

Troubleshoot Interface Status Mismatch Between FMC GUI and Secondary FTD CLI in High Availability Configuration

Contents

Issue

After disabling the data interfaces of the Secure Firewall Threat Defense Virtual (FTDv) in high availability (HA, or failover) configuration in the Secure Firewall Management Center (FMC) User Interface (UI) and successfully deploying the policies these symptoms are observed:

1. The interface administrative status mismatches between the FMC UI and the secondary/standby FTD CLI. On FMC UI interfaces are administratively disabled, while on FTD CLI they are enabled.
2. The administrative status of the interfaces is different between the HA units: The interfaces are administratively shut down on the primary unit while on the secondary/standby unit the interfaces are administratively up:

```
<#root>
```

```
>
```

```
show failover
```

```
Failover On
Failover unit Secondary
Failover LAN Interface: FailoverLink GigabitEthernet0/7 (up)
Reconnect timeout 0:00:00
Unit Poll frequency 1 seconds, holdtime 15 seconds
Interface Poll frequency 5 seconds, holdtime 25 seconds
Interface Policy 1
Monitored Interfaces 8 of 311 maximum
MAC Address Move Notification Interval not set
failover replication http
Version: Ours 9.20(2)121, Mate 9.20(2)121
Serial Number: Ours ABC123, Mate DEF123
Last Failover at: 05:30:31 UTC Apr 7 2026
    This host: Secondary - Standby Ready
        Active time: 83 (sec)
        slot 0: ASAv hw/sw rev (/9.20(2)121) status (Up Sys)
```

```
Interface outside (192.168.1.1): Normal (Waiting)
```

```
<-- No shutdown
```

```
Interface inside (192.168.2.1): Normal (Waiting)
```

```
<-- No shutdown
```

```
Interface DMZ (192.168.3.1): Normal (Waiting)
```

```
<-- No shutdown
```

```
slot 1: snort rev (1.0) status (up)
slot 2: diskstatus rev (1.0) status (up)
Other host: Primary - Active
Active time: 188332 (sec)
```

```
Interface outside (192.168.1.1): Link Down (Shutdown)
```

```
<-- Shutdown
```

```
Interface inside (192.168.2.1): Link Down (Shutdown)
```

```
<-- Shutdown
```

```
Interface DMZ (192.168.3.1): Link Down (Shutdown)
```

```
<-- Shutdown
```

```
slot 1: snort rev (1.0) status (up)
slot 2: diskstatus rev (1.0) status (up)
```

```
...
```

The discrepancy prevented successful migration of the firewalls.

Environment

- FMC-managed FTDv version 7.4.2.4 in HA. Other software versions can also be affected.
- Primary unit is active, secondary is standby. The symptoms are relevant to active/standby state, irrespective of the primary/secondary role.
- Data interfaces are shutdown on FMC and policies are deployed.

Resolution

The symptoms are reproduced and documented in the Cisco bug ID [CSCwt99185](#) with documented workaround steps.

Cause

The interface status discrepancy is due to the Cisco bug ID [CSCwt99185](#).

Related Content

- Cisco bug ID [CSCwt99185](#).