Reset Identity Services Engine (ISE) Context Visibility

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Introduction

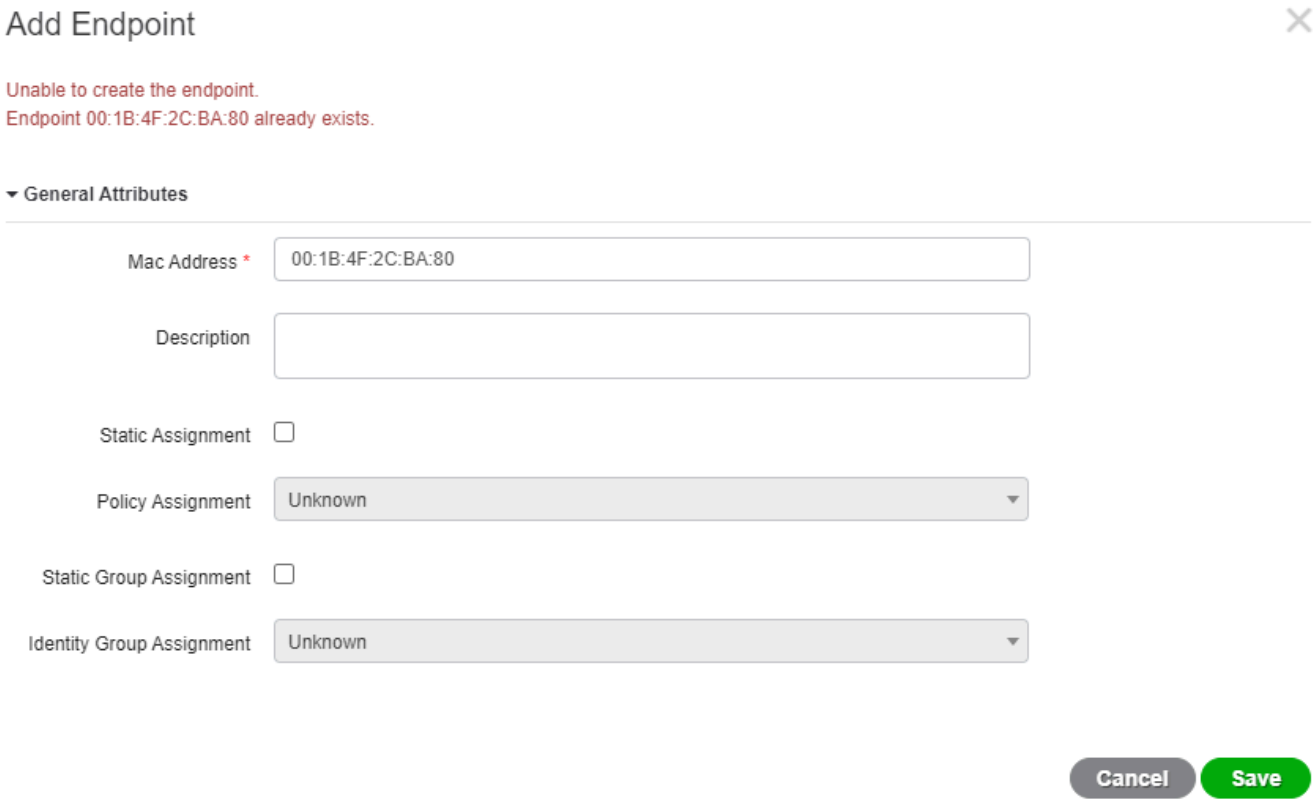
This document describes how to perform reset and sync of Context Visibility on the ISE Distributed Deployment.

Problem

Important Update:

Starting with ISE 3.4, the Context Visibility reset procedure is no longer bilateral. It must now be performed separately on both PPAN and SPAN nodes due to changes in the CV architecture (the ES cluster is no longer maintained).

This procedure must be performed if the Context Visibility GUI fails to load with error message "Unable to load Context Visibility page" or the Dashboard Counters are empty. A MAC address can also fail to be added with error "Unable to create the endpoint, Endpoint XX:XX:XX:XX:XX:XX already exists". This occurs when the Context Visibility database is out of sync with the Oracle database for that endpoint.



This document explains how to perform reset and sync of the Context Visibility in ISE distributed deployment to resolve these issues.

Solution

To perform the reset and resync:

1. Connect via console or SSH to the Primary Administration Node (some output omitted for brevity).

2. Use the **Application Configure ISE** command, followed by option **[20] Reset Context Visibility** and agreement to proceed **Y**.

