



Cisco Identity Services Engine Sponsor Portal User Guide, Release 1.1.x

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CONTENTS

iii

Preface v

Audience v

Document Conventions v

Documentation Updates vi

Related Documentation vi

Release-Specific Documents iii-vi

Platform-Specific Documents iii-vii

Notices viii

OpenSSL/Open SSL Project viii

Obtaining Documentation and Submitting a Service Request x

What's New In This Release xi

CHAPTER 1

Cisco ISE Sponsor Portal 1-1

Overview 1-1

Connecting to the Sponsor Portal 1-1

Sponsor User Lockout Following Failed Login Attempts 1-2

Sponsor Groups 1-3

Internationalization and Localization 1-3

Customizing the Sponsor Portal 1-4

CHAPTER 2

Managing Guest Accounts 2-1

Creating a Single Guest Account 2-1

Creating Random Guest Accounts 2-4

Importing Guest Accounts 2-5

Editing an Existing Guest User Account 2-6

Deleting an Existing Guest User Account 2-7

Suspending a Guest User Account 2-7

Reinstating a Suspended Account 2-8

Viewing Guest Accounts and Resending Account Details 2-8

INDEX



Preface

Revised: June 20, 2013, OL-25538-01

This guide describes how to use the Cisco Identity Services Engine (ISE) Sponsor Portal, Release 1.1 and 1.1.x.

Audience

This guide is for administrators who act as sponsor users and use the sponsor portal to create and maintain temporary guest accounts.

Document Conventions

This guide uses the following conventions to convey instructions and information.

Convention	Description
bold font	Commands and keywords.
<i>italic font</i>	Variables for which you supply values.
[]	Keywords or arguments that appear within square brackets are optional.
{x y z}	A choice of required keywords appears in braces separated by vertical bars. You must select one.
<code>courier font</code>	Examples of information displayed on the screen.
<code>bold courier font</code>	Examples of information you must enter.
< >	Nonprinting characters (for example, passwords) appear in angle brackets.
[]	Default responses to system prompts appear in square brackets.



Caution

Means *reader be careful*. You are capable of doing something that might result in equipment damage or loss of data.

**Timesaver**

Means *the described action saves time*. You can save time by performing the action that is described in the paragraph.

**Note**

Means *reader take note*. Notes identify important information that you should reflect upon before continuing, contain helpful suggestions, or provide references to materials that are not contained in the document.

Documentation Updates

Table 1 **Updates to Cisco Identity Services Engine Sponsor Portal User Guide, Release 1.1.x**

Date	Description
10/31/12	Cisco Identity Services Engine Sponsor Portal, Release 1.1.2
7/10/12	Cisco Identity Services Engine Sponsor Portal, Release 1.1.1
3/19/12	Cisco Identity Services Engine Sponsor Portal, Release 1.1

Related Documentation

This section covers information on release-specific and platform-specific documentation.

Release-Specific Documents

Table 2 lists the product documentation available for the Cisco ISE Release. General product information for Cisco ISE is available at <http://www.cisco.com/go/ise>. End-user documentation is available on Cisco.com at http://www.cisco.com/en/US/products/ps11640/tsd_products_support_series_home.html.

Table 2 **Product Documentation for Cisco Identity Services Engine**

Document Title	Location
<ul style="list-style-type: none"> <i>Release Notes for the Cisco Identity Services Engine, Release 1.1</i> <i>Release Notes for the Cisco Identity Services Engine, Release 1.1.x</i> 	http://www.cisco.com/en/US/products/ps11640/prod_release_notes_list.html
<ul style="list-style-type: none"> <i>Cisco Identity Services Engine Network Component Compatibility, Release 1.1</i> <i>Cisco Identity Services Engine Network Component Compatibility, Release 1.1.x</i> 	http://www.cisco.com/en/US/products/ps11640/products_device_support_tables_list.html

