

排除ZTA註冊錯誤"；狀態註冊錯誤。無法向Duo Desktop"註冊；

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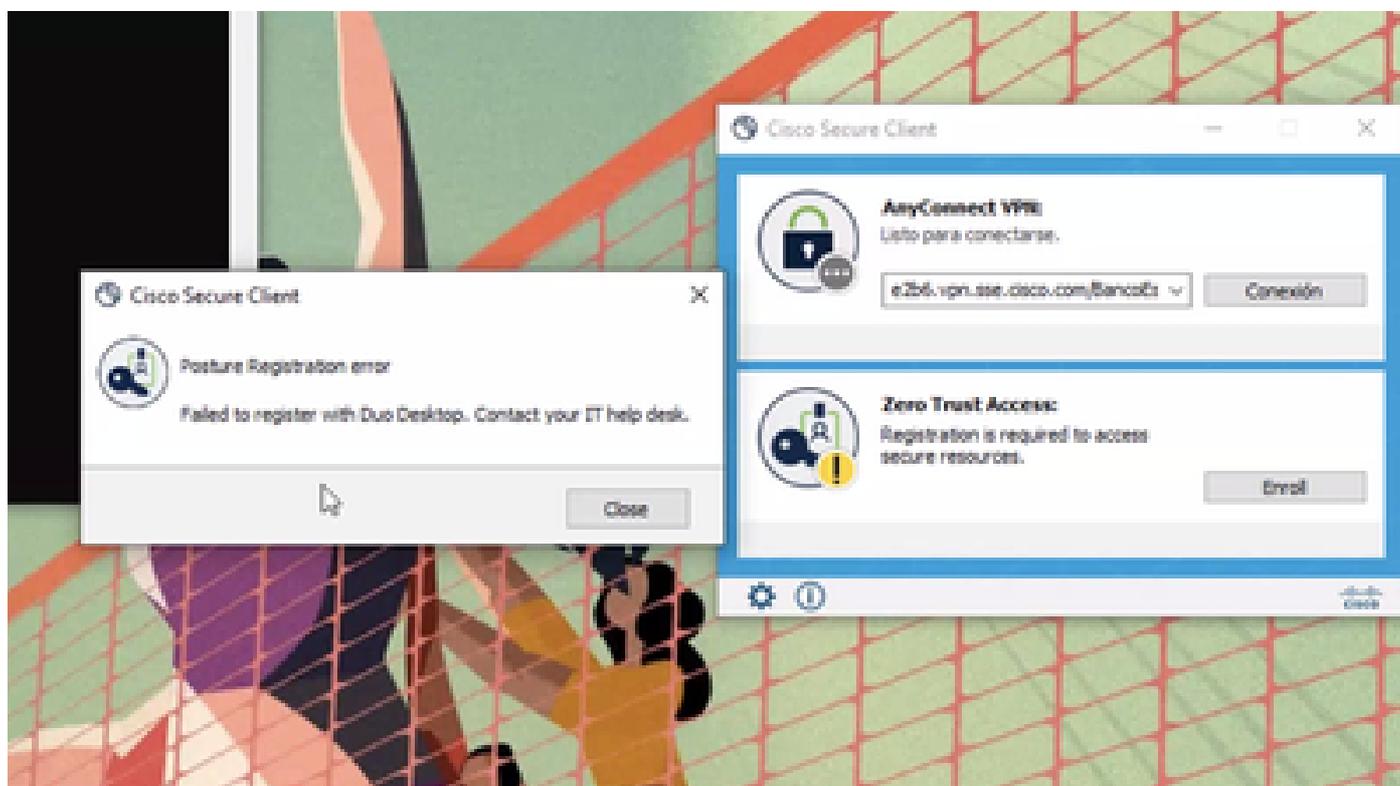
簡介

