

# Troubleshoot Guest Portal Not Working after Application Restart in ISE 3.3

## Contents

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## Issue

A specific guest portal within Cisco Identity Services Engine (ISE) 3.3 stops functioning after an ISE application restart.

## Troubleshooting Logs

The following logs were observed in guest.log whenever a user attempted to access one of the non-functioning portals.

```
2025-01-18 10:38:00,540 ERROR [https-jsse-nio-10.205.1.7-8002-exec-10][[]] cisco.ise.portalwebaction.c
com.cisco.ise.portalwebaction.exceptions.PortalWebActionException: Exception encountered in Flow Proces
at com.cisco.ise.portalwebaction.controller.PortalStepController.transition(PortalStepController.java:1
at com.cisco.ise.portalwebaction.controller.PortalPreResultListener.handleStepTransition(PortalPreResul
...
Caused by: com.cisco.cpm.guestaccess.flowmanager.exception.FlowProcessorException: Software Error
at com.cisco.cpm.guestaccess.flowmanager.processor.PortalFlowProcessor.getNextTransition(PortalFlowProc
at com.cisco.ise.portalwebaction.controller.PortalStepController.transition(PortalStepController.java:8
... 58 more
Caused by: org.hibernate.LazyInitializationException: could not initialize proxy [com.cisco.cpm.guestac
at org.hibernate.proxy.AbstractLazyInitializer.initialize(AbstractLazyInitializer.java:170) ~[hibernate
at org.hibernate.proxy.AbstractLazyInitializer.getImplementation(AbstractLazyInitializer.java:310) ~[hi
at org.hibernate.proxy.pojo.bytebuddy.ByteBuddyInterceptor.intercept(ByteBuddyInterceptor.java:45) ~[hi
```

## Environment

- Product: Cisco Identity Services Engine (ISE)
- Software Version: 3.3, 3.4, 3.5
- Component: ISE Guest / Sponsor / SAML

- Configuration: Multiple Guest Portals; only specific portals are affected after application restarts
- Recent Changes: ISE application restarts

## Resolution

[Defect CSCwq58770](#) was identified and filed for this issue. This defect is resolved in ISE 3.3 Patch 8, 3.4 Patch 4, and 3.5 Patch 1.

As a workaround, the portal must be recreated from a default portal or the portal's ports must be changed and reverted.

## Cause

Stale flow entries for Guest Portals being inserted into the database after Application Server restart caused this defect.

## Related Content

- [Defect CSCwq58770](#)