

# Troubleshoot Unresponsive Guest Portal on ISE Policy Service Nodes

## Contents

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## Issue

The Cisco Identity Services Engine(ISE) version 3.2 Patch 7 and 3.3 beta release guest portal intermittently stops functioning.

## Environment

- Product: Cisco Identity Services Engine (ISE)
- Software Version: 3.2 patch 7 and 3.3\_BETA
- Recent Changes: Migration of nodes to a separate environment; migration of PAN and MNT from Azure to AWS
- Network: Inter-node communication over TCP port 8671 is required.

## Resolution

1. Ensure that each PSN node has sufficient CPU and memory resources allocated, especially those nodes that have a high number of concurrent sessions.
  2. Confirm that all PSN nodes can communicate over TCP port 8671, which is critical for node synchronization. Test connectivity between nodes.
  3. Manually sync the PSN node via the ISE GUI:
    1. Navigate to **Administration > System > Deployment**.
    2. Select the affected PSN and click **Syncup** (ISE PSN node services then restart).
  4. Create a new Hotspot Portal:
    1. Navigate to **Work Center > Guest Access > Portals & Components**.
    2. Click **Create** and select **Hotspot Portal**.
    3. Configure basic settings, add a simple AUP, and set a post-login redirect URL.
    4. Save and test the new portal to validate functionality. If the new portal operates normally, this can indicate connectivity issues.
  5. If profiler queue or resource-related alerts are present on nodes, like high CPU usage or queue link errors, increase hardware resources as needed.
- Note:** This step is performed through your virtualization or cloud management interface.
6. After resource adjustment, monitor the system for improved stability.
  7. Continue to monitor for queue link errors or similar warnings. If such errors persist but are sporadic and linked to a specific node, consider a full system restart.

## Cause

The primary cause of the ISE guest portal unresponsiveness is resource constraints (CPU/memory) on affected PSN nodes.

## Related Content

- [Cisco ISE 3.2 Installation Guide](#)
- [Cisco Technical Support & Downloads](#)