Onboard a Firewall Threat Defense Device

There are various ways to onboard a Firewall Threat Defense device for management. See the following use cases for what best meets your environment:

Firewall Threat Defense Devices Managed by Cloud-delivered Firewall Management Center

Devices that are to be managed by the cloud-delivered Firewall Management Center can be brand new, reimaged, or currently managed by another managing platform. For onboarding prcoedures, see the Onboarding Overview, on page 1 for cloud-delivered Firewall Management Center.

Firewall Threat Defense Devices Managed by On-Premises Firewall Management Center

Devices that are managed by the on-premises management center are not actually onboarded to Security Cloud Control directly; when you onboard the on-premises management center, all of the devices that are managed by that platform are onboarded by association and are nested under the "FMC" device entry in the **Security Devices** page. For more information, see Onboard an On-Premises Management Center to Security Cloud Control.

Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center

Onboarding Overview

Review the following use cases and supported sofware versions that are compatible with cloud-delivered Firewall Management Center management.

Note You must ensure that the Firewall Threat Defense device ports have external and outbound access for the cloud-delivered Firewall Management Center to onboard them. There is no requirement for an on-premises or cloud-based Security Device Controller (SDC) for this operation. For more information, see Network Requirements.

To send Firewall Threat Defense Syslog events to the Cisco cloud, you can set up the Secure Event Connector (SEC). For more information, see Installing Secure Event Connectors.

Firewall Threat Defense Devices Currently Managed by Cloud-Delivered Firewall Management Center

The following scenarios occur when you either move or migrate a device to the cloud-delivered Firewall Management Center:

- If you delete a device from an on-premises management center or Secure Firewall Threat Defense FDM to onboard to the cloud-delivered Firewall Management Center, the change of managers wipes any policies configured through the on-premises management center.
- If you **migrate** a device from an on-premises management center to the cloud-delivered Firewall Management Center, the device retains the majority of your previously configured policies.

Note If you do not know if your device is already managed by an alternative manager, use the `show managers` command in the device's CLI.

Onboarding Methods

Cloud-Delivered Firewall Management Center supports the following onboarding methods:

- Registration Key - Onboard a device with a registration key. The initial device setup wizard is complete on the device.
- Zero-Touch Provisioning - Onboard a new factory-shipped device with its serial number. Note that this method only supports Firepower 1000, Firepower 2100, or Secure Firewall 3100 devices.

Note Version 7.0.3 does not support zero-touch provisioning.

- Zero-Touch Provisioning using a device template - Onboard new factory-shipped devices using serial numbers and a device template. Note that this method only supports Firepower 1000, Firepower 2100, Secure Firewall 1200 or Secure Firewall 3100 devices.

Prerequisites to Onboard a Device to Cloud-Delivered Firewall Management Center

Onboard Limitations and Requirements

Be aware of the following limitations when onboarding a device to the cloud-delivered Firewall Management Center:

- Devices **must** be running version 7.0.3, or version 7.2 and later. We **strongly** recommend version 7.2 or later.
- You can migrate an HA pair that is managed by an On-Premises Firewall Management Center by following the Migrate FTD to Cloud-Delivered Firewall Management Center process. Confirm both peers are in a healthy state prior to migrating.
- Only devices that are configured for local management and are managed by a FDM can be onboarded with the serial number and zero-touch provisioning methods.
- If the device is managed by an on-premises management center, you can either onboard the device to cloud-delivered Firewall Management Center or migrate the device. Migrating retains any existing policies and objects, whereas onboarding the device removes most policies and all objects. See Migrate FTD to Cloud-Delivered Firewall Management Center for more information.
- If your device is currently managed by a FDM, unregister all your smart licenses before you onboard the device. Even if you switch device management, the Cisco Smart Software Manager will retain the smart licenses.
- If you have previously onboarded a device that was managed by a FDM and deleted the device from Security Cloud Control with the intention of re-onboarding for cloud management, you **must** register the FDM to the Security Services Exchange cloud after deleting the device. See the "Access Security Services Exchange" chapter in the *Firepower and Cisco SecureX Threat Response Integration Guide.*

Tip Onboarding a device to the cloud-delivered Firewall Management Center removes any policies and most objects configured through the previous manager. If your device is currently managed by an on-premises management center, it is possible to migrate the device and retain your policies and objects. See Migrate FTD to Cloud-Delivered Firewall Management Center for more information.