3. Do not reply to the last question:

<#root>

```
primary-node/admin#

application configure ise
```

```
Selection configuration option
~
[20]Reset Context Visibility
[21]Synchronize Context Visibility With Database
~
```

20

```
This will remove all data from Context Visibility. Do you want to proceed [y/n]:
```

y

```
Checking ISE persona
 - Done
Reset of indexing engine on this node needs to be run only after running it on Secondary Admin Node(sec
Is reset indexing engine started on Secondary Admin Node(secondary-node) [ Y/N ] :
```

4. When replying **No** to the last question, open SSH or console to the Secondary Administration Node and use command **Application Configure ISE** followed by option **[20] Reset Context Visibility** and agreement to proceed **Y**.

5. Do not reply to the last question:

<#root>

```
secondary-node/admin#
```

application configure ise

```
Selection configuration option
~
[20]Reset Context Visibility
[21]Synchronize Context Visibility With Database
~
```

20

```
This will remove all data from Context Visibility. Do you want to proceed [y/n]:
```

y

```
Checking ISE persona
 - Done
Stopping monit services
 - Done
```

```
Stopping ISE indexing engine
 - Done
Unzip and making changes to vcs jar
 - Done
Modifying ISE indexing engine configuration
 - Done
Starting ISE indexing engine
 - Done
Performing reset of ISE indexing engine
 - Done
Stopping ISE indexing engine
 - Done
Removing backup of vcs jar
 - Done
Reverting changes to ISE indexing engine configuration
 - Done
Please proceed with running reset indexing engine on Primary Admin Node(primary-node) now. Once reset f
Is reset indexing engine done on Primary Admin Node(primary-node) [ Y/N ] :
```

6. When replying **No** to the last question, continue in SSH or console of the Primary Administration Node with **Y**:

<#root>

```
Is reset indexing engine started on Secondary Admin Node(secondary-node) [ Y/N ] :

Y



Verifying ISE indexing engine services on Secondary Admin Node
 - Done
Stopping monit services
 - Done
Stopping ISE indexing engine
 - Done
Unzip and making changes to vcs jar
 - Done
Modifying ISE indexing engine configuration
 - Done
Starting ISE indexing engine
 - Done
Performing reset of ISE indexing engine
 - Done
Stopping ISE indexing engine
 - Done
Removing backup of vcs jar
 - Done
Reverting changes to ISE indexing engine configuration
 - Done
Starting ISE indexing engine
 - Done
Starting monit services
 - Done
Reset of indexing engine on this node is complete. Please proceed with remaining steps on Secondary Adm
Reset of Context Visibility is successful on this node
```

5. Exit from the configuration menu and continue in SSH or console of the Secondary Administration Node with **Y**:

```
<#root>

Is reset indexing engine done on Primary Admin Node(primary-node) [ Y/N ] :

Y



Verifying ISE indexing engine services on Primary Admin Node
 - Done
Starting ISE indexing engine
 - Done
Starting monit services
 - Done
Reset of Context Visibility is successful on this node
```

6. After the reset of Context Visibility is performed on both nodes, proceed with synchronization on the Primary Administration Node:

```
<#root>

primary-node/admin#

application configure ise



Selection configuration option
~
[20]Reset Context Visibility
[21]Synchronize Context Visibility With Database
~

21


This will synchronize Context Visibility with database. Do you want to proceed [y/n]:

y


Copying files
 - Done
Changing permissions
 - Done
Exporting endpoints from database
 - Done
Importing endpoints into context visibility
 - Done
```

```
Synchronization of Context Visibility with Oracle is successful
```

7. Confirm the Indexing Engine is running on both Administration Nodes:

<#root>

```
primary-node/admin#

show application status ise



ISE PROCESS NAME STATE PROCESS ID
--------------------------------------------------------------------
Database Listener running 3010
Database Server running 80 PROCESSES
Application Server running 8877
Profiler Database running 5420

ISE Indexing Engine running 13865



AD Connector running 11922
M&T Session Database running 5322
M&T Log Collector running 9019
M&T Log Processor running 8927
Certificate Authority Service disabled
EST Service disabled
SXP Engine Service disabled
Docker Daemon running 11469
TC-NAC Service disabled

Wifi Setup Helper Container disabled
pxGrid Infrastructure Service disabled
pxGrid Publisher Subscriber Service disabled
pxGrid Connection Manager disabled
pxGrid Controller disabled
PassiveID WMI Service disabled
PassiveID Syslog Service disabled
PassiveID API Service disabled
PassiveID Agent Service disabled
PassiveID Endpoint Service disabled
PassiveID SPAN Service disabled
DHCP Server (dhcpd) disabled
DNS Server (named) disabled
```