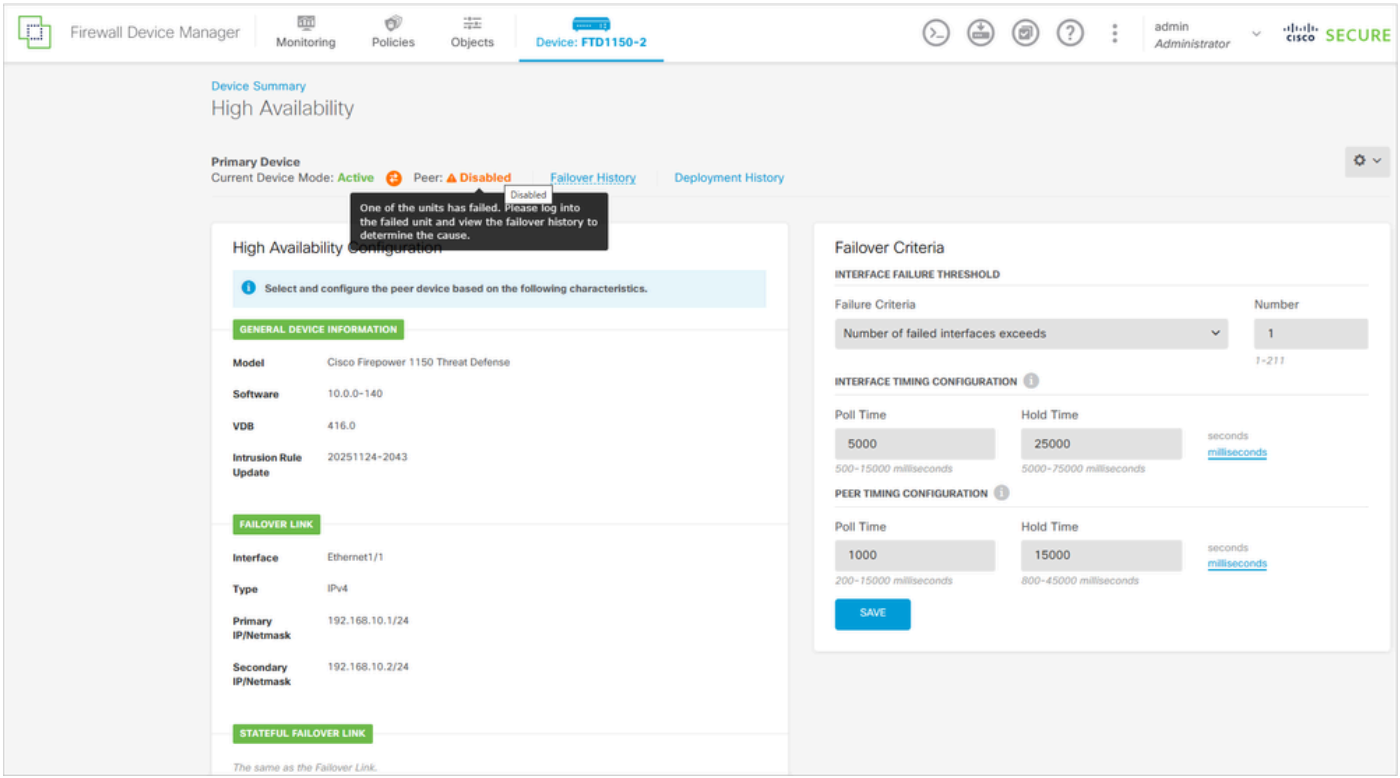
Troubleshoot FDM High Availability Configuration Failure Due to Cloud Services Enrollment Mismatch

