



Release Notes for Cisco NAC Guest Server, Release 2.0.1

Revised: September 21, 2009, OL-18373-01

Contents

These release notes provide late-breaking and release information for Cisco NAC Guest Server, Release 2.0.1. This document describes new features, changes to existing features, limitation and restrictions (“caveats”), upgrade instructions and related information.

These release notes supplement the *Cisco NAC Guest Server Installation and Configuration Guide, Release 2.0*.

- [Cisco NAC Guest Server Releases, page 1](#)
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Cisco NAC Guest Server Releases

| Cisco NAC Guest Server Version | Release Date |
|--------------------------------|------------------|
| 2.0.1 ED | May 12, 2009 |
| 2.0.0 ED | February 9, 2009 |



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**Note**

Any ED release of software should be deployed to a test network first before being deployed to a production environment.

System Requirements

The Cisco NAC Guest Server can be integrated with the Cisco NAC Appliance Clean Access Manager through its API, or with Cisco Wireless LAN controllers through the RADIUS protocol. Cisco NAC Guest Server is compatible with the Cisco NAC Appliance and Cisco Wireless LAN Controller component versions shown in [Table 1](#).

Table 1 *Components Supported by Cisco NAC Guest Server*

| Cisco NAC Guest Server Version | Cisco NAC Appliance Version | Wireless LAN Controller Version |
|--------------------------------|-----------------------------|---------------------------------|
| 1.0.0 and later | 4.0(1) and later | 4.0.219 and later |

Hardware Supported

The Cisco NAC Guest Server is a standalone hardware appliance based on the Cisco NAC Appliance 3310 platform. The Cisco NAC Guest Server is supported only on the NAC-3310 hardware platform.

**Note**

The NAC-3310 appliance is based on the HP ProLiant DL140 G3 server and is subject to any BIOS/firmware upgrades required for the DL140 G3. Refer to [Supported Hardware and System Requirements for Cisco NAC Appliance \(Cisco Clean Access\)](#) for additional details.

For details on Cisco NAC Appliance hardware platforms, refer to the *Cisco NAC Appliance Hardware Installation Quick Start Guide* available on Cisco.com at http://www.cisco.com/en/US/products/ps6128/prod_installation_guides_list.html

Determining the Software Version

The bottom left of the Cisco NAC Guest Server administrator console displays the software version. To determine the current software version, login to the administration interface.

To view the software version from the command line:

1. SSH or console to the Cisco NAC Guest Server.
2. Issue the following command on an appliance running release 1.x software:


```
cat /guest/www/admin/includes/version.html
```
3. Issue the following command on an appliance running release 2.0.0 and later software:


```
/guest/utlils/version.sh
```

Upgrading to Software Release 2.0.1 from 2.0.0

Software release 2.0.1 can only be applied to an existing 2.0.0 installation. For instructions on upgrading a 1.x.x release please see [Upgrading to Software Release 2.0.1 from 1.x.x](#).


Note

If the Cisco NAC Guest Server has replication active, you will need to do the following steps simultaneously on both Cisco NAC Guest Servers that form the replicating pair. You will also need to guarantee that there is connectivity between both.

The following steps need to be performed to install the 2.0.1 update.

- Step 1** Download the **nac-guest-upgrade-2-0-1.sh** upgrade file from the Cisco NAC Guest Server download page. Log in with your Cisco.com user credentials to the Cisco Software Download Site at <http://www.cisco.com/public/sw-center/index.shtml> and navigate to **Security >Network Admission Control > Cisco NAC Guest Server > Cisco NAC Guest Server 2.0**.
- Step 2** Connect to the Cisco NAC Guest Server with an SFTP client such as WinSCP. You will need to log in using root account credentials. The default password for the account is **cisco**.
- Step 3** Copy the **nac-guest-upgrade-2-0-1.sh** file using the SFTP client to the **/guest/upgrade** directory.


Note

Ensure that the file is transferred in binary mode. Some clients (like WinSCP, for example) default to ASCII mode, which can corrupt the upgrade file.

- Step 4** Connect to the Cisco NAC Guest Server console using SSH, a keyboard and monitor, or a serial connection and log in using root account credentials.
- Step 5** Navigate to the **/guest/upgrade** directory
- ```
cd /guest/upgrade
```
- Step 6** Run the following command at the console to ensure that the md5 value listed matches the MD5 value obtained by clicking the link to the upgrade file at <http://www.cisco.com/public/sw-center/index.shtml>:
- ```
md5sum nac-guest-upgrade-2-0-1.sh
```
- Step 7** Execute the upgrade script.
- ```
sh /guest/upgrade/nac-guest-upgrade-2-0-1.sh
```


**Note**

A reboot is not necessary


**Note**

A backup of the existing database is taken before the upgrade and is stored in **/guest.bak**. Cisco recommends backing up this directory from the appliance via SFTP.


**Note**

The upgrade process is recorded in the **/guest/logs/upgrade.log** file. You can view the log file by entering **less /guest/logs/upgrade.log** in a command prompt window.

# Upgrading to Software Release 2.0.1 from 1.x.x

## Upgrading to Software Release 2.0.1 Without Replication

The Cisco NAC Guest Server comes pre-installed with initial software release 1.0.0. Software release 2.0.1 can be applied to an existing release 1.1.2, 1.1.3, or 2.0.0 installation. If you are running release 1.0.0, 1.1.0, or 1.1.1 please upgrade to release 1.1.3 before running the upgrade to the latest 2.0.1 release.

If the appliance needs to be re-imaged, refer to the instructions in the installation chapter of the *Cisco NAC Guest Server Installation and Configuration Guide, Release 2.0* before applying the release 2.0.1 upgrade.



### Note

If the Cisco NAC Guest Server has replication active, you will need to follow the steps in [Upgrading to Software Release 2.0.1 With Replication Enabled from 1.x.x, page 5](#),

### Step 1

Create a manual backup snapshot of the Cisco NAC Guest Server from the **Server > Backup > Snapshot** page of the Administration interface.



### Warning

**Because there is a possibility for data loss with upgrade, Cisco strongly recommends creating a backup snapshot to ensure your previous database is preserved prior to upgrade.**

### Step 1

Download the **cisco-nac-guest-server-2.0.1-K9.iso** ISO image file from the Cisco NAC Guest Server download page. Log in with your Cisco.com user credentials to the Cisco Software Download Site at <http://www.cisco.com/public/sw-center/index.shtml> and navigate to **Security > Network Admission Control > Cisco NAC Guest Server > Cisco NAC Guest Server 2.0**.

### Step 2

Burn the ISO to a blank CDR disc.

### Step 3

Insert the CD into the Cisco NAC Guest Server.

### Step 4

Connect to the Cisco NAC Guest Server console using SSH, a keyboard and monitor, or a serial connection and log in using root account credentials.

### Step 5

Enter the following command:

```
reboot
```

The Cisco NAC Guest Server will reboot and run the upgrade from the CD ROM.



