



INDEX

A

AAA client times out [6](#)
AAA servers
 troubleshooting [1](#)
accounting logs
 missing [28](#)
ACE SDI server [16](#)
ACS Backup [20](#)
ACS folder is locked [27](#)
ACS Restore [20](#)
ACS State Collector utility [6](#)
Active Directory
 configuration [18](#)
administrator
 database corruption [10](#)
 event notification [3](#)
 locked out [2, 12](#)
 remote (has no access) [4](#)
 remote (logon failed message) [4](#)
 remote access to browser [3](#)
 remote cannot browse [10](#)
 remote login [4](#)
antivirus software [13](#)
AppEventDump.txt file [10](#)
application-specific performance [15](#)
attributes
 missing [35](#)
audit server
 returns failure [25](#)
authentication
 cannot enable in TACACS+ [12](#)
 cannot enable on TACACS+ [12](#)

 diagnosing [5](#)
 failure with PAP [23](#)
 failures [2](#)
 for unknown NAS [7](#)
 logging halted [34](#)
 request not in external database [8](#)
 retry interval [6](#)
 TACACS+ fails [8](#)
 unknown users [15](#)
authorization
 policy [13](#)
 unexpected [7](#)
autorun.sh execution problems [29](#)

B

backup
 internal database [20](#)
 process [21](#)
browser
 access [3](#)
 cannot display web interface [9](#)
 crash on opening ACS [9](#)
 incomplete pages [9](#)
 lost connection [10](#)

C

callback not working [22](#)
cautions
 significance of [x](#)
Cisco IOS commands
 ACS does not deny [11](#)

CLI commands
 for troubleshooting 22

conventions ix

CSAdmin 15

CSAgent.log 16

CSAuth 15

CSDBSync 15

CSLog 15

CSLogAgent.log 16

CSMon 15

CSRADIUS 15

cssupport.exe 6, 8

CSTacacs 15

CSUtil 15

CSWinAgent.log 16

D

databases

- ACS database files 13
- administrator database corruption 10
- external user database 15
- improper operation of external databases 17
- internal with bad MAC mapping 32
- LDAP with wrong MAC mapping 31
- RDBMS synchronization 14
- replication 14
- using LDP.exe with LDAP 13

devices

- check for problems 3
- missing in Logged in User report 34

device-type

- mismatch 25
- no attribute returned 25

dial-in users

- callback not working 22
- cannot connect 20
- dial-in not disabled 6

documentation

- conventions ix
- objectives ix
- related x

dump text file 21

E

EAP

- invalid signature 12
- logging 19

error codes 1

Error Message Decoder 6

Event Viewer files 10

external user database 15

F

Failed Attempts logs 2

Field Notices 5

G

GAME protocol

- audit server failure 25
- configuration 24
- policies and groups 24

generic host system state 15

group

- mapping problem 17
- move without inheriting new settings 6

I

installation

- related documentation x

interoperation does not work between builds 29

K

keys

match [7](#)

LLDP.exe utility [13](#)LEAP authentication failure [7](#)

logging

and authentication problems [34](#)failed attempts [2](#)interpreting logs [3](#)level [14](#)logging services [15](#)Passed Authentications [3](#)Remote Agent [16](#)removing log files [30](#)service logs [34](#)too many log files [30](#)two entries for one session [33](#)Windows services log files [14](#)

M

MAC address

with internal database [32](#)with LDAP [31](#)

MaxSessions

does not take effect [35](#)fluctuations [35](#)problems over VPDN [35](#)

monitoring

service [15](#)MSInfo.txt file [10](#)

NNAC Nonresponsive Endpoint limit [13](#)NRE limit [13](#)

NTLMv2

does not work [19](#)

OOutput Interpreter [6](#)

Ppackage.cab file [3,6](#)

policy

authorization [13](#)

posture

mismatches [11](#)Product Literature [5](#)

proxy requests

failures [29](#)

Rrad_mon.dll [26](#)

RADIUS

attributes missing [35](#)RADIUS extension DLL rejected user error [7](#)Radtest [4](#)RDBMS Synchronization [14](#)Registry File [10](#)rejected request [32](#)related documentation [x](#)

remote agent

log files [16](#)

replication

database [14](#)

reports

- blank [33](#)
- Logged in User reports lack devices [34](#)
- missing unknown user information [33](#)
- old format dates persist [33](#)
- request is rejected [32](#)
- resource.txt file [10](#)
- restart services [3](#)
- restore
 - internal database [20](#)
- restore process [21](#)
- retry interval [6](#)

S

- SecEventDump.txt file [10](#)
- Security Advisories, Responses and Notices [5](#)
- Security and Identity Management [5](#)
- Service Log Files [9](#)
- services
 - cannot restart [27](#)
 - restart [3](#)
 - starting [2](#)
- setup hangs [27](#)
- SPT
 - configuration [13](#)
- SysEventDump.txt file [10](#)
- System Posture Token
 - configuration [13](#)
- system resource consumption [15](#)

T

- tac_mon.dll [26](#)
- Tactest [4](#)
- token servers
 - no incoming requests [16](#)
 - RSA implementation [16](#)
- Troubleshoot and Alert [5](#)

- troubleshooting
 - AAA servers [1](#)
 - authentication [5](#)
 - authorization [5](#)
 - browser [8](#)
 - database [14](#)
 - dial-in connections [19](#)
 - EAP protocols [23](#)
 - GAME protocol [23](#)
 - installations [26](#)
 - interoperability problems [29](#)
 - logging [30](#)
 - MAC authentication bypass problems [31](#)
 - Network Admission Control [10](#)
 - Remote Agent [32](#)
 - reports [32](#)
 - upgrades [26](#)
 - user group management [34](#)
- Troubleshooting Guides [6](#)
- Troubleshooting TechNotes [5](#)

U

- unauthorized users [2](#)
- uninstall
 - cannot complete [28](#)
 - invalid file or data [28](#)
- unknown users [15](#)
 - information missing in reports [33](#)
- upgrade
 - cannot complete [28](#)
 - invalid file or data [28](#)
- upgrade command [29](#)
- user or group information
 - exporting [22](#)
- users
 - duplicate [15](#)

V

VPDN

MaxSessions not working [35](#)

W

warnings

significance of [x](#)

web interface

using with Solution Engine [24](#)

web pages

incomplete [9](#)

with Sybase [13](#)