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AnyConnect VPN, ASA, and FTD FAQ for Secure Remote Workers

Is this document for you?

This document gathers together FAQs, best practices, and other reference information to help you deploy Cisco AnyConnect remote access VPN for a Cisco ASA or Cisco Firepower Threat Defense (FTD) headend for secure remote workers. Also see the following document for more scaling out tips: https://www.cisco.com/c/en/us/support/docs/security/anyconnect-secure-mobility-client/215331-anyconnect-implementation-and-performanc.html.

AnyConnect Connection Logic

In the simplest configuration, the AnyConnect client will use a specific entry in a connection list. The connection list can contain backup entries, in case the first entry is non-responsive.

```
<ServerList>
  <HostEntry>
   <HostName>ACME VPN headend/HostName>
                                                            ! name that in displayed in AnyConr
   <HostAddress>hq.company.com</HostAddress>
                                                     ! first entry that will be tried, can be
   <BackupServerList>
                                                        ! backup section list
   <HostAddress>warsaw.company.com
                                                        ! second option
    <HostAddress>london.company.com/HostAddress>
                                                        ! third option
   <HostAddress>milan.company.com</HostAddress> ! fourth option
<HostAddress>berlin.company.com</HostAddress> ! fifth option
   </BackupServerList>
   </HostEntry>
</ServerList>
```

In a VPN load-balanced configuration, if there are no sessions remaining:

The ASA will try to find and disconnect stale clients (clients connected over 8 hours ago and in hibernation).

If no stale clients were found, the connection will fail with a message to the user.

The AnyConnect client will not automatically try the next connection entry or backup entries. This occurs because the connection failure happened after initial authentication, so the AnyConnect client appears to have successfully connected. This isn't a big problem: the user can select the next entry from the list of available connections, or retry with the same connection.

SSL vs. TLS vs. DTLS: What's the Difference?

SSL-SSL is generally obsolete, but it's used widely in data sheets and literature because people know the name. See https://tools.ietf.org/html/rfc7568.

TLS-TLS 1.0, 1.1, 1.2 and 1.3 are current versions. TLS 1.0 and 1.1 are being deprecated by major OS and browser companies by March 2020. ASA, FTD, and AnyConnect supports TLS up to 1.2 for VPN connectivity.

DTLS-DTLS is UDP-based TLS for VPN connectivity. See https://tools.ietf.org/html/rfc6347.

Why is DTLS Performance Worse than IPsec?

DTLS bears more complexity in performing high-speed calculations for processing traffic.

Current generation crypto accelerators were optimized for years to process IPsec traffic.

Can You Rate-Limit Traffic per AnyConnect User?

Question: Can you rate-limit traffic per AnyConnect user?

Answer:

FTD-Yes. See

https://www.cisco.com/c/en/us/td/docs/security/firepower/640/configuration/guide/fpmc-config-guide-v64/firepower_threat_defense_remote_access_vpns.html#task_rvk_qnl_ngb

ASA-You can only limit traffic per Tunnel Group. See

https://www.cisco.com/c/en/us/support/docs/security/asa-5500-x-series-next-generation-firewalls/82310-gos-voip-vpn.html#anc11 and

https://www.cisco.com/c/en/us/td/docs/security/asa/asa913/configuration/firewall/asa-913-firewall-config/conns-qos.html#ID-2133-000002dd

Configuration Tips

Make sure you're using AnyConnect 4.8.x and DTLS v1.2 or IKEv2 for the headend (FTD 6.6/ASA 9.10+) configuration

(ASA) Verify the optimization setting for crypto hardware. There are two options:

crypto engine accelerator-bias ssl

crypto engine accelerator-bias ipsec

Note Changing this setting will cause traffic disruption.

MTU in the Group Policy—The higher MTU, the better. However, once you cross 1406, you may start having problems.

