

Cisco Firepower Management Center and SecureX Integration Guide

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This guide provides instructions to integrate Firepower Management Center (FMC) with SecureX.

Is This Guide for You?

This guide is intended for existing Firepower users who are new to the SecureX platform. Use this guide only if you plan to perform a direct integration between the FMC-managed Firepower Threat Defense (FTD) devices (version 6.6.1) and the SecureX platform.

For more information about other integration scenarios, see the *Cisco Firepower and SecureX Integration Guide* at

<https://www.cisco.com/c/en/us/td/docs/security/firepower/integrations/SecureX/firepower-and-securex-integration-guide.html>.

About Firepower Management Center and SecureX

SecureX is a simplified platform experience, connecting Cisco's integrated security portfolio with your existing infrastructure. It helps you unify visibility, enable automation, and strengthen security across your network, endpoints, cloud, and applications.

SecureX is included with your Cisco security product purchase, and you can view data from all of your FTD devices in SecureX.

For more information about SecureX, see <https://www.cisco.com/c/en/us/products/security/securex/index.html>.

About Direct Integration between Firepower Management Center and SecureX

You can configure your FMC to allow managed FTD devices to send supported events directly to the Security Services Exchange (SSE) in the Cisco cloud. Using SSE, you can automatically or manually promote events to appear as incidents in SecureX.

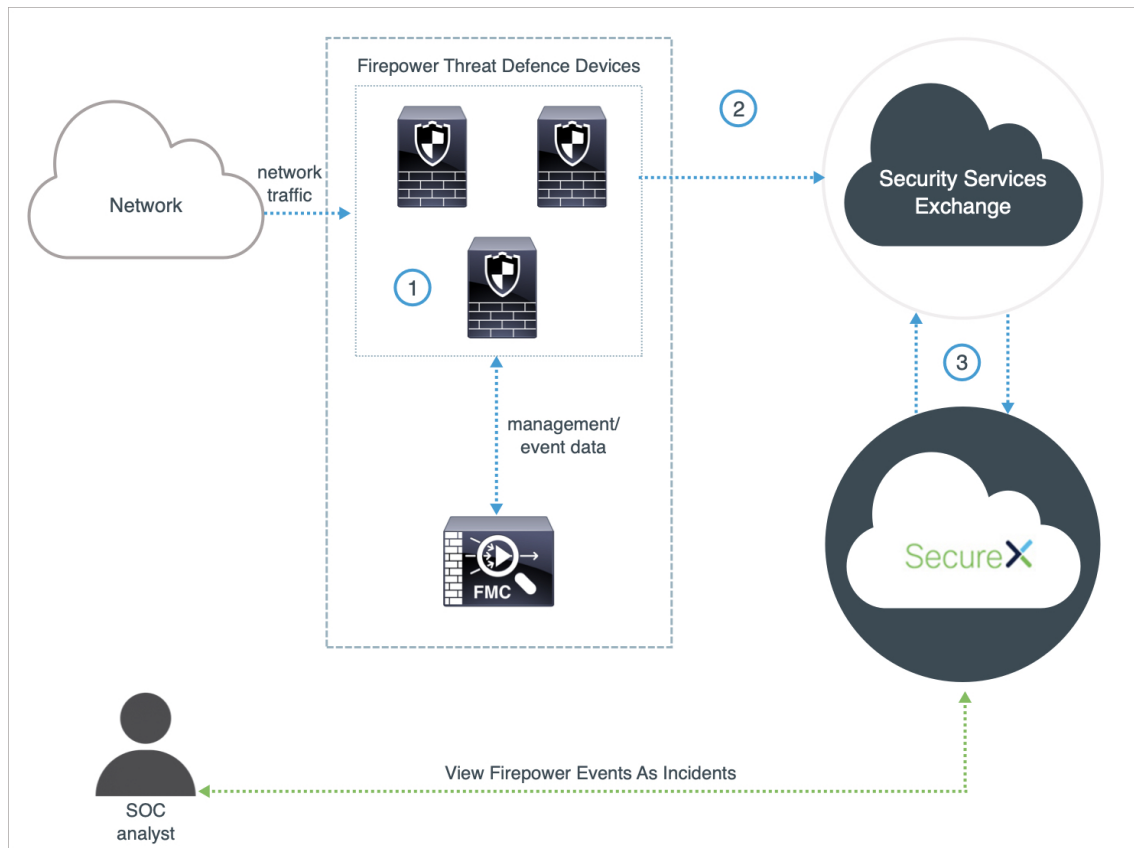
You can also view system status, such as whether your devices are running current software versions.

The direct integration supports the following event types:

- Intrusion events
- Security Intelligence connection events
- File and malware events

How Does It Work

The following diagram shows how the direct integration works.



1	The FMC-managed devices generate events.
2	The FTD devices send supported events to SSE.
3	SecureX queries SSE for sightings related to the IP address being investigated and provides the SOC analyst with the additional context. The events are automatically or manually promoted to incidents that appear in SecureX.

Key Components of This Integration

Component	Description
SecureX	A simplified platform experience, connecting Cisco's integrated security portfolio with your existing infrastructure. It helps you unify visibility, enable automation, and strengthen security across your network, endpoints, cloud, and applications.
Security Services Exchange (SSE)	A secure intermediary cloud service that handles cloud-to-cloud and premise-to-cloud identification, authentication, and data storage for use in Cisco cloud security products.
SecureX Sign-On	A secure login page to access all your Cisco Security products, with one set of credentials, from any device.

Component	Description
Cisco Success Network (CSN)	A user-enabled cloud service that establishes a secured connection with the Security Service Exchange (SSE) cloud to stream Firepower usage information and statistics.
Cisco SecureX threat response	A cloud platform that helps you detect, investigate, analyze, and respond to threats using data aggregated from multiple products and sources.

Prerequisites

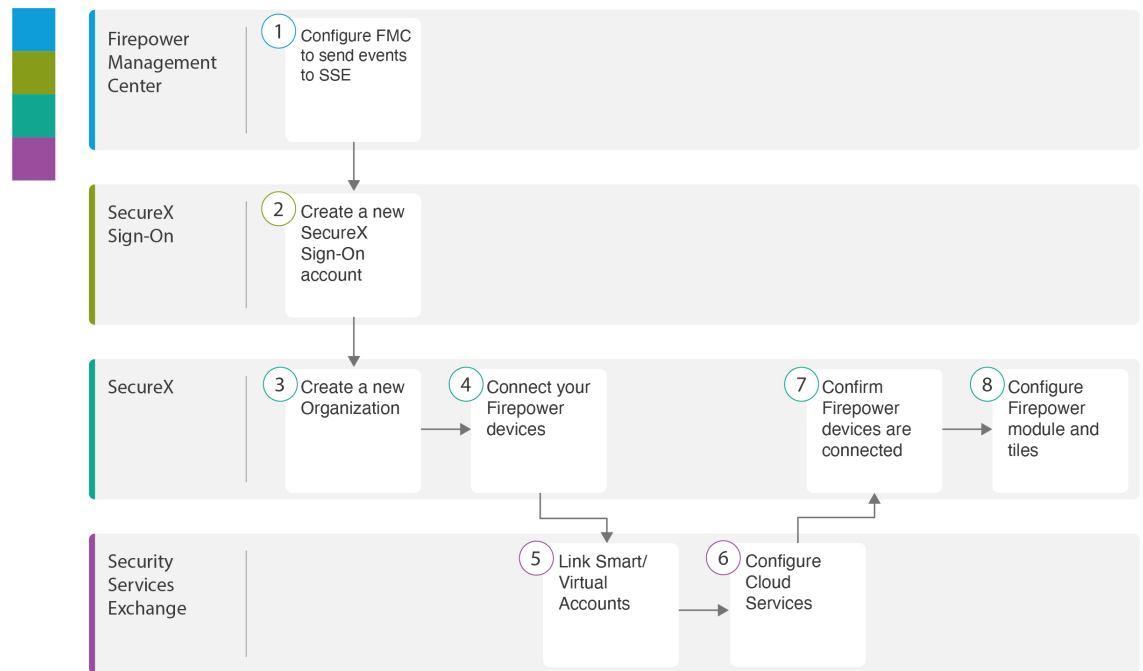
Prerequisite Type	Requirement
Firepower Device	FTD devices managed by FMC
Firepower Version	6.6.1 (both the FMC and its managed devices)
Licensing	<p>Register your FMC with the Cisco Smart Software Manager.</p> <p>In the FMC web interface, click System (⚙️) > Smart Licenses, and verify that:</p> <ul style="list-style-type: none"> • The Usage Authorization status is Authorized. • The Product Registration status is Registered. <p>For instructions to register your FMC with the Cisco Smart Software Manager, see https://www.cisco.com/c/en/us/td/docs/security/firepower/660/configuration/guide/fpmc-config-guide-v66/licensing_the_firepower_system.html.</p> <p>Keep in mind that:</p> <ul style="list-style-type: none"> • This integration is not supported under a Firepower evaluation license. • Your environment cannot be using a Cisco Smart Software Manager On-Prem server (formerly known as Smart Software Satellite Server) or be deployed in an air-gapped environment.