Network Requirements

Before you onboard a device, ensure the following ports have external and outbound access. Confirm the following ports on the device are allowed. If communication ports are blocked behind a firewall, onboarding the device may fail.

Note You cannot configure these ports in the Security Cloud Control UI. You must enable these ports through the device's SSH.

Table 1: Device Port Requirements

Port	Protocol / Feature	Details
443/tcp	HTTPS	Send and receive data from the internet.
443	HTTPS	Communicate with the AMP cloud (public or private)
8305/tcp	Appliance communications	Securely communicate between appliances in a deployment.

Management and Data Interfaces

Make sure your device is correctly configured with either a management or data interface.

To configure a management or data interface on your device, see Complete the Initial Configuration of a Secure Firewall Threat Defense Device Using the CLI.

Onboard a Device with a CLI Registration Key

Use the procedure below to onboard a device for cloud-delivered Firewall Management Center with a CLI registration key.

Note If your device is currently managed by an on-premises management center, onboarding the device will fail. You can either delete the device from the on-premises management center and onboard as a fresh, new device with no policies or objects, or you can migrate the device and retain the existing policies and objects. See Migrate FTD to Cloud-Delivered Firewall Managmenet Center for more information.

Important You can create a Security Cloud Control-managed, standalone logical Firewall Threat Defense device using the Secure Firewall chassis manager or the FXOS CLI.

Before you begin

Before you onboard a device, be sure to complete the following tasks:

- Cloud-Delivered Firewall Management Center is enabled for your tenant.
- Confirm the device's CLI configuration is successfully completed. See Complete the Initial Configuration of a Secure Firewall Threat Defense Device Using the CLI for more information.
- Review the prerequesites and limitations before you onboard the device. See "Prerequisites to Onboard a Device to Cloud-Delivered Firewall Management Center" in Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Security Cloud Control for more information.
- The device can be configured for either local management with Firepower Device Manager or remote management with Firepower Management Center.

Note If you want the device to maintain management from the Firepower Device Manager, select **FDM** and see for more information.

- Device must be running version 7.0.3, or 7.2.0 and later.
- You have reset the device's SSH password as part of the bootstrap process. If you have you not reset the SSH password, Security Cloud Control recommends using the Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center using Zero-Touch Provisioning, on page 6 method

Procedure

Step 1 Log in to Security Cloud Control.

Step 2 In the left pane, click **Security Devices**.

Step 3 In the top-right corner, click **Onboard** (+).

Step 4 Click the **FTD** tile.

Step 5 Under **Management Mode**, ensure you select **FTD**. By selecting **FTD** under **Management Mode**, you will not be able to manage the device using the previous management platform. All existing policy configurations except for interface configurations will be reset. You must re-configure policies after you onboard the device.

Note
If you are using the 90-day Evaluation License, the number of days left is listed under the **FTD** and **FDM** toggle options. Click the **Manage Subscription License** link to opt into a full subscription license. See Managed Device Licensing Types for more information.

Step 6 Select **Use CLI Registration Key** as the onboarding method.

Step 7 Enter the device name in the **Device Name** field and click **Next**.

Step 8 In the **Policy Assignment** step, use the drop-down menu to select an access control policy to deploy once the device is onboarded. If you have no policies configured, select the **Default Access Control Policy**.

Step 9 Specify whether the device you are onboarding is a physical or virtual device. If you are onboarding a virtual device, you must select the device's performance tier from the drop-down menu.

Step 10 Select the subscription licenses you want to apply to the device. Click **Next**.

Step 11 Security Cloud Control generates a command with the registration key. Connect to the device you are onboarding using SSH. Log in as "admin" or a user with equivalent admin privileges and paste the entire registration key as is into the device's CLI.

