



SANGFOR



IAM

QQ is Prohibited From Uploading Files Configuration Guide

Version 12.0.18



Change Log

Date	Change Description
Nov 22, 2019	Version 12.0.18 document release.

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1 Application Scenario

Reject intranet users to upload document by using QQ

Requirement condition:

1. Prepare one IAM version 11.0 device, with IP address 10.1.3.40.
2. Prepare one PC, with a testing IP address 10.1.3.101.

2 Configuration Step

First Step: Update database to latest version.

[System] – [General] – [Update] – [Database Update], verify if the current database version is the latest version, please make sure that [Application Signature Database] has updated to latest version, else click on [Update now] to update to latest version.

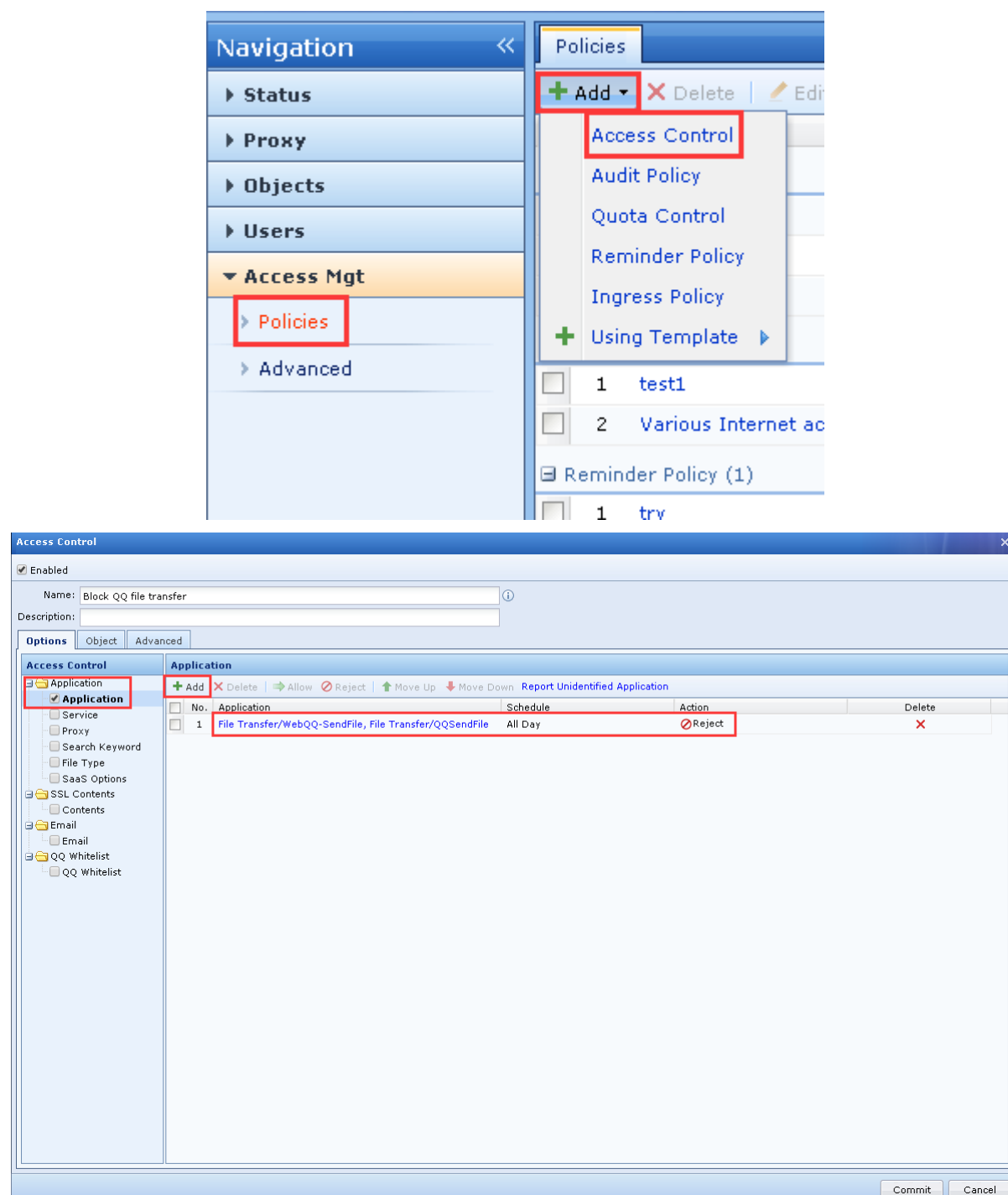
Ensure that [URL Database], [Application Signature Database] and [Audit Rule Database] will have 1 or 2 updates per month.

