



IAM

Active-standby mode Troubleshooting Guide

Version 12.0.18



Change Log

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

CONTENT

Chapter 1 Background	1
Chapter 2 Common troubleshooting method.....	1
1 Master-standby mode cannot be established	1
2 Active and standby cannot be synchronized.....	4

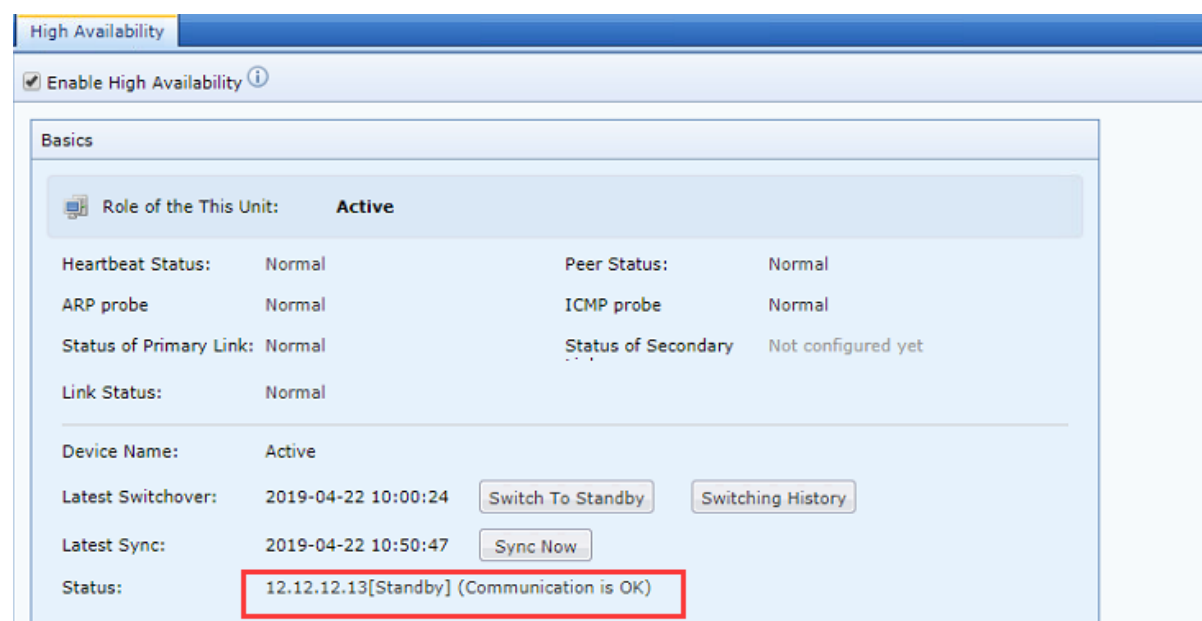
Chapter 1 Background

The IAM is deployed in the network in the active-standby mode. When the primary-standby cannot be established, the configuration cannot be synchronized, and the abnormal switching occurs, you can follow this document.

