



IAM

User Quota Policy Troubleshooting Guide

Version 12.0.18



Change Log

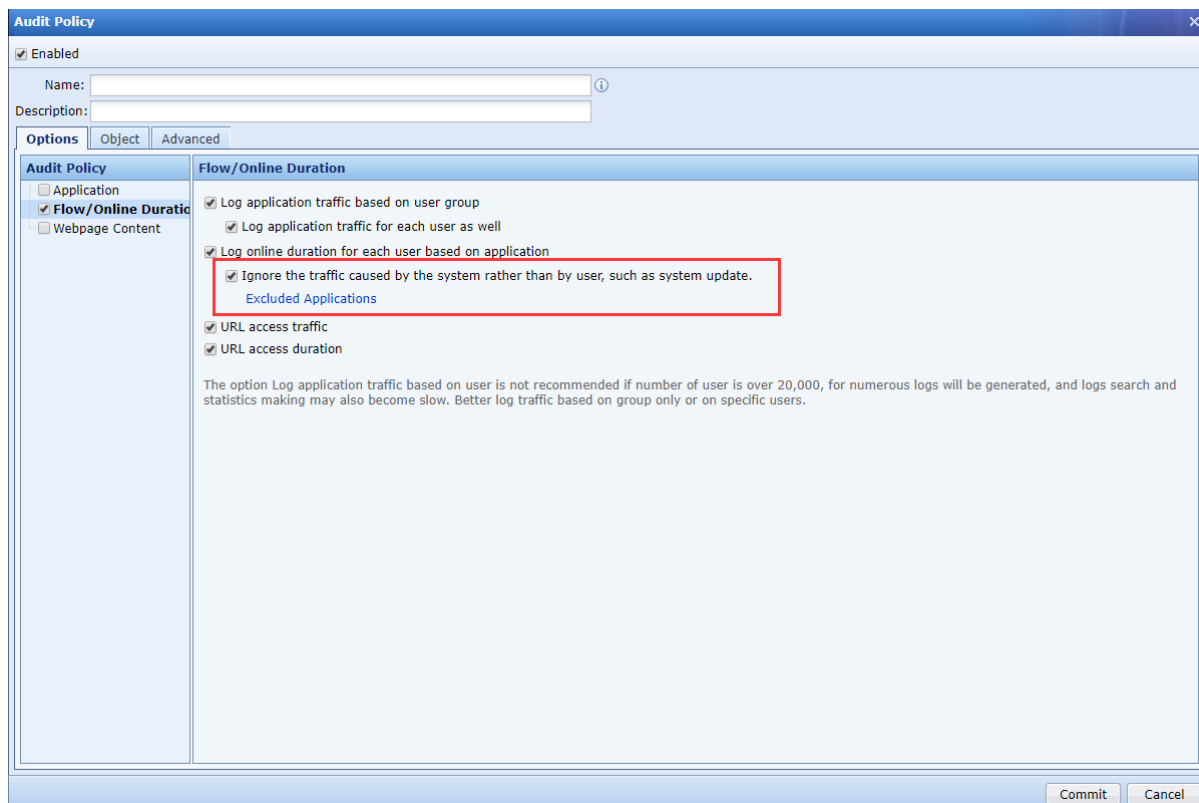
Date	Change Description
Nov 15, 2019	Version 12.0.18 document release.

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1 Flow Quota Troubleshooting

1. In Flow Quota, the daily quota and the monthly quota exceed the limit at the same time, and only take effect once / prompt 1 time. When the daily quota and the monthly quota conflict, the daily quota is preferred.
2. If the traffic in the report center is not exceeded and the user is locked, please check the audit policy finds that some traffic is not audited. The report center does not count this part of the traffic, and the quota policy will count.

