



Identity Source: pxGrid Cloud Identity (ISE 3.4 and Later)

The following topics discuss how to configure and use the pxGrid Cloud Identity Source with Cisco ISE version 3.4 and later.

- [About the pxGrid Cloud identity source, on page 1](#)
- [How to configure a pxGrid Cloud identity source, on page 3](#)
- [Enable the pxGrid Cloud service in Cisco ISE, on page 6](#)
- [Create an app instance, on page 8](#)
- [Create the identity source, on page 9](#)
- [Activate the app instance, on page 10](#)
- [Activate the pxGrid Cloud identity source, on page 13](#)
- [Test the pxGrid Cloud identity source, on page 15](#)
- [Troubleshoot the pxGrid Cloud identity source, on page 20](#)
- [Create dynamic attributes filters, on page 22](#)
- [Create access control rules or DNS rules using dynamic attributes filters, on page 23](#)
- [Deactivate and delete the pxGrid Cloud identity source, on page 24](#)

About the pxGrid Cloud identity source

The Cisco Identity Services Engine (Cisco ISE) pxGrid Cloud identity source enables you to use subscription and user data from a server or cluster in Secure Firewall Management Center access control rules. Also, the identity source uses constantly changing dynamic objects from in access control policies in the Secure Firewall Management Center.

The pxGrid Cloud identity source also uses:

- The Cisco Platform Exchange Grid (pxGrid), which enables multivendor, cross-platform network system collaboration in things like security monitoring and detection systems, network policy platforms, asset and configuration management, identity, and access management. pxGrid Cloud is the cloud-based interface to Cisco ISE.

More information about pxGrid can be found in resources such as [What is PxGrid?](#) on devnet.

- The Cisco Digital Network Architecture (Cisco DNA) delivers automation, security, predictive monitoring, and a policy-driven approach. It provides end-to-end network visibility and uses network insights to optimize network performance and deliver the best user and application experience.

Limitations of the pxGrid Cloud identity source

To use the pxGrid Cloud identity source with the Secure Firewall Management Center, you must [Create a Cisco Account](#).

- [What is pxGrid?](#) on devnet
- [Cisco Platform Exchange Grid Cloud](#) on devnet

Prerequisites

- *ISE-PIC is not supported*
- Cisco ISE 3.1 patch 3 and all later patches and versions

For information about Cisco ISE versions and query sizes, see [Query limitation](#) in the pxGrid Cloud SDK on GitHub.

Related Topics

- [How to configure a pxGrid Cloud identity source \(Cisco ISE 3.4 or later\)](#), on page 3
- [How to configure a pxGrid Cloud identity source \(Cisco ISE 3.3 or earlier\)](#)

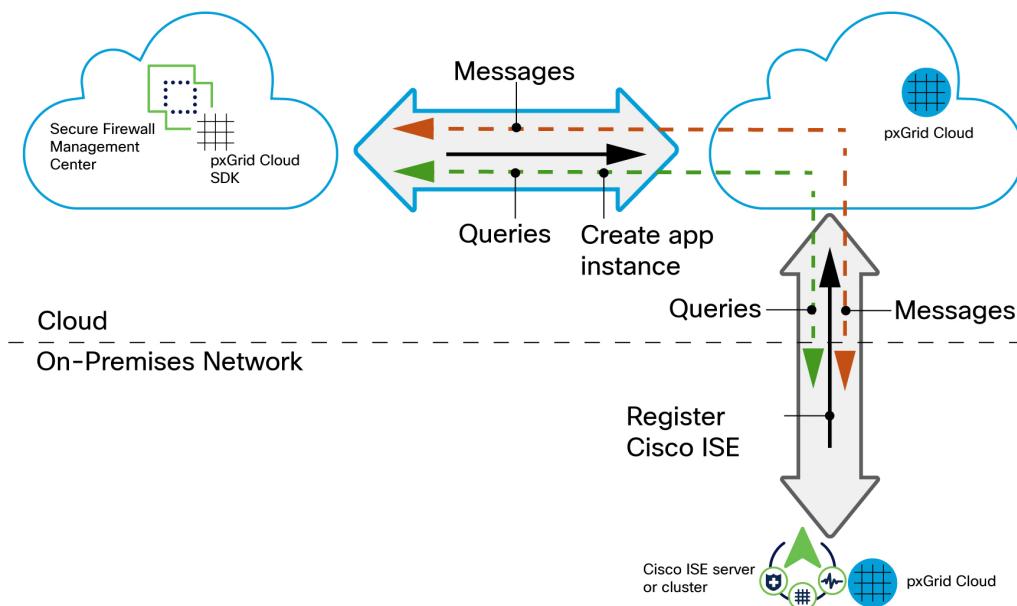
Limitations of the pxGrid Cloud identity source

Before you set up the pxGrid Cloud identity source, note the following:

- pxGrid Cloud supports these regions: `us-west-2`, `eu-central-1`, and `ap-southeast-1`.
- For information about Cisco ISE versions and query sizes, see [Query limitation](#) in the pxGrid Cloud SDK on GitHub.

How the pxGrid Cloud identity source works

The following figure shows how the identity source works.



Your Secure Firewall Management Center uses the pxGrid Cloud SDK to programmatically retrieve user information from an on-premises Cisco ISE server or cluster so these users can be used in identity policies on the Secure Firewall Management Center.

To authorize and authenticate this data exchange, you must:

1. In Cisco ISE, enable the use of pxGrid Cloud.
2. Register Cisco ISE as a product in pxGrid Cloud, which authenticates Cisco ISE and pxGrid Cloud and enables them to communicate with each other.

The authentication process requires you to paste a one-time password (OTP) from pxGrid Cloud into Cisco ISE.

3. In pxGrid Cloud, create an "app instance" that generates an OTP for you to use in the Secure Firewall Management Center to authenticate the two with each other.
4. After completing all the preceding tasks, the Secure Firewall Management Center (which includes the pxGrid Cloud SDK) can query Cisco ISE using pxGrid Cloud and retrieve sessions containing user information, SGT, endpoint profile, and other details.
5. Many types of dynamic objects can be filtered and sent to the Secure Firewall Management Center as dynamic objects to be used in access control rules. These include: SGT, endpoint profile, posture status, and machine authentication.

We retrieve user information from Cisco ISE and group information from either Microsoft Active Directory or Azure Active Directory.

Related Topics

- [How to configure a pxGrid Cloud identity source \(Cisco ISE 3.4 or later\), on page 3](#)
- [How to configure a pxGrid Cloud identity source \(Cisco ISE 3.3 or earlier\)](#)

How to configure a pxGrid Cloud identity source

These topics summarize how to configure a pxGrid Cloud identity source either for ISE 3.3 and earlier or for ISE 3.4 and later. The steps are different so make sure you follow them exactly.

