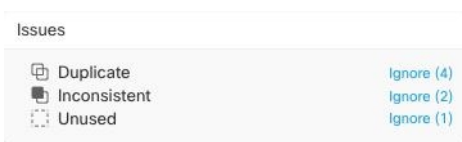
To ignore issues in bulk, follow this procedure:

**Procedure**

**Step 1** In the left pane, click **Objects** and choose an option.

**Step 2** To narrow your search, you can [Object Filters](#) object issues.

**Step 3** In the Object table, select all the applicable objects you want to ignore. The Issues pane groups objects by issue type.



**Step 4** Click **Ignore** to ignore issues by type. You must **Ignore** each issue type separately.

**Step 5** Click **OK** to confirm you want to ignore those objects.

## Device Connectivity States

You can view the connectivity states of the devices onboarded in your Security Cloud Control tenant. This topic helps you understand the various connectivity states. On the **Inventory** page, the **Connectivity** column displays the device connectivity states.

When the device connectivity state is 'Online' it means that the device is powered on and connected to Security Cloud Control. The other states described in the table below usually occur when the device is running into problems for various reasons. The table provides the method to recover from such problems. It may be that there is more than one problem causing the connection failure. When you attempt to reconnect, Security Cloud Control will prompt you to fix all of these problems first before performing the reconnect.

| Device Connectivity State | Possible Reasons                                                                                        | Resolution                                                                       |
|---------------------------|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Online                    | Device is powered on and connected to Security Cloud Control.                                           | NA                                                                               |
| Offline                   | Device is powered down or lost network connectivity.                                                    | Check whether the device is offline.                                             |
| Insufficient licenses     | Device doesn't have sufficient licenses.                                                                | <a href="#">Troubleshoot Insufficient Licenses, on page 181</a>                  |
| Invalid credentials       | Username and password combination used by Security Cloud Control to connect to the device is incorrect. | <a href="#">Troubleshoot Invalid Credentials, on page 181</a>                    |
| Onboarding                | Device onboarding is initiated but is not complete.                                                     | Check you device's connectivity and ensure you complete the device registration. |

| Device Connectivity State | Possible Reasons                                                                                                                                         | Resolution                                                       |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------|
| New Certificate Detected  | Certificate on the device has changed. If the device uses a self-signed certificate, then this could have happened due to the device being power cycled. | <a href="#">Troubleshoot New Certificate Issues, on page 182</a> |
| Onboarding Error          | Security Cloud Control may have lost connectivity with the device when onboarding it.                                                                    | <a href="#">Troubleshoot Onboarding Error, on page 190</a>       |

## Troubleshoot Insufficient Licenses

If the device connectivity status shows "Insufficient License", do the following:

- Wait for some time until the device attains the license. Typically it takes some time for Cisco Smart Software Manager to apply a new license to the device.
- If the device status doesn't change, refresh the Security Cloud Control portal by signing out from Security Cloud Control and signing back to resolve any network communication glitch between license server and device.
- If the portal refresh doesn't change the device status, perform the following:

### Procedure

- 
- Step 1** Generate a new token from [Cisco Smart Software Manager](#) and copy it. You can watch the [Generate Smart Licensing](#) video for more information.
  - Step 2** In the left pane, click **Security Devices**.
  - Step 3** Click the **Devices** tab.
  - Step 4** Click the appropriate device type tab and select the device with the **Insufficient License** state.
  - Step 5** In the **Device Details** pane, click **Manage Licenses** appearing in **Insufficient Licenses**. The **Manage Licenses** window appears.
  - Step 6** In the **Activate** field, paste the new token and click **Register Device**.  
Once the token is applied successfully to the device, its connectivity state turns to **Online**.
- 

## Troubleshoot Invalid Credentials

Perform the following to resolve device disconnection due to invalid credentials:

## Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab.
- Step 3** Click the appropriate device type tab and select the device with the **Invalid Credentials** state.
- Step 4** In the **Device Details** pane, click **Reconnect** appearing in **Invalid Credentials**. Security Cloud Control attempts to reconnect with your device.
- Step 5** When prompted enter the new username and password for the device.
- Step 6** Click **Continue**.
- Step 7** After the device is online and ready to use, click **Close**.
- Step 8** It is likely that because Security Cloud Control attempted to use the wrong credentials to connect to the device, the username and password combination Security Cloud Control should use to connect to the device was changed directly on the device. You may now see that the device is "Online" but the configuration state is "Conflict Detected." Use [Resolve Configuration Conflicts](#) to review and resolve configuration differences between Security Cloud Control and the device.
- 

## Troubleshoot New Certificate Issues

### Security Cloud Control's Use of Certificates

Security Cloud Control checks the validity of certificates when connecting to devices. Specifically, Security Cloud Control requires that:

1. The device uses a TLS version equal to or greater than 1.0.
2. The certificate presented by the device is not expired, and its issuance date is in the past (i.e. it is already valid, not scheduled to become valid at a later date).
3. The certificate must be a SHA-256 certificate. SHA-1 certificates will not be accepted.
4. One of these conditions is true:
  - The device uses a self-signed certificate, and it is the same as the most recent one trusted by an authorized user.
  - The device uses a certificate signed by a trusted Certificate Authority (CA), and provides a certificate chain linking the presented leaf certificate to the relevant CA.

These are the ways Security Cloud Control uses certificates differently than browsers:

- In the case of self-signed certificates, Security Cloud Control overrides the domain name check, instead checking that the certificate exactly matches the one trusted by an authorized user during device onboarding or reconnection.
- Security Cloud Control does not yet support internal CAs. There is currently no way to check a certificate signed by an internal CA.

It is possible to disable certificate checking for ASA devices on a per-device basis. When an ASA's certificate cannot be trusted by Security Cloud Control, you will have the option of disabling certificate

checking for that device. If you have attempted to disable certificate checking for the device and you are still unable to onboard it, it is likely that the IP address and port you specified for the device is incorrect or unreachable. There is no way to disable certificate checking globally, or to disable certificate checking for a device with a supported certificate. There is no way to disable certificate checking for non-ASA devices.

When you disable certificate checking for a device, Security Cloud Control will still use TLS to connect to the device, but it will not validate the certificate used to establish the connection. This means that a passive man-in-the-middle attacker will not be able to eavesdrop on the connection, but an active man-in-the-middle could intercept the connection by supplying Security Cloud Control with an invalid certificate.

### Identifying Certificate Issues

There are several reasons that Security Cloud Control may not be able to onboard a device. When the UI shows a message that "Security Cloud Control cannot connect to the device using the certificate presented," there is a problem with the certificate. When the UI does not show this message, the problem is more likely related to connectivity problems (the device is unreachable) or other network errors.