Note: For Firepower 1000, Firepower 2100, ISA 3000, and FTDv devices, open an SSH connection to the device and log in as `admin`. Copy the entire registration command and paste it into the device's CLI interface at the prompt. In the CLI, enter **Y** to complete the registration. If your device was previously managed by FDM, enter **Yes** to confirm the submission.

Step 12 Click **Next** in the Security Cloud Control onboarding wizard.

Step 13 (Optional) Add labels to your device to help sort and filter the **Security Devices** page. Enter a label and select the blue plus button. Labels are applied to the device after it's onboarded to Security Cloud Control.

What to do next

Once the device is synchronized, select the device you just onboarded from the **Security Devices** page and select any of the options listed under the **Device Management** pane located to the right. We strongly recommend the following actions:

- If you did not already, create a custom access control policy to customize the security for your environment. See Access Control Overview in *Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Security Cloud Control* for more information.
- Enable Cisco Security Analytics and Logging (SAL) to view events in the Security Cloud Control dashboard **or** register the device to an Firepower Management Center for security analytics. See Cisco Security Analytics and Logging in *Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Security Cloud Control* for more information.

Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center using Zero-Touch Provisioning

Only the Firepower 1000, Firepower 2100, Secure Firewall 1200, and Secure Firewall 3100 devices can be onboarded with the zero-touch provisioning method.

Before you begin

Confirm that the following is completed before onboarding:

- You have a Security Cloud Control tenant. If you do not, see Request a Security Cloud Control Tenant for more information.
- Cloud-Delivered Firewall Management Center is enabled for your tenant.
- The device is freshly installed but has never been logged into by either the device CLI, a FMC, or the FDM.
- The device is running version 7.2 or later. Version 7.0.3 does **not** support zero-touch provisioning.
- The device's outside or management interface should be able to access the Security Services Exchange domain registration.us.sse.itd.cisco.com.

Procedure

Step 1 Log in to Security Cloud Control.

Step 2 In the left pane, click **Security Devices**.

Step 3 In the top-right corner, click **Onboard** (+).

Step 4 Click the **FTD** tile.

Step 5 Under **Management Mode**, ensure you select **FTD**. By selecting **FTD** under **Management Mode**, you will not be able to manage the device using the previous management platform. All existing policy configurations except for interface configurations will be reset. You must re-configure policies after you onboard the device.

Note

If you are using the 90-day Evaluation License, the number of days left is listed under the **FTD** and **FDM** toggle options. Click the **Manage Subscription License** link to opt into a full subscription license. See Managed Device Licensing Types for more information.

Step 6 Click the **Use Serial Number** tile.

Step 7 Select Cloud-Delivered Firewall Management Center from the drop-down list. Click **Next**.

For information on onboarding a threat defense device to On-Prem Firewall Management Center, see Onboard a Threat Defense Device to On-Prem Firewall Management Center using Zero-Touch Provisioning.

Step 8 Enter the **Device Serial Number** and the **Device Name**. Select **Next**.

Step 9 Choose an option depending on whether the device is logged into and configured for a manager:

- If your device is brand new and has never been configured for a manager, click **Yes, this new device has never been logged into or configured for a manager**.
- If your device has been previously registered for a manager or is **still** registered to a manager, click **No, this device has been logged into and configured for a manager**.

Step 10 Click **Next**.

Step 11 In the **Policy Assignment** step, use the drop-down menu to select an access control policy to deploy once the device is onboarded. If you have no policies configured, select the **Default Access Control Policy**.

Step 12 Select the subscription licenses you want to apply to the device. Click **Next**.

What to do next

Once the device is synchronized, select the device you just onboarded from the **Security Devices** page and select any of the options listed under the **Device Management** pane located to the right. We strongly recommend the following actions:

- If you did not already, create a custom access control policy to customize the security for your environment. See Access Control Overview in *Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Security Cloud Control* for more information.
- Enable Cisco Security Analytics and Logging (SAL) to view events in the Security Cloud Control dashboard **or** register the device to an Firepower Management Center for security analytics. See Cisco Security Analytics and Logging in *Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Security Cloud Control* for more information.