No.	Database	Current Version	Latest Version	Update Service Expires On	Auto Update	Operation
1	Engine Zero	2019-04-30	2019-04-30	30190101	✓	
2	URL Database	2019-11-05 09:00:00	2019-11-19	2020-01-27	✓	
3	System patch	SP_LFD SP_fsu SP_ume SP_htc...	SP_userlogout	Never expire	✓	
4	Application Signature Database	2019-11-05 12:34:56	2019-11-05	2020-01-27	✓	
5	Audit Rule Database	2019-11-08	2019-11-08	2020-01-27	✓	

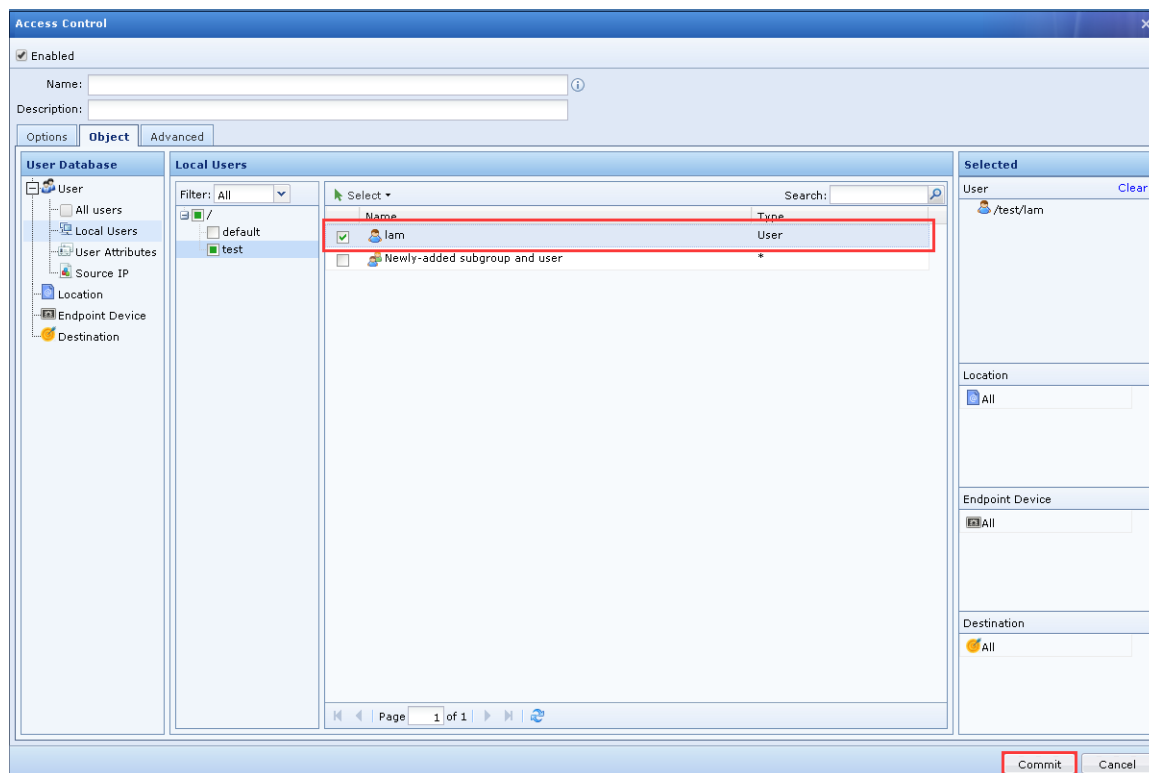
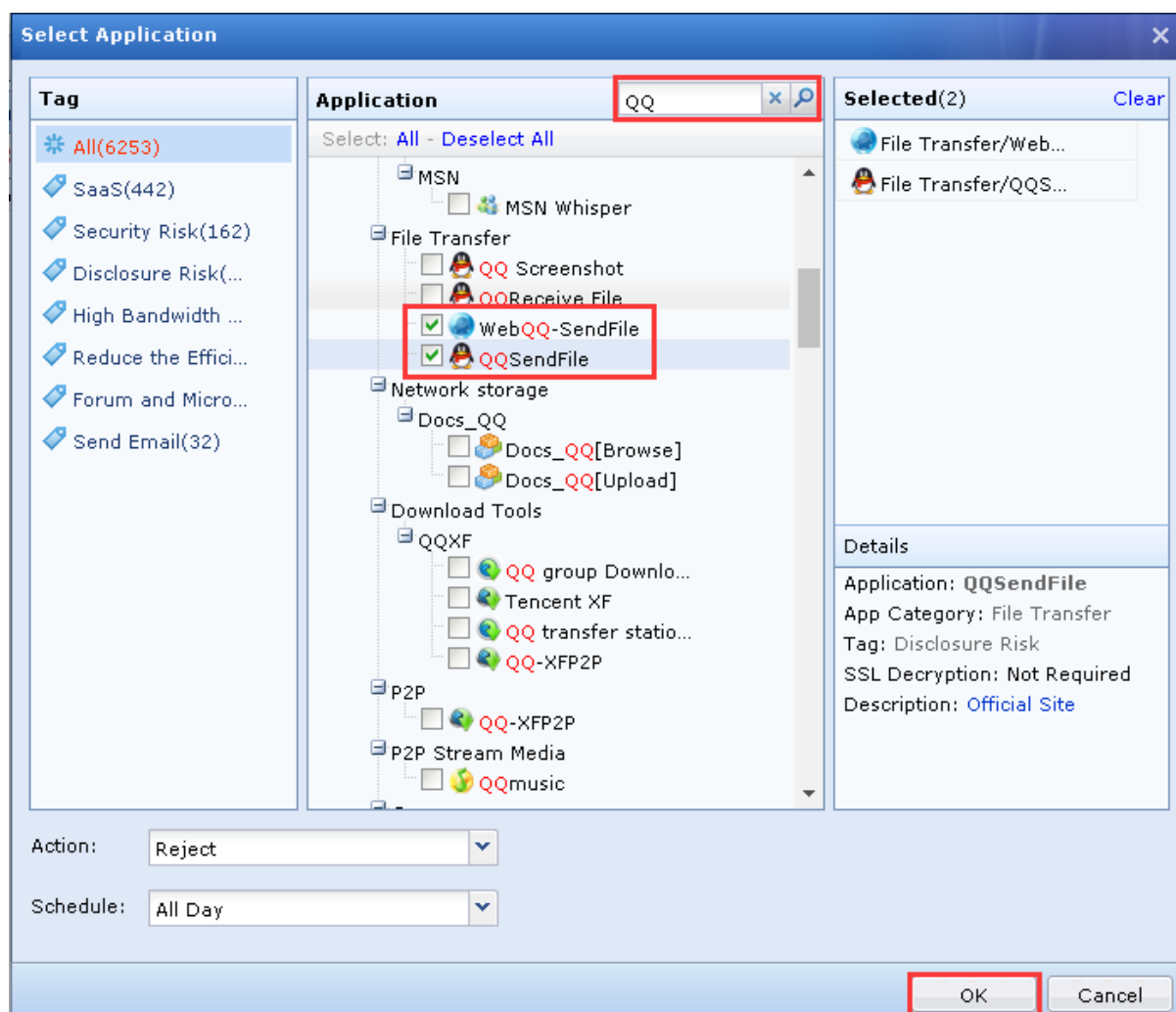
When update the database, please ensure that the license is within the validity period, as well as the device is able to visit website and resolve the domain name normally.

Second Step: Configure access control policy

In [Access Management] – [Policies], click on [Add] – [Access Control], insert a name for this policy at “Name” bar, then select [Application], continue click on [Add], select application that related to QQ document or file transfer, [Schedule] as All Day, [Action] as Reject, [Object] you may choose all or some specified user, you will finish the configuration after click on [Commit], the configuration as diagram below.



