

Troubleshoot ZTA Enrollment Error "Posture Registration Error. Failed to Register with Duo Desktop"

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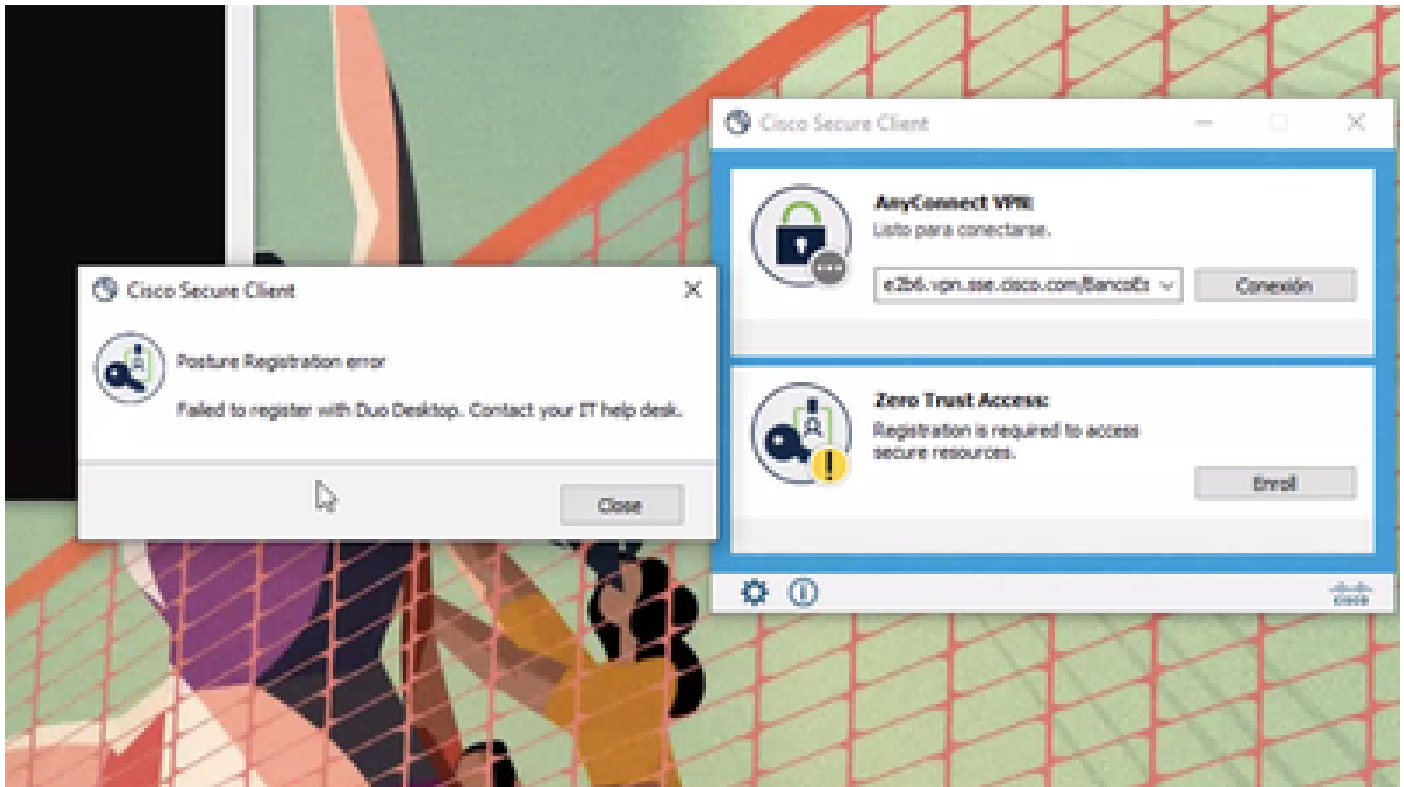
Introduction

This document describes how to resolve "Posture Registration Error. Failed to Register with Duo Desktop".

