



SANGFOR

IAM

IM Chat Audit and Ingress Troubleshooting Guide

Version 12.0.13

CONTENT

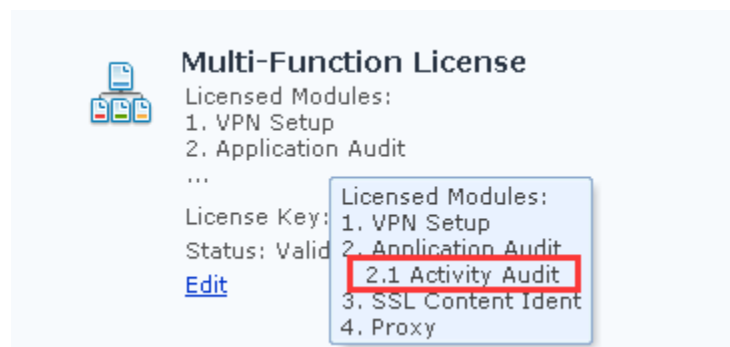
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Chapter 1 Troubleshooting Methods

1.1 Interface menu and options

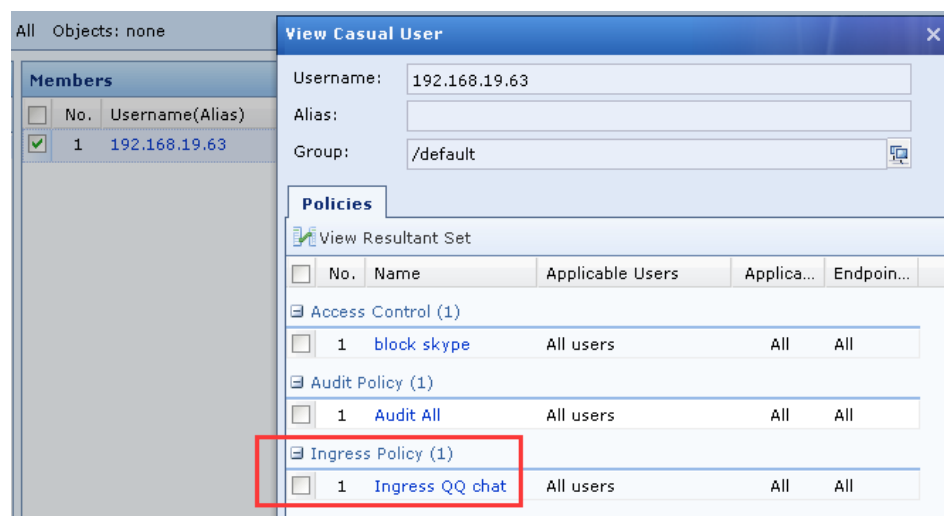
Step 1: Ensure “Activity Audit” is activated in the Multi-Function License.

Path: [System] > [General] > [Licensing]



Step 2: Ensure the “Ingress Policy” has applied to the respective user.

Path: [Status] > [Online Users]