Contents

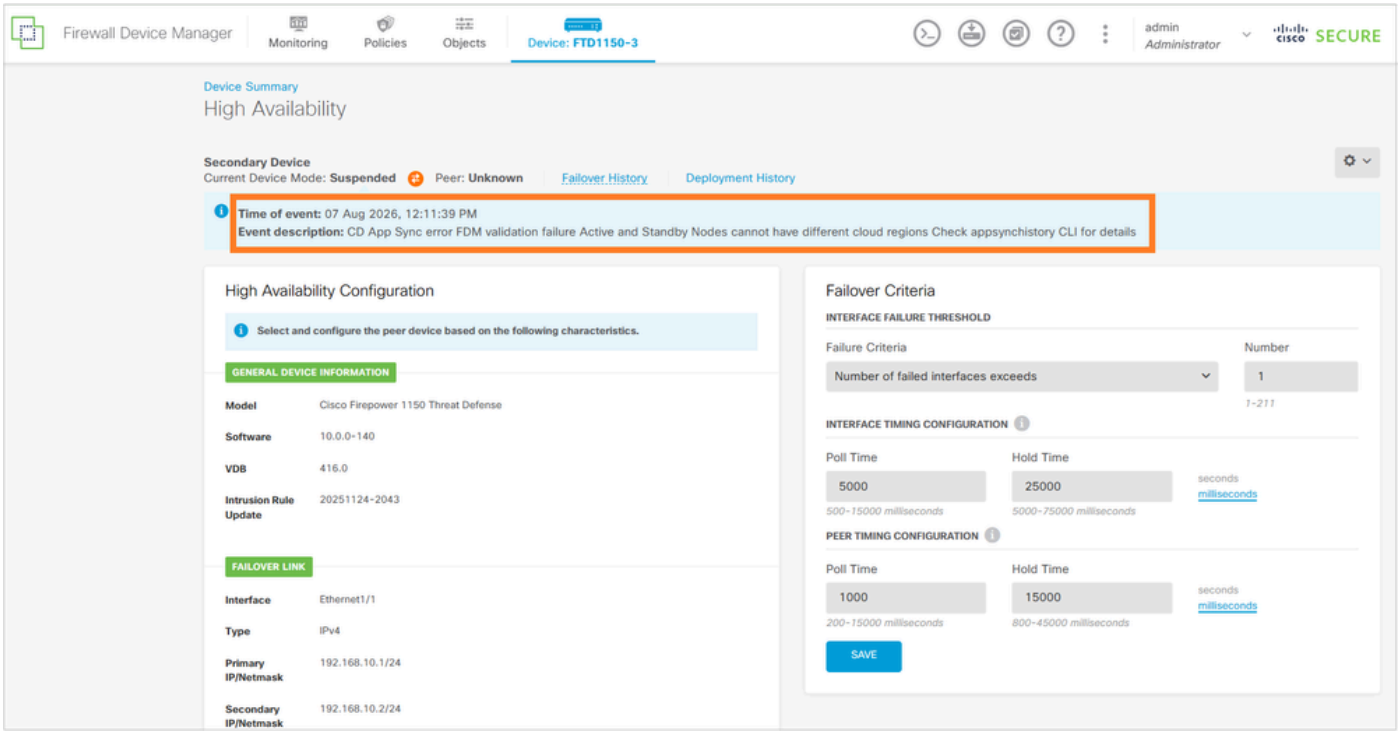
Issue

High Availability (HA) configuration fails between two Firepower 1150 devices managed by Firewall Device Manager (FDM). The configuration process does not complete successfully, preventing the establishment of an HA pair.

The FDM UI on the primary unit shows:



The secondary FTD unit shows:



Primary FTD CLI:

<#root>

>

show app-sync-history

```
==================================APP SYNC HISTORY==================================
--------------------------------------------------------------------------------
App Sync Time: 10:11:10 UTC Aug 07 2026
Role:  Active Unit
App Sync Status: FAILURE
Failed Phase: WaitRemoteConfigApply
```

Failure Reason: Cluster App Un Archive failure on Standby/Slave Unit Node Id: 1 FDM validation failure -

Secondary FTD CLI:

<#root>

device#

show failover

Failover Off (pseudo-Standby)

```
Failover unit Secondary
Failover LAN Interface: failover-link Ethernet1/1 (up)
Reconnect timeout 0:00:00
Unit Poll frequency 1 seconds, holdtime 15 seconds
Interface Poll frequency 5 seconds, holdtime 25 seconds
Interface Policy 1
Monitored Interfaces 2 of 1288 maximum
MAC Address Move Notification Interval not set
failover replication http

>
```

show app-sync-history

```
==================================APP SYNC HISTORY==================================
------------------------------------------------------------------------------
App Sync Time: 10:11:06 UTC Aug 07 2026
Role:  Standby Unit
App Sync Status: FAILURE
Failed Phase: OnBoxValidators
```

