

ACS Troubleshooting

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Introduction

This document describes how to troubleshoot ACS and resolve error messages.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on the Cisco Secure Access Control Server (ACS) version 3.3 and later.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Conventions

Refer to Cisco Technical Tips Conventions for more information on document conventions.

Problem: Resources needed by the CiscoSecure Install are locked

You can experience this problem when you upgrade your ACS server.

Solution

If you have too many old log files, you need to clear the "Local Logging Configuration" logs.

Modify the logging of ACS to keep the last three files.

1. On the ACS GUI, choose **System Configuration > Service Control**. Check the **Manage Directory** box and select to keep only the last three files. Then restart ACS and test the upgrade.
2. If option #1 does not work, you can try to manually remove some log files.

You must always copy the files to a dedicated folder before you delete them.

- a. On the local drive of the Windows server, where ACS for Windows is installed, choose Program Files > Cisco Secure ACS folder.
- b. Delete all the logs under each of these folders:

- ◇ * CSAuth
- ◇ * CSLog
- ◇ * CSDbsync
- ◇ * CSAdmin
- ◇ * CSRADIUS
- ◇ * CSTacacs
- ◇ * CSMon

- c. Restart the PC and retest the upgrade.

Problem: Cannot Delete AAA Server, AAA Server is a Synchronization Partner

The Cannot Delete AAA Server, AAA Server is a Synchronization Partner error message can appear when you delete the entry under **Network Configuration**.

Solution

Complete these steps in order resolve this issue:

1. Choose **Interface Configuration**, and check the **RDBMS Synchronization** check box
2. Choose **System Configuration > RDBMS Synchronization** and remove the AAA server that cannot be deleted from the AAA group that is on the Synchronization Partner
3. You can now delete the AAA server group.

Problem: 127.0.0.1 is a reserved address

You have two units of ACS SE 1113 and want to replicate the internal database from primary to secondary, but you notice this error message in the secondary unit:

```
Inbound database replication from ACS <secondary ACS unit name> denied - shared secret mismatch
```

When you try to modify the key of AAA Server **Self** under **Network Configuration** the error message is returned.

Network Configuration

Number	Error
1	127.0.0.1 is a reserved address

Solution

In order to resolve the 127.0.0.1 self problem, you can backup and restore the .DMP files on a fresh installation of ACS for Windows 4.2 and modify the 127.0.0.1 entry with the desired IP address.

Problem: ACS 1113 SE – Unable to Assign Static IP Address

This issue occurs when you are unable to configure the static IP address on ACS 1113 SE.

Solution

In order to resolve this issue, install the applACS-4.1-set-ip-CSCsm73656-Patch.zip patch, which is available from Cisco Downloads (registered customers only). The patch suits all ACS SE 4.1 versions.

Problem: Primary Server is not Preempt

When the primary ACS servers goes down, you authenticate users with the secondary server. When the primary is up again, your users are still authenticated against the secondary, even though the primary is running again.

Solution

By default, the ASA works in depletion mode. Change it to timed mode so that when the primary ACS server becomes active you can return the authentication to the primary.

You can use:

```
host(config)# aaa-server <tag> protocol radius
host(config)# reactivation mode timed
host(config)# aaa-server acsgroup deadline 0
```

Optional: Specify the amount of time in minutes with the deadline, between zero and 1440, that elapses between when the last server in the group is disabled and when all the servers are re-enabled. The default is ten minutes.

Problem: Cannot Set New NIC Configuration

This issue occurs when you configure the static IP address on ACS 1113 SE.

Solution

In order to resolve this issue, try to reimage the software.

Problem: ACS Folder is Locked by Another Application

The ACS Folder is Locked by Another Application error message appears during an ACS software upgrade, such as the upgrade from version 3.3 to 4.0

Use these solutions in order to solve the problem.

Solution 1

Complete these steps:

1. In the ACS Window, check the **System Configuration > Service Control > Check the Manage Directory** check box.
2. Enter a value, such as **3**, in the **Keep only the last __ files** box.
3. Restart. The upgrade is likely to work.

Services Log File Configuration	
Level of detail	
<input type="radio"/>	None
<input checked="" type="radio"/>	Low
<input type="radio"/>	Full
Generate New File	
<input type="radio"/>	Every day
<input type="radio"/>	Every week
<input type="radio"/>	Every month
<input checked="" type="radio"/>	When size is greater than <input type="text" value="10240"/> KB
<input checked="" type="checkbox"/>	Manage Directory
<input checked="" type="radio"/>	Keep only the last <input type="text" value="3"/> files
<input type="radio"/>	Delete files older than <input type="text" value="7"/> days

Solution 2

If Solution 1 does not resolve the issue, complete these steps:

1. Backup the current ACS database.

Refer to the *Cisco Secure ACS Backup* section of User Guide for Cisco Secure ACS for Windows Server for more information on how to perform the backup of the ACS database.