(ASA) AnyConnect tunnel optimizations can be enabled on ASA devices to potentially optimize throughput available per client. Apply following customization for the ASA:

```
webvpn
```

 $any connect-custom-attr\ Tunnel Optimizations Enabled\ description\ Optimizations any connect-custom-data\ Tunnel Optimizations Enabled\ False\ false\ any connect-custom-data\ Tunnel Optimizations Enabled\ True\ true$

Then in the group-policy:

group-policy <Group Policy Name> attributes
anyconnect-custom TunnelOptimizationsEnabled value True

Optimizing Your ASAv Deployment

For detailed information to make sure you're getting the most performance from your ASAv, see the following document:

https://www.cisco.com/content/en/us/td/docs/security/asa/misc/asav-optimization/optimizing-your-asav-deployment.html

Does FTDv Support Remote Access VPN?

Question: Does FTDv support remote access VPN?

Answer: Yes!

Cloud Providers

We currently support following cloud providers for FTDv:

Microsoft Azure cloud (all instances support up to 250 VPN endpoints):

Standard D3-4 vCPUs, 14 GB, 4vNlCs

```
Standard D3_v2-4 vCPUs, 14 GB, 4vNICs

Standard D4_v2-8 vCPUs, 28 GB, 8vNICs (New in Version 6.5)

Standard D5_v2-16 vCPUs, 56 GB, 8vNICs (New in Version 6.5)

Amazon AWS cloud (all instances support up to 250 VPN endpoints):

c4.xlarge-4 vCPUs, 7.5 GB, 2 interfaces, 1 management interface

c3.xlarge-4 vCPUs, 7.5 GB, 2 interfaces, 1 management interface
```

See which FTDv version is supported in which cloud:

https://www.cisco.com/c/en/us/td/docs/security/firepower/compatibility/firepower-compatibility.html

Hypervisors

We currently support following hypervisors for FTDv:

VMware ESXi

4vCPU/8GB (default)

8vCPU/16GB

12vCPU/24GB

KVM

4vCPU/8GB (default)

8vCPU/16GB

12vCPU/24GB

See which FTDv version is supported in which hypervisor: https://www.cisco.com/c/en/us/td/docs/security/firepower/compatibility/firepower-compatibility.html

Viewing Information about VPN on the ASA or FTD

How can you see the number of connected VPN clients?

See the following command:

show vpn-sessiondb summary

hq-vpn-headend# show vpn-se	ssion	db sumr	nary		
VPN Session Summary					
	A	ctive	: Cumulative :	Peak Concur :	Inactive
AnyConnect Client SSL/TLS/DTLS		1 1		1 : 1 :	_
Total Active and Inactive Device Total VPN Capacity Device Load		1 300 0%	Tot	al Cumulative	: 1

How can you see licensing and scaling numbers?

See the following command:

show vpn-sessiondb license-summary

```
hq-vpn-headend# show vpn-sessiondb license-summary
______
VPN Licenses and Configured Limits Summary
______
                         Status : Capacity : Installed : Limit
                        -----
AnyConnect Premium : ENABLED : AnyConnect Essentials : DISABLED :
                       : ENABLED : 750 : 750 : NONE
: DISABLED : 750 : 750 : NONE
Other VPN (Available by Default) : ENABLED : 750 :
                                            750 : NONE
[ . . . ]
VPN Licenses Usage Summary
                               All : Peak : Eff. :
                              In Use : In Use : Limit : Usage
                             ______
                           : 50 : 94 : 750 : 6%
: 50 : 90 : 750 : 6%
: 0 : 0 : 750 : 0%
AnyConnect Premium : Anyconnect Client :
Other VPN
 L2TP Clients
______
```

Can you see traffic statistics per connected client?

See the following command:

show vpn-sessiondb anyconnect

hq-vpn-headend# show vpn-sessiondb anyconnect

Session Type: AnyConnect

Protocol : AnyConnect-Parent SSL-Tunnel DTLS-Tunnel License : AnyConnect Premium

Encryption : AnyConnect-Parent: (1)none SSL-Tunnel: (1)AES-GCM-256 DTLS-Tunnel: (1)AES'

Hashing : AnyConnect-Parent: (1)none SSL-Tunnel: (1)SHA384 DTLS-Tunnel: (1)SHA1 Bytes Tx : 382125 Bytes Rx : 324015 Group Policy : SCPolicy Tunnel Group : DefaultWEBVPNGroup

Login Time : 01:41:18 CEST Mon Mar 9 2020 Duration : 0h:13m:19s

Inactivity : 0h:00m:00s

VLAN : none VLAN Mapping : N/A

Audt Sess ID : c0a80afe000010005e6590ae

Security Grp : none

Can you filter traffic statistics per connected client?

