ISE SMS Notifications Setup for Sponsored Guest Accounts

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Introduction

This document describes the process used to set up Short Message Services (SMS) notifications for sponsored guest accounts. Cisco Identify Services Engine (ISE) uses an SMTP−to−SMS Gateway system. The ISE sends an email to a Simple Mail Transfer Protocol (SMTP) server, which forwards the credentials via the SMS/SMS Gateway:

- The email message is sent to a default destination (in this case sms@cisco.com).
- Once the message arrives at the SMS gateway, the template is examined and the mobile number is located.
- The SMS gateway then forwards the message to that number.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- A basic knowledge of Cisco ISE procedures
- A basic knowledge of the SMS/SMS Gateway system

Components Used

The information in this document is based on the Cisco SMTP−to−SMS Gateway system.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Caveats

- SMS notifications are not supported for self–registration, only for sponsor created guest accounts.
- ISE only supports variable substitution in the "Layout" field. The "Destination" field should contain only the SMS gateway address. You cannot use HTML tags, such as "%mobilenumber%" in the "Destination" field to achieve 04xxxxxxx@sms–cisco.com (Cisco bug ID CSCtu25982).
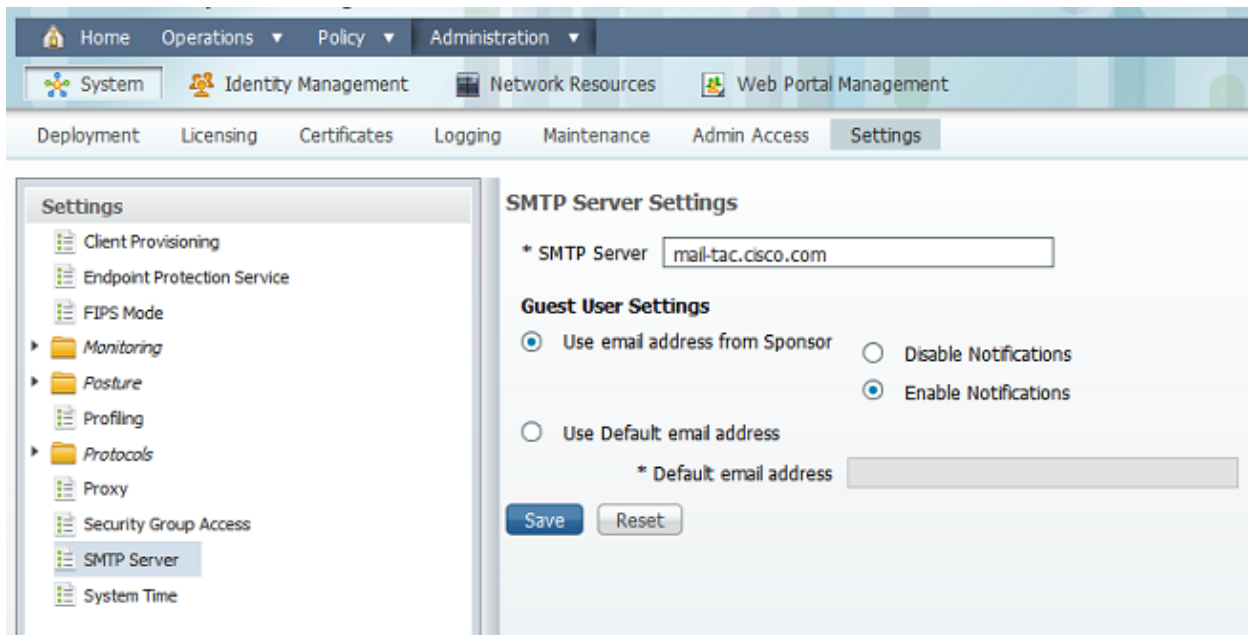
Process

1. From the Administration window, choose **Web Portal Management** > **Sponsor Groups**. Ensure that the appropriate sponsor groups have the SMS sending permission set to "YES."
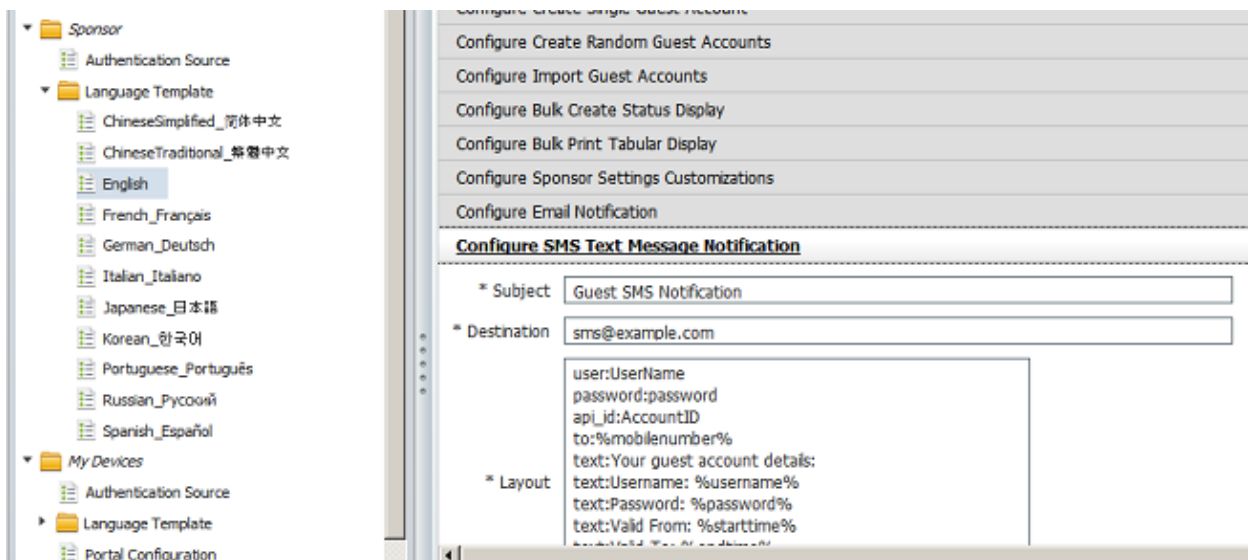

2. From the Administration menu, choose **System** > **Settings** > **SMTP Server**. Configure your SMTP server settings.

3. From the Administration menu, choose **Web Portal Management** > **Settings** > **Sponsor** > **Language Template** > **[Language]** > **Configure SMS Text Notification.** Configure the Subject, Destination (SMS Gateway email address), and Layout.

Related Information

• *Technical Support & Documentation – Cisco Systems*