解决常见ISE访客访问问题

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简介

本文档介绍如何解决部署中的常见访客问题、如何隔离和检查问题以及要尝试的简单解决方法。

前提条件

要求

Cisco 建议您了解以下主题:

- ISE访客配置
- 网络接入设备(NAD)上的CoA配置
- •需要工作站上的捕获工具。

使用的组件

本文档中的信息基于 思科ISE版本2.6和:

- WLC 5500
- Catalyst交换机3850 15.x版本
- Windows 10工作站

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原 始(默认)配置。如果您的网络处于活动状态,请确保您了解所有命令的潜在影响。

访客流

访客流概述类似于有线或无线设置。此流程图图像可供整个文档参考。它有助于直观地显示步骤和



通过过滤终端ID,还可以在ISE实时日志[Operations > RADIUS Live Logs]上跟踪该流:

- MAB身份验证成功 用户名字段具有MAC地址 URL被推送到NAD 用户获取门户
- Guest Authentication successful username字段具有访客用户名,已标识为 GuestType_Daily(或访客用户的已配置类型)
- CoA initiated 用户名字段为空,详细报告显示动态授权成功
- •提供访客接入

图像中的事件顺序(从下到上)

May 18, 2020 01:34:18.298 AM		ò	testguest	84.96.91.26.0D.6D	Windows 10	Guest Access	Guest Acces	PermitAccess	10.106.37.18	DefaultNetwork	TenGigabitEther	User Identity Groups G	solumu26	5
May 18, 2020 01:34:18:269 AM	2	0		84 96 91 26 00 60						DefaultNetwork			solumu26	ġ.
May 18, 2020 01:34:14.446 AM		.o	testguest	84.96.91.26.DD.6D					10.106.37.18			GuestType_Daily (defa	sotumu26	å
May 18, 2020 01:22:50.904 AM	2	0	84.96.91.26.00.60	84.96.91.26.0D.6D	Intel-Device	Guest Acces	Guest Acces	Guest_redirect	10.106.37.18	DefaultNetwork	TenGigabitEther	Profiled	sotumu26	å.

通用部署指南

以下是一些配置帮助链接。对于任何特定使用案例故障排除,了解理想或预期配置都有帮助。

- <u>有线访客配置</u>
- 无线访客配置
- <u>无线访客CWA,带FlexAuth AP</u>

常见问题

本文档主要解决以下问题:

重定向至访客门户不起作用

从ISE推送重定向URL和ACL后,请检查以下项:

1.使用命令**show authentication session int <interface> details**显示交换机上的客户端状态(如果有 线访客接入):

guestlab#sh auth sess in	nt T1/0/48 de
Interface:	TenGigabitEthernet1/0/48
IIF-ID:	0x1096380000001DC
MAC Address:	b496.9126.dd6d
IPv6 Address:	Unknown
IPv4 Address:	10.106.37.18
User-Name:	B4-96-91-26-DD-6D
Status:	Authorized
Domain:	DATA
Oper host mode:	single-host
Oper control dir:	both
Session timeout:	N/A
Restart timeout:	N/A
Common Session ID:	0A6A2511000012652C64B014
Acct Session ID:	0x0000124F
Handle:	0x5E00014D
Current Policy:	POLICY_Te1/0/48
Local Policies: Service Template	: DEFAULT_LINKSEC_POLICY_SHOULD_SECURE (priority 150)
Security Policy:	Should Secure
Security Status:	Link Unsecure
Server Policies:	
URL Redirect:	https://10.127.197.212:8443/portal/gateway?sessionId=0A6
an=66bbfca930a43142fa26	1201220019300-2030-1109-9010-0030300773838800100-0#8800K
URL Redirect ACL:	REDIRECT ACL
	habitati_the
Method status list:	
Method	State
mab	Authc Success

