



Send Events to the Cloud Directly

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About Direct Integration

Beginning in release 6.4, you can configure your system to send supported events directly to the Cisco cloud from threat defense devices.

Specifically, your devices send events to Security Services Exchange (SSE), from where they can be automatically or manually promoted to incidents that appear in SecureX.

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

Requirements for Direct Integration

Requirement Type	Requirement
Device	Threat defense devices. <ul style="list-style-type: none">• Managed by the management center.• Managed by the device manager.
Version	US cloud: 6.4 or later EU cloud: 6.5 or later APJC cloud: 6.5 or later Version requirement applies both to devices and to the management center (if applicable).

Requirement Type	Requirement
Licensing	<p>No special license is required for this integration. However:</p> <ul style="list-style-type: none"> • Your system must be licensed to generate the events that you want to view in SecureX. <p>For details, see https://www.cisco.com/c/en/us/support/security/firepower-ngfw/products-licensing-information-listing.html.</p> <ul style="list-style-type: none"> • This integration is not supported under an 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.
Account	<p>See Account Requirements for Direct Integration, on page 3.</p> <p>If you are using the Cisco Defense Orchestrator(CDO) or Cisco Security Analytics and Logging (SaaS), see also Link Your Cisco Defense Orchestrator and SecureX or Cisco XDR Tenant Accounts, on page 7.</p>
Connectivity	<p>Management center 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://mx*.sse.itd.cisco.com • EU cloud (6.5 and later): <ul style="list-style-type: none"> • api-sse.cisco.com • api.eu.sse.itd.cisco.com • https://eventing-ingest.eu.sse.itd.cisco.com • https://mx*.eu.sse.itd.cisco.com • Asia (APJC) cloud (6.5 and later): <ul style="list-style-type: none"> • api.apj.sse.itd.cisco.com • https://mx*.apj.sse.itd.cisco.com • https://eventing-ingest.apj.sse.itd.cisco.com

Requirement Type	Requirement
Requirement for appliance and device status features	<p>If you want to be able to view SecureX tiles that show system information such as whether your appliances and devices are running optimal versions:</p> <ul style="list-style-type: none"> • This feature is supported only for the management center deployments, not the device manager. • You must send data to the cloud using a direct connection. • Cisco Success Network (CSN) must be enabled on the management center. <p>To verify or enable this setting, go to the System > Smart Licenses page in the management center. If you have questions about this, search the management center online help for "Cisco Success Network."</p> <p>It takes up to 24 hours for appliance and device status tiles to update after you enable CSN.</p>
General	Your system is generating events as expected.

Account Requirements for Direct Integration

- You must have an account for the regional cloud to which you want to send your event data.

For supported account types, see [Required Account for SecureX Access](#).

If you or your organization already has an account on the regional cloud that you want to use, do not create another. You cannot aggregate or merge data in different accounts.

To obtain an account, see [Get an Account to Access SecureX](#).

Your cloud account must have administrator-level privileges.

- You must have administrator privileges for the Cisco Smart Account from which your products are licensed.

To determine your Smart Account user role, do the following:

1. Go to <https://software.cisco.com>.
2. Click **Manage Smart Account** and select a Smart Account in the top-right area of the page.
3. Click **Users** tab and search for your User ID.

- Both your licensing Smart Account and the account you use to access the cloud must be associated with the same Cisco CCO account.

- Your account must have one of the following user roles:

- Admin
- Access Admin
- Network Admin
- Security Approver

High Availability Deployment and SecureX Integration

Configuring High Availability requires two identical devices that are connected to each other through a dedicated failover link. The devices form an active/standby pair where the active device passes traffic. The standby device does not pass traffic, but synchronizes configuration and other state information from the active device. When the active device fails, the standby device takes over and helps to keep your network operational.

The following describes the guidelines for integrating threat defense High Availability deployment with SecureX.

