

對URL追溯註冊服務的連線進行故障排除失敗。 證書驗證失敗。

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簡介

本文檔介紹有助於識別和糾正Cisco安全電子郵件網關與URL追溯服務之間的通訊問題的資訊和故障排除步驟。

背景

內部服務（稱為註冊客戶端）負責保持服務證書最新。但是，在某些網路情況下，此進程可能會變得無響應並停止重試嘗試。這可能會導致無法及時收到更新的證書，從而導致服務中斷。



附註：Cisco TAC強烈建議運行AsyncOS 15.0版及更高版本的所有客戶主動運行ecupdate命令（如本文所述），以解決和防止此潛在問題。

採用元件

本文件所述內容不限於特定軟體和硬體版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

症狀

系統會生成以下警報：

20 May 2025 07:37:04 +0700 Connection to URL Retrospective registration service failed. Certificate ver

這些警報將傳送到已配置的電子郵件地址。如果電子郵件地址尚未與警報關聯，則可通過導航到系統管理 >> 警報並按一下檢視頂級警報或運行displayalerts CLI命令來檢查這些地址。

在ecs日誌中可找到以下錯誤：

```
esa01.example.com> grep "Warning|Critical" ecs
```

```
Fri May 16 18:57:05 2025 Warning: ECS: Cloud query failed. 'Empty polling URI.' 7-xyxyzzyxyz (or b'xy
Fri May 16 18:57:31 2025 Critical: ECS: Failed to regenerate token. Status Code: 403. Invalid Certifica
```

因應措施

要解決此問題，請建立到裝置的SSH連線並運行ecupdate force:

```
esa01.example.com> ecupdate force
```

```
Requesting forced update of Enrollment Client.
```

要驗證註冊客戶端更新是否成功，請監控updater_logs和ecs日誌：

```
esa01.example.com> tail updater_logs
```

```
Tue May 20 11:26:19 2025 Info: Received remote command to signal a manual update
Tue May 20 11:26:51 2025 Info: Acquired server manifest, starting update 9030
Tue May 20 11:26:51 2025 Info: Server manifest specified an update for case
Tue May 20 11:26:52 2025 Info: Server manifest specified an update for enrollment_client
Tue May 20 11:26:52 2025 Info: enrollment_client was signalled to start a new update
Tue May 20 11:26:52 2025 Info: enrollment_client processing files from the server manifest
Tue May 20 11:26:52 2025 Info: enrollment_client started downloading files
Tue May 20 11:26:52 2025 Info: enrollment_client waiting on download lock
Tue May 20 11:26:52 2025 Info: enrollment_client acquired download lock
Tue May 20 11:26:52 2025 Info: enrollment_client beginning download of remote file "http://updates.iron
Tue May 20 11:26:52 2025 Info: enrollment_client released download lock
Tue May 20 11:26:52 2025 Info: enrollment_client successfully downloaded file "enrollment_client/3.0/en
Tue May 20 11:26:52 2025 Info: enrollment_client started applying files
Tue May 20 11:26:52 2025 Info: enrollment_client applying file "enrollment_client"
Tue May 20 11:26:52 2025 Info: enrollment_client installing new libexec
Tue May 20 11:26:52 2025 Info: enrollment_client restarting
Tue May 20 11:26:55 2025 Info: enrollment_client verifying applied files
Tue May 20 11:26:55 2025 Info: enrollment_client updating the client manifest
Tue May 20 11:26:55 2025 Info: enrollment_client update completed
Tue May 20 11:26:55 2025 Info: enrollment_client waiting for new updates
```

```
esa01.example.com> tail ecs
```

```
Tue May 20 09:05:21 2025 Info: ECS: Device registration successful.
```

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。