

# 在ISE上排除故障並啟用調試

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## 簡介

本文檔介紹當身份服務引擎(ISE)發生特定問題時如何進行故障排除和調試以啟用。

# 調試日誌配置

ISE根據不同型別功能的日誌級別集配置生成日誌。按照以下說明更改這些設定以將日誌設定為調試級別。

1. 對於ISE 2.x版本，導航至 **Administration > System > Logging > Debug log configuration**，如下圖所示：

The screenshot shows the Cisco Identity Services Engine (ISE) administration interface. The top navigation bar includes links for Home, Network Visibility, Operations, Policy, Administration, Work Centers, System, Identity Management, Network Resources, Device Portal Management, pxGrid Services, Feed Service, PassivelD, Threat Centric NAC, Deployment, Licensing, Certificates, Logging, Maintenance, Upgrade, Backup & Restore, Admin Access, and Settings. The 'Logging' link is highlighted. On the left sidebar, there are links for Local Log Settings, Remote Logging Targets, Logging Categories, Message Catalog, Debug Log Configuration, and Collection Filters. The main content area is titled 'Node List' and contains a table with columns for Node Name and Replication Role. One entry is visible: ISETest (Replication Role: STANDALONE). There are 'Edit' and 'Reset to Default' buttons above the table.

對於ISE版本3.x，導航至 **Operations > Troubleshoot > Debug Wizard > Debug Log Configuration**，如下圖所示：

The screenshot shows the Cisco ISE 3.x Operations - Troubleshoot - Debug Wizard interface. The top navigation bar includes links for Diagnostic Tools, Download Logs, and Debug Wizard. The 'Debug Wizard' tab is selected. On the left sidebar, there are links for Debug Profile Configuration and Debug Log Configuration. The main content area is titled 'Node List' and contains a table with columns for Node Name and Replication Role. Two entries are listed: ISE30LABH1 (Replication Role: PRIMARY) and ISE30LABH2 (Replication Role: SECONDARY). There are 'Edit' and 'Reset to Default' buttons above the table. A status bar at the bottom right indicates 'Selected 0 Total 2'.

2. 選擇受影響或導致問題的節點，然後按一下 **Edit**.

3. 要顯示的各種日誌屬性的清單，如下圖所示。

The screenshot shows the 'Debug Level Configuration' page. The top navigation bar includes links for Edit and Reset to Default. The main content area is a table with columns for Component Name, Log Level, Description, and Log file Name. The table lists various components and their corresponding log settings:

Component Name	Log Level	Description	Log file Name
accessfilter	INFO	RBAC resource access filter	ise-psc.log
Active Directory	TRACE	Active Directory client internal messages	ad_agent.log
admin-ca	INFO	CA Service admin messages	ise-psc.log
admin-infra	INFO	infrastructure action messages	ise-psc.log
admin-license	INFO	License admin messages	ise-psc.log
anc	INFO	Adaptive Network Control (ANC) debug messages	ise-psc.log
bootstrap-wizard	INFO	Bootstrap wizard messages	ise-psc.log
ca-service	INFO	CA Service messages	caservice.log
ca-service-cert	INFO	CA Service Cert messages	ise-psc.log
CacheTracker	WARN	PSC cache related debug messages	tracking.log
certprovisioningportal	INFO	Certificate Provisioning Portal debug messages	guest.log
cisco-mt	INFO	Debug M&T database access logging	ise-psc.log
client-webapp	INFO	Client Provisioning admin server debug messages	guest.log

前面映像中的清單不完整，但此處可以啟用某些服務的日誌級別。此處介紹的任何功能的所有日誌配置都可以從此位置進行設定。本節在後面的文檔中稱為debugs頁。

或者，對於ISE 3.x版本，您可以選擇啟用按功能調試以及 **Operations > Troubleshoot > Debug Wizard >**

Debug Profile Configuration 並選擇節點以應用這些調試，如下所示：

The screenshot shows the 'Debug Profile Configuration' section of the Cisco ISE interface. A specific row for 'Guest portal' has been highlighted with a red box, indicating it is selected. The 'Status' column for this row shows 'DISABLED'. The 'Node Applied' column indicates the node is applied to 'ISE30LABH1.surendr.lab.local'. Other nodes listed include 802.1X/MAA, Active Directory, Application Server Issues, BYOD portal/Onboarding, Context Visibility, Licensing, MiT, Posture, Profiling, Replication, TACACS, and TrustSec.