Onboard a Secure Firewall Threat Defense Cluster

Note If you must delete a cluster, delete the cluster from the Security Cloud Control **Security Devices** page.

The following table provides information about device models that support cluster onboarding and creation on the Cloud-Delivered Firewall Management Center:

Secure Firewall Threat Defense Platforms	Minimum Secure Firewall Threat Defense Version for Cluster Management	Support cluster creation from Cloud-Delivered Firewall Management Center?
VMware, KVM	7.2.1	Yes
AWS, GCP	7.2.1	No
Azure	7.3	No
Secure Firewall 3100	7.2.1	Yes
Firepower 4100	7.0.6	No
Secure Firewall 4200	7.4	Yes
Firepower 9300	7.0.6	No

Before you begin

Read through the following limitations:

- Firepower 4100 and Firepower 9300 devices must be clustered through the device's Firepower Chassis Manager.
- Secure Firewall 3100 devices, Secure Firewall 4200 devices, KVM, and VMware environments must be clustered through the Firepower Management Center UI.
- Azure, AWS, and GCP environment clusters must be created through their own environment and onboarded to Firepower Management Center.

Procedure

Step 1 Log in to Security Cloud Control.

Step 2 In the left pane, click **Security Devices**.

Step 3 Click the **FTD** tile.

Step 4 Under **Management Mode**, ensure you select **FTD**. By selecting **FTD** under **Management Mode**, you will not be able to manage the device using the previous management platform. All existing policy configurations except for interface configurations will be reset. You must re-configure policies after you onboard the device.

Note
If you are using the 90-day Evaluation License, the number of days left is listed under the **FTD** and **FDM** toggle options. Click the **Manage Subscription License** link to opt into a full subscription license. See Managed Device Licensing Types for more information.

Step 5 Select **Use CLI Registration Key**.

Step 6 Enter the device name in the **Device Name** field and click **Next**.

Step 7 In the **Policy Assignment** step, use the drop-down menu to select an access control policy to deploy once the device is onboarded. If you have no policies configured, select the **Default Access Control Policy**.

Step 8 Specify whether the device you are onboarding is a physical or virtual device. If you are onboarding a virtual device, you must select the device's performance tier from the drop-down menu.

Step 9 Select the subscription licenses you want to apply to the device. Click **Next**.

Step 10 Security Cloud Control generates a command with the registration key. Paste the entire registration key as is into the device's CLI.

Step 11 (Optional) Add labels to your device to help sort and filter the **Security Devices** page. Enter a label and select the blue plus button. Labels are applied to the device after it's onboarded to Security Cloud Control.

What to do next

Once the device is synchronized, select the device you just onboarded from the **Security Devices** page and select any of the options listed under the **Device Management** pane located to the right. We strongly recommend the following actions:

- If you did not already, create a custom access control policy to customize the security for your environment. See Access Control Overview in *Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Security Cloud Control* for more information.
- Enable Cisco Security Analytics and Logging (SAL) to view events in the Security Cloud Control dashboard **or** register the device to an Firepower Management Center for security analytics. See Cisco Security Analytics and Logging in *Managing Firewall Threat Defense with Cloud-Delivered Firewall Management Center in Security Cloud Control* for more information.

Onboard a Chassis

You can add a Firepower 4100/9300 chassis to the Cloud-Delivered Firewall Management Center. The management center and the chassis share a separate management connection using the chassis MGMT interface. The FMC offers chassis-level health alerts. For configuration, you still need to use the Firepower Chassis Manager or FXOS CLI.

Security Cloud Control does not record the processes on the **Workflow** page when you onboard a chassis or provision a multi-instance FMCFirewall Threat Defense device from the Cloud-Delivered Firewall Management Center chassis manager page.

Note To onboard the Secure Firewall 3100/4200 multi-instance chassis, see the multi-instance chapter.