### Caution

If your Cisco NAC Guest Server does not read the software on the CD ROM drive and instead attempts to boot from the hard disk, before proceeding you will need to change the appliance settings to boot from CD ROM as described in section “Configuring Boot Settings on NAC-3310 Based Appliances” in the *Cisco NAC Guest Server Installation and Configuration Guide, Release 2.0*.

### Step 6

At the upgrade screen:

- If choosing to upgrade from keyboard and monitor, enter the **upgrade** command and press the Enter key:

```
upgrade
```

- If choosing to upgrade via a serial connection, enter the `upgradeserial` command and press the Enter key:

```
upgradeserial
```

**Note**

Before the 2.0.1 upgrade, a backup snapshot of the existing 1.x or 2.0.0 database is automatically created and stored in the `/guest.bak` directory. In the event of an upgrade failure, Cisco recommends making a local backup of this directory.

**Step 7** When the upgrade has finished, the appliance automatically reboots and the login prompt appears.

**Step 8** Login with the root user ID and change the password as instructed. The password needs to be a minimum of 6 characters, should not be based on a dictionary word and should contain at least 5 different characters.

The Cisco NAC Guest Server will be upgraded and running release 2.0.1.

## Upgrading to Software Release 2.0.1 With Replication Enabled from 1.x.x

The Cisco NAC Guest Server comes pre-installed with initial software release 1.0.0. Software release 2.0.1 can be applied to an existing release 1.1.2, 1.1.3, or 2.0.0 installation. If you are running release 1.0.0, 1.1.0, or 1.1.1 please upgrade to release 1.1.3 before running the upgrade to the latest 2.0.1 release.

If the appliance needs to be re-imaged, refer to the instructions in the installation chapter of the *Cisco NAC Guest Server Installation and Configuration Guide, Release 2.0* before applying the release 2.0.1 upgrade.

Use the following upgrade instructions if you have configured Cisco NAC Guest Server replication, where the database is synchronized between two boxes.

**Step 1** Create a manual backup snapshot of one of the Cisco NAC Guest Servers in the replication pair from the **Server > Backup > Snapshot** page of the Administration interface.

**Warning**

**Because there is a possibility for data loss with upgrade, Cisco strongly recommends creating a backup snapshot to ensure your previous database is preserved prior to upgrade.**

**Step 2** Download the `cisco-nac-guest-server-2.0.1-K9.iso` ISO image file from the Cisco NAC Guest Server download page. Log in with your Cisco.com user credentials to the Cisco Software Download Site at <http://www.cisco.com/public/sw-center/index.shtml> and navigate to **Security > Network Admission Control > Cisco NAC Guest Server > Cisco NAC Guest Server 2.0**.

**Step 3** Burn the ISO to a blank CDR disc.

**Step 4** Insert the CD into the NAC Guest Server.

**Step 5** Connect to the Cisco NAC Guest Server console using SSH, a keyboard and monitor, or a serial connection and log in using root account credentials.

**Step 6** Enter the following command

```
reboot
```

**Step 7** The Cisco NAC Guest Server will reboot and run the upgrade from the CD ROM.

**Caution**

If your Cisco NAC Guest Server does not read the software on the CD ROM drive and instead attempts to boot from the hard disk, before proceeding you will need to change the appliance settings to boot from CD ROM as described in section “Configuring Boot Settings on NAC-3310 Based Appliances” in the *Cisco NAC Guest Server Installation and Configuration Guide, Release 2.0*.

**Step 8**

At the upgrade screen:

- If choosing to upgrade from keyboard and monitor, enter the **upgrade** command and press the Enter key:

```
upgrade
```

- If choosing to upgrade via a serial connection, enter the **upgradeserial** command and press the Enter key:

```
upgradeserial
```

**Note**

Before the 2.0.1 upgrade, a backup snapshot of the existing 1.x or 2.0.0 database is automatically created and stored in the **/guest.bak** directory. In the event of an upgrade failure, Cisco recommends making a local backup of this directory.

**Step 9**

When the upgrade has finished, the appliance automatically reboots and the login prompt appears.

**Step 10**

Login with the root user ID and change the password as instructed. The password needs to be a minimum of 6 characters, should not be based on a dictionary word and should contain at least 5 different characters.

The Cisco NAC Guest Server will be upgraded and running release 2.0.1.

**Step 11**

Perform Steps 1 to 10 on the other Cisco NAC Guest Server unit in the pair.

**Step 12**

Once both Cisco NAC Guest Server appliances have been upgraded to release 2.0.1, you will need to reconfigure replication between the appliances. Replication is turned off as part of the upgrade process to avoid any inconsistencies in the upgrade.

**Warning**

**Failure to reconfigure replication immediately after upgrade will cause the two units to be unsynchronized and will cause data loss from one of the units when replication is set up at a later date.**

# New and Changed Information

This section describes new features and enhancements for this release of Cisco NAC Guest Server:

- [Enhancements in Release 2.0.1, page 7](#)
- [New Software Features in Release 2.0, page 7](#)

## Enhancements in Release 2.0.1

Release 2.0.1 is a general and important bug fix release for the Cisco NAC Guest Server that addresses the caveats described in [Resolved Caveats - Release 2.0.1, page 14](#).

## New Software Features in Release 2.0

- [Access Restrictions](#)
- [Account Lockout](#)
- [Active Directory Single Sign On](#)
- [Common Cisco User Interface](#)
- [Common Cisco User Interface](#)
- [Credit Card Billing Support](#)
- [Date/Time Formatting](#)
- [External Portal Support](#)
- [Group Account Permission](#)
- [Guest Password Change](#)
- [Guest Restrictions by the Minute](#)
- [Guest Self Service](#)
- [Hide Passwords](#)
- [Management Reports](#)
- [Note to Guest](#)
- [NTP Enhancements](#)
- [RADIUS Administrator Authentication](#)
- [Reporting Enhancements](#)
- [Restrict Concurrent Logins](#)
- [Show Sponsor Username](#)
- [SNMP Monitoring Support](#)
- [SNMP Trap Support](#)
- [Syslog Reporting](#)
- [Time Profiles](#)
- [Time Restrictions](#)
- [Username Policy Enhancements](#)

- [Warning on Duplicate Account Names](#)

## Access Restrictions

Administrators can restrict access to the administrator and sponsor interfaces from defined IP addresses.

## Account Lockout

Guest accounts can automatically be disabled after a configured number of incorrect authentications.

## Active Directory Single Sign On

Cisco NAC Guest Server 2.0 can be joined to an Active Directory Domain and then automatically authenticate Internet Explorer browsers using Integrated Windows Authentication. This removes the need for sponsors to enter their username and password.

## Application Programming Interface

Cisco NAC Guest Server 2.0 introduces an HTTP/HTTPS Application Programming Interface (API) which can easily be used to access functions using POST or GET methods.

The API enables applications to add, delete and edit guest accounts with authentication via sponsor credentials. The API also provides the ability to get reporting information on guest accounts.

## Common Cisco User Interface

The Cisco NAC Guest Server user interfaces now feature the Cisco product common look and feel, accessibility features and enhanced ease of use.

## Credit Card Billing Support

Cisco NAC Guest Server 2.0 provides the ability for guests to purchase accounts via credit card support.