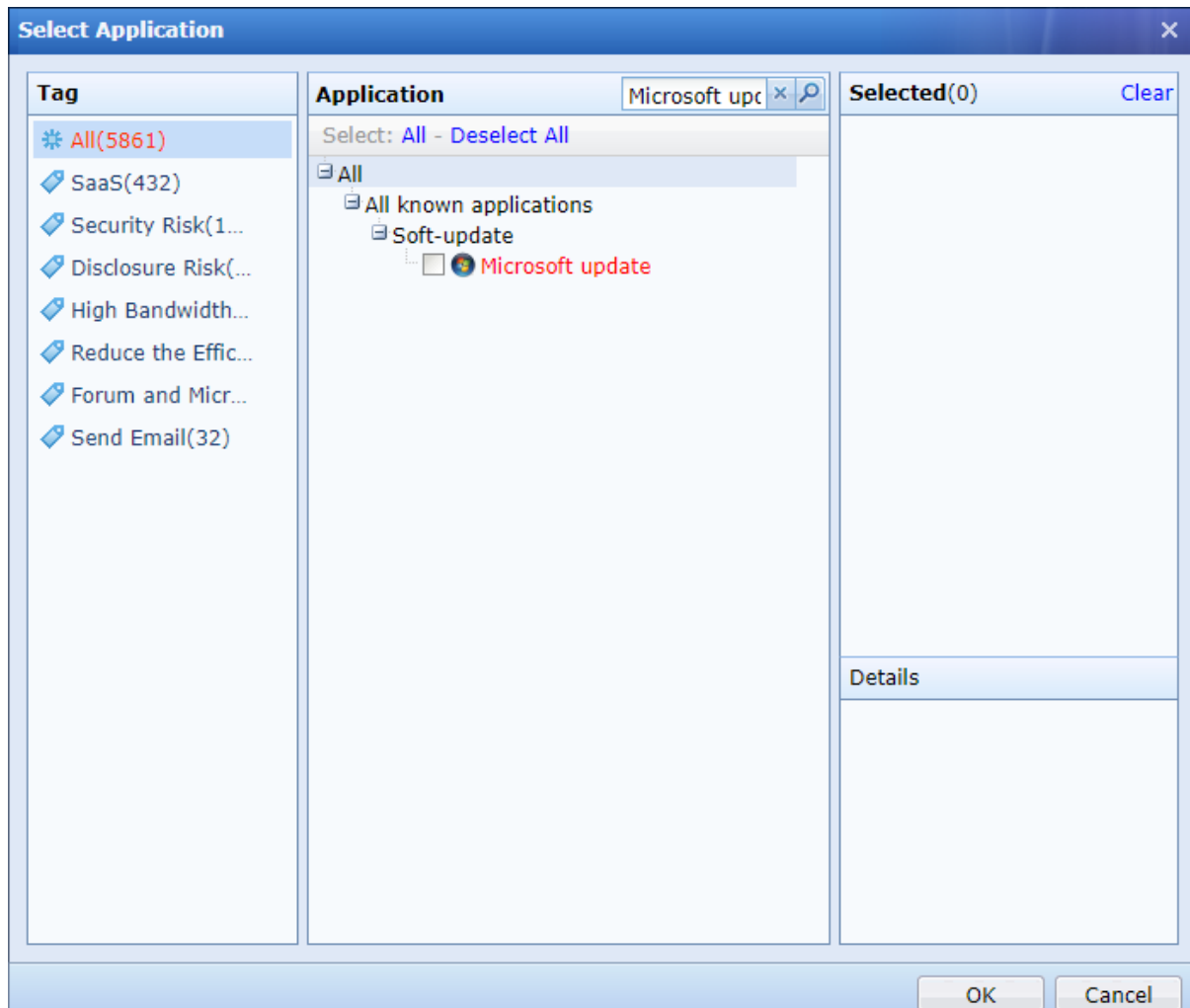


2 Online Duration Quota Troubleshooting

1. If the computer does not reach the Online Duration limit and is locked, check if the user has not been logged out.

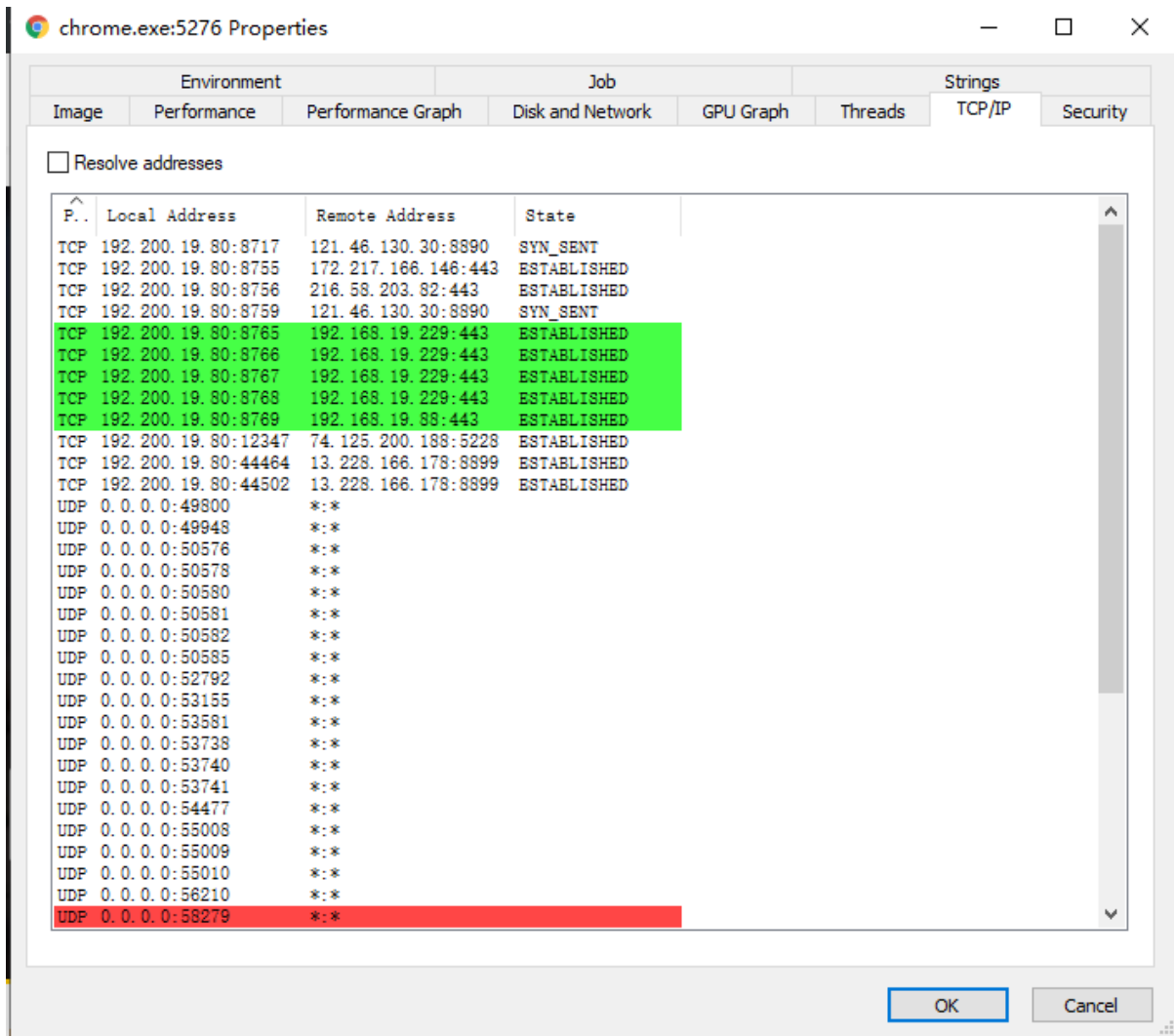
No.	Username(Alias)	Group	IP Address	Endpoint	Auth Method	Time Logged In/Locked	Online Duration	Operati...
1	192.168.19.253	/	192.168.19.253	Verifying...	Open auth...	2019-08-15 12:00:43Lo...	2 hours 18 minute...	
2	192.168.19.227	/	192.168.19.227	Verifying...	Open auth...	2019-08-15 11:28:47Lo...	2 hours 50 minute...	
3	192.168.19.210	/	192.168.19.210	Verifying...	Open auth...	2019-08-15 11:28:46Lo...	2 hours 50 minute...	
4	192.168.19.204	/	192.168.19.204	Verifying...	Open auth...	2019-08-15 11:26:58Lo...	2 hours 52 minute...	
5	192.168.19.90	/	192.168.19.89	Verifying...	Open auth...	2019-08-15 11:26:32Lo...	2 hours 53 minute...	
6	192.168.19.207	/	192.168.19.207	Verifying...	Open auth...	2019-08-15 11:26:10Lo...	2 hours 53 minute...	