- To integrate threat defense High Availability or cluster deployment with SSE, you must integrate all peers with SSE.
- SSE integration requires all threat defense devices in the High Availability deployment to have connectivity to the internet.
- When integrating an active/standby management center deployment with SecureX, you must integrate the active peer with SecureX.
- If you promote the standby management center peer to active role, the SecureX configuration gets transferred between the active and standby peers. The SecureX ribbon continues to appear in both active and standby peers.
- If you break management center High Availability deployment, both the peers remain integrated with SecureX.

See the Threat Defense and Management Center online help for more information about configuring and managing a High Availability deployment.

How to Send Events Directly to the Cisco Cloud and Integrate with SecureX



Note If your devices are already sending events to the cloud, you do not need to configure sending them again. SecureX and Cisco SecureX threat response (formerly Cisco Threat Response) use the same set of event data.

	Do This	More Information
Step	Make decisions about the events to send, the method of sending those events, the regional cloud to use, etc.	See the topics under Important Information About Integrating Secure Firewall Threat Defense and SecureX
Step	Meet requirements	Requirements for Direct Integration, on page 1 and its subtopics.

	Do This	More Information
Step	In your browser, access Security Services Exchange, the cloud portal for SecureX that you will use for managing devices and filtering events.	See Access Security Services Exchange , on page 6 .
Step	(Device Manager Only) If you are using Cisco Defense Orchestrator (CDO) to manage configurations on your threat defense device, you must merge your CDO account with the account you use for the services described in this document.	See Link Your Cisco Defense Orchestrator and SecureX or Cisco XDR Tenant Accounts , on page 7.
Step	In Security Services Exchange, link your licensing accounts so that you can view and work with event data from devices registered to different accounts in your organization.	See Link Smart Licensing Accounts , on page 8.
Step	In Security Services Exchange, enable the eventing service.	Click Cloud Services and enable these options: <ul style="list-style-type: none"> • Cisco SecureX threat response • Eventing
Step	In your product, enable integration with the Cisco cloud.	Tip: Don't skip the prerequisites in these topics! <ul style="list-style-type: none"> • For devices managed by the device manager, see: Configure the Device Manager to Send Events to the Cisco Cloud, on page 9 • For devices managed by the management center, see: Configure the Management Center Devices to Send Events to the Cisco Cloud, on page 11
Step	Allow time for your system to generate events.	--
Step	Verify that your integration is set up correctly. If necessary, troubleshoot issues.	See: <ul style="list-style-type: none"> • Verify that Events Reach Security Services Exchange (Via Direct Connection), on page 13 • Troubleshoot a Direct Integration, on page 17

	Do This	More Information
Step	In Security Services Exchange, configure the system to automatically promote significant events.	<p>Important If you do not automate event promotion, you may need to manually review and promote events in order to view them in SecureX.</p> <p>See information in the online help in Security Services Exchange about promoting events.</p> <p>To access SSE, see Access Security Services Exchange, on page 6.</p>
Step	(Optional) In Security Services Exchange, configure automatic deletion of certain non-significant events.	<p>See information in the online help in Security Services Exchange about filtering events.</p> <p>To access SSE, see Access Security Services Exchange, on page 6.</p>
Step	In SecureX, add a module.	<p>In SecureX, navigate to Integration Modules > Available Integration Modules and add a module.</p> <p>For more information about this module, see the online help in SecureX.</p>
Step	(Management Center only) Enable the SecureX ribbon to pivot into SecureX and all of your Cisco security products.	See How to Configure the SecureX Ribbon on the Management Center, on page 13 .

Access Security Services Exchange

Before you begin

In your browser, disable pop-up blocking.

Procedure

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- Step 1** In a browser window, go to your SecureX cloud:
- North America cloud: <https://securex.us.security.cisco.com>
 - Europe cloud: <https://securex.eu.security.cisco.com>
 - Asia cloud: <https://securex.apjc.security.cisco.com>
- Step 2** Sign in using the credentials for your SecureX, Secure Endpoint, Secure Malware Analytics, or Cisco Security account.
- Your account credentials are specific to the regional cloud.
- Step 3** Navigate to Security Services Exchange:
- Select **Dashboard > Applications & Integrations > Security Services Exchange** and click **Launch**.

