

Troubleshoot Device Insights and Orbital Integration

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Introduction

This document describes the steps to configure the integration and troubleshoot Device Insights and Orbital integration.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

This document is not restricted to specific software and hardware versions.

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.

If you want to know more about the configuration, please review [here](#) the integration module details.

Background Information

SecureX Device Insights provides a unified view of the devices in your organization and consolidates inventories from integrated data sources, such as Orbital.

Troubleshoot

This section provides the information you can use to troubleshoot your configuration.

Connectivity

- REST API credential of sources can be used to test basic connectivity using tools like Postman.
- Once results of queries start to come from Orbital agents data is published to Remote Datastore.
- Validate if a Remote Datastore has been created for Device Insights, this can be verified from account settings.
- From the Remote Data Store details administrator, verify that Device Insights tenant ID, and URL of Device Insights is displayed, Status must be Authenticated.

Settings Refreshed: 2022-08-28 14:59:58

My Account Users Remote Data Stores Organizations Notifications

✓ Threat Response Private Intelligence Authorized + Add Remote Data Store Remote Data Store Docs

Name	ID	Added	Added By	Host	Status	
Threat Response Private Intelligence	0	1...	2022-08-28 14:59:11	Yeraldin Sanchez	private.intel.amp.cisco.com	Authenticated
#8012523	2fa	4...	2022-07-09 14:52:29	Yeraldin Sanchez	insights-apt.us.securex.cisco.com	Authenticated

- Navigate to the Results tab in order to see in a Job list the Job created by Device Insights

Results Refreshed: 2022-08-28 15:08:25

Name	Status	Created	Updated	Interval	Results	Result Rows	Type	Category	Creator	Remote Data Store	Errors
Device Insights - 101	Active	2022-07-28 16:07:42	0	24 hours	0	0	Device Insights	Custom	Yeraldin Sanchez	---	0

- From the SecureX portal, navigate to Administration, select the API Client and make sure Orbital is selected, as shown in the images.

SecureX Insights Test Yeraldin Sanchez client-d5 Device Insights Test

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View Client
Delete Client

Scopes • These are not editable after creation

- | | |
|---|---|
| <input type="checkbox"/> Notification | Receive notifications from integrations |
| <input type="checkbox"/> OAuth | Manage OAuth2 Clients |
| <input checked="" type="checkbox"/> Orbital | Orbital Integration. |
| <input type="checkbox"/> Private Intel | Access Private Intelligence |
| <input type="checkbox"/> Profile | Get your profile information |
| <input type="checkbox"/> Register | Manage register entries |

Availability

Organization

Approval Status

Approved

Description

Device Insights Test

Close

- Error "No response from endpoint, it may be offline" - This error means that the endpoint is turned off or does not have connectivity with Orbital cloud, please refer to the [Required Server Addresses for Proper Cisco Secure Endpoint & Malware Analytics Operations](#) document to make sure the IPs, ports and URLs are allowed.

Mismatch count

- If the device count is not matching, this is expected as Orbital does not maintain its inventory of endpoints that are > 90 days since version 1.14, it includes all endpoints that have had an Orbital connector installed at anytime, and not just the active ones in its inventory. When the device insights feature is active, it creates a recurring daily job for all endpoints to perform. After the job is run on the endpoint and the resulting device information is sent back to Orbital, SecureX is notified about the existence of that device from Orbital. If no job result for that device is received within 90 days, the Orbital endpoint is purged from the inventory in device insights.
- Orbital reinstallation results in a new GUID which can cause a duplicate in the console.

License

- Verify that the Secure Endpoint Console has the proper license to have access to Orbital.

Mac and Linux devices not displayed

- MacOS & Linux devices from Orbital source are not supported in Device Insights yet.

In case the issue persists with the Device Insights and Orbital integration, please see this [article](#) to collect HAR logs from the browser and contact TAC support in order to perform a deeper analysis.

Related Information

- [SecureX Reference Guide](#)
- [Orbital Troubleshooting](#)
- [Technical Support & Documentation - Cisco Systems](#)