

排除ZTA注册错误"；安全评估注册错误。无法注册到Duo Desktop"；

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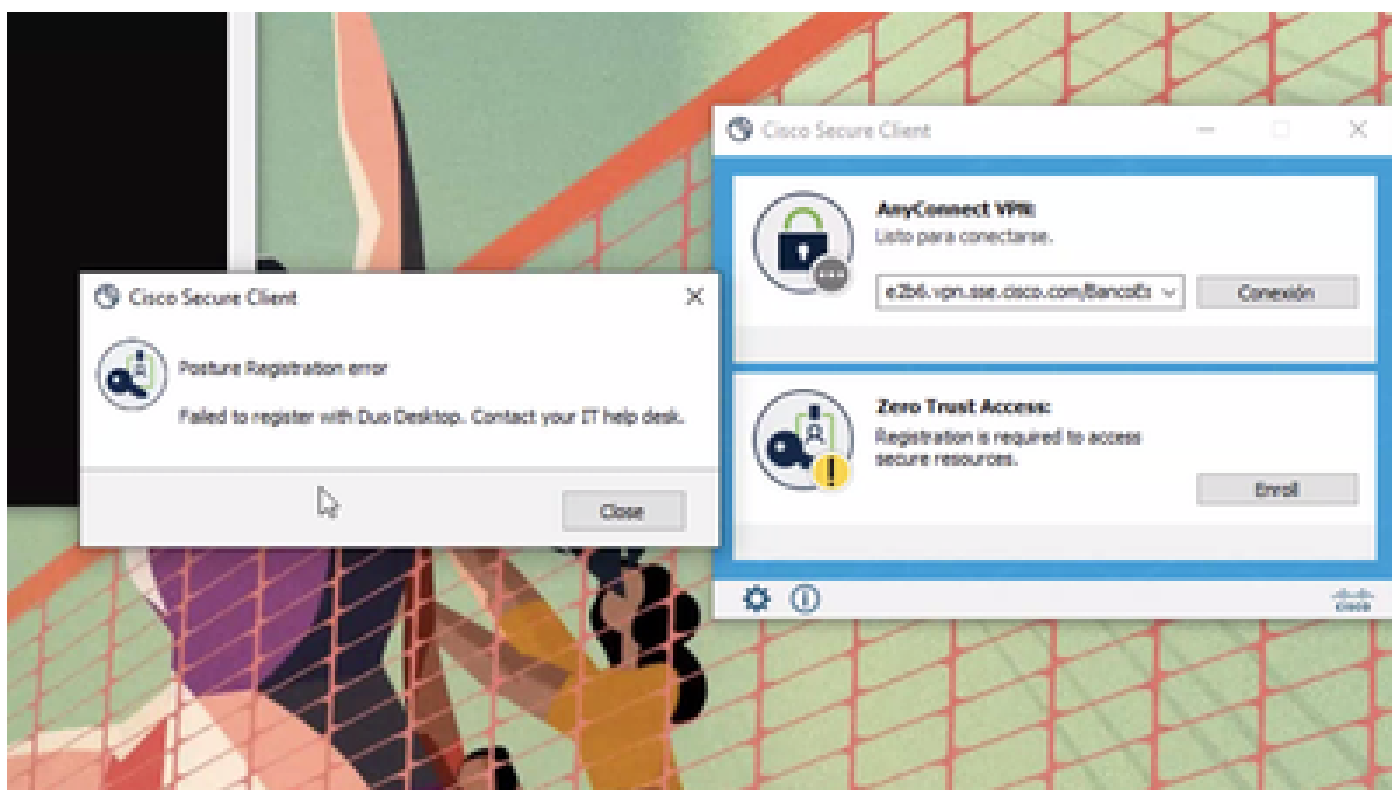
简介