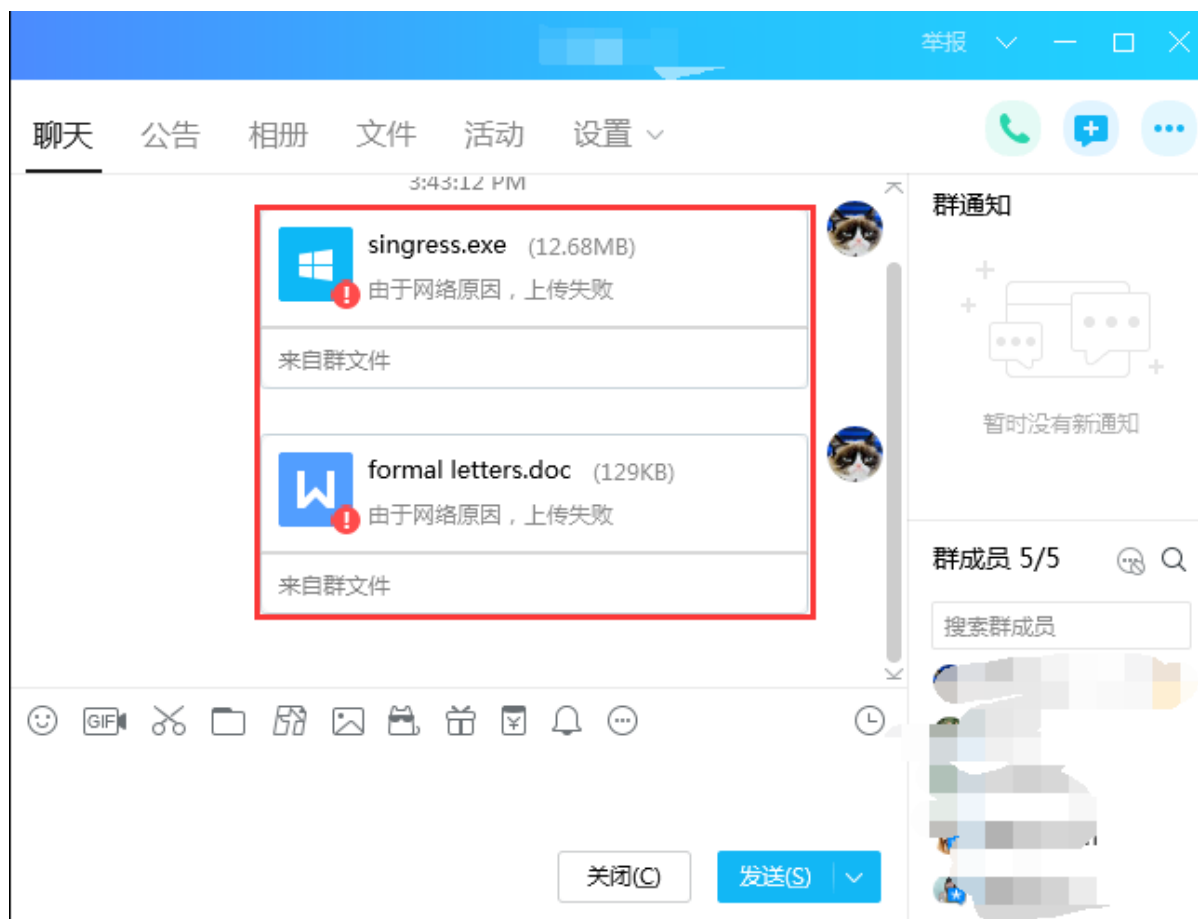
While select a **[Application]**, you may use the search bar to look for the application, for example, with insert the keyword “QQ”, you able to see the related application **[QQSendFile]** and **[WebQQ-SendFile]**, click on the application **[QQSendFile]** you able to see the **[Application Details]** at bottom right corner, the details include the application name, application category, tag, description and the official website.



3 Testing Result

After user login QQ, whether offline file transfer or instant file transfer, this action will reject by the IAM device, as we can see the diagram below.

1. From the screen display we able to see the QQ file send is fail.



2. We also can check at [Status] – [Internet Activities], we able to see from the real-time log, the QQ file transfer has been rejected.