2. "Application duration" refers to the accumulation of user-generated application traffic through the device. It takes 5 minutes for the user to use 3 applications at the same time; then the application duration is 5 minutes instead of 15 minutes. The user uses 3 applications, each for 5 minutes; then the application duration is 15 minutes.
3. When selecting an application, please select according to the actual usage. For example, if Microsoft Update is selected, when the computer is turned on and not used, the background may be updated, and the update time is longer, which may exceed the maximum limit.



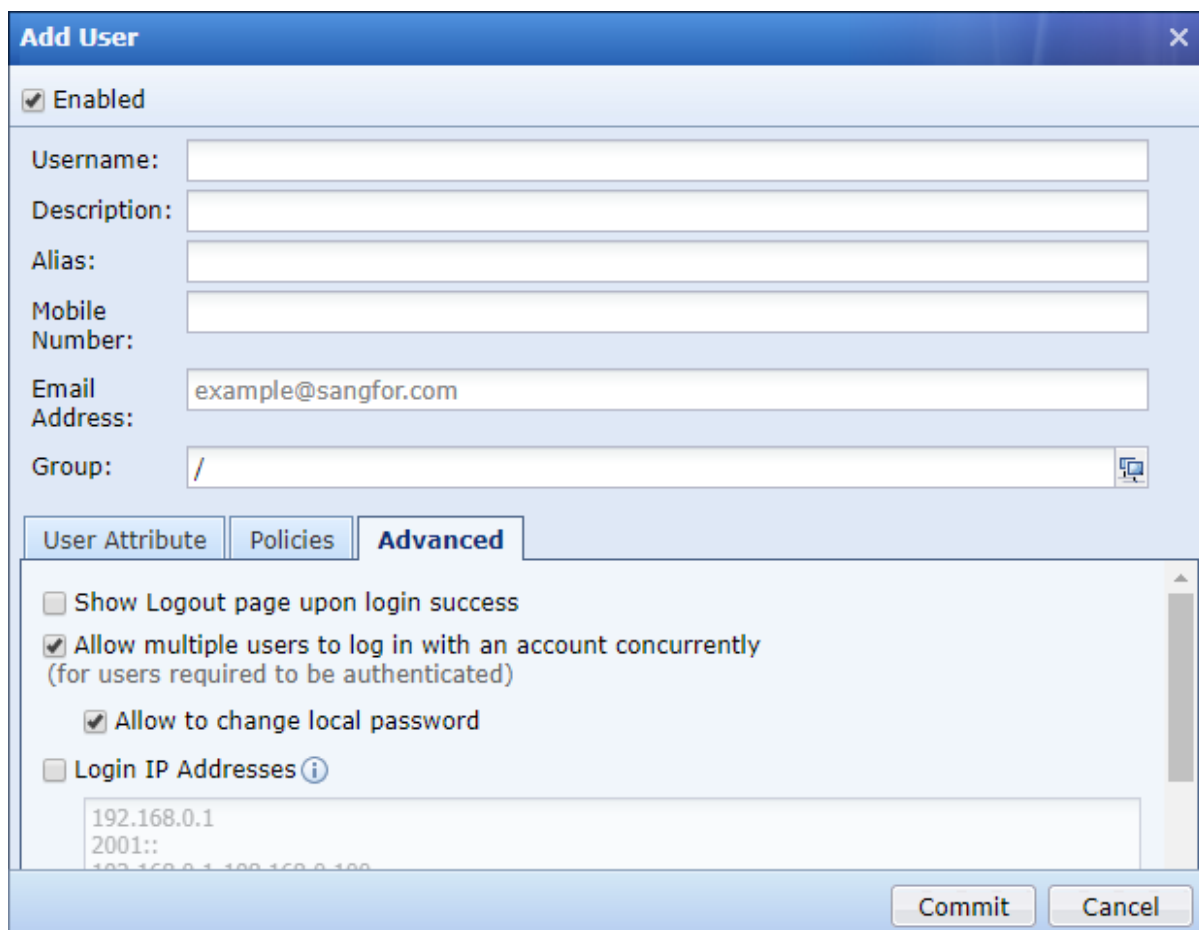
3 Concurrent connections Troubleshooting

Please note that there are programs running in the background in the operating system. In addition, if you use P2P to download files or watch web videos, the number of connections will be higher in these cases and may exceed the maximum limit.



