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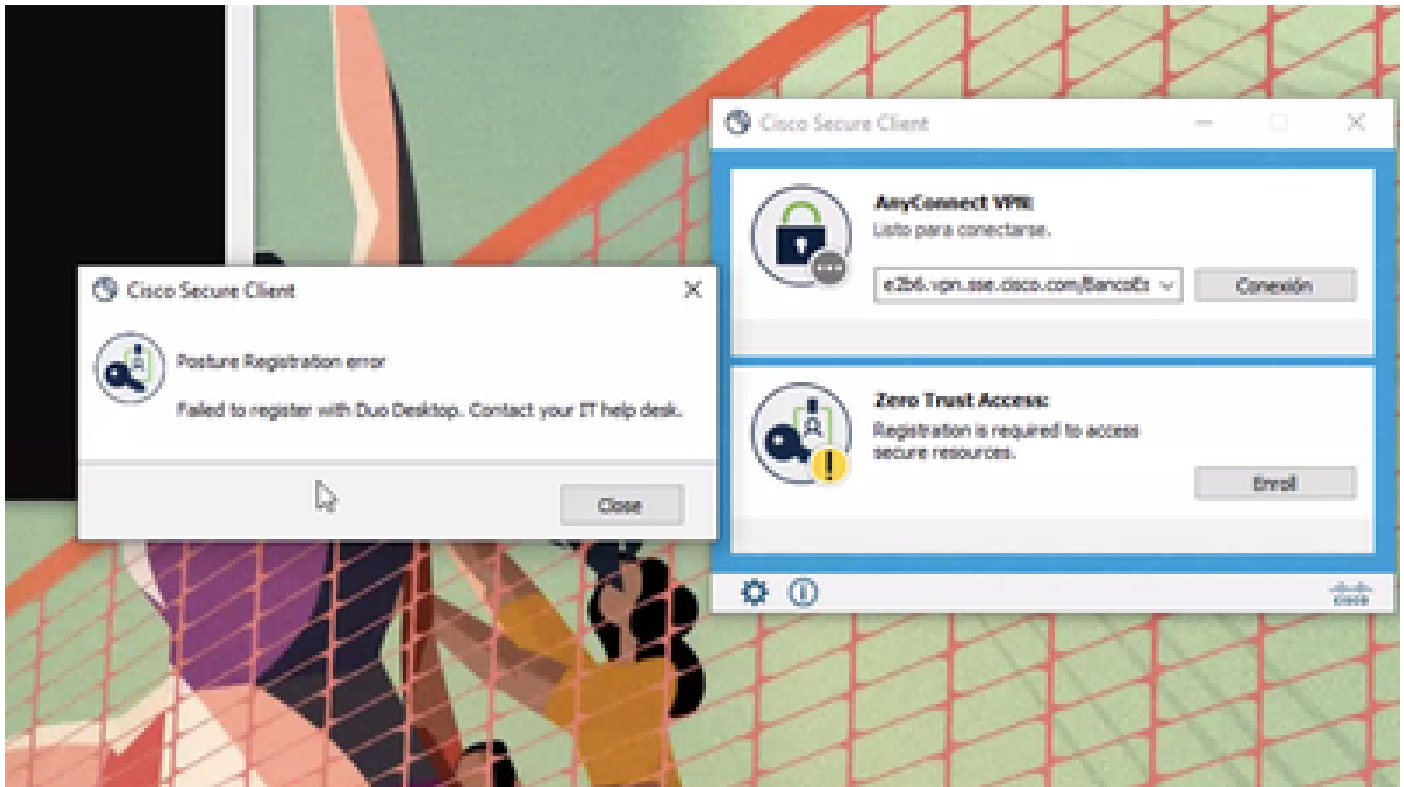
Contents