Problem

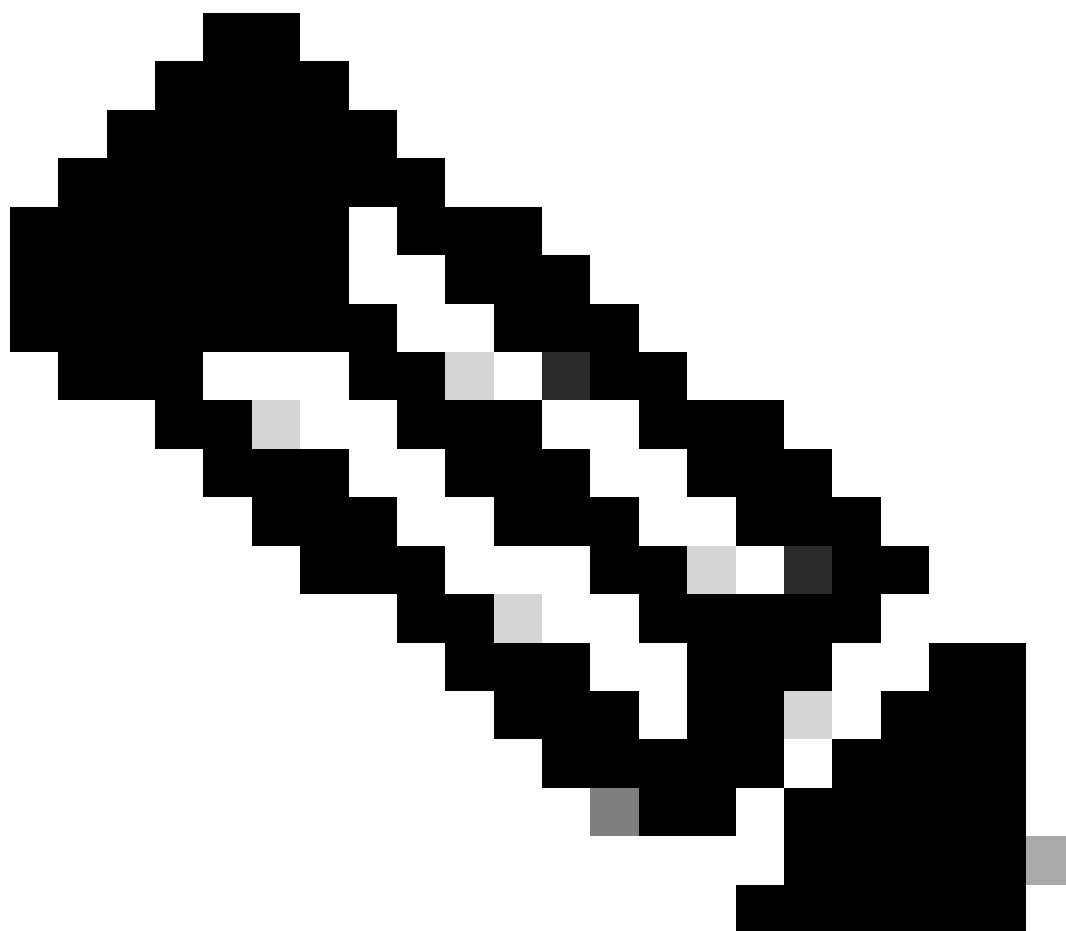
When a user tries to enroll in ZTA, the error is printed in the Cisco Secure Client notification popup:

Posture Registration Error. Failed to Register with Duo Desktop.

