

FMC Does Not Show New SIP Connection Events for VoIP Calls (Expected Behavior)

Contents

Issue

SIP traffic for VoIP calls does not appear as new connection/unified events in Cisco Secure Firewall Management Center (FMC), even though inbound and outbound calls are completed successfully.

This impacts monitoring and troubleshooting visibility only; call functionality is not affected.

Environment

- **Product:** Cisco Secure Firewall
- **Protocol:** SIP over TCP
- **Port:** TCP 5060

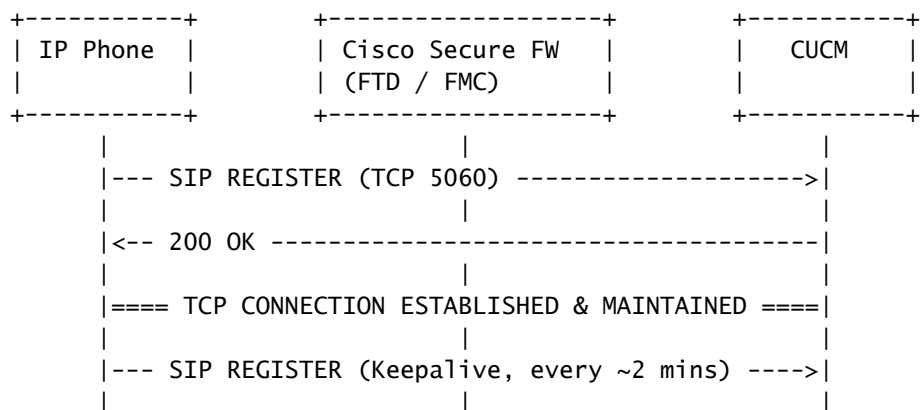
Resolution

No defect or configuration change is required.

- This is normal and expected firewall behavior for SIP over TCP.
- New SIP connection events only appear if: Existing SIP connections are cleared manually, or the TCP session naturally times out (not typical due to keepalives).
- Packet captures and functional call tests confirm traffic is passing correctly.

Cause

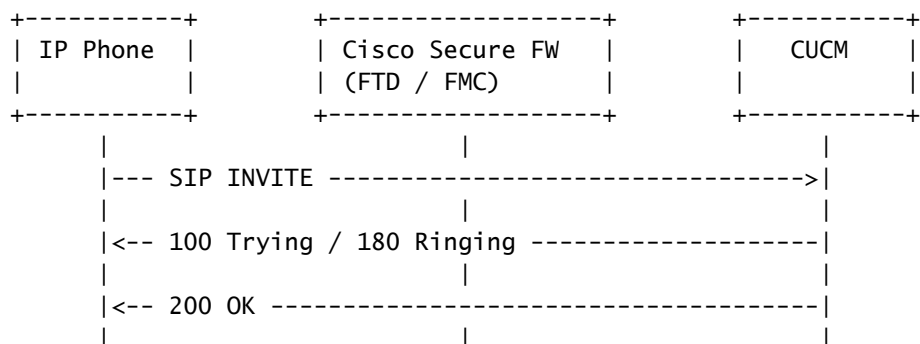
High-Level SIP Call Signaling Flow



Result

- A single long-lived TCP connection is created.
- FMC logs one connection event for TCP 5060.
- Periodic REGISTER messages keep the connection alive.

Call Setup Using SIP INVITE (Same TCP Session)



Key Points

- SIP INVITE uses the existing TCP 5060 session.
- No new source/destination IP or port.
- No new connection-start event is generated.

This behavior is expected for SIP over TCP:

- SIP phones send **SIP REGISTER** messages periodically (such as every 2 minutes).
- These REGISTER messages create long-lived TCP connections to CUCM on port 5060.
- **SIP INVITE** messages for calls reuse the existing TCP session (same source/destination IP and ports).
- Because the firewall is connection-based, no new connection-start event is generated when traffic matches an existing connection.
- TCP keepalives prevent the connection from timing out, so it remains active in the connection table.

Related Content