Prerequisite Type	Requirement
Account	<ul style="list-style-type: none"> You must have administrator privileges for the Cisco Smart Account from which your Firepower products are licensed. <p>To determine your Smart Account user role:</p> <ol style="list-style-type: none"> Go to https://software.cisco.com. Click Manage Smart Account. Select a Smart Account in the top-right area (above the Help link) of the page. Click the Users tab. Search for your User ID. <ul style="list-style-type: none"> Your Firepower account must have one of the following user roles: <ul style="list-style-type: none"> Admin Access Admin Network Admin Security Approver <p>To determine your Firepower user role, click System (⚙️) > Users in the FMC web interface.</p>
Connectivity	<p>The FMC and managed devices must be able to connect outbound on port 443 to the Cisco cloud at the following addresses:</p> <ul style="list-style-type: none"> North America cloud: <ul style="list-style-type: none"> api-sse.cisco.com https://eventing-ingest.sse.itd.cisco.com https://mx01.sse.itd.cisco.com EU cloud: <ul style="list-style-type: none"> api.eu.sse.itd.cisco.com https://eventing-ingest.eu.sse.itd.cisco.com https://mx01.eu.sse.itd.cisco.com Asia (APJC) cloud: <ul style="list-style-type: none"> api.apj.sse.itd.cisco.com mx01.apj.sse.itd.cisco.com eventing-ingest.apj.sse.itd.cisco.com

Prerequisite Type	Requirement
For the SecureX tiles that display the device status	<p>To view SecureX tiles that show the system information such as whether your devices are running optimal versions, enable Cisco Success Network (CSN) in the FMC web interface.</p> <p>To verify or enable this setting, click System (⚙️) > Smart Licenses in the FMC web interface. For more information, search the FMC online help for "Cisco Success Network."</p> <p>It takes up to 24 hours for the device status tiles to update after you enable CSN.</p>

Integrate Firepower Management Center with SecureX

Perform the following tasks to integrate the FMC and managed FTD devices with SecureX.



	Workspace	Steps
1	Firepower Management Center	Configure the Firepower Management Center to Send Events to Security Services Exchange, on page 6.
2	SecureX Sign-On	Set Up a New SecureX Sign-On Account , on page 7: Create a new SecureX Sign-On account.
3	SecureX	Set Up a New SecureX Sign-On Account , on page 7: Create a new organization.
4	SecureX	Activate the SecureX Sign-On Account, on page 13: Connect your Firepower devices.

	Workspace	Steps
5	Security Services Exchange	Activate the SecureX Sign-On Account, on page 13 : Link Smart/Virtual Accounts.
6	Security Services Exchange	Activate the SecureX Sign-On Account, on page 13 : Configure Cloud Services.
7	SecureX	Activate the SecureX Sign-On Account, on page 13 : Confirm Firepower devices are connected.
8	SecureX	Configure Firepower Module and Tiles in SecureX, on page 20

Configure the Firepower Management Center to Send Events to Security Services Exchange

Configure your FMC to have the managed FTD devices send events directly to SSE.

Before you begin

In FMC, do the following:

- Click **System** (⚙️) > **Configuration**, and assign your FMC a unique name so it is clearly identified in the Devices list in the cloud.
- Add your FTD devices to the FMC, assign licenses to them, and ensure that the system is working correctly. (That is, you have created the necessary policies, and events are being generated and display as expected in the FMC web interface under the Analysis tab.)

Procedure

Step 1 In the FMC web interface, click **System** (⚙️) > **Integration**.

Step 2 In the **Cisco Cloud Region** widget, from the **Region** drop-down list, choose a regional cloud, and click **Save**.

Cisco Cloud Region

Region

us-east-1 (US Region)

This setting determines where events are sent to, if configured to send to the cloud, as well as data generated by the Cisco Success Network and Cisco Support Diagnostics tools.

Save

Before choosing a regional cloud, consider these important points:

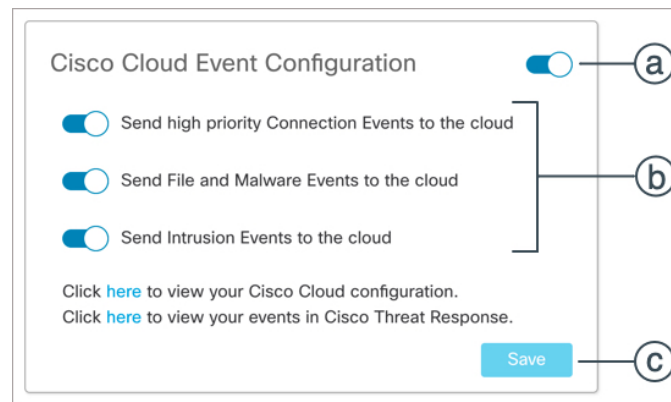
- When possible, use the regional cloud nearest to your Firepower deployment.

- Data in different clouds cannot be aggregated or merged.
- If you need to aggregate data from multiple regions, devices in all regions must send data to the same regional cloud.
- You can create an account on each regional cloud. Data on each cloud will be separate.

Note If the FMC is already registered to the selected regional cloud, the **Save** button will be inactive.

The region that you select in this step is also used for the Cisco Support Diagnostics and Cisco Support Network features, if applicable and enabled. For more information about these features, see the online help for your Firepower product.

Step 3 In the **Cisco Cloud Event Configuration** widget, configure the FMC to send events to SSE.



- Click the **Cisco Cloud Event Configuration** slider (a) to enable the configuration.
- Enable or disable the types of events to send to SSE.
- Click **Save**.

Note If you enable connection events, only the Security Intelligence connection events are sent to the Cisco cloud.

Set Up a New SecureX Sign-On Account

With the SecureX Sign-On account, you can easily access all your Cisco Security products, with one set of credentials, from any device.

Create a new SecureX Sign-On account to integrate the FMC with SecureX.

Before you begin

- Verify whether you or your organization already has an account on the regional cloud you plan to use. If yes, use the existing account and skip the new account creation process.
- Verify whether you or your organization already has an account on Cisco SecureX threat response. If yes, use the existing (Cisco Security Account or Threat Grid) account to log in to SecureX and skip the new account creation process.

For more information, see the *Cisco Firepower and SecureX Integration Guide* at <https://www.cisco.com/c/en/us/td/docs/security/firepower/integrations/SecureX/firepower-and-securex-integration-guide.html>.

- If anyone else in your organization already has an account for a regional cloud, have the administrator of that account add an account for you. For more information, see the *Cisco SecureX Getting Started Guide* at <https://www.cisco.com/c/en/us/support/security/securex/products-installation-and-configuration-guides-list.html>.

