

Webhook-based Security

Events are not Received at the On-prem HTTP Connector for SIEM Integration

Contents

Issue

Webhook-based security events are not being received at the on-premises HTTP connector for SIEM integration.

Environment

- Product: Cisco Secure Access (SSE)
- Technology: Solution Support - Secure Access Reporting and Logging
- Integration Type: Webhook-based third-party integration
- Target Connector: On-premises HTTP connector
- Dashboard Status: Third-party integrations load successfully in Admin > Third Party Integrations

Resolution

To resolve webhook delivery issues with Cisco Secure Access third-party integrations, configure firewall rules to allow inbound HTTPS traffic from these Cisco SSE source IP ranges.

Required Firewall Configuration

Allow inbound HTTPS traffic from these Cisco SSE source IP ranges to your on-premises connector:

146.112.161.0/24

146.112.163.0/24

146.112.165.0/24

146.112.167.0/24

These IP ranges represent the shared IP addresses used by Cisco SSE from both EU and US regions for webhook delivery.

Verification Steps

Step 1: Verify third-party integration status in SSE dashboard.

Navigate to Admin > Third Party Integrations in your SSE dashboard and confirm that integrations are loading correctly.

Step 2: Configure firewall rules.

Update your network firewall and any intervening firewalls to allow inbound HTTPS connections from the provided IP ranges.

premises connector server.

Step 3: Monitor webhook event delivery.

After implementing the firewall changes, monitor your on-premises HTTP connector to verify that webhook events are being received from Cisco SSE.

Additional Troubleshooting

If webhook events are still not received after configuring the firewall rules:

- Verify that the on-premises connector is properly configured and listening on the expected port.
- Check network connectivity between the SSE source IPs and your connector endpoint.
- Review webhook integration configuration in the SSE dashboard.
- Consider scheduling a live troubleshooting session to review webhook delivery in real-time.

Cause

The webhook delivery failure occurs when network firewalls block inbound HTTPS connections from Cisco SSE source IP addresses to the on-premises HTTP connector. Cisco SSE uses specific IP ranges from shared infrastructure in EU and US regions to deliver webhook events, and these must be explicitly allowed through firewall configurations for successful event delivery.

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