本文档介绍如何解决“Posture Registration Error”。无法注册到Duo桌面”。

问题

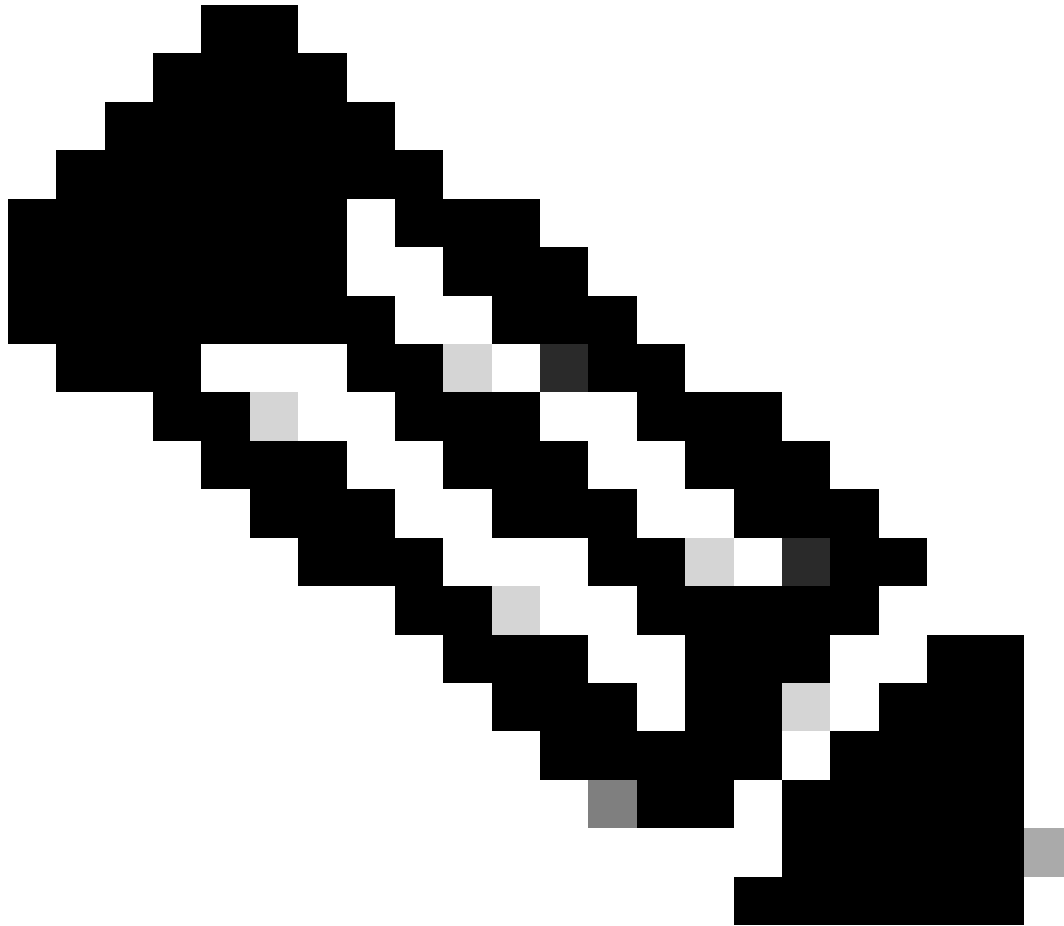
当用户尝试在ZTA中注册时，错误会在Cisco Secure Client通知弹出窗口中显示：

Posture Registration Error. Failed to Register with Duo Desktop.

