

Cisco XDR TAC Troubleshooting Knowledge Base

Contents

Introduction

This document provides a collection of troubleshooting documents created and maintained by TAC engineers to detect common issues on the different components of XDR.

Contributed by Cisco TAC Technical Leaders and TAC Engineers.

Background Information

The article is a knowledge base guide for troubleshooting XDR issues with components and integration products. This article can be referred to before engaging Cisco TAC.

License Information

[Cisco XDR License](#)

Collect Useful information if you need to open a TAC cases

[Collect HAR logs from XDR console](#)

[Collect SAML Logs from Cisco XDR Sign-On](#)

Control Center Issues

[Clarify Tiles Cache in XDR](#)

[Reset Duo Mobile on Security Cloud Sign-On](#)

XDR Integration Issues

In this section, you can find a list of troubleshooting documents related to the available integrations for XDR.

Integrations with Cisco Products	Document
Cisco Secure Firewall Management Center	Integrate and Troubleshoot Cisco XDR with Firepower Threat Defense (FTD) Configure and Troubleshoot Cisco XDR with Secure Firewall Release 7.2
Secure Malware Analytics Cloud	Troubleshoot Cisco XDR and Secure Malware Analytics Cloud Integration

Secure Email Appliance (Formerly ESA)	Troubleshoot XDR and Secure Email Appliance (Formerly ESA) Integration
Umbrella	Integrate XDR with Umbrella

Third-Party Integration Issues

In this section, you can find a list of troubleshooting documents related to the available to Third Party Integrations.

Integrations with Device Insights	Document
Microsoft Graph API Integration	Configure Microsoft Graph API Integration with Cisco XDR

Device Insights Issues

In this section, you can find a list of troubleshooting documents related to the available integrations for Device Insights.

Integrations with Device Insights	Document
MobileIron	Troubleshoot XDR Device Insights and MobileIron Integration
Secure Endpoint	Troubleshoot XDR Device Insights and Secure Endpoint Integration
Orbital	Troubleshoot XDR Device Insights and Orbital
Meraki	Troubleshoot Device Insights and Meraki Integration
Microsoft Intune	Troubleshoot XDR Device Insights and Microsoft Intune Integration
Umbrella	Troubleshoot XDR Device Insights and Umbrella Integration

DUO

[Troubleshoot XDR Device Insights and DUO Integration](#)