## Date/Time Formatting

This feature allows the date and time shown in various forms and printouts to be formatted appropriately.

## External Portal Support

External Portal Support allows the Cisco NAC Guest Server to host the authentication portal for guest access. This allows pages to be fully customized for the [Credit Card Billing Support](#) and [Guest Self Service](#) features.

## Group Account Permission

This feature provides an additional account permission to allow sponsors to access accounts created by members of their sponsor group.

## Guest Password Change

This feature provide guests with the ability to change their password when they authenticate using the External Portal (see [External Portal Support](#)).

## Guest Restrictions by the Minute

Sponsors were previously restricted from creating accounts longer than a specified number of days. With release 2.0, account duration can be specified in minutes.

## Guest Self Service

Guest Self Service allows guests to create their own accounts by entering their details.

## Hide Passwords

This feature restricts sponsors from viewing the passwords of their guests. When this option is enabled, guests can only receive their account details via email or SMS.

## Management Reports

Management reports are enhanced to provide the following guest network usage information:

- Total Guest Accounts Created
- Total Authenticated Guests
- Total Cumulative Connect Time
- Sponsor Usage Reporting
- Access Summaries by Device

## Note to Guest

Provides the ability to output any of the guest's details that are entered at account creation into the print, email or SMS templates. This enables the 5 optional fields to be used so that additional notes can be entered and sent to the guest.

## NTP Enhancements

Cisco NAC Guest Server 2.0 allows 3 NTP Servers to be configured and also displays the NTP server associations and statistics.

## RADIUS Administrator Authentication

Cisco NAC Guest Server 2.0 now allow access to the administration interface to be authenticated via an external RADIUS server. This feature also provides a backup RADIUS server configuration and the ability for administrators to fall through to local authentication if necessary.

## Reporting Enhancements

The reporting interface is enhanced to provide the ability to sort the data in any format that is required.

## Restrict Concurrent Logins

Guest Roles can now be restricted to a maximum number of concurrent logins. Any account created with the guest role can be limited to a specified number of concurrent user logins when authenticating via RADIUS.

## Show Sponsor Username

Release 2.0 now displays the username of the sponsor who is logged in at the top of the page.

## SNMP Monitoring Support

SNMP Monitoring support allows the NAC Guest Server to be monitored via an SNMP agent.

## SNMP Trap Support

Cisco NAC Guest Server 2.0 can send SNMP traps or informs based upon the Guest Server appliance exceeding administrator configured levels.

## Syslog Reporting

The Cisco NAC Guest Server can receive syslog reporting from network devices and will correlate the data with the IP address of logged-in guests. This allows the sponsor to audit and report on the exact activity undertaken by the guest.

## Time Profiles

Time profiles allow the following options for defining when accounts are created for guests:

- Start/End - Manually choose the start and end time.
- From First Login - Specify a period of time the account is active starting from the first login.
- Duration within - Specify a period of time the account is valid from the first login within a certain time period.

## Time Restrictions

Time restrictions allow the administrator to define periods when the guest cannot access the network, such as outside working hours.

## Username Policy Enhancements

Provides the ability for the username to be created as lowercase, UPPERCASE or the case that was entered by the sponsor.

## Warning on Duplicate Account Names

When sponsors create accounts which duplicate an existing account name, the sponsor is warned that the condition has occurred and the new account name is appended with a random number to make it unique.

## Caveats

This section describes caveats related to the Cisco NAC Guest Server:

- [Open Caveats - Release 2.0.1, page 11](#)
- [Resolved Caveats - Release 2.0.1, page 14](#)
- [Resolved Caveats - Release 2.0, page 25](#)



### Note

If you are a registered cisco.com user, you can view Bug Toolkit on cisco.com at the following website:  
<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>

To become a registered cisco.com user, go to the following website:  
<http://tools.cisco.com/RPF/register/register.do>

## Open Caveats - Release 2.0.1

**Table 2** *List of Open Caveats*

| DDTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CSCsz80188  | No                     | <p>NGS does not populate month dropdown when using non-default template.</p> <p>When the sponsor template is other than the default template, while accessing the Create Guest Account page, sponsors receive an empty month dropdown. This prevents them from creating a guest account. When this issue occurs, the Manage Account and Manage Bulk Account pages are also not displayed.</p> <p><b>Workaround</b> In the Administration interface, go to the Common tab. From the <b>Select Template for</b> dropdown, choose the <b>Formats</b> option. In the Format settings, set the date/time format for all the templates in use.</p> |
| CSCtb70650  | No                     | <p>NGS LDAP bind fails if admin password includes a "+" (plus) character.</p> <p>LDAP binding fails on NGS 2.0.1, if the admin user password includes a '+' character. The sniffer trace shows that the '+' character is replaced by a space.</p> <p><b>Workaround</b> Avoid using the '+' character in passwords.</p>                                                                                                                                                                                                                                                                                                                       |

Table 2 List of Open Caveats

| DTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| CSCtb53416 | No                     | <p>AUP Page not finding user credentials on page refresh.</p> <p>When the AUP page is refreshed, the user credentials are not found. While using AUP, the following error occurs:<br/>'data.response.html' is null or not an object.</p> <p><b>Workaround</b> Please contact the TAC to obtain a patch for this problem.</p>                                                                                                                                                                                                                                                                                                                                                                                         |
| CSCtb52569 | No                     | <p>NGS doesn't remove user from CAM after suspension or deletion.</p> <p>If the user is logged in to the NAC, Guest server does not remove the user from the CAM, even after the user is suspended or deleted from the NGS.</p> <p><b>Workaround</b> Please contact the TAC to obtain a patch for this problem.</p>                                                                                                                                                                                                                                                                                                                                                                                                  |
| CSCtb47500 | No                     | <p>Print page doesn't show password when created by role with no view right.</p> <p>While printing a user account created by a sponsor in a different role, the print page shows password as asterisks.</p> <p>For example, "RoleA" has permission to create accounts but not to view or print the password. "RoleB" has permissions to manage and print any guest account. "RoleB" can view the password of "RoleA" in the Guest Server GUI on the manage page, but while printing, the password is printed as asterisks.</p> <p><b>Workaround</b> Provide permission to the sponsors in "RoleA" to view the password (but not to print). Then sponsors in "RoleB" will be able to print the password properly.</p> |
| CSCsy95597 | No                     | <p>Incorrectly encoded headers cause e-mail to display improperly</p> <p>When the e-mail Subject field contains non ASCII characters, the e-mail headers are incorrectly encoded and the message is displayed incorrectly by e-mail clients.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| CSCsz40132 | No                     | <p>Sponsors Activity Report circle users overlay on each other</p> <p>When running a sponsor activity report if the numbers for a sponsor are too close together the text can overlap.</p> <p>If there are certain sponsors with very large numbers of accounts and certain sponsors with very small numbers of accounts, the ones with very small numbers could have numbers that overlap on the screen.</p> <p><b>Note</b> The numbers can still be seen in the table below the report.</p>                                                                                                                                                                                                                        |

