

# Secure Firewall FMC Registration Fails After Restore

## Contents

---

---

## 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.

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 step-by-step 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 can cause database conflicts such as mismatched certificate assignment files ("serial" and "serial.old").

## 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