2.无线局域网控制器上的客户端状态(如果无线访客接入):Monitor > Client > MAC address

Security Information	on
Security Policy Completed	No
Policy Type	N/A
Auth Key Mgmt	N/A
Encryption Cipher	None
EAP Type	N/A
SNMP NAC State	Access
Radius NAC State	CENTRAL_WEB_AUTH
CTS Security Group Tag	Not Applicable
AAA Override ACL Name	cwa_redirect
AAA Override ACL Applied Status	Yes
AAA Override Flex ACL	none
AAA Override Flex ACL Applied Status	Unavailable
Redirect URL	http:///iiiriicianiaameen:8443/portal/gateway?sessionId=0

3.借助命令提示符,从终端到TCP端口8443上ISE的可达性: C:\Users\user>telnet <ISE-IP> 8443

4.如果门户重定向URL具有FQDN,则检查客户端能否通过命令提示符进行解析

: C:\Users\user>nslookup guest.ise.com

5.在flex connect设置中,确保在ACL和flex ACL下配置相同的ACL名称。此外,验证ACL是否已映 射到AP。有关详细信息,请参阅上一节中的配置指南 — 步骤7 b和c。

cisco	MONITOR	WLANs	CONTROLLER	WIRELESS	SECURITY				
Wireless	FlexConnect Access Control Lists								
Access Points All APs	Acl Name								
 Radios 802.11a/n 802.11b/g/n Dual-Band Radios Global Configuration 	flexred								
Advanced									
Mesh									
RF Profiles									
FlexConnect Groups FlexConnect ACLs									

6.从客户端捕获数据包,并检查重定向。数据包HTTP/1.1 302 Page Moved用于指示WLC/Switch将 访问站点重定向到ISE访客门户(重定向URL):

ip.a	ip.addr==2.2.2.2								
No.		Arrival	Time			Source	Destination	Protocol	Info
Г	190	May 18,	2020	14:29:13.	49400500	10.106.37.18	2.2.2.2	TCP	54571 → 80 [SYN] Seq=0 Win=64240 Len=0 MSS=1460 WS=256 SACK_PERM=1
	191	May 18,	2020	14:29:13.	49657400	2.2.2.2	10.106.37.18	TCP	80 → 54571 [SYN, ACK] Seq=0 Ack=1 Win=4128 Len=0 MSS=1460
	192	May 18,	2020	14:29:13.	49670300	10.106.37.18	2.2.2.2	TCP	54571 → 80 [ACK] Seq=1 Ack=1 Win=64240 Len=0
	194	May 18,	, 2020	14:29:13.	69293900	2.2.2.2	10.106.37.18	тср	[TCP Dup ACK 191#1] 80 → 54571 [ACK] Seq=1 Ack=1 Win=4128 Len=0
	218	May 18,	, 2020	14:29:16.	34762700	10.106.37.18	2.2.2.2	HTTP	GET / HTTP/1.1
	219	May 18,	2020	14:29:16.	35025300	2.2.2.2	10.106.37.18	HTTP	HTTP/1.1 302 Page Moved
	220	May 18,	2020	14:29:16.	35047200	2.2.2.2	10.106.37.18	TCP	80 → 54571 [FIN, PSH, ACK] Seq=279 Ack=329 Win=3800 Len=0
	221	May 18,	2020	14:29:16.	35050600	10.106.37.18	2.2.2.2	TCP	54571 → 80 [ACK] Seq=329 Ack=280 Win=63962 Len=0
	222	May 18,	2020	14:29:16.	35064600	10.106.37.18	2.2.2.2	TCP	54571 → 80 [FIN, ACK] Seq=329 Ack=280 Win=63962 Len=0
L .	224	May 18,	2020	14:29:16.	35466100	2.2.2.2	10.106.37.18	TCP	80 → 54571 [ACK] Seq=280 Ack=330 Win=3800 Len=0
+ 21 <	19 May 1	18, 2020 14	1:29:16.3	502 2.2.2.2	10.10	5.37.18	HTTP HTTP/1.1 302	Page Moved	
<pre>> Frame > Ether > Inter > Trans</pre>	> Frame 219: 332 bytes on wire (2656 bits), 332 bytes captured (2656 bits) on interface 0 > Ethernet II, Src: Cisco_ca:0e:c5 (00:87:31:ca:0e:c5), Dst: IntelCon_26:dd:6d (b4:96:91:26:dd:6d) > Internet Protocol Version 4, Src: 2.2.2, Dst: 10.106.37.18 Transmission (ontrol Power: 20, Dst: 10.106.37.18 Transmission (ontrol Power: 20, Dst: 10.106.37.18								
Y Hyper	text Tr	ansfer Pro	tocol						
Le	Location: https://10.127.197.212:8443/portal/gateway2sesionId=046A2511000012652C648014&portal-26d19560-2e58-11e9-987b-0050568775a3&action=cw&token=66bbfce930a43142fe26b9d9577971de&redirect+http://2.2.2.2/\n\n								
Pr	ragma: I	no-cache\r	n						
Ca Ve	sche-Co n\n	ntrol: no-o	ache\r\n						
[F	ITTP re	sponse 1/1]							
[1	Time si	nce request	: 0.0026	26000 seconds]					
18	Request	In frame:	218]	2/1					