**Table 2**      **List of Open Caveats**

| Software Release 2.0.1 |           |                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DDTS Number            | Corrected | Caveat                                                                                                                                                                                                                                                                                                                                                             |
| CSCsz58979             | No        | <p>The Postgres configuration file is not updated after upgrading from 1.x.x to 2.0.x</p> <p><b>Workaround</b> Overwrite the postgresql.conf and pg_hba.conf files with the versions shipped with 2.0.x and reboot the Cisco NAC Guest Server.</p>                                                                                                                 |
| CSCta13651             | No        | <p>Authentication widgets fail on hotspot pages</p> <p>When using authentication widgets, they will fail to authenticate a guest.</p> <p><b>Workaround</b> A patch is available from the cisco TAC at <a href="http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html">http://www.cisco.com/en/US/support/tsd_cisco_worldwide_contacts.html</a>.</p> |

## Resolved Caveats - Release 2.0.1

**Table 3** List of Resolved Caveats

| DDTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CSCso26993  | Yes                    | <p>Logo file is not replicated between two Cisco NAC Guest Servers configured as a replication pair</p> <p>This issue affects Cisco NAC Guest Server Release 1.1.0.</p> <p><b>Workaround</b> Manually upload the logo on the second Guest Server by editing the template (using the same method as on the first Guest Server).</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| CSCsv59139  | Yes                    | <p>Guest Server printuser.php page incorrectly parses “\$” signs in passwords</p> <p>After creating a user, Guest Server randomly creates a password based on the policies set on the server. If the server creates a password with a dollar sign (\$) followed by a numerical string, then Guest Server cuts out that portion of the text from the password when attempting to print out the user page from the Active Accounts section.</p> <p>This occurs when using the printuser.php print page under Active Accounts. It does not occur when initially printing out the user page after creation (that uses the print.php script).</p> <p>Examples of passwords that are affected:</p> <ul style="list-style-type: none"> <li>• x13\$14 has a problem; it becomes x13</li> <li>• ihR\$94XIQ has a problem; it becomes ihRXIQ</li> <li>• mIYm\$035G does not have a problem</li> <li>• iA23Z\$KmG does not have a problem</li> </ul> <p><b>Workaround</b> You can address this issue as follows:</p> <ol style="list-style-type: none"> <li>1. Remove the “\$” from the password policy on the guest server.</li> <li>2. Print the initial user information after creating the account instead of using the Active Accounts page.</li> </ol> <p>Email the password from the Active Accounts page to the user outside of the Guest Server application (the Email script correctly parses the “\$” signs).</p> |

Table 3 List of Resolved Caveats

| Software Release 2.0.1 |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DDTS Number            | Corrected | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| CSCsv59906             | Yes       | <p>The Preferences page under My Settings is missing, but configurable</p> <p>When sponsors using Guest Server click on the web page under My Settings, they are redirected to the setdefaults.php page, even though there is no link in the main Sponsor page.</p> <p>When sponsors go to the setdefaults.php page, they can override global settings such as default template and timezone and you can manually verify which templates each Sponsor is using as follows:</p> <ol style="list-style-type: none"> <li>1. Log in to the Guest Server console via SSH.</li> <li>2. Enter <code>psql gapdb -U postgresql</code>.</li> <li>3. Enter <code>SELECT username,userdefaults_language FROM userdefaults;</code></li> </ol> <p>There is no known workaround for this issue.</p> |
| CSCsv94401             | Yes       | <p>Login is not case sensitive</p> <p>Credentials entered on the Sponsor login page are not case sensitive.</p> <p><b>Workaround</b> If Sponsors log in to the admin page with the admin username using any upper/lower case combination, the credentials are accepted and the user immediately sees the default settings page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| CSCsw19750             | Yes       | <p>SMS sent successfully with blank mobile phone field</p> <p>When a Guest Policy is configured required to include a mobile phone number, new user accounts can be created with blank mobile phone number fields and Guest Server indicates that the SMS is sent successfully.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| CSCsx09573             | Yes       | <p>1.x.x Duration Functionality not supported</p> <p>With the introduction of time profiles in 2.0.0, the 1.x.x Duration feature is not supported. The 1.x.x Duration feature was to create accounts for a certain time period with the start time being the same as the account creation. There is no exact feature in 2.0.0; this will be added back in a later version. Upgrades from 1.x.x which use Durations are moved to use Start/End accounts.</p> <p><b>Workaround</b> Use Start/End accounts.</p>                                                                                                                                                                                                                                                                         |

Table 3 List of Resolved Caveats

| DTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| CSCsx20876 | Yes                    | <p>Setting in <b>Guest Role &gt; NAC Role</b> is forced even if unchecked</p> <p>Even though the checkbox for provisioning guest roles on NAC Managers is disabled, the account is still provisioned on the manager.</p> <p><b>Workaround</b> Specify the role type as “unauthenticated.” That way, even if the account is provisioned, the user is placed in a role that does not grant access.</p>                                                                                                                                                                                                     |
| CSCsx34376 | Yes                    | <p>Cisco NAC Guest Server rendered unusable after applying an incorrect license file</p> <p>“System Error, please contact your administrator.”</p> <p><b>Note</b> You can find further details on this error in the application log.</p>                                                                                                                                                                                                                                                                                                                                                                 |
| CSCsx44023 | Yes                    | <p>CSV Export does not export all data</p> <p>When performing a CSV Export from the Manage Accounts page the resulting CSV does not include all the fields from the guest user.</p> <p><b>Note</b> There is no known workaround for this issue.</p>                                                                                                                                                                                                                                                                                                                                                      |
| CSCsx46550 | Yes                    | <p>Error messages on Guest Server console while rebooting</p> <p>Error text:</p> <ul style="list-style-type: none"> <li>“ngs: PHP Fatal error: Exception thrown without a stack frame in Unknown on line 0”</li> <li>“Fatal error: Exception thrown without a stack frame in Unknown on line 0”</li> </ul>                                                                                                                                                                                                                                                                                               |
| CSCsx46564 | Yes                    | <p>Cumulative time in Access Report should account for guest logins only</p> <p>The Access Report is also taking into account the time the user was logged onto the network.</p>                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CSCsx46581 | Yes                    | <p>Trying to generate very large number of random guest accounts locks up the Guest Server</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CSCsx46817 | Yes                    | <p>System error in User Interface when CSV is downloaded in the Activity Log web page</p> <p>The Cisco NAC Guest Server returns a “System Error, please contact your administrator.” error message in the User Interface. This issue is appears when:</p> <ol style="list-style-type: none"> <li>Have an entry in Activity report in sponsor User Interface.</li> <li>Click <b>Download CSV</b> button in Accounting Log web page (<b>Manage Accounts &gt; View Detailed Report &gt; Download CSV</b>).</li> </ol> <p><b>Note</b> You can find further details on this error in the application log.</p> |