Table 2 **Product Documentation for Cisco Identity Services Engine(continued)**

Document Title	Location
<ul style="list-style-type: none"> • <i>Cisco Identity Services Engine User Guide, Release 1.1</i> • <i>Cisco Identity Services Engine User Guide, Release 1.1.x</i> 	http://www.cisco.com/en/US/products/ps11640/products_user_guide_list.html
<ul style="list-style-type: none"> • <i>Cisco Identity Services Engine Hardware Installation Guide, Release 1.1</i> • <i>Cisco Identity Services Engine Hardware Installation Guide, Release 1.1.x</i> 	http://www.cisco.com/en/US/products/ps11640/prod_installation_guides_list.html
<i>Cisco Identity Services Engine Upgrade Guide, Release 1.1.x</i>	http://www.cisco.com/en/US/products/ps11640/prod_installation_guides_list.html
<i>Cisco Identity Services Engine Migration Guide for Cisco Secure ACS 5.1 and 5.2, Release 1.1.x</i>	http://www.cisco.com/en/US/products/ps11640/prod_installation_guides_list.html
<i>Cisco Identity Services Engine Sponsor Portal User Guide, Release 1.1.x</i>	http://www.cisco.com/en/US/products/ps11640/products_user_guide_list.html
<i>Cisco Identity Services Engine CLI Reference Guide, Release 1.1.x</i>	http://www.cisco.com/en/US/products/ps11640/prod_command_reference_list.html
<i>Cisco Identity Services Engine API Reference Guide, Release 1.1.x</i>	http://www.cisco.com/en/US/products/ps11640/prod_command_reference_list.html
<i>Cisco Identity Services Engine Troubleshooting Guide, Release 1.1.x</i>	http://www.cisco.com/en/US/products/ps11640/prod_troubleshooting_guides_list.html
<i>Regulatory Compliance and Safety Information for Cisco Identity Services Engine, Cisco 1121 Secure Access Control System, Cisco NAC Appliance, Cisco NAC Guest Server, and Cisco NAC Profiler</i>	http://www.cisco.com/en/US/products/ps11640/prod_installation_guides_list.html
<i>Cisco Identity Services Engine In-Box Documentation and China RoHS Pointer Card</i>	http://www.cisco.com/en/US/products/ps11640/products_documentation_roadmaps_list.html

Platform-Specific Documents

Links to other platform-specific documentation are available at the following locations:

- Cisco ISE
http://www.cisco.com/en/US/products/ps11640/prod_installation_guides_list.html
- Cisco Secure ACS
http://www.cisco.com/en/US/products/ps9911/tsd_products_support_series_home.html
- Cisco NAC Appliance
http://www.cisco.com/en/US/products/ps6128/tsd_products_support_series_home.html
- Cisco NAC Profiler
http://www.cisco.com/en/US/products/ps8464/tsd_products_support_series_home.html
- Cisco NAC Guest Server
http://www.cisco.com/en/US/products/ps10160/tsd_products_support_series_home.html

Notices

The following notices pertain to this software license.

OpenSSL/Open SSL Project

This product includes software developed by the OpenSSL Project for use in the OpenSSL Toolkit (<http://www.openssl.org/>).

This product includes cryptographic software written by Eric Young (eay@cryptsoft.com).

This product includes software written by Tim Hudson (tjh@cryptsoft.com).

License Issues

The OpenSSL toolkit stays under a dual license, i.e. both the conditions of the OpenSSL License and the original SSLeay license apply to the toolkit. See below for the actual license texts. Actually both licenses are BSD-style Open Source licenses. In case of any license issues related to OpenSSL please contact openssl-core@openssl.org.

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This product includes cryptographic software written by Eric Young (eay@cryptsoft.com). This product includes software written by Tim Hudson (tjh@cryptsoft.com).

Original SSLeay License:

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This package is an SSL implementation written by Eric Young (eay@cryptsoft.com).

The implementation was written so as to conform with Netscapes SSL.

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Obtaining Documentation and Submitting a Service Request

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

<http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html>

Subscribe to the *What's New in Cisco Product Documentation* as an RSS feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service. Cisco currently supports RSS Version 2.0.



What's New In This Release

[Table 1](#) describes new features, updates, and changes to the Cisco Identity Services Engine Sponsor Portal for this release.

Table 1 *Updates for the Cisco Identity Services Engine, Release 1.1*

Feature	Location
Supported language templates, UTF-8 character data entry support	Internationalization and Localization, page 1-3 , and Customizing the Sponsor Portal, page 1-4
Guest user password protection	Creating Random Guest Accounts, page 2-4

Related Documentation

- General product information for Cisco ISE is available at <http://www.cisco.com/go/ise>.
- End-user documentation is available on Cisco.com at http://www.cisco.com/en/US/products/ps11640/tsd_products_support_series_home.html.