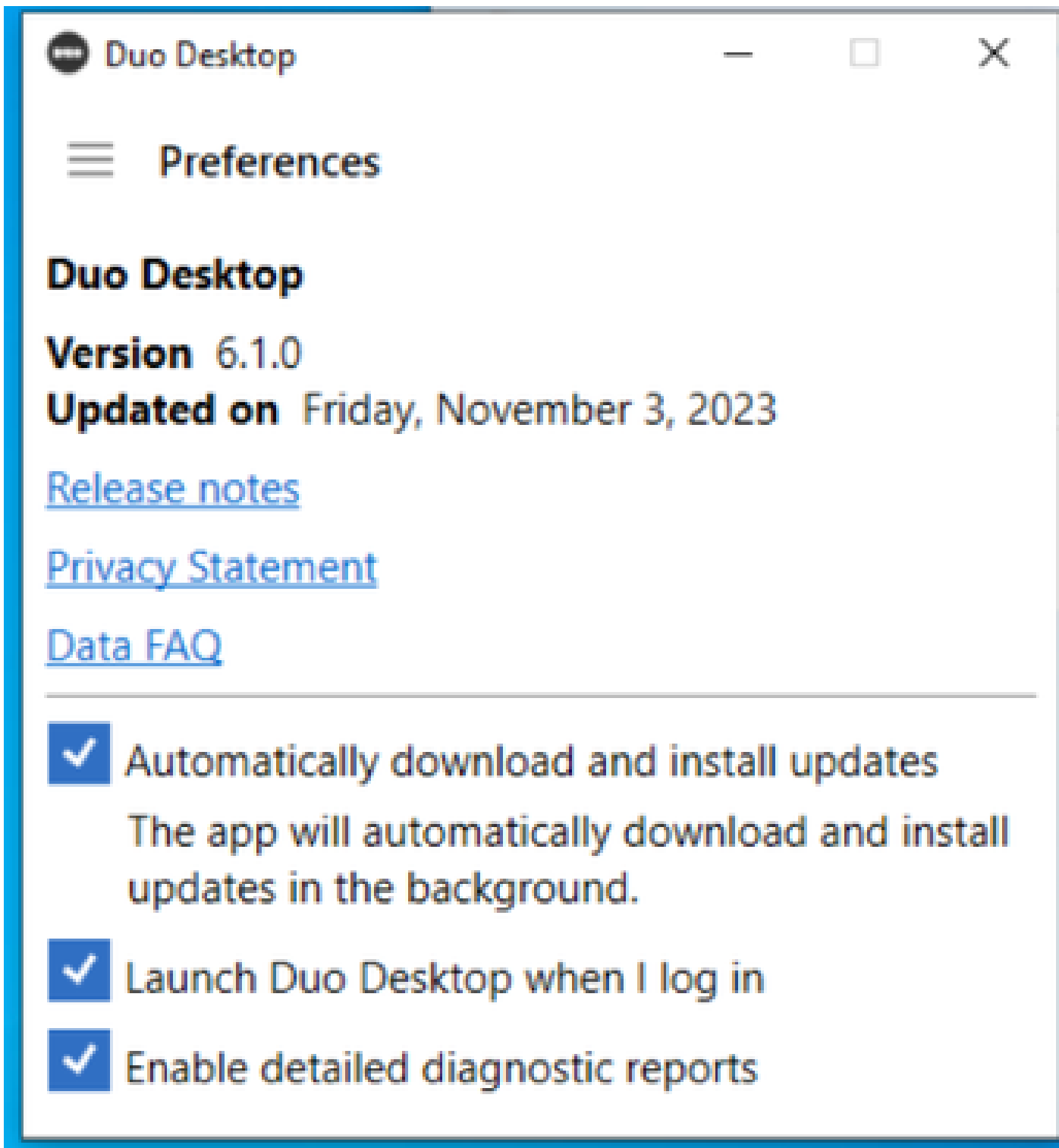


To check the issue, verify the logs based on the next steps:

- Open **Duo Desktop > Settings > Preferences Button**
 - Enable Detailed Diagnostic reports
-