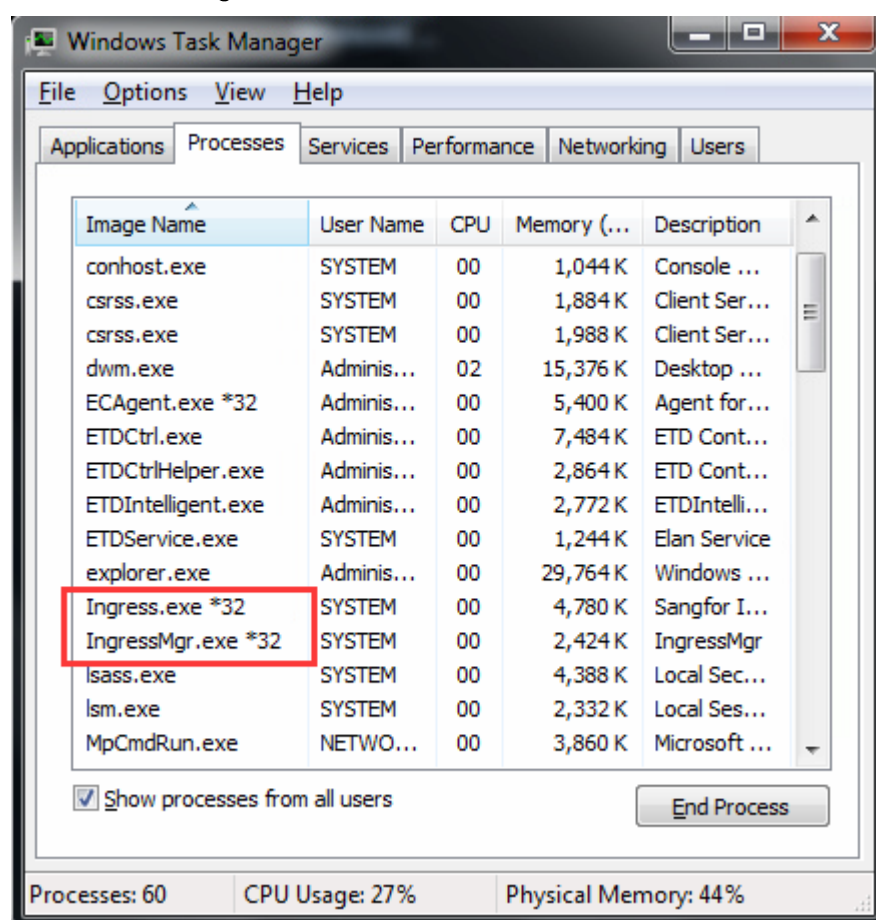


Step 3: If the Ingress is working, the chat content will be able to check from the “Internet Activities” page.

Path: [Status] > [Internet Activities]

Internet Activities									
Filter: IP Address (192.168.100.100) Objects: IM chats Action: Reject Log Alert Auto Refresh: 5 second(s) Filter									
No.	Time	Username	Group	IP Address	App Category	Application	Action	Details	
1	12seconds ago	ken1	/Ken-Test	192.168.100.100	IM	QQ	Log	Sender: 192.168.100.100 Receiver: 192.168.100.100 Activity: Receive message through QQ	
2	17seconds ago	ken1	/Ken-Test	192.168.100.100	IM	QQ	Log	Sender: 192.168.100.100 Receiver: 192.168.100.100 Contents: yes	
3	24seconds ago	ken1	/Ken-Test	192.168.100.100	IM	QQ	Log	Sender: 192.168.100.100 Receiver: 192.168.100.100 Activity: Send message through QQ	
4	27seconds ago	ken1	/Ken-Test	192.168.100.100	IM	QQ	Log	Sender: 192.168.100.100 Receiver: 192.168.100.100 Contents: you here?	
5	48seconds ago	ken1	/Ken-Test	192.168.100.100	IM	QQ	Log	Sender: 192.168.100.100 Receiver: 192.168.100.100 Activity: Receive message through QQ	
6	48seconds ago	ken1	/Ken-Test	192.168.100.100	IM	QQ	Log	Sender: 192.168.100.100 Receiver: 192.168.100.100 Activity: Send message through QQ	
7	57seconds ago	ken1	/Ken-Test	192.168.100.100	IM	QQ	Log	Sender: 192.168.100.100 Receiver: 192.168.100.100 Contents: hi	

Step 4: If unable to check chat content from the “Internet Activities” page, check and ensure Ingress software is installed in the PC.



If it is not running and it is not installed, the installation page will pop up. If the authentication page did not prompt, then will need to confirm whether the user's Internet data has passed through Sangfor IAM.

Chapter 4 Precautions



High Availability with Master-Master deployment mode does not support Ingress



Internet traffic passes through more than one Sangfor IAM does not support to Ingress



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