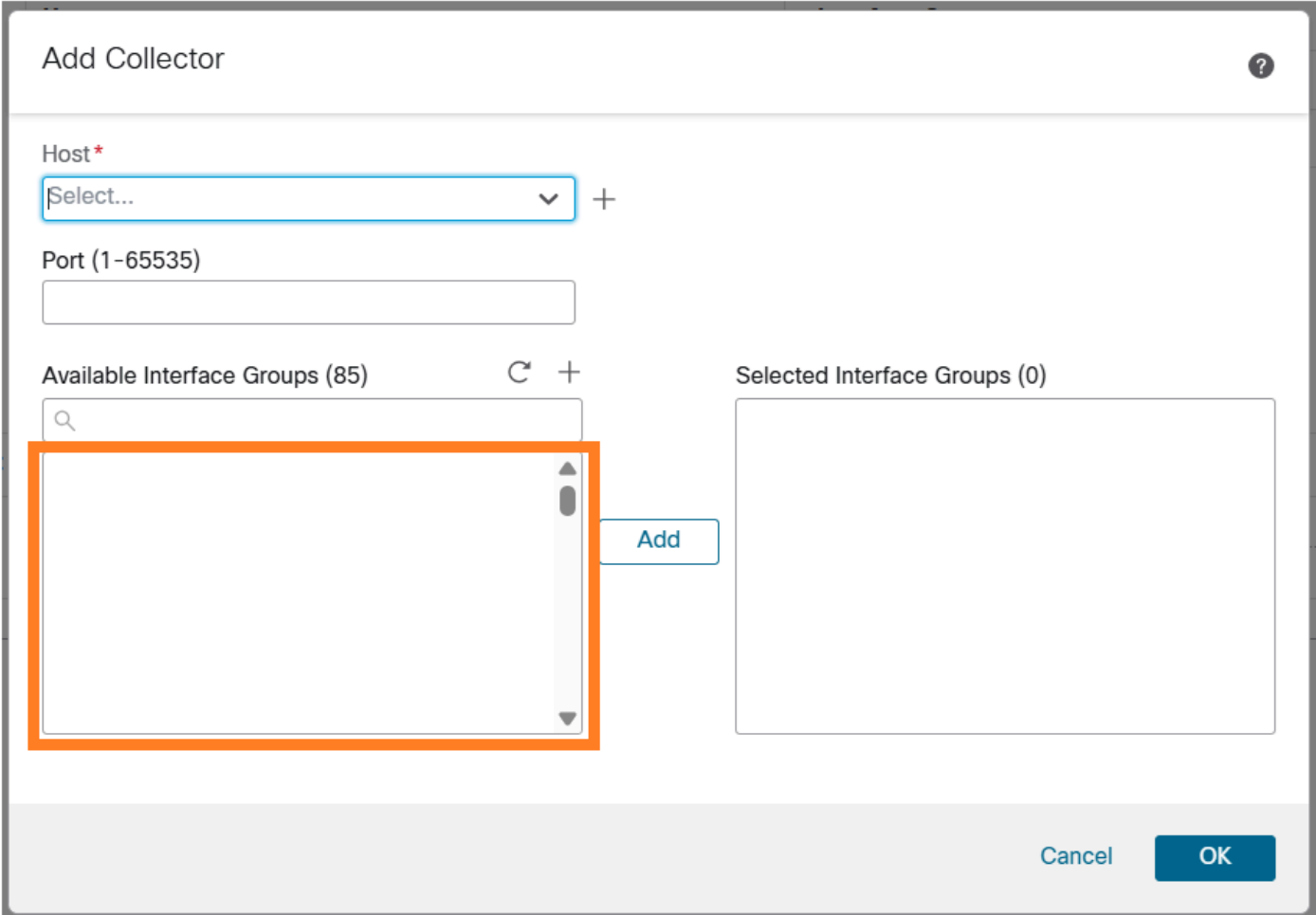


Troubleshoot Interface Group Selection Failure When Configuring NetFlow Collectors in FMC

Issue

When configuring NetFlow collectors in Secure Firewall Management Center (FMC) version within a specific domain, existing interface groups are not visible or selectable in the UI. Although the interface groups exist, their absence from the UI prevents proper NetFlow export configuration, impacting the collector's functionality.



