

# ISE SMS Notifications Setup for Sponsored Guest Accounts



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## Contents

### Introduction

### Prerequisites

Requirements

Components Used

### Caveats

### Process

### Related Information

## Introduction

This document describes the process used to set up Short Message Services (SMS) notifications for sponsored guest accounts. Cisco Identity Services Engine (ISE) uses an SMTP-to-SMS Gateway system. The ISE sends an email to a Simple Mail Transfer Protocol (SMTP) server, which forwards the credentials via the SMS/SMS Gateway:

- The email message is sent to a default destination (in this case sms@cisco.com).
- Once the message arrives at the SMS gateway, the template is examined and the mobile number is located.
- The SMS gateway then forwards the message to that number.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- A basic knowledge of Cisco ISE procedures
- A basic knowledge of the SMS/SMS Gateway system

### Components Used

The information in this document is based on the Cisco SMTP-to-SMS Gateway system.

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

## Caveats

- SMS notifications are not supported for self-registration, only for sponsor created guest accounts.
- ISE only supports variable substitution in the "Layout" field. The "Destination" field should contain only the SMS gateway address. You cannot use HTML tags, such as "%mobilenumber%" in the "Destination" field to achieve 04xxxxxxx@sms-cisco.com (Cisco bug ID CSCtu25982).

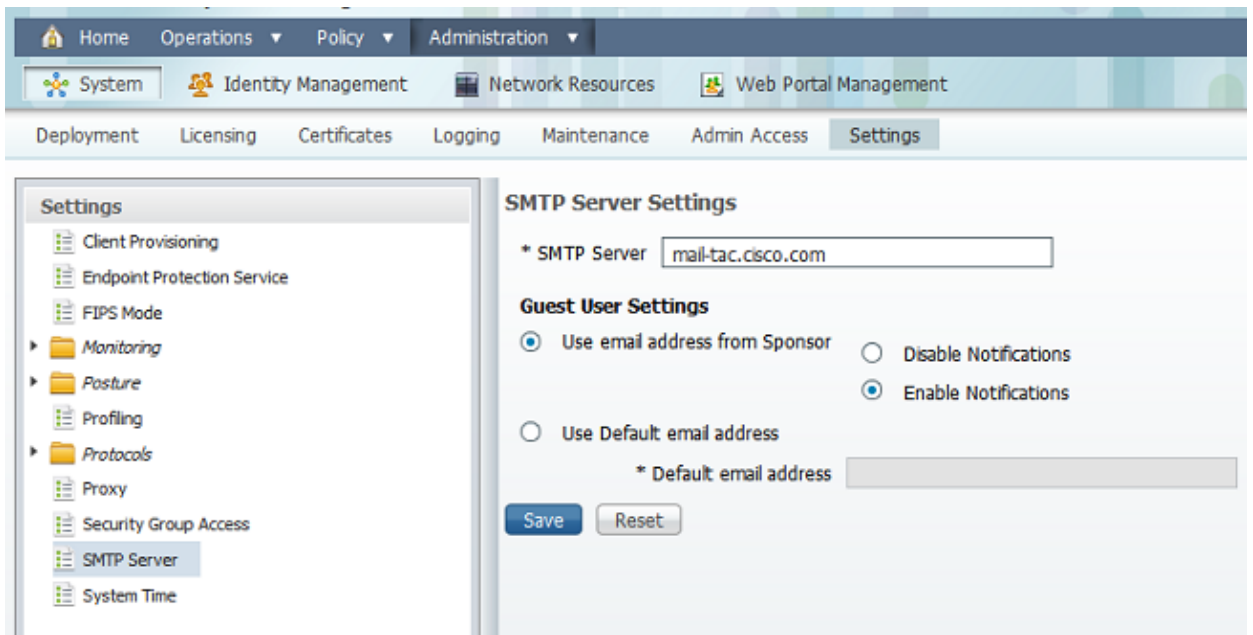
## Process

1. From the Administration window, choose **Web Portal Management > Sponsor Groups**. Ensure that the appropriate sponsor groups have the SMS sending permission set to "YES."

