

2017-01-31

Tuesday, January 31, 2017 09:25

- 2.4u3
- 2 servers
 - 1-Over 500 elements
 - 2-normal
- Switches so NOT keep alive
- Last year does not manage devices correctly (ports locked)
- Since upgrade
 - Search all does not work
 - Port status is not updated in the UI
- Weird network devices - uses OSFP
- Compliance check disables port (AV not installed, not updated 6d, etc)
- Marketing physical move caused ports to lock due to unrecognized IP (actual change was link down+link up)
- Switch moving and move back enforcers solves IP recognition
- Minor issues:
 - IP not recognized -> gave voucher
 - CPU and memory consumption - requests/events are not handled. Memory issue require server restart and not just service restart
 - Switches (cisco) CPU is high (shdera)
- PT
 - Rolling MAC (every 120 sec) allows access to the network
 - Defined secure port on the switch to limit to 5 mac and disables for 5 minutes
 - In Juniper, Portnox identifies old mac which no longer exists and thus locks port
 - Mac spoofing (printer/ip phone)
- 4 people in Rishon -network - switches configuration
- Eran+Nachum - policy, devices
- HelpDesk
- Field technicians in view only + revalidate,reset,enable,disblae,voucher
- 2 Security people have view

2018-04-18

Thursday, 18 April 2019 15:18

- Junipers switch ports/devices "flags" stays in the cache, searcher threads do not start authentication process with reason "device is already being handled" since it's flag is "authenticated" no authentication process occurs neither searcher to provide IP and MAC to port display in NAS view. Open TFS: [50110](#).
 - **Issue on module 0 (SSH) only**
- IPHelpers devices with missing IP- the customer using 2 helpers (2 firewalls) that provide arp table to 1 switch, it seems that 1 iphelper have a full arp table and 1 is not.
If we removed the iphelper with the sorting table, it fixes the issue, the customer said that it works before, noting change by them.
He wants to use both for backup if one is down.
- **Schedule on site visit with PS and Dev** to map issue and begin investigation