

由于DNS解析，安全防火墙FTD事件日志记录到CDO/cdFMC失败

问题

连接事件日志已停止出现在单个防火墙威胁防御(FTD)的Cisco Defense Orchestrator(CDO)事件日志和云交付的防火墙管理中心(cdFMC)事件页面中。受影响的设备无法将连接事件日志发送到云管理平台，从而影响生产可见性和故障排除功能。分析显示，由于临时名称解析失败，FTD在连接到思科事件服务时反复遇到故障，DNS解析失败的时间戳与事件页面中连接事件停止的时间完全相关。

环境

- 由CDO和cdFMC管理的思科安全防火墙FTD
- 在FTD管理接口上配置的DNS服务器
- 需要连接事件可视性的生产环境以进行故障排除

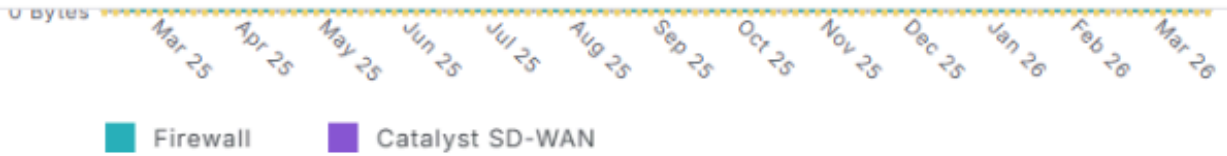
分辨率

1:查看CDO Event Logging (CDO事件记录) 和cdFMC Unified/Connection Event (cdFMC统一/连接事件) 页面，确定事件丢失的时间。

Event Logging Overview



Monitor event logging metrics and subscription details to gain insights into logging trends and storage usage.



Events per second (EPS) trends

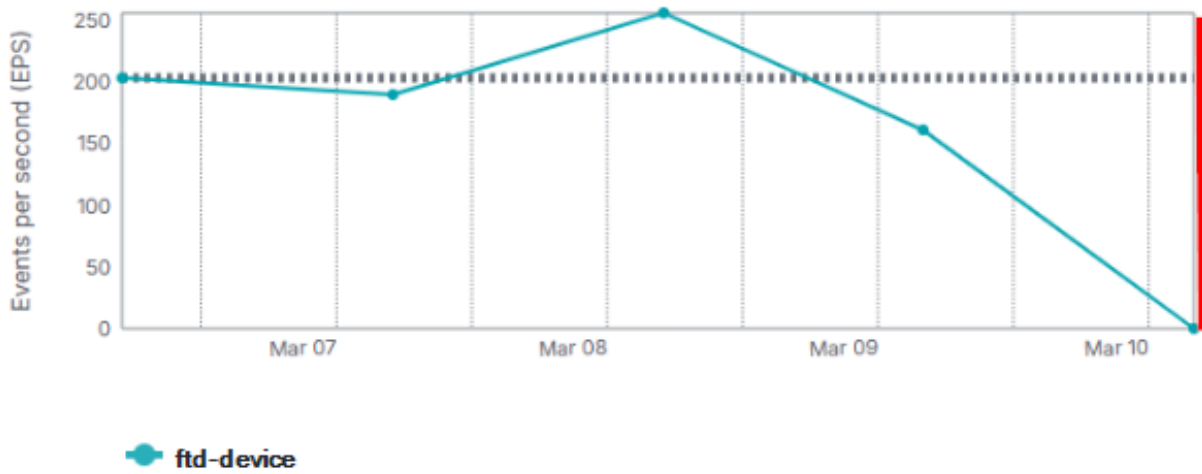
Last 1 week

ftd-device

20 results

Reset

Average events per second : 202.63



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Cloud-Delivered Firewall Management Center
Events & Logs / Analysis / Unified Events

