

Machine Tunnel XML File Disappears in Secure Access for XDR-Managed Clients

Contents

Issue

The machine tunnel XML configuration file used by Cisco Secure Access (Secure Client Remote Access VPN) disappears unexpectedly causing machine tunnel to unable to connect.

Environment

- Cisco Secure Access - Secure Client Remote Access (VPN, Posture, Private Resource)
- Deployment template: A deployment package on XDR
- Cloud Management and Zero Trust Access (ZTA) components present
- Client machine managed by the XDR deployment package
- Machine tunnel configured and operational

Resolution

The issue was resolved by embedding the machine tunnel XML configuration directly within the deployment package to protect it from deletion by Cloud Management enforcement policies.

Step 1: Modify Deployment Package Configuration

The machine tunnel XML configuration was embedded directly within the **JAY-TEST** deployment package. This approach protects the XML file from deletion by Cloud Management enforcement policies.

These are the deployment package modification steps:

1- Identify the deployment package assigned to the machine.

2- Edit the deployment package.

3- Create or upload a VPN Management Tunnel profile.

4- Upload the Machine Tunnel VPN XML file.

5- Assign the Machine Tunnel Profile.

6- Save the configuration.

7- Deploy the package to the client machines.

Step 2: Test Modified Configuration

After implementing the embedded XML approach, testing confirmed that the machine tunnel XML no longer disappeared after closing and reopening the VPN authentication window. The configuration remained persistent and stable.

Step 3: Verify Resolution

Post-implementation testing validated that normal operation was restored, with the machine tunnel maintaining both connectivity and configuration persistence regardless of authentication window manipulation.

Cause

The root cause was identified as a conflict between the Cloud Management configuration enforcement policies and the machine tunnel XML file storage mechanism. During the periodic XDR package updates then machine tunnel XML file was getting deleted as it was not assigned to the deployment package

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