Security Services Exchange will open in a new browser window.

What to do next



Tip If you enable the SecureX ribbon in management center, you can access SSE directly from management center using the ribbon. See [Enable the SecureX Ribbon in the Management Center, on page 15](#).

Link Your Cisco Defense Orchestrator and SecureX or Cisco XDR Tenant Accounts

If your Firepower Threat Defense or Firepower Management Center device is used with Cisco Defense Orchestrator or Cisco Security Analytics and Logging (SaaS) and SecureX or Cisco XDR, you must link your Cisco Defense Orchestrator tenant account with the SecureX or Cisco XDR tenant account associated with the device.

Note the following:

- Only one Cisco Defense Orchestrator tenant account can be linked with one SecureX tenant account.
- If you have tenant accounts on more than one regional cloud, you must link tenant accounts separately for each regional cloud.
- If you link a SecureX or Cisco XDR tenant to Cisco Defense Orchestrator on one cloud, you do not need to do it again for Cisco XDR on the same cloud, and vice versa.



Note This operation is not reversible.

Before you begin


- You must be able to sign in to Cisco Defense Orchestrator and to the applicable regional SecureX or Cisco XDR cloud with your [Security Cloud Sign On](#) account.
- Your Cisco Defense Orchestrator user account must have admin or super admin privileges.
- Your SecureX or Cisco XDR user account must have admin privileges.

Procedure

- Step 1** Sign in to the appropriate regional Cisco Defense Orchestrator site that contains the tenant you wish to link with SecureX or Cisco XDR.
- For example, the US cloud is <https://defenseorchestrator.com> and the EU cloud is <https://defenseorchestrator.eu>.
- Step 2** Choose the tenant to link with SecureX or Cisco XDR.

- Step 3** Generate a new API token for your account:
- From the user menu in the top right corner of the window, select **Settings**.
 - In the **My Tokens** section, click **Generate API Token** or **Refresh**.
 - Copy the token.

For more information about API tokens, see the online help in Cisco Defense Orchestrator at <https://docs.defenseorchestrator.com/#!c-api-tokens.html>.

- Step 4** In Security Services Exchange, click the tools menu icon  in the top right of any page and select **Link Cisco Defense Orchestrator Account**.
- Step 5** Paste the token that you copied from Cisco Defense Orchestrator.
- Step 6** Verify that you are linking the tenant that you intended to link.
- Step 7** Click **Link Cisco Defense Orchestrator Account**.
- Step 8** Sign out of your Cisco Defense Orchestrator account, and then sign back in.

What to do next

- Your account credentials do not change as a result of this procedure. After linking tenants, continue to use your [Security Cloud Sign On](#) account credentials to access each product (Cisco Defense Orchestrator, SaaS, SecureX, Cisco XDR, and so on) as before.
- If you completed this procedure before registering your devices to Security Services Exchange, continue with the steps in [How to Send Events Directly to the Cisco Cloud and Integrate with SecureX, on page 4](#).
- If you performed this procedure after registering your devices for Cisco Defense Orchestrator and SecureX or Cisco XDR integration, you may have duplicate device instances on the Devices page in Security Services Exchange.
- In this case, the instance of your device that was previously associated with your Cisco Defense Orchestrator registration is now also associated with the linked SecureX or Cisco XDR tenant.
- Events generated by devices before linking tenants will have a different device ID than events generated by the same device after linking tenants.
- If you do not need to map events to the devices that generated them, you can delete the "Unregistered" device entries for devices that are now associated with the linked tenant.

Link Smart Licensing Accounts

To integrate products registered under different Smart/Virtual licensing accounts into a single view in the cloud, you must link those Smart/Virtual licensing accounts to the account that you use to access SecureX and Cisco SecureX threat response.

Before you begin


- To link Smart/Virtual licensing accounts, you must have administrator-level privileges for all of the Smart/Virtual licensing accounts, including the account you use to access SecureX or Cisco SecureX threat response.

- To link a Smart/Virtual licensing account, your SecureX or Cisco SecureX threat response username/email address must match the Smart/Virtual licensing account username/email address.