To determine why Security Cloud Control rejects a given certificate, you can use the `openssl` command-line tool on the SDC host or another host that can reach the relevant device. Use the following command to create a file showing the certificates presented by the device:

```
openssl s_client -showcerts -connect <host>:<port> &> <filename>.txt
```

This command will start an interactive session, so you will need to use `Ctrl-c` to exit after a couple of seconds.

You should now have a file containing output like the following:

```
depth=2 C = US, O = GeoTrust Inc., CN = GeoTrust Global CA
verify return:1
depth=1 C = US, O = Google Inc, CN = Google Internet Authority G2
verify return:1
depth=0 C = US, ST = California, L = Mountain View, O = Google Inc, CN = *.google.com
verify return:1 CONNECTED(00000003)
---
Certificate chain
0 s:/C=US/ST=California/L=Mountain View/O=Google Inc/CN=*.google.com
  i:/C=US/O=Google Inc/CN=Google Internet Authority G2
-----BEGIN CERTIFICATE-----
MIH0DCCBrigAwIBAgIIUOMfH+8ftN8wDQYJKoZIhvcNAQELBQAwSTELMAkGA1UE
...lots of base64...
tzw9TyIimhJpZcl4qihFVTgFM7rMU2VHulpJgA59gdbaO/Bf
-----END CERTIFICATE-----
1 s:/C=US/O=Google Inc/CN=Google Internet Authority G2
  i:/C=US/O=GeoTrust Inc./CN=GeoTrust Global CA
-----BEGIN CERTIFICATE-----
MIID8DCCAtigAwIBAgIDAjqSMA0GCSqGSIb3DQEBCwUAMEIxCzAJBgNVBAYTA1VT
...lots of base64...
tzw9TyIimhJpZcl4qihFVTgFM7rMU2VHulpJgA59gdbaO/Bf
-----END CERTIFICATE-----
2 s:/C=US/O=GeoTrust Inc./CN=GeoTrust Global CA
  i:/C=US/O=Equifax/OU=Equifax Secure Certificate Authority
-----BEGIN CERTIFICATE-----
MIIDfTCCAuagAwIBAgIDErvmMA0GCSqGSIb3DQEBBQUAME4xCzAJBgNVBAYTA1VT
...lots of base64...
b8ravHNjkOR/ez4iyz0H7V84dJzjA1BOoa+Y7mHyhD8S
-----END CERTIFICATE-----
---
Server certificate
subject=/C=US/ST=California/L=Mountain View/O=Google Inc/CN=*.google.com
```

```

issuer=/C=US/O=Google Inc/CN=Google Internet Authority G2
---
No client certificate CA names sent
Peer signing digest: SHA512
Server Temp Key: ECDH, P-256, 256 bits

---
SSL handshake has read 4575 bytes and written 434 bytes
---
New, TLSv1/SSLv3, Cipher is ECDHE-RSA-AES128-GCM-SHA256
Server public key is 2048 bit Secure Renegotiation IS supported
Compression: NONE
Expansion: NONE
No ALPN negotiated
SSL-Session:
    Protocol : TLSv1.2
    Cipher : ECDHE-RSA-AES128-GCM-SHA256
    Session-ID: 48F046F3360225D51BE3362B50CE4FE8DB6D6B80B871C2A6DD5461850C4CF5AB
    Session-ID-ctx:
    Master-Key:
9A9CCBAA4F5A25B95C37EF7C6870F8C5DD3755A9A7B4CCE4535190B793DEFF53F94203AB0A62F9F70B9099FBFEBAB1B6

    Key-Arg : None
    PSK identity: None
    PSK identity hint: None
    SRP username: None
    TLS session ticket lifetime hint: 100800 (seconds)
    TLS session ticket:
0000 - 7a eb 54 dd ac 48 7e 76-30 73 b2 97 95 40 5b de z.T..H~v0s...@[.
0010 - f3 53 bf c8 41 36 66 3e-5b 35 a3 03 85 6f 7d 0c .S..A6f>[5...o}.
0020 - 4b a6 90 6f 95 e2 ec 03-31 5b 08 ca 65 6f 8f a6 K..o....1[...eo..
0030 - 71 3d c1 53 b1 29 41 fc-d3 cb 03 bc a4 a9 33 28 q=.S.)A.....3(
0040 - f8 c8 6e 0a dc b3 e1 63-0e 8f f2 63 e6 64 0a 36 ..n....c...c.d.6
0050 - 22 cb 00 3a 59 1d 8d b2-5c 21 be 02 52 28 45 9d "...:Y...!\!..R(E.
0060 - 72 e3 84 23 b6 f0 e2 7c-8a a3 e8 00 2b fd 42 1d r..#...|....+.B.
0070 - 23 35 6d f7 7d 85 39 1c-ad cd 49 f1 fd dd 15 de #5m.}.9...I.....
0080 - f6 9c ff 5e 45 9c 7c eb-6b 85 78 b5 49 ea c4 45 ...^E.|.k.x.I..E
0090 - 6e 02 24 1b 45 fc 41 a2-87 dd 17 4a 04 36 e6 63 n.$..E.A....J.6.c
00a0 - 72 a4 ad
00a4 - <SPACES/NULS> Start Time: 1476476711 Timeout : 300 (sec)
Verify return code: 0 (ok)
---

```

The first thing to note in this output is the last line, where you see the **Verify return code**. If there is a certificate issue, the return code will be non-zero and there will be a description of the error.

**Expand this list of certificate error code to see common errors and how to remediate them**

- 0 X509\_V\_OK The operation was successful.
- 2 X509\_V\_ERR\_UNABLE\_TO\_GET\_ISSUER\_CERT The issuer certificate of an untrusted certificate could not be found.
- 3 X509\_V\_ERR\_UNABLE\_TO\_GET\_CRL The CRL of a certificate could not be found.
- 4 X509\_V\_ERR\_UNABLE\_TO\_DECRYPT\_CERT\_SIGNATURE The certificate signature could not be decrypted. This means that the actual signature value could not be determined rather than it not matching the expected value. This is only meaningful for RSA keys.
- 5 X509\_V\_ERR\_UNABLE\_TO\_DECRYPT\_CRL\_SIGNATURE The CRL signature could not be decrypted. This means that the actual signature value could not be determined rather than it not matching the expected value. Unused.

