

Secure Firewall FMC Registration Fails After Restore

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Issue

After restoring a Cisco Secure Firewall Management Center (FMC) from an older backup that did not contain recent FTDs, attempting to register these FTDs to the FMC result in the error message:

```
Failed to issue certificate to device.
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Previous troubleshooting steps, such as removing and re-adding the FMC manager on the FTD devices, did not resolve the issue. Guidance is required on how to clear or correct related files that can cause FMC registration failures.

Environment

- Technology: Cisco Secure Firewall Firepower - 7.0
- Subtechnology: Firepower Management (FMC / cdFMC / FDM) - 7.0
- FMC Software Version: 9.18.4
- FPR3110 FTD Devices (newly added, not present in older FMC backup)
- Recent change: FMC restored from backup, FTDs previously registered but not present in restored backup
- Error: "Failed to issue certificate to device" when registering FTDs to FMC
- Multiple prior attempts to remove and re-add FMC manager on FTDs

Internal Escalation

Engage internal escalation teams for validation and assistance when conducting manual intervention on device database.

To resolve the FMC registration failure due to certificate assignment issues after a restore, adhere to these detailed steps and formatted command and output examples for clarity.

Cause

The underlying cause of the registration failure is an improper FMC restore from backup. As stated in Cisco documentation, restoring an FMC backup to an already-imaged FMC device. Restoring an FMC backup to an already-configured FMC can cause database conflicts such as mismatched certificate assignment files ("serial" and "serial.ol

Related Content

- [Cisco Technical Support & Downloads](#)
- [Restore on a Reimaged Management Center](#)

- Cisco Bug IDs: CSCwk70545, CSCwd08448, CSCvx90840
- Related Cases: 699153777, 695273860, 698528439, 698522515, 699376877, 699840417, 695068700, 694553