If not, you can invite a user and create a SecureX sign-on account with an email address that matches the Smart/Virtual licensing account email address:

1. Log in to SecureX as an administrator.
 2. Invite a user to join your SecureX organization by sending an invite to the email address that has Smart/Virtual licensing access. For details, see [Inviting Users](#) in the SecureX online help.
 3. Use the emailed invite to create a new SecureX sign-on account. During your first log in attempt, after you enter your username/email address, click **Other login options** and select **Cisco**. For details, see the [SecureX sign-on guide](#).
- If you have accounts already linked for use with Cisco SecureX threat response, you do not need to link them again for SecureX, and vice-versa.
 - To view linked accounts, a user-level account is sufficient.

Procedure

- Step 1** In the top right corner of any page in Security Services Exchange, click the Tools button () and choose **Link Smart/Virtual Accounts**.
- Step 2** Click **Link more accounts**.
- Step 3** Select the accounts to integrate with this cloud account.
- Step 4** Click **Link Smart/Virtual Accounts**.
- Step 5** Click **OK**.
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Unlink Smart Licensing Accounts

If you need to unlink Smart Licensing accounts that are currently linked, see instructions in the online help in Security Services Exchange (SSE).

Configure the Device Manager to Send Events to the Cisco Cloud



Note Available options depend on your device manager version. Skip any steps that are not applicable to your version. For example, the ability to select region and event types are version-dependent.

Before you begin

- Perform the steps up to this point in [How to Send Events Directly to the Cisco Cloud and Integrate with SecureX, on page 4](#).
- If you are using CDO, you must merge your accounts before you start this procedure. See [Link Your Cisco Defense Orchestrator and SecureX or Cisco XDR Tenant Accounts, on page 7](#).

- In the device manager, make sure that your device has a unique name. If not, assign one now, in **Device > System Settings > Hostname**.
- In the device manager, apply intrusion and other applicable policies to at least one access control rule and verify that the device is successfully generating events.
- Make sure you have your cloud credentials and can sign in to the SecureX regional cloud on which your account was created.

For URLs, see [SecureX Regional Clouds](#).

- In your browser:
 - Disable pop-up blocking.
 - Allow third-party cookies.

Procedure

- Step 1** In the device manager: Click **Device**, then click the **System Settings > Cloud Services** link.
If you are already on the System Settings page, simply click **Cloud Services** in the table of contents.
- Step 2** Click **Enable** for the **Send Events to the Cisco Cloud** option.
- Step 3** Select the types of events to send to the cloud and click **OK**. Later, you can change the event selection by clicking **Edit** next to the list of selected events.
If you choose to send connection events, only Security Intelligence connection events are used in this integration.
- Step 4** Verify that your device has registered successfully in Security Services Exchange:
- a) If you do not already have Security Services Exchange open in a browser window, see [Access Security Services Exchange, on page 6](#).
 - b) In Security Services Exchange, click **Devices**.
 - c) Verify that your threat defense device appears in the list.

Note: The description shown for the threat defense device in the Devices list is the serial number, which matches the serial number shown if you run the **show running-config** command in the command-line interface of the device.

What to do next

- If your deployment is a High Availability configuration, see [High Availability Deployment and SecureX Integration, on page 4](#) for more instructions.
- Continue with the remaining steps in [How to Send Events Directly to the Cisco Cloud and Integrate with SecureX, on page 4](#).



Important If you enable integration with CDO after you configure sending events to the cloud, your devices may become unregistered from SSE. If you see this problem in the Devices tab of SSE, see [Link Your Cisco Defense Orchestrator and SecureX or Cisco XDR Tenant Accounts, on page 7](#).

Configure the Management Center Devices to Send Events to the Cisco Cloud

Configure the management center to have managed threat defense devices send events directly to the cloud.



Note Available options depend on your management center version. Skip any steps that do not apply to your version.