- 6 X509\_V\_ERR\_UNABLE\_TO\_DECODE\_ISSUER\_PUBLIC\_KEY The public key in the certificate SubjectPublicKeyInfo could not be read.
- 7 X509\_V\_ERR\_CERT\_SIGNATURE\_FAILURE The signature of the certificate is invalid.
- 8 X509\_V\_ERR\_CRL\_SIGNATURE\_FAILURE The signature of the certificate is invalid.
- 9 X509\_V\_ERR\_CERT\_NOT\_YET\_VALID The certificate is not yet valid: the notBefore date is after the current time. See [Verify return code: 9 \(certificate is not yet valid\)](#) below for more information.
- 10 X509\_V\_ERR\_CERT\_HAS\_EXPIRED The certificate has expired; that is, the notAfter date is before the current time. See [Verify return code: 10 \(certificate has expired\)](#) below for more information.
- 11 X509\_V\_ERR\_CRL\_NOT\_YET\_VALID The CRL is not yet valid.
- 12 X509\_V\_ERR\_CRL\_HAS\_EXPIRED The CRL has expired.
- 13 X509\_V\_ERR\_ERROR\_IN\_CERT\_NOT\_BEFORE\_FIELD The certificate notBefore field contains an invalid time.
- 14 X509\_V\_ERR\_ERROR\_IN\_CERT\_NOT\_AFTER\_FIELD The certificate notAfter field contains an invalid time.
- 15 X509\_V\_ERR\_ERROR\_IN\_CRL\_LAST\_UPDATE\_FIELD The CRL lastUpdate field contains an invalid time.
- 16 X509\_V\_ERR\_ERROR\_IN\_CRL\_NEXT\_UPDATE\_FIELD The CRL nextUpdate field contains an invalid time.
- 17 X509\_V\_ERR\_OUT\_OF\_MEM An error occurred trying to allocate memory. This should never happen.
- 18 X509\_V\_ERR\_DEPTH\_ZERO\_SELF\_SIGNED\_CERT The passed certificate is self-signed and the same certificate cannot be found in the list of trusted certificates.
- 19 X509\_V\_ERR\_SELF\_SIGNED\_CERT\_IN\_CHAIN The certificate chain could be built up using the untrusted certificates but the root could not be found locally.
- 20 X509\_V\_ERR\_UNABLE\_TO\_GET\_ISSUER\_CERT\_LOCALLY The issuer certificate of a locally looked up certificate could not be found. This normally means the list of trusted certificates is not complete.
- 21 X509\_V\_ERR\_UNABLE\_TO\_VERIFY\_LEAF\_SIGNATURE No signatures could be verified because the chain contains only one certificate and it is not self-signed. See "Verify return code: 21 (unable to verify the first certificate)" below for more information. [Verify return code: 21 \(unable to verify the first certificate\)](#) below for more information.
- 22 X509\_V\_ERR\_CERT\_CHAIN\_TOO\_LONG The certificate chain length is greater than the supplied maximum depth. Unused.
- 23 X509\_V\_ERR\_CERT\_REVOKED The certificate has been revoked.
- 24 X509\_V\_ERR\_INVALID\_CA A CA certificate is invalid. Either it is not a CA or its extensions are not consistent with the supplied purpose.
- 25 X509\_V\_ERR\_PATH\_LENGTH\_EXCEEDED The basicConstraints pathlength parameter has been exceeded.
- 26 X509\_V\_ERR\_INVALID\_PURPOSE The supplied certificate cannot be used for the specified purpose.
- 27 X509\_V\_ERR\_CERT\_UNTRUSTED The root CA is not marked as trusted for the specified purpose.
- 28 X509\_V\_ERR\_CERT\_REJECTED The root CA is marked to reject the specified purpose.

29 X509\_V\_ERR\_SUBJECT\_ISSUER\_MISMATCH The current candidate issuer certificate was rejected because its subject name did not match the issuer name of the current certificate. Only displayed when the `-issuer_checks` option is set.

30 X509\_V\_ERR\_AKID\_SKID\_MISMATCH The current candidate issuer certificate was rejected because its subject key identifier was present and did not match the authority key identifier current certificate. Only displayed when the `-issuer_checks` option is set.

31 X509\_V\_ERR\_AKID\_ISSUER\_SERIAL\_MISMATCH The current candidate issuer certificate was rejected because its issuer name and serial number were present and did not match the authority key identifier of the current certificate. Only displayed when the `-issuer_checks` option is set.

32 X509\_V\_ERR\_KEYUSAGE\_NO\_CERTSIGN The current candidate issuer certificate was rejected because its `keyUsage` extension does not permit certificate signing.

50 X509\_V\_ERR\_APPLICATION\_VERIFICATION An application specific error. Unused.

### New Certificate Detected

If you upgrade a device that has a self-signed certificate and a new certificate is generated after the upgrade process, Security Cloud Control may generate a "New Certificate Detected" message as both a **Configuration Status** and **Connectivity** status. You must manually confirm and resolve this issue before you can continue managing it from Security Cloud Control. Once the certificate is synchronized and the device is in a healthy state, you can manage the device.




---

**Note** When you [Bulk Reconnect Devices to Security Cloud Control](#) more than one managed device to Security Cloud Control at the same time, Security Cloud Control automatically reviews and accepts the new certificates on the devices and continues to reconnect with them.

---

Use the following procedure to resolve a new certificate:

1. In the left pane, click **Security Devices**.
2. Use the filter to display devices with a **New Certificate Detected** connectivity or configuration status and select the desired device.
3. In the action pane, click **Review Certificate**. Security Cloud Control allows you to download the certificate for review and accept the new certificate.
4. In the Device Sync window, click **Accept** or in the Reconnecting to Device window, click **Continue**.

Security Cloud Control automatically synchronizes the device with the new self-signed certificate. You may have to manually refresh the page to see the device once it's synced.

### Certificate Error Codes

#### Verify return code: 0 (ok) but Security Cloud Control returns certificate error

Once Security Cloud Control has the certificate, it attempts to connect to the URL of the device by making a GET call to "https://<device\_ip>:<port>". If this does not work, Security Cloud Control will display a certificate error. If you find that the certificate is valid (openssl returns 0 ok) the problem may be that a different service is listening on the port you're trying to connect to. You can use the command:

```
curl -k -u <username>:<password> https://<device_id>:<device_port>/admin/exec/show%20version
```



to determine whether you are definitely talking to an ASA and check if HTTPS server running on the correct port on the ASA:

```
# show asp table socket
Protocol      Socket      State      Local Address      Foreign Address
SSL           00019b98    LISTEN     192.168.1.5:443    0.0.0.0:*
SSL           00029e18    LISTEN     192.168.2.5:443    0.0.0.0:*
TCP           00032208    LISTEN     192.168.1.5:22     0.0.0.0:*
```

**Verify return code: 9 (certificate is not yet valid)**

This error means that the issuance date of the certificate provided is in the future, so clients will not treat it as valid. This can be caused by a poorly-constructed certificate, or in the case of a self-signed certificate it can be caused by the device time being wrong when it generated the certificate.

