Troubleshoot Guest Portal Not Working after Application Restart in ISE 3.3

Contents

Issue

A specific guest portal within Cisco Identity Services Engine (ISE) 3.3 stops functioning after an ISE application restart. Specifically, whenever guest users attempt to access this portal, they see a completely blank/white page. This issue impacts ISE versions 3.3, 3.4, and 3.5, and consistently affects the same Guest Portal. Other configured Guest Portals on the system do not experience this issue.

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.controller
com.cisco.ise.portalwebaction.exceptions.PortalWebActionException: Exception encountered in Flow Processor
at com.cisco.ise.portalwebaction.controller.PortalStepController.transition(PortalStepController.java:131) ~[port
at com.cisco.ise.portalwebaction.controller.PortalPreResultListener.handleStepTransition(PortalPreResultListener.
...
Caused by: com.cisco.cpm.guestaccess.flowmanager.exception.FlowProcessorException: Software Error
at com.cisco.cpm.guestaccess.flowmanager.processor.PortalFlowProcessor.getNextTransition(PortalFlowProcessor.java
at com.cisco.ise.portalwebaction.controller.PortalStepController.transition(PortalStepController.java:88) ~[porta
... 58 more
Caused by: org.hibernate.LazyInitializationException: could not initialize proxy [com.cisco.cpm.guestaccess.im.po
at org.hibernate.proxy.AbstractLazyInitializer.initialize(AbstractLazyInitializer.java:170) ~[hibernate-core-5.5.
at org.hibernate.proxy.AbstractLazyInitializer.getImplementation(AbstractLazyInitializer.java:310) ~[hibernate-co
at org.hibernate.proxy.pojo.bytebuddy.ByteBuddyInterceptor.intercept(ByteBuddyInterceptor.java:45) ~[hibernate-co
```

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 2.

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

Cause

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

Related Content

- Defect CSCwq58770