Failure Reason: FDM validation failure - Active and Standby Nodes cannot have different cloud regions.

```
------------------------------------------------------------------------------

device#
```

show failover history

```
==============================================================================
From State                To State                  Reason
==============================================================================
08:45:29 UTC Aug 7 2026
Not Detected              Disabled                  No Error
10:10:49 UTC Aug 7 2026
Disabled                  Negotiation               Set by the config command
                                                    (failover)
10:10:50 UTC Aug 7 2026
Negotiation               Cold Standby              Detected an Active peer
10:10:52 UTC Aug 7 2026
Cold Standby              App Sync                  Detected an Active peer
10:11:39 UTC Aug 7 2026
App Sync                  Disabled
```

CD App Sync error

FDM validation failure - Active and Standby Nodes cannot have different cloud regions.. Check app-sync-h

```
==============================================================================
```

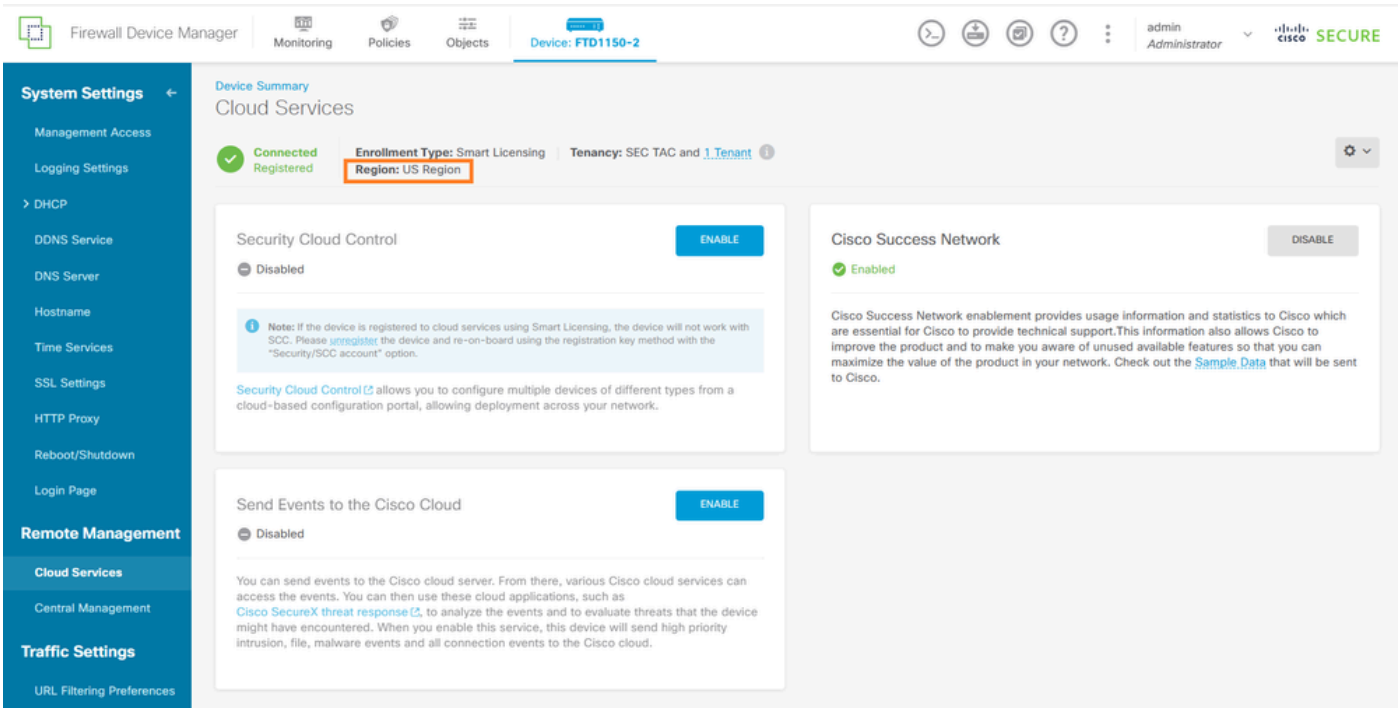
Environment

- Two Firepower 1150 FTD devices. Other hardware platforms are also affected.
- FTD software version 7.2.8. Other software versions are also affected.
- Both FTD units are managed by FDM and are enrolled in Cisco Cloud Services.