You should see a line in the error including the notBefore date of the certificate:

```
depth=0 CN = ASA Temporary Self Signed Certificate
verify error:num=18:self signed certificate
verify return:1
depth=0 CN = ASA Temporary Self Signed Certificate
verify error:num=9:certificate is not yet valid
notBefore=Oct 21 19:43:15 2016 GMT
verify return:1
depth=0 CN = ASA Temporary Self Signed Certificate
notBefore=Oct 21 19:43:15 2016 GMT
```

From this error, you can determine when the certificate will become valid.

**Remediation**

The notBefore date of the certificate needs to be in the past. You can reissue the certificate with an earlier notBefore date. This issue can also arise when the time is not set correctly either on the client or issuing device.

**Verify return code: 10 (certificate has expired)**

This error means that at least one of the certificates provided has expired. You should see a line in the error including the notBefore date of the certificate:

```
error 10 at 0 depth lookup:certificate has expired
```

The expiration date is located in the certificate body.

**Remediation**

If the certificate is truly expired, the only remediation is to get another certificate. If the certificate's expiration is still in the future, but openssl claims that it is expired, check the time and date on your computer. For instance, if a certificate is set to expire in the year 2020, but the date on your computer is in 2021, your computer will treat that certificate as expired.

**Verify return code: 21 (unable to verify the first certificate)**

This error indicates that there is a problem with the certificate chain, and openssl cannot verify that the certificate presented by the device should be trusted. Let's look at the certificate chain from the example above to see how certificate chains should work:

```
---
Certificate chain
0 s:/C=US/ST=California/L=Mountain View/O=Google Inc/CN=*.google.com
i:/C=US/O=Google Inc/CN=Google Internet Authority G2

-----BEGIN CERTIFICATE-----
MIIH0DCCBrigAwIBAgIIUOMfH+8ftN8wDQYJKoZIhvcNAQELBQAwSTELMAkGA1UE
...lots of base64...
tzw9TylihnhJpZc14qihFVTgFM7rMU2VHulpJgA59gdbaO/Bf
```

```

-----END CERTIFICATE-----

1 s:/C=US/O=Google Inc/CN=Google Internet Authority G2
i:/C=US/O=GeoTrust Inc./CN=GeoTrust Global CA

-----BEGIN CERTIFICATE-----
MIID8DCCAtigAwIBAgIDAjQSMAGCSqGSIb3DQEBCwUAMEIxCzAJBgNVBAYTA1VT
....lots of base64...
tzw9TylihJpZcl4qihFVTgFM7rMU2VHulpJgA59gdbaO/Bf
-----END CERTIFICATE-----

2 s:/C=US/O=GeoTrust Inc./CN=GeoTrust Global CA
i:/C=US/O=Equifax/OU=Equifax Secure Certificate Authority

-----BEGIN CERTIFICATE-----
MIIDfTCCAuagAwIBAgIDErvmMA0GCSqGSIb3DQEBBQUAME4xCzAJBgNVBAYTA1VT
....lots of base64...
b8ravHNjkOR/ez4iyz0H7V84dJzjA1BOoa+Y7mHyhD8S
-----END CERTIFICATE----- ---

```

The certificate chain is a list of certificates presented by the server, beginning with the server's own certificate and then including increasingly higher-level intermediate certificates linking the server's certificate with a Certificate Authority's top-level certificate. Each certificate lists its Subject (the line starting with 's:' and its Issuer (the line starting with 'i').

The Subject is the entity identified by the certificate. It includes the Organization name and sometimes the Common Name of the entity for which the certificate was issued.

The Issuer is the entity that issued the certificate. It also includes an Organization field and sometimes a Common Name.

If a server had a certificate issued directly by a trusted Certificate Authority, it would not need to include any other certificates in its certificate chain. It would present one certificate that looked like:

```

--- Certificate chain 0 s:/C=US/ST=California/L=Anytown/O=ExampleCo/CN=*.example.com
i:/C=US/O=Trusted Authority/CN=Trusted Authority
-----BEGIN CERTIFICATE-----
MIIH0DCCBrigAwIBAgIIUOMfH+8ftN8wDQYJKoZIhvcNAQELBQAwSTELMAkGA1UE
....lots of base64...
tzw9TylihJpZcl4qihFVTgFM7rMU2VHulpJgA59gdbaO/Bf
-----END CERTIFICATE----- ---

```

Given this certificate, openssl would verify that the ExampleCo certificate for **\*.example.com** was correctly signed by the Trusted Authority certificate, which would be present in openssl's built-in trust store. After that verification, openssl would successfully connect to the device.

However, most servers do not have certificates signed directly by a trusted CA. Instead, as in the first example, the server's certificate is signed by one or more intermediates, and the highest-level intermediate has a certificate signed by the trusted CA. OpenSSL does not trust these intermediate CAs by default, and can only verify them if it is given a complete certificate chain ending in a trusted CA.

It is critically important that servers whose certificates are signed by intermediate authorities supply ALL the certificates linking them to a trusted CA, including all of the intermediate certificates. If they don't supply this entire chain, the output from openssl will look something like this:

```

depth=0 OU = Example Unit, CN = example.com
verify error:num=20:unable to get local issuer certificate
verify return:1

depth=0 OU = Example Unit, CN = example.com
verify error:num=27:certificate not trusted
verify return:1

```

```

depth=0 OU = Example Unit, CN = example.com
verify error:num=21:unable to verify the first certificate
verify return:1

CONNECTED(00000003)

---
Certificate chain
0 s:/OU=Example Unit/CN=example.com
i:/C=US/ST=Massachusetts/L=Cambridge/O=Intermediate
Authority/OU=http://certificates.intermediateauth...N=Intermediate Certification
Authority/sn=675637734
-----BEGIN CERTIFICATE-----
...lots of b64...
-----END CERTIFICATE-----
---
Server certificate
subject=/OU=Example Unit/CN=example.com
issuer=/C=US/ST=Massachusetts/L=Cambridge/O=Intermediate
Authority/OU=http://certificates.intermediateauth...N=Intermediate Certification
Authority/sn=675637734
---
No client certificate CA names sent
---
SSL handshake has read 1509 bytes and written 573 bytes
---
New, TLSv1/SSLv3, Cipher is AES256-SHA
Server public key is 2048 bit
Secure Renegotiation IS NOT supported
Compression: NONE
Expansion: NONE
SSL-Session:
Protocol : TLSv1
Cipher : AES256-SHA
Session-ID: 24B45B2D5492A6C5D2D5AC470E42896F9D2DDDD54EF6E3363B7FDA28AB32414B
Session-ID-ctx:
Master-Key:
21BAF9D2E1525A5B935BF107DA3CAF691C1E499286CBEA987F64AE5F603AAF8E65999BD21B06B116FE9968FB7C62EF7C

Key-Arg : None
Krb5 Principal: None
PSK identity: None
PSK identity hint: None
Start Time: 1476711760
Timeout : 300 (sec)
Verify return code: 21 (unable to verify the first certificate)
---

```

This output shows that the server only provided one certificate, and the provided certificate was signed by an intermediate authority, not a trusted root. The output also shows the characteristic verification errors.