本文檔介紹如何解決「狀態註冊錯誤」。無法向Duo Desktop註冊」。

問題

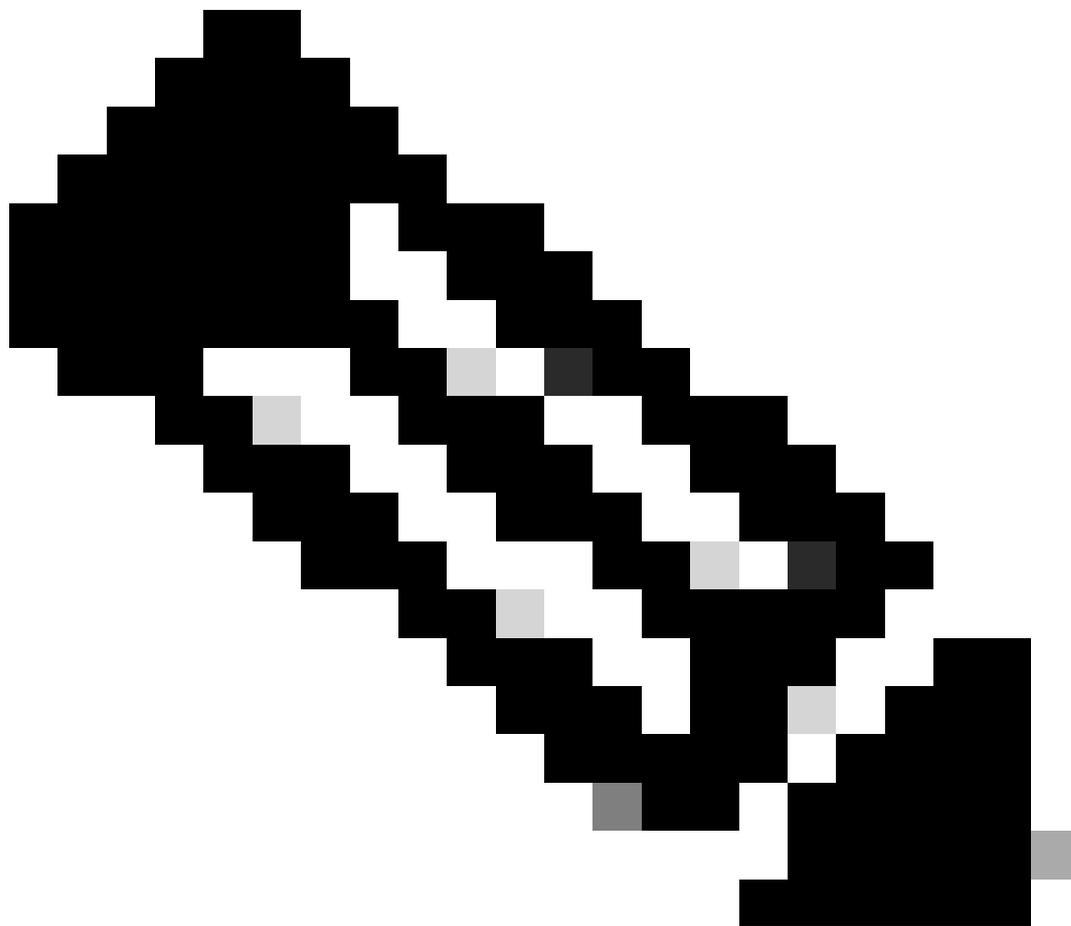
當使用者嘗試註冊到ZTA時，該錯誤會在Cisco Secure Client通知彈出窗口中顯示：

Posture Registration Error. Failed to Register with Duo Desktop.