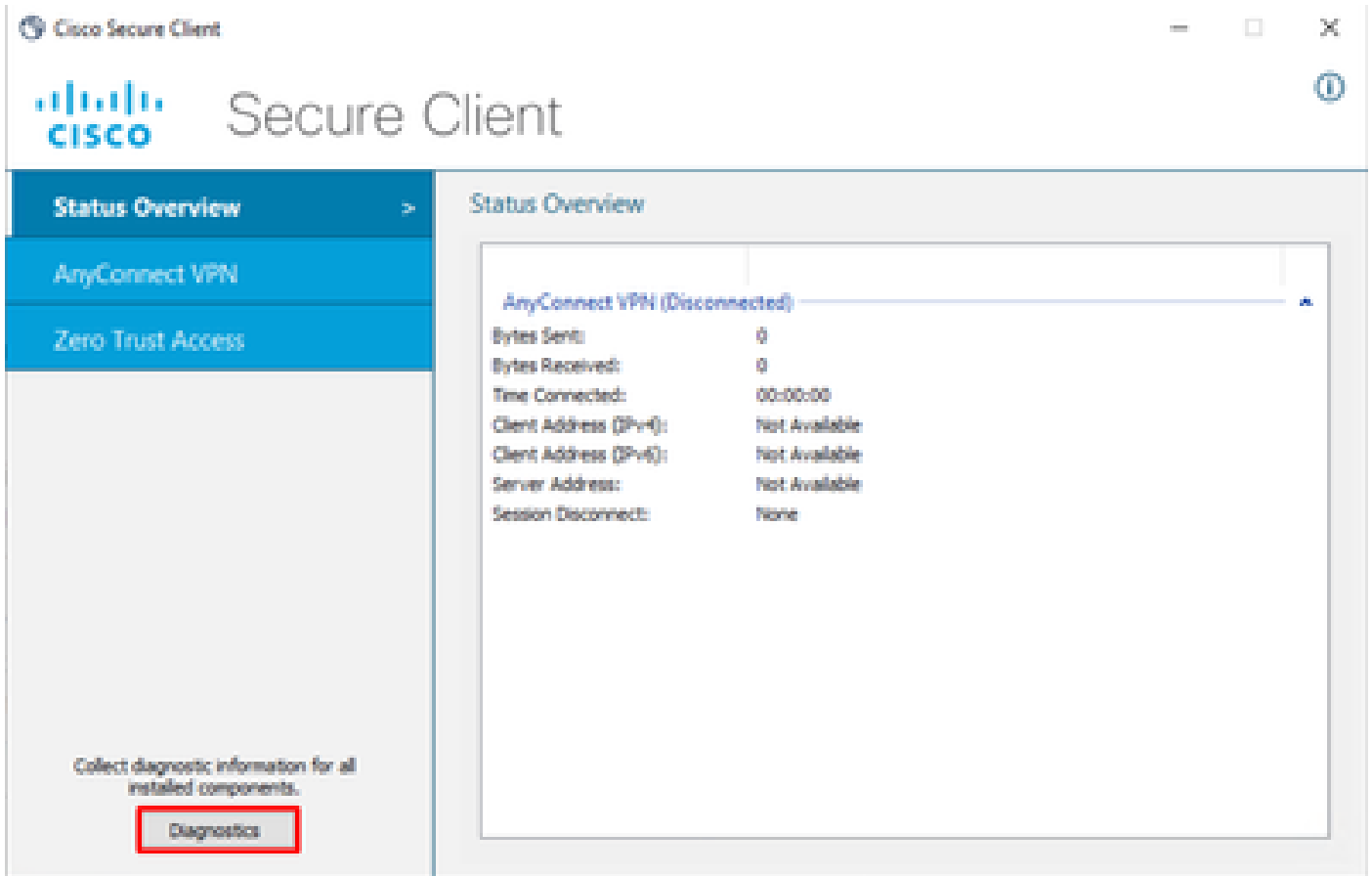


Note: You can also refer to [How do I enable and view debug logs for Duo Desktop](#)



Replicate the issue and then run the **DART** (Diagnostic And Reporting Tool).

- Open Secure Client
- Click on **Diagnostics**



Cisco Secure Client - Generate DART

- Continue with the wizard; do not modify the **Default** option to gather all the information

Bundle Creation Option



Select "Default" to include the typical log files and diagnostic information in the bundle. Select "Custom" to choose the list of log files and diagnostic information to be included in the bundle.

Default - Bundle will be saved to Desktop

Custom

 DART requires administrative privileges to clear Cisco Secure Client logs.

Clear All Logs

Back

Next

Cancel

Generating DART

The bundle logs after that are on your Desktop.

- Under the DART file, access to Cisco Secure Client > Zero Trust Access > Logs
- Open ZeroTrustAccess.txt

The ZTNA error is in the next log:

