Reset Identity Services Engine (ISE) Context Visibility

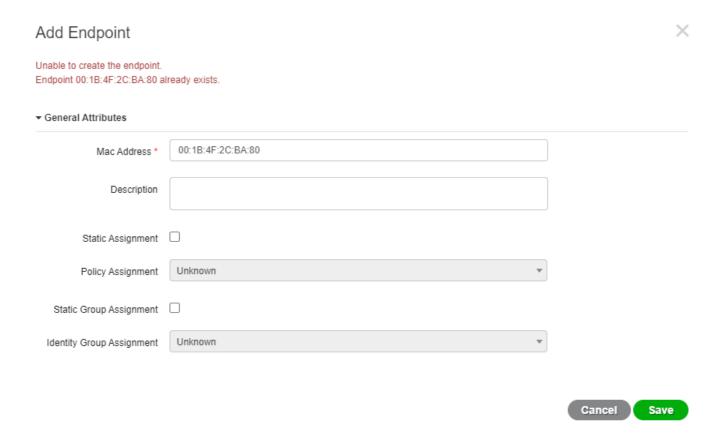
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Introduction

This document describes how to perform reset and sync of the Context Visibility on the ISE Distributed Deployment.

Problem

The procedure to be performed if the Context Visibility GUI fails to load with error message "Unable to load Context Visibility page" or the Dashboard Counters are empty. A MAC address can also fail to be added with error "Unable to create the endpoint, Endpoint XX:XX:XX:XX:XX already exists". This occurs when the Context Visibility database is out of sync with the Oracle database for that endpoint.



This document explains how to perform reset and sync of the Context Visibility in ISE distributed deployment to resolve these issues.

Solution

Connect via console or SSH to the Primary Administration Node (some output omitted for brevity), then use the **application configure ise** command, followed by option **[20] Reset Context Visibility** and agreement to proceed **y**. Do not reply to the last question:

```
<#root>
primary-node/admin#
application configure ise
Selection configuration option
[20] Reset Context Visibility
[21] Synchronize Context Visibility With Database
20
This will remove all data from Context Visibility. Do you want to proceed [y/n]:
Checking ISE persona
- Done
Reset of indexing engine on this node needs to be run only after running it on Secondary Admin Node(sec
Is reset indexing engine started on Secondary Admin Node(secondary-node) [ Y/N ] :
With no reply to the last question, open SSH or console to the Secondary Administration Node and use
command application configure ise followed by option [20] Reset Context Visibility and agreement to
proceed y. Do not reply to the last question.
<#root>
secondary-node/admin#
application configure ise
```

```
application configure ise

Selection configuration option

[20]Reset Context Visibility
[21]Synchronize Context Visibility With Database

20

This will remove all data from Context Visibility. Do you want to proceed [y/n]:
```

```
Checking ISE persona
 - Done
Stopping monit services
 - Done
Stopping ISE indexing engine
 - Done
Unzip and making changes to vcs jar
 Done
Modifying ISE indexing engine configuration
 - Done
Starting ISE indexing engine

    Done

Performing reset of ISE indexing engine
- Done
Stopping ISE indexing engine
Done
Removing backup of vcs jar
 - Done
Reverting changes to ISE indexing engine configuration
Please proceed with running reset indexing engine on Primary Admin Node(primary-node) now. Once reset f
Is reset indexing engine done on Primary Admin Node(primary-node) [ Y/N ] :
With no reply to the last question, continue in the SSH or console of the Primary Administration Node
with Y.
<#root>
Is reset indexing engine started on Secondary Admin Node(secondary-node) [ Y/N ] :
Y
Verifying ISE indexing engine services on Secondary Admin Node
 Done
Stopping monit services
 - Done
Stopping ISE indexing engine
 - Done
Unzip and making changes to vcs jar
 - Done
Modifying ISE indexing engine configuration
Starting ISE indexing engine
Done
Performing reset of ISE indexing engine
 Done
Stopping ISE indexing engine
 Done
Removing backup of vcs jar
 - Done
Reverting changes to ISE indexing engine configuration
 Done
Starting ISE indexing engine
 - Done
Starting monit services
 Done
Reset of indexing engine on this node is complete. Please proceed with remaining steps on Secondary Adm
```

Reset of Context Visibility is successful on this node

[0] Exit from the configuration menu and continue in the SSH or console of the Secondary Administration Node with **Y**. <#root> Is reset indexing engine done on Primary Admin Node(primary-node) [Y/N] : Verifying ISE indexing engine services on Primary Admin Node - Done Starting ISE indexing engine - Done Starting monit services - Done Reset of Context Visibility is successful on this node [0] Exit from the configuration menu. After the reset of the Context Visibility is performed on both nodes, proceed with synchronization on the Primary Administration Node: <#root> primary-node/admin# application configure ise Selection configuration option [20] Reset Context Visibility [21]Synchronize Context Visibility With Database 21 This will synchronize Context Visibility with database. Do you want to proceed [y/n]: Copying files - Done Changing permissions - Done Exporting endpoints from database Importing endpoints into context visibility - Done

Synchronization of Context Visibility with Oracle is successful

[0] Exit from the configuration menu.

Confirm that Indexing Engine is running on both Administration nodes.

<#root>

primary-node/admin#

show application status ise

ISE PROCESS NAME STATE PROCESS ID

Database Listener running 3010 Database Server running 80 PROCESSES Application Server running 8877 Profiler Database running 5420

ISE Indexing Engine running 13865

AD Connector running 11922
M&T Session Database running 5322
M&T Log Collector running 9019
M&T Log Processor running 8927
Certificate Authority Service disabled
EST Service disabled
SXP Engine Service disabled
Docker Daemon running 11469
TC-NAC Service disabled

Wifi Setup Helper Container disabled pxGrid Infrastructure Service disabled pxGrid Publisher Subscriber Service disabled pxGrid Connection Manager disabled pxGrid Controller disabled PassiveID WMI Service disabled PassiveID Syslog Service disabled PassiveID API Service disabled PassiveID Apent Service disabled PassiveID Endpoint Service disabled PassiveID Endpoint Service disabled PassiveID SPAN Service disabled DHCP Server (dhcpd) disabled DNS Server (named) disabled