Related Topics

- [How to configure a pxGrid Cloud identity source \(Cisco ISE 3.4 or later\), on page 3](#)
- [How to configure a pxGrid Cloud identity source \(Cisco ISE 3.3 or earlier\)](#)
- [Enable the pxGrid Cloud service in Cisco ISE, on page 6](#)
- [Create an app instance, on page 8](#)
- [Create the identity source](#)
- [Activate the app instance](#)
- [Activate the pxGrid Cloud identity source](#)

How to configure a pxGrid Cloud identity source (Cisco ISE 3.4 or later)

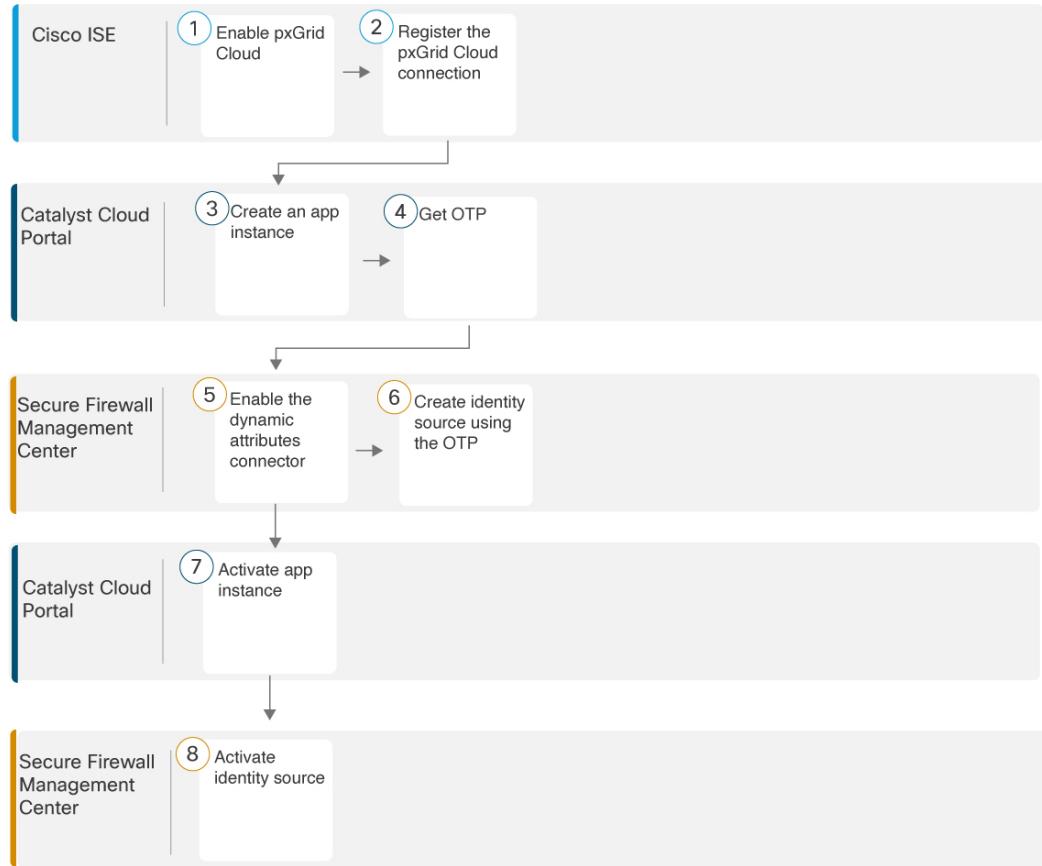
Before you begin, create a [Cisco Account](#).

How to configure a pxGrid Cloud identity source (Cisco ISE 3.4 or later)



Important This topic applies to Cisco ISE version 3.4 or later. If you are using an earlier version, see [How to configure a pxGrid Cloud identity source \(Cisco ISE 3.3 or earlier\)](#) instead.

The following figure shows the steps to configure a pxGrid Cloud identity source using Cisco ISE, the Catalyst Cloud Portal, and Secure Firewall Management Center.



- 1 [Enable the pxGrid Cloud service in Cisco ISE, on page 6](#)
- 2 [Register the pxGrid Cloud connection with Cisco ISE](#)
- 3 [Create an app instance, on page 8](#)
- 4 [Create an app instance, on page 8](#)
- 5 [Enable the dynamic attributes connector](#)
- 6 [Create the identity source](#)
- 7 [Activate the app instance](#)
- 8 [Activate the pxGrid Cloud identity source](#)

Table 1: Configure a pxGrid Cloud identity source

1, 2	Cisco ISE	Enable pxGrid Cloud in Cisco ISE. pxGrid Cloud enables you to subscribe to offers and to register apps (in this case, the Secure Firewall Management Center) for secure data exchange in a cloud environment. For more information, see Enable the pxGrid Cloud service in Cisco ISE, on page 6 .
3, 4	Catalyst Cloud Portal	Create an app instance and get the one-time password (OTP) required to create the pxGrid Cloud identity source. For more information, see Create an app instance, on page 8 .
5	Secure Firewall Management Center	Enable the dynamic attributes connector if you haven't done so already. The dynamic attributes connector is required to use the pxGrid Cloud identity source. For more information, see Enable the dynamic attributes connector .
6	Secure Firewall Management Center	Create the pxGrid Cloud identity source. The identity source enables the Secure Firewall Management Center to authenticate with Cisco ISE and the Catalyst Cloud Portal so it can receive user data from Cisco ISE. For more information, see Create the identity source .
7	Catalyst Cloud Portal	Activate the app instance. For more information, see Activate the app instance .
8	Secure Firewall Management Center	Activate the pxGrid Cloud identity source. For more information, see Activate the pxGrid Cloud identity source .

After you have completed all the preceding tasks, you can:

- Test the pxGrid Cloud identity source to make sure it's working properly.
For more information, see [Test the pxGrid Cloud identity source](#).
- Create dynamic attributes filters, which define what dynamic objects are sent to the Secure Firewall Management Center.
For more information, see [Create dynamic attributes filters](#).
- After you configure the pxGrid Cloud identity source, you can use any of the following in access control rules:
 - Dynamic objects
 - Microsoft AD user and groups
 - Azure AD users and groups

Related Topics

[Enable the pxGrid Cloud service in Cisco ISE](#)

Enable the pxGrid Cloud service in Cisco ISE

This task explains how to enable pxGrid Cloud in Cisco ISE.

Before you begin

- Install and activate the Advantage license tier in your Cisco ISE deployment.
- The pxGrid Cloud agent creates an outbound HTTPS connection to Cisco pxGrid Cloud. Therefore, you must configure Cisco ISE proxy settings if the customer network uses a proxy to reach the internet. To configure proxy settings in Cisco ISE, click the **Menu** icon (≡) and choose **Administration > System > Settings > Proxy**.
- The Cisco ISE Trusted Certificates Store must include the root CA certificate required to validate the server certificate presented by Cisco pxGrid Cloud. Verify that the **Trust for Authentication of Cisco Services** option is enabled for this root CA certificate. To enable **Trust for Authentication of Cisco Services**, navigate to **Administration > System > Certificates**.