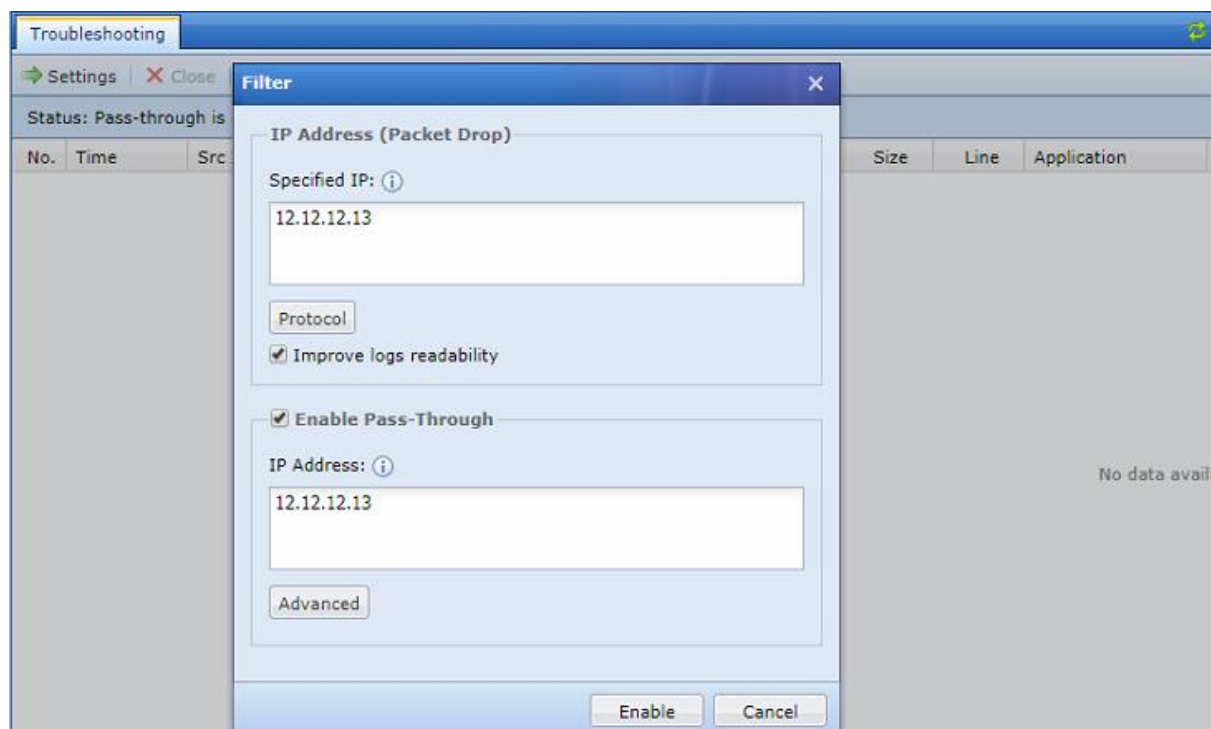
Chapter 2 Common troubleshooting method

1 Master-standby mode cannot be established

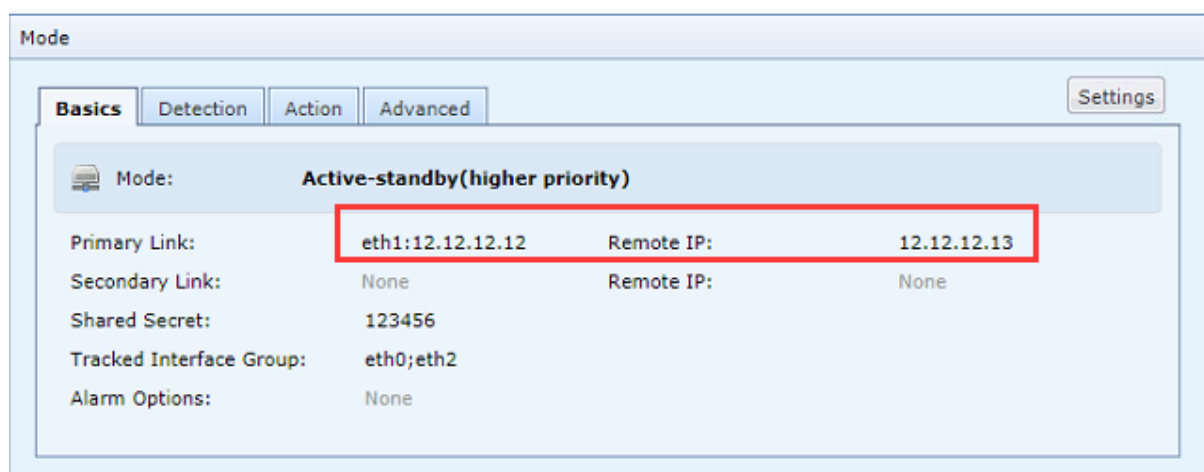
- Check whether the HA port is on the same network segment and can communicate normally.