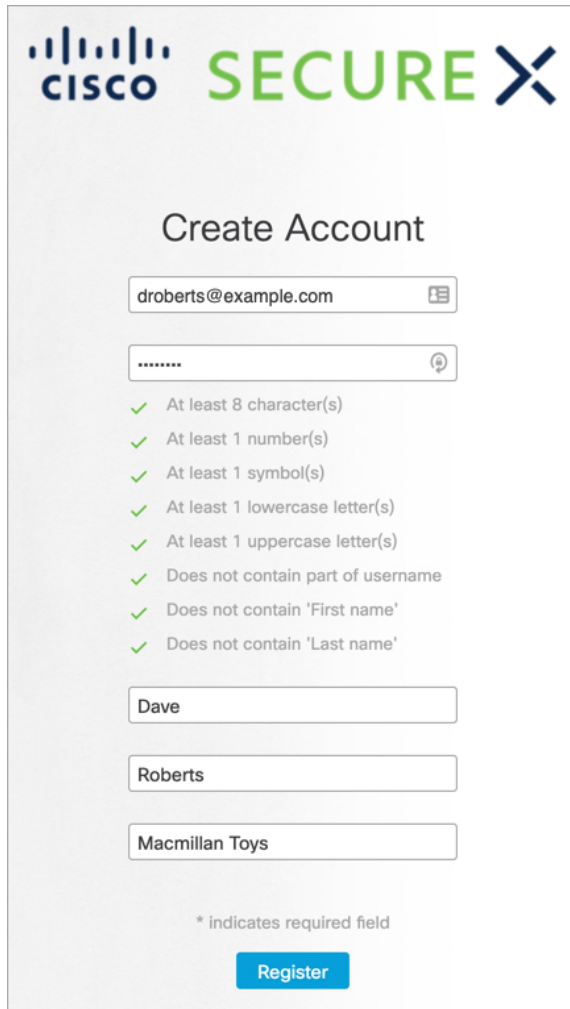
Procedure

Step 1 **SecureX Sign-On:** Sign up for a new SecureX Sign-On account.

- Go to <https://sign-on.security.cisco.com>.
- Click **Create a SecureX Sign-On**.

The screenshot shows the Cisco SecureX Sign-On interface. At the top, the Cisco logo and 'SECURE X' are displayed. Below the logos is a circular placeholder for a user profile picture. The main heading 'Sign-On' is centered. On the left side, there is a 'SecureX Username' input field, a 'Remember me' checkbox, and a 'Next' button. On the right side, there are two buttons: 'Sign in with Cisco.com' and 'Sign in with Microsoft'. A vertical line with 'OR' in the center separates the left and right sections. At the bottom, there is a button labeled 'Create a SecureX Sign-On' and a link for 'System Status'.

- Complete the form, and click **Register**.



The image shows a web form for creating a new account on the Cisco SecureX platform. At the top, the Cisco logo is on the left and the word "SECUREX" is in green on the right. Below the logo, the heading "Create Account" is centered. The form contains several input fields: an email field with "droberts@example.com", a password field with masked characters "*****", and three fields for personal information: "Dave", "Roberts", and "Macmillan Toys". To the right of the password field is a list of eight password requirements, each preceded by a green checkmark. Below these fields is a small note: "* indicates required field". At the bottom of the form is a blue button labeled "Register".

SECUREX

Create Account

droberts@example.com

- ✓ At least 8 character(s)
- ✓ At least 1 number(s)
- ✓ At least 1 symbol(s)
- ✓ At least 1 lowercase letter(s)
- ✓ At least 1 uppercase letter(s)
- ✓ Does not contain part of username
- ✓ Does not contain 'First name'
- ✓ Does not contain 'Last name'

Dave

Roberts

Macmillan Toys

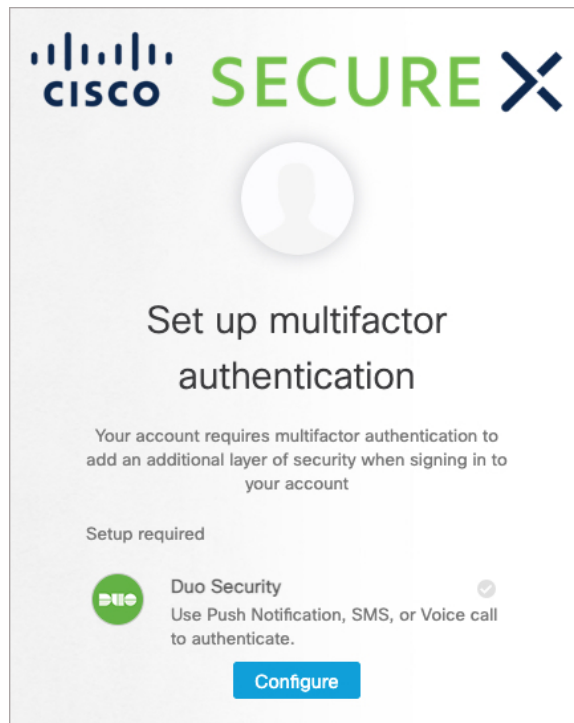
* indicates required field

Register

d) Find the Activate Account email, and click **Activate Account**.

Step 2 **SecureX Sign-On:** Set up multi-factor authentication (MFA) by configuring Duo Security.

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



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

For instructions, see [Duo Guide to MFA and Device Enrollment](#). If you already have the Duo app on your device, you will receive an activation code for this account. Duo supports multiple accounts on one device.

Note For additional security, we recommend that you register at least two different devices. Click **+Add another device** and follow the prompts to register another device. For instructions, see [Duo Guide to MFA and Device Management](#).

- c) At the end of the wizard click, **Continue to Login**.
 d) Sign in to SecureX Sign-On with the two-factor authentication.
 e) Once your device is paired with your account, click **Finish**.

Optionally, existing users of Google Authenticator for MFA can add it here as a backup factor by clicking **Setup** Google Authenticator and following the prompts.

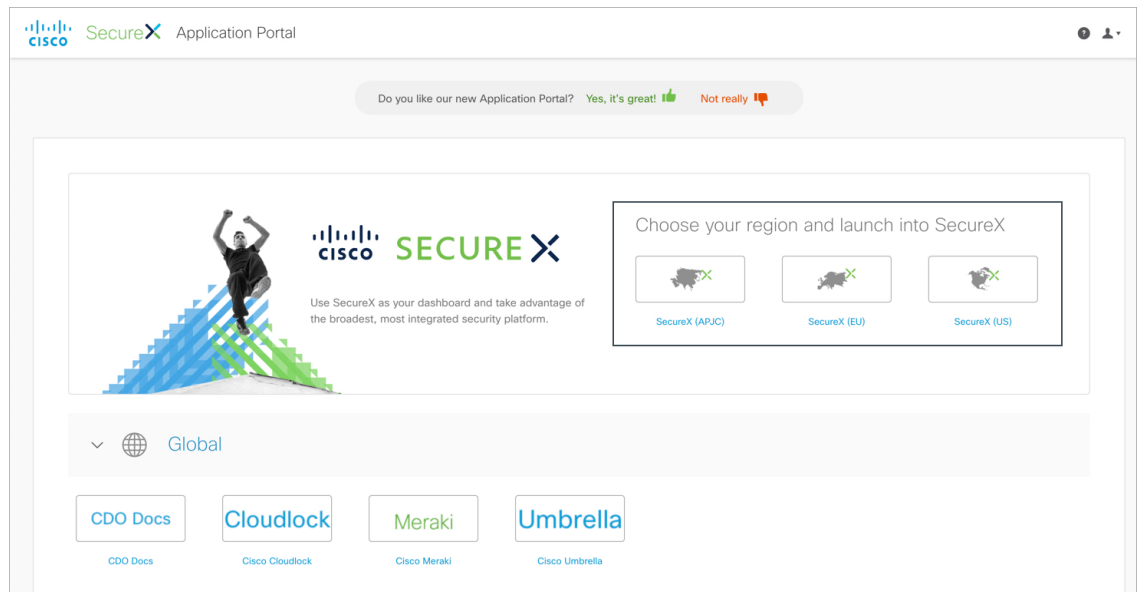
Step 3 SecureX Sign-On: Configure account recovery options for your SecureX Sign-On Account.

- a) (Optional) Add a phone number for resetting your password or unlocking your account using SMS.
 b) Choose a security image.
 c) Click **Create My Account**.