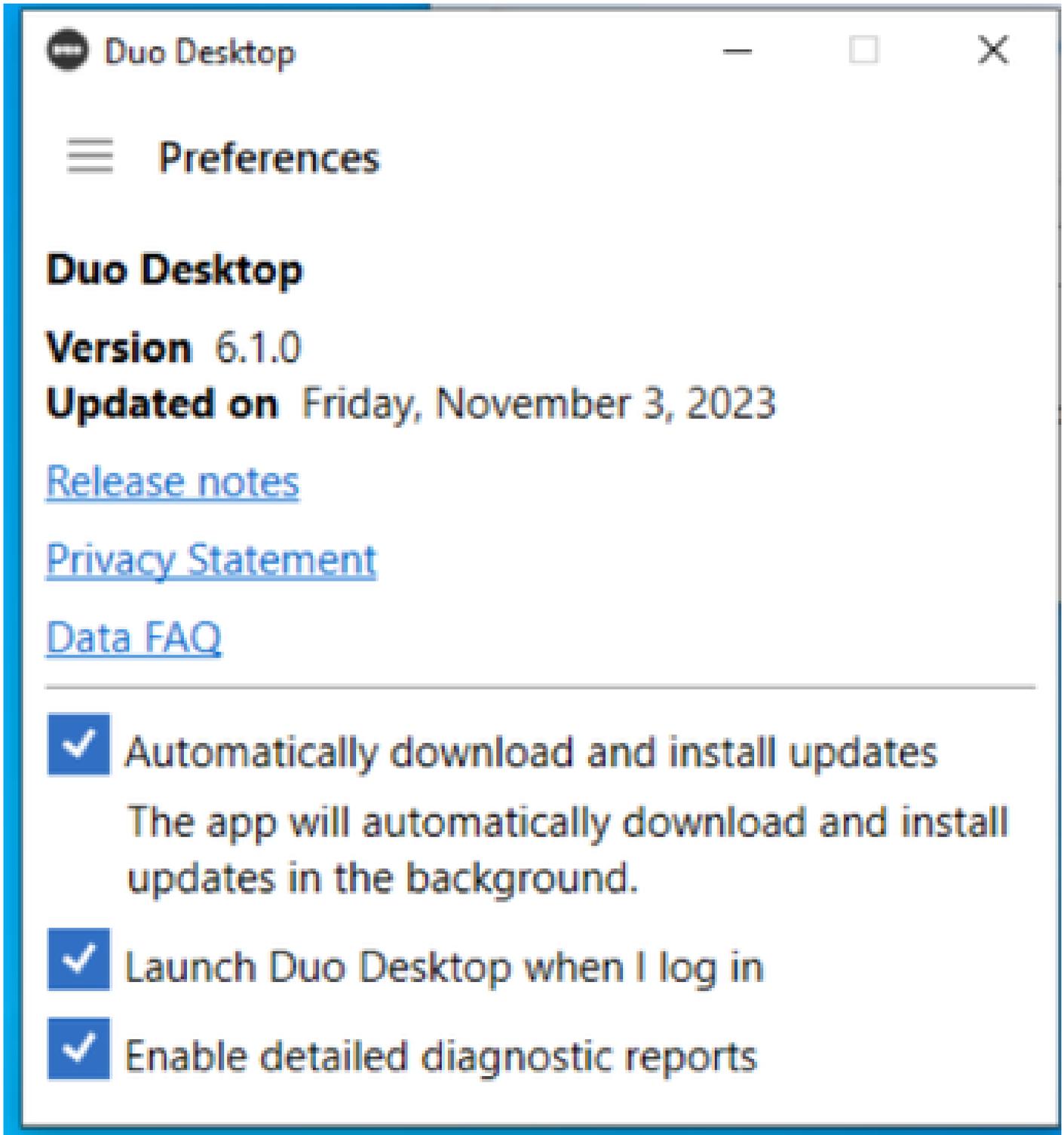


要檢查問題，請按照以下步驟驗證日誌：

- 未解決 Duo Desktop > Settings > Preferences Button
 - Enable Detailed Diagnostic reports
-