Search

Device ftd-device

10,000 0 0 0 10,000* events

Time	Event Type	Source Port / ICMP Type	Destination Port / ICMP...	Web Application
> 2026-03-10 12:02:32	Connection	62191 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	52783 / tcp	443 (https) / tcp	
> 2026-03-10 12:02:32	Connection	53795 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	64046 / tcp	443 (https) / tcp	Azure Authentication Se..
> 2026-03-10 12:02:32	Connection	50344 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	62197 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	62090 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	62189 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	51375 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	62193 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	52784 / tcp	443 (https) / tcp	
> 2026-03-10 12:02:32	Connection	64012 / tcp	52311 / tcp	
> 2026-03-10 12:02:32	Connection	62199 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	64212 / tcp	8443 / tcp	
> 2026-03-10 12:02:32	Connection	51377 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:32	Connection	65480 / tcp	80 (http) / tcp	Microsoft
> 2026-03-10 12:02:31	Connection	52276 / tcp	443 (https) / tcp	
> 2026-03-10 12:02:31	Connection	64272 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:31	Connection	59480 / tcp	443 (https) / tcp	HTTP Tunnel
> 2026-03-10 12:02:31	Connection	62249 / tcp	443 (https) / tcp	HTTP Tunnel

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2:确保必要的FTD进程正在运行，以允许事件生成和发送：

<#root>

```
root@ftd-device:/ngfw/var/log# pmtool status | grep Event
Required by: SFDataCorrelator,expire-session,TSS_Daemon,snapshot_manager,fpcollect,Syncd,Pruner>ActionQ
```

```
EventHandler (normal) - Running 17453
```

```
Command: /ngfw/usr/local/sf/bin/EventHandler
LD_LIBRARY_PATH=/ngfw/usr/local/sf/lib64/EventHandlerModules
PID File: /ngfw/var/sf/run/EventHandler.pid
Enable File: /ngfw/etc/sf/EventHandler.run
--
```

```
root@ftd-device:/ngfw/var/log# pmtool status | grep SSE
```

```
SSEConnector (system) - Running 20697
```

```
Required by: ngfwManager,ASAConfig,tomcat,SSEConnector,rsyncd,hmdaemon,srt,UUID
```

3:查看FTD，查找指示原因的相关EventHandler和连接器日志数据：

<#root>

```
/ngfw/var/log/EventHandlerStat.* | grep -E "TotalEvents|SSEConnector"
{"Time": "2026-03-10T16:00:25Z", "TotalEvents": 104659, "PerSec": 348, "UserCPUsec": 9.242, "SysCPUsec": 0.54}
{"Time": "2026-03-10T16:00:25Z",

"Consumer": "SSEConnector", "Events": 104649, "PerSec": 348, "CPUsec": 9.924, "%CPU": 3.3}

{"Time": "2026-03-10T16:00:25Z", "ConsumerEvent": "SSEConnector-ConnectionEvent", "InTransforms": 104641}
{"Time": "2026-03-10T16:05:25Z", "TotalEvents": 57651, "PerSec": 192, "UserCPUsec": 5.382, "SysCPUsec": 0.54}
{"Time": "2026-03-10T16:05:25Z",

"Consumer": "SSEConnector", "Events": 57641, "PerSec": 192, "CPUsec": 5.900, "%CPU": 2.0, "OutputWaitSec": 330.801}

{"Time": "2026-03-10T16:05:25Z", "ConsumerEvent": "SSEConnector-ConnectionEvent", "InTransforms": 57641}
{"Time": "2026-03-10T16:10:25Z", "TotalEvents": 24, "PerSec": 0, "UserCPUsec": 0.314, "SysCPUsec": 0.54}
{"Time": "2026-03-10T16:10:25Z",

"Consumer": "SSEConnector", "Events": 14, "PerSec": 0, "CPUsec": 0.046, "%CPU": 0.0, "OutputWaitSec": 330.801}

{"Time": "2026-03-10T16:10:25Z", "ConsumerEvent": "SSEConnector-ConnectionEvent", "InTransforms": 14, "OutputWaitSec": 330.801}
{"Time": "2026-03-10T16:15:25Z", "TotalEvents": 10, "PerSec": 0, "UserCPUsec": 0.214, "SysCPUsec": 0.60}
{"Time": "2026-03-10T16:15:25Z",

"Consumer": "SSEConnector", "Events": 0, "PerSec": 0, "CPUsec": 0.009, "%CPU": 0.0, "OutputWaitSec": 330.801}

{"Time": "2026-03-10T16:10:25Z", "ConsumerEvent": "SSEConnector-ConnectionEvent", "InTransforms": 0, "OutputWaitSec": 330.801}
---
/ngfw/var/log/messages | grep "SSEConnector"
Mar 12 11:36:01 ftd-device SF-IMS[62079]: [62112] EventHandler:EventHandler

[ERROR] Consumer SSEConnector publishing blocked for 330.801 sec: Resource temporarily unavailable

---
/ngfw/var/log/connector/connector.log | grep "failure in name resolution"
time="2026-03-10T12:02:44.329750985-04:00" level=error msg="[ftd-device][events.go:100 events:connectWebsocket] failure in name resolution"

dial tcp: lookup eventing-ingest.sse.itd.cisco.com: Temporary failure in name resolution"

time="2026-03-10T12:02:44.329830226-04:00" level=warning msg="[ftd-device][events.go:181 events:(*Service).ConnectWebsocket] failure in name resolution"

Could not connect to WebSocket endpoint wss://eventing-ingest.sse.itd.cisco.com:443/ingest: dial tcp: lookup eventing-ingest.sse.itd.cisco.com: Temporary failure in name resolution"
```

