# El servicio de base de datos del agente de usuario de Cisco Firepower no se reinicia después de la detención

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#### Introducción

Un agente de usuario de Cisco puede supervisar el servidor de Microsoft Active Directory (AD) e informar de las actividades de inicio de sesión y cierre de sesión autenticadas por un servidor LDAP. Un FirePower Management Center (FMC) integra estas actividades con los eventos de seguridad que recopila de un dispositivo administrado Firepower. Este documento proporciona una solución a un problema cuando el Agente de usuario no se inicia después de detener su servicio.

#### Síntomas

Solución

Puede utilizar la solución de este documento si observa los siguientes síntomas con su servicio Agente de usuario:

- La interfaz de agente de usuario muestra el servicio como No en ejecución.
- La consola de servicio de Windows, services.msc, muestra el estado del agente de usuario de Cisco como en blanco y no puede iniciar el servicio.
- El registro de eventos de Windows muestra un error similar a "La relación de confianza entre el dominio primario y el dominio de confianza falló"
- Un archivo UserEncryptionBytes.bin se crea en C:\ con un tamaño de byte cero.
- El modo de depuración de un cliente de agente de usuario muestra los siguientes mensajes de error en la ficha Registro del agente de usuario:

```
,"debug","[0102] - An error occured while fetching encryption bytes from
'C:\UserAgentEncryptionBytes.bin':
The trust relationship between the primary domain and the trusted domain failed.."
    ,"error","[0102] - An error occured while fetching encryption bytes from
'C:\UserAgentEncryptionBytes.bin':
Specified key is not a valid size for this algorithm.."
    ,"error","[0002] - Error connecting to 10.85.3.122: System.UnauthorizedAccessException:
```

Access is denied. (Exception from HRESULT: 0x80070005 (E\_ACCESSDENIED))

**Paso 1:** Ejecute Microsoft Windows Services Console, services.msc. Permite deshabilitar o habilitar un servicio de Windows.



**Paso 2:** Haga clic con el botón derecho del ratón en el servicio Cisco User Agent y seleccione **Stop** para detener el servicio.

#### 🔍 Services

File Action View Help

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	Cisco Firepower User Agent for	Name	Description	Status	Startup Type	Log ^
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	Stop the service	🎑 Arellia Agent	Arellia Man	Running	Automatic	Loc
	Restart the service	🍓 Auto Time Zone Updater	Automatica		Disabled	Loc
		🔍 Background Intelligent Tran	. Transfers fil	Running	Automatic (D	Loc
	Description	🗛 Background Tasks Infrastru	Windows in	Running	Automatic	Loc
	Polls network logon information	🗛 Base Filtering Engine	The Base Fil	Running	Automatic	Loc
	from Active Directory servers and	🐏 BitDefender Threat Scanner	scan		Manual	Loc
	reports user to IP address mappings	BitLocker Drive Encryption	BDESVC hos		Manual (Trig	Loc
	to Firepower Management Centers	Block Level Backup Engine	The WBENG		Manual	Loc
		Bluetooth Handsfree Service	Enables wir		Manual (Trig	Loc
		Bluetooth Support Service	The Bluetoo		Manual (Trig	Loc
		SranchCache	This service		Manual	Net
		Certificate Propagation	Copies user	Running	Manual	Loc
		Cisco AnyConnect Secure	Cisco AnyC	Running	Automatic	Loc
		Cisco Firepower Us Star	t	Running	Automatic	Loc
		Cisco Media Servic	2	Running	Automatic	Loc
		Cisco MSI Manage		Running	Automatic	Loc
		Client License Serv	se		Manual (Trig	Loc
		CNG Key Isolation Resi	ume	Running	Manual (Trig	Loc
		Code42 CrashPlan Rest	tart	Running	Automatic	Loc
		COM+ Event Syste	Tasks >	Running	Automatic	Loc Y
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	Extended Standard	Refr	esh			
Stop service Cisco Firep	oower User Agent for Active Directory or	n Local Computer Pro	perties			
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### Paso 3: Vaya a la sección C: unidad.

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😭 Docume	ents 🖈	IT_Logs		4/4/2017 8:58 AM	File folder		
	ads 🖈	Oracle		4/4/2017 8:57 AM	File folder		
Distures		- PerfLogs		10/30/2015 3:24 AM	File folder		
Pictures	*	Program Files		4/4/2017 9:22 AM	File folder		
Desktop		Program Files	(x86)	4/4/2017 9:20 AM	File folder		
Music		Users		7/18/2016 2:04 PM	File folder		
Temp		Windows		4/4/2017 10:04 AM	File folder		
🚪 Videos		隌 CiscoUserAger	nt	4/4/2017 10:27 AM	SQL Server Compact Edition Database File		212 KB
te This DC		🗟 msdia80.dll		9/22/2005 8:39 PM	Application extension		874 KB
		triggerfullhinv	1	7/18/2016 7:02 PM	Text Document		1 KB
> Desktop		UserAgentEnc	ryptionBytes.bin	4/4/2017 10:16 AM	BIN File		1 KB
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b Music			Scan for threats						
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			Create shortcut		11111	1000			
			😌 Delete						
			💡 Rename						
			Properties						