CHAPTER 1

Cisco ISE Sponsor Portal

Overview

A sponsor user is a person who creates the guest user account and is often an employee of the organization; for example, a lobby ambassador who creates and manages guest user accounts through a sponsor-oriented web portal. The Cisco ISE authenticates sponsors through a local database or external Lightweight Directory Access Protocol (LDAP) or Microsoft Active Directory identity stores.

A sponsor portal allows a sponsor to create temporary accounts for guests, visitors, contractors, consultants, or customers to perform HTTPS login to gain access to the network. The network could be a corporate network or access could provide access to the Internet.

You can provide account details to the guest by printout, email, or SMS. The entire experience, from user account creation to guest network access, is stored for auditing and reporting. These topics are discussed here:

- [Connecting to the Sponsor Portal, page 1-1](#)
- [Sponsor Groups, page 1-3](#)
- [Internationalization and Localization, page 1-3](#)
- [Customizing the Sponsor Portal, page 1-4](#)

Connecting to the Sponsor Portal

You can open a web browser and get connected to the sponsor portal through the web interface over HTTPS. To connect to the sponsor portal, enter the address as provided by your network administrator.

-
- Step 1** Enter the sponsor portal URL in the web browser, for example, `https://ip address:port number/sponsorportal`. The port number is configurable in the Cisco ISE Admin portal.



Note The default port for the Sponsor Portal is 8443.

- Step 2** Enter your user name and password in the sponsor portal login page ([Figure 1-1](#)), and click Login. Use the login credentials that are specified by your network administrator.
- Step 3** When you first log in, the Getting Started page is displayed as shown in [Figure 1-2](#).
-

**Note**

If your network administrator has not configured Sponsor portal on the Cisco ISE server, and you connect to the sponsor portal using the default HTTPS port, you will be redirected to the Cisco ISE Admin portal. If you connect to the sponsor portal using any other port, it will result in a resource not found error message.

Figure 1-1 ***Sponsor Portal Login Page***



Figure 1-2 ***Getting Started Page***



Sponsor User Lockout Following Failed Login Attempts

If you enter an incorrect password for your specified sponsor user ID for three times, the Cisco ISE Sponsor portal user interface “locks you out” of the system. Access to the Cisco ISE Sponsor portal is denied for 30 seconds, and you can make additional attempts after that.

Sponsor Groups

Guest sponsor groups contain the permissions and settings for the sponsor user. Sponsor users that belong to a particular sponsor group have a certain set of permissions and settings when they are logged into the sponsor portal.

Sponsor groups have role-based permissions for sponsors to allow or restrict access to different functions in the sponsor portal. Based on the permissions that are set for the sponsor group, a sponsor may be allowed or restricted to perform these actions:

- Create guest accounts
- Modify guest accounts
- Suspend or reinstate guest accounts
- View guest details
- Send account details to guests by email or SMS

Sponsor groups are configured by your network administrator in the Cisco ISE Admin portal.

Internationalization and Localization

Cisco ISE internationalization adapts the user interface for supported languages. Localization of the user interface incorporates locale-specific components and translated text. In Cisco ISE, Release 1.1 internationalization (UTF-8) and localization support includes text in the user interface, such as labels, messages, and user input in text fields.

Supported Languages

Cisco ISE, Release 1.1 provides localization and internationalization support for the following languages:

- Chinese (traditional), Chinese (simplified)
- English
- French
- German
- Italian
- Japanese
- Korean
- Portuguese (Brazilian)
- Russian
- Spanish

Internationalization and localization applies to all supported internet browsers.

**Note**

Different browsers might use different locale IDs. An ISE administrator can duplicate language templates on the Admin portal to address browser locale differences.

Guest Portal

The Guest portal can be localized to present user interface elements in all supported language locales. This includes text, field names, button labels, and messages. You can configure supported language templates on the administrative portal.

Default templates for supported languages are included in a standard Cisco ISE installation. If an unsupported locale is requested by client browser, the English locale default portal is displayed.

The following Guest portal input fields support UTF-8:

- Login user name
- Login password
- All fields on the self-registration page

Customizing the Sponsor Portal

You can customize default settings of the sponsor portal such as the language template, time zone, telephone country code, and default login page from the Settings Customization page.