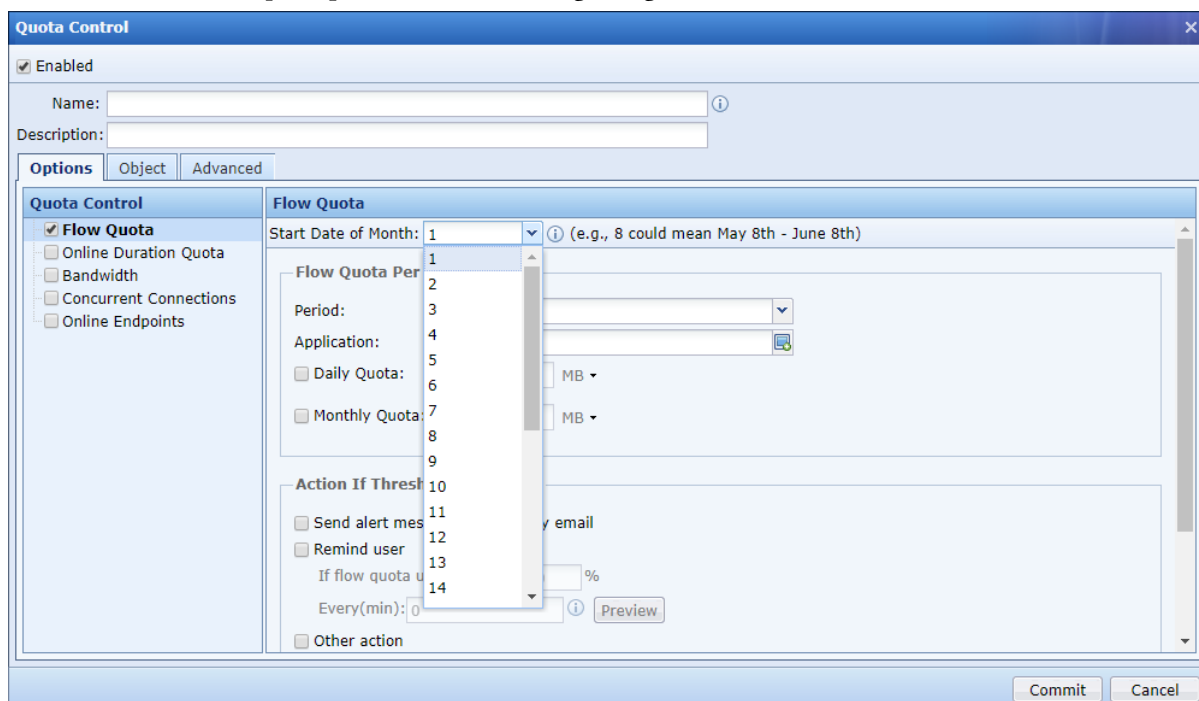
4 Online Endpoints Troubleshooting

Please check whether the account is a public account first, and the private account itself does not allow multiple terminals to go online at the same time.



5 Other

1. The start date in multiple traffic quota policies is a global variable, a traffic quota policy is changed, and other traffic quota policies are also changed together.



2. If the policy targets the user name and multiple IPs are online with the same user, the quota usage

of these multiple IP address will be calculated on this user.

Members									
<input type="checkbox"/>	No.	Username(Alias)	Group	IP Address	Endpoint ...	Auth Method	Time Logged In/Locked	Online Duration	Operati...
<input type="checkbox"/>	1	sangfor	/	192.168.19.89	Verifying...	Auto authen...	2019-08-15 15:05:18Lo...	03 minutes 34 sec...	
<input type="checkbox"/>	2	sangfor	/	192.168.19.210	Verifying...	Auto authen...	2019-08-15 15:05:17Lo...	03 minutes 35 sec...	
<input type="checkbox"/>	3	sangfor	/	192.168.19.227	Verifying...	Auto authen...	2019-08-15 15:05:03Lo...	03 minutes 49 sec...	
<input type="checkbox"/>	4	192.168.19.204	/	192.168.19.204	Verifying...	Open authe...	2019-08-15 11:26:58Lo...	3 hours 41 minute...	
<input type="checkbox"/>	5	192.168.19.207	/	192.168.19.207	Verifying...	Open authe...	2019-08-15 11:26:10Lo...	3 hours 42 minute...	



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