Table 3 List of Resolved Caveats

| Software Release 2.0.1 |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DDTS Number            | Corrected | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CSCsx46932             | Yes       | <p>The Logs web page in admin User Interface is rendered blank if all the logs are selected.</p> <p>Steps to reproduce:</p> <ol style="list-style-type: none"> <li>1. Login to Guest Server administrator User Interface.</li> <li>2. Go to <b>Server &gt; System Logs &gt; Audit logs</b>.</li> <li>3. Select <b>All</b> in an attempt to display all logs in one screen.</li> </ol> <p>The result is that the HTTPS utilization on Guest Server reaches 100% and the User Interface page either returns an error or blanks out.</p>                                                                                                                                        |
| CSCsx47140             | Yes       | <p>The Guest Server system becomes unstable after restoring a snapshot</p> <p>Steps to reproduce:</p> <ol style="list-style-type: none"> <li>1. Take a snapshot in the Admin User Interface.</li> <li>2. Delete the Cisco NAC appliances which were added in Guest Server. (This is to change the database.)</li> <li>3. Now restore the data base taken earlier. User Interface returns a “System Error, please contact your administrator.” error after Data Base snapshot is complete.</li> </ol> <p>As a result, the system becomes unstable and requires a reboot to recover.</p> <p><b>Note</b> You can find further details on this error in the application log.</p> |
| CSCsx47161             | Yes       | <p>User Interface returns an error while trying to configure AD SSO</p> <p>Steps to reproduce:</p> <ol style="list-style-type: none"> <li>1. Log in to the Guest Server administrator User Interface.</li> <li>2. Go to <b>Authentication &gt; AD Single Sign On</b> and enter server settings and AD admin credentials.</li> <li>3. Click <b>Save Settings</b>.</li> <li>4. User Interface returns an error and blanks out.</li> <li>5. Check the Syslog for the following error:<br/> “Message: dns_get_record(): res_nsend() failed; Type: Warning (2); Filename: Dns.class.php; Line: 24; Script: AdSingleSignOnConfig.php”</li> </ol>                                   |
| CSCsx47434             | Yes       | <p>When saving the Administrator RADIUS Authentication web page, it gives message 'Backup settings saved'.</p> <p>This message seems to be misplaced from the Backup configuration web page.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| CSCsx49325             | Yes       | <p>Some of the Guest Server Config is lost after restoring the backed up snapshot.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Table 3 List of Resolved Caveats

| DDTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| CSCsx49548  | Yes                    | The calendar component in the Sponsors Activity Report or Access Report becomes hidden behind the chart when selected.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| CSCsx49619  | Yes                    | <p>Trying to search based on IP address in Manage Accounts page returns a database error</p> <p>The Cisco NAC Guest Server returns a “System Error, please contact your administrator.” error and the Application log has following error message:</p> <p>“Message: SQLSTATE[42P18]: Indeterminate datatype: 7 ERROR: could not determine data type of parameter \$7; Query: SELECT; distinct(guestusers.id),; guestusers.firstname,; guestusers.surname,”</p> <p><b>Note</b> You can find further details on this system error in the application log.</p> |
| CSCsx52443  | Yes                    | <p>Activity reports are not being filtered correctly based on dates</p> <p>To reproduce this issue:</p> <ol style="list-style-type: none"> <li>1. Go to Sponsor Activity Report &gt; Summary Report after logging into sponsor console page.</li> <li>2. Select Feb 6th as the End Date.</li> <li>3. Guest Server only filters out entries till Feb 5th.</li> </ol>                                                                                                                                                                                         |
| CSCsx62268  | Yes                    | <p>Not able to delete second admin account</p> <p><b>Symptom</b> Not able to delete “admin” account from the NAC Guest Server Authentication &gt; Administrators page.</p> <p>The UI should not allow the user to create a second "admin" account with the same username.</p> <p><b>Conditions</b> When creating more than one “admin” account.</p> <p><b>Note</b> There is no known workaround for this issue.</p>                                                                                                                                         |

Table 3 List of Resolved Caveats

| Software Release 2.0.1 |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DDTS Number            | Corrected | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| CSCsx64570             | Yes       | <p>Cannot access AD mappings page</p> <p>Trying to is access the AD mappings page (<b>Sponsor User Groups &gt; Edit User Group &gt; Active Directory Mapping</b>) yields a system error.</p> <p>The following message appears in the application log:</p> <pre>“ldap_search(): Partial search results returned; sizelimit exceed; type: warning(2); filename:adLDAP.php; Line: 503; Script: UserGroups.php”</pre> <p>This error is triggered when the guest server does an LDAP search to fetch all the AD groups and the number of results is over the Page limit set on the AD server (MaxPageSize setting). If the AD server is using the default setting, this problem occurs when the customer has more than 1000 groups.</p> <p><b>Workaround</b> Increase the MaxPageSize setting on your AD server (<a href="http://support.microsoft.com/?kbid=315071">http://support.microsoft.com/?kbid=315071</a>).</p> |
| CSCsx66219             | Yes       | <p>AD group mapping not working when querying domain controller</p> <p><b>Symptom</b> GUI: “System error, please contact your administrator”</p> <p>Application log:</p> <pre>admin Message: ldap_search(): Partial search results returned; Sizelimit exceeded; Type: Warning (2); Filename: adLDAP.php; Line: 503; Script: UserGroups.php</pre> <p><b>Conditions</b> Domain controller has more than 1000 AD groups.</p> <p><b>Note</b> There is no known workaround for this issue.</p>                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CSCsx67500             | Yes       | <p>Application log counter always shows 0</p> <p>The application log file appears as being 0 lines in length.</p> <p>The application.log file is no longer used in release 2.0. All of the pertinent information is available in the <b>Server &gt; System Logs &gt; Application Log</b> screen.</p> <p>The link to the application.log file will be removed in a future release to remove any confusion</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| CSCsx67509             | Yes       | <p>The application.log data is saved in developer_log.csv. It should be saved under application.log file in the support logs.</p> <p><b>Workaround</b> Find the developer_log.csv in logs.zip</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

Table 3 List of Resolved Caveats

| DTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                 |
| CSCsy07460 | Yes                    | <p>Activity Logging doesn't display seconds, or sort within a second</p> <p>When running an activity log report on a guest, the time of each message is displayed with hour:minute only, the :seconds part of the time is not displayed. Also when sorting the data, the data is not specifically sorted in order within the same second.</p> <p><b>Workaround</b> There is no current workaround.</p> |
| CSCsy10102 | Yes                    | <p>The start time and end time fields on the Creation/Modification page show incorrect values</p> <p>Either the Start/End fields are empty by default when you create a new guest user, or they show random values when modified.</p> <p>Cisco TAC has issued a patch to resolve this issue.</p>                                                                                                       |
| CSCsy15587 | Yes                    | <p>Some guest users remain inactive</p> <p>When creating and scheduling guest users, some remain inactive and cannot access the network.</p>                                                                                                                                                                                                                                                           |
| CSCsy18473 | Yes                    | <p>Setting logging level for Clean Access Manager fails</p> <p>When specifying the logging level for <i>some</i> of the Clean Access Manager log settings to debug, the CAM web console page still shows default values.</p> <p><b>Workaround</b> Set <i>all</i> components to “debug” and save them to get the CAM debug level to display correctly.</p>                                              |
| CSCsy18502 | Yes                    | <p>Following a link on a page that has not finished loading results in an error</p> <p>When the user clicks a link or a button on a page that has not finished loading, an error can occur and the following message may be displayed:</p> <p>System Error, please contact your administrator.</p> <p><b>Note</b> Further details of the error are in the application log.</p>                         |
| CSCsy18504 | Yes                    | <p>Users should show what time profile they are using once created</p> <p>In the current version, it is not possible to tell what time profile the guest users are assigned to, once the profile has been created. This situation occurs when users are created and assigned with a time profile from the Cisco NAC Guest Server graphical user interface.</p>                                         |
| CSCsy20297 | Yes                    | <p>RADIUS Attributes input boxes size limit is to low</p> <p>The maximum character limit needs to be increased. For example, “auth-proxy:proxyacl#1=permit ip any any” does not fit in the current version.</p>                                                                                                                                                                                        |