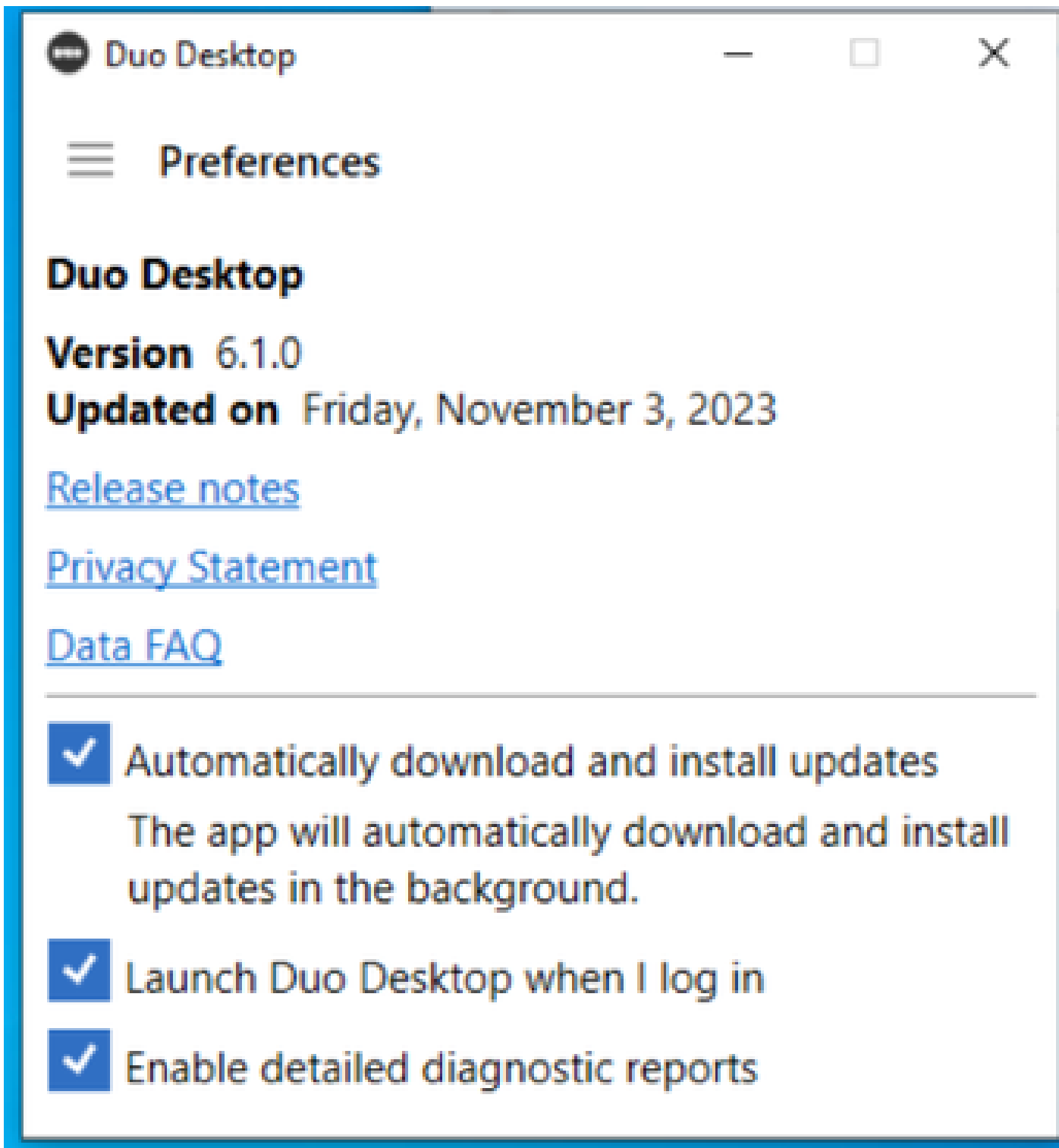


要检查问题，请按照以下步骤验证日志：

- Open (未解决) Duo Desktop > Settings > Preferences Button
 - Enable Detailed Diagnostic reports
-