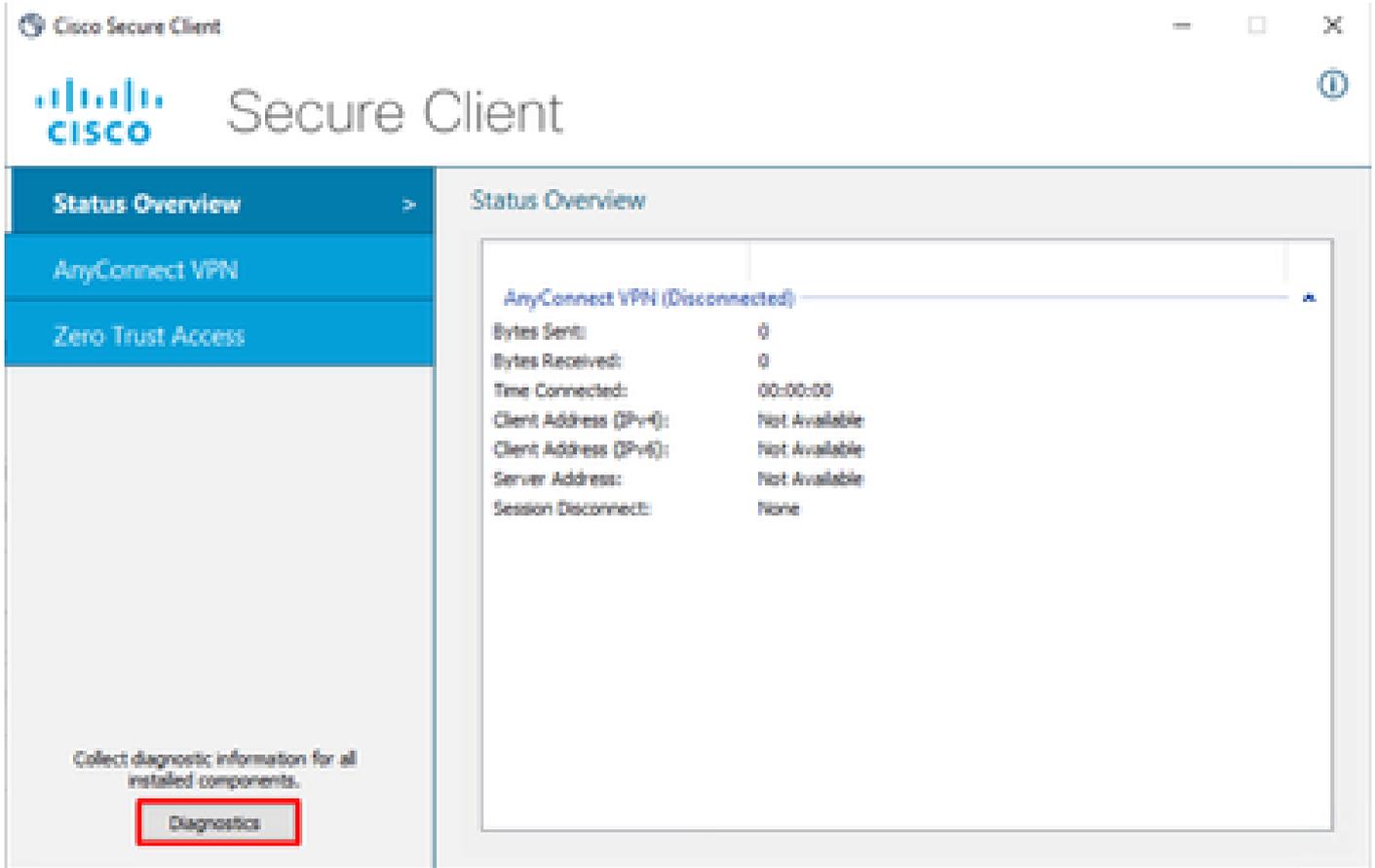


注意：您也可以參閱[如何啟用和檢視Duo Desktop的調試日誌](#)



複製問題，然後運行 **DART** (Diagnostic And Reporting Tool)。

- Open Secure使用者端
- 按一下 **Diagnostics**



Cisco Secure Client -生成DART

- 繼續嚮導；不要修改Default 選項來收集所有資訊

Bundle Creation Option



Select "Default" to include the typical log files and diagnostic information in the bundle. Select "Custom" to choose the list of log files and diagnostic information to be included in the bundle.

Default - Bundle will be saved to Desktop

Custom

 DART requires administrative privileges to clear Cisco Secure Client logs.

Clear All Logs

Back

Next

Cancel

生成DART

之後的捆綁包日誌位於您的案頭上。

- 在DART檔案下，訪問 Cisco Secure Client > Zero Trust Access > Logs
- 未解決 ZeroTrustAccess.txt