2. Run the **clean.exe** file in order to uninstall ACS 3.3 (or your existing version). This file is located on the CD under ACS Utilities/support/clean.
3. Reinstall ACS 3.3 from the CD.
4. Restore your database from the file that you saved in Step 1.

Refer to the *Cisco Secure ACS System Restore* section of User Guide for Cisco Secure ACS for Windows Server for more information on how to restore the ACS database.

5. Upgrade the ACS to version 4.0.

Refer to Installation Guide for Cisco Secure ACS for Windows Server Version 4.0 for more information on upgrade procedures.

Problem: Event Error

During startup, the ACS SE receives the At least one service or driver failed during startup. use event viewer to examine the event log for details error message.

Solution

This error on the ACS SE does not affect any of the ACS functionalities. It is a Microsoft Windows error. This error appears because the monitor, mouse and keyboard cannot be used on the appliance and are disabled by default.

The ACS appliance is a hardened, locked-down system and is designed with security in mind. The appliance

uses windows strengthen image, which has all *redundant* services and connections stopped. It is made to keep all viruses, worms, and DDOS attackers out. Hence there is no VNC, DOS prompt, or any other way to reach the windows configuration. Services like the mouse, keyboard and monitor are closed.

On rare occasions, it indicates that something is corrupted on the appliance image. If you re-image the appliance, it fixes the issue in the majority of instances. You can try to re-image the ACS as well.

Problem: Bad request from NAS

This error message appears:

```
Bad request from NAS
OR
Authen-Failure-Code=Invalid message authenticator in EAP request
```

Solution

This error message usually appears because of a mismatch in the shared secret key or like in this case NDG defined with a key overriding the AAA client key.

Problem: Unable to install ACS version 3.3.3 on ACS 1113

Unable to install images earlier than version 4.0 on ACS SE 1113.

Solution

Only ACS 4.0 and later can run on ACS SE 1113. Refer to Upgrading and Migrating to Cisco Secure ACS Solution Engine for more information on how to upgrade ACS SE.

Problem: Reason: is currently being edited elsewhere

When you open the ACS page, you can receive this error: Reason: is currently being edited elsewhere..

Solution

Restart the ACS services in order to resolve this issue.

Problem: Remote agent service will not start

The user is not able to run the remote agent service.

Solution

The user must be a local admin user for the service to start.

Problem:"Error:Auth type not supported by External DB" during user authentication

The Auth type not supported by External DB error appears during user authentication.

Solution

This error appears because the CHAP Authentication protocol is not supported on the Microsoft Windows database Active Directory (AD) when you use ACS version 3.3. In order to resolve this issue, use PAP instead of CHAP. Refer to Authentication Protocol–Database Compatibility for more information on Protocol–Database Compatibility for ACS version 3.3.

Problem: Unable to enable ping to ACS

Unable to ping ACS SE.

Solution

Turn off the CSA Agent in **System Configuration** --> **Appliance Configuration** in order to enable ping response on ACS SE versions earlier to 4.2. For ACS versions 4.2 and later download and install the patch available from cisco.com. Refer to Turning Ping On and Off for more information.

Problem: "Appliance upgrade in progress" message is shown even after the ACS upgrade is complete.

Solution

ACS is struck after upgrade and cannot start or stop any services.

In order to resolve this issue, complete these steps:

1. Log into the ACS Appliance with a different Admin account.
2. On the Appliance Upgrade present under the System Configuration tab, press the **Refresh** or the **Download** button.

Refer to Cisco bug ID CSCsg89042 (registered customers only) for more information.

If you are unable to use the GUI, try to reboot the ACS appliance in order to resolve the issue.

Problem : Password Reset after Replication

After the replication, the new password gets reset to the old password.

Solution

This issue occurs because users do not authenticate to the primary ACS. Once the replication occurs, the primary pushes its policies to the secondary ACS because the replication is not bidirectional. This causes the password to be reset to the old password.

In order to resolve this issue, authenticate the user to the primary ACS, if possible.

Related Information

- [Cisco Secure Access Control Server for Windows Support Page](#)
- [Configuration Guide for Cisco Secure ACS 4.1](#)

- **Cisco Secure ACS Online Troubleshooting Guide, 4.1**
 - **Technical Support & Documentation – Cisco Systems**
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