**Paso 5:** Elimine el archivo CiscoUserAgent, que es un archivo de base de datos de SQL Server Compact Edition.

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🖈 Quick access	Name	^	Date m	odified	Туре		Size	
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😫 Documents 🖈	IT_Logs		4/4/201	17 8:58 AM	File folder			
L Downloads	Oracle		4/4/201	17 8:57 AM	File folder			
Dictures	PerfLogs		10/30/2	2015 3:24 AM	File folder			
Desister A	Program F	iles	4/4/201	17 9:22 AM	File folder			
	Program F	iles (x86)	4/4/201	17 9:20 AM	File folder			
J Music	Users		7/18/20	016 2:04 PM	File folder			
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**Paso 6:** Vuelva a services.msc. Haga clic con el botón derecho del ratón en el servicio Cisco User Agent, seleccione **Properties**, luego seleccione la pestaña **Log On** y configure un usuario como login de usuario AD. Haga clic en **Aplicar** cuando haya terminado.

Services				- 🗆	$\times$
File Action View H	Help				
File Action View H File Action View H Services (Local) C A D P fr ret to	Help         Cisco Firepower User Agent for Active Directory Properties (Local C ×         General       Log On         Recovery       Dependencies         Log on as:	cription litates t /ides su :esses in /ides inf lia Man omatica omatica sfers fil dows in Base Fil	Status Running Running Running Running Running Running	Startup Type Manual (Trig Manual Manual Manual Automatic Disabled Automatic (D Automatic Automatic Manual	Log ^ Loc Loc Loc Loc Loc Loc Loc Loc Loc Loc
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**Paso 7:** En services.msc, haga clic en **Inicio** para el servicio **Cisco Firepower User Agent** para Active Directory.

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File Action View	Help					
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🔍 Services (Local)	Services (Local)					
	Cisco Firepower User Agent for	Name	Description	Status	Startup Type	E Log ^ g Loc Loc Loc Loc Loc Loc Loc Loc Loc Loc
	Active Directory	Application Information	Facilitates t	Running	Manual (Trig	Loc
	Start the service	Application Layer Gateway	Provides su		Manual	Loc
		Application Management	Processes in	Running	Manual	Loc
		AppX Deployment Service (	Provides inf		Manual	Loc
	Description: Polls network logon information	😪 Arellia Agent	Arellia Man	Running	Automatic	Loc
	from Active Directory servers and	🔍 Auto Time Zone Updater	Automatica		Disabled	Loc
	reports user to IP address mappings	Background Intelligent Tran	Transfers fil	Running	Automatic (D	Loc
	to Firepower Management Centers	🗟 Background Tasks Infrastru	Windows in	Running	Automatic	Loc
		🗟 Base Filtering Engine	The Base Fil	Running	Automatic	Loc
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		🌼 BranchCache	This service		Manual	Net
		🖏 Certificate Propagation	Copies user	Running	Manual	Loc
		🖏 Cisco AnyConnect Secure	Cisco AnyC	Running	Automatic	Loc
		🔅 Cisco Firepower User Agent	Polls netwo		Automatic	Loc
		🖏 Cisco Media Services Interfa	Enables Cis	Running	Automatic	Loc
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Paso 8: Verifique el tamaño del archivo UserAgentEncryptionBytes.bin. No debe ser de 0 KB.

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Quick access	Name	Date modified	Туре	Size		
Desktop 🖈	ggsgsccmclient	7/19/2016 1:07 PM	File folder			
Documents 🖈	IT_Logs	4/4/2017 8:58 AM	File folder			
Downloads 🖈	Oracle	4/4/2017 8:57 AM	File folder			
Distures	PerfLogs	10/30/2015 3:24 AM	File folder			
		4/4/2017 9:22 AM	File folder			
Desktop	Program Files (x86)	4/4/2017 9:20 AM	File folder			
Music	Users	7/18/2016 2:04 PM	File folder			
Temp	Windows	4/4/2017 10:04 AM	File folder			
Videos	😭 CiscoUserAgent	4/4/2017 10:36 AM	SQL Server Compact Edition Database File	2	12 KB	
THE	🚳 msdia80.dll	9/22/2005 8:39 PM	Application extension	8	74 KB	
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Desktop	UserAgentEncryptionBytes.bin	4/4/2017 10:35 AM	BIN File		1 KB	
Documents						
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**Paso 9:** Agregue los controladores de dominio y el centro de administración de Firepower al cliente de agente de usuario. Asegúrese de agregar los controladores de dominio/host local antes de agregar Firepower Management Center al agente de usuario.

Active Directory Servers						
Host	Polling Status	Last Polled	Real-tim	ie Status	Last Real-time Report	Real-time
distri	Active Directory Server	Configur —		X		
	,		_	~		
Se	erver Name/IP Address:					
	Domain:	domain				
Active Directory Server Po	Authorized User:					
Active Directory Server Ma	Password:				Add	Remove
	Local Login IP Address:	<select></select>	~			
	2	Process real-time ev	/ents			

#### Referencias

- Guía de configuración del agente de usuario Firepower, 2.3
- <u>El agente de usuario deja de descartar si no puede traducir la cuenta de servicio al</u> <u>identificador de seguridad (CSCuw20184)</u>
- <u>Conceder permiso mínimo a una cuenta de usuario de Active Directory utilizada por el agente</u>
   <u>de usuario de Sourcefire</u>