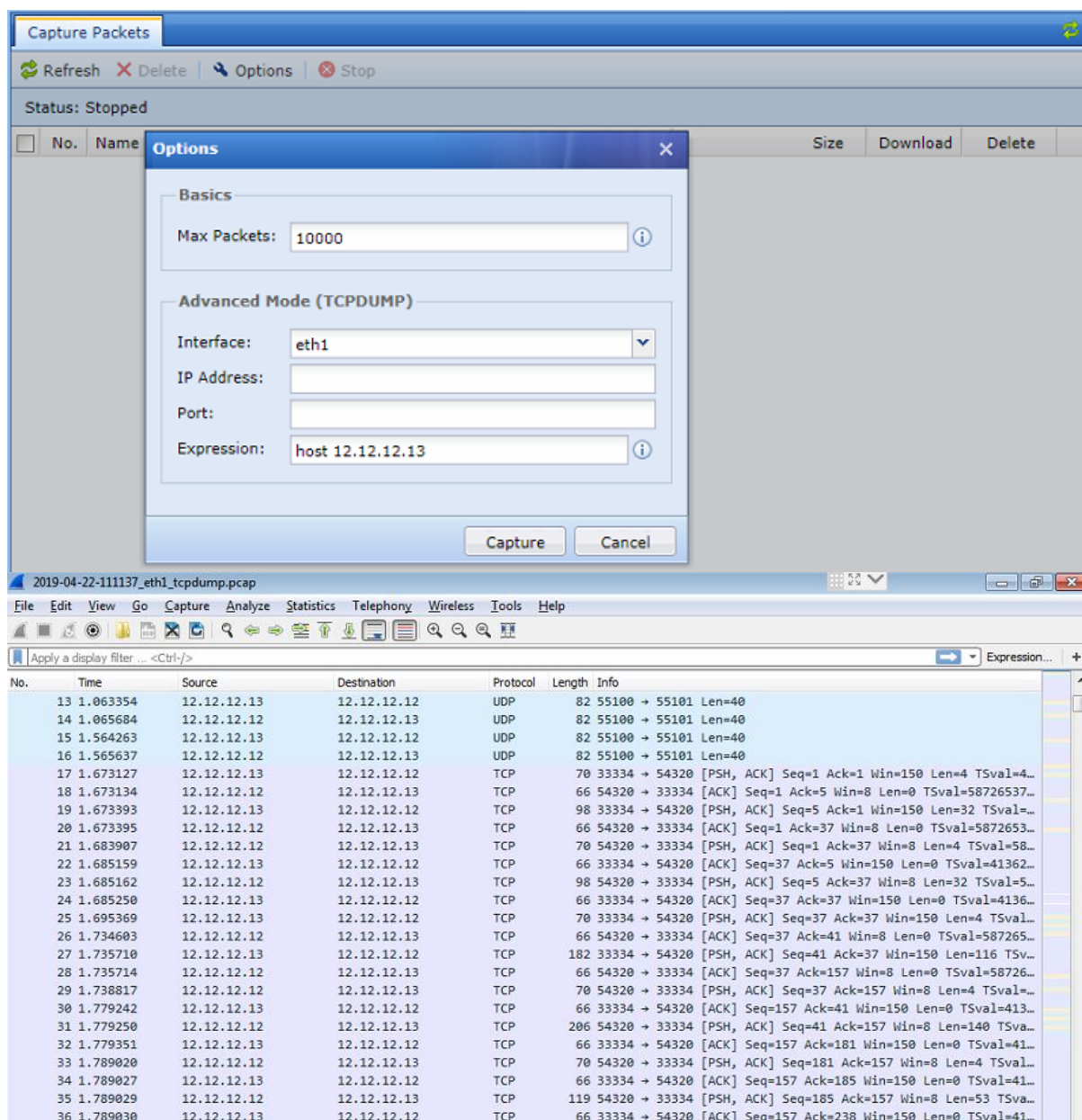


- Troubleshooting the HA port address to check if it is blocked by the policy.

