SANGFOR

IAM

Network Policy Troubleshooting Guide

Version 12.0.18

Change Log

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

CONTENT

Chapter 1 Common Problem

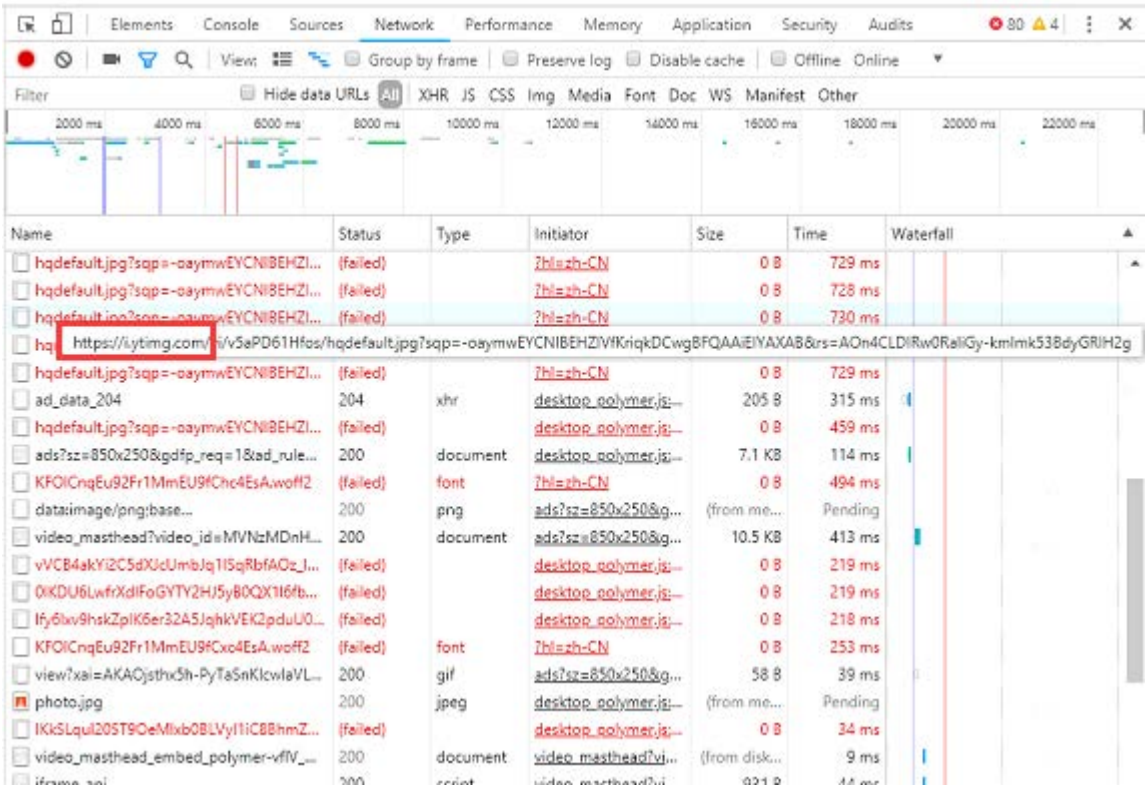
1 Can't access website or website is not complete

First confirm whether the user is logged in, whether it matches the policy.

Check the configuration options. If a website is allowed separately, others are rejected. It is recommended to use a custom URL. Then let go, if it is https website, you also need to allow the ssl protocol.

If some resources on the visiting website cannot be loaded, you need to check "Allow visit to links on webpage". If the check is still the same, check the online behavior monitoring, then open the website, see what the device has rejected the URL belonging to this website, and let it go.

If behavior monitoring doesn't see it, use httpwatch or Google Chrome's F12 tool to see which URLs were rejected and put their custom URLs on.



2 Cannot refuse to use an app

1. Check the device deployment mode. If it is bypass mode, the device can only control the TCP application.

2. In **Status -> Oline Users**, check if the user has logged in and whether it matches the policy.

3. Check if the rule base is up to date in **System -> General -> Update -> Database Update.**

4. Check whether to enable Bypass in **Diagnostics -> Troubleshooting**; **System -> General -> Global Exclusion** whether to exclude the ip, target domain name, target IP, etc. of the intranet PC.

5. In the **Objects -> Custom Application**, whether there is a custom application rule in the middle, disable or delete the custom application to see if the policy is normal.

