



# IAM

## Database Update Troubleshooting Guide

Version 12.0.18



## Change Log

Date	Change Description
Mar 2, 2019	Version 12.0.18 document release.

# CONTENT

Chapter 1 Background .....	1
Chapter 2 Common problem .....	1
1 Driver's license expired .....	1
2 Some updater servers are not available.....	1
3 All update servers fail the validity test.....	2
4 Test whether the upgrade server can access.....	3
5 Update the rule base when the device is unable to connect to the network.....	3

## Chapter 1 Background

We often encounter problems that cannot update the database, but clicking on the update in the web console still fails to update successfully. The solution to common faults is provided below.

## Chapter 2 Common problem

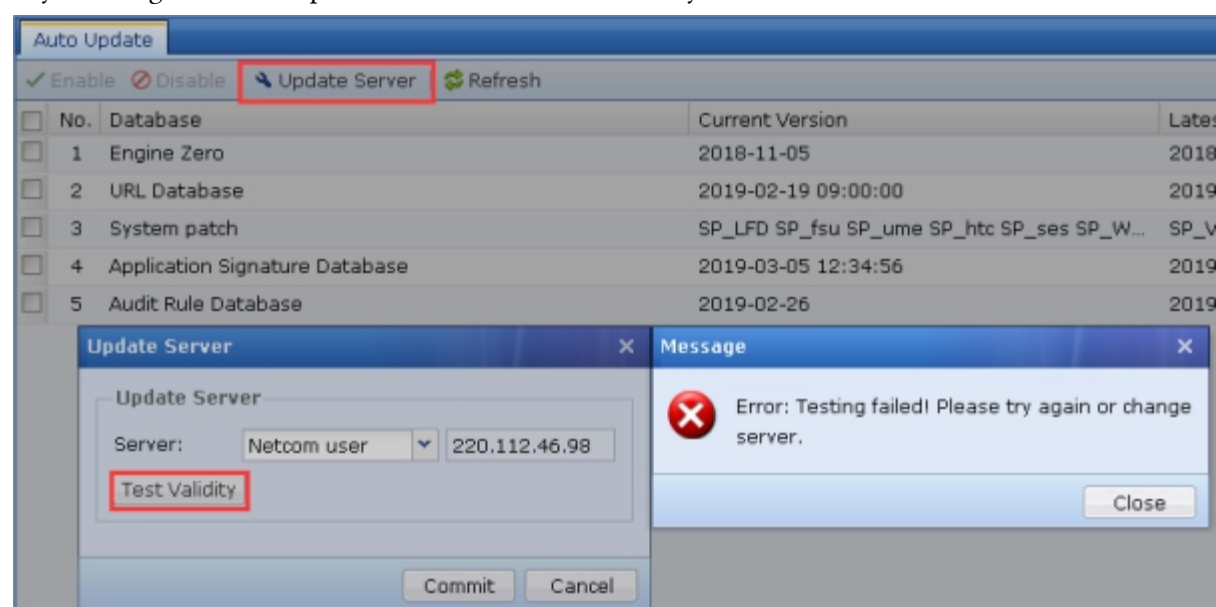
### 1 Driver's license expired

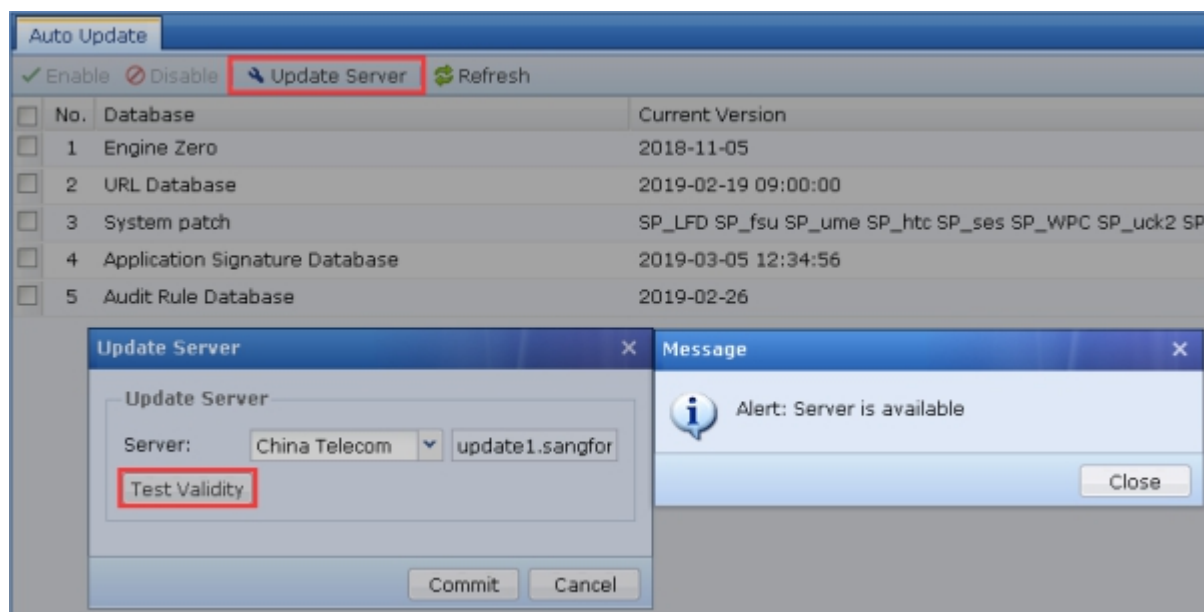
Please confirm that the status of the relevant database is valid.



### 2 Some updater servers are not available

Try selecting a different update server to test server validity.

