由于DNS解析，安全防火墙FTD事件日志记录到CDO/cdFMC失败

问题

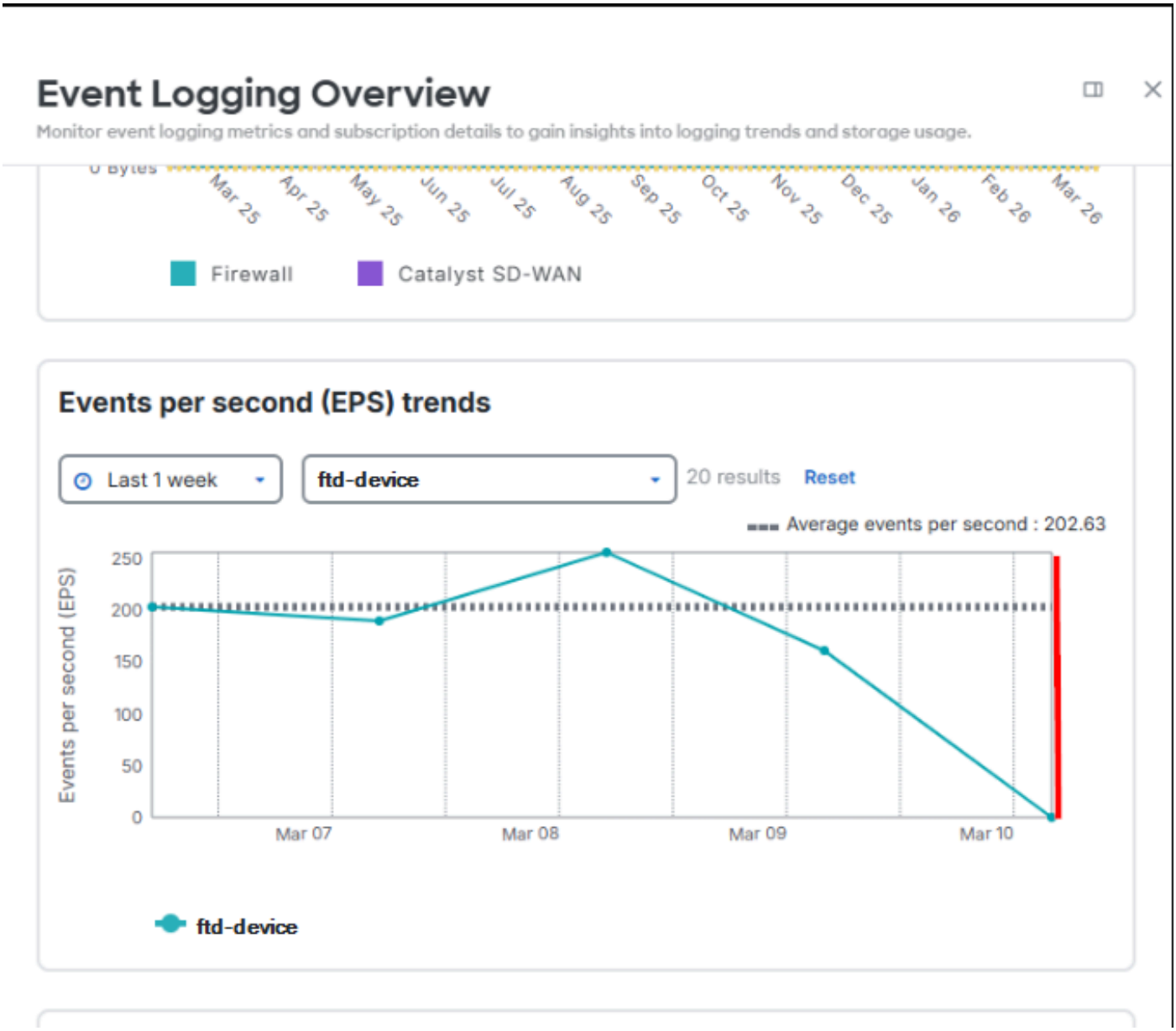
连接事件日志已停止出现在单个防火墙威胁防御(FTD)的Cisco Defense Orchestrator(CDO)事件日志和云交付的防火墙管理中心(cdFMC)事件页面中。 受影响的设备无法将连接事件日志发送到云管理平台，从而影响生产可见性和故障排除功能。分析显示，由于临时名称解析失败，FTD在连接到思科事件服务时反复遇到故障，DNS解析失败的时间戳与事件页面中连接事件停止的时间完全相关。