Procedure

Step 1 Log in as an administrator to Cisco ISE.

If your Cisco ISE server is part of a cluster, log in to the Primary Administration Node (PAN).

Step 2 Click the **Menu** icon (≡), then click **Administration > Deployment**.

Step 3 Under Deployment Nodes, click the name of the deployment node.

Step 4 On the next page, scroll down to locate the **pxGrid** node.

Step 5 Select the **Enable pxGrid Cloud** check box.

Step 6 Enter the following information:

Option	Description
ISE Deployment Name	Enter a unique name to identify your ISE deployment.
Description (Optional)	Enter an optional description.
Region	Click the region you're in (us-west-2 , eu-central-1 , or ap-southeast-1). This is the only valid region at this time.
License agreements	You are required to select both check boxes to continue.

Step 7 Click **Register**.

Example:

The screenshot shows the Cisco ISE registration interface. At the top, there is a blue toggle switch labeled 'pxGrid' with a help icon. Below it is a checked checkbox labeled 'Enable pxGrid Cloud' with a help icon. A yellow warning box contains the text: 'pxGrid Cloud can be enabled only after registering your Cisco ISE to your Cisco DNA Portal account.' Below these are fields for 'ISE deployment name' (set to 'PubsTest') and 'Description (optional)' (an empty text area). A note below the deployment name says: 'Select a region where you want to register your device. Application should also be available in the same region.' A 'Region' dropdown is set to 'us-west-2'. Below the region selection, there is a note: 'Check the checkboxes below to register this ISE if you concur with the statements.' Two checkboxes are checked: 'I have read and acknowledge the [Cisco Privacy Statement](#)' and 'I agree that offers are governed by Cisco EULA and I am an authorized agent of my company. [Cisco's End User License Agreement](#)'. A blue 'Register' button is at the bottom of the form.

ISE deployment name
PubsTest

Description (optional)

Select a region where you want to register your device. Application should also be available in the same region.

Region
us-west-2

Check the checkboxes below to register this ISE if you concur with the statements.

I have read and acknowledge the [Cisco Privacy Statement](#).

I agree that offers are governed by Cisco EULA and I am an authorized agent of my company. [Cisco's End User License Agreement](#).

Register

Step 8

When prompted with an activation code for the Catalyst Cloud Portal, click **Next**.

Step 9

When prompted, log in to the Catalyst Cloud Portal.

Step 10

At the Select an Account dialog box, click the name of an account with which to register Cisco ISE.

Step 11

Click **Register ISE**.

What to do next

See [Verify Cisco ISE registration in the Catalyst Cloud Portal, on page 7](#).

Verify Cisco ISE registration in the Catalyst Cloud Portal

This task explains how to verify that Cisco ISE is registered with the Catalyst Cloud Portal.

Before you begin

Complete the tasks discussed in [Enable the pxGrid Cloud service in Cisco ISE, on page 6](#).

Procedure

- Step 1** Log in to the [Cisco Catalyst Cloud Portal](#).
- Step 2** If prompted, select the account.
- Step 3** In the left navigation, click  > **Applications and Products**.
- Step 4** At the top of the page, click **Products**.
- Step 5** Click the name of the Cisco ISE deployment you created previously.
- Step 6** Make sure that **Registered** is displayed for its status.

Example:

Product Details

Product Name	PubsTest
Description	
Product Type	Cisco ISE
Region	us-west-2
Last Heartbeat Status	 September 15th, 2025 - 2:30:28 PM
Registration Status	 Registered

What to do next

Create an app instance

This task is one of several tasks you must perform to create a pxGrid Cloud identity source to send user session data to the Secure Firewall Management Center.

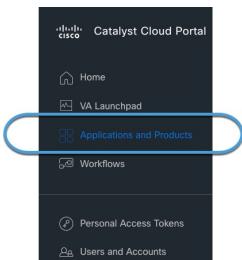
There is a one-hour time limit on the one-time password (OTP) required to complete this procedure successfully. You do not need to log in to Cisco ISE.

Before you begin

[Verify Cisco ISE registration in the Catalyst Cloud Portal, on page 7](#).

Procedure

- Step 1** Log in to the [Cisco Catalyst Cloud Portal](#).
- Step 2** In the Catalyst Cloud Portal, click  > **Applications and Products** as the following figure shows:



Step 3 At the top of the page, click **Applications**.

Step 4 From the **Regions** list, click **us-west-2**, **eu-central-1**, or **ap-southeast-1**.

Step 5 Click **Manage** (or **Activate**) next to **Firepower Management Center**.

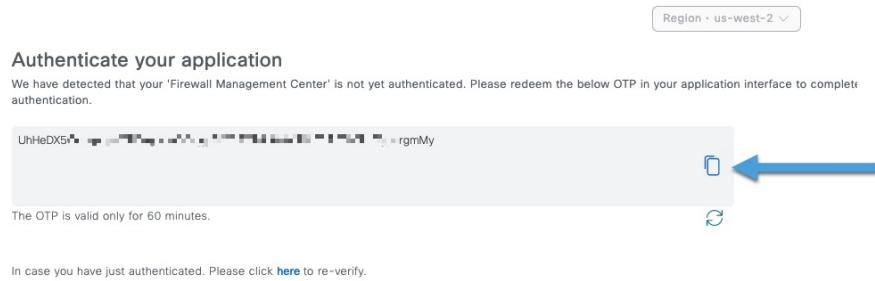
Step 6 Click **Add**.

Step 7 Click **Create a New One**.

The following figure shows an example.



Step 8 Click the copy button next to the displayed OTP as the following figure shows:



Step 9 Copy the OTP to a text file; it expires in 60 minutes.

Step 10 Continue with [Create the identity source](#).

Create the identity source

This task is one of several required to create a pxGrid Cloud identity source to send user session data to the Secure Firewall Management Center.

Before you begin

Complete the task discussed in [Create an app instance](#).

Activate the app instance**Procedure**

Step 1 Log in to the Secure Firewall Management Center

Step 2 Click **Integrations > Identity > Identity Sources**

Step 3 Click **Identity Services Engine (pxGrid Cloud)**.

Step 4 Click **Create pxGrid Application Instance**.

The following figure shows an example.

Create pxGrid App Instance

Name *
MypxGridCloud

Description

OTP (One-Time Password) * [How to get OTP](#)

OTP Enables you to set up your pxGrid Tenant

Cancel Save

Step 5 Enter the following information.

Value	Description
Name	Enter a name to uniquely identify this connector.
Description	Optional description.
OTP (One-Time Password)	Enter the OTP.

Step 6 Click **Create**.

Step 7 At the top of the page, click **Save**.

Step 8 Continue with [Activate the app instance](#).