Table 3 List of Resolved Caveats

| Software Release 2.0.1 |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DDTS Number            | Corrected | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CSCsy20315             | Yes       | <p>RADIUS attributes are not being urldecoded before insert quotes and other characters are not displayed</p> <p>The URL encoded value is displayed instead.</p> <p><b>Workaround</b> Insert the value directly to the database.</p>                                                                                                                                                                                                                                                                                                                                                                                             |
| CSCsy20333             | Yes       | <p>Guest RADIUS authentication script does not support multiple attributes with the sa</p> <p>If you set up a RADIUS client with several attributes that all have the same name, the RADIUS authentication script only returns the last entry.</p> <p>For example, you can configure a RADIUS client with the following attributes:</p> <ul style="list-style-type: none"> <li>• cisco-AVPair “priv-lvl=15”</li> <li>• cisco-AVPair “auth-proxy:proxyacl#1=permit ip any any”</li> </ul> <p>When you then authenticate with a sponsor using this RADIUS client, the authentication reply only shows the last key value pair.</p> |
| CSCsy20353             | Yes       | Notification e-mail not being sent to sponsor when appropriate option is enabled                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| CSCsy20401             | Yes       | <p>Provisioning process exits without updating/provisioning accounts</p> <p>This situation can occur when the Guest Server fails to connect to the remote node. By the time the Guest Server stops trying to connect, another instance of the script starts, thus forcing the first script to terminate/exit.</p>                                                                                                                                                                                                                                                                                                                |
| CSCsy20423             | Yes       | <p>Backup restore does not reset Twin configuration</p> <p><b>Workaround</b> Reset twin settings manually after restore.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| CSCsy29531             | Yes       | <p>Date/Time format settings missing</p> <p>Date/Time format settings are missing from the user interface in 2.0.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CSCsy29982             | Yes       | <p>Select timezone to apply for time profile</p> <p>Guest Server should let you select the Timezone that applies to your Timeprofile.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| CSCsy44746             | Yes       | <p>The Self Service js object does not display a Submit button</p> <p>The Self service object embedded in the Hotspot page does not display a button to submit user data.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| CSCsy45448             | Yes       | <p>Authentication order cannot be modified for two servers with the same name</p> <p>When using Sponsor authentication for login, and configuring an AD or LDAP server, then the authentication order can not be modified if two servers have the same name.</p>                                                                                                                                                                                                                                                                                                                                                                 |

Table 3 List of Resolved Caveats

| DTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CSCsy69893 | Yes                    | <p>Guest Hotspot WLC scripts do not handle error messages correctly</p> <p>When using the Guest Hotspot configuration with a WLC, invalid user names and passwords fail authentication, but none of the error messages display as intended.</p> <p>Some examples of error messages to display on the system are:</p> <pre>ngsOptions.messages[1] = "You are already logged in. No further action is required on your part."</pre> <pre>ngsOptions.messages[2] = "You are not configured to authenticate against web portal. No further action is required on your part."</pre> <pre>ngsOptions.messages[3] = "The username specified cannot be used at this time. Perhaps the username is already logged into the system?"</pre> <pre>ngsOptions.messages[4] = "The User has been excluded. Please contact your administrator."</pre> <pre>ngsOptions.messages[5] = "Invalid username and password. Please try again."</pre> |
| CSCsy77998 | Yes                    | <p>After upgrading a pair of NAC Guest servers, the TWIN service will not start. The problem can be observed in the Secondary server's GUI. In the replication logs you may see: ERROR could not LOCK table hotspot.access_plans: ERROR: permission denied for schema hotspot FATAL unable to complete twinning process</p> <p><b>Workaround</b> Run the following command on the secondary guest server after the upgrade:</p> <pre>psql gapdb -U postgres \dn+ \q grant all on schema hotspot to twin;</pre>                                                                                                                                                                                                                                                                                                                                                                                                               |
| CSCsy79077 | Yes                    | <p>When NAC guest server is sending a notification email, the header will not be correctly formatted: <code>~~snip~~ From: "" &lt;guest@cisco.com&gt; ~~snip~~</code> The empty string "" is creating issue on some mail server.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CSCsy90148 | Yes                    | <p>The MIT krb5 implementation has multiple vulnerabilities that need to be addressed on the product.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| CSCsz18581 | Yes                    | <p>NGS does not provision accounts provisioned by Hotspot self service portal. This is only supported for RADIUS authentication.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CSCsz19146 | Yes                    | <p>The "Check the group object (group DN)" within the Guest server GUI is restricted to 40 characters</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

Table 3 List of Resolved Caveats

| Software Release 2.0.1 |           |                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DDTS Number            | Corrected | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CSCsz31445             | Yes       | <p>When an invalid license is installed the NAC Guest Server redirects a user to the license page</p> <p>The URL is generated based upon the IP address of the eth0 interface. If the user is accessing behind NAT, then this will fail.</p> <p><b>Workaround</b> To resolve this issue, the administrator must access the box using the real IP address of the server to re-install a valid license.</p>                                       |
| CSCsz34223             | Yes       | <p>Suspend all only suspend some guests when there is network outage</p> <p>If Cisco NAC Guest Server cannot contact the Clean Access Manager when suspending accounts using the sponsor interface, the accounts will not be deleted from the CAM.</p> <p><b>Workaround</b> Only suspend accounts when the Clean Access Manager is available on the network.</p>                                                                                |
| CSCsz34243             | Yes       | <p>Suspend All always leave 1 guest in NGS &amp; guests on CAM</p> <p>Immediately suspending accounts created on the Guest Server may result in accounts not being deleted from the Clean Access Manager. This issue has been confirmed when suspending a relatively large number of accounts within 1 minute of creation.</p> <p><b>Workaround</b> Wait at least 1 minute after creating accounts before using the “Suspend All” function.</p> |
| CSCsz34493             | Yes       | <p>Trying to display activity report on certain users shows a blank page</p> <p>Sponsor is unable to see the Guest Account Activity Report when the guest has not logged out yet and the RADIUS accounting record has a blank start time.</p> <p><b>Workaround</b> Wait until the user has logged out and you can then view the record.</p>                                                                                                     |
| CSCsz34646             | Yes       | <p>Guest Server maximum failed attempts doesn't restrict number of failures</p> <p>Release 2.0.0 guest users authenticating with RADIUS are not subject to the failed logins policy set under the user template.</p> <p><b>Note</b> There is no known workaround for this issue.</p>                                                                                                                                                            |
| CSCsz39985             | Yes       | <p>Blank Access Report if date is invalid</p> <p>If searching the Access Report (RADIUS account) of a guest and you enter an invalid date (February 31st, for example), Guest Server returns a blank page.</p> <p><b>Workaround</b> To avoid this issue, ensure all dates for which you are searching guest reports are correct.</p>                                                                                                            |