Introduction

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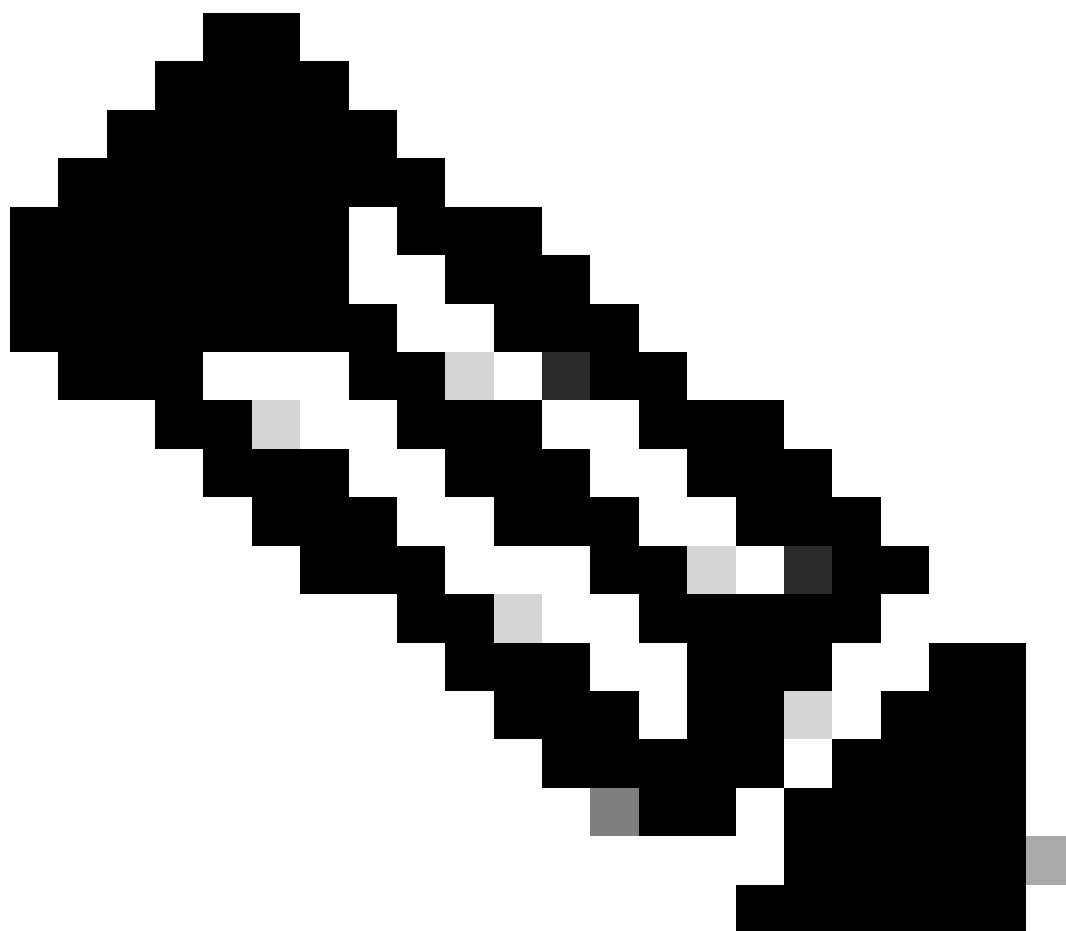
Problem

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

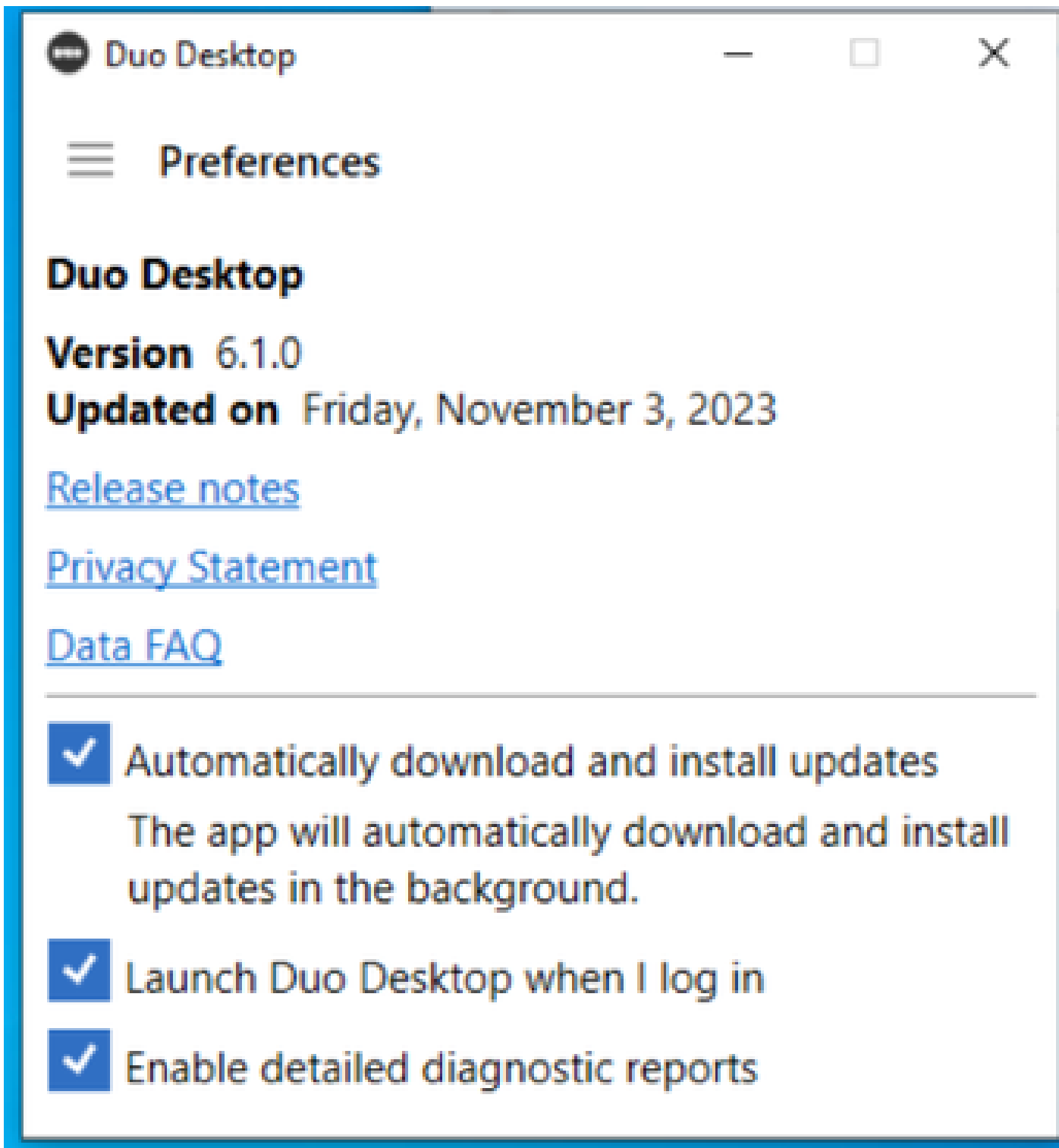**Posture Registration Error. Failed to Register with Duo Desktop.**