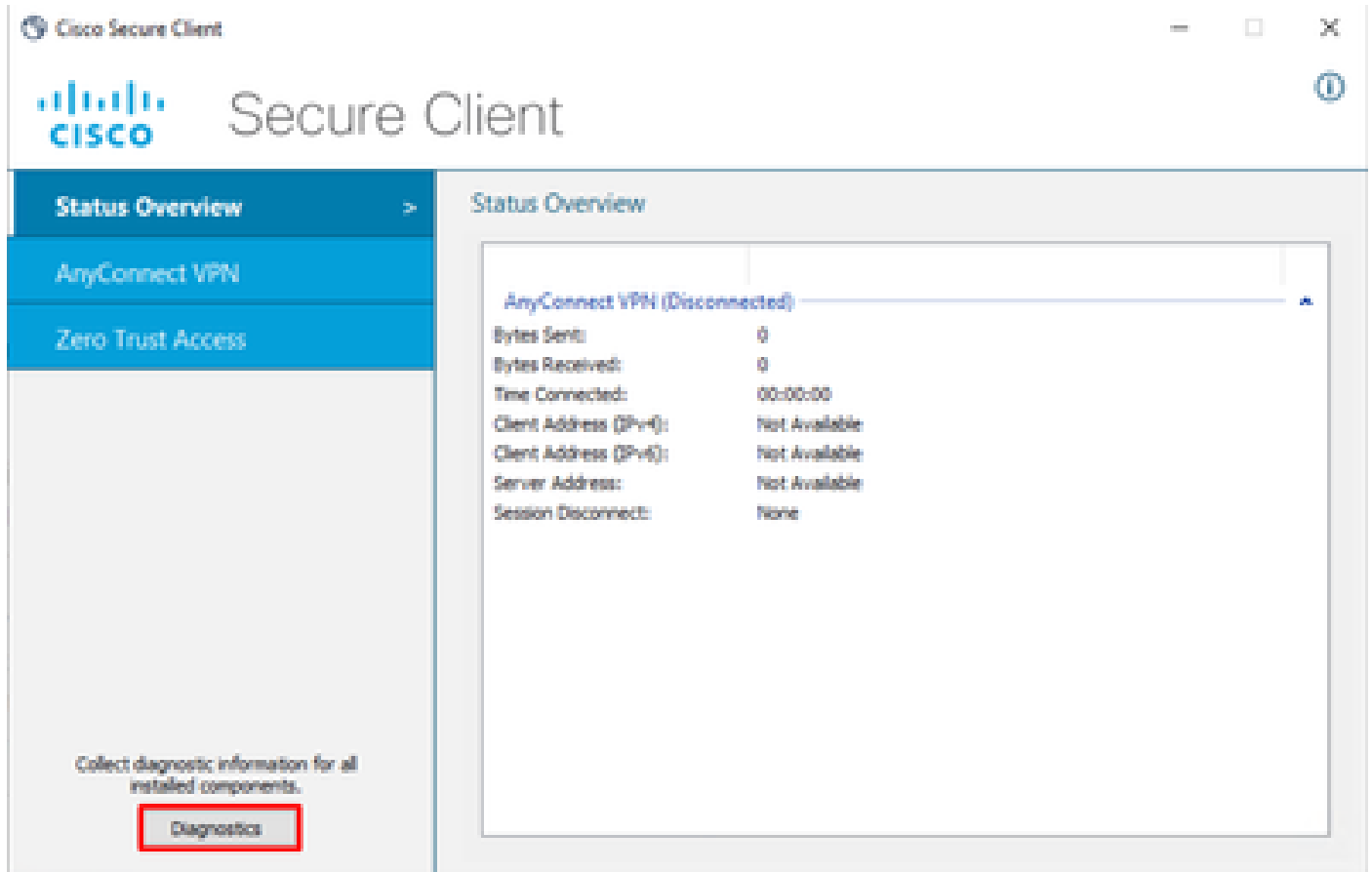


注意：您还可以参阅[如何启用和查看Duo Desktop的调试日志](#)



重现该问题，然后运行 **DART** (Diagnostic And Reporting Tool)。

- Open Secure客户端
- 点击 **Diagnostics**



Cisco安全客户端-生成DART

- 继续向导的操作；不要修改Default选项来收集所有信息

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

之后捆绑包日志位于您的桌面上。

- 在DART文件下，访问 Cisco Secure Client > Zero Trust Access > Logs
- Open (未解决) ZeroTrustAccess.txt

ZTNA错误在下一个日志中：

- (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 -错误日志

之后捆绑包日志位于您的桌面上。

- 在DART文件下，访问 Cisco Secure Client > Duo Desktop > DHA_Logs
- 打开DuoDeviceHealth.log

Duo Desktop错误出现在下一个日志中：

- ()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 -错误日志

Error "Invalid server certificate found; not in pinned list" 在Duo Desktop中，由于流量检查、解密或代理而使用的证书有误。

有关详细信息，请查看[如何解决Duo Desktop中的调试日志错误“Invalid server certificate found; not in pinned list”？](#)

解决方案

- 确保在您的环境或安全访问中的任何SSL解密/检查/注入、代理或防火墙基础设施中，*duosecurity.com 都列为例外。
- 确保sseposture-routing-commercial.k8s.5c10.org在您的环境或安全访问的任何SSL解密/检查/注入、代理或防火墙基础设施中列为例外。

- 确保ssepature-routing-commercial.posture.duosecurity.com在您的环境或安全访问的任何SSL解密/检查/注入、代理或防火墙基础设施中列为例外。

相关信息

- [安全访问用户指南](#)
- [思科技术支持和下载](#)

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