- (DHA 'DhaRequestEnrollment' failure response reported error : 'Unable to sign health payload')

```

2023-11-02 10:08:02.984802 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1406 SSEZtnaEnroller::actionSend
DhaEnrollCommand() Sending DHA enrollment command
2023-11-02 10:08:02.984802 csc_zta_agent[0x0000224c, 0x0000214c] I/ DhaPostureClient.cpp:746 CDhaPostureClient::sendDhaR
equest() 'DhaRequestEnrollment' context cached with GUID '43a4204d-d7ad-448d-b68a-a9be121d8b1e'
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] E/ DhaPostureClient.cpp:953 CDhaPostureClient::processD
haResponse() DHA 'DhaRequestEnrollment' failure response reported error : 'Unable to sign health payload'
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ DhaPostureClient.cpp:1038 CDhaPostureClient::issueRe
questCallback() Reporting 'failed' enrollment result to concluded callback. Error: PostureError
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1432 SSEZtnaEnroller::OnEnrollme
ntConcluded() processing DHA enrollment completion
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] E/ SSEZtnaEnroller.cpp:1436 SSEZtnaEnroller::OnEnrollme
ntConcluded() DHA enrollment has failed: PostureError
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1831 SSEZtnaEnroller::actionNoti
fyCompletion() Notifying enrollment completion with result: PostureRegistrationError
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1835 SSEZtnaEnroller::actionNoti
fyCompletion()
Enrollment Stats
=====
Bootstrap : success (1.454 sec)
Authentication : success (25.093 sec)
DeviceRegistration : success (2.759 sec)
DHARegistration : success (2.140 sec)
DHAEnrollment : failure (0.164 sec)

```

ZTA - Error logs

The bundle logs after that are on your Desktop.

- Under the DART file, access to Cisco Secure Client > Duo Desktop > DHA_Logs
- Open **DuoDeviceHealth.log**

The Duo Desktop error is in the next log:

- (ERROR|DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Invalid server certificate found; not in pinned list (11))

```

2023-11-14 11:40:25.1814|DEBUG|DuoDeviceHealthLibrary.Communication.TrustedPeerRPC.Handlers.SseRegisterHandler|sending SSB registration payl
oad to https://ssepature-routing-commercial.k8s.5c10.org/v1/dha/8212192/registration/complete
2023-11-14 11:40:25.1814|DEBUG|DuoDeviceHealthLibrary.Health.DeviceHealthReporter|sending health report data to https://ssepature-routing-c
ommercial.k8s.5c10.org/v1/dha/8212192/registration/complete
2023-11-14 11:40:26.0456|DEBUG|DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Performing validation of server certificat
e
2023-11-14 11:40:26.0456|ERROR|DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Invalid server certificate found; not in p
inned list (11)
2023-11-14 11:40:26.0612|DEBUG|DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Wrote invalid server certificate to C:\Use
rs\lgonza23\AppData\Local\DuoDeviceHealth\Logs\InvalidServerCerts\server-2023-11-14-11-40-26-ef0bdfd6-f7c6-4eda-b127-90715ad86946.cer
2023-11-14 11:40:26.0721|ERROR|DuoDeviceHealthLibrary.Health.DeviceHealthReporter|error posting json to endpointhealth_serv|System.Net.Http
HttpRequestException Error al enviar la solicitud.|System.Net.WebException Se ha terminado la conexión: No se puede establecer una relación
de confianza para el canal seguro SSL/TLS.|System.Security.Authentication.AuthenticationException El certificado remoto no es válido según e
l procedimiento de validación.
2023-11-14 11:40:26.0721|INFO|DuoDeviceHealthLibrary.Communication.TrustedPeerRPC.Handlers.SseRegisterHandler|Cleaning up generated keys

```

Duo Desktop - Error Logs

Error "Invalid server certificate found; not in pinned list" In Duo Desktop, there is an incorrect certificate that was used as a result of traffic inspection, decryption, or proxying.

For more information, check [How do I resolve the debug log error "Invalid server certificate found; not in pinned list" in Duo Desktop?](#)

Solution

- Ensure that *.duosecurity.com is listed as an exception in any SSL decryption/inspection/injection, proxying, or firewall infrastructure in your environment or Secure Access.
- Ensure that ssepature-routing-commercial.k8s.5c10.org is listed as an exception in any SSL decryption/inspection/injection, proxying, or firewall infrastructure in your environment or Secure Access.
- Ensure that ssepature-routing-commercial.posture.duosecurity.com is listed as an exception in any SSL decryption/inspection/injection, proxying, or firewall infrastructure in your environment or Secure Access.

Related Information

- [Secure Access UserGuide](#)
- [Cisco Technical Support & Downloads](#)