Navigation

Status

Dashboard

Online Users

Troubleshooting Center

Traffic Statistics

Internet Activities

Locked Users

SaaS Applications

Security Events

Authentication Policy

Internet Activities

Auto Refresh: 5 second(s)

Filter

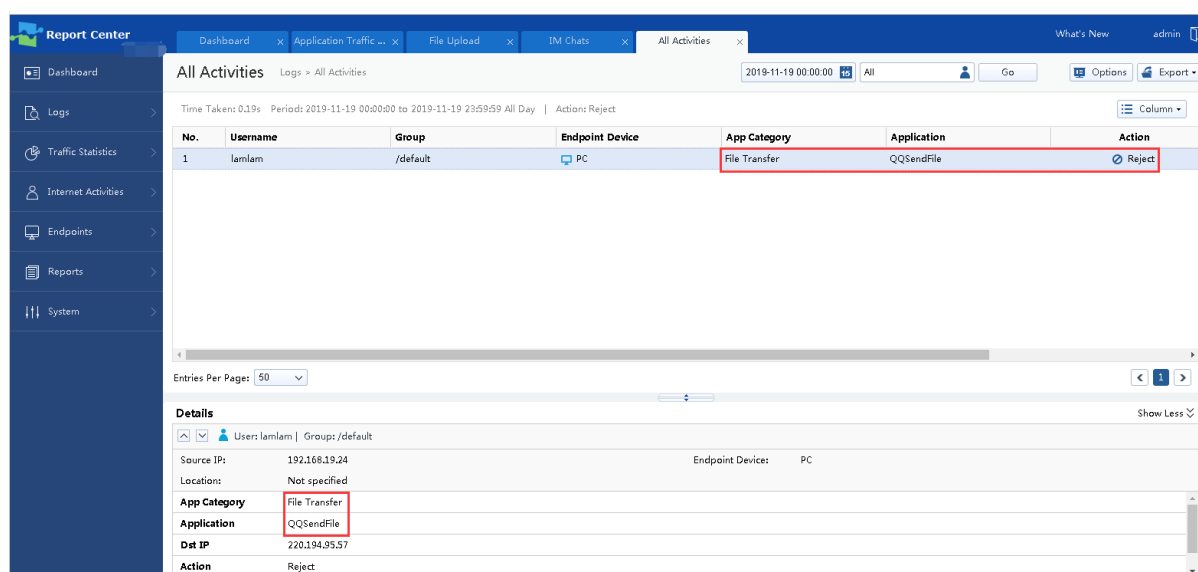
Filter: Group (/)

Objects: Outgoing Files

Action: Reject Alert

No.	Time Occurred	Username	Group	IP Address	App Category	Application	Action	Details
1	8 minutes ago	lamlam	/default	192.168.19.24	File Transfer	QQSendFile	Reject	

3. From [Internal Report Center] – [Logs] – [All Activities], we able to see the QQ send file is being rejected under File Transfer category.



4 Precautions

1. If the database cannot be updated, please check on:

Please ensure that the license is within the validity period .