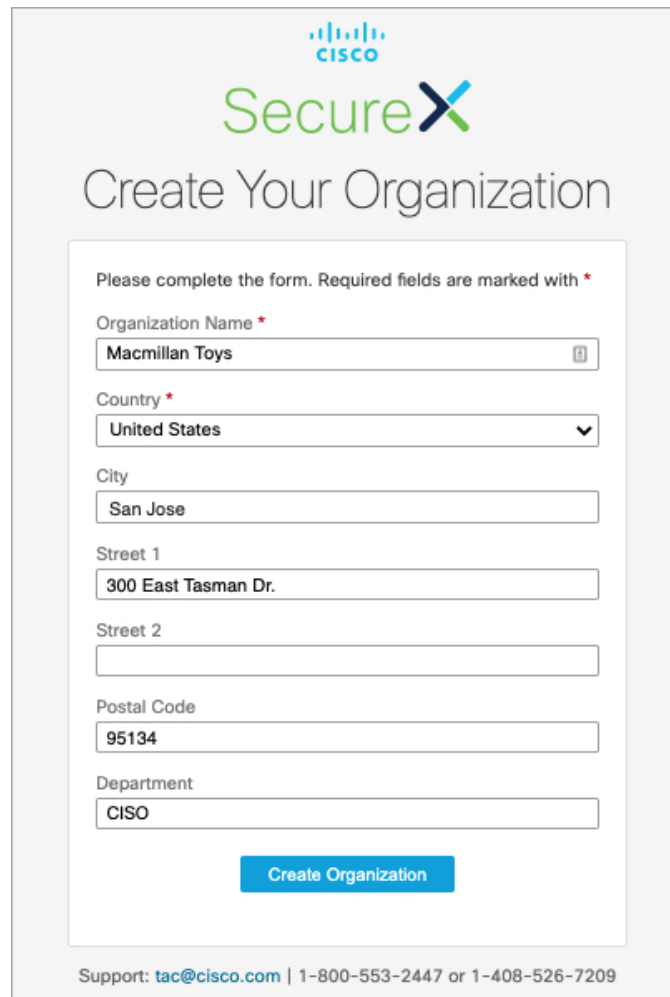
Note If the current session times out before you configure the account recovery options, SecureX Sign-On will prompt you to configure these during the next login.

Step 4 SecureX: Create a new organization in SecureX.

- a) Choose your region to launch SecureX.



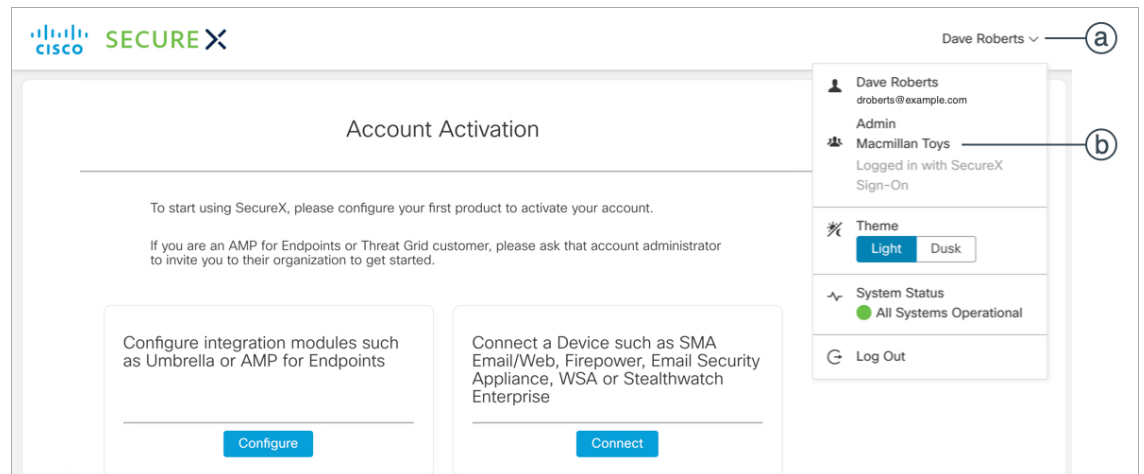
- b) If prompted, authenticate using the SecureX Sign-On account.
- c) Complete the form, and click **Create Organization**.



The screenshot shows the 'Create Your Organization' page on the Cisco SecureX portal. At the top is the Cisco logo and the 'SecureX' brand name. The main heading is 'Create Your Organization'. Below this is a form with the instruction: 'Please complete the form. Required fields are marked with *'. The form fields are: 'Organization Name *' (text input with 'Macmillan Toys'), 'Country *' (dropdown menu with 'United States'), 'City' (text input with 'San Jose'), 'Street 1' (text input with '300 East Tasman Dr.'), 'Street 2' (empty text input), 'Postal Code' (text input with '95134'), and 'Department' (text input with 'CISO'). A blue 'Create Organization' button is at the bottom of the form. At the very bottom of the page, support information is provided: 'Support: tac@cisco.com | 1-800-553-2447 or 1-408-526-7209'.

Step 5 **SecureX:** Verify the new account details on SecureX.

- a) Click on your name at the top-right corner of the **Account Activation** page.



The screenshot shows the 'Account Activation' page on the Cisco SecureX portal. The header includes the Cisco logo and 'SECUREX'. In the top right corner, the user's name 'Dave Roberts' is displayed with a dropdown arrow, labeled with a circled 'a'. The main heading is 'Account Activation'. Below this is a message: 'To start using SecureX, please configure your first product to activate your account. If you are an AMP for Endpoints or Threat Grid customer, please ask that account administrator to invite you to their organization to get started.' There are two main action boxes: 'Configure integration modules such as Umbrella or AMP for Endpoints' with a 'Configure' button, and 'Connect a Device such as SMA, Email/Web, Firepower, Email Security Appliance, WSA or Stealthwatch Enterprise' with a 'Connect' button. On the right side, a user menu is open, labeled with a circled 'b'. The menu shows the user's profile (Dave Roberts, droberts@example.com, Admin, Macmillan Toys), login status (Logged in with SecureX Sign-On), theme selection (Light/Dusk), system status (All Systems Operational), and a 'Log Out' button.

- b) Click the name of your organization.
- c) Verify your account details.

The screenshot shows the Cisco SecureX web interface. On the left is a blue sidebar with navigation links: Administration, Your Account (highlighted), Date / Time Format, Devices, API Clients, and Users. The main content area is titled 'Your Account' and includes a sub-header 'Your account is managed by SecureX Sign-On. To modify your account information (email, password, etc), go to <https://me.security.cisco.com/>'. Below this is a table of account details:

Name:	Dave Roberts
Email:	droberts@example.com
Organization:	Macmillan Toys
Organization Id:	91c339cd-3d1d-4c64-8660-a4eef864cd9a
Role:	Admin
Scopes:	account-activation, admin, integration, profile:read, sse, telemetry:write, ui-settings:read, vault/config/metadata:read, vault/configs:read
Last Login:	2021-03-23 05:10:17 UTC

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Activate the SecureX Sign-On Account

To start using SecureX, you must activate your SecureX Sign-On account by connecting at least one of your Firepower devices with SecureX.

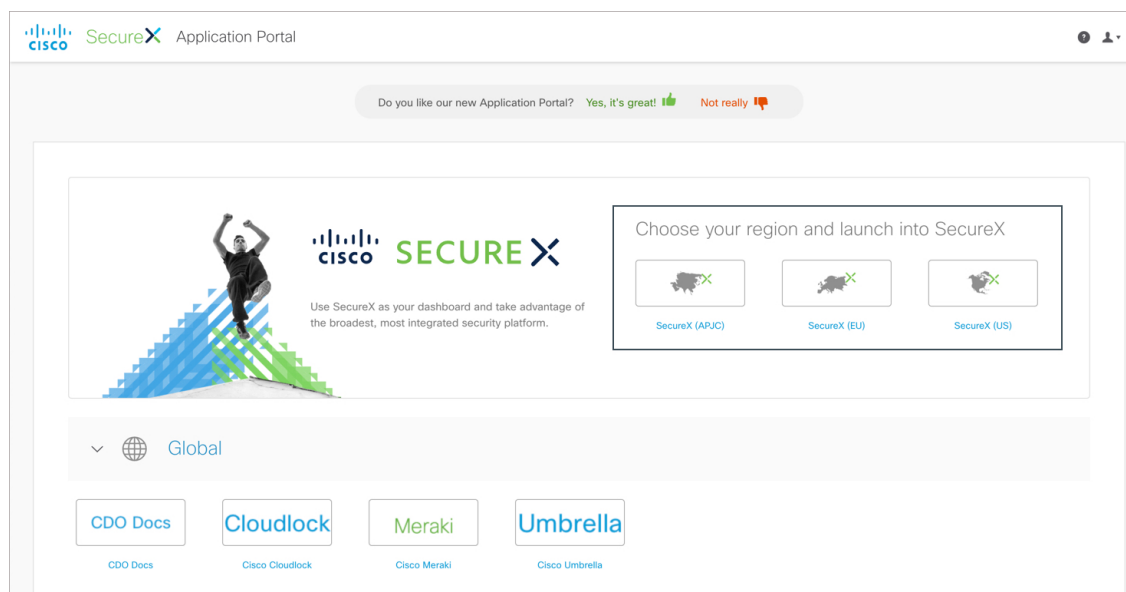
Before you begin

- To link licensing accounts, you must have administrator-level Smart Account or Virtual Account privileges for all of the licensing accounts (from which your Firepower products are licensed) and for the account you use to access SecureX.
- If you have linked accounts already for use with Cisco SecureX threat response, you do not need to link them again for SecureX and vice versa.
- You will need your Cisco.com credentials to complete this procedure.