7.在网络访问设备上启用HTTP(s)引擎:

在交换机上:



在WLC上:

iliilii cisco	MONITOR	WLANs	CONTROLLER	WIRELESS	SECURITY	MANAGEMENT
Management	HTTP-HT	TPS Cor	nfiguration			
Summary SNMP HTTP-HTTPS Telnet-SSH Serial Port	HTTP Ad HTTPS A WebAuth HTTPS F	cess Access ² SecureW Redirection	Enabled Enabled Disable	T T T		
Local Management Users	Web Sessio	on Timeout	30	Minutes		

8.如果WLC处于外部锚点设置中,请检查以下项:

步骤1:两个WLC上的客户端状态必须相同。

第二步:必须在两个WLC上看到重定向URL。

第三步:必须在锚点WLC上禁用RADIUS记帐。



动态授权失败

如果最终用户能够访问访客门户并成功登录,则下一步是更改授权,为用户提供完全的访客访问权限。如果这不起作用,您会看到ISE Radius实时日志上的动态授权故障。要修复此问题,请检查以 下项:

Overview		Steps	
Event	5417 Dynamic Authorization failed	11204 Received reauthenticate request	
LYON	0417 Dynamic Admontation Tallou	11220 Prepared the reauthenticate request	
Username		11100 RADIUS-Client about to send request - (port = 1700 , type = Cisco CoA)
Endpoint Id	MAC ADDRESS	11104 RADIUS-Client request timeout expired (100 Step latency=10003 ms)	
Endpoint Profile		11213 No response received from Network Access Device after sending a Dyn. Authorization request	amic
Authorization Result			

1.必须在NAD上启用/配置授权更改(CoA):



.

 cısco	MONITOR WLANS	<u>C</u> ONTROLLER	WIRELESS	<u>s</u> ecurity	MANAGEMENT	C <u>O</u> MMANDS	HELP	FEEDBACK
Security AAA General RADIUS Authentication Accounting Fallback DNS Downloaded AVP TACACS+ LDAP Local Net Users MAC Filtering Disabled Clients User Login Policies AP Policies Password Policies Password Policies Advanced EAP Advanced EAP Priority Order Certificate	MONITOR WLANS RADIUS Authentic Server Index (Priority) Server IP Address(Ipv Shared Secret Format Shared Secret Confirm Shared Secret Key Wrap Port Number Server Status Support for CoA Server Timeout Network User	<u>CONTROLLER</u> ation Servers	WIRELESS > New 12 V 10.127.197.21 ASCII V (Designed for 1912 Enabled V 2 seconds V Enable	2 FIPS customer	MANAGEMENT	COMMANDS	HELP RADIUS	FEEDBACK
 Access Control Lists Wireless Protection Policies Web Auth TrustSec SXP Local Policies Advanced 	Management Retransr Tunnel Proxy IPSec	nit Timeout	2 seconds Enable Enable Enable					