Before you begin

- In the management center:
 - Go to the **System > Configuration** page and give your management center a unique name so it will be clearly identified in the Devices list in the cloud.
 - Add your threat defense devices to the management center, 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 management center web interface under the Analysis tab.)
- Perform the steps up to this point in [How to Send Events Directly to the Cisco Cloud and Integrate with SecureX, on page 4](#).
- Make sure you have your cloud credentials and can sign in to the SecureX regional cloud on which your account was created.
For URLs, see [SecureX Regional Clouds](#).
- If you are currently sending events to the cloud using syslog, disable these sends to avoid duplication.

Procedure

- Step 1** In the management center: Select **System > Integration**.
- Step 2** Click **Cloud Services**.
- Step 3** Enable the slider for **Cisco Cloud Event Configuration** or **Cisco Cloud** (depending on your management center version).
- Step 4** If you have not already done so, and your management center offers a **Cisco Cloud Region** option: Select the Cisco Cloud Region on which you have created your account.
- Step 5** Enable the types of events to send to the cloud.

Starting in release 7.0, events you send to the cloud can be used for multiple integrations:

Integration	Supported Event Options	Notes
Cisco Security Analytics and Logging (SaaS) (Starting with version 7.0)	All	High priority connection events include: <ul style="list-style-type: none"> • Security Intelligence connection events • Connection events related to file and malware events • Connection events related to intrusion events
Cisco SecureX and Cisco SecureX threat response	Depending on your version: <ul style="list-style-type: none"> • Some connection events* • Intrusion • File and malware events 	* If you send connection events, Cisco SecureX and Cisco SecureX threat response support only Security Intelligence events.

Note Starting with release 7.1,

- If you enable **Send Intrusion Events to the cloud**, the events are sent from the management center device along with the impact flag.
- If you enable **Send File and Malware Events to the cloud**, in addition to the events sent from the threat defense devices, retrospective events are sent from the management center device.

Step 6 Click **Save**.

If the **Save** button is unavailable, this means the management center is already registered to the selected regional cloud.

Step 7 Verify that the feature is properly enabled:

- Wait a few minutes to allow the systems to synchronize.
- On the same page that you enabled the feature, click the link to view the Cisco Cloud configuration. (The link is in the same **Cisco Cloud** box.)

Security Services Exchange opens in a new browser window.

- Sign in using the credentials that you use to access your SecureX account.
- Click **Devices**.
- Verify that your management center and its managed devices appear on the list.

What to do next

Continue with the remaining steps in [How to Send Events Directly to the Cisco Cloud and Integrate with SecureX, on page 4](#).

Verify that Events Reach Security Services Exchange (Via Direct Connection)

Before you begin

Verify that the events you expect appear in device as expected.

Procedure

-
- Step 1** If you are not already working in Security Services Exchange, [Access Security Services Exchange, on page 6](#).
- Step 2** Click **Events**.
- Step 3** Look for events from your device.

If you do not see expected events, see the tips in [Troubleshoot a Direct Integration, on page 17](#) and look again at [How to Send Events Directly to the Cisco Cloud and Integrate with SecureX, on page 4](#).

How to Configure the SecureX Ribbon on the Management Center

The ribbon feature was introduced in the release 7.0.

To pivot from the management center to integrate with SecureX and cross-launch into other Cisco security products, configure this option.

Step	Do This	More Information
1	Review the account requirements for configuring the SecureX ribbon.	See Account Requirements for Configuring the SecureX Ribbon, on page 13 .
2	Obtain the Redirect URLs for the API Client from the management center web interface.	In the management center web interface, click System (⚙) > SecureX , and copy the two Redirect URLs from the SecureX Configuration widget.
3	Generate an API client for the management center in SecureX.	See Generate an API Client for the Management Center in SecureX, on page 14 .
4	Enable the SecureX ribbon in the management center.	See Enable the SecureX Ribbon in the Management Center, on page 15 .

Account Requirements for Configuring the SecureX Ribbon

In order to configure the SecureX ribbon on the management center, ensure that:

- You have one of the following accounts on the regional cloud you use:
 - Cisco Security Account
 - Secure Endpoint account
 - Secure Malware Analytics account

- SecureX account
- Your organization, you, and each authorized user have accounts on SecureX.
- You have administrator privileges in the management center, SecureX, and Cisco SecureX threat response.