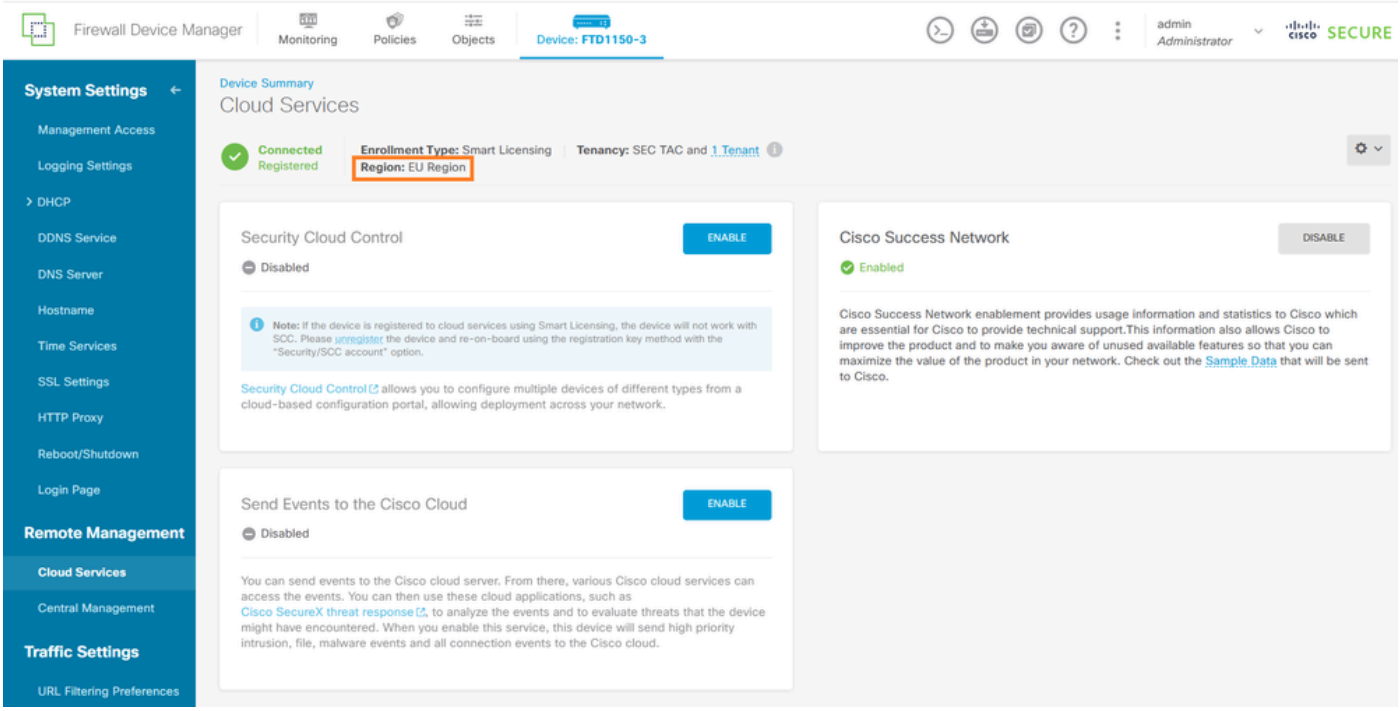
Resolution

The resolution involves aligning the cloud services enrollment status between both firewalls.

