Overview

Event	5411 Supplicant stopped responding to ISE
Username	host/dcuise.directionscu.org
Endpoint Id	B8:85:84:A9:30:C8
Endpoint Profile	
Authentication Policy	Default
Authorization Policy	Default
Authorization Result	

Authentication Details

Source Timestamp	2024-02-02 15:53:24.592
Received Timestamp	2024-02-02 15:53:24.592
Policy Server	dcuise
Event	5411 Supplicant stopped responding to ISE
Failure Reason	12939 Supplicant stopped responding to ISE after sending it the first inner EAP-TLS message
Resolution	Verify that supplicant is configured properly to conduct a full EAP conversation with ISE. Verify that NAS is configured properly to transfer EAP messages to/from supplicant. Verify that supplicant or NAS does not have a short timeout for EAP conversation. Check the network that connects the Network Access Server to ISE. Verify that supplicant supports and has a properly configured inner EAP-TLS method and user/machine credentials.
Root cause	Supplicant stopped responding to ISE after sending it the first inner EAP-TLS message
Username	host/dcuise.directionscu.org
Endpoint Id	B8:85:84:A9:30:C8
IPv4 Address	10.70.8.184
Authentication Protocol	PEAP (EAP-TLS)
Network Device	Tremainsville_SW1

Steps

Step ID	Description	Latency (ms)
11001	Received RADIUS Access-Request	
11017	RADIUS created a new session	0
15049	Evaluating Policy Group	1
15008	Evaluating Service Selection Policy	0
11507	Extracted EAP-Response/Identity	1
12500	Prepared EAP-Request proposing EAP-TLS with challenge	0
12625	Valid EAP-Key-Name attribute received	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	42
11018	RADIUS is re-using an existing session	0
12301	Extracted EAP-Response/NAK requesting to use PEAP instead	1
12300	Prepared EAP-Request proposing PEAP with challenge	0
12625	Valid EAP-Key-Name attribute received	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	44
11018	RADIUS is re-using an existing session	0
12302	Extracted EAP-Response containing PEAP challenge-response and accepting PEAP as negotiated	1
61025	Open secure connection with TLS peer	0
12318	Successfully negotiated PEAP version 0	0
12800	Extracted first TLS record; TLS handshake started	0
12805	Extracted TLS ClientHello message	0
12806	Prepared TLS ServerHello message	0
12807	Prepared TLS Certificate message	0
12808	Prepared TLS ServerKeyExchange message	29
12810	Prepared TLS ServerDone message	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	44
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0

Device Type	All Device Types	
Location	All Locations	
NAS IPv4 Address	10.70.10.240	
NAS Port Id	GigabitEthernet1/0/22	
NAS Port Type	Ethernet	
Response Time	46 milliseconds	

Other Attributes

ConfigVersionId	86
RadiusPacketType	Drop
AcsSessionID	dcuise/494390938/663365
NAS-Port	50122
CPMSessionID	0A460AF0000001B4FAFD3E45
EndPointMACAddress	B8-85-84-A9-30-C8
ISEPolicySetName	Default
TLSCipher	ECDHE-RSA-AES256-GCM-SHA384
TLSVersion	TLSv1.2
DTLSSupport	Unknown
ToledoCorporateHQ	ToledoCorporateHQ#ToledoCorporateHQ
Network Device Profile	Cisco
Location	Location#All Locations
Device Type	Device Type#All Device Types
IPSEC	IPSEC#Is IPSEC Device#No
Device IP Address	10.70.10.240
Called-Station-ID	00:56:2B:10:79:96

11001	Received RADIUS Access-Request	44
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	1
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	43
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	45
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	55
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	1
11001	Received RADIUS Access-Request	45
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0
12318	Successfully negotiated PEAP version 0	0
12810	Prepared TLS ServerDone message	0
12812	Extracted TLS ClientKeyExchange message	3
12803	Extracted TLS ChangeCipherSpec message	0
12804	Extracted TLS Finished message	0
12801	Prepared TLS ChangeCipherSpec message	0
12802	Prepared TLS Finished message	0
12816	TLS handshake succeeded	0
12310	PEAP full handshake finished successfully	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	50
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0

12313	PEAP inner method started	0
11521	Prepared EAP-Request/Identity for inner EAP method	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	43
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0
11522	Extracted EAP-Response/Identity for inner EAP method	0
11806	Prepared EAP-Request for inner method proposing EAP-MSCHAP with challenge	1
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
11001	Received RADIUS Access-Request	42
11018	RADIUS is re-using an existing session	0
12304	Extracted EAP-Response containing PEAP challenge-response	0
12523	Extracted EAP-Response/NAK for inner method requesting to use EAP-TLS instead	0
12522	Prepared EAP-Request for inner method proposing EAP-TLS with challenge	1
12625	Valid EAP-Key-Name attribute received	0
12305	Prepared EAP-Request with another PEAP challenge	0
11006	Returned RADIUS Access-Challenge	0
⏰ 12939	Supplicant stopped responding to ISE after sending it the first inner EAP-TLS message	120000
61026	Shutdown secure connection with TLS peer	2
5411	Supplicant stopped responding to ISE	1