### Remediation

This problem is caused by a misconfigured certificate presented by the device. The only way to fix this so that Security Cloud Control or any other program can securely connect to the device is to load the correct certificate chain onto the device, so that it will present a complete certificate chain to connecting clients.

To include the intermediate CA to the trustpoint follow one of the links below (depending on your case - if CSR was generated on the ASA or not):

- <https://www.cisco.com/c/en/us/support/docs/security-vpn/public-key-infrastructure-pki/200339-Configure-ASA-SSL-Digital-Certificate-I.html#anc13>

- <https://www.cisco.com/c/en/us/support/docs/security-vpn/public-key-infrastructure-pki/200339-Configure-ASA-SSL-Digital-Certificate-I.html#anc15>

## New Certificate Detected

If you upgrade a device that has a self-signed certificate and a new certificate is generated after the upgrade process, Security Cloud Control may generate a "New Certificate Detected" message as both a **Configuration Status** and **Connectivity** status. You must manually confirm and resolve this issue before you can continue managing it from Security Cloud Control. Once the certificate is synchronized and the device is in a healthy state, you can manage the device.



**Note** When you [Bulk Reconnect Devices to Security Cloud Control](#) more than one managed device to Security Cloud Control at the same time, Security Cloud Control automatically reviews and accepts the new certificates on the devices and continues to reconnect with them.

Use the following procedure to resolve a new certificate:

### Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the **Devices** tab.
  - Step 3** Click the appropriate device type tab.
  - Step 4** Use the filter to display devices with a **New Certificate Detected** connectivity or configuration status and select the desired device.
  - Step 5** In the action pane, click **Review Certificate**. Security Cloud Control allows you to download the certificate for review and accept the new certificate.
  - Step 6** In the Device Sync window, click **Accept** or in the Reconnecting to Device window, click **Continue**.
- 

Security Cloud Control automatically synchronizes the device with the new self-signed certificate. You may have to manually refresh the page to see the device once it's synced.

## Troubleshoot Onboarding Error

The device onboarding error can occur for various reasons.

You can take the following actions:

### Procedure

- 
- Step 1** In the left pane, click **Security Devices**.
  - Step 2** Click the appropriate device type tab and select the device running into this error. In some cases, you will see the error description on the right. Take the necessary actions mentioned in the description.

Or

**Step 3** Remove the device instance from Security Cloud Control and try onboarding the device again.

---

## Resolve the Conflict Detected Status

Security Cloud Control allows you to enable or disable conflict detection on each live device. If [Conflict Detection, on page 140](#) is enabled and there was a change made to the device's configuration without using Security Cloud Control, the device's configuration status will show **Conflict Detected**.

To resolve a "Conflict Detected" status, follow this procedure:

### Procedure

---

**Step 1** In the navigation bar, click **Security Devices**.

**Note** For an On-Premises Firewall Management Center, click **Administration > Firewall Management Center** and select the FMC that is in **Not Synced** state and continue from Step 5.

**Step 2** Click the **Devices** tab to locate your device.

**Step 3** Click the appropriate device type tab.

**Step 4** Select the device reporting the conflict and click **Review Conflict** in the details pane on the right.

**Step 5** In the **Device Sync** page, compare the two configurations by reviewing the highlighted differences.

- The panel labeled "Last Known Device Configuration" is the device configuration stored on Security Cloud Control.
- The panel labeled "Found on Device" is the configuration stored in the running configuration on the ASA.

**Step 6** Resolve the conflict by selecting one of the following:

- **Accept Device changes:** This will overwrite the configuration **and any pending changes stored on** Security Cloud Control with the device's running configuration.

**Note** As Security Cloud Control does not support deploying changes to the Cisco IOS devices outside of the command line interface, your only choice for a Cisco IOS device will be to select **Accept Without Review** when resolving the conflict.

- **Reject Device Changes:** This will overwrite the configuration stored on the device with the configuration stored on Security Cloud Control.

**Note** All configuration changes, rejected or accepted, are recorded in the change log.

---

## Resolve the Not Synced Status

Use the following procedure to resolve a device with a "Not Synced" Configuration Status:

## Procedure

---

**Step 1** In the navigation bar, click **Security Devices**.

**Note** For an On-Premises Firewall Management Center, click **Administration > Firewall Management Center** and select the FMC that is in **Not Synced** state and continue from Step 5.

**Step 2** Click the **Devices** tab to locate the device or the **Templates** tab to locate the model device.

**Step 3** Click the appropriate device type tab.

**Step 4** Select the device reported as Not Synced.

**Step 5** In the **Not synced** panel to the right, select either of the following:

- **Preview and Deploy...** -If you want to push the configuration change from Security Cloud Control to the device, [Preview and Deploy Configuration Changes for All Devices](#) the changes you made now, or wait and deploy multiple changes at once.
  - **Discard Changes** -If you do **not** want to push the configuration change from Security Cloud Control to the device, or you want to "undo" the configuration changes you started making on Security Cloud Control. This option overwrites the configuration stored in Security Cloud Control with the running configuration stored on the device.
-



## CHAPTER 8

# FAQ and Support

---

This chapter contains the following sections:

- [Cisco Security Cloud Control, on page 193](#)
- [FAQ About Onboarding Devices to Security Cloud Control, on page 194](#)
- [Device Types, on page 195](#)
- [Security, on page 197](#)
- [Troubleshooting, on page 198](#)
- [Terminologies and Definitions used in Zero-Touch Provisioning, on page 198](#)
- [Policy Optimization, on page 199](#)
- [Connectivity, on page 199](#)
- [About Data Interfaces, on page 200](#)
- [How Security Cloud Control Processes Personal Information, on page 200](#)
- [Contact Security Cloud Control Support, on page 200](#)

## Cisco Security Cloud Control

### What is Cisco Security Cloud Control?

Cisco Security Cloud Control (formerly Cisco Defense Orchestrator) is a cloud-based multi-device manager that allows network administrators to create and maintain consistent security policies across various security devices.

You can use Security Cloud Control to manage these devices:

- Cisco Secure Firewall ASA
- Cisco Secure Firewall Threat Defense
- Cisco Umbrella
- Meraki
- Cisco IOS devices
- Amazon Web Services (AWS) instances
- Devices administered using an SSH connection

Security Cloud Control administrators can monitor and maintain all these device types through a single interface.