2.防火墙上必须允许UDP端口1700。

3. WLC上的NAC状态不正确。在**WLC GUI > WLAN上的Advanced settings**下,将NAC状态更改为 ISE NAC。

Advanced		
	802.11a/n (1 - 255) 1	
T	802.11b/g/n (1 - 255) 1	
	NAC	
	NAC State ISE NAC V	
	Load Balancing and Band Select	
es	Client Load Balancing	
	Client Band Select	

未发送SMS/EMAIL通知

1.检查管理>系统>设置> SMTP下的SMTP配置。

2.检查ISE以外的SMS/邮件网关的API:

测试供应商在API客户端或浏览器上提供的URL,替换用户名、密码、手机号码等变量,并测试可 达性。[Administration > System > Settings > SMS Gateways]

SMS Gateway Provider Name:	* Global Default
Select Provider Interface Type	
O SMS Email Gateway	
SMS HTTP API	
URL: * http://api.clickatell	.com/http/sendmsg?user=[USERNAME]&password=[PASSWORD]&a
	\$message\$

Use HTTP POST method for data portion

或者,如果从ISE保证人组[Workcenters > Guest Access > Portals and Components > Guest Types]进行测试,请在ISE和SMS/SMTP网关上进行数据包捕获以检查是否

- 1. 请求数据包未经篡改即可到达服务器。
- 2. ISE服务器具有供应商建议的网关处理此请求的权限/权限。

Account Expiration Notification

✓	Send account expiration notification 3 days V before account expires (
	View messages in: English - English	
) Email	
	Send a copy of the notification email to the Sponsor	
	Use customization from: Sponsred Portal (Default)	
	Messages: Copy text from:	~
	Your account is going to expire in 3 days. Please notify your sponsor to extend your account now to avoid any delays.	
		1
	Send test email to me at: myemail@cisco.com Send Configure SMTP server at: Work Centers > Suest Access > Administration > SMTP server	
✓	SMS	
	Messages: Copy text from:	~
	Your account is going to expire in 3 days. Please notify your sponsor to extend your account now to avoid any delays.	
	L (160 character limit per message*)*Over 160 characters requires multiple messages.	/,
	Send test SMS to me at: 08123456789 Global Default Send	
	Configure SMS service provider at: Work Centers > Guest Access > Administration > SMS Gateway Providers	

无法访问"管理帐户"页

1.在**Workcenters > Guest Access > Manage accounts**按钮下,重定向到端口9002上的ISE FQDN,ISE管理员可以访问发起人门户:

Not secure	ise27.cisco.com:9002/sponsoradminportal/SponsorAdminLogin.act	ion	\$
		[500] Internal Error Internal system error encountered. Please contact System Administrator.	

2.使用nslookup <FQDN of ISE PAN>命令检查发起人门户访问的工作站是否解析了FQDN。

3.使用命令show ports从ISE的CLI检查ISE TCP端口9002是否打开 | include 9002。

门户证书最佳实践

- 为获得无缝的用户体验,用于门户和管理员角色的证书必须由众所周知的公共证书颁发机构 (例如:GoDaddy、DigiCert、VeriSign等)签署,浏览器通常信任这些证书(例如:Google Chrome、Firefox等)。
- •建议不要使用静态IP进行访客重定向,因为这会使ISE的专用IP对所有用户可见。大多数供应商 不为私有IP提供第三方签名的证书。
- 当您从ISE 2.4 p6移至p8或p9时,有一个已知漏洞: Cisco Bug ID <u>CSCvp75207</u>,其中Trust for authentication within ISE和Trust for client authentication和Syslog框必须在补丁升级后手动选 中。这可以确保ISE在访客门户被访问时发出TLS流的完整证书链。

如果这些操作不能解决访客访问问题,请联系TAC使用文档中的说明收集的支持捆绑包:Debugs to

相关信息

• <u>思科技术支持和下载</u>

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