Primary cloud services is in registered in the US region:



Secondary cloud services is in registered in the EU region:

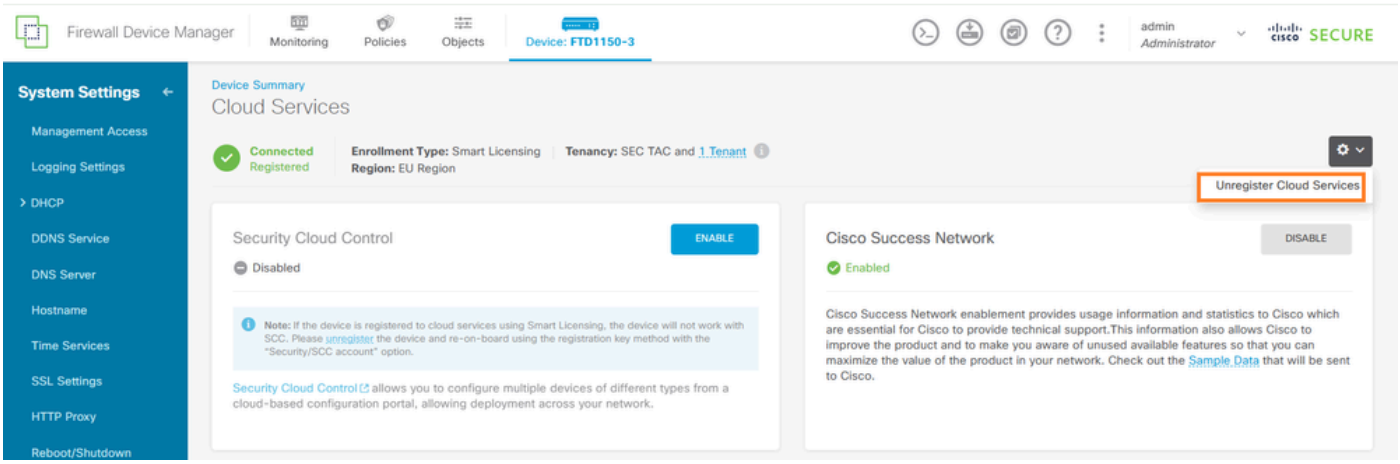


In this case, the user decides to enroll the secondary firewall (FW2) to match the primary firewall (FW1).

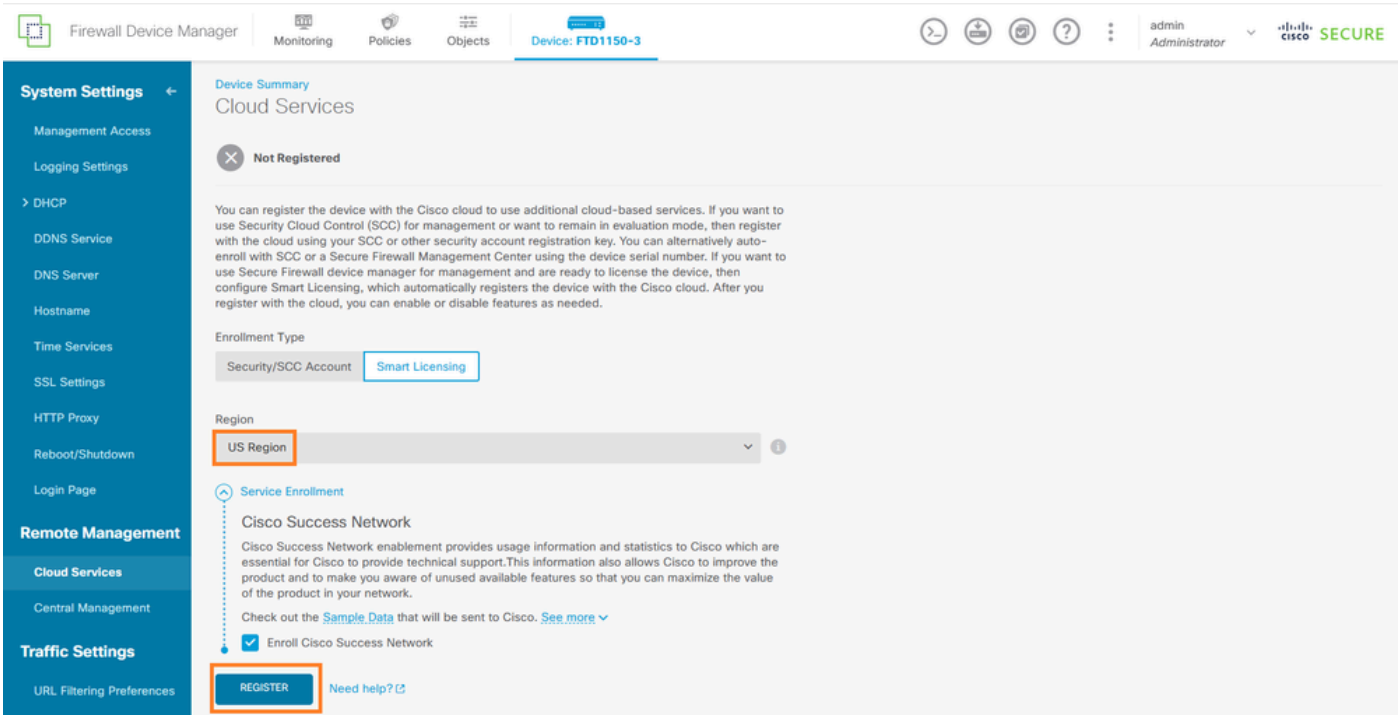
Step 1: Enroll FW2 in Cisco Cloud Services