Activate the app instance

This task discusses how to create a pxGrid Cloud identity source to send user session data to the Secure Firewall Management Center.

There is a one-hour time limit on the one-time password (OTP) required to complete this procedure successfully. You do not need to log in to Cisco ISE.

Before you begin

Complete the task discussed in [Create the identity source](#).

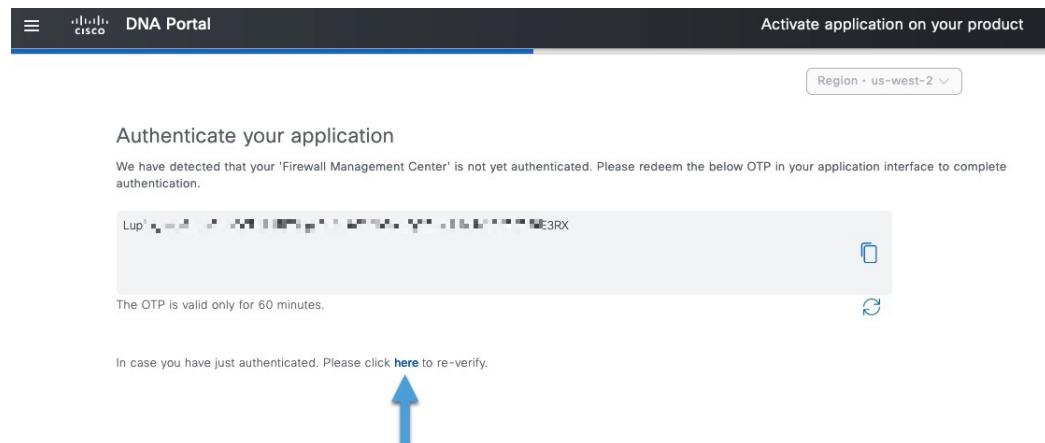
Procedure

Step 1

Log in to the [Cisco Catalyst Cloud Portal](#).

Step 2

Reverify the app by clicking the word **here** as the following figure shows.

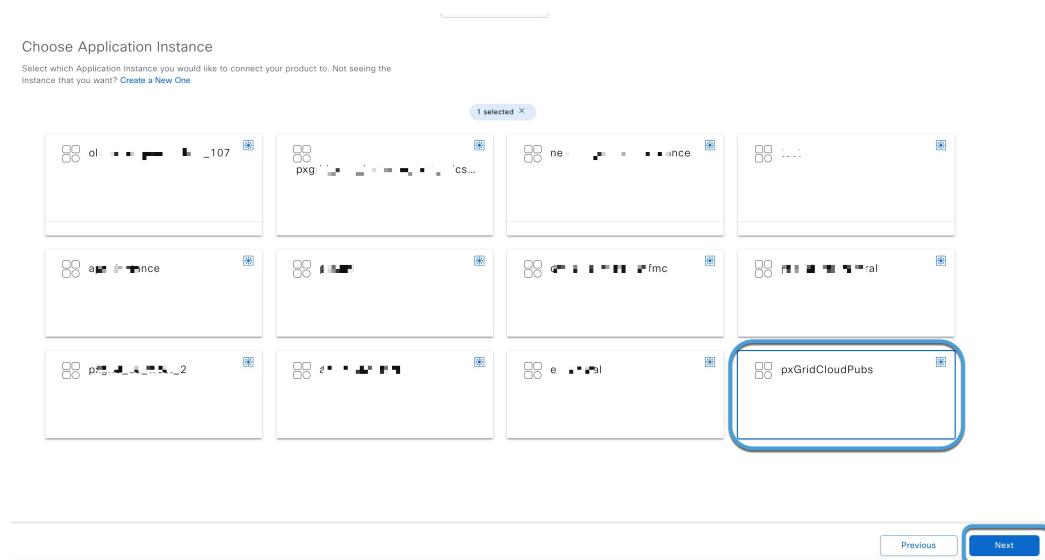


Step 3

Click the name of the application instance you just created in Secure Firewall Management Center.

Step 4

Example:



Step 5

On the Choose Product page, click the name of the Cisco ISE product and click **Next**.

Example:

Activate the app instance

Choose your Product

You are subscribed to this application. Select the product for which you would like to activate your application. Not seeing the product you want? Click [here](#) to register. If you wish to manage products that are activated for this application click [here](#).

The screenshot shows a list of products in a table format. The columns are 'Name' and 'Description'. The products listed are: Ise-01-125, ISE_16243, PubsTest, and PubsTest33. The 'PubsTest' row is highlighted with a blue border and circled in the original image. At the bottom right of the page, there are 'Previous' and 'Next' buttons, with the 'Next' button being circled in blue.

Step 6 Select the check box next to each scope.
The following figure shows an example.

Region • us-west-2

Configure Access Control

Choose the functional capabilities and API Access control to be allowed for application "Firewall Management Center" on this products "PubsTest".

CAPABILITIES		API ACCESS
<input checked="" type="checkbox"/> Select All		
<input checked="" type="checkbox"/> Adaptive Network Control (ANC)	<input checked="" type="checkbox"/> Echo service topics used for testing	There are no API groups configured for this application.
<input checked="" type="checkbox"/> Identity Services Engine (ISE) Profiler configuration	<input checked="" type="checkbox"/> ISE Session directory	
<input checked="" type="checkbox"/> TrustSec related topics (Configuration, SXP, etc.)		

Step 7 Click **Next**.

Step 8 Review the displayed information for accuracy. Make sure all scopes are selected. The following figure shows an example.

Region: us-west-2

Summary

Please review all settings that you have entered. Click corresponding Edit for the settings you like to change.

Selected Application [Edit](#)

Name	Firewall Management Center
Description	Firepower Management Center (FMC) is integrating with to provide User Identity based access policy.
Instance Name	SteveJNew

Selected Product [Edit](#)

Region	us-west-2
Name	SteveJISE2
Description	

Selected Scopes [Edit](#)

Adaptive Network Control (ANC) configuration Echo service topics used for testing ISE Session directory

TrustSec related topics (Configuration, SXP, etc.)

Step 9 Click **Activate**.
It can take several minutes for the app instance to be activated.

Step 10 Continue with [Activate the pxGrid Cloud identity source](#).

Activate the pxGrid Cloud identity source

This task explains how to activate the pxGrid Cloud identity source in the Secure Firewall Management Center.

Before you begin

Complete the tasks discussed in [Activate the app instance](#).



Note Only one pxGrid Cloud identity source can be active at a time.

Procedure

Step 1 Log in to the Secure Firewall Management Center

Step 2 Click **Integrations > Identity > Identity Sources**

Step 3 Click **Identity Services Engine (pxGrid Cloud)**.

Step 4 Click **Save** at the top of the page.

Step 5 If a green check mark is *not* displayed next to the name of the identity source, select it.

