

# Configure and Troubleshoot AI Assistant on FMC Devices

## Contents

---

### [Introduction](#)

### [Prerequisites](#)

[Requirements](#)

[Components Used](#)

### [Background Information](#)

### [Configure AI Assistant](#)

### [Best Practices for Using the AI Assistant](#)

### [Automate Policy Rule Creation](#)

### [Troubleshoot](#)

[Connectivity and Access Issues](#)

[Automated Ticket Creation](#)

### [Related information](#)

---

## Introduction

This document describes how to configure and troubleshoot the AI Assistant on Cisco Secure Firewall Management Center (FMC) devices.

## Prerequisites

A valid subscription of the supported Cisco Security products:

- Security Cloud Control (SCC)
- On-Prem Firewall Management Center (FMC) (v7.6 or later)
- The FMC requires outbound internet access to reach Cisco cloud services
- AI Assistant is available only to FMC users with the Administrator role
- When running FMC in high availability mode, AI Assistant is not available on the standby unit
- Firewall Management Center must be integrated with Cisco Security Cloud

## Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Secure Firewall Management Center
- Cisco Secure Firewall Threat Defense (FTD)

## Components Used

Firewall Management Center integrated with Cisco Security Cloud on version 7.6.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

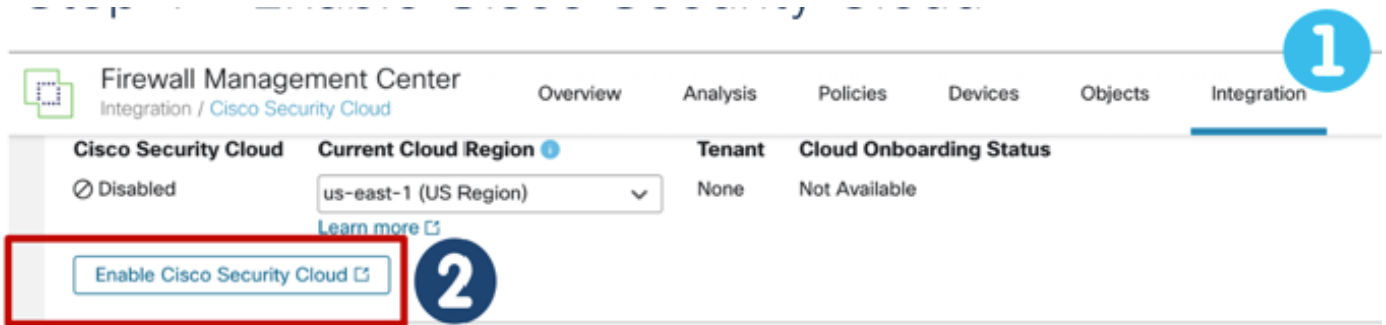
## Background Information

Cisco AI Assistant within FMC streamlines network security management by leveraging advanced AI to simplify complex tasks. By providing proactive insights, contextual guidance, and accelerated troubleshooting, it helps teams optimize security policies and reduce operational overhead.

