



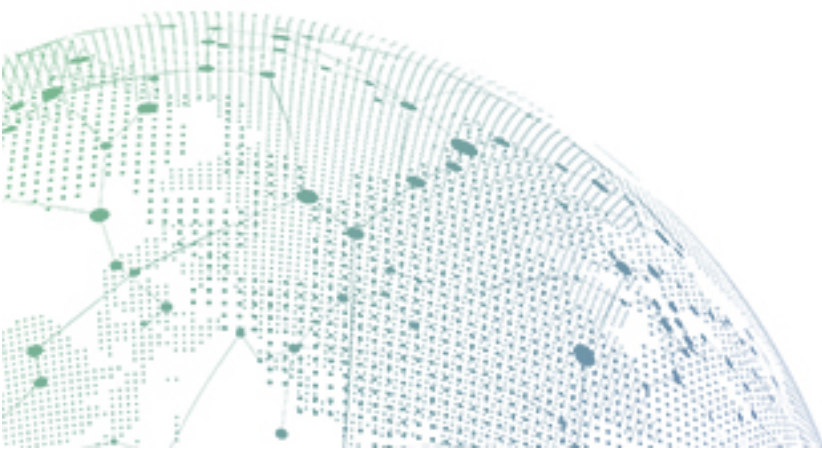
**SANGFOR**



# **SANGFOR IAM**

## Mobile Endpoints Management Troubleshooting

Version 12.0.13



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## Change Log

Date	Change Description
December 20, 2018	Version 12.0.13 document release.

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## Chapter 1 Demand background

The customer uses some common problem handling methods encountered during the management of the mobile endpoints to organize, so that everyone can locate and solve the problem as soon as possible.

## Chapter 2 Troubleshooting common problems

### 2.1 Endpoints identification error

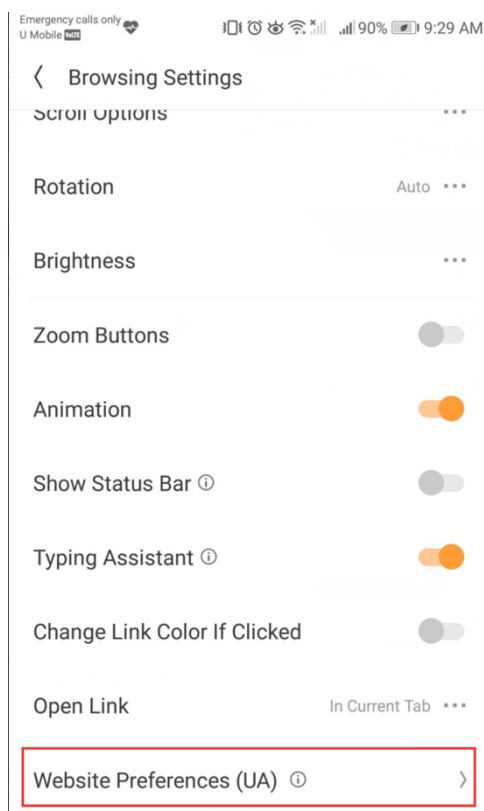
#### 2.1.1 The phone is recognized as a Window terminal

1. Capture the UA field of the data packet sent by the mobile phone to see if it has the characteristics of Window.



```
Transmission Control Protocol, Src Port: 44555 (44555), Dst Port: http (80), Seq: 1, Ack: 1, Len: 971
Hypertext Transfer Protocol
[Truncated] GET /portal/addisclaimer/pc.html?template=addisclaimer&tabs=wx&ip=2995178892&t=4177919779&c=1068760946&url=&sms=0&flag=5_5_0_1&bssid=c4:01:7c:0e:02:b0&s
Host: 10.10.20.3\r\n
X-Wap-Profile: http://wap1.huawei.com/uaprof/HUAWEI_GRA_TL00_UAProfile.xml\r\n
[Truncated] Referer: http://10.10.20.3/portal/proxy.html?template=addisclaimer&tabs=wx&ip=2995178892&t=4177919779&c=1068760946&url=&sms=0&flag=5_5_0_1&bssid=c4:01:7c
Accept: text/html,application/xhtml+xml,application/xml;q=0.9,*/*;q=0.8,alipay/un\r\n
User-Agent: Mozilla/5.0 (Windows; U; Windows NT 5.2; en-US; AppleWebKit/534.31 (KHTML, like Gecko) Chrome/17.0.558.0 Safari/534.31\r\n
Connection: keep-alive\r\n
Accept-Encoding: gzip\r\n
Accept-Language: zh-CN\r\n
\r\n
[Full request URI [truncated]: http://10.10.20.3/portal/addisclaimer/pc.html?template=addisclaimer&tabs=wx&ip=2995178892&t=4177919779&c=1068760946&url=&sms=0&flag=5
[HTTP request 1/1]
[Response in frame: 19]
```

2. Check whether the mobile browser can change the UA field, if it is changed to the mobile version, as shown below:



## 2.2 Endpoints type shows "Verifying"

Members						
No.	Username(Alias)	Group	IP Address	Endpoint Device	Auth Method	Time Logged In/Locked
1	192.168.19.224	/	192.168.19.224	Mobile Devices	Open Auth	2018-12-21 11:04:02Login
2	192.168.1.210	/	192.168.1.210	Verifying...	Open Auth	2018-12-21 10:03:31Login
3	192.168.1.201	/	192.168.1.201	Mobile device(Andr...	Open Auth	2018-12-21 09:03:47Login

There are many customers who are struggling with why a large number of users cannot identify the type of terminal.

First of all, we must understand that this identification is not an IAM initiative to identify, but to extract the user-agent field from the traffic generated by the user to determine the endpoints type. Therefore, only the user with the Internet access data can identify this field. As shown below:

```
GET /passwordstrength HTTP/1.1
X-Requested-With: XMLHttpRequest
Accept: */*
Referer: http://1.1.1.2/ac_portal/default/pc.html?tabs=pwd
Accept-Language: zh-CN
Accept-Encoding: gzip, deflate
User-Agent: Mozilla/5.0 (Windows NT 6.1; WOW64; Trident/7.0; rv:11.0) like Gecko
Host: 1.1.1.2
DNT: 1
Connection: Keep-Alive
Cookie: Sessionid=44447803-1; AUTHSESSID=abd181a0255c
```

Which apps will access the UA field?

Android system mobile endpoints, only use UC browser, log in to WeChat to see friends dynamic, log in QQ to see friends dynamics will bring the endpoints phone model type, such as Coolpad, Lenovo, Huawei. If the sharing behavior does not identify the specific model of the phone, it may not trigger such an application.



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