## FAQ About Onboarding Devices to Security Cloud Control

### FAQs About Onboarding Secure Firewall ASA to Security Cloud Control

#### How do I onboard an ASA using credentials?

You can onboard ASAs one at a time or in a bulk operation. device at a time. When onboarding an ASA that is part of a high-availability pair, use [Onboard an ASA Device](#) to onboard only the primary device of the pair. The method of onboarding a security context or admin context is the same for onboarding any other ASA.

#### How do I onboard more than one ASA at a time?

You can create a list of ASAs using a CSV file, and Security Cloud Control will onboard all the ASAs in the list. See [Onboard ASAs in Bulk](#) for instructions on how to bulk onboard ASAs.

#### What do I do after onboarding my ASAs?

See [Managing ASA with Cisco Security Cloud Control](#) to get started.

### FAQs About Onboarding FDM-Managed Devices to Security Cloud Control

#### How do I onboard FDM-managed devices?

There are different methods of onboarding an FDM-managed device. We recommend using the registration key method. See [Onboard an FDM-Managed Device](#) to get started.

### FAQs About Onboarding Secure Firewall Threat Defense to Cloud-delivered Firewall Management Center

#### How do I onboard Secure Firewall Threat Defense?

You can onboard an FTD device using a CLI registration key, through zero-touch provisioning, or with a serial number.

#### What do I do after onboarding my Secure Firewall Threat Defense?

Once the device is synchronized, navigate to Tools & Services > Firewall Management Center and select an action from the Actions, Management, or Settings pane to begin configuring your threat defense device in cloud-delivered Firewall Management Center. See [Cloud-delivered Firewall Management Center Application Page](#) to get started.

#### How do I troubleshoot my Secure Firewall Threat Defense?

See [Troubleshoot Onboarding your Secure Firewall Threat Defense](#).



## FAQs About On-Premises Secure Firewall Management Center

### How do I onboard an On-Prem management center?

You can onboard an On-Prem Management Center to Security Cloud Control. Onboarding an On-Prem Management Center also onboards all of the devices registered to the On-Prem Management Center. Security Cloud Control does not support creating or modifying objects or policies associated with the On-Prem Management Center or the devices registered to the On-Prem Management Center. You must make these changes in the On-Prem Management Center UI. See [Onboard an On-Prem Management Center](#) to get started.

## FAQs About Onboarding Meraki Devices to Security Cloud Control

### How do I onboard a Meraki device?

MX devices can be managed by both Security Cloud Control and the Meraki dashboard. Security Cloud Control deploys configuration changes to the Meraki dashboard, which in turn deploys the configuration securely to the device. See [Onboard Meraki MX Devices](#) to get started.

## FAQs About Onboarding SSH Devices to Security Cloud Control

### How do I onboard an SSH device?

You can use the username and password of a highly privileged user stored on the SSH device to onboard the device with a Secure Device Connector (SDC). See [Onboard an SSH Device](#) to get started.

### How do I delete a device?

You can delete a device from the **Security Devices** page.

## FAQs About Onboarding IOS Devices to Security Cloud Control

### How do I onboard a Cisco IOS device?

You can onboard a live Cisco device running Cisco IOS (Internetwork Operating System) with a Secure Device Connector (SDC). See [Onboard a Cisco IOS Device](#) to get started.

### How do I delete a device?

You can delete a device from the **Security Devices** page.

## Device Types

### What is an Adaptive Security Appliance (ASA)?

The Cisco ASA provides advanced stateful firewall and VPN concentrator functionality in one device as well as integrated services with add-on modules. The ASA includes many advanced features, such as multiple security contexts (similar to virtualized firewalls), clustering (combining multiple firewalls into a single

firewall), transparent (Layer 2) firewall or routed (Layer 3) firewall operation, advanced inspection engines, IPsec VPN, SSL VPN, and clientless SSL VPN support, and many more features. ASAs can be installed on virtual machines or supported hardware.

### **What is an ASA Model?**

An ASA model is a copy of the running configuration file of an ASA device that you have onboarded to Security Cloud Control. You can use an ASA model to analyze the configuration of an ASA device without onboarding the device itself.

### **When is a device Synced?**

When the configuration on Security Cloud Control and the configuration stored locally on the device are the same.

### **When is a device Not Synced?**

When the configuration stored in Security Cloud Control was changed and it is now different than the configuration stored locally on the device.

### **When is a device in a Conflict Detected state?**

When the configuration on the device was changed outside of Security Cloud Control (out-of-band), and is now different than the configuration stored on Security Cloud Control.

### **What is an out-of-band change?**

When a change is made to the device outside of Security Cloud Control. The change is made directly on the device using CLI command or by using the on-device manager such as ASDM or FDM. An out-of-band change causes Security Cloud Control to report a "Conflict Detected" state for the device.

### **What does it mean to deploy a change to a device?**

After you onboard a device to Security Cloud Control, Security Cloud Control maintains a copy of its configuration. When you make a change on Security Cloud Control, Security Cloud Control makes a change to its copy of the device's configuration. When you "deploy" that change back to a device, Security Cloud Control copies the changes you made to the device's copy of its configuration. See these topics:

- [Preview and Deploy Configuration Changes for All Devices, on page 133](#)

### **What ASA commands are currently supported?**

All commands. Click the **Command Line Interface** link under Device Actions to use the ASA CLI.

### **Are there any scale limitations for device management?**

Security Cloud Control's cloud architecture allows it to scale to thousands of devices.

### **Does Security Cloud Control manage Cisco Integrated Services Routers and Aggregation Services Routers?**

Security Cloud Control allows you to create a model device for ISRs and ASRs and import its configuration. You can then create templates based on the imported configurations and export the configuration as a standardized configuration that can be deployed to new or existing ISR and ASR devices for consistent security.

**Can Security Cloud Control manage SMA?**

No, Security Cloud Control does not currently manage SMA.

# Security

**Is Security Cloud Control Secure?**

Security Cloud Control offers end-to-end security for customer data through the following features:

- [Initial Login to Your New Security Cloud Control Tenant, on page 4](#)
- Authentication calls for APIs and database operations
- Data isolation in flight and at rest
- Separation of roles

Security Cloud Control requires multi-factor authentication for users to connect to their cloud portal. Multi-factor authentication is a vital function needed to protect the identity of customers.

All data, in flight and at rest, is encrypted. Communication from devices on customer premises and Security Cloud Control is encrypted with SSL, and all customer-tenant data volumes are encrypted.

Security Cloud Control's multi-tenant architecture isolates tenant data and encrypts traffic between databases and application servers. When users authenticate to gain access to Security Cloud Control, they receive a token. This token is used to fetch a key from a key-management service, and the key is used to encrypt traffic to the database.