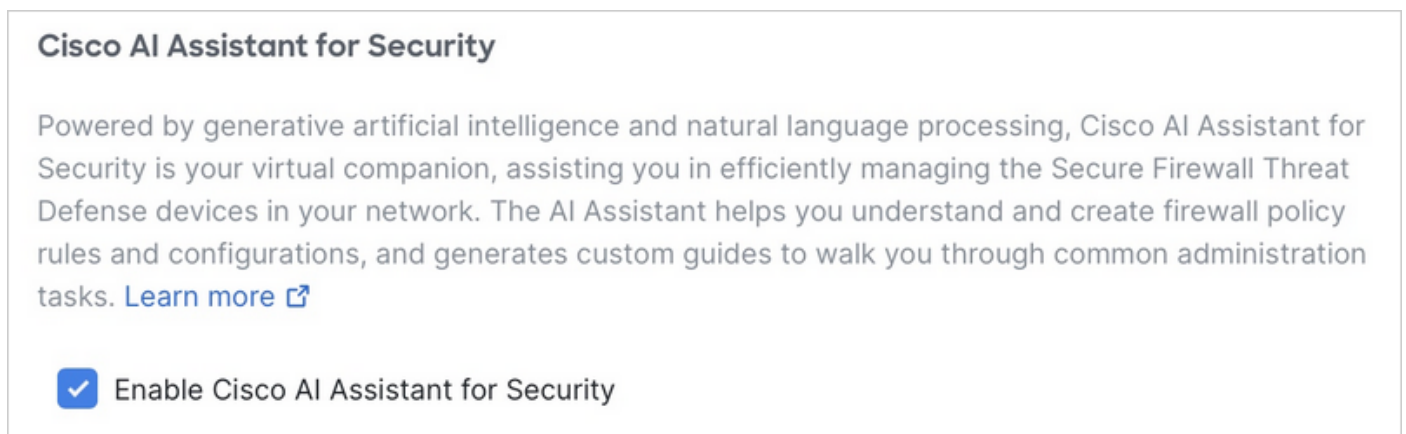
This tool facilitates administrators to make faster, data-driven decisions, significantly enhancing the overall security posture of the infrastructure. Designed for efficiency, Cisco AI Assistant transforms how you manage firewalls, ensuring robust protection against evolving threats while maintaining clear visibility and control across your digital environment.

## Configure AI Assistant

Step 1. You need to integrate the Firewall Management Center with the Cisco Security Cloud. You can integrate the FMC by navigating to **Integration > Cisco Security Cloud > Enable Cisco Security Cloud**.



Step 2. Check the **Enable Cisco AI Assistant for Security** box and **save** your changes.



Step 3. Once enabled, a new icon appears in the menu bar for AI Assistant.

Search

Deploy



6



**Note:** The AI Assistant requires 24 hours to synchronize with the policy database. As a result, responses to policy-related inquiries can reflect data that is up to one day old. This synchronization process does not affect other functionalities, and you can continue to use the AI Assistant without interruption.

Step 4. Click **the widget** to launch the AI Assistant. Upon your first access to the AI Assistant, an introductory carousel appears. This guide explains how the system maintains your data privacy and provides helpful tips to optimize your experience.



## Welcome to your AI Assistant

Powered by generative artificial intelligence and natural language processing, the AI Assistant serves as your virtual companion, dedicated to assisting you in efficiently managing your Cisco Security products starting with Secure Firewall Threat Defense (FTD).



Cancel

Next

Within the introductory carousel, click **Next** to review how the AI Assistant processes your information.



### The Assistant does not share your personal data

The AI Assistant operates based on a large language model (LLM) which is designed to provide responses based on the questions it receives. It does this without collecting or storing any of your personal (PII) data. It does, however, retain past conversations you have had so you can easily reference them in the future.



### The Assistant strives for transparency

Where it can, the AI Assistant provides the sources of information used to answer your question. All data sources used in improving the AI Assistant are documented and accessible via our FAQ's.

## The AI Assistant is committed to your Privacy



Cancel

Back

Next

Step 5. Click **Launch AI Assistant** to open the AI Assistant in a dialog box window.

The screenshot shows a dialog box window titled "AI Assistant". On the left side, there is a sidebar with a "Threads" section containing a "New thread" button and a "Previous" section with a link "How do I schedule a recurrin...". The main area of the dialog box features a large blue circular logo with a green and blue gradient. Below the logo, the text reads "How can I help today?" followed by a disclaimer: "Choose a suggestion or use the text field to ask a question. I have limitations and won't always get it right, but your feedback will help me improve." There are four suggestion buttons: "How do I create a basic security policy for FTD?", "How do I schedule a recurring backup?", "How do I upgrade my FTD/FMC to latest version?", and "How do I configure/troubleshoot VPNs?". At the bottom, there is a text input field with the placeholder "Ask the AI Assistant a question" and a blue arrow button. A small disclaimer at the very bottom states: "Assistant can make mistakes. Verify responses. Learn how the AI Assistant handles personal data at [AI Assistant disclosures](#)."