To customize default settings of the sponsor portal, complete the following steps:

-
- Step 1** Choose **Sponsor > Settings Customization**.
- Step 2** Do one of the following to specify the language for the application interface guest printout, email, and SMS notification:
- Check the **Use Browser Locale** check box, to display the default language of the user's browser.
 - Uncheck the **Use Browser Locale** check box, and from the **Language Template** drop-down list choose a language.

There are ten standard language templates, as shown in [Figure 1-3](#). If your administrator created additional custom templates, they appear in this list as well. For a list of the standard languages, see [Supported Languages, page 1-3](#).

Figure 1-3 *Standard Language Templates*



Step 3 Choose a **Timezone** from the drop-down list. The timezone you choose applies to the account creation pages.

Step 4 Specify a **Location** as the default guest location for creating accounts.

Step 5 Enter the **Sponsor's Email Address** to receive a copy of the guest account details.

The Cisco ISE administrator must have configured an email server for the email configuration options to work properly. Contact your administrator if this feature is not available to you.

Step 6 Check the **Receive Email Confirmation** check box to receive a copy of the guest account details whenever you click the **Email** button to notify the users of their guest account details.

To notify guest users through email, your Cisco ISE administrator must set appropriate authorization levels while creating sponsor groups. Contact your administrator if this feature is not available to you.



Note If you do not have privileges for viewing guest passwords, the Receive Email Confirmation option will not work. Likewise, if you printout guest details the password field displays as **** instead of the actual password.

Step 7 Choose the **Default Page to Show After Login** from the drop-down list.

Step 8 Click **Save**.

Your customizations are applied. For example, if you chose Spanish as a language template the portal pages appear in the selected language. [Figure 1-4](#) shows the Create a Single Account page after applying the Spanish language template.

Figure 1-4 *Applied Spanish Language Template*





CHAPTER 2

Managing Guest Accounts

You can create and manage guest user accounts to provide temporary network access for guests. If you have numerous guest user accounts whose account information is stored in an external database, you can import this information to expedite the account creation process.

This section covers the following topics:

- [Creating a Single Guest Account, page 2-1](#)
- [Creating Random Guest Accounts, page 2-4](#)
- [Importing Guest Accounts, page 2-5](#)
- [Editing an Existing Guest User Account, page 2-6](#)
- [Deleting an Existing Guest User Account, page 2-7](#)
- [Suspending a Guest User Account, page 2-7](#)
- [Reinstating a Suspended Account, page 2-8](#)
- [Viewing Guest Accounts and Resending Account Details, page 2-8](#)

Creating a Single Guest Account

You can create a single guest user accounts to provide network access to any guest. User account is created with a randomly generated password, based on the Password Policy that is set globally for the system.

Guest User Password Protection

Passwords can be viewed by the sponsor or admin, until such time that the guests change their passwords. After a guest changes their password, asterisks (*****) replace the password in the Password field hiding it from view.



Note

If a guest user forgets their customized password, you must create a new guest account for that user. Currently, resetting a customized password is not supported.

To create a single guest user account, complete the following steps:

-
- Step 1** Log in to the Sponsor portal.
 - Step 2** Click **Create Single Guest Account**, from the Home page

The Create Guest Account dialog box appears. See [Figure 2-1](#).

Figure 2-1 **Create Guest Account Dialog Box**



Step 3 Enter the values as described in [Table 2-1](#).

Step 4 Click **Submit**.

The Successfully Created Guest Account screen appears with the Guest details and the system-generated username and password for the guest account. Do one of the following:

- a. Choose the notification form by clicking **Print, Email, or SMS**. Depending on the privileges given to the sponsor group by your network administrator in the Cisco ISE Admin portal, you may or may not get these notification buttons.
- b. Click **Create Another Account** to create more guest user accounts.
- c. Click **View All Accounts** to view a list of all the guest user accounts created.

Initially, when you create a guest user account, the status that is shown for that account is Awaiting Initial Login. After the guest logs in with the given user name and password, and accepts the Use Policy, the status changes to Active.

After you create a guest user, the logs are stored in the guest sponsor summary report.



Note

The fields on this screen may be made Mandatory, Optional, or Not Used as configured by your network administrator in the Cisco ISE Admin portal. All fields might not appear on the page, depending on the configurations that your network administrator made.