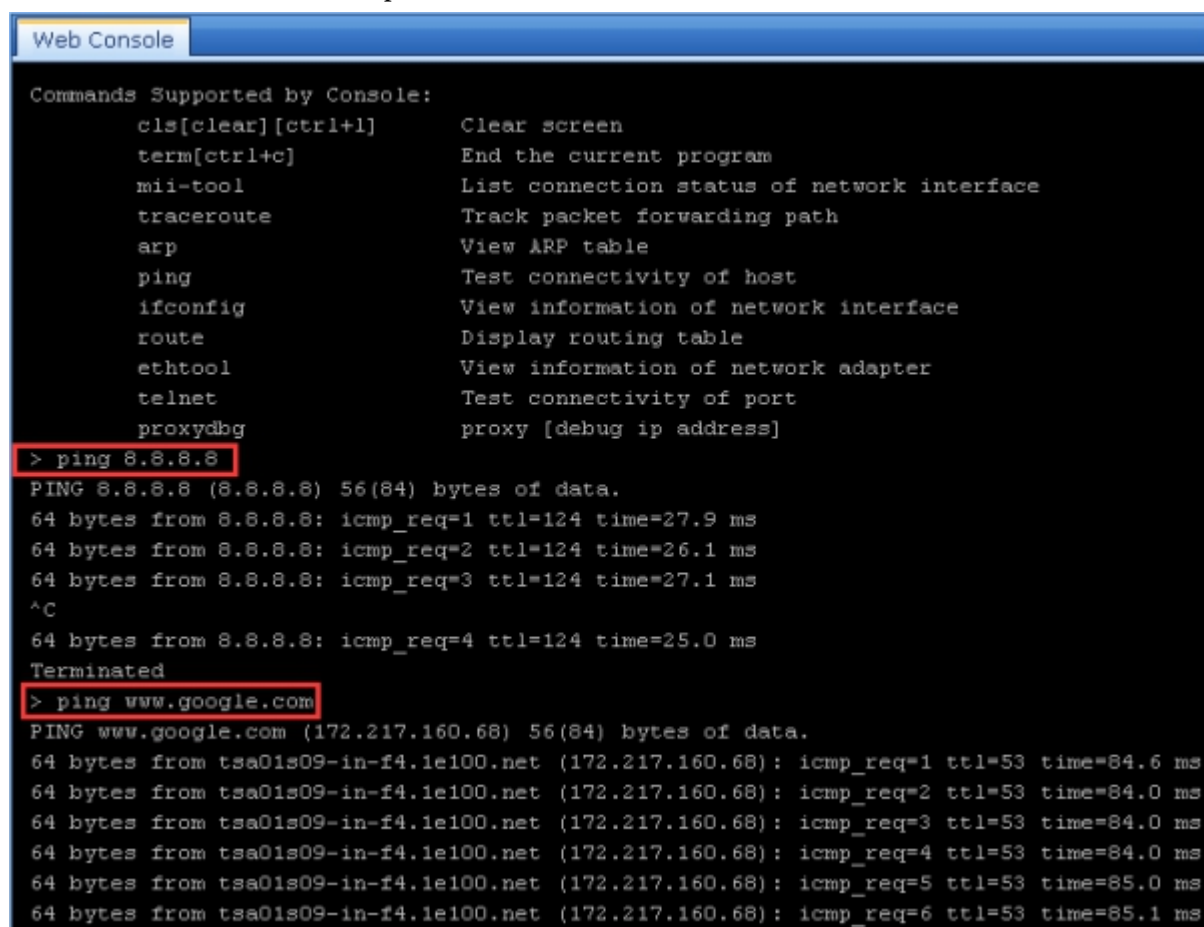




### 3 All update servers fail the validity test

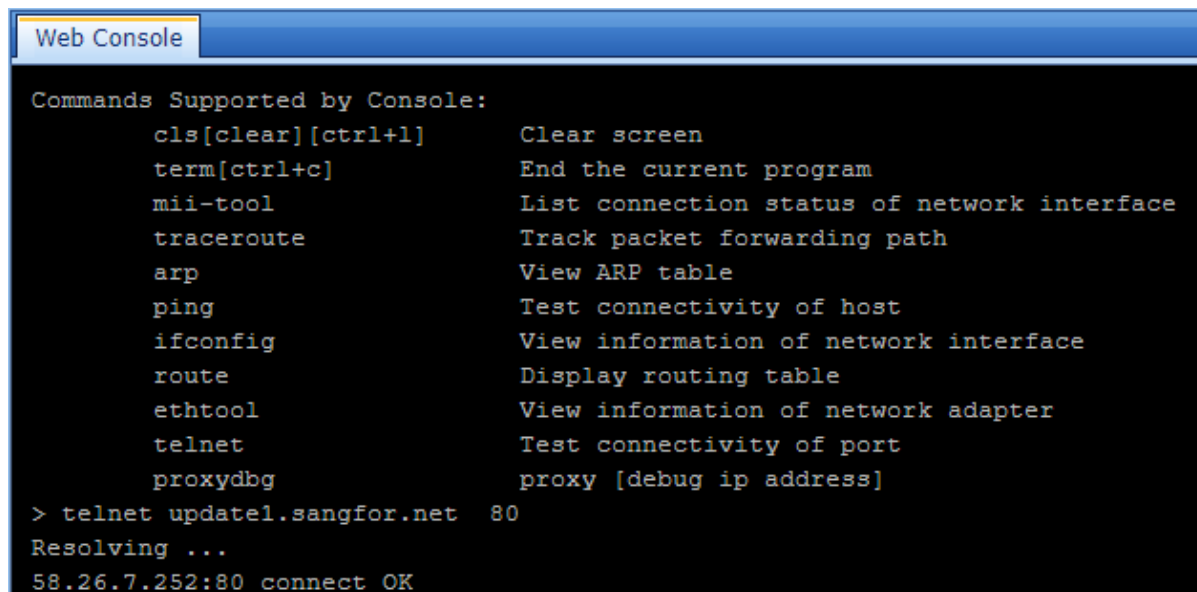
Try to ping the public IP address such as 8.8.8.8 in the Web Console to determine if the IAM can access the Internet. If IAM cannot access these public IP addresses, troubleshoot network issues such as routing.