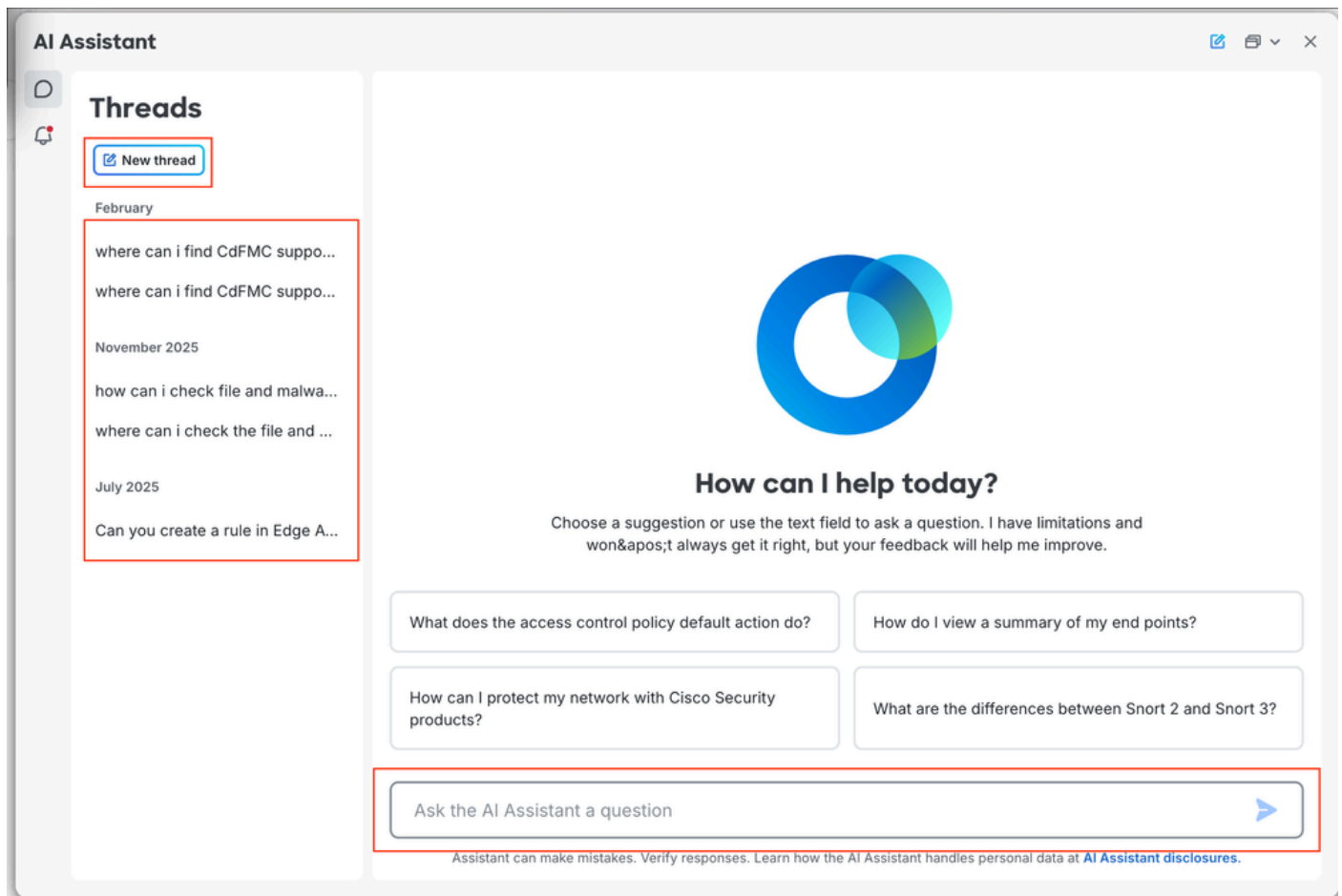
**Note:** Feedback: The AI Assistant has an option to provide feedback for its responses. Click **thumbs up** to show appreciation or **thumbs down** to let the assistant know that it can do better.