Table 2-1 *Description of Fields Available in the Create Single Guest Account Dialog Box*

Option	Description
First Name	First name of the guest user; maximum length is 24 characters.
Last Name	Last name of the guest user; maximum length is 24 characters.
Email Address	<p>A valid email address of the guest user; maximum length is 48 characters.</p> <p>For example, username@domain.com.</p> <p>The Cisco ISE sends the login credentials to this email address if the guest user chooses to be notified through email.</p> <p>To notify guest users through email, your Cisco ISE administrator must set appropriate authorization levels while creating sponsor groups. Contact your administrator if you need additional assistance with this feature.</p>
Company	Maximum length is 24 characters.
Phone Number	<p>A valid phone number of the guest user.</p> <p>The Cisco ISE sends the login credentials to this telephone number if the guest user chooses to be notified through SMS.</p>
Optional Data 1 through 5	Add any additional information that you want to enter about the guest user.
Group Role	Assign a group role for the guest user. Group role is the Identity Group that is to be assigned to the guest user. This Identity Group is used in authorization policies to map the guest users to their appropriate network access privileges.
Time Profile	Assign a time profile for the guest user.
Timezone	Set a time zone under which you want to keep the guest user.
Language Template for Email/SMS Notifications	Choose the language template to be used for sending Email or SMS notification.

**Note**

Guest objects use internal dates in UTC timezone. As a result, all dates and time will appear in UTC time when logged in audit logs.

**Note**

When the primary Administration ISE node is down, you cannot create new guest user accounts. During this time, the guest and sponsor portals provide read-only access to the existing guest and sponsor users respectively. Also, a sponsor admin who has never logged into the sponsor portal before the primary Administration ISE node went offline, can not login to the sponsor portal until a secondary Administration ISE node is promoted or the primary Administration ISE node becomes available."

Related Topics

- [Creating Random Guest Accounts, page 2-4](#)
- [Importing Guest Accounts, page 2-5](#)
- [Editing an Existing Guest User Account, page 2-6](#)

- [Deleting an Existing Guest User Account, page 2-7](#)
- [Suspending a Guest User Account, page 2-7](#)
- [Reinstating a Suspended Account, page 2-8](#)

Creating Random Guest Accounts

You can create up to 10,000 random guest accounts in advance, record the details separately, and store them in the system for future use. An example of random accounts usage could be a lobby ambassador who hands out guest user access accounts from a predefined list.

Random accounts are created with randomly generated usernames and passwords. You can add a username prefix to each account name. The remainder of the username and generation of the password follow the username and password policies that are set by your network administrator in the Cisco ISE Admin portal.

Guest User Password Protection

Randomly generated passwords can be viewed by the sponsor or admin, until such time that the guests change their passwords. After a guest changes their password, asterisks (*****) replace the password in the Password field hiding it from view.



Note

If a guest user forgets their customized password, you must create a new guest account for that user. Currently, resetting a customized password is not supported.

To create a random guest account, complete the following steps:

- Step 1** Log into the Sponsor portal.
- Step 2** Click **Create Random Guest Account**.
A dialog box appears.
- Step 3** Enter the values as described in [Table 2-2](#) in the dialog box.
- Step 4** Click **Submit**.
The Current Guests listing page is displayed with the list of newly created guest accounts.

[Table 2-2](#) describes the fields that are available in the Create Random Guest Account dialog box.

Table 2-2 Description of Options Available in the Create Random Guest Account Dialog Box

Option	Description
Number of Random Accounts to Create	The number of random accounts that you want to create.
Username Prefix	A username prefix to be added to the randomly generated username.
Group Role	Assign a group role for the guest user. Group role is the Identity Group to be assigned to the guest user. This Identity Group is used in authorization policies to map the guest users to their appropriate network access privileges.

Table 2-2 Description of Options Available in the Create Random Guest Account Dialog

Option	Description
Time Profile	Assign a time profile for the guest user.
Timezone	Set a time zone under which you want to keep the guest users.

Related Topics

- [Creating a Single Guest Account, page 2-1](#)
- [Importing Guest Accounts, page 2-5](#)
- [Editing an Existing Guest User Account, page 2-6](#)
- [Deleting an Existing Guest User Account, page 2-7](#)
- [Suspending a Guest User Account, page 2-7](#)
- [Reinstating a Suspended Account, page 2-8](#)

Importing Guest Accounts

To create numerous guest user accounts whose account information is stored in an external database, you can use the Import Guest Accounts feature to import the details. Upload a .csv file to the sponsor portal. The sponsor portal parses the information in the .csv file and creates new guest user account for each entry in the file.