Generate an API Client for the Management Center in SecureX

The SecureX ribbon on the management center communicates with the SecureX APIs programmatically using an API client. Create an API client for the management center.

Before you begin

Obtain the Redirect URLs for the API Client from the management center web interface. In the management center web interface, click **System** (⚙️) > **SecureX**, and copy the two Redirect URLs from the **SecureX Configuration** widget.

SecureX Configuration

This feature is currently disabled.

This feature allows FMC to integrate with other SecureX services via SecureX ribbon.

Follow these steps to configure SecureX

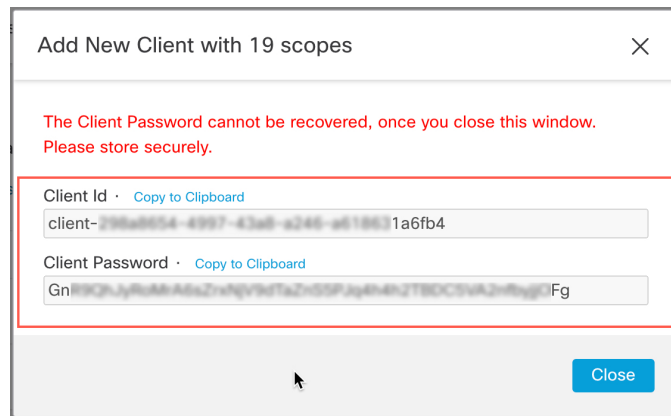
1. Confirm your cloud region
Currently selected region: `stage-api-sse.cisco.com`
To change the cloud region, go to [System / Integration / Cloud Services](#).
2. Create a SecureX API client 🔗
Copy and paste the URL below into the "Redirect URL" field:
Copy to Clipboard
1 `https://s32s81-996-vrouter.cisco.com-68818/secu`
Then click on "Add another Redirect URL" and copy and paste the URL below:
Copy to Clipboard
2 `https://s32s81-996-vrouter.cisco.com-68818/secu`
3. Enter the Client ID and password
Client ID
Client Password Hidden after refresh
 Show Password

Procedure

Step 1

Go to <https://sign-on.security.cisco.com/>.

- Step 2** Sign in using your regional cloud account.
- Step 3** If prompted, authenticate using Duo Security.
- Step 4** Choose your region to launch SecureX.
- Step 5** Go to **Administration > API Clients**.
- Step 6** Click **Generate API Client**.
- Step 7** Enter a name for the API client.
- Step 8** Click the **OAuth Code Clients** tab.
- Step 9** Choose **Ribbon** from the **Client Preset** drop-down list.
- When you select the Ribbon client preset, the scopes that are required for Ribbon are automatically selected.
- Step 10** Enter the first Redirect URL that you copied from the management center web interface.
- Step 11** Click **Add another Redirect URL**, and enter the second Redirect URL that you copied from the management center web interface.
- Step 12** Choose the **Availability** from the drop-down list. You can make the client available to User or Organization.
- If you choose **Organization** (recommended), only members of your organization have the ability to approve the client.
- If you do not select an **Availability** option, it is set to **Organization** by default.
- Step 13** Click **Add New Client**.
- The **Client Id** and **Client Password** are generated, and are displayed in the **Add New Client** window.



Note The Client Password cannot be recovered after you close the window. Be sure to securely store it where you have access to it later, if needed. If you lose or disclose the client password, you must delete the API client and create a new one.

Enable the SecureX Ribbon in the Management Center

When you enable the ribbon, it appears on the bottom of every page in the management center and is visible to all the management center users. However, only authorized users with SecureX access can use it.



Note It is not currently possible to disable authorization for a user once enabled.

Before you begin

- Your organization, you, and each authorized user need accounts on SecureX.
- You must have administrator privileges in both the management center and SecureX.
- Select the appropriate regional cloud in the management center. In the management center web interface, click **System** (⚙️) > **Integration**, and select an appropriate region in the **Cisco Cloud Region** widget.
- Keep the API client ID and password handy. For instructions to obtain the API client ID and password, see [Generate an API Client for the Management Center in SecureX, on page 14](#).