See the following command:

show vpn-sessiondb anyconnect filter

```
hq-vpn-headend# show vpn-sessiondb anyconnect filter ?
  a-ipaddress Assigned IP Address specific session
a-ipversion Assigned IP Version specific sessions
  \hbox{encryption} \qquad \hbox{Encryption Algorithm}
  inactive inactive sessions name Username specific sessions
  p-ipaddress Public IP Address specific sessions
  p-ipversion Public IP Version specific sessions
                 Protocol
  protocol
  tunnel-group Tunnel-group sessions
```

What details can you show per connected client?

See the following command:

show vpn-sessiondb detail anyconnect

hq-vpn-headend# show vpn-sessiondb detail anyconnect Protocol : AnyConnect-Parent SSL-Tunnel DTLS-Tunnel

License : AnyConnect Premium

Encryption : AnyConnect-Parent: (1)none SSL-Tunnel: (1)AES-GCM-256 DTLS-Tunnel: (1)AES:

Hashing : AnyConnect-Parent: (1)none SSL-Tunnel: (1)SHA384 DTLS-Tunnel: (1)SHA1

Bytes Tx : 465106 Bytes Rx : 395293

Pkts Tx : 3310 Pkts Rx : 4115

Pkts Tx Drop : 0

Public IP : 144.254.8.19

Public IP : 144.2 Pkts Rx Drop : 0 Group Policy : SCPolicy Tunnel Group : DefaultWEBVPNGroup Login Time : 01:41:18 CEST Mon Mar 9 2020 Duration : 0h:17m:45s Inactivity : 0h:00m:00s VLAN Mapping : N/A VLAN : none Audt Sess ID : c0a80afe000010005e6590ae Security Grp : none AnyConnect-Parent: Tunnel ID : 1.1 Client OS : mac-intel Client OS Ver: 10.15.3 Client Type : AnyConnect Client Ver : Cisco AnyConnect VPN Agent for Mac OS X 4.8.02042

Bytes Tx : 7650 Bytes Rx : 0

Pkts Tx : 6 Pkts Rx : 0

Pkts Tx Drop : 0 Pkts Rx Drop : 0 SSL-Tunnel: Tunnel ID : 1.2 Assigned IP : 192.168.46.5 Public IP : 144.254.8.19 Encryption : AES-GCM-256 Hashing : SHA384 Ciphersuite : ECDHE-ECDSA-AES256-GCM-SHA384 Encapsulation: TLSv1.2 TCP Src Port : 1029
TCP Dst Port : 443 Auth Mode : userPassword
Idle Time Out: 30 Minutes Idle TO Left : 12 Minutes Client OS : Mac OS X Client Type : SSL VPN Client Client Ver : Cisco AnyConnect VPN Agent for Mac OS X 4.8.02042

 Bytes Tx
 : 7874
 Bytes Rx
 : 942

 Pkts Tx
 : 10
 Pkts Rx
 : 7

 Pkts Tx Drop : 0
 Pkts Rx Drop : 0

 DTLS-Tunnel: Tunnel ID : 1.3 Assigned IP : 192.168.46.5 Public IP : 144.254.8.19
Encryption : AES256 Hashing : SHA1

Ciphersuite : DHE-RSA-AES256-SHA

Encapsulation: DTLSv1.0 UDP Src Port : 1024

UDP Dst Port : 443 Auth Mode : userPassword

Idle Time Out: 30 Minutes Idle TO Left : 30 Minutes Client OS : Mac OS X Client Type : DTLS VPN Client Client Ver : Cisco AnyConnect VPN Agent for Mac OS X 4.8.02042

 Bytes Tx
 : 453544
 Bytes Rx
 : 395493

 Pkts Tx
 : 3312
 Pkts Rx
 : 4128

Pkts Rx Drop : 0

Scaling Out Remote Access VPNs

Pkts Tx Drop : 0

ASA VPN Load Balancing

Load balancing is a mechanism for equitably distributing remote access VPN traffic among the devices in a virtual cluster. For more information, see

https://www.cisco.com/c/en/us/td/docs/security/asa/asa913/configuration/vpn/asa-913-vpn-config/vpn-ha.html.