To import a .csv file, complete the following steps:

-
- Step 1** Log into the Sponsor portal.
- Step 2** Click **Import Accounts** under Account Management.
The Import Accounts dialog box appears.
- Step 3** Enter the values as described in [Table 2-3](#) in the dialog box.
- Step 4** Click **Import**.
-

[Table 2-3](#) describes the fields that are available in the Import Guest Account dialog box.

Table 2-3 Description of Options Available in the Import Guest Account Dialog Box

Option	Description
File	Click Browse to choose and upload the .csv file to the sponsor portal.
Group Role	Assign a group role for the guest user. Group role is the Identity Group to be assigned to the guest user. This Identity Group is used in authorization policies to map the guest users to their appropriate network access privileges.
Time Profile	Assign a time profile for the guest user.
Timezone	Set a time zone under which you want to keep the guest users.

Table 2-3 *Description of Options Available in the Import Guest Account Dialog Box(continued)*

Option	Description
Language Template for Email/SMS Notifications	Choose the language template to be used for sending Email or SMS notification.
Download Import File Template	Downloads a template that describes the format for the .csv file.

The import process creates as many guest accounts as there are entries in the .csv file. If there is an error in any entry, that entry is omitted and the remaining entries are imported.

Related Topics

- [Creating a Single Guest Account, page 2-1](#)
- [Creating Random Guest Accounts, page 2-4](#)
- [Editing an Existing Guest User Account, page 2-6](#)
- [Deleting an Existing Guest User Account, page 2-7](#)
- [Suspending a Guest User Account, page 2-7](#)
- [Reinstating a Suspended Account, page 2-8](#)

Editing an Existing Guest User Account

This section shows you how to edit an existing guest user account.

To edit an existing guest user account, complete the following steps:

-
- | | |
|---------------|--|
| Step 1 | Log into the sponsor portal. |
| Step 2 | Click View All Guest User Accounts to go to the Guest User Accounts List page. |
| Step 3 | Click the guest account name that you want to modify, or check the check box next to the name and click Edit .

The Edit Guest User page appears. |
| Step 4 | Modify the values as described in Table 2-1 .

Status displays the current status of the guest user account. |

- Step 5** Check the **Suspend** check box if you want to suspend a guest user account.
- Step 6** Click **Submit**.
-

Related Topics

- [Creating a Single Guest Account, page 2-1](#)
- [Creating Random Guest Accounts, page 2-4](#)
- [Importing Guest Accounts, page 2-5](#)
- [Deleting an Existing Guest User Account, page 2-7](#)
- [Suspending a Guest User Account, page 2-7](#)
- [Reinstating a Suspended Account, page 2-8](#)

Deleting an Existing Guest User Account

This section shows you how to delete an existing guest user account.

To delete an existing guest user account, complete the following steps:

-
- Step 1** Log into the sponsor portal.
- Step 2** Click **View All Guest User Accounts** to go to the Guest User Accounts List page.
- Step 3** Check the check box next to the guest user name and click **Delete**.
-

Related Topics

- [Creating a Single Guest Account, page 2-1](#)
- [Creating Random Guest Accounts, page 2-4](#)
- [Importing Guest Accounts, page 2-5](#)
- [Editing an Existing Guest User Account, page 2-6](#)
- [Suspending a Guest User Account, page 2-7](#)
- [Reinstating a Suspended Account, page 2-8](#)

Suspending a Guest User Account

This section shows you how to suspend a guest user account.

To suspend a guest user account, complete the following steps:

-
- Step 1** Log into the sponsor portal.

- Step 2** Click **View All Guest User Accounts** to go to the Guest User Accounts List page.
- Step 3** Check the check box next to the guest user name and click **Suspend**.
-

Related Topics

- [Creating a Single Guest Account, page 2-1](#)
- [Creating Random Guest Accounts, page 2-4](#)
- [Importing Guest Accounts, page 2-5](#)
- [Editing an Existing Guest User Account, page 2-6](#)
- [Deleting an Existing Guest User Account, page 2-7](#)
- [Reinstating a Suspended Account, page 2-8](#)

Reinstating a Suspended Account

This section shows you how to reinstate a suspended guest user account.