Enroll FW2 into Cisco Cloud Services using the same cloud region as FW1 (US region).

In FW2 FDM interface, navigate to **Device > System Settings > Cloud Services** and unregister the cloud services:

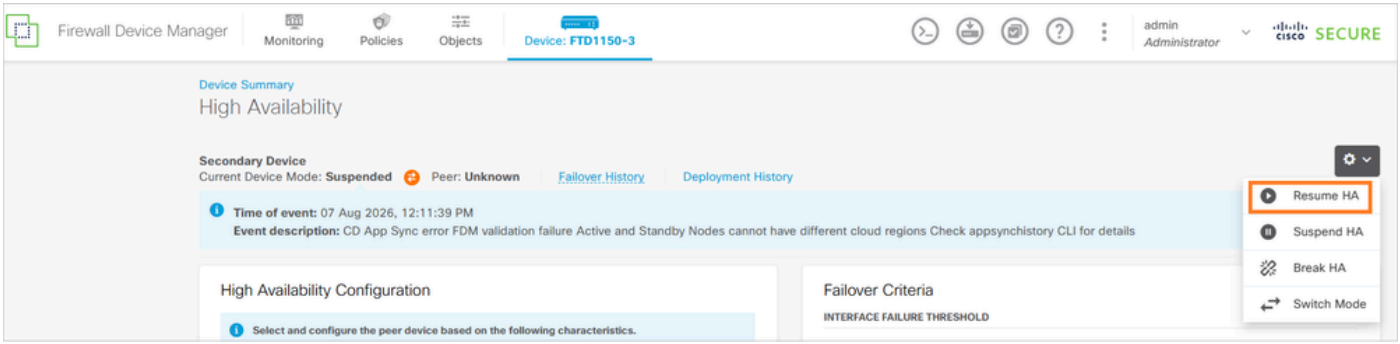


Then, enroll FW2 to the same region used by FW1:



Step 2: Retry HA Configuration

After both devices show the same cloud enrollment state, resume the HA configuration:



In the CLI on the secondary device you see:

<#root>

>

Detected an Active mate

Secondary: Switching to Ok for reason Detected an Active peer.

and a few minutes later:

```
<#root>

device#

show failover state


               State          Last Failure Reason      Date/Time

This host  -   Secondary


               Standby Ready  None

Other host -   Primary


               Active         None

====Configuration State===


Sync Done - STANDBY


====Communication State===
        Mac set
```

In general, both devices must be either be enrolled in the same Cisco Cloud Services region, or both must not be enrolled at all.

Cause

The root cause is a Cisco Cloud Services enrollment status mismatch between the two Firepower 1150 devices. FDM blocks HA App Sync when one node is cloud-enrolled and the other is not enrolled or is enrolled in different region. This validation ensures that both devices in an HA pair maintain consistent cloud connectivity and feature availability.

The specific technical cause is that FW1 was enrolled in Cisco Cloud Services US region while FW2 was enrolled in EU region, resulting in an incompatible state for HA pair formation.

Related Content

- Cisco Firepower Threat Defense High Availability Configuration Guide
- Cisco Firepower Device Manager System Settings Configuration
- Configure FTD High Availability Using FDM
- Cisco Technical Support & Downloads