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。



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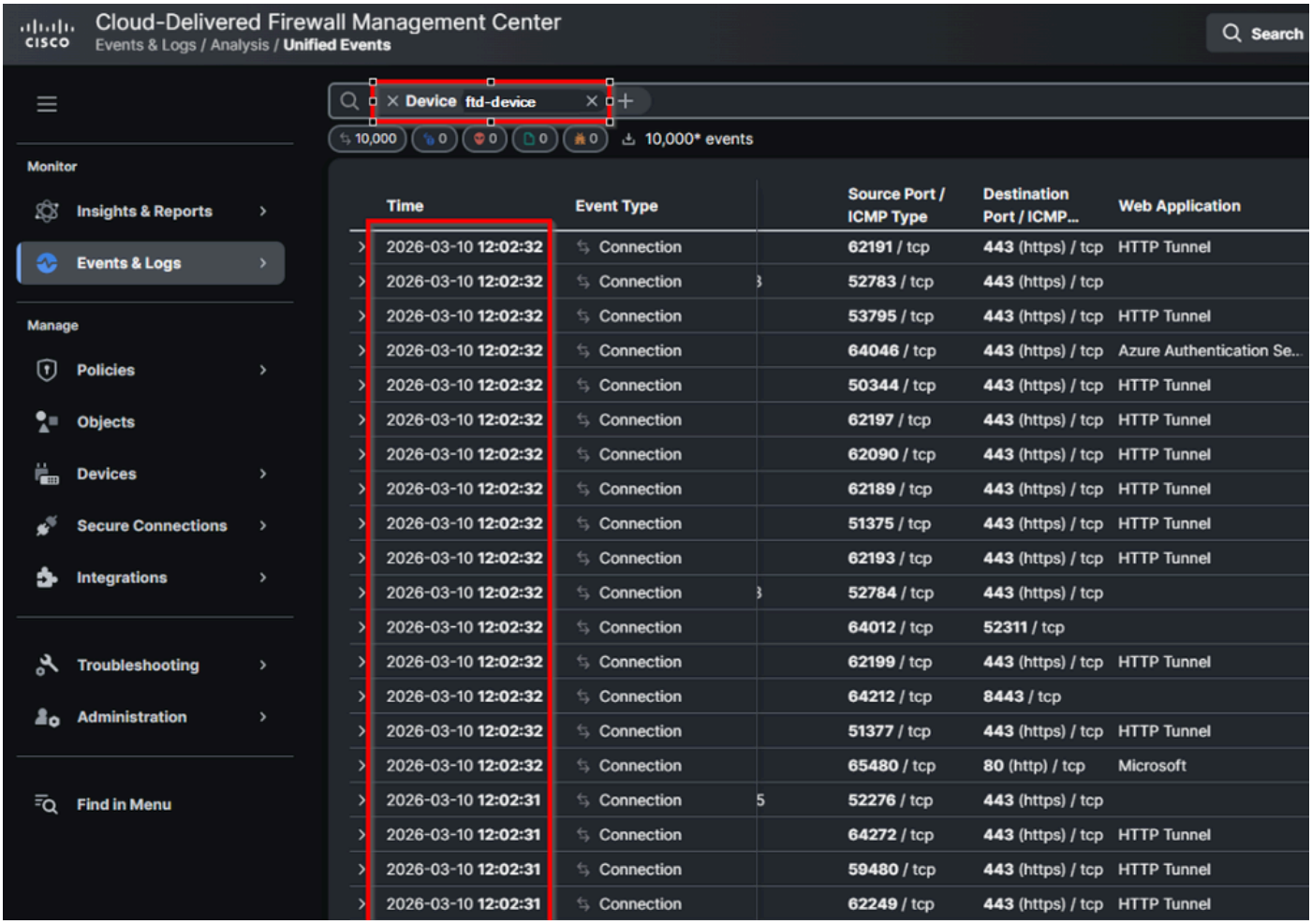

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2:确保必要的FTD进程正在运行，以允许事件生成和发送：

<#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"
{"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": 10464
{"Time": "2026-03-10T16:05:25Z", "TotalEvents": 57651, "PerSec": 192, "UserCPUSec": 5.382, "SysCPUSec":
{"Time": "2026-03-10T16:05:25Z",

 "Consumer": "SSEConnector", "Events": 57641, "PerSec": 192, "CPUSec": 5.900, "%CPU": 2.0, "OutputWaitSe

{"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": 30

{"Time": "2026-03-10T16:10:25Z", "ConsumerEvent": "SSEConnector-ConnectionEvent", "InTransforms": 14, "
{"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": 30

{"Time": "2026-03-10T16:10:25Z", "ConsumerEvent": "SSEConnector-ConnectionEvent", "InTransforms": 0, "O
---
/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:connectWe

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:(*Servi

Could not connect to WebSocket endpoint wss://eventing-ingest.sse.itd.cisco.com:443/ingest: dial tcp: lo
```

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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