



# IAM

## Global Exclusion Address Failed Troubleshooting Guide

Version 12.0.13

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## Change Log

Date	Change Description

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# CONTENT

Chapter 1 Common Problem and its troubleshooting method .....	4
1. Effective modules after software bypass .....	4
2. Effective modules after global exclusion .....	4
3. Ineffective global exclusion with IP address.....	4
4. Ineffective global exclusion with domain name .....	4

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# Chapter 1 Common Problem and its troubleshooting method

## 1. Effective modules after software bypass

NAT, Mail filtering, Mail auditing, spam mail filtering, antivirus (smtp or pop3), SSL content Ident, proxy+cache feature, ARP prevention, routing or PBR.

## 2. Effective modules after global exclusion

NAT, proxy, firewall rules, anti DOS attack, ARP prevention, routing or PBR, Ingress IM auditing

## 3. Ineffective global exclusion with IP address

1. Global exclusion ineffective with IP address. For example, users excluded peer public server IP, but the application still unable to access. Typically, this is caused by accessed application have another prior connection IP blocked by IAM, hence the connection unable to established. This issue can further clarify through packet capture.
2. Global excluded private IP unable to access internet, first must be make sure internet access traffic is passing through IAM device, and excluded IP address is the right PC IP.

## 4. Ineffective global exclusion with domain name

1. Make sure DNS request is passing through IAM device. If DNS request does not pass through IAM, IAM will not have DNS cache history and respective IP record, with result of ineffective global exclusion with domain name.
2. If the DNS resolution traffic is passing through the device, but the global exclusion with domain name still ineffective, make sure the domain name is correct or not.  
  
For example, open httpwatch while accessing URL, check whether the URL is belong to same IP address, add all the domain name into global exclusion.
3. Check dnscache in IAM whether got any domain name that want to excluded. If no, it indicated device does not record the domain name with resolved IP address, hence unable to exclude.



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