Procedure

Step 1 Enable the ribbon in the management center:

- a) Sign in to your management center with an administrator account.
- b) Choose **System** (⚙️) > **SecureX**.
- c) Enable the slider, and enter the API client ID and password.
- d) Click **Save**.

The ribbon is now visible to all the management center users.

- e) Refresh the management center page to see the ribbon.

The ribbon appears at the bottom of the window.

Step 2 Authorize your access to the ribbon:

(Each management center user must do this step the first time they click the ribbon.)

- a) Click the ribbon.

The SecureX ribbon pane expands at the bottom of your window.

- b) Click **Get SecureX**.
- c) Sign in to SecureX if prompted.
- d) Click the option to authorize access.

You will be returned to the management center window.

The ribbon is ready to use.

What to do next

- Ensure that all the management center users who will use the ribbon have an account on the SecureX cloud.

- To use the ribbon or set ribbon preferences, see the online help in SecureX.

The *Cisco SecureX Getting Started Guide*, available from <https://www.cisco.com/c/en/us/support/security/securex/series.html>, also includes information about the ribbon.

Troubleshoot 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, wait for an hour or two and then log in to your cloud account.
- Make sure you are accessing the correct URL for the regional cloud 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 Security Services Exchange, link the account from which the device was licensed.
See [Link Smart Licensing Accounts, on page 8](#).
 - License the device from a linked account:
Disable the integration on the Secure Firewall Management Center or Secure Firewall device manager, unregister the current license from the device, re-license the device from a linked account, then re-enable the integration in the Secure Firewall device manager or Secure Firewall Management Center.
- Make sure you are looking at the same regional cloud that you selected in your 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 the Secure Firewall Management Center is not listed correctly on the Security Services Exchange Devices page

(Releases earlier than 6.4.0.4) Manually give the device a unique name: Click the **Edit** icon for each row in the Devices list. Suggestion: Copy the IP address from the Description.

This change is valid only for this Devices list; it does not appear anywhere in your deployment.

(Releases from 6.4.0.4 to 6.6) Device name is sent from the Secure Firewall Management Center to Security Services Exchange only at initial registration to Security Services Exchange and is not updated on Security Services Exchange if the device name changes in the Secure Firewall Management Center.

On the Devices page in Security Services Exchange, previously registered devices unexpectedly show as Unregistered

If these devices are threat defense devices managed by Secure Firewall device manager, and you enabled integration with Cisco Defense Orchestrator after you registered your devices with Security Services Exchange

for integration with SecureX or , and you have not yet merged your accounts, complete the procedure in [Link Your Cisco Defense Orchestrator and SecureX or Cisco XDR Tenant Accounts, on page 7](#).

Expected events are missing from the 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 and verify that the expected events appear.
- If you are using Secure Firewall device manager, check your access rule logging settings.
- Check your configurations for automatic deletion (filtering out events) in the **Eventing** settings on the **Cloud Services** page in Security Services Exchange.
- For more troubleshooting tips, see the online help in Security Services Exchange.

Some events are missing

- If you send all connection events to the cloud, SecureX and Cisco SecureX threat response integrations uses only security connection events.
- If you are using custom Security Intelligence objects in the Secure Firewall Management Center including global block or allow lists and Secure Firewall threat intelligence director, you must configure Security Services Exchange to auto-promote events that are processed using those objects. See information in the Security Services Exchange online help about promoting events to incidents.

Failed to save the SecureX configuration

If the Secure Firewall Management Center page fails to save the SecureX configuration,

- Verify that the Secure Firewall Management Center has connectivity to the cloud.
- Ensure that you modify SecureX configuration from the global domain.

SecureX enablement failed due to timeout

After starting the configuration, Secure Firewall Management Center page waits 15 minutes to receive the authorization before it times out. Ensure that you complete the authorization within 15 minutes. Click **Enable SecureX** to start a new authorization request after a timeout.