4:验证已配置的FTD的DNS服务器和可达性：

<#root>

```

> show network
===== [System Information] =====
Hostname                : ftd-device

DNS Servers             : 10.0.0.10

DNS from router        : enabled
Management port       : 8305
IPv4 Default route
  Gateway              : 10.0.0.1
===== [management0] =====
Admin State            : Enabled
Admin Speed           : 40gbps
Link                  : Up
Channels              : Management & Events
Mode                  : Non-Autonegotiation
MDI/MDIX              : Auto/MDIX
MTU                   : 1500
MAC Address           : A1:A2:A3:A4:A5:A6
----- [IPv4] -----
Configuration         : Manual
Address               : 10.0.0.2
Netmask               : 255.255.255.0
Gateway               : 10.0.0.1
----- [IPv6] -----
Configuration         : Disabled
> expert
admin@device:~$ sudo su
Password: [enter admin password]
root@device:/Volume/home/admin# ping 10.0.0.10
PING 10.0.0.10 (10.0.0.10) 56(84) bytes of data.
64 bytes from 10.0.0.10: icmp_seq=1 ttl=58 time=1.64 ms
64 bytes from 10.0.0.10: icmp_seq=2 ttl=58 time=1.72 ms
64 bytes from 10.0.0.10: icmp_seq=3 ttl=58 time=1.70 ms
^C
--- 10.0.0.10 ping statistics ---

4 packets transmitted, 4 received, 0% packet loss, time 144ms

rtt min/avg/max/mdev = 1.639/1.678/1.724/0.033 ms

```

5:验证从FTD到Cisco事件服务的DNS解析和HTTPS连接：

```

root@device:/Volume/home/admin# nslookup eventing-ingest.sse.itd.cisco.com
root@device:/Volume/home/admin# curl -v -k https://eventing-ingest.sse.itd.cisco.com
root@device:/Volume/home/admin# telnet eventing-ingest.sse.itd.cisco.com 443

```

操作

用户发现并解决了DNS服务器的一个内部问题。DNS功能恢复后：

- FTD能够解析所需的思科事件域。
- FTD自动重新建立事件连接。
- 连接事件日志继续按设计出现在cdFMC中。

所有纠正操作均由用户执行，无需更改配置。

原因

根本原因是FTD管理接口上的DNS解析故障，特别是由配置的DNS服务器问题引起的。由于FTD无法解析所需的思科事件域，包括eventing-ingest.sse.itd.cisco.com，因此无法建立出站事件连接，导致连接事件无法传送到思科安全云。在DNS解析恢复后，用户确认连接事件日志记录已完全运行并在生产环境中正常运行。

相关内容

- [关于安全防火墙威胁防御和思科XDR集成](#)
- [思科技术支持和下载](#)
- 本文后面可能存在的缺陷：Cisco Bug ID [CSCwr75332](#) FTD无法将事件转发到安全云控制

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