ZTNA錯誤在下一個日誌中：

- (DHA 'DhaRequestEnrollment' failure response reported error : 'Unable to sign health payload')

```

2023-11-02 10:08:02.984802 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1406 SSEZtnaEnroller::actionSend
DhaEnrollCommand() Sending DHA enrollment command
2023-11-02 10:08:02.984802 csc_zta_agent[0x0000224c, 0x0000214c] I/ DhaPostureClient.cpp:746 CDhaPostureClient::sendDhaR
equest() 'DhaRequestEnrollment' context cached with GUID '43a4204d-d7ad-448d-b68a-a9be121d8b1e'
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] E/ DhaPostureClient.cpp:953 CDhaPostureClient::processD
haResponse() DHA 'DhaRequestEnrollment' failure response reported error : 'Unable to sign health payload'
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ DhaPostureClient.cpp:1038 CDhaPostureClient::issueRe
questCallback() Reporting 'failed' enrollment result to concluded callback. Error: PostureError
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1432 SSEZtnaEnroller::OnEnrollme
ntConcluded() processing DHA enrollment completion
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] E/ SSEZtnaEnroller.cpp:1436 SSEZtnaEnroller::OnEnrollme
ntConcluded() DHA enrollment has failed: PostureError
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1831 SSEZtnaEnroller::actionNoti
fyCompletion() Notifying enrollment completion with result: PostureRegistrationError
2023-11-02 10:08:03.149342 csc_zta_agent[0x0000224c, 0x0000214c] I/ SSEZtnaEnroller.cpp:1835 SSEZtnaEnroller::actionNoti
fyCompletion()
Enrollment Stats
=====
Bootstrap : success (1.454 sec)
Authentication : success (25.093 sec)
DeviceRegistration : success (2.759 sec)
DHARegistration : success (2.140 sec)
DHAEnrollment : failure (0.164 sec)

```

ZTA - 錯誤記錄

之後的捆綁包日誌位於您的案頭上。

- 在DART檔案下，訪問 Cisco Secure Client > Duo Desktop > DHA_Logs
- 打開DuoDeviceHealth.log

Duo Desktop錯誤出現在下一個日誌中：

- (ERROR)DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Invalid server certificate found; not in pinned list (11)

```

2023-11-14 11:40:25.1814|DEBUG|DuoDeviceHealthLibrary.Communication.TrustedPeerRPC.Handlers.SseRegisterHandler|sending SSE registration payl
oad to https://sseposture-routing-commercial.k8s.5c10.org/v1/dha/8212192/registration/complete
2023-11-14 11:40:25.1814|DEBUG|DuoDeviceHealthLibrary.Health.DeviceHealthReporter|sending health report data to https://sseposture-routing-c
ommercial.k8s.5c10.org/v1/dha/8212192/registration/complete
2023-11-14 11:40:26.0456|DEBUG|DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Performing validation of server certificat
e
2023-11-14 11:40:26.0456|ERROR|DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Invalid server certificate found; not in p
inned list (11)
2023-11-14 11:40:26.0612|DEBUG|DuoDeviceHealthLibrary.Utilities.Services.ServerCertificateService|Wrote invalid server certificate to C:\Use
rs\lgonza23\AppData\Local\DuoDeviceHealth\Logs\InvalidServerCerts\server-2023-11-14-11-40-26-ef0bdfd6-f7c6-4eda-b127-90715ad86946.cer
2023-11-14 11:40:26.0721|ERROR|DuoDeviceHealthLibrary.Health.DeviceHealthReporter|error posting json to endpointhealth serv|System.Net.Http
HttpRequestException Error al enviar la solicitud.|System.Net.WebException Se ha terminado la conexión: No se puede establecer una relación
de confianza para el canal seguro SSL/TLS.|System.Security.Authentication.AuthenticationException El certificado remoto no es válido según e
l procedimiento de validación.
2023-11-14 11:40:26.0721|INFO|DuoDeviceHealthLibrary.Communication.TrustedPeerRPC.Handlers.SseRegisterHandler|Cleaning up generated keys

```

Duo Desktop - 錯誤日誌

Error "Invalid server certificate found; not in pinned list" 在Duo Desktop中，由於流量檢查、解密或代理而使用的證書不正確。

有關詳細資訊，請檢視[如何解決Duo Desktop中的調試日誌錯誤「找到無效伺服器證書：不在固定清單中」？](#)

解決方案

- 確保*.duosecurity.com 在環境或安全訪問的任何SSL解密/檢查/注入、代理或防火牆基礎架構中列為例外。
- 確保sseposture-routing-commercial.k8s.5c10.org在環境或安全訪問的任何SSL解密/檢查/注入、代理或防火牆基礎架構中列為例外。

- 確保ssepature-routing-commercial.posture.duosecurity.com在環境或安全訪問的任何SSL解密/檢查/注入、代理或防火牆基礎架構中列為例外。

相關資訊

- [安全訪問使用手冊](#)
- [思科技術支援與下載](#)

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。