This section includes common questions and best practices for VPN load balancing.

VPN Load Balancing on the FTD: Not Supported

Question: Does the FTD support VPN load balancing? **Answer:** No. Only the ASA supports VPN load balancing.

Clustering and VPN Load Balancing: Not Supported

Question: Can I mix clustering with VPN load balancing?

Answer: No. Clustering (multiple ASAs connected together in a cluster configuration) does not support Remote Access VPN. See the Cisco ASA unsupported clustering features:

https://www.cisco.com/c/en/us/td/docs/security/asa/asa913/configuration/general/asa-913-general-config/ha-cluster.html#ID-2170-0000296. Note that the clustering feature is not related to VPN load balancing "clusters", although they use the same terminology.

You can use failover with VPN load balancing, however.

Mixing Different Devices in VPN Load Balancing

Question: Can I mix ASA hardware appliances and ASAv virtual appliances for VPN load balancing?

Answer: Yes. But take into account different weighting of devices in the VPN load-balancing algorithm. Also, in Version 9.1 and earlier, different generations of the ASA may not be properly detected and will fail to form a VPN load-balancing group (CSCty54721).

Note that VPN load balancing requires the 3DES/AES license.

Question: How does the VPN load-balancing algorithm work?

Answer: Each VPN load-balancing group member advertises to the director what its maximum number of VPN sessions is. The director then allocates sessions to each member unit equalling 1% the unit's maximum. After balancing sessions to all member units, the director allocates itself 1% of its maximum. The allocation continues in order (each member, and then the director) in 1% increments.

For example, you have three ASAs:

ASA 5515-X (member) with 250 sessions max.

ASAv5 (member) with 50 sessions max.

ASA 5555-X (director) with 5000 sessions max.

See the following VPN session distribution:

ASA 5515-X-Allocated the first three sessions (1% of 250).

ASAv5-Allocated the next session (1% of 50).

ASA 5555-X-Allocated the next 50 sessions (1% of 5000).

ASA 5515-X-Allocated the next 3 sessions.

ASAv5-Allocated the next session.

ASA 5555-X-Allocated the next 50 sessions.

And so on...

Mixed-Devices Tips

In a mixed environment, you can artificially limit supported VPN clients, which will be taken into account by the VPN load balancing director:

```
vpn-c15# show vpn load-balancing
Total License Load:
AnyConnect Premium/Essentials
                           Other VPN
                                               Public IP
  Limit Used Load Limit Used Load
          0 0%
    250
                           250
                                   0 0% 100.64.0.15* ! Plat
vpn-c15(config)# vpn-sessiondb max-anyconnect-premium-or-essentials-limit 3
vpn-c15(config)# vpn-sessiondb max-other-vpn-limit 30
vpn-c15# show vpn load-balancing
Total License Load:
AnyConnect Premium/Essentials
                           Other VPN
                                               Public IP
  Limit Used Load
                           Limit Used Load
          0 0%
     30
                            3 0
                                         0% 100.64.0.15*. ! ε
```

By default, IKE negotiation is setup to accept 100% of incoming connection requests up to current platform limits. For smaller platforms, or a mix of platforms, we suggest that you limit acceptance to a lower amount so you do not overload the device with sudden bursts of traffic:

```
vpn-cl5(config)# crypto ikev2 limit max-in-negotiation-sa 25 ! default is 1
! for 250 VPN license, ASA will be accepting only 63 sessic
! for 750 VPN license, ASA will be accepting only 188 sessic
```

Another option is to limit the total number of SAs to protect the device from trying to establish too many sessions overall. If the device is in a VPN load balancing group, coordinate this setting with the **vpn-sessiondb max-anyconnect-premium-or-essentials-limit** and **vpn-sessiondb max-other-vpn-limit** commands.

What if VPN Load Balancing Is Not Enough?

In addition to the VPN load balancing feature, you can use these additional networking tools:

DNS-Use the same A/AAAA record pointing to different IPs

Anycast-Distribute the same IPs

Hardware or software load-balancers-Offers VIP per device or a VPN load balanced group

The above options can be mixed and matched. Consider also how you use AnyConnect Connection Logic.