The screenshot shows the 'Debug Nodes' configuration page. It lists hosts and their assigned roles. The host 'ISE30LABH1.surendr.lab.local' is selected and highlighted with a red box, indicating it is the target for the 'Guest portal' profile. The role assigned to this host is 'Administration, Monitoring, Policy Service, p... PRI(A), PRI(M)'. The other host listed is 'ISE30LABH2.surendr.lab.local' with the role 'Administration, Monitoring, Policy Service, p... SEC(A), SEC(M)'. The 'Selected profile' dropdown at the top is set to 'Guest portal'. The 'Save' button at the bottom right is also highlighted with a red box.

4.在針對以下各節中的具體問題提供了相應的調試後，重現或重新建立問題。

5.記下問題重現的時間戳。

6.記下測試客戶端的終端ID ( MAC地址 ) 或IP地址。

7.選擇屬性並按一下時，將日誌級別設定為預設值 Reset to Default.

8.導航至 Operations > Troubleshoot > Download logs. 選擇必須收集日誌的節點。

9.支援套件位於 Operations > Troubleshoot > Download Logs > [選擇在其上複製/看到問題的節點]。

10.以下選項用於生成檔案：

- [ ] 包括完整配置資料庫
- [x] 包括調試日誌

- [x]包括本地日誌  
[ ]包括核心檔案  
[x]包括監控和報告日誌  
[x]包括系統日誌

將加密金鑰設定為

選擇重新建立/發現問題的（時間範圍）天數。

11.要收集支援捆綁包，請按一下 download 按鈕。

The screenshot shows a web-based support bundle creation interface. At the top, there are two tabs: 'Support Bundle' (which is active) and 'Debug Logs'. Below the tabs are several checkboxes for selecting log types: 'Include full configuration database', 'Include debug logs', 'Include local logs', 'Include core files', 'Include monitoring and reporting logs', 'Include system logs', and 'Include policy configuration'. There are also input fields for 'From Date' and 'To Date' with placeholder '(mm/dd/yyyy)'.

A note below the log selection area states: "Note: Output from the 'show tech-support' CLI command will be included along with the selected entries."

Under the 'Support Bundle - Encryption' section, there are radio buttons for 'Public Key Encryption' and 'Shared Key Encryption', and fields for entering an 'Encryption key' and 'Re-Enter Encryption key'.

At the bottom left, a note says: "Note: Log bundle may contain sensitive data. Ensure it is only distributed to authorized personnel." On the far right, a large blue button labeled 'Create Support Bundle' is visible.

如圖所示，從此處將支援套件組合和其他詳細資訊上傳到案件。

## 問題：分析

要設定為調試級別的屬性：

- profiler(profiler.log)
- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise.psc.log)

**附註：**將運行時AAA設定為調試時，它也會將prrt-JNI設定為調試級別。這是意料之中的。如果啟用運行時調試，則在負載較重的情況下可能會出現嚴重的效能問題。建議諮詢TAC或在維護視窗中啟用調試以排除故障。

## 問題：授權

要設定為調試級別的屬性：

- 許可證(ise-psc.log)

- admin-license(ise-psc.log)

## 問題：狀態

要設定為調試級別的屬性：

- 終端安全評估(ise-psc.log)
- 門戶(guest.log)
- 調配(ise-psc.log)
- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise-psc.log)
- swiss(ise-psc.log)
- client-webapp(guest.log)

## 問題：訪客門戶

要設定為調試級別的屬性：

- guestaccess(guest.log)
- guest-admin(guest.log)
- guest-access-admin(guest.log)
- profiler(profiler.log)
- runtime-AAA(prrt-server.log)
- saml(guest.log) ( 僅在使用saml時才啟用此選項 )
- nsf(guest.log)
- nsf-session(guest.log)

## 問題：dot1x/mab

要設定為調試級別的屬性：

- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise-psc.log)

## 問題：複製

要設定為調試級別的屬性：

- 複製部署 ( replication.log 和 ise-psc.log )
- Replication-JGroup ( replication.log 和 ise-psc.log )
- 複製跟蹤器(tracking.log)
- hibernate(hibernate.log)
- JMS(replication.log)

## 問題：SAML相關問題

要設定為調試級別的屬性：

- opensaml(ise-psc.log)
- saml(ise-psc.log)

## 問題：應用程式伺服器問題

要設定為調試級別的屬性：

- org-apache(appserver/catalina.out)
- org-apache-cxf(appserver/catalina.out)
- org-apache-digester(appserver/catalina.out)