Example:

Selected	Name
<input checked="" type="checkbox"/>	pxGridISE33 Tenant ID: Cisco

Step 6 Click **Make Active**.

Example:

Make the pxGrid Cloud application instance active? [?](#)

You are selecting **PubsFMCInstance** pxGrid Cloud application instance as Active.

[Cancel](#) [Make active](#)

Step 7 (Optional.) Select the following options if desired:

- **Session Directory Topic:** Select the check box to receive ISE user session information from the Cisco ISE server.
- **SXP Topic:** Select the check box to receive updates to SGT-to-IP mappings when available from the ISE server. This option is required to use destination SGT tagging in access control rules.
- **ISE Network Filter:** Optional filter you can set to restrict the data that Cisco ISE reports. If you provide a network filter, Cisco ISE reports data from the networks in that filter.

You have the following options:

- Leave the field blank to specify **any**.
- Enter a single IPv4 address block using CIDR notation.
- Enter a list of IPv4 address blocks using CIDR notation, separated by commas.

Step 8 Under Activated ISE, expand the identity source.

Example *normal* result:

Status: Active

Settings: Subscribe To: Session Directory Topic SXP Topic ISE Network Filter ex. 10.89.31.0/24

Application Instances

Activated ISE

Selected	Name	Description	Actions
	PubTest (Primary)	Scopes: Anc Echo Profiler Session Trustsec Topics: SecurityGroup (Total no. of events: 17), EndpointProfile (Total no. of events: 872), SessionDirectory (Total no. of events: 1), SxpBinding (Total no. of events: 0)	Test
✓	PubsFMCInstance	Tenant ID: SteveJIPubs	

Example *error* result:

Configure Identity Sources

Select the service type and start configuring the identity source. Deploy the changes after you're finished.

Service Type:

- None
- Identity Services Engine
- Identity Services Engine (pxGrid Cloud)
- Passive Identity Agent

ISE_208 is/are unhealthy

Status: Error

Settings: Subscribe To: Session Directory Topic SXP Topic ISE Network Filter ex. 10.89.31.0/24

Application Instances

Activated ISE

Selected	Name	Description	Actions
	ISE065_P1 (Primary)		
✗	ISE_208	Cisco DNA Activated Scopes: Anc Echo Profiler Session Trustsec Topics: SessionDirectory (Total no. of events: 0), Echo (API failed with the error - Post "https://neoffers.cisco.com/api/dxhub/v2/apis/proxy/request/68cbee91ba84fd4f6c0b81f/direct/query": context deadline exceeded.)	Test
✗	App	Tenant ID: Dynamic Firewall	

In the event of an error, see [Test the pxGrid Cloud identity source](#).

Step 9

Verify the status is Active and that all scopes and topics are displayed.

Step 10

Wait a few minutes for data to be downloaded.

What to do next

See [Test the pxGrid Cloud identity source](#).

Test the pxGrid Cloud identity source

This topic discusses diagnostics you can perform using the Secure Firewall Management Center to determine if the identity source is working. Errors might include communication with Cisco ISE, or with the Cisco ISE configuration with Catalyst Cloud Portal.

Test the pxGrid Cloud identity source

View the current configuration

To get started:

1. Log in to the Secure Firewall Management Center.
2. Click **Integrations > Identity > Identity Sources**
3. Click **Identity Services Engine (pxGrid Cloud)**.

Sample configuration status

The following figure shows an example configuration.

Cloud Services Realms **Identity Sources** High Availability eStreamer Host Input Client Smart Software Manager On-Prem

Configure Identity Sources

Select the service type and start configuring the identity source. Deploy the changes after you're finished.

Service Type:

None Identity Services Engine Identity Services Engine (pxGrid Cloud) Passive Identity Agent

1  You can configure Dynamic Firewall based on pxGrid Cloud. [Click here to learn more](#)

2 Status: Active 

Settings: Subscribe To: Session Directory Topic SXP Topic ISE Network Filter

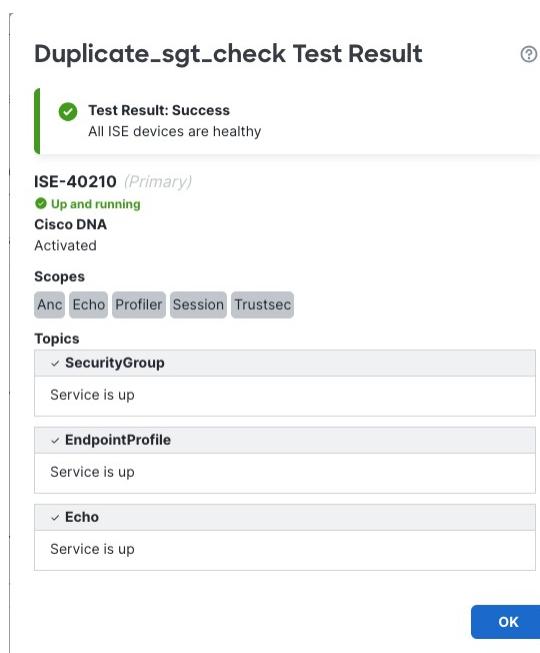
Application Instances [How it works](#) [Configure Filters](#) 

Selected	Name	Activated ISE	Description	Actions
<input type="radio"/>	App_Instance1 Tenant ID: Dynamic Firewall	 Ise202		 
2 <input checked="" type="radio"/>	pxgrid_multi_ise_testing Tenant ID:  /5	>  ISE-235 (Configured) 		 
3 <input type="radio"/>	test-empty-app-instance Tenant ID:  /5	 Ise-234-1		 

The following table has more information about the numbered areas in the figure.

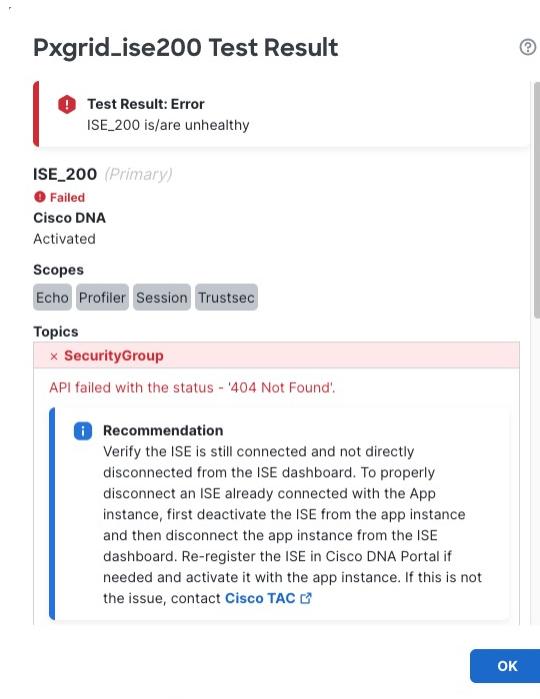
Number	Meaning
1	<p>Overall status</p> <p>Any errors in the overall status of the Cisco ISE app instances are displayed. In that case, scroll to that instance and either expand the error message or click Test for more information.</p>
2	<p>Active</p> <p>A green check mark indicates the app is active.</p>
3	<p>Inactive</p> <p>A dimmed app instance is inactive. You can activate it by selecting the check box next to its name and then clicking Make active.</p>
4	<p>Test button</p> <p>Click Test to perform diagnostic tests that show more detailed status of the app instance. See the next section for more information.</p>

The following figure shows a sample success message.