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

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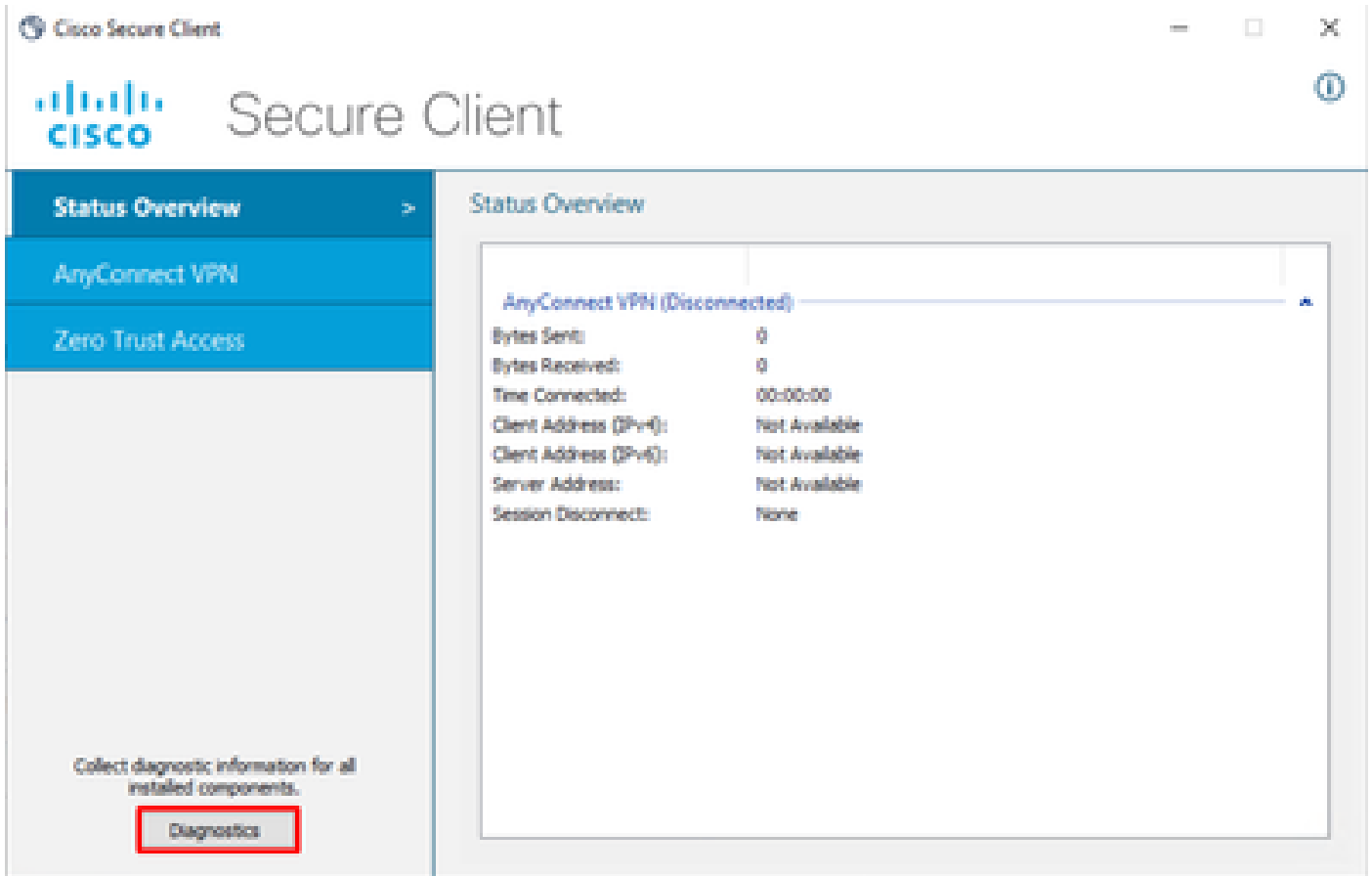- Enable Detailed Diagnostic reports

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

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'**）

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)**)

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 sseposture-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 sseposture-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](#)