Security Cloud Control provides value to customers quickly while making sure customer credentials are secured. This is achieved by deploying a "Secure Data Connector" in the cloud or a customer's own network (in roadmap) that controls all inbound and outbound traffic to make sure the credential data doesn't leave the customer premises.

**I received the error "Could not validate your OTP" when logging into Security Cloud Control for the first time**

Check that your desktop or mobile device clock is synchronized with a world time server. Clocks being out of sync by less or more than a minute can cause incorrect OTPs to be generated.

**Is my device connected directly to Security Cloud Control cloud platform?**

Yes. The secured connection is performed using the Security Cloud Control SDC which is used as a proxy between the device and Security Cloud Control platform. Security Cloud Control architecture, designed with security first in mind, enables having complete separation between data traversing back and forth to the device.

**How can I connect a device which does not have a public IP address?**

You can leverage Security Cloud Control [Secure Device Connector](#) which can be deployed within your network and doesn't need any outside port to be open. Once the SDC is deployed you can onboard devices with internal (non-internet routable) IP addresses.

**Does the SDC require any additional cost or license?**

No.

**How can I check the tunnel status? State options**

Security Cloud Control performs the tunnel connectivity checks automatically every hour, however ad-hoc VPN tunnel connectivity checks can be performed by choosing a tunnel and requesting to check connectivity. Results may take several seconds to process.

**Can I search a tunnel based on the device name as well as its IP address of one of its peers?**

Yes. Search and pivot to a specific VPN tunnel details by using available filters and search capabilities on both name and the peers IP addresses.

## Troubleshooting

**While performing complete deploy of device configuration from Security Cloud Control to managed device, I get a warning "Cannot deploy changes to device". What can I do to solve that?**

If an error occurs when you deploy a full configuration (changes performed beyond Security Cloud Control supported commands) to the device, click "Check for changes" to pull the latest available configuration from device. This may solve the problem and you will be able to continue making changes on Security Cloud Control and deploy them. In case the issue persists, please contact Cisco TAC from the **Contact Support** page.

**While resolving out-of-band issue (changes performed outside of Security Cloud Control; directly to a device), comparing the configuration present in Security Cloud Control that of the device, Security Cloud Control presents additional metadata that were not added or modified by me. Why?**

As Security Cloud Control expands its functionality, additional information will be collected from the device's configuration to enrich and maintain all required data for better policy and device management analysis. These are not changes that occurred on managed device but already existing information. Resolving the conflict detected state can be easily solved by checking for changes from the device and reviewing the changes occurred.

**Why is Security Cloud Control rejecting my certificate?**

See [Troubleshoot New Certificate Issues](#)

## Terminologies and Definitions used in Zero-Touch Provisioning

- **Claimed** - Used in the context of serial number onboarding in Security Cloud Control. A device is "claimed" if its serial number has been onboarded to a Security Cloud Control tenant.
- **Parked** - Used in the context of serial number onboarding in Security Cloud Control. A device is "parked" if it has connected to the Cisco Cloud, and a Security Cloud Control tenant has not claimed its serial number.
- **Initial provisioning** - Used in the context of the initial FTD setup. During this phase, the device accepts EULA, creates a new password, configures management IP address, sets FQDN, sets DNS servers, and chooses to manage the device locally with FDM.
- **Zero-Touch Provisioning** - It is the process of shipping an FTD from the factory to a customer site (typically a branch office), an employee at the site connects the FTD to their network, and the device contacts the Cisco Cloud. At that point, the device is onboarded to Security Cloud Control tenant if its

serial number has already been "claimed," or the FTD is "parked" in the Cisco cloud until a Security Cloud Control tenant claims it.

## Policy Optimization

### How can I identify a case when two or more access lists (within the same access group) are shadowing each other?

Security Cloud Control Network Policy Management (NPM) is able to identify and alert the user if within a rule set, a rule higher in order, is shadowing a different rule. User can either navigate between all network policies or filter to identify all shadow issues.



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**Note** Security Cloud Control supports only fully shadowed rules.

---

## Connectivity

### The Secure Device Connector changed IP address, but this was not reflected within Security Cloud Control. What can I do to reflect the change?

In order to obtain and update the new Secure Device Connector (SDC) within Security Cloud Control, you will need to restart the container using the following commands:

```
Stop Docker daemon>#service docker stop
Change IP address
Start Docker daemon >#service docker start
Restart container on the SDC virtual appliance >bash-4.2$ ./cdo/toolkit/toolkit.sh restartSDC
<tenant-name>
```

### What happens if the IP address used by Security Cloud Control to manage my devices (FTD or ASA) changes?

If the IP address of the device changes for any reason, whether it is a change in the static IP address or a change in the IP address due to DHCP, you can change the IP address that Security Cloud Control uses to connect to the device (see [Changing a Device's IP Address in Security Cloud Control, on page 87](#)) and then reconnect the device (see [Bulk Reconnect Devices to Security Cloud Control, on page 92](#)). When reconnecting the device you will be asked to enter the new IP address of the device as well as re-enter the authentication credentials.

### What networking is required to connect my ASA to Security Cloud Control?

- ASDM image present and enabled for ASA.
- Public interface access to 52.25.109.29, 52.34.234.2, 52.36.70.147
- ASA's HTTPS port must be set to 443 or to a value of 1024 or higher. For example, it cannot be set to port 636.
- If the ASA under management is also configured to accept AnyConnect VPN Client connections, the ASA HTTPS port must be changed to a value of 1024 or higher.

## About Data Interfaces

You can use either the dedicated management interface or a regular data interface for communication with the device. Security Cloud Control access on a data interface is useful if you want to manage the FTD remotely from the outside interface, or you do not have a separate management network. Security Cloud Control supports high availability on the FTD managed remotely from the data interface.

FTD management access from a data interface has the following limitations:

- You can only enable manager access on one physical, data interface. You cannot use a subinterface or EtherChannel.
- Routed firewall mode only, using a routed interface.
- PPPoE is not supported. If your ISP requires PPPoE, you will have to put a router with PPPoE support between the FTD and the WAN modem.
- The interface must be in the global VRF only.
- SSH is not enabled by default for data interfaces, so you will have to enable SSH later using Security Cloud Control. Because the management interface gateway will be changed to be the data interfaces, you also cannot SSH to the management interface from a remote network unless you add a static route for the management interface using the `configure network static-routes` command.

## How Security Cloud Control Processes Personal Information

To learn how Security Cloud Control processes your personal identifiable information, see the [Cisco Security Cloud Control Privacy Data Sheet](#).

## Contact Security Cloud Control Support

This chapter covers the following sections:

### Export The Workflow

We strongly recommend exporting the workflow of a device that is experience issues prior to opening a support ticket. This additional information can help the support team expeditiously identify and correct any troubleshooting efforts.