The screenshot shows a test result dialog titled "Duplicate_sgt_check Test Result". The status is "Test Result: Success" with a green checkmark icon. Below it, a message says "All ISE devices are healthy". The "ISE-40210 (Primary)" section shows a green "Up and running" status. Under "Scopes", the "Echo" scope is selected. The "Topics" section lists "SecurityGroup", "EndpointProfile", and "Echo", each with a "Service is up" status. A blue "OK" button is at the bottom right.

The following figure shows an example error result.



The screenshot shows a test result dialog titled "Pxgrid_ise200 Test Result". The status is "Test Result: Error" with a red exclamation mark icon. Below it, a message says "ISE_200 is/are unhealthy". The "ISE_200 (Primary)" section shows a red "Failed" status. Under "Scopes", the "Echo" scope is selected. The "Topics" section lists "SecurityGroup", which is highlighted with a red background. A message below it says "API failed with the status - '404 Not Found'". A "Recommendation" section provides troubleshooting steps. A blue "OK" button is at the bottom right.

The following section provides a reference for the possible errors.

Test the pxGrid Cloud identity source

Error code reference

The following information is provided to help you diagnose and solve issues with Cisco ISE, pxGrid Cloud, and the Catalyst Cloud Portal. If these suggestions do not work, or if you have a different issue, contact [Cisco TAC](#).

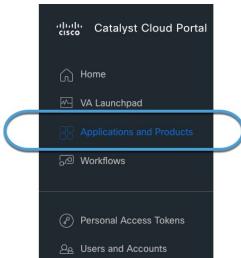
403 – Forbidden

Verify the Cisco ISE product is not in a **Pending** or **Suspended** state in the Catalyst Cloud Portal. If suspended, verify that Cisco ISE is registered as discussed in [Enable pxGrid Cloud service in Cisco ISE and register your device](#).

Additionally, verify pxGrid Cloud services are publicly available.

To verify whether or not your product is active:

1. Log in to the Catalyst Cloud Portal.
2. In the Catalyst Cloud Portal, go to  > **Applications and Products** as the following figure shows:



3. Click the **Products** tab.

The following figure shows an example of a suspended product.

Product Name	Registration Status	Region	Activated Applications	Launch	Actions
ISE-docs	Suspended	us-west-2			...

4. To correct the issue, in the Actions column, click  and click **Generate OTP**.
5. Use the OTP as discussed in [Create the identity source](#).

404 – Not Found

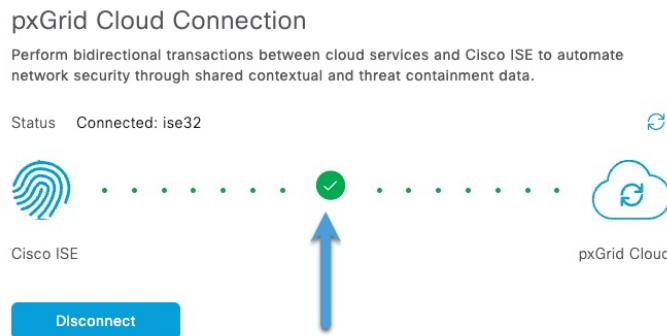
Verify the Cisco ISE server is not directly disconnected from the Cisco ISE dashboard. To properly disconnect Cisco ISE already connected with the app instance, first deactivate Cisco ISE from the app instance and then disconnect the app instance from the Cisco ISE dashboard.

408 – Request Timeout

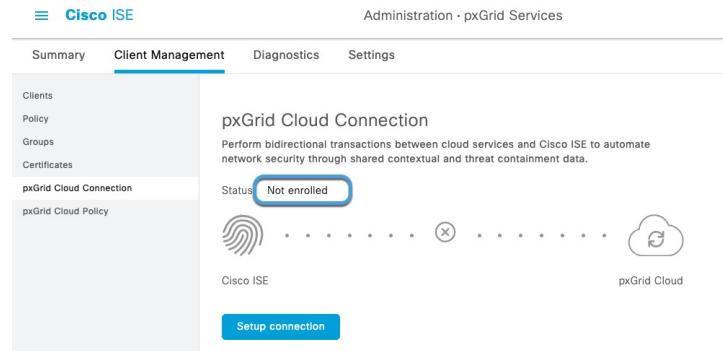
General connectivity

Check whether there are any general connectivity issues with Cisco ISE and verify pxGrid Cloud connectivity status is **Connected** in the ISE dashboard under **Administration > pxGrid Services > Client Management > pxGrid Cloud Connection**.

The following figure shows an example of a system that is connected.



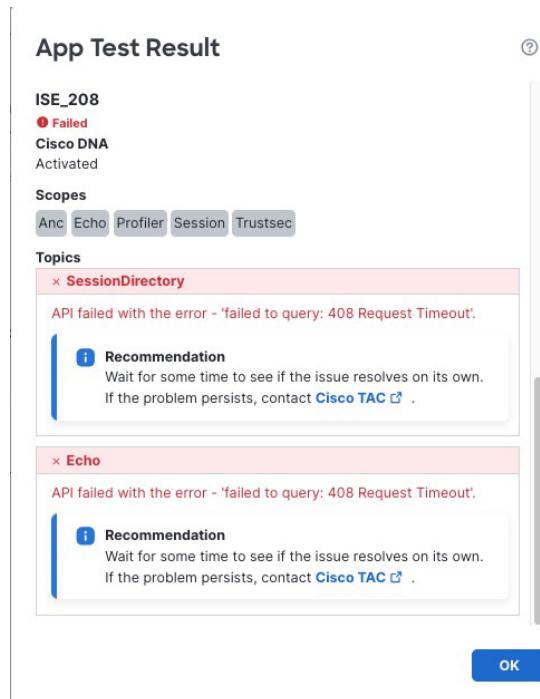
The following figure shows an example of a system that is not enrolled (meaning, not connected).



Verify the Cisco ISE server is not directly disconnected from the Cisco ISE dashboard. To properly disconnect Cisco ISE already connected with the app instance, first deactivate Cisco ISE from the app instance and then disconnect the app instance from the Cisco ISE dashboard.

Cluster member not reachable

If a member of the Cisco ISE cluster is not reachable, a page like the following is displayed:



To find what node is not reachable, log in to Cisco ISE primary administration node as an administrator and click the **Menu** icon (≡) and choose **Administration** > **System** > **Deployment**, then see [Node Status in a Cisco ISE Deployment](#).

