Collect reports on Cisco ISE

Contents

Introduction

This document descrbes procedure for report collection on Identity Services Engine (ISE). ISE reports are frequently requested by TAC engineers during troubleshooting.
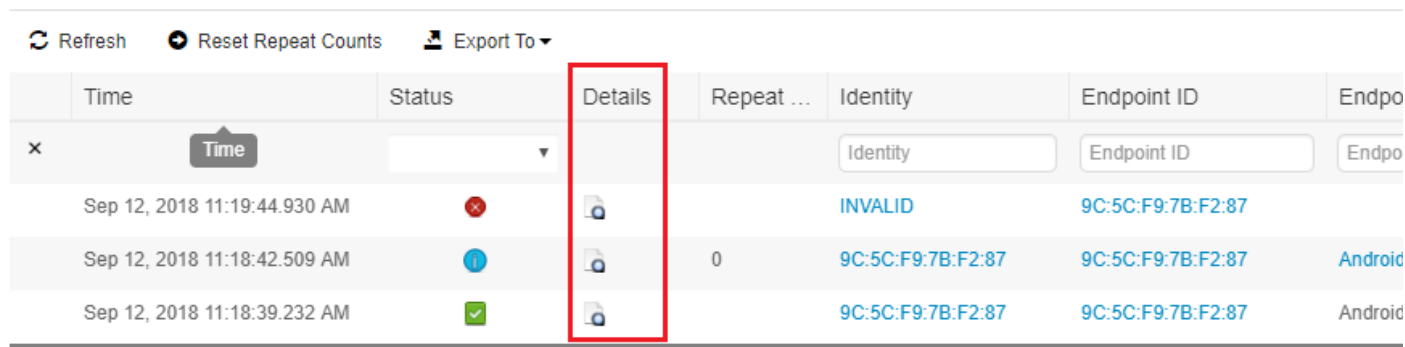
How to collect report from ISE?

In ISE there are two types of reports: Radius and Tacacs. If you troubleshoot network access authentication, this will be Radius report. If device administration (logging in to switch, command authorization) needs to be diagnosed, pick Tacacs report.

Navigate to Operations > Radius (Tacacs) > Live Log. In this page you may view all recent authentication/authorization reports. Reports tab contains more historical data and can be found under path: Operations > Reports

Both Live Logs and Reports main view contains summary information about authentication attempts. For troubleshooting purposes detail report is needed. Detail report is generated by magnifying glass in Details column.
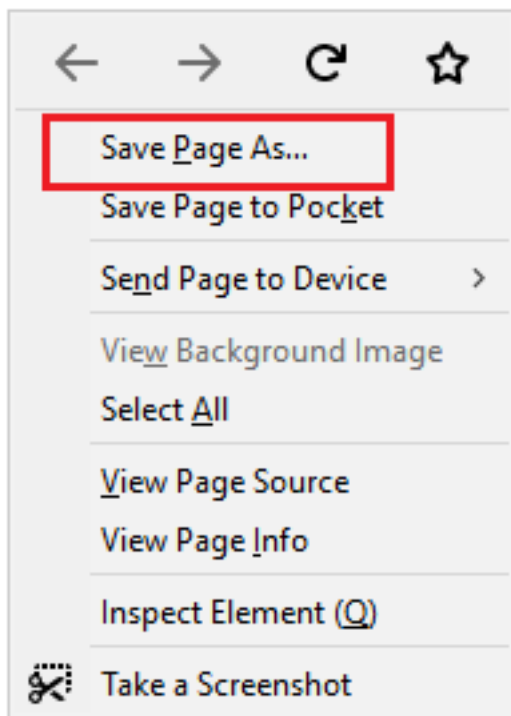
Live Logs:

Report:

RADIUS Authentications ⓘ

From 2018-09-12 00:00:00.0 to 2018-09-12 11:28:39.0

Reports exported in last 7 days   0

	Logged At	RADIUS Status	Details	ⓘ Identity	ⓘ Endpoint ID
✕	Today ▼ ✕	▼		Identity	Endpoint ID
	2018-09-12 11:19:44.93	✖	🔒	INVALID	9C:5C:F9:7B:F2:87
	2018-09-12 11:18:39.232	✅	🔒	9C:5C:F9:7B:F2:87	9C:5C:F9:7B:F2:87

To export detailed report click right button of mouse and select *Save Page As…* and then in new window *Save* button.

← → ⟳ ☆

Save **P**age As…
Save Page to Poc**k**et
Se**n**d Page to Device   ›
Vie**w** Background Image
Select A**ll**
View Page Source
View Page **I**nfo
Inspect Element (**Q**)
✂ Take a Screenshot

Exported file can be send to TAC or attached to the TAC case.