6. Match the user to an online auditing policy, enable auditing of all applications, and enter the built-in data center to check whether the application identified by the data center corresponds to the application

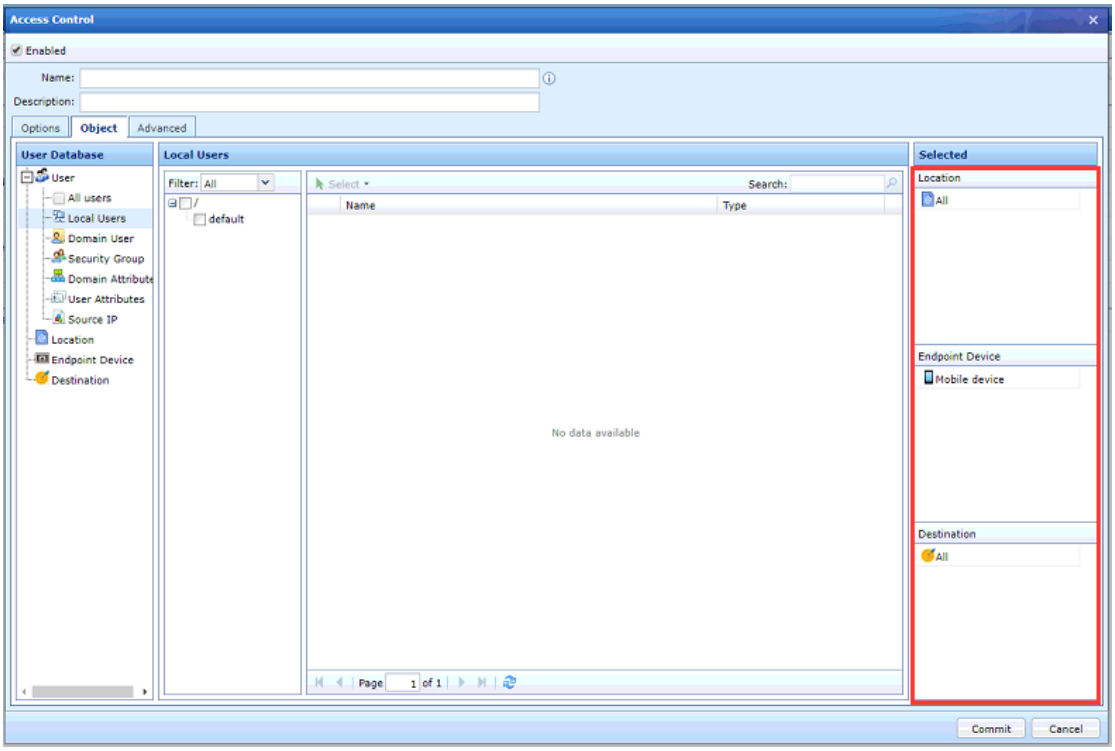
actually used. If it does not correspond to the rollback of the application identification rule base and then re-update the rule base. If the rule base is not accurate, you can ask tech.support@sangfor.com for technical assistance.

7. If the data center does not identify any application of the intranet PC, at this time, check whether the customer has other Internet access lines. The intranet PC may not go through the device or part of the Internet access data without passing through the device. Can be determined by capturing the package.

3 Others

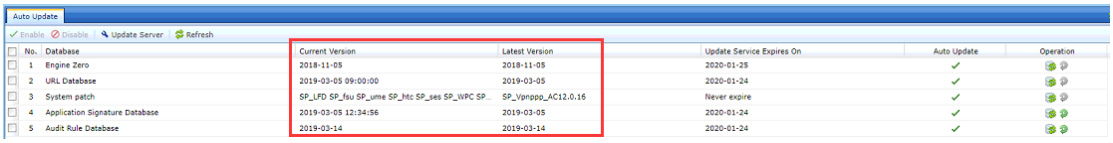
1 Check policy match

Check whether the policy matches the user. The relationship between multiple options in the applicable object of the policy is "and".



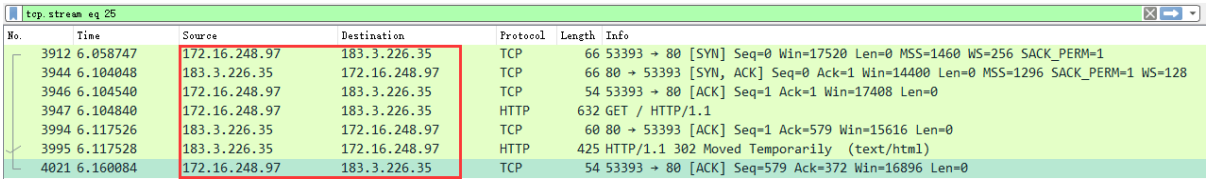
2 Check the version of the database base

Check if the database base is the latest version, if not, please update to the latest version first.



3 Capture packet analysis traffic to ensure that traffic flows through the device in both directions

Make sure that the TCP link three-way handshake and the data exchange bidirectional traffic pass through the IAM device.



4 Check whether the policy matches the user

Check whether the policy matches the user. The relationship between multiple options in the applicable object of the policy is "and",For example, if the Location selection is All, the Endpoint Device selects the Mobile Device, the PC will not match this policy, because the location is not satisfied and the Endpoint Device is the Mobile Device.