Procedure

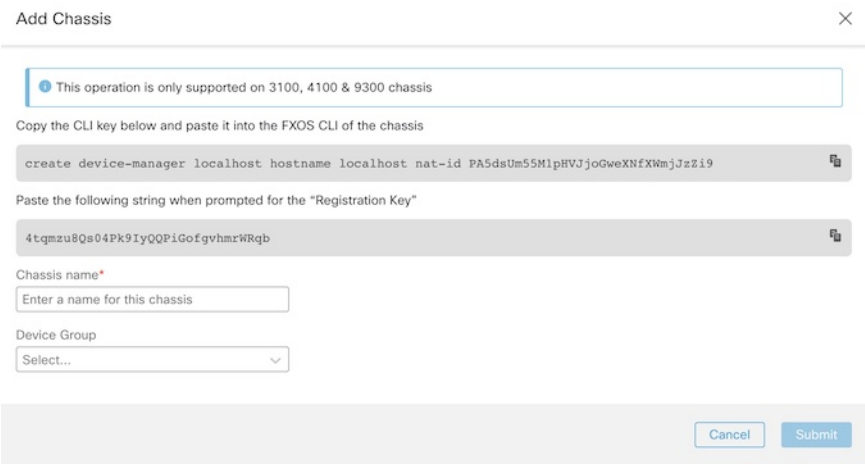
Step 1 Connect to the chassis FXOS CLI, either using the console port or SSH.

Step 2 In the Security Cloud Control navigation pane, click **Security Devices**, then click the blue plus button ( ) to **Onboard** a device.

Step 3 Click the **FTD Chassis** tile to open the **Add Chassis** dialog box.

Figure 1: FTD Chassis Tile

Figure 2: Add Chassis



Step 4 Click **Copy** ( ) to copy the top generated command, then paste it at the FXOS CLI of your chassis.

Step 5 When prompted for the Registration Key at the FXOS CLI, click **Copy** ( ) on the **Add Chassis** dialog box for the generated registration key and paste it at the FXOS CLI.

You can disconnect from the FXOS CLI at this point.

Step 6 In the Cloud-Delivered Firewall Management Center **Chassis Name** field, enter a name for the chassis as you want it to display in the FMC.

Step 7 (Optional) Add the chassis to a **Device Group**.

Step 8 Click **Submit**.

The chassis is added to the **Device** > **Device Management** page.

Troubleshooting

Use the following scenarios to troubleshoot any onboarding issues.

Troubleshoot Onboarding a Device to the Cloud-Delivered Firewall Management Center Using the CLI Registration Key

Error: Device Remains in Pending Setup State After Onboarding

When a device fails to register, the device's connectivity status is displayed as **Pending Setup**. In the panel located to the right, Security Cloud Control displays a **Registration Failed** message as well as a **Retry Onboarding** button to immediately allow you to reattempt onboarding the device.

If you fail to execute the `configuration manager` command in the device CLI within 3 mins after onboarding it to Security Cloud Control, the device's registration attempt expires and results in a registrationg failure. Use the following procedure to resolve the issue:

Procedure

Step 1 Log into Security Cloud Control and navigate to the **Security Devices** page. Locate the device that failed to register.

Step 2 In the panel located to the right, locate the **Registration Failed** window. Beside the device's CLI registration key, click **Copy**. This actions copies the CLI key to a local clipboard.

Step 3 Open an SSH connection to the device and log in as `admin`.

Step 4 Paste the CLI registration key into the device's CLI interface. In the CLI, enter **Y** to complete the registration. If your device was previously managed by FDM, enter **Yes** to confirm the submission.

Troubleshoot Onboarding a Device to Cloud-Delivered Firewall Management Center Using the Serial Number

Device is Offline or Unreachable

If the device is unreachable during the onboarding proess, or at any point post-onboarding, Security Cloud Control displays an **Unreachable** connectivity status. The device will not be able to fully onboard to Security Cloud Control until the device is able to connect. The following scenarios might be the cause:

- The device is cabled incorrectly.
- Your network may require a static IP address for the device.
- Your network uses custom DNS, or there is external DNS blocking the network.
- If your device is associated with the European region (https://defenseorchestrator.eu/), you may need to enable PPPoE authentication.For other domains, review the domain requirements.
- The device may be blocked by a firewall, or is incorrectly blocking a port for connectivity. Review the device Network Requirements, on page 3 and confirm the correct outgoing ports are enabled.