## Best Practices for Using the AI Assistant

The AI Assistant is a powerful tool designed to streamline policy management, accelerate troubleshooting, and optimize your overall security posture. To ensure you receive the most accurate and actionable insights, consider the best practices:

- **Be Precise:** Avoid overly broad queries. Provide specific details regarding the objects, rules, or incidents you are currently investigating.
- **Provide Context:** When troubleshooting connectivity issues, include relevant environmental details, such as the specific devices, zones, or interfaces involved.
- **Iterate for Depth:** If the initial response does not fully address your needs, use further questions to refine the AI output.

Once you submit a query, the AI Assistant generates a response, often including links to relevant documentation for further reading. To start a new conversation, simply click the **New Thread** button or enter your next question in the text box at the bottom of the screen. You can review your interaction history at any time by clicking the **Threads** section in the left-hand navigation menu.



## Automate Policy Rule Creation

The image demonstrates the AI Assistant's ability to streamline policy configuration. By simply stating the desired parameters as the policy name, source network, and application user triggers the AI to generate a structured summary of the proposed rule. This interface provides administrator validation step, where the system presents the configuration in a clear table for review. Finally, the AI confirms the action and provides a status notification, informing the user that the rule has been created in a disabled state, ensuring that the administrator maintains full control over the final deployment of the policy.

You

Can you create a rule in Default Access Control Policy, Name: Allow Youtube, Action: Allow, Source network: Test, Destination network: any, Application Youtube

AI Assistant Confirmation

07/18/2025

Here is your rule recommendation. This rule will be added in policy **Default Access Control Policy**.

Source Networks	Action	Policy Name	Rule Name	Applications	Destination Networks	Section
IPv4-Benchmark-Tests	ALLOW	Default Access Control Policy	Allow Youtube	YouTube	any-ipv4	DEFAULT

Congratulations, your rule named **Allow Youtube** is successfully created in policy **Default Access Control Policy**. The rule is created in a **disabled state** as of now. You can enable it from your policy detail page.

## Troubleshoot

If you encounter issues while accessing or using the AI Assistant, please perform these diagnostic steps:

### Connectivity and Access Issues

- **Cloud Connectivity Verification:** The AI Assistant relies on a stable connection to Cisco cloud services. Navigate to **Integration > Cisco Security Cloud** and ensure the status is set to **Enabled** and that port 8989 is open and not being blocked by your firewall, and check that the Cisco security cloud region/tenant is correct.
- **Proxy Configuration:** If your environment utilizes a proxy server, verify that the FMC is correctly configured to route traffic through it.
- **Missing Icon:** If the AI Assistant icon is not visible, ensure the FMC has been successfully onboarded to SSC and that port 8989 is open and not being blocked by your firewall.
- **"Something went wrong" Error:** This typically points to a connectivity issue between the FMC and SSC. Confirm that the onboarding process was completed successfully and that port 8989 is open and not being blocked by your firewall.
- **Outdated Information:** The AI Assistant can take up to 24 hours to synchronize with your current policy database. If you have recently made critical configuration changes, please allow for this sync period before expecting the assistant to reflect those updates.
- **Error on SCC (HA Environments):** If your FMC is part of a HA pair, a failover from Standby to Active can interrupt the cloud connection. In this scenario, you need to disable and re-enable the cloud integration on the newly active device to restore functionality.

For additional troubleshooting, collect browser console logs to identify potential errors:

To access Developer Tools:

- Chrome, Edge: Press F12 or Ctrl+Shift+I (Cmd+Option+I on macOS).
- Firefox: Press F12 or Ctrl+Shift+K (Cmd+Option+K on macOS).

Once the Console is open, refresh the page. Any errors appear in red text. **Right-click** the console area to **save** the log as a file if you need to share it for further investigation.