Please try to ping the domain name such as www.google.com in the Web Console to determine whether the IAM can resolve the domain name. If the IAM can access the public IP address such as 8.8.8.8 and cannot access the domain name, please check whether the DNS of the IAM device is available.



## 4 Test whether the upgrade server can access

Updating the database requires not only access to the upgrade server, but also access to port 80 of the upgrade server, you can use telnet to test.



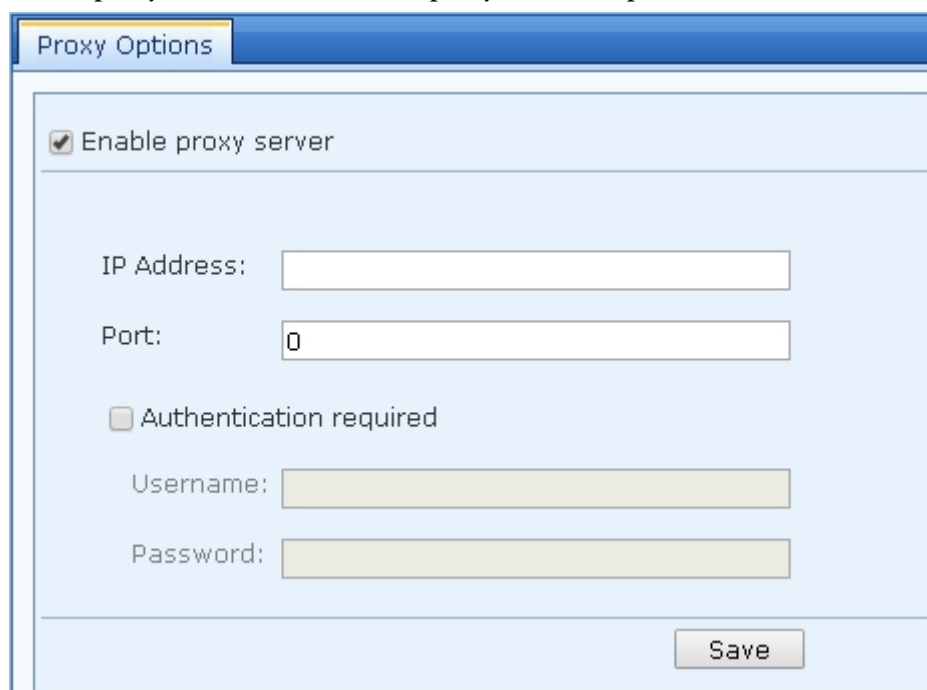
```
Web Console

Commands Supported by Console:
  cls[clear][ctrl+l]      Clear screen
  term[ctrl+c]            End the current program
  mii-tool                List connection status of network interface
  traceroute              Track packet forwarding path
  arp                     View ARP table
  ping                    Test connectivity of host
  ifconfig                View information of network interface
  route                   Display routing table
  ethtool                 View information of network adapter
  telnet                  Test connectivity of port
  proxydbg                proxy [debug ip address]

> telnet update1.sangfor.net 80
Resolving ...
58.26.7.252:80 connect OK
```

## 5 Update the rule base when the device is unable to connect to the network

When the customer prohibits IAM from accessing the Internet for security reasons, the Application Signature Database and URL Database can be updated offline, but the Audit Rule Database must be updated online, so please use a proxy server to find a computer on the customer intranet to install agent software such as ccproxy. Then let IAM use this proxy server to update the Audit Rule Database online.



Proxy Options

☒ Enable proxy server

IP Address:

Port:

☐ Authentication required

Username:

Password:

Save