The screenshot shows the 'Add Collector' dialog box. It has a title bar with a question mark icon. Below the title bar, there are several fields: 'Host*' with a dropdown menu showing 'Select...' and a plus sign; 'Port (1-65535)' with an empty text input; 'Available Interface Groups (85)' with a search icon and a plus sign, and a list area that is empty and highlighted with an orange border; and 'Selected Interface Groups (0)' with an empty list area. An 'Add' button is positioned between the two list areas. At the bottom right, there are 'Cancel' and 'OK' buttons.

inline_image_0.png



Note:

The issue was seen under a specific FMC domain, but in theory, it can also impact the Global FMC domain.

Environment

- Software Version: First seen on 7.6.2.1 (build 3), other software versions could be also affected
- FMC Appliance: Any
- Problem observed in a specific FMC domain, but in theory, it can also impact the Global FMC domain
- Existing interface groups configured but not selectable in NetFlow configuration UI
- Recent change: FMC upgrade to 7.6.2.1. Other software versions could be also affected

Resolution

To identify the cause of the problem and resolve the issue, these steps were performed:

Identify the Affected Interface Group and Object

Step 1: Enable the browser inspection tools:

- In Firefox, open **Web Developer Tools (CTRL + SHIFT + I)**.
- In Chrome, open **Developer Tools (CTRL + SHIFT + I)**.

Step 2: Reproduce the problem:

```
▼ Validation failed with 1 error(s)
✖ data.items[35] = {
  "id": "21251620-222c-11ed-ab2f-9a1374c04d31",
  "type": "InterfaceGroup",
  "links": {
    "self": "https://10.48.68.250:3144/api/fmc_config/v1/domain/ec814deb-1090-c604-a460-000000000001/object/interfacegroups/21251620-222c-11ed-ab2f-9a1374c04d31",
    "parent": "https://10.48.68.250:3144/api/fmc_config/v1/domain/ec814deb-1090-c604-a460-000000000001/object/interfaceobjects"
  },
  "metadata": {
    "readOnly": {
      "state": false
    },
    "parentType": "InterfaceObject",
    "timestamp": 1750333582,
    "lastUser": {
      "name": "admin",
      "id": "68d03c42-d9bd-11dc-89f2-b7961d42c462",
      "type": "user"
    },
    "domain": {
      "name": "UTP",
      "id": "ec814deb-1090-c604-a460-000000000001",
      "type": "Domain"
    }
  },
  "interfaces": [
    {
      "type": "SubInterface",
      "id": "00505693-0FB0-0ed3-0001-090923429423",
      "name": "Port-channel1.31"
    }
  ],
  "interfaceMode": "ROUTED"
}, must have required property 'name' (per #/required)
```

inline_image_0.png

In this output, the subinterface Port-channel1.31 produces an error.

Step 3: Navigate to **Objects > Object Management > Interface**. Identify the interface group where the Port-channel1.31 subinterface is a member of. In this case, the problematic interface **Port-channel1.31 (GW)** is a member of the interface-group **obj_ig1**.