To reinstate a suspended guest user account, complete the following steps:

-
- Step 1** Log into the sponsor portal.
- Step 2** Click **View All Guest User Accounts** to go to the Guest User Accounts List page.
- Step 3** Check the check box next to the guest user name and click **Reinstate**.
-

Related Topics

- [Creating a Single Guest Account, page 2-1](#)
- [Creating Random Guest Accounts, page 2-4](#)
- [Importing Guest Accounts, page 2-5](#)
- [Editing an Existing Guest User Account, page 2-6](#)
- [Deleting an Existing Guest User Account, page 2-7](#)
- [Suspending a Guest User Account, page 2-7](#)

Viewing Guest Accounts and Resending Account Details

All the guest user accounts that you created appear on the Guest User Accounts List page. This page allows you to view, print, or email the account access details to guests if they have lost or forgotten them.

The guest accounts might display the following status:

- **Active**—When an account is being used by the guest user.
- **Suspended**—When an account has been suspended by a sponsor user.
- **Awaiting Initial Login**—When the guest user has not yet logged in for the first time.

- **Expired**—When an account has expired following the expiration of the valid time defined by the time profile for that account.

This page also allows you to edit, delete, reinstate, or suspend a guest account as shown in [Figure 2-2](#).

Depending on the privileges set for the sponsor group that you belong to, you may or may not have permission to perform some of the following actions. See [Sponsor Groups, page 1-3](#) for more details.

The following actions can be performed from the Guest User Accounts List page:

- **Create**—To create a new guest user account.
- **Edit**—To edit an existing guest account. Click the guest account name that you want to modify, or check the check box next to the name and click **Edit**.
- **Delete**—To delete an existing account. Check the check box next to the name and click **Delete**.
- **Reinstate**—To reactivate a suspended account. Check the check box next to the name and click **Reinstate**.
- **Suspend**—To suspend a guest user account. Check the check box next to the name and click **Suspend**.
- **Print**—To print the account details of an existing account. Check the check box next to the name and click **Print**. This button is available only if Allow Printing Guest Details option is set to Yes in Authorization Levels while creating the Sponsor Group.
- **Email**—To send mail with the account details to the guest. Check the check box next to the name and click **Email**. This button is available only if Send Email option is set to Yes in Authorization Levels while creating the Sponsor Group. Contact your administrator if this feature is not available to you.

To send the guest's account details by email, the Cisco ISE administrator must first setup an email server. Contact your administrator if this feature is not available to you.

- **SMS**—To send SMS with the account details to the guest. Check the check box next to the name and click **SMS**. This button is available only if Send SMS option is set to Yes in Authorization Levels while creating the Sponsor Group.
- **Filter**—To filter and search the existing guest accounts based on the username, firstname, lastname, or email address.
- **Display records per page**—To set the numbers of records to be displayed per page, choose the record limit from the list available and click **Go**. The available denominations are 10, 25, 50, 100, and 200.
- **Page Navigation**—On existence of more records that cannot be accommodated in a single page, the records are displayed in multiple pages. [Table 2-4](#) describes the icons that are used for page navigation.

Table 2-4 Page Navigation Icons



Icon	Description
	To view the next page
	To view the previous page

Table 2-4 Page Navigation Icons



Icon	Description
	To view the last page
	To view the first page

Figure 2-2 Guest Users Listing Page





INDEX

C

conventions, document [iii-v](#)

D

document conventions [iii-v](#)

document updates [iii-vi](#)

E

end-user documentation [iv-xi](#)

G

general product information [iv-xi](#)

getting started page [1-2](#)

guest account

 create random [2-4](#)

 create single [2-1](#)

 edit existing [2-6](#)

 import [2-5](#)

 password protection [2-4](#)

 resend details [2-8](#)

 view details [2-8](#)

I

I18n [1-3](#)

internationalization [1-3](#)

L

L10n [1-3](#)

languages, supported [1-3](#)

license issues [iii-viii](#)

localization [1-3](#)

login page [1-2](#)

O

OpenSSL [iii-viii](#)

P

password protection [2-1, 2-4](#)

platform-specific documents [iii-vii](#)

R

release specific documents [iii-vi](#)

S

service request, submitting [iii-x](#)

sponsor groups [1-3](#)

sponsor portal [1-1](#)

 customize [1-4](#)

 getting started page [1-2](#)

 login page [1-2](#)

W

What's New [iv-xi](#)