Using DNS to Scale Out Your Remote Access VPN Deployment

Use the same A/AAAA record to point to different IP addresses.

Pros:

Very easy to use; you can assign multiple records in your domain zone to the same name like this:

```
asa-vpn IN A 10.254.220.5
asa-vpn IN AAAA 2001:420:1::5
```

asa-vpn	IN A	10.254.220.6
asa-vpn	IN AAAA	2001:420:1::6
asa-vpn	IN A	10.254.220.7
asa-vpn	IN AAAA	2001:420:1::7

Cons:

May not give equal load-balancing result. It will depend on the client DNS resolver, the DNS filtering/caching policies of service providers, and so on.

Using IP Anycast to Scale Out Your Remote Access VPN Deployment

Use the same IPv4/v6 as the VPN load balancer virtual IP address.

For more about IP Anycast best practices, see https://lukasz.bromirski.net/docs/prezos/plnog2011/ip_anycast.pdf.

Pros:

Works across many devices or VPN load-balancer groups in different sites or in different segments at the same site (depending on requirements/resources).

Uses normal IP routing mechanisms to reach the nearest advertised instance of service.

Cons:

IP Anycast needs to be monitored, and a failed site needs to be removed from IP routing so you do not blackhole connection requests.

Using Load Balancers to Scale Out Your Remote Access VPN Deployment

You can use a regular traffic load balancer in front of multiple ASAs and FTDs.

Pros:

Numerous hardware (i.e. Nexus 9000 ITD feature, F5, A10) and software (i.e. HAProxy, Traefik) or even cloud-specific (AWS/Azure/GCP) load balancers are readily available and offer very high performance.

Most load balancers offer additional tests, features, and protection.

Cons:

You don't have visibility in the front-end layer (the ASA or FTD).

Design Choices for VPN Deployments

ASA: Single Site Scenarios

Option 1a:: Single ASA (not recommended because of lack of redundancy)

Scaling: Up to the maximum VPN peers in the data sheet, with session setup at data sheet rate.

Option 1b: Two ASAs in Active/Standby

Scaling: Up to the maximum VPN peers in the data sheet, with session setup at data sheet rate. (The second ASA gracefully continues established VPN connections).

Option 2a: Two to Ten ASAs with VPN load balancing enabled

Scaling: Up to the maximum VPN peers in the data sheet for *each* ASA in a VPN load-balancing setup (different ASA models allowed), with session setup at data sheet rate for the terminating ASA. Cisco has tested up to ten ASAs in a VPN load-balancing group.

Option 2b: Two to Ten ASAs in Active/Standby with VPN load balancing enabled

Scaling: Up to the maximum VPN peers in the data sheet for *each* ASA in a VPN load-balancing setup (different ASA models allowed), with session setup at data sheet rate for the terminating ASA. Cisco has tested up to ten ASAs in a VPN load-balancing group. (The second ASA of each pair gracefully continues established VPN connections)

ASA: Dual Site Scenarios

Option 3a: Two ASAs in Active/Standby per Site, with DNS Load Balancing

Scaling: Up to the maximum VPN peers in the data sheet for each ASA pair, with session setup at data sheet rate per site. DNS is responsible for load balancing. Note that load balancing may not be equal to each site.

Option 3b: Two to Ten ASAs in Active/Standby, with DNS and VPN load balancing

Scaling: Up to the maximum VPN peers in the data sheet for each ASA pair, with session setup at data sheet rate per site. DNS is responsible for initial load balancing. Note that load balancing may not be equal to each site. Within each site, ASA VPN load balancing distributes traffic to the site ASAs. Cisco has tested up to ten ASAs in a VPN load-balancing cluster.

Option 4a: Two ASAs in Active/Standby per Site, User-Selected Site with Backup

Scaling: Up to the maximum VPN peers in the data sheet for each ASA pair, with session setup at data sheet rate per site. The user selects a specific site name, with a backup entry in case the first site is unavailable.