Error: Serial Number Already Claimed

The Device was Purchased From an External Vendor

If the device was purchased from an external vendor and fails to onboard with a **Serial Number Already Claimed** error, it's possible the device is still associated to the vendor's tenant. Use the following steps to claim the device and its serial number:

1. Delete the device from your Security Cloud Control tenant.
2. Install the FXOS image on the device. For more information, see the "Reimage Procedures" chapter of the Cisco FXOS Troubleshooting Guide for the Firepower 1000/21000 and Secure Firewall 3100 Firepower Threat Defense guide.
3. Connect a laptop to the device's console port.
4. Connect to the FXOS CLI and log in as **admin**.
5. In the FXOS CLI, connect to **local-mgmt** with the `firepower # connect local-mgmt` command.
6. Execute the `firepower(local-mgmt) # cloud deregister` command to deregister the device from the cloud tenancy.
7. Once the device is successfully unregistered, the CLI interface returns a success message. An example of the message:

   ```
   Example: firepower(local-mgmt) # cloud deregister Release Image Detected RESULT=success
    MESSAGE=SUCCESS 10, X-Flow-Id: 2b3c9e8b-76c3-4764-91e4-cfd9828e73f9
   ```

Note If the device was never registered to another Security Cloud Control tenant, the message above states `RESULT=success MESSAGE=DEVICE_NOT_FOUND.`

8. Onboard the device to your Security Cloud Control tenant with its serial number. See Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center using Zero-Touch Provisioning, on page 6 for more information.

The Device is Claimed By a Security Cloud Control Tenant in Another Region

The device may have been previously managed by another Security Cloud Control instance in a different region and is still registered to that tenant.

If you **do** have access to the tenant the device is currently registered to, use the following procedure:

1. Delete the device from the incorrect Security Cloud Control tenant.
2. Log into the device's FDM UI.
3. Navigate to **System Settings** > **Cloud Services**.
4. Click **Cloud Services** and select **Unregister Cloud Services** from the drop-down list.
5. Confirm the action and click **Unregister**. This action generates a warning to indicate that the device has been removed from Security Cloud Control. This is expected behavior.

6. Log into Security Cloud Control tenant in the correct region and onboard the device. See Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center using Zero-Touch Provisioning, on page 6 for more information.
7. Navigate to **System Settings** > **Cloud Services**.
8. Click **Cloud Services** and select **Unregister Cloud Services** from the drop-down list.
9. Select the **Auto-enroll with Tenancy from Security Cloud Control** and click **Register**. The device maps to the new tenant that belongs to the new region and Security Cloud Control onboards the device.

If you **do not** have access to the tenant, use the procedure below:

1. Connect to the FXOS CLI from the console port and log in as **admin**. For information on how to log into the FXOS CLI, see Accessing the FXOS CLI.
2. In the FXOS CLI, connect to **local-mgmt** with the `firepower # connect local-mgmt` command.
3. Execute the `firepower(local-mgmt) # cloud deregister` command to deregister the device from the cloud tenancy.
4. Once the device is successfully unregistered, the CLI interface returns a success message. An example of the message:

```
Example: firepower(local-mgmt) # cloud deregister Release Image Detected RESULT=success
 MESSAGE=SUCCESS 10, X-Flow-Id: 2b3c9e8b-76c3-4764-91e4-cfd9828e73f9
```

Note If the device was never registered to another Security Cloud Control tenant, the message above states `RESULT=success MESSAGE=DEVICE_NOT_FOUND.`

5. In your Security Cloud Control tenant in the correct domain, onboard the device. See Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center using Zero-Touch Provisioning, on page 6 for more information.
6. In the device's FDM UI, navigate to **System Settings** > **Cloud Services**.
7. Select the **Auto-enroll with Tenancy from Security Cloud Control** and click **Register**. The device maps to the new tenant that belongs to the new region and Security Cloud Control onboards the device.

Error: Claim Error

If you enter the wrong serial number when onboarding a device, Security Cloud Control generates a **Claim Error** status.

Note Confirm that the device is claimed in the correct region within Security Cloud Control.