413 – Content Too Large

We recommend you review the [pxGrid Cloud API limitations on GitHub](#). If needed, consider upgrading your Cisco ISE version to fully utilize pxGrid Cloud support.

500 – Internal Server Error

Check that the Cisco ISE server is operational and that pxGrid Cloud services are active (verify MNT, SXP, pxGrid nodes, and so on).

For more information, see Monitoring and debugging in the [Cisco pxGrid](#) chapter in the *Cisco Identity Services Engine Administrator Guide*.

Troubleshoot the pxGrid Cloud identity source

These topics describe troubleshooting the pxGrid Cloud identity source.

Related Topics

[Primary device cannot be processed](#)

Primary device cannot be processed

Each Cisco ISE cluster must be associated with one and only one app instance, typically in a single dedicated tenant.

If you associate a Cisco ISE with more than one app instance, an error such as `Error occurred: primary device cannot be processed` or `ISE is unhealthy` is displayed for the identity source.

Example:

The solution is to deactivate the ISE properly from other app instances for that tenant, before using it in any other tenant or app instance

Procedure

Step 1 Log in to the [Cisco Catalyst Cloud Portal](#).

Step 2 At the top of the page, click **Applications**.

Step 3 Locate a Cisco ISE product that is activated and verify it is the one causing the issue.

Example:

Step 4 Wait for the product to be removed.

Step 5 Deactivate the app instance as described in [Deactivate the pxGrid Cloud app instance](#).

Create dynamic attributes filters

Dynamic attributes filters that you define using the Dynamic Attributes Connector are exposed in the Secure Firewall Management Center as dynamic objects that can be used in access control policies. For example, restrict access to an AWS server for the Finance Department to only members of the Finance group defined in Microsoft Active Directory.



Note You cannot create dynamic attributes filters for Generic Text, Office 365, Azure Service Tags, Webex, or Zoom. These types of cloud objects provide their own IP addresses.

For more information about access control or DNS rules, see [Create access control rules or DNS rules using dynamic attributes filters](#).

Before you begin

[Create a connector](#)

Procedure

Step 1 Log in to the Secure Firewall Management Center.

Step 2 Click **Integrations > Dynamic Attributes Connector > Dynamic Attributes Filters**.

Step 3 Do any of the following:

- Add a new filter: click **Add** (+).
- Edit or delete a filter: Click **More** (⋮), then click **Edit** or **Delete** at the end of the row.

Step 4 Enter the following information.

Item	Description
Name	Unique name to identify the dynamic filter (as a dynamic object) in a policy and in the Secure Firewall Management Center Object Manager (External Attributes > Dynamic Object).
Connector	From the list, click the name of a connector to use.
Query	Click Add (+).

Step 5 To add or edit a query, enter the following information.

Item	Description
Key	Click a key from the list. Keys are fetched from the connector.

Item	Description
Operation	Click one of the following: <ul style="list-style-type: none"> • Equals to exactly match the key to the value. • Contains to match the key to the value if any part of the value matches.
Values	Click either Any or All and click one or more values from the list. Click Add another value to add values to your query.

Step 6

Click **Show Preview** to display a list of networks or IP addresses returned by your query.

Step 7

When you're finished, click **Save**.

Step 8

(Optional.) Verify the dynamic object in the Secure Firewall Management Center .

- Log in to the Secure Firewall Management Center as a user with the Network Admin role at minimum.
- Click **Objects > External Attributes > Dynamic Object**.

The dynamic attribute query you created should be displayed as a dynamic object.

Create access control rules or DNS rules using dynamic attributes filters

This topic discusses how to create access control rules using dynamic objects (these dynamic objects are named after the dynamic attributes filters you created previously).

To add dynamic attributes filters to DNS policies, see [Creating Basic DNS Policies](#).

To add dynamic attributes filters to DNS policies, see [Creating Basic DNS Policies](#).

Before you begin

Create dynamic attributes filters as discussed in [Create dynamic attributes filters](#).


Note

You cannot create dynamic attributes filters for Generic Text, Office 365, Azure Service Tags, Webex, or Zoom. These types of cloud objects provide their own IP addresses.

Procedure

Step 1 Log in to the Secure Firewall Management Center

Step 2 Click **Policies > Security policies > Access Control**.

Step 3 Click **Edit** () next to an access control policy.

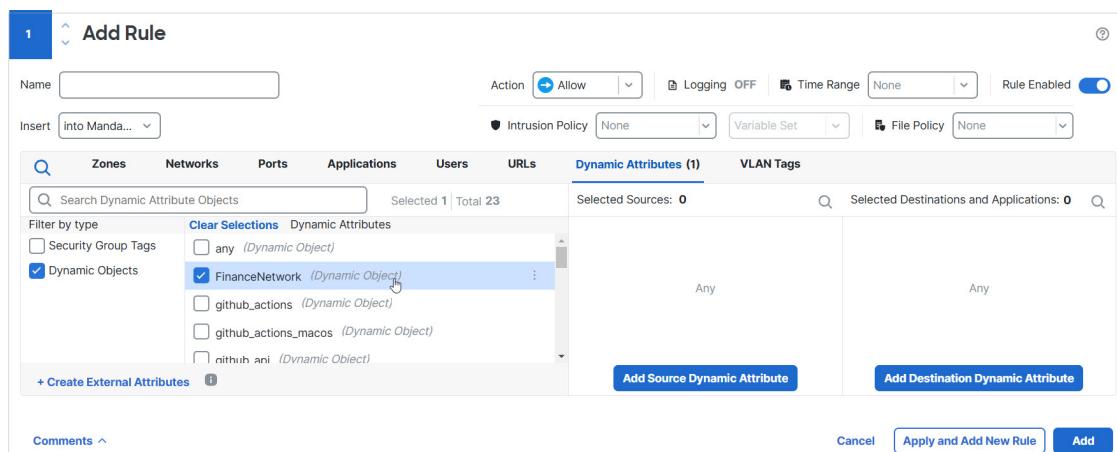
Deactivate and delete the pxGrid Cloud identity source

Step 4 Click **Add Rule**.

Step 5 Click the **Dynamic Attributes** tab.

Step 6 In the Available Attributes section, from the list, click **Dynamic Objects**.

The following figure shows an example.



This example shows a dynamic object named `APIC Dynamic Attribute` that corresponds to the dynamic attribute filter created in the dynamic attributes connector.

Step 7 Add the desired object to source or destination attributes.

Step 8 Add other conditions to the rule if desired.

What to do next

See [Dynamic attributes rule conditions](#).

Deactivate and delete the pxGrid Cloud identity source

These topics discuss how to optionally:

- Deactivate the FMC app instance in the Catalyst Cloud Portal.
You can perform this optional task to troubleshoot issues with the Cisco ISE integration.
- Delete the pxGrid Cloud identity source from the Secure Firewall Management Center.
You should delete the identity source only if you're certain you don't want to use it again.