## 問題：發起人門戶

要設定為調試級別的屬性：

- sponsorportal(ise-psc.log)
- 門戶(guest.log)
- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise-psc.log)

## 問題：自帶裝置門戶/自註冊

要設定為調試級別的屬性：

- client(guest.log)
- client-webapp(guest.log)
- scep(ise-psc.log)
- ca服務(ise-psc.log)
- admin-ca(ise-psc.log)
- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise-psc.log)
- profiler(profiler.log)

## 問題：MDM

要設定為TRACE級別的屬性：

- 門戶(guest.log)
- mdmportal(ise-psc.log)
- external-mdm(ise-psc.log)
- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise-psc.log)

## **問題：證書調配門戶**

要設定為調試級別的屬性：

- ca-service(caservice.log)
- admin-ca(ise-psc.log)
- 客戶端調配門戶(ise-psc.log)
- 門戶(guest.log)

## **問題：我的裝置入口網站**

要設定為調試級別的屬性：

- 門戶(guest.log)
- mydevices(ise-psc.log)
- profiler(profiler.log)

## **問題：TrustSec**

要設定為調試級別的屬性：

- sxp(sxp\_appserver/sxp.log)
- sgtbinding(sxp\_appserver/sxp.log)
- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise-psc.log)

## **問題：漏洞評估和以信任為中心的NAC**

要設定為調試級別的屬性：

- va-runtime(varuntime.log)
- va-service ( varuntime.log 和 vagggregation.log )
- TC-NAC(ise-psc.log)
- anc(ise-psc.log)

## **問題：ODBC身份庫相關問題**

要設定為調試級別的屬性：

- odbc-id-store ( prrt-management.log 和 prrt-server.log )

## **問題：RBAC問題**

要設定為調試級別的屬性：

- 訪問過濾器(ise-psc.log)

## 問題 : pxGrid

要設定為TRACE級別的屬性 :

- pxgrid(pxgrid/)

## 問題 : 記錄/報告

要設定為調試級別的屬性 :

- cpm-mnt(ise-psc.log)
- 報告(ise-psc.log)
- cisco-mnt(ise-psc.log)
- runtime-logging(prrt-server.log)
- 收集器(collector.log)

## 問題 : Active Directory

要設定為TRACE級別的屬性 :

- Active Directory(ad\_agent.log)
- identity-store-AD(ad\_agent.log)
- runtime-AAA(prrt-server.log)
- nsf(ise-psc.log)
- nsf-session(ise-psc.log)

## 問題 : 被動ID

要設定為調試級別的屬性 :

- 被動ID ( 被動ID\* )
- runtime-AAA(prrt-server.log)
- Active Directory(ad)\_agent.log)
- collector(collector.log)(在PassiveID、MnT節點上和在活動pxGrid節點上 ( 如果會話已發佈 )
- pxGrid(pxgrid/) ( 如果會話已發佈 , 則在輔助MnT和活動pxGrid節點上 )

## 問題 : REST服務

要設定為調試級別的屬性 :

- ers(ise-psc.log)

## 問題 : TACACS

要設定為調試級別的屬性 :

- runtime-AAA(prrt-server.log)

## 問題：無線設定

要設定為調試級別的屬性：

- wirelesssetuphelper(/wifisetup)

## 問題：情景可視性

要設定為調試級別的屬性：

- vcs(ise-elasticsearch.log)
- vcs-db(ise-elasticsearch.log)

## 問題：RabbitMQ消息傳送

- ise-messaging(ise-messaging/)

## 問題：Light Session目錄

- Light-Session-Directory(lsd.log)

## 問題：SSE聯結器/Smart Call Home

- sse-connector(connector.log)

## 問題：UDN

- UDN(udn.log)

## 問題：終端指令碼

- endpoint-script(ise-psc.log)

## LDAP

- runtime-aaa(prrt-server.log)

## 解決更多一般問題所需的調試

## 問題：門戶問題

要設定為調試級別的屬性：

- 門戶(guest.log)
- portal-session-manager(guest.log)
- portal-web-action(guest.log)

- previewportal ( 每個門戶配置頁面中的預覽部分 ) (guest.log)

## 問題：政策和規則評估問題

要設定為調試級別的屬性：

- RuleEngine-Policy-IDGroups(ise-psc.log)
- RuleEngine-Attributes(ise-psc.log)
- Policy-Engine(ise-psc.log)
- epm-pdp(ise-psc.log)
- epm-pip(ise-psc.log)

## 關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。