Resolve this issue with the provedure below:

Procedure

Step 1 Log into Security Cloud Control and navigate to the **Security Devices** page. Locate the device with the error.

Step 2 Select the device so it is highlighted and **Remove** the device from Security Cloud Control.

Step 3 Confirm the following:

- The device is online and can reach the internet.
- The device has not already been onboarded to your Security Cloud Control instance or claimed by a Security Cloud Control tenant in another region.

Step 4 Locate the device's serial number. You can use one of the following methods:

- For the 1000, 2100 and 3100 series model, locate the serial number on the physical device.
- Open an SSH connection to the device and issue the `show serial-number` command.
- If the device is currently FDM-managed, log into the FDM UI and locate the serial number on the **Cloud Services** page.

Step 5 In Security Cloud Control, onboard the device with the correct serial number. See Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center using Zero-Touch Provisioning, on page 6 for more information.

Error: Failed to Claim

If you see an **Error: Failed to Claim** connectivity status or error message after attempting to onboard a device, the following might be the cause:

- The Security Services Exchange platform may have temporary issues that result in no connectivity.
- The Security Cloud Control server may be down.

Follow the procedure below to resolve this issue:

Procedure

Step 1 Log into Security Cloud Control and navigate to the **Security Devices** page. Locate the device that failed to register.

Step 2 Select the device so it is highlighted and **Remove** the device from your Security Cloud Control tenant.

Step 3 Wait at least 10 minutes before attempting to onboard the device back to your Security Cloud Control tenant. See Onboard a Firewall Threat Defense Device to Cloud-Delivered Firewall Management Center using Zero-Touch Provisioning, on page 6 for more information.

What to do next

If you are still unable to claim the device, review the device's workflow to see is there is an error message. If there is,Export the Workflow and open a support case to further troubleshoot the issue.

Error: Provisional Error

Device Password Has Not Been Changed

If you did not change the default password of the device when configuring the device for remote management and selected the **No, this device has been logged into and configured for a manager** option when onboarding the device to Security Cloud Control, the device will generate an **UnProvisioned** connectivity status in the **Security Devices** page.

Use the following procedure to resolve this issue:

1. Log into Security Cloud Control and navigate to the **Security Devices** page.
2. Locate and select the device with the **UnProvisioned** connectivity status so it is highlighted.
3. In the pane located to the right, locate the **Change Password** window.
4. Click **Change Password** and enter a new password for your device. This overwrites the default password.

It may take a few minutes for the device to onboard and fully synchronize to Security Cloud Control.

Device Password Has Already Been Changed

If you **did** change the default password of the device when configuring the device for remote management and selected the **Is this a new device that has never been logged into or configured before?** option when onboarding the device to Security Cloud Control, Security Cloud Control generates an **UnProvisioned** connectivity status in the **Security Devices** page.

Use the following procedure to resolve this issue:

1. Log into Security Cloud Control and navigate to the **Security Devices** page.
2. Locate and select the device with the **UnProvisioned** connectivity status so it is highlighted.
3. In the pane located to the right, locate the **Confirm and Proceed** window.
4. Click **Confirm and Proceed**. This action ignores the password that was provided in the onboarding wizard and reinstates the default password for the device. Security Cloud Control then continues to onboard the device.

Other Provisional Error Scenarios

Regardless of the default password configuration of the device, it is still possible for a device to result in an **UnProvisioned** conectivity status during the onboarding process. If you confirm the password selection in the onboarding wizard is accurate for the state of the device, consider the following options to resolve the issue:

- Select the device so it is highlighted. In the window located on the right pane of the screen, click **Retry** to force Security Cloud Control to re-onboard the device with existing provisional parameters.
- Delete the device from the **Security Devices** page and attempt to re-onboard the device.

- In the device's FDM UI, navigate to **System Settings** > **Cloud Services**. Select the **Auto-enroll with Tenancy from Security Cloud Control** and click **Register**.

If you are still unable to claim the device, review the device's workflow to see is there is an error message. If there is,Export the Workflow and open a support case to further troubleshoot the issue.