Procedure

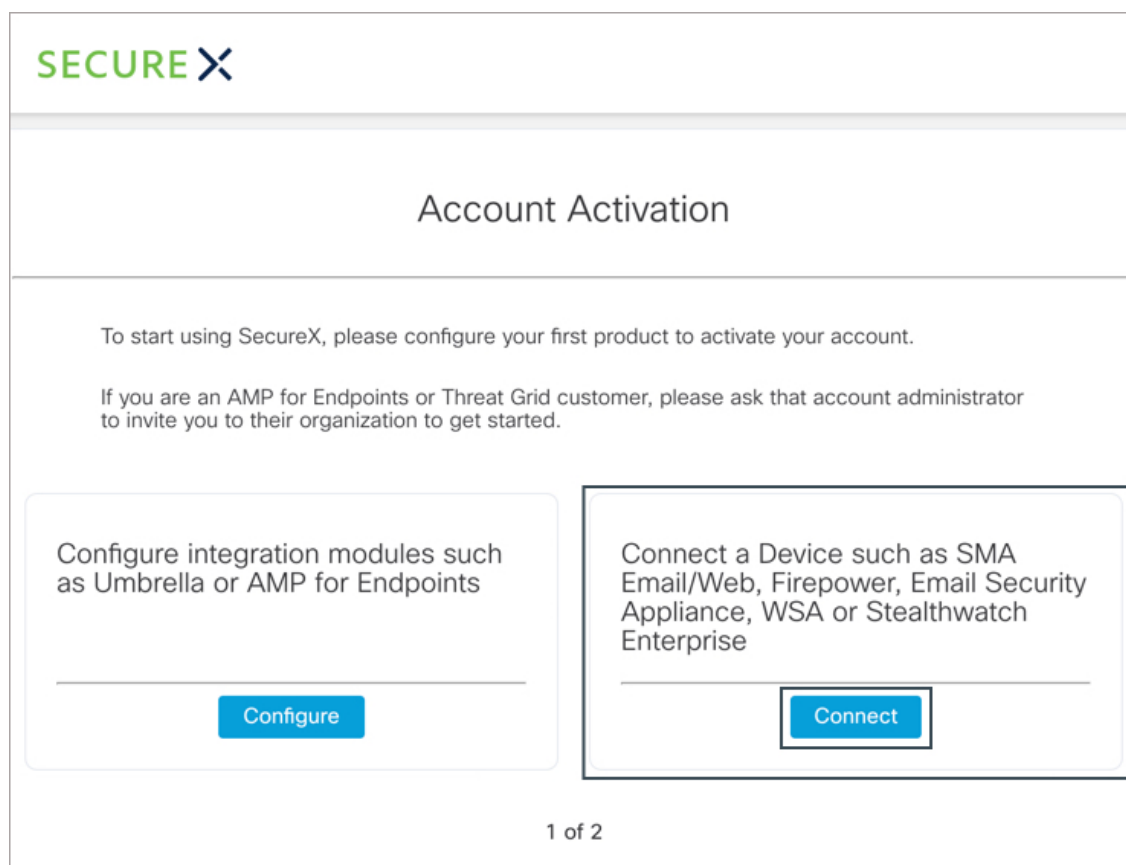
Step 1 SecureX Sign-On: Access SecureX.

- a) Go to <https://sign-on.security.cisco.com/>.
- b) Sign in using your SecureX Sign-On account.
- c) If prompted, authenticate using Duo Security.
- d) Choose your region to launch SecureX.



Step 2 SecureX: Initiate the SecureX account activation process.

a) On the **Account Activation** page, click **Connect**.



b) On the **Connect Device** page, click **Link Account**.

Register Device

If you have on-prem appliances, (ie. SMA, CSSP) register them by:

1. Following the [Registration guide](#).
2. Return to this page.
3. Click Confirm Devices Are Connected

[Register Device](#)

Link Accounts

If you have devices registered via Cisco Smart Licensing or Cisco Defense Orchestrator, you can connect them by:

1. Following the [Link guide](#).
2. Return to this page.
3. Click Confirm Devices Are Connected

[Link Account](#)

After connecting a device, return to this page to confirm the device is working by clicking the button below.

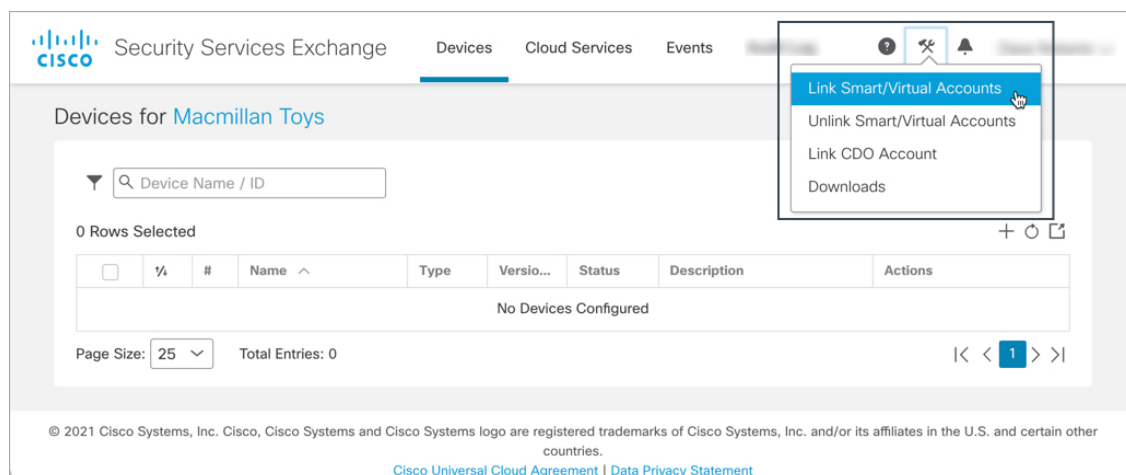
[Confirm Device is Connected](#)

2 of 2

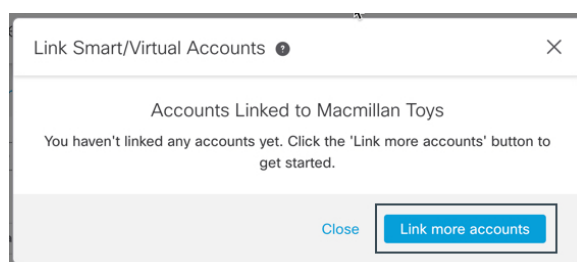
SSE opens in a new tab of your web browser.

Note Do not close the SecureX tab.

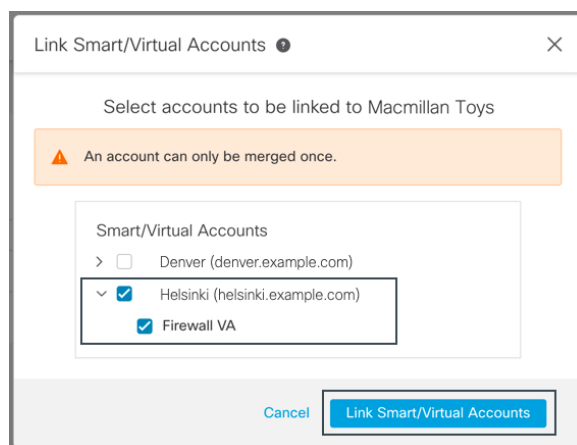
- Step 3** **Security Services Exchange:** To integrate products registered under different licensing Smart Accounts (or Virtual Accounts) into a single view in the cloud, you must link those licensing accounts to the account that you use to access SecureX.
- a) Sign in to SSE using your SecureX Sign-On account.
 - b) In the top-right corner, click the Tools (⚙️) button, and choose **Link Smart/Virtual Accounts**.



c) Click **Link more accounts**.



