

# 由於DNS解析，安全防火牆FTD事件日誌記錄到CDO/cdFMC失敗

## 問題

連線事件日誌記錄已停止出現在單個防火牆威脅防禦(FTD)的Cisco Defense Orchestrator(CDO)事件日誌和雲交付的防火牆管理中心(cdFMC)事件頁面中。受影響的裝置無法將連線事件日誌傳送到雲管理平台，從而影響生產可見性和故障排除功能。分析顯示，由於臨時名稱解析失敗，FTD在連線到思科事件服務時反復遇到失敗，DNS解析失敗的時間戳與事件頁面中連線事件停止的時間完全相關。

## 環境

- 由CDO和cdFMC管理的Cisco安全防火牆FTD
- 在FTD管理介面上設定的DNS伺服器
- 需要連線事件可見性以進行故障排除的生產環境

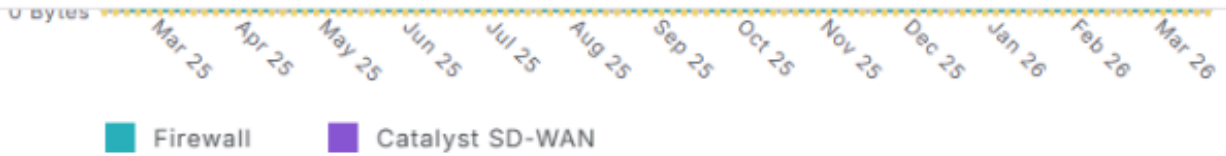
## 解析

1:檢視「CDO事件日誌記錄」和「cdFMC統一/連線事件」頁面，確定事件丟失的時間。

# Event Logging Overview



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



## Events per second (EPS) trends

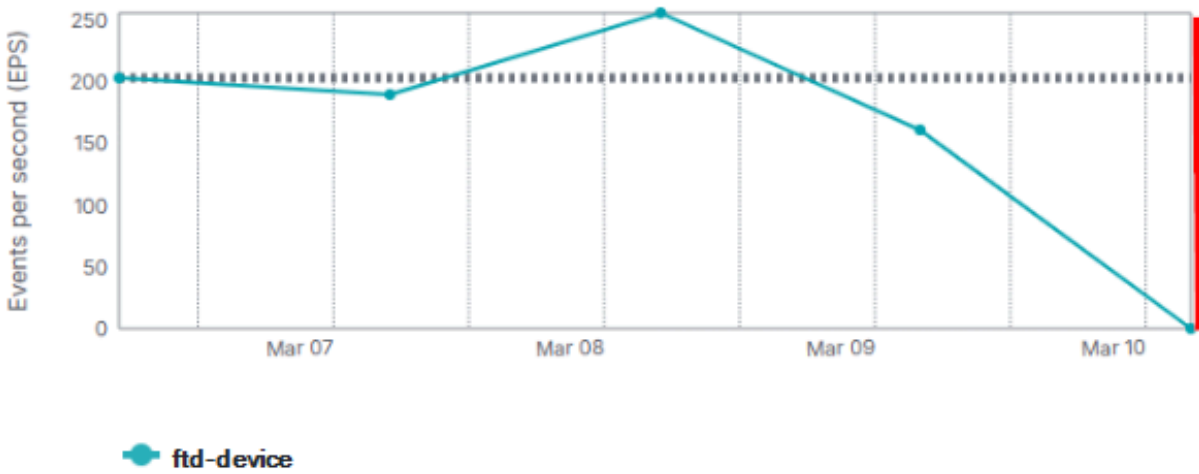
Last 1 week

ftd-device

20 results

Reset

Average events per second : 202.63



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Cloud-Delivered Firewall Management Center  
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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:確保必要的FTD程式正在運行，以允許事件產生和傳送：

<#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:檢視FTD以查詢指示原因的EventHandler和聯結器日誌資料的關聯：

<#root>

```
/ngfw/var/log/EventHandlerStat.* | grep -E "TotalEvents|SSEConnector"
{"Time": "2026-03-10T16:00:25Z", "TotalEvents": 104659, "PerSec": 348, "UserCPUsec": 9.242, "SysCPUsec": 0.544}
{"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": 0.544}
{"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": 0.544}
{"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": 0.600}
{"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:驗證FTD已設定的DNS伺服器 and 可連線性：

<#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: 驗證從FTD到Cisco事件服務的DNS解析和HTTPS連線：

```

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

```

## 動作

使用者發現並解決了DNS伺服器的一個內部問題。DNS功能恢復後：

- FTD能夠解析所需的思科事件網域。
- FTD會自動重新建立事件連線。
- 連線事件日誌繼續按設計出現在cdFMC中。

所有糾正操作均由使用者執行，無需更改配置。

## 原因

根本原因是FTD管理介面上的DNS解析失敗，尤其是因為已設定DNS伺服器發生問題所致。由於FTD無法解析所需的思科事件域，包括[eventing-ingest.sse.itd.cisco.com](https://eventing-ingest.sse.itd.cisco.com)，因此它無法建立傳出事件連線，導致連線事件無法傳遞到思科安全雲。在DNS解析恢復後，使用者確認連線事件日誌記錄已完全正常運行並在生產環境中正常運行。

## 相關內容

- [關於安全防火牆威脅防禦和Cisco XDR整合](#)
- [思科技術支援與下載](#)
- 本文以外可能存在的缺陷：思科錯誤ID [CSCwr75332](#) FTD無法將事件轉送到安全雲控制

## 關於此翻譯

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