Related Topics

[Deactivate the pxGrid Cloud app instance](#)

[Delete the pxGrid Cloud identity source](#)

Deactivate the pxGrid Cloud app instance

(Optional.) This task explains how to deactivate a pxGrid Cloud app instance using the Catalyst Cloud Portal. You should do this only if your Cisco ISE or pxGrid Cloud stops working or you need to update it.

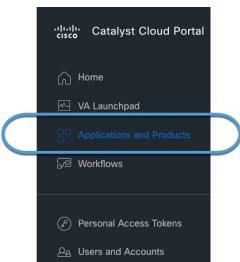
Before you begin

Make sure your current pxGrid Cloud identity source is active as discussed in [Activate the pxGrid Cloud identity source](#).

Procedure

Step 1 Log in to the [Cisco Catalyst Cloud Portal](#).

Step 2 In the Catalyst Cloud Portal, click  > **Applications and Products** as the following figure shows:

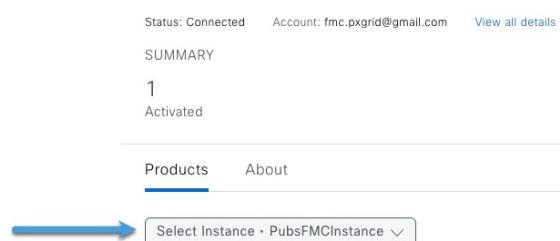


Step 3 Click **Applications**.

Step 4 Click **Manage** for Firewall Management Center.

Step 5 From the **Select Instance** list, click the name of the firewall application you created earlier.

Example:



Step 6 In the Actions column, click More icon () > **Deactivate**.

Step 7 Wait until the product is removed.

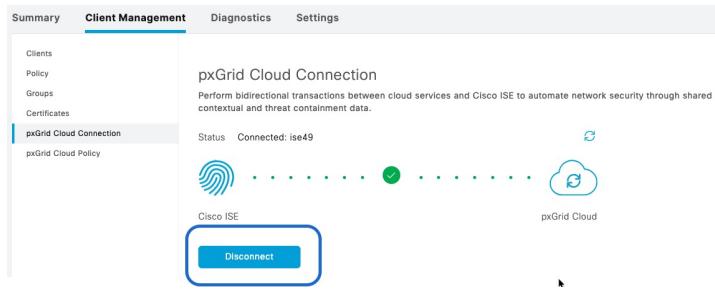
You can click **Refresh** () to see updated status if necessary.

Step 8 ISE 3.3 or earlier: Disconnect the app instance:

- Log in to Cisco ISE as an administrator.
- Click **Administration** > **pxGrid Services** > **Client Management** > **pxGrid cloud connection**.
- Click **Disconnect**.

Example:

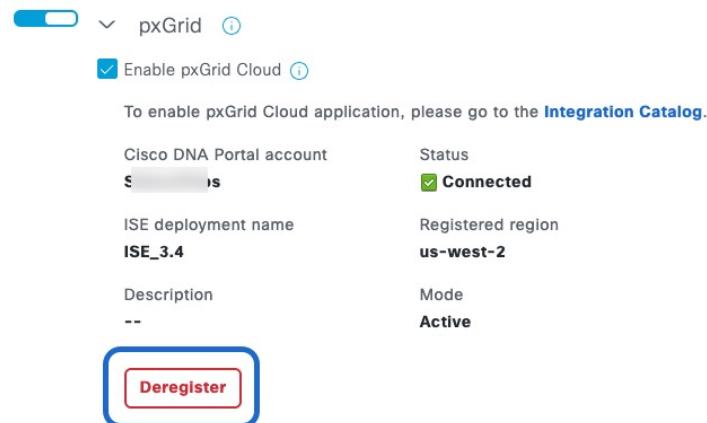
Deactivate the pxGrid Cloud app instance



Step 9 ISE 3.4 or later: Deregister the app instance:

- Log in to Cisco ISE as an administrator.
- Click **Administration > System > Deployment**.
- Expand **Deployment**.
- Click the name of the ISE node.
- In the **General Settings** tab page, scroll to locate **pxGrid**.
- Click **Deregister**.

Example:



Step 10 To verify the app instance is deactivated in Secure Firewall Management Center:

- Log in to Secure Firewall Management Center.
- Click **Integrations > Identity > Identity Sources**
- Click **Identity Services Engine (pxGrid Cloud)**.
- Verify that **Not Activated** is displayed in the Activated ISE column.

Example:

What to do next

- To register Cisco ISE with pxGrid Cloud and activate the app instance, see:
 - ISE 3.3 and earlier: [Register Cisco ISE with the Catalyst Cloud Portal](#).
 - ISE 3.4 and later: [Create an app instance, on page 8](#).
- To completely remove the identity source, see [Delete the pxGrid Cloud identity source](#).

Delete the pxGrid Cloud identity source

(Optional.) This task explains how to delete the pxGrid Cloud identity source from Secure Firewall Management Center, which is necessary if you do not want to use it again.

Before you begin

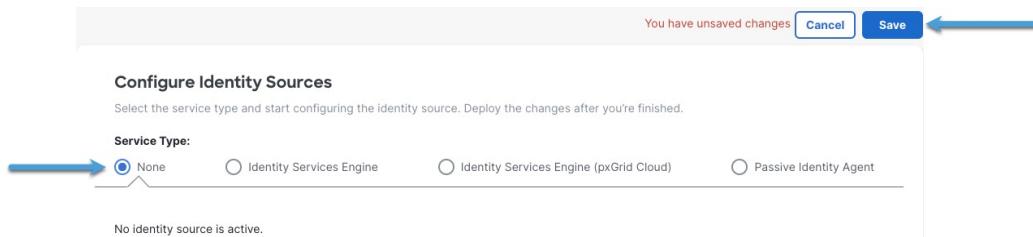
Deactivate the FMC app instance from the Catalyst Cloud Portal as discussed in [Deactivate the pxGrid Cloud app instance](#).

Procedure

- Step 1** Log in to the Secure Firewall Management Center
- Step 2** Click **Integrations > Identity > Identity Sources**
- Step 3** Click **Identity Services Engine (pxGrid Cloud)**.
- Step 4** For Service Type, click **None**.

Example:

Delete the pxGrid Cloud identity source



Step 5 Click **Save**.

Step 6 You are required to confirm your choice.

Step 7 Click **Identity Services Engine (pxGrid Cloud)**.

Step 8 Click **Delete** (trash icon).

Example:

Selected	Name	Activated ISE	Description	Actions
<input checked="" type="checkbox"/>	PubsFMCInstance Tenant ID: SteveJPubs	Not Activated i Go to the Cisco DNA Portal to activate the application instance there.		Test Delete

Step 9 You are required to confirm the action.