- d) If prompted, sign in using your Cisco.com credentials.
- e) Select the accounts to integrate with this cloud account.



- f) Click **Link Smart/Virtual Accounts**.
- g) Click **OK** to continue.
- h) Verify that your FMC and its managed devices appear under the **Devices** tab.

Security Services Exchange | Devices | Cloud Services | Events | Audit Log

Devices for Macmillan Toys

0 Rows Selected

	%	#	Name ^	Type	Version	Status	Description	Actions
<input type="checkbox"/>	>	1	[REDACTED]	Cisco Firep...	6.6.1	Registered	[REDACTED] (FMC managed)	[Edit] [Delete] [Refresh]
<input type="checkbox"/>	>	2	firepower	Cisco Firep...	6.6.1	Registered	[REDACTED] firepower	[Edit] [Delete] [Refresh]

Page Size: 25 | Total Entries: 2

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If you do not see your devices in this list, see [Troubleshooting a Direct Integration, on page 23](#).

- i) Verify that events appear under the **Events** tab.

Security Services Exchange | Devices | Cloud Services | Events

Event Stream for Macmillan Toys

0 Rows Selected

	Talos Disposition	Incident	Destination IP	Event Time	Ingest Time	Message	Proto	Actions
<input type="checkbox"/>	Questionable	No	[REDACTED].100	2021-03-23 16:48:41 U...	2021-03-23 16:48:42 U...	MALWARE-C...	tcp	[Eye] [Info]
<input type="checkbox"/>	Trusted	Promoting	103.1.104.100	2021-03-23 16:45:57 U...	2021-03-23 16:46:02 U...	MALWARE-C...	tcp	[Eye] [Info]
<input type="checkbox"/>	Trusted	No	[REDACTED].46	2021-03-23 16:45:52 U...	2021-03-23 16:45:57 U...	MALWARE-C...	tcp	[Eye] [Info]
<input type="checkbox"/>	Trusted	No	69.14.107.100	2021-03-23 16:45:47 U...	2021-03-23 16:45:47 U...	MALWARE-C...	tcp	[Eye] [Info]
<input type="checkbox"/>	Trusted	No	[REDACTED].201	2021-03-23 16:44:40 U...	2021-03-23 16:44:41 U...	MALWARE-C...	tcp	[Eye] [Info]
<input type="checkbox"/>	Trusted	No	50.118.2.201	2021-03-23 16:44:40 U...	2021-03-23 16:44:41 U...	SMTP_COM...	tcp	[Eye] [Info]
<input type="checkbox"/>	Unknown	No	[REDACTED].1	2021-03-23 16:42:43 U...	2021-03-23 16:42:46 U...	INDICATOR-...	udp	[Eye] [Info]
<input type="checkbox"/>	Trusted	No	[REDACTED].1	2021-03-23 16:42:40 U...	2021-03-23 16:42:41 U...	MALWARE-C...	tcp	[Eye] [Info]

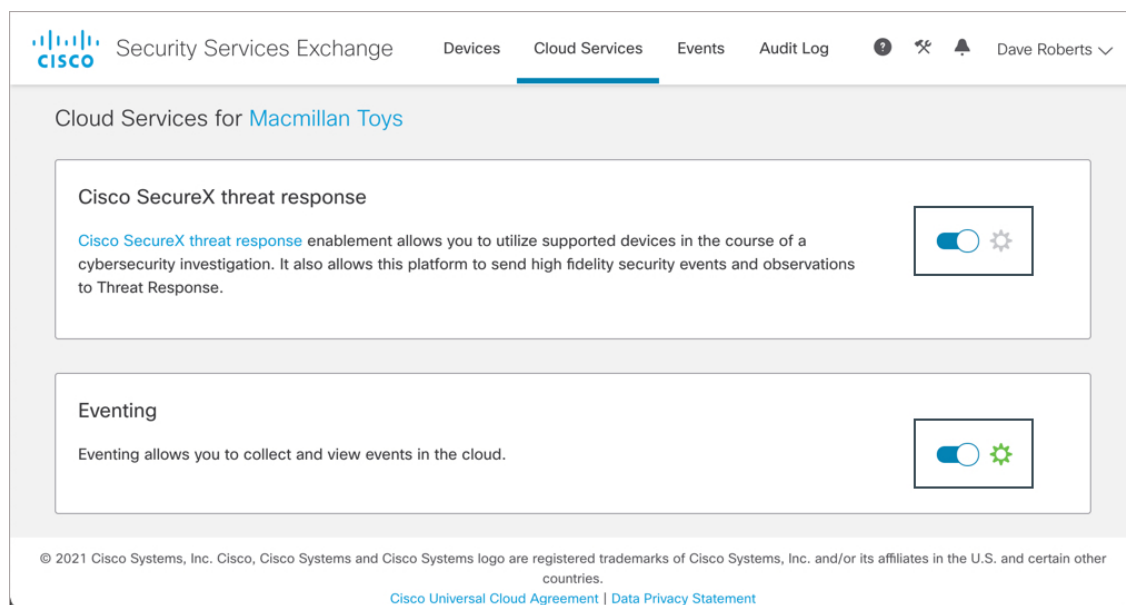
Page Size: 25 | Total Entries: 2,393


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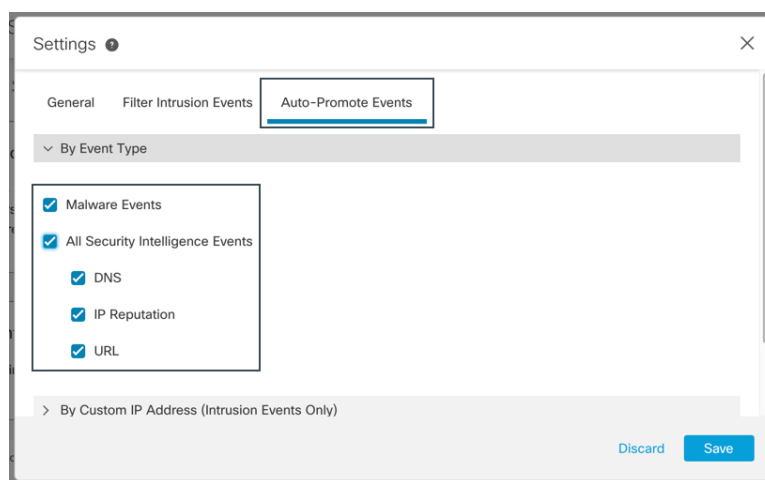
If you do not see expected events in this list, see [Troubleshooting a Direct Integration, on page 23](#).

Step 4 Security Services Exchange: Configure the Cloud Services settings in SSE.

- a) Click the **Cloud Services** tab.
- b) Verify that the Cisco SecureX threat response and Eventing services are enabled.



- c) To promote malware and Security Intelligence events as incidents in SecureX, click  under the **Eventing** panel, select the required event types under the **Auto-Promote Events** tab, and click **Save**.



Step 5 SecureX: Complete the SecureX account activation process.

- a) Switch back to the SecureX tab (**Connect Device** page), and click **Confirm Device is Connected**.

Dave Roberts ▾

Which of these would you like to connect?

Register Device

If you have on-prem appliances, (ie. SMA, CSSP) register them by:

- Following the [Registration guide](#).
- Return to this page.
- Click Confirm Devices Are Connected

Register Device

Link Accounts

If you have devices registered via Cisco Smart Licensing or Cisco Defense Orchestrator, you can connect them by:

- Following the [Link guide](#).
- Return to this page.
- Click Confirm Devices Are Connected

Link Account

After connecting a device, return to this page to confirm the device is working by clicking the button below.

Confirm Device is Connected

2 of 2

b) Click **Start using SecureX**.

c) Go to **Administration > Devices**, and verify that your FMC and its managed devices appear on this page.

Dashboard
Integration Modules
Orchestration
Administration

Dave Roberts ▾

Administration
Your Account
Date / Time Format
Devices
API Clients
Users

Devices

Manage Devices
Reload Devices

Name	Type	Version	Description	ID	IP Address
firepower	Cisco Firepower Management Center for VMWare	6.6.1	firepower	a38f-7a8a45888c40	
	Cisco Firepower Threat Defense for VMWare	6.6.1	(FMC managed)	934b-26fb3ddf8f91	
firepower	Cisco Firepower Management Center for VMWare	6.6.1	firepower	e37c717880ea	1

25 per page
1-3 of 3
1 / 1

Home

Enter logs, IPs, domains, etc.