Use the following procedure to export the workflow:

#### Procedure

---

- Step 1** In the left pane, click **Security Devices**.
- Step 2** Click the **Devices** tab to locate your device.
- Step 3** Click the appropriate device type tab and select the device you need to troubleshoot.

Use the **filter** or **search bar** to locate the device you need to troubleshoot. Select the device so it is highlighted.

**Step 4** In the **Device Actions** pane, select **Workflows**.

**Step 5** Click the **Export** button located at the top right of the page, above the table of events. The file automatically saves locally as a **.json** file. Attach this to any emails or tickets you open with TAC.

---

## Open a Support Ticket with TAC

A customer using a 30-day trial or a licensed Security Cloud Control account can open a support ticket with Cisco's Technical Assistance Center (TAC).

- [How Security Cloud Control Customers Open a Support Ticket with TAC.](#)
- [How Security Cloud Control Trial Customers Open a Support Ticket with TAC.](#)

## How Security Cloud Control Customers Open a Support Ticket with TAC

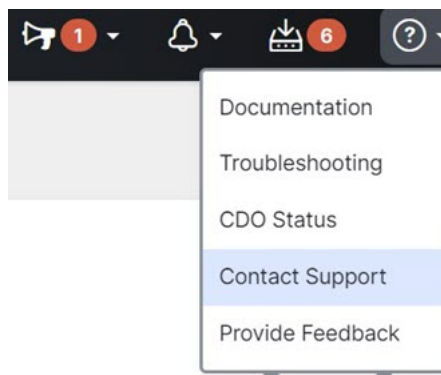
This section explains how a customer using a licensed Security Cloud Control tenant can open a support ticket with Cisco's Technical Assistance Center (TAC).

### Procedure

---

**Step 1** Log in to Security Cloud Control.

**Step 2** Next to your tenant name, click the help button and select **Contact Support**.



**Step 3** Click **Support Case Manager**.

**Step 4** Click the blue **Open New Case** button.

**Step 5** Click **Open Case**.

**Step 6** Select **Products and Services** and then click **Open Case**.

**Step 7** Choose a **Request Type**.

**Step 8** Expand **Find Product by Service Agreement** row.

**Step 9** Fill in all the fields. Many of the fields are obvious. This is some additional information:

- **Product Name (PID)** - If you no longer have this number, see the [Cisco Security Cloud Control Data Sheet](#).

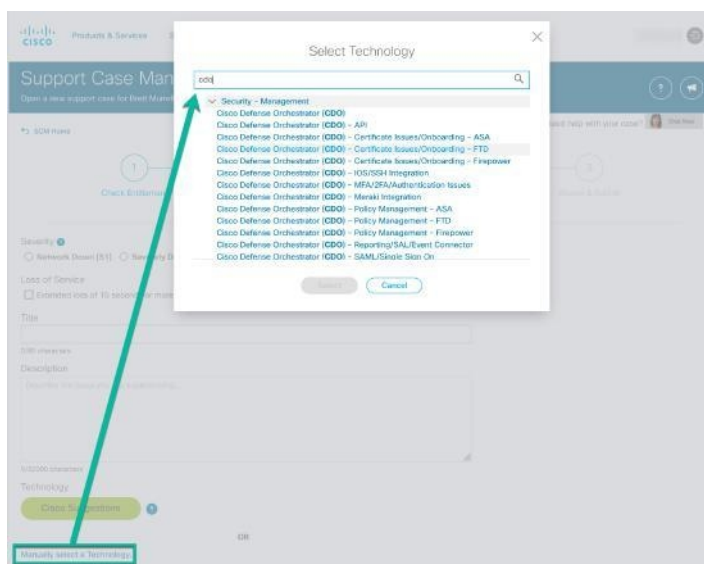
- **Product Description** - This is the description of the PID.
- **Site Name** - Enter your site name. If you are a Cisco Partner opening a case for one of your customers, enter the customer's name.
- **Service Contract** - Enter your service contract number.
  - **Important:** In order for your case to be associated with your Cisco.com account, you need to associate your contract number to your Cisco.com profile. Use this procedure to associate your contract number to your Cisco.com profile.
    - a. Open to [Cisco Profile Manager](#).
    - b. Click the **Access Management** tab.
    - c. Click **Add Access**.
    - d. Choose **TAC and RMA case creation, Software Download, support tools, and entitled content on Cisco.com** and click **Go**.
    - e. Enter service contracts number(s) in the space provided and click **Submit**. You will receive notification via email that the service contract associations have been completed. Service contract association can take up to 6 hours to complete.

**Important** Important: If you are not able to access any of the links below, please contact your authorized Cisco partner or re-seller, your Cisco account representative, or the individual in your company who manages Cisco service agreement information.

**Step 10** Click **Next**.

**Step 11** In the **Describe Problem** screen, scroll down to **Manually select a Technology**, click it, and type **Security Cloud Control** in the search field.

**Step 12** Select the category that best matches your request, and click **Select**.





**Step 13** Complete the remainder of the service request and click **Submit**.

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## How Security Cloud Control Trial Customers Open a Support Ticket with TAC

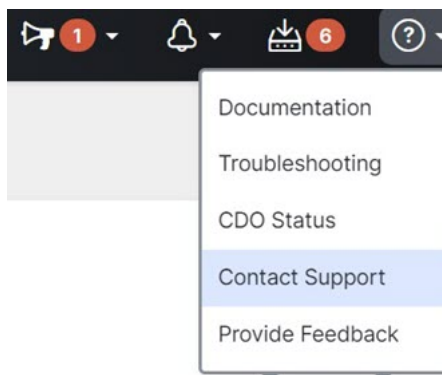
This section explains how a customer using a free trial of a Security Cloud Control tenant can open a support ticket with Cisco's Technical Assistance Center (TAC).

### Procedure

---

**Step 1** Log in to Security Cloud Control.

**Step 2** Next to your tenant and account name, click the help button and select **Contact Support**.



**Step 3** In the **Enter Issue or request below** field, specify the issue that you are facing or your request and click **Submit**.

Your request, along with the technical information, will be sent to the support team, and a technical support engineer will respond to your query.

---

## Security Cloud Control Service Status Page

Security Cloud Control maintains a customer-facing service status page that shows you if the Security Cloud Control service is up and any service interruptions it may have had. You can view up-time information with daily, weekly, or monthly graphs.

You can reach the Security Cloud Control status page by clicking [Security Cloud Control Status](#) in the help menu on any page in Security Cloud Control.

On the status page, you can click the **Subscribe to Updates** to receive a notification if the Security Cloud Control service goes down.