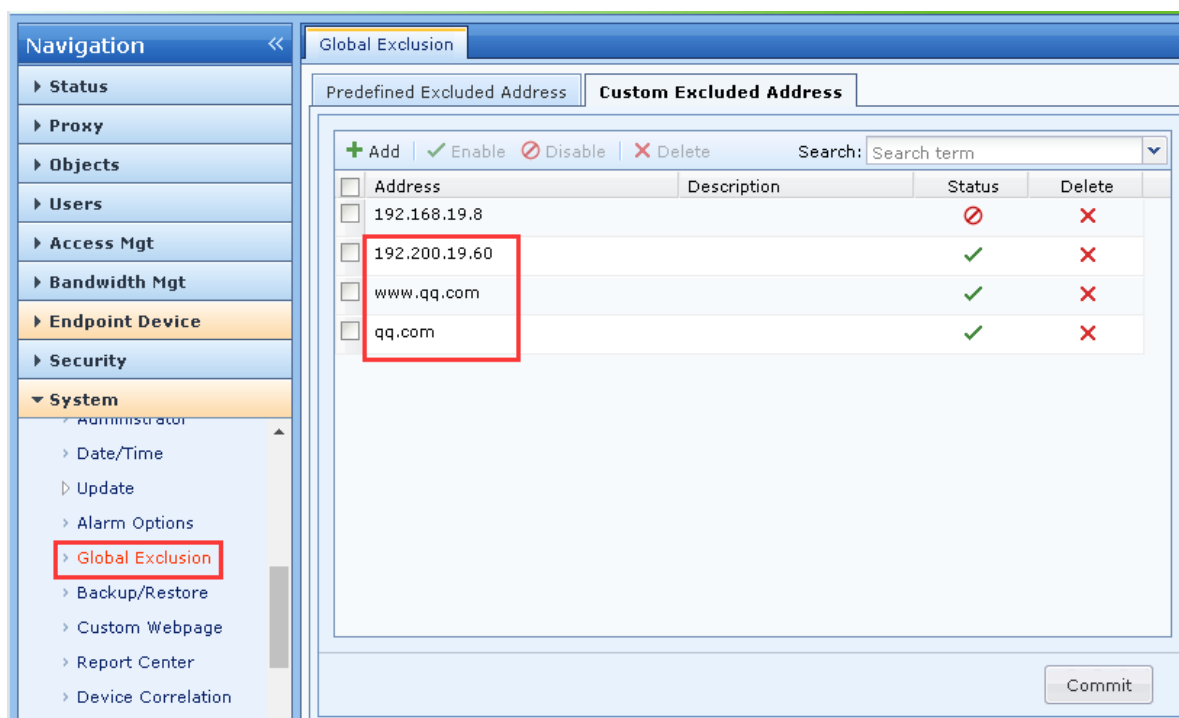
Please ensure that the device is able to visit website and resolve the domain name normally, since database update is connected to the update server with port 80 to perform updating.

By using the web console at **[System] – [Diagnostics] – [Web Console]**, telnet the domain name with port number, for example : telnet www.baidu.com 80. If the result return “connect OK”, means that the device is able to access to internet and resolve domain name correctly. If the connection fails, please check on the devices DNS configuration and whether the configuration of the upper proxy devices is acting as a proxy for IAM device to access the Internet.

Please ensure that the communicate between IAM and update server is successful. You able to test the update server connectivity at **[System] – [General] – [Update] – [Database Update] – [Update server]**. You can test with different server to ensure that the communication is normal, if the connection is normal, try to use different server to update the database.

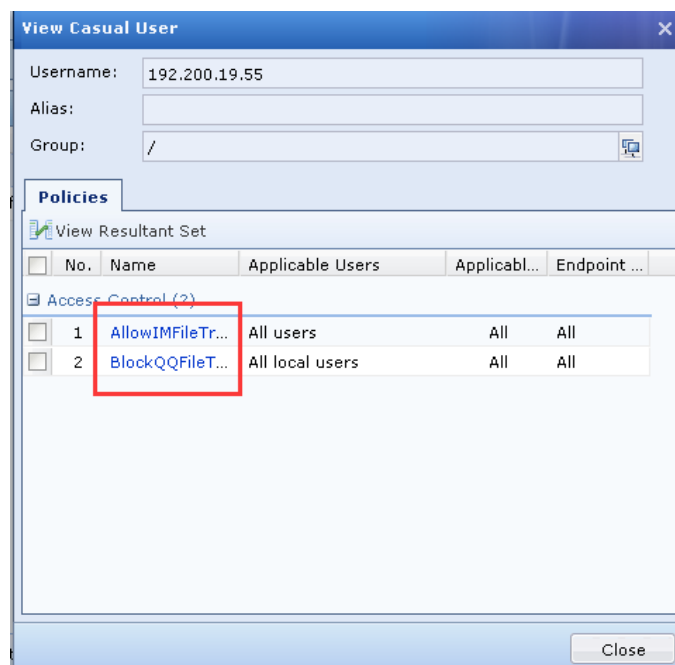
Recommend to refer the following links to get more configuration details:

2. The Policies only will take effect on the user after user authenticate by IAM. If user able to access internet without going through the device, or the user IP address, QQ domain name is added in Global Exclusion, it will not take effect by the Policies.



3. The policies matching rules is from top to bottom, once it match a policy, it will not continue to match the following policies.

For example, the diagram below shows the user has applied with two policies. The first policy is allow IM file transfer, and second policy is block QQ file transfer. As we can see the first policy on top of the second policy, QQ file transfer is allowed. What we need to block the QQ file transfer is to push the second policy to the top, then it will block QQ file transfer follow by allow IM file transfer.





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