If you do not see your devices in this list, see [Troubleshooting a Direct Integration, on page 23](#).

Configure Firepower Module and Tiles in SecureX

Cisco SecureX offers integration modules for Cisco security products and third-party solutions. You must configure a Firepower module so the data and response actions are available in SecureX.

The SecureX tiles present metrics and data from your Firepower products to provide visibility across your security environment and accelerate threat response. After adding a Firepower integration module in SecureX, you can add the Firepower tiles to your dashboard.

Before you begin

To view SecureX tiles that show the system information such as whether your devices are running optimal versions, enable Cisco Success Network (CSN) on your FMC.

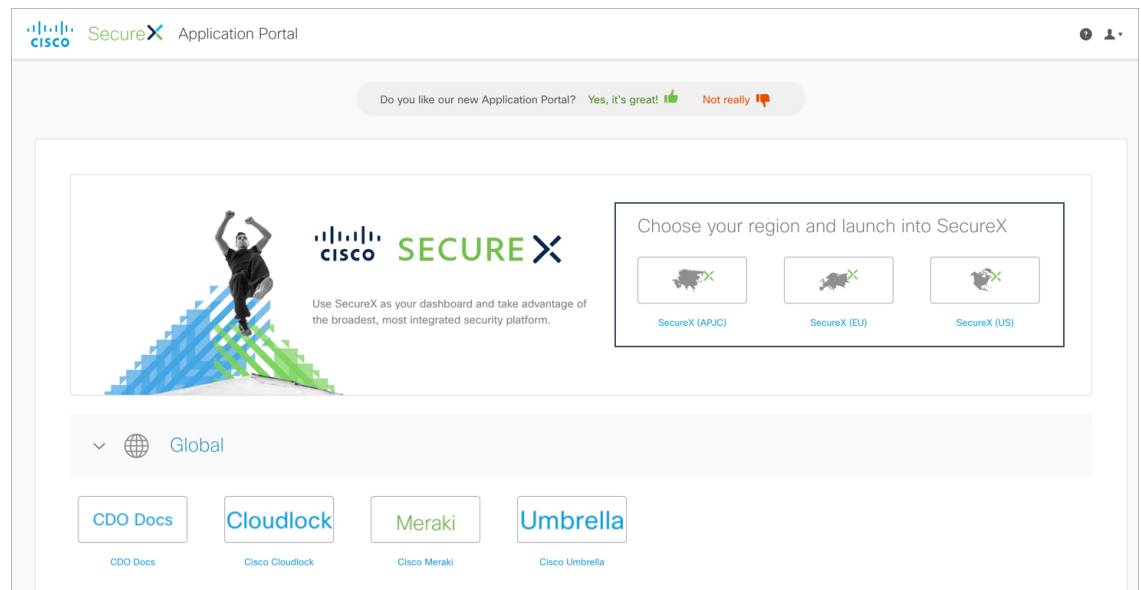
To verify or enable this setting, click **System** (⚙️) > **Smart Licenses** in the FMC web interface. For more information, search the FMC online help for "Cisco Success Network."

It takes up to 24 hours for device status tiles to update after you enable CSN.

Procedure

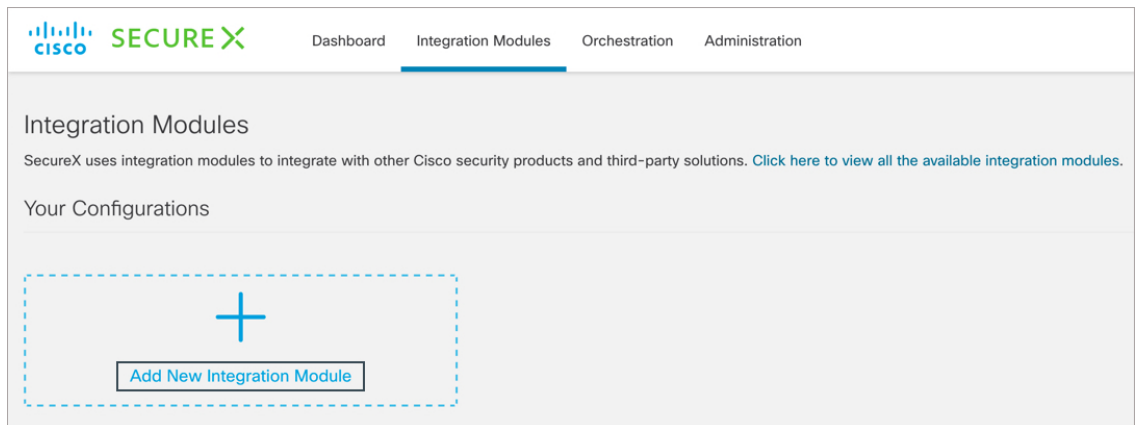
Step 1 SecureX Sign-On: Access SecureX.

- Go to <https://sign-on.security.cisco.com/>.
- Sign in using your SecureX Sign-On account.
- If prompted, authenticate using Duo Security.
- Choose your region to launch SecureX.

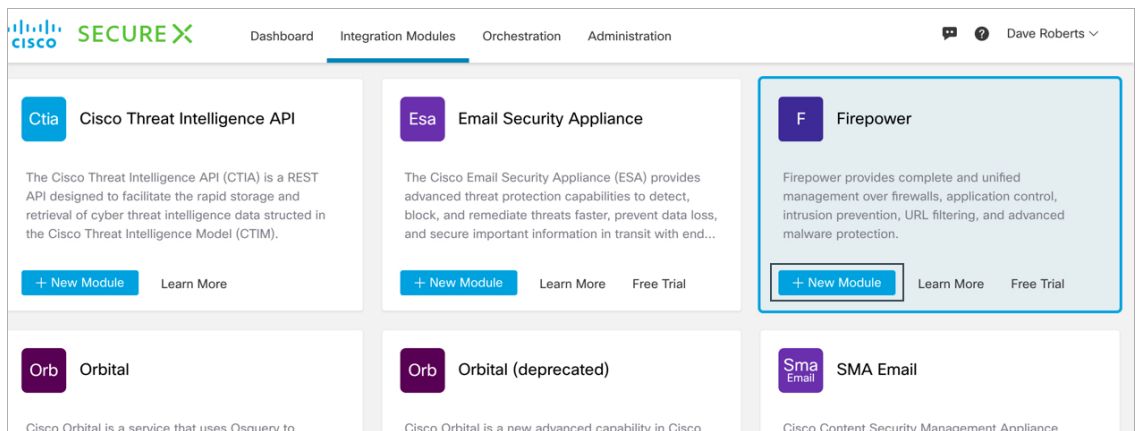


Step 2 SecureX: Add a new Firepower integration module.

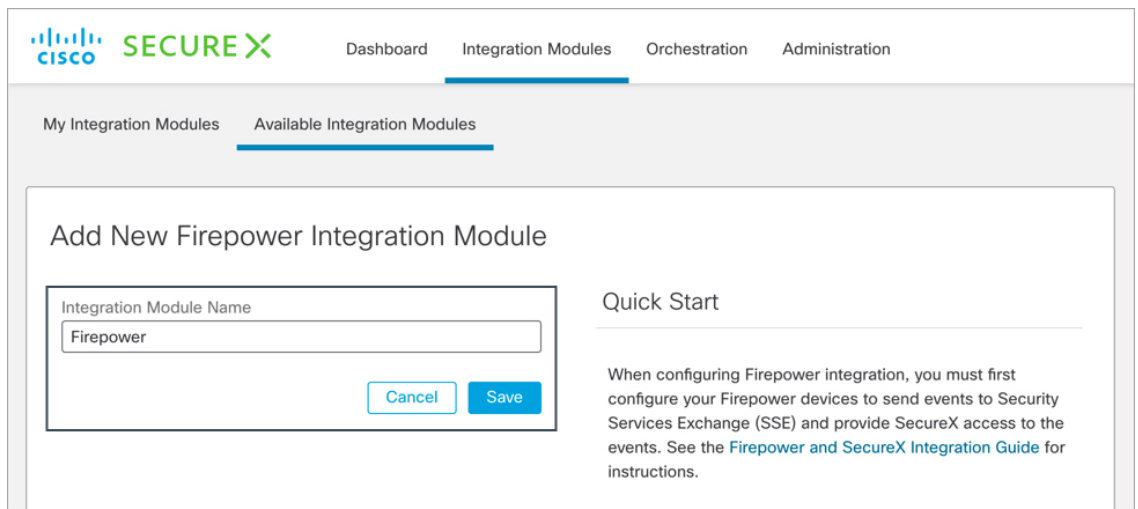
- Click the **Integration Modules** tab.
- Click **Add New Integration Module**.