Option 4b: Two to Ten ASAs in Active/Standby, with User-Selected Site with Backup, VPN load balancing

Scaling: Up to the maximum VPN peers in the data sheet for each ASA pair, with session setup at data sheet rate per site. The user selects a specific site name, with a backup entry in case the first site is unavailable. Within each site, ASA VPN load balancing distributes traffic to the site ASAs. Cisco has tested up to ten ASAs in a VPN load-balancing cluster.

Option 5: Two to Ten ASAs in Active/Standby, with IP Anycast and VPN load balancing

Scaling: Up to the maximum VPN peers in the data sheet for each ASA pair, with session setup at data sheet rate per site. IP Anycast is responsible for initial load balancing, directing traffic to the nearest IP instance topology-wise (depending on SP-level routing, policies, etc.). Within each site, ASA VPN load balancing distributes traffic to the site ASAs. Cisco has tested up to ten ASAs in a VPN load-balancing cluster.

Option 6: Two to Ten ASAs in Active/Standby, with IP Anycast, Traffic Load Balancers, and VPN load balancing

Option 6: from two up to ten (tested) ASA+Active/Standby HA (failover) per VPN load-balancer cluster in each site, times number of VPN load-balanced clusters at site

Scaling: Up to the maximum VPN peers in the data sheet for each ASA pair, with session setup at data sheet rate per site. IP Anycast is responsible for initial load balancing, directing traffic to the nearest IP instance topology-wise (depending on SP-level routing, policies, etc.). Within each site, VIP load balancers (Nexus

ITD, F5, etc) distribute traffic to the ASAs. Finally, ASA VPN load balancing redistributes traffic as necessary. Cisco has tested up to ten ASAs in a VPN load-balancing cluster. ASA IP assignments will be local or NATted.

Design Choices for the Public Cloud

What are design choices for the Public Cloud?

Figure 1. Amazon AWS and Microsoft Azure

Design Choices for Microsoft Azure Load Balancing

Figure 2. Basic and Standard (Internal and External)

FTDv and ASAv Scalable Design

Figure 3. Azure internal load balancer (ILB) standard & external load balancer

ASAv Scalable Design Using AWS Load Balancing

Figure 4. NLB, ALB, and CLB

Where to Find Remote Access VPN Design Guides

Cisco Support AnyConnect Examples & Troubleshooting notes https://www.cisco.com/c/en/us/support/security/anyconnect-secure-mobility-client-v4-x/model.html

Remote Access VPN Design Guide, August 2014 https://www.cisco.com/c/dam/en/us/td/docs/solutions/CVD/Aug2014/CVD-RemoteAccessVPNDesignGuide-AUG14.pdf

Cisco SAFE Remote Access VPN and DDoS, September 2016 – also covers Firepower 9300 running ASA—https://www.cisco.com/c/dam/en/us/td/docs/solutions/CVD/Aug2014/CVD-RemoteAccessVPNDesignGuide-AUG14.pdf

Where to find more information

NGFWv RAVPN in AWS-https://youtu.be/2GtK_T9bCAY

Deploying AnyConnect SSL VPN with ASA (and Firepower Threat Defense) - BRKSEC-2501, CiscoLive!2018 Barcelona

Deploying AnyConnect with Firepower Threat Defense with posture and MFA - BRKSEC-2348, CiscoLive!2020 Barcelona

Firepower NGFW Clustering Deep Dive - BRKSEC-3032, CiscoLive!2020 Barcelona

Firepower Platforms Deep Dive - BRKSEC-3035, CiscoLive!2020 Barcelona

NGFWv and ASAv in Public Cloud (AWS and Azure) - BRKSEC-2064, CiscoLive!2019 Barcelona

NGFWv and ASAv in Public Cloud (AWS and Azure) - BRKSEC-2064

Deploying NGFWv & ASAv in Public Cloud (AWS and Azure) - LTRSEC-3052

Optimizing Your Firepower/FTD Deployment - BRKSEC-2066

Best Practices for the Cisco Firepower NGFW - TECSEC-2002

Firepower Platform Deep Dive - BRKSEC-3035

Dissecting FTD: architecture and troubleshooting - BRKSEC-3455

Advanced Firepower IPS deployment - BRKSEC-3300

Firepower Migration Tools - PSOSEC-2005

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