Table 3 List of Resolved Caveats

| DDTS Number | Software Release 2.0.1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Corrected              | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CSCsz50705  | Yes                    | <p>“Device sends Calling Station IP” option always checked</p> <p>When editing an existing RADIUS client on the Guest Server and configuring it to not require the Calling Station IP radius attribute, the option “Device sends Calling Station IP” option is checked whenever you go to the <b>Devices &gt; Radius Clients &gt; Edit</b> page, even if you have unchecked it and saved the settings.</p> <p><b>Note</b> This is a cosmetic issue. The database is updated correctly. Continue to uncheck/disable the option if you must make any changes in the Clean Access Server.</p>                                                                       |
| CSCsz51110  | Yes                    | <p>Syslog sync between twins fails due to SSL errors</p> <p>When viewing Activity Logs for a guest user under <b>Manage Accounts</b> in the Sponsor interface, Guest Server returns the following error message:</p> <p>“Could not access replicated server to retrieve logs. It is possible not all the logs are shown. Please contact your administrator or retry later.”</p> <p>This can occur in Guest Server release 2.0 when twinning is configured and syslog data is sent to the Guest Server to track users’ network access.</p> <p><b>Workaround</b> Disable HTTPS by selecting HTTP only on the Administrator interface <b>SSL Settings</b> page.</p> |
| CSCsz56267  | Yes                    | <p>Guest account status remains inactive after creation</p> <p>When there are active <b>From First Login/Time Used</b> accounts that do not have a start and end time set yet, the provisioning process fails trying to compare the dates to see if they should be expired/restricted. Guest Server then does not proceed with any start/end time accounts.</p> <p><b>Workaround</b> Use a pre-defined template (e.g., 1 day template) or only use Start/End time accounts when using the Clean Access Manager.</p>                                                                                                                                              |

## Resolved Caveats - Release 2.0

**Table 4** List of Resolved Caveats

| DDTS Number | Software Release 2.0 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Corrected            | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| CSCsq76185  | Yes                  | <p>Variable names being printed after creating a guest user account rather than the values inputted by the sponsor.</p> <p><b>Workaround</b> After creation go into Active Accounts page and print from there</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CSCsq86376  | Yes                  | <p>Authentication attempts fail when “calling-station-id” is set to a MAC address</p> <p>After upgrading to Cisco NAC Guest Server, Release 1.1.1, authentication fails if the wireless controller is set to send the MAC address for the “calling-station-id” attribute.</p> <p><b>Workaround</b> Change the attribute to use the IP address instead of the MAC address. Alternatively, Cisco TAC can edit the configuration to remove the IP check, but the location feature does not work.</p>                                                                                                                                                                                                                                                                                                                                                                                                         |
| CSCsq86714  | Yes                  | <p>When using internet explorer to connect to NAC Guest Server over a HTTPS connection certain files do not download correctly. This is due to a bug with the IE browser.</p> <p><b>Workaround</b> Connect using HTTP instead of HTTPS with Internet Explorer 6.0, alternatively use a later version of Internet Explorer or use a different browser such as Firefox or Safari.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CSCsq92773  | Yes                  | <p>Unable to edit additional active directory server because the Guest Server adds a space in front of the AD server name, the edit page comes up blank as it looks for a server name without a space in the database.</p> <p><b>Workaround</b> You can delete the server and insert it again without the space character at the end of the name or:</p> <ol style="list-style-type: none"> <li>1. Login to the box through ssh.</li> <li>2. Connect to the database: <code>psql -U postgres gapdb.</code></li> <li>3. Execute the following SQL statements (note the server name is 'dc4 RWS Domain Controller' here in this example):           <pre>UPDATE adservers SET domain = 'dc4 RWS Domain Controller' WHERE domain = 'dc4 RWS Domain Controller';</pre> <pre>UPDATE serverorder SET servername = 'dc4 RWS Domain Controller' WHERE servername = 'dc4 RWS Domain Controller';</pre> </li> </ol> |

Table 4 List of Resolved Caveats

| DDTS Number | Software Release 2.0 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Corrected            | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CSCsq94240  | Yes                  | <p>NAC Guest Server can fail to parse/sanity check the AD DC entry with certain misconfigurations of Active Directory Server entries and will fail to display all entries in group mapping.</p> <p><b>Workaround</b> Correct the entry for the domain controller IP address or hostname</p>                                                                                                                                                                      |
| CSCsq94602  | Yes                  | <p>Server creates bad username when importing a CSV file with Username Policy option 2</p> <p><b>Workaround</b> There are two possible workarounds:</p> <ol style="list-style-type: none"> <li>1. Open the CSV file in notepad, copy the contents and paste into the text entry form. User Accounts &gt; Multiple Accounts &gt; Create Multiple Accounts</li> <li>2. Or, change the username policy to use email address instead of first/last names.</li> </ol> |
| CSCsr19498  | Yes                  | <p>Twin service stops intermittently when performing a lot of failovers.</p> <p><b>Note</b> There is no known workaround for this issue.</p>                                                                                                                                                                                                                                                                                                                     |
| CSCsr22834  | Yes                  | <p>LDAP users allowed to login without permissions to do so as the authentication function is not setting the user as invalid.</p> <p><b>Workaround</b> Remove all the permissions for the local group, the user will be able to login but not perform any actions, however, there is a patch available from Cisco TAC</p>                                                                                                                                       |
| CSCsr68115  | Yes                  | <p>When calling the CAM API with the getuserinfo or getoobuserinfo operations, the Guest Server makes an incorrect call to CCA causing all users to get removed from the OUL.</p> <p><b>Note</b> There is no known workaround for this issue.</p>                                                                                                                                                                                                                |
| CSCsr82031  | Yes                  | <p>Changing a search whilst paging in a full report and viewing a page greater than the amount of results returned by a future query will show no results.</p> <p><b>Workaround</b> Return to page 1 before changing the search</p>                                                                                                                                                                                                                              |
| CSCsu00058  | Yes                  | <p>Radius Authentications fail when Role option set to Unused</p> <p>Radius authentications for all users created on the Guest Server release 1.1.1 will fail even though password and shared secrets are correct. This occurs when the “Roles” setting under <b>Guest Policy &gt; Guest Details</b> is set to unused.</p> <p><b>Workaround</b> Set the Roles option to “Displayed” or “Not Displayed” (anything other than unused).</p>                         |

