

## ▼ IAG

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# IOS Mobile Phone Connects To WiFi Does Not Prompt Out Authentication Page Automatically

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Authentication, Password Based

## Issue Description

After the Apple mobile phone is connected to the wifi, the portal page is not automatically prompted out, and the WiFi icon is not displayed.

## Handling Process

1. Capture the packet and found out that the probe packet sent by the mobile phone to access the data from captive.apple.com does not reach the IAM.
2. Check the phone DNS, found out that the DNS is empty, resulting in unable to resolve captive.apple.com

## Root Cause

The premise of the Apple mobile phone automatically prompt out the portal page is that the mobile phone will automatically sends a probe packet to access captive.apple.com.

Since the client wireless environment belongs to the intranet environment, the DNS address is not delivered when the address is automatically obtained, and the mobile phone cannot resolve the IP address of captive.apple.com.

Besides, due to unable to send probe packet, causing the WiFi icon cannot be shown.

## Solution

Configure the DNS on the phone.

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