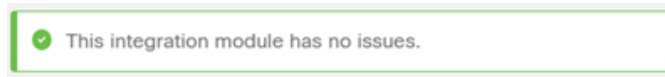
- c) Navigate to the Firepower integration module, and click **+ New Module**.



- d) Enter a name for the Firepower integration module, and click **Save**.



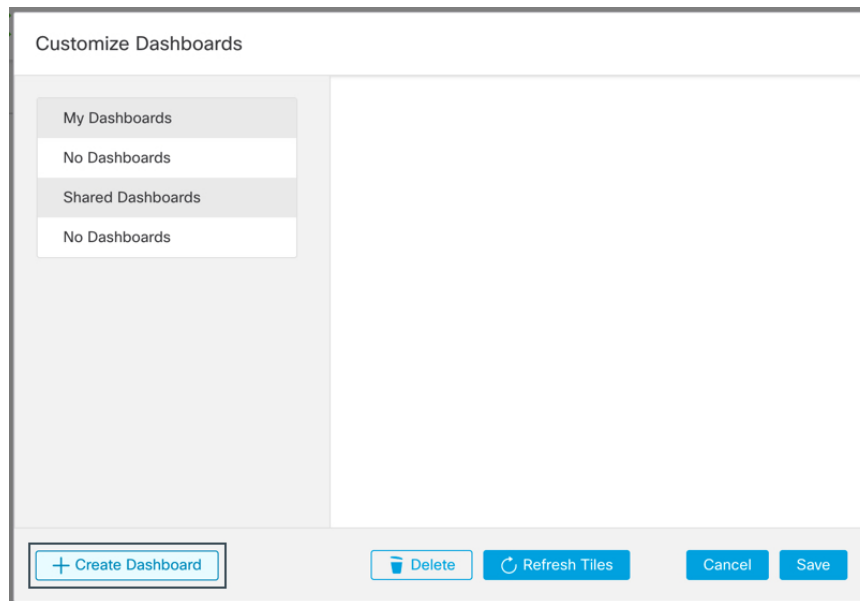
A health check is performed to determine if the module was configured successfully. After this process is complete, a message is displayed indicating that either there are no issues with the configuration or that errors are found.



The newly added module is displayed on the **My Integration Modules** page (under the **Integration Modules** tab).

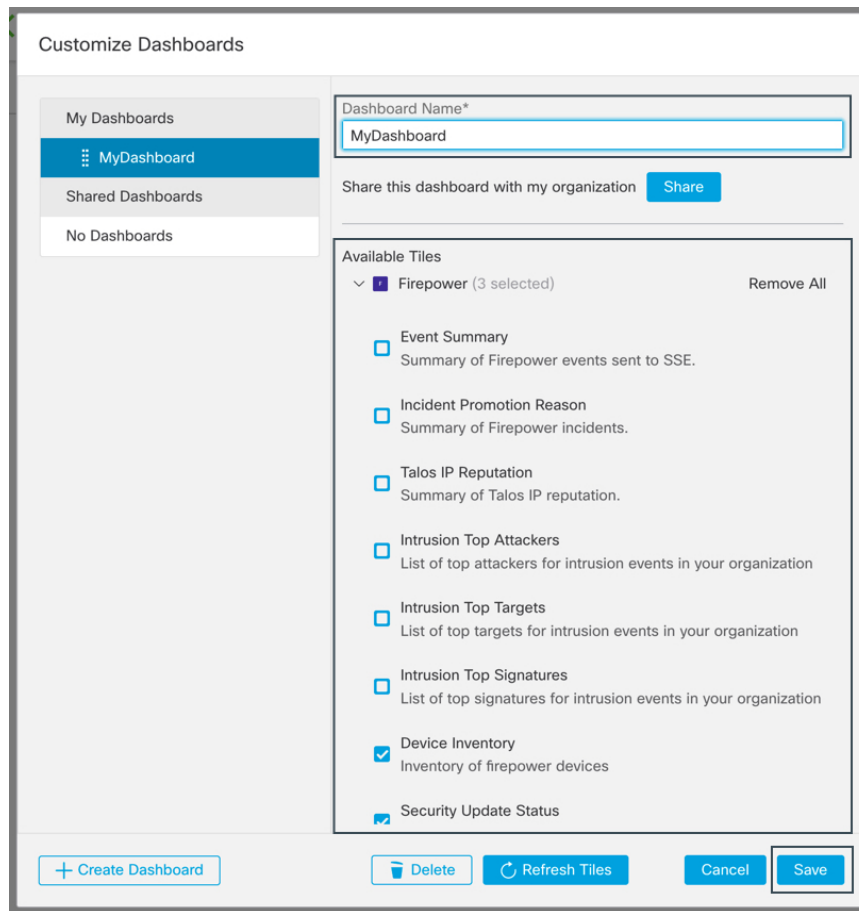
Step 3 **SecureX:** Add the Firepower tiles.

- a) Click the **Dashboard** tab.
- b) Click **Add Tiles**.
- c) To create a new dashboard, click **Create Dashboard**.



Alternatively, you can use an existing dashboard.

- d) Enter a name for the dashboard, select the required Firepower tiles, and click **Save**.



After the tiles are added, you can resize and move them around to the desired position on the SecureX dashboard.

What to do next

If you are an Admin user in SecureX,

- Invite users to join your organization via SecureX.
- Share the Firepower dashboard with other users within your organization.

For instructions, see the SecureX online help.

Troubleshooting a Direct Integration

Problems Accessing the Cloud

- If you activate your cloud account immediately before attempting to configure this integration and you encounter problems implementing this integration, try waiting an hour or two and then log in to your cloud account.

- Make sure you are accessing the correct URL for the regional cloud that is associated with your account.

Device Interface Shows the Integration as Enabled, but the Device Does Not Appear on the Devices Page in the Cloud

- The device may be licensed using a Smart Account or virtual account that is not linked to your cloud account. Do one of the following:
 - In SSE, link the account from which the device was licensed.
 - License the device from a linked account:

Disable the integration on the FMC, unregister the current license from the device, relicense the device from a linked account, then re-enable the integration in FMC.
- Make sure you are looking at the same regional cloud that you selected in your Firepower settings. If you didn't select a region when you started sending events to the cloud, try the North America cloud first.

Device Managed by FMC Is Not Listed Correctly on the SSE Devices Page

Device name is sent from FMC to SSE only at initial registration to SSE and is not updated on SSE if the device name changes in FMC.

On the Devices Page in SSE, Previously Registered Devices Unexpectedly Show as Unregistered

If these devices are FTD devices that are managed by FDM, and you enabled integration with CDO after you registered your devices with SSE for integration with SecureX, and you have not yet merged your accounts, complete the procedure *Merge Your CDO and SecureX Accounts* in the Cisco Firepower and SecureX Integration Guide (<https://www.cisco.com/c/en/us/td/docs/security/firepower/integrations/SecureX/firepower-and-securex-integration-guide.html>).

Expected Events Are Missing from the SSE Events List

- Make sure you are looking at the correct regional cloud and account.
- Make sure that your devices can reach the cloud and that you have allowed traffic through your firewall to all required addresses.
- Click the **Refresh** button on the Events page to refresh the list.
- Verify that the expected events appear in Firepower.
- Check your configurations for automatic deletion (filtering out events) in the **Eventing** settings on the **Cloud Services** page in SSE.
- For additional troubleshooting tips, see the online help in SSE.

Some Events Are Missing

- If you send connection events, only Security Intelligence connection events are used; all other connection events are ignored.
- If you are using custom Security Intelligence objects in FMC, including global block or allow lists and Cisco Threat Intelligence Director (TID), you must configure SSE to auto-promote events that are processed using those objects. See information in the SSE online help about promoting events to incidents.