Table 4 List of Resolved Caveats

| DDTS Number | Software Release 2.0 |                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------|----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|             | Corrected            | Caveat                                                                                                                                                                                                                                                                                                                                                                                                       |
| CSCsu70899  | Yes                  | <p>Hal Daemon using all available CPU prevents Radius daemon from running.</p> <p><b>Workaround</b> Login to the command line as root, then issue the following commands:</p> <pre>service haldaemon stop chkconfig haldaemon off</pre> <p>This will stop the CPU issue by turning off the unneeded haldaemon service</p>                                                                                    |
| CSCsu87661  | Yes                  | <p>Guest Server database only supports 32 character account session IDs, if the NAS sends a larger session ID it could cause the Radius service to crash.</p> <p><b>Note</b> There is no known workaround for this issue.</p>                                                                                                                                                                                |
| CSCsu88136  | Yes                  | <p>The LDAP server configuration on the NAC Guest server ignores any values in the “port” field and always applies the default value (389) irrespective of the value configured.</p> <p><b>Workaround</b> Specify the port in the LDAP server URL, for example:</p> <pre>ldap://10.0.0.1:3387</pre>                                                                                                          |
| CSCsx20606  | Yes                  | <p>Users can't login when password policy has a space or ampersand in it</p> <p><b>Conditions</b> If the password policy includes spaces or ampersands then the passwords are not correctly created on the NAC Manager. This means guests cannot login with this account.</p> <p><b>Workaround</b> Remove any spaces (“ ”) or ampersands “&amp;” from the Other characters field of the password policy.</p> |

**Table 4** List of Resolved Caveats

| DTS Number | Software Release 2.0 |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | Corrected            | Caveat                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| CSCsx20876 | Yes                  | <p>Setting in Guest Role &gt; NAC Role is forced even if it's unchecked</p> <p>The enabled checkbox for provisioning guest roles on NAC Managers doesn't work. The account is provisioned on the manager regardless of the enabled setting.</p> <p><b>Workaround</b> The workaround is to set the role to be “unauthenticated.” By doing this, even if the account is provisioned it will be placed in a role that the user cannot log in to.</p>         |
| CSCsx21004 | Yes                  | <p>IDE Error messages seen on Guest server during upgrade</p> <p>When upgrading, depending on the status of the CD-ROM drive, “hdc: packet command error” errors may be seen on the console. These are purely cosmetic and do not affect the functioning of the box. After the upgrade all will be fine.</p> <p><b>Workaround</b> There is no workaround to the errors; however if they are seen no damage is caused and they will not be seen again.</p> |

## Documentation Updates

**Table 5** Updates to Release Notes for Cisco NAC Guest Server

| Date    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 9/21/09 | <ul style="list-style-type: none"> <li>Added caveat CSCsz80188 to <a href="#">Open Caveats - Release 2.0.1, page 11</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                              |
| 9/7/09  | <ul style="list-style-type: none"> <li>Added caveat CSCtb70650 to <a href="#">Open Caveats - Release 2.0.1, page 11</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                              |
| 8/24/09 | <ul style="list-style-type: none"> <li>Added caveats CSCtb52569 and CSCtb47500 to <a href="#">Open Caveats - Release 2.0.1, page 11</a></li> </ul>                                                                                                                                                                                                                                                                                                                                              |
| 8/20/09 | <ul style="list-style-type: none"> <li>Added caveat CSCtb47500 to <a href="#">Open Caveats - Release 2.0.1, page 11</a></li> </ul>                                                                                                                                                                                                                                                                                                                                                              |
| 6/12/09 | <ul style="list-style-type: none"> <li>Added caveat CSCta13651 to <a href="#">Open Caveats - Release 2.0.1, page 11</a></li> <li>Added caveat CSCsz34646 to <a href="#">Resolved Caveats - Release 2.0.1, page 14</a></li> </ul>                                                                                                                                                                                                                                                                |
| 6/3/09  | <ul style="list-style-type: none"> <li>Updated software download link to <a href="http://www.cisco.com/public/sw-center/index.shtml">http://www.cisco.com/public/sw-center/index.shtml</a></li> <li>Added CSCsz58979 to <a href="#">Open Caveats - Release 2.0.1, page 11</a></li> <li>Updated upgrade from release-to-release message</li> </ul>                                                                                                                                               |
| 5/12/09 | <p>Updates in Cisco NAC Guest Server Release 2.0.1:</p> <ul style="list-style-type: none"> <li>Updated <a href="#">Cisco NAC Guest Server Releases, page 1</a></li> <li>Added <a href="#">Enhancements in Release 2.0.1, page 7</a></li> <li>Updated <a href="#">Upgrading to Software Release 2.0.1 Without Replication, page 4</a></li> <li>Updated <a href="#">Open Caveats - Release 2.0.1, page 11</a></li> <li>Added <a href="#">Resolved Caveats - Release 2.0.1, page 14</a></li> </ul> |

**Table 5**      **Updates to Release Notes for Cisco NAC Guest Server**

| Date    | Description                                                                                                                                                                                            |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3/18/09 | Added CSCsv59139, CSCsv59906, CSCsv94401, CSCsw19750, and CSCsx20876 to <a href="#">Open Caveats - Release 2.0.1, page 11</a>                                                                          |
| 3/12/09 | Added CSCsx09573, CSCsx44023, CSCsx67500, CSCsy07460, CSCsy18473, CSCsy18504, CSCsy20297, CSCsy20333, CSCsy20353, CSCsy20401, and CSCsy20423 to <a href="#">Open Caveats - Release 2.0.1, page 11</a>  |
| 3/2/09  | Added CSCsy07460 to <a href="#">Open Caveats - Release 2.0.1, page 11</a>                                                                                                                              |
| 2/17/09 | Added CSCsx66219 and CSCsx62268 to <a href="#">Open Caveats - Release 2.0.1, page 11</a>                                                                                                               |
| 2/10/09 | Added cautions (boot from CD) to <a href="#">Upgrading to Software Release 2.0.1 Without Replication, page 4</a> and <a href="#">Upgrading to Software Release 2.0.1 Without Replication, page 4</a> . |
| 2/9/09  | Cisco NAC Guest Server Release 2.0                                                                                                                                                                     |

## Related Documentation

For the latest updates to Cisco NAC Guest Server and Cisco NAC Appliance documentation on Cisco.com see: [http://www.cisco.com/en/US/products/ps6128/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps6128/tsd_products_support_series_home.html) or simply <http://www.cisco.com/go/nac/appliance>

- [Release Notes for Cisco NAC Guest Server, Release 2.0.1](#) (this document)
- [Cisco NAC Guest Server Installation and Configuration Guide, Release 2.0](#)
- [Cisco NAC Appliance Service Contract/Licensing Support](#)
- [Cisco NAC Guest Server Data Sheet](#)
- [Cisco NAC Guest Server Q & A](#)
- [Cisco NAC Appliance - Cisco Clean Access Manager Installation and Configuration Guide](#)
- [Cisco Wireless LAN Controller Configuration Guide, Release 4.0](#)

## Obtaining Documentation and Submitting a Service Request

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