IP Address for Interface Selected in Portal Settings is Undefined

Contents

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ICSeverity

4 â€" Warning

Impact

Interface used in portal setting doesn't have IP address, this will prevent user to get into the portal.

Description

This message indicates that IP Address for interface selected in portal settings is undefined in ISE node.

SyslogMessage

15056

Syslog Message Sample

```
2021 Oct 21 01:01:01 Cisco-Test-ISE-01 CISE_Identity_Stores_Diagnostics 0000000439
1 0 2021-10-21 09:56:30.791 -05:00 0848373896 15056 ERROR Policy:
IP Address for interface selected in portal settings is undefined,
ConfigVersionId=9, Device IP Address=10.10.10.2, UserName=hegde, Protocol=Tacacs,
RequestReceivedTime=1314732689, PolicyType=ServiceSelectionPolicy,
```

ProductFamily

Cisco Identity Services Engine

Regex

N/A

Recommendation

Suggestion resolution:

1. Validate the interface used in portal has IP address. Login to CLI, show run and validate the IP address for the interface used in portal.
2. ISE has multiple portals - Guest, Posture, BYOD. For Guest portal, navigate to **Work Centers > Guest > Portal and Components > Validate Interface** selected in each portal.
3. For Posture portal, navigate to **Work Centers > Posture > Client Provisioning > Validate Interface** selected in each portal.

Commands

N/A