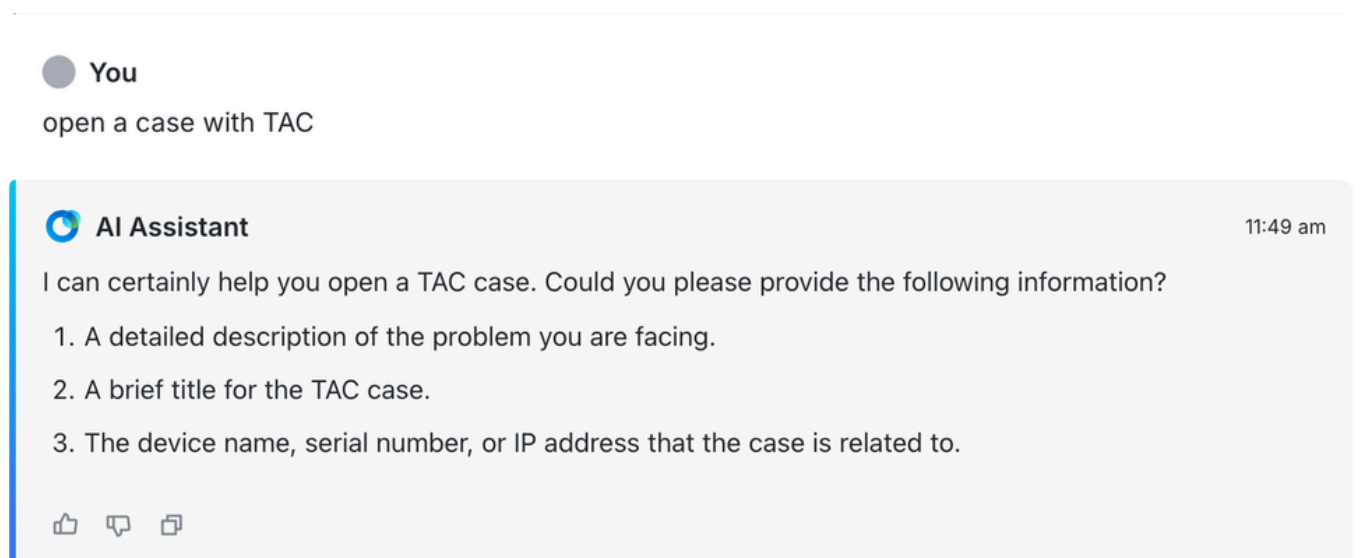
### Automated Ticket Creation

The AI Assistant streamlines the support process by recommending a ticket when automated solutions are insufficient, while also allowing administrators to initiate a manual support request at any time.

Once a case is created in the Support Case Manager, the assistant provides you with all relevant details for tracking and case management.

Manage your support requests quickly and efficiently by performing these steps:

- **Launch:** Open the AI Assistant by clicking the **icon** in the top-right corner of your dashboard.
- **Query:** Enter your **technical question** or **issue** into the chat box to begin the session.
- **Analyze:** Review the troubleshooting steps or solutions provided by the assistant.
- **Escalate:** If the automated suggestions do not resolve your issue, use the prompt to open a case with TAC.
- **Manual Trigger:** You can manually initiate a support request at any time by typing the prompt: **Open a Case with TAC**



The screenshot shows a chat window with a white background. At the top left, there is a grey circular profile icon followed by the text "You". Below this, the user's message "open a case with TAC" is displayed. The AI Assistant's response is contained within a light grey rounded rectangle. It starts with a blue circular icon containing a white robot head, followed by the text "AI Assistant" and the timestamp "11:49 am" on the right. The assistant's message reads: "I can certainly help you open a TAC case. Could you please provide the following information?" followed by a numbered list of three items: "1. A detailed description of the problem you are facing.", "2. A brief title for the TAC case.", and "3. The device name, serial number, or IP address that the case is related to." At the bottom left of the assistant's message box, there are three small icons: a thumbs up, a thumbs down, and a copy icon.

## Related information

[Prompt Guide for Cisco AI Assistant](#)

---