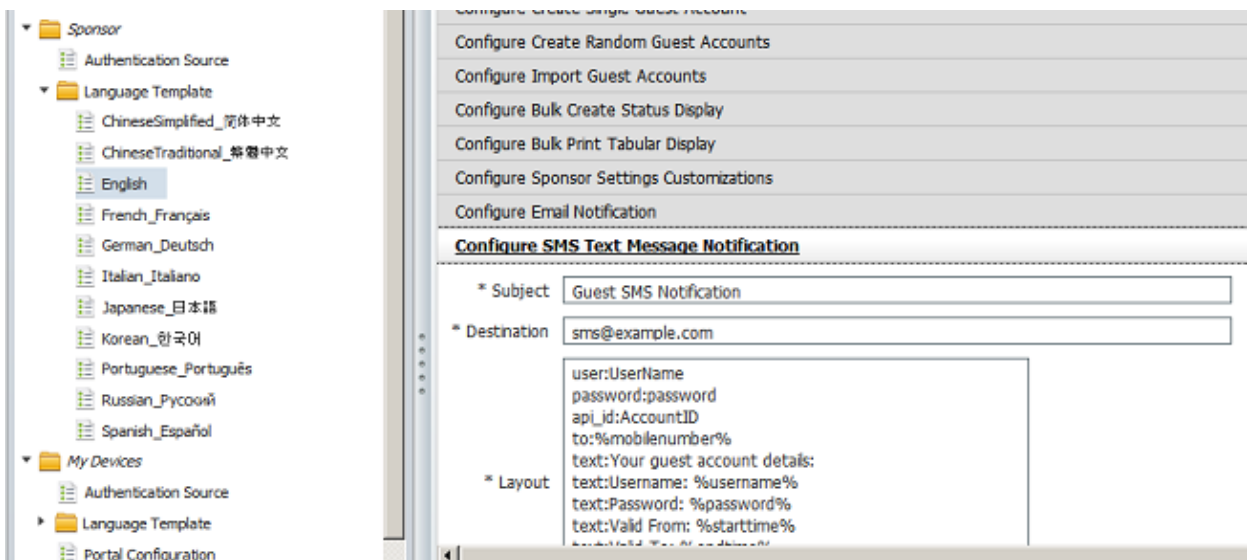
The screenshot shows the Cisco ISE Administration console. The navigation menu includes Home, Operations, Policy, and Administration. Under Administration, there are System, Identity Management, Network Resources, and Web Portal Management. The Web Portal Management section is expanded to show Sponsor Group Policy, Sponsor Groups, and Settings. The 'Sponsor Groups' page is displayed for the 'SponsorAllAccounts' group. The 'Authorization Levels' tab is selected, showing a list of permissions. The 'Send SMS' permission is highlighted in yellow and set to 'Yes'. Other permissions include Allow Login, Create Single Account, Create Random Accounts, Import CSV, Send Email, View Guest Password, Allow Printing Guest Details, View/Edit Accounts, and Suspend/Reinstate Accounts. The 'Account Start Time' is set to 1 day and the 'Maximum Duration of Account' is set to 5 days.

General	Authorization Levels	Guest Roles	Time Profiles
Allow Login	Yes		
Create Single Account	Yes		
Create Random Accounts	Yes		
Import CSV	Yes		
Send Email	Yes		
Send SMS	Yes		
View Guest Password	Yes		
Allow Printing Guest Details	Yes		
View/Edit Accounts	All Accounts		
Suspend/Reinstate Accounts	All Accounts		
* Account Start Time	1	Days (Valid Range 1 to 999999999)	
* Maximum Duration of Account	5	Days (Valid Range 1 to 999999999)	

2. From the Administration menu, choose **System > Settings > SMTP Server**. Configure your SMTP server settings.



- From the Administration menu, choose **Web Portal Management > Settings > Sponsor > Language Template > [Language] > Configure SMS Text Notification**. Configure the Subject, Destination (SMS Gateway email address), and Layout.



## Related Information

- [Technical Support & Documentation – Cisco Systems](#)