Remove the Affected Interface from the Interface Group

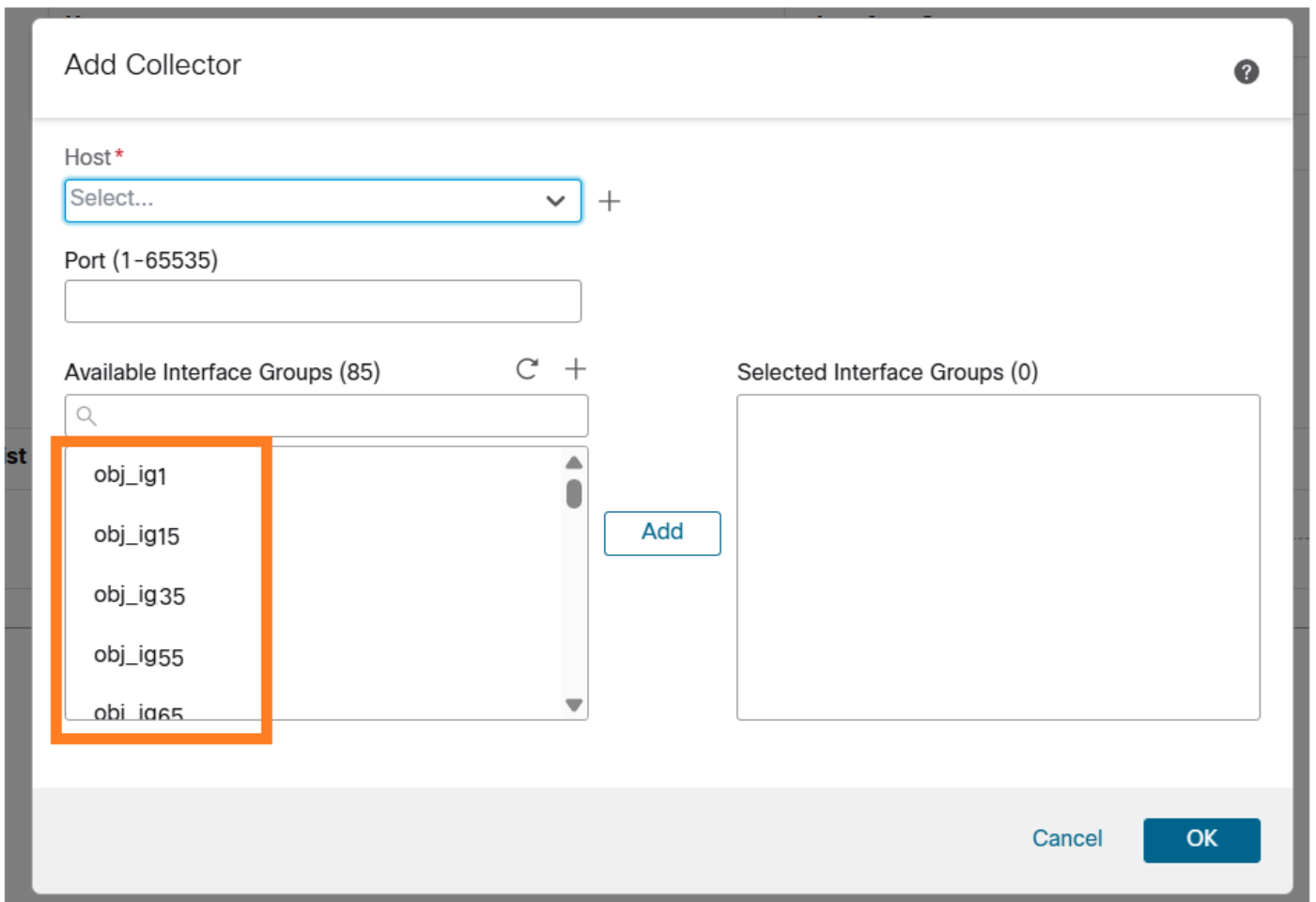
Step 4: Edit the interface group, remove the interface, and **Save**:

The screenshot shows the 'Interface Group' configuration interface. The 'Name' field contains 'obj_ig1'. The 'Interface Type' is set to 'Routed'. Under 'Available Interfaces', 'fw-ha' is selected, and 'GW' is highlighted in the list. An 'Add' button is located between the 'Available Interfaces' and 'Selected Interfaces' sections. Under 'Selected Interfaces', 'fw-ha' is expanded to show 'GW', which has a trash icon next to it highlighted with an orange box. At the bottom right, there are 'Cancel' and 'Save' buttons.

inline_image_1.png

Step 5: Edit again the same interface group, re-add the interface and **Save**.

Step 6: Navigate again to **Platform Settings > Netflow** and click on **Add Collector**. After performing these steps, the



inline_image_2.png

Cause

The issue was caused by a corrupted or invalid interface-group reference associated with the subinterface **Port-channel1.31 (GW)** in the interface group **obj_ig1**. Specifically, the subinterface **Port-channel1.31 (GW)** had an invalid interface-group reference in the backend. This backend corruption prevented the interface group from being displayed correctly.

Cisco bug ID [CSCws94287](#) was filed to track this problem.

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