

Cisco SecureX TAC Troubleshooting Knowledge Base

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Introduction

This document provides a collection of troubleshoot documents created and maintained by TAC engineers to detect common issues on the different components of SecureX.

Contributed by Cisco TAC Technical Leaders and TAC Engineers.

Background Information

The article is a knowledge base guide for the troubleshoot of SecureX integration products. This article can be referred to before engage Cisco TAC.

TAC Support Scope

[Support Scope for SecureX](#)

Collect Useful information if you need to open a TAC cases

[Collect HAR logs from SecureX console](#)

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SecureX Integration Issues

In this section, you can find a list of troubleshoot documents related to the available integrations for SecureX.

Integrations with Device Insights	Document
Cisco Secure Firewall Management Center	Troubleshoot SecureX with Firepower Threat Defense (FTD) using 7.1 and older versions

Secure Malware Analytics Cloud	Troubleshoot SecureX and Secure Malware Analytics Cloud Integration
Secure Network Analytics Integration (formerly Stealthwatch Enterprise)	Troubleshoot SecureX and Secure Network Analytics Integration (formerly Stealthwatch Enterprise)
Secure Email Appliance (Formerly ESA)	Troubleshoot SecureX and Secure Email Appliance (Formerly ESA) Integration

Third Party Integration Issues

In this section, you can find a list of troubleshoot documents related to the available to Third Party Integrations.

Integrations with Device Insights	Document
Microsoft Graph API Integration	Configure Microsoft Graph API Integration with SecureX

Device Insights Issues

In this section, you can find a list of troubleshoot documents related to the available integrations for Device Insights.

Integrations with Device Insights	Document
MobileIron	Troubleshoot Device Insights and MobileIron Integration
Secure Endpoint	Troubleshoot Device Insights and Secure Endpoint Integration
Orbital	Troubleshoot Device Insights and Orbital Integration
Meraki	Troubleshoot Device Insights and Meraki Integration
Microsoft Intune	Troubleshoot Device Insights and Intune Integration

Umbrella	Troubleshoot Device Insights and Umbrella Integration
DUO	Troubleshoot Device Insights and DUO Integration