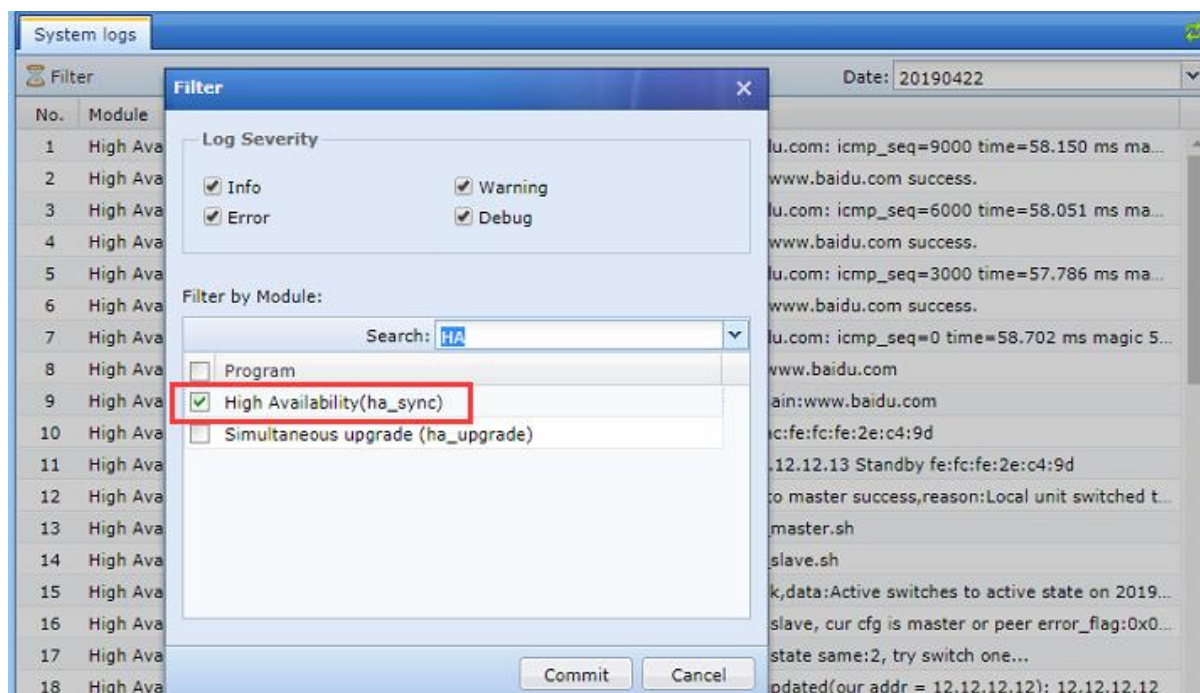


- Capture packets on the HA interface to check whether the negotiation packets established by the dual-machine are sent out. (The negotiation package and synchronization configuration for establishing dual-machine are both TCP protocol, and the heartbeat packet is UDP protocol). Check if there are a large number of retransmission packets and RST packets, and whether the delay of the data packets is large.



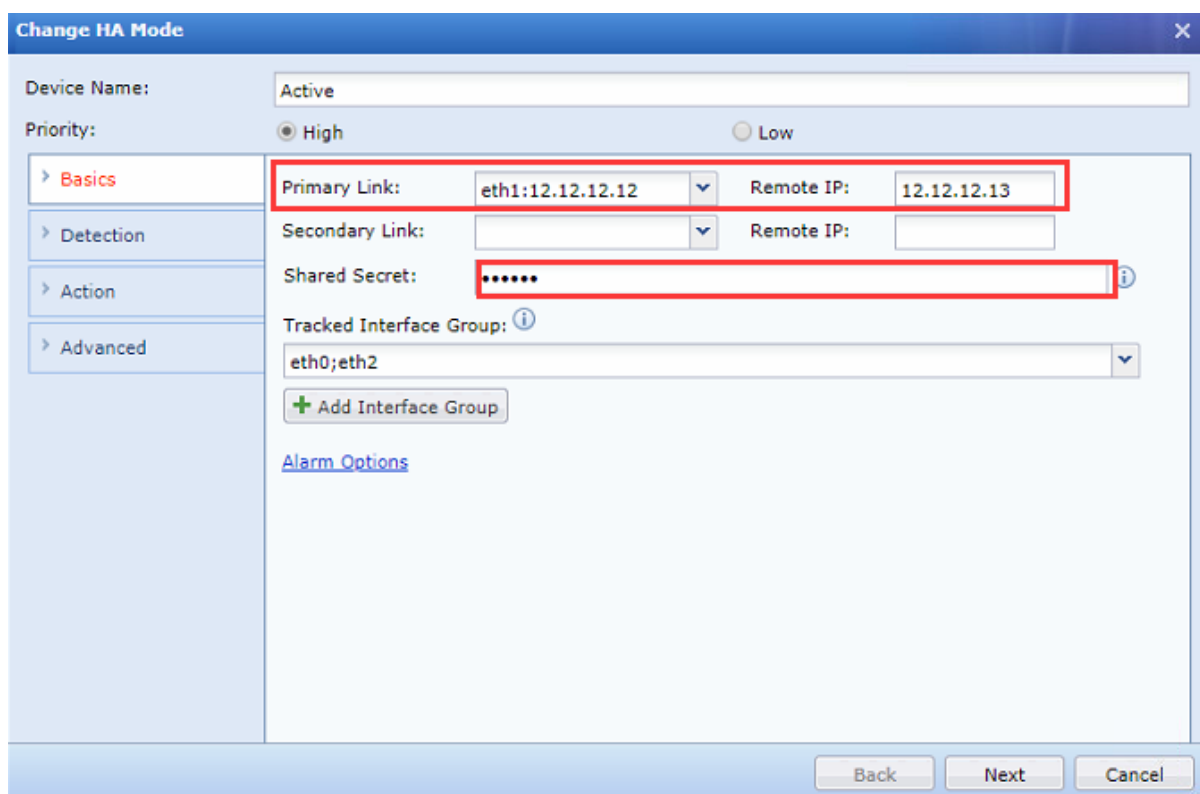


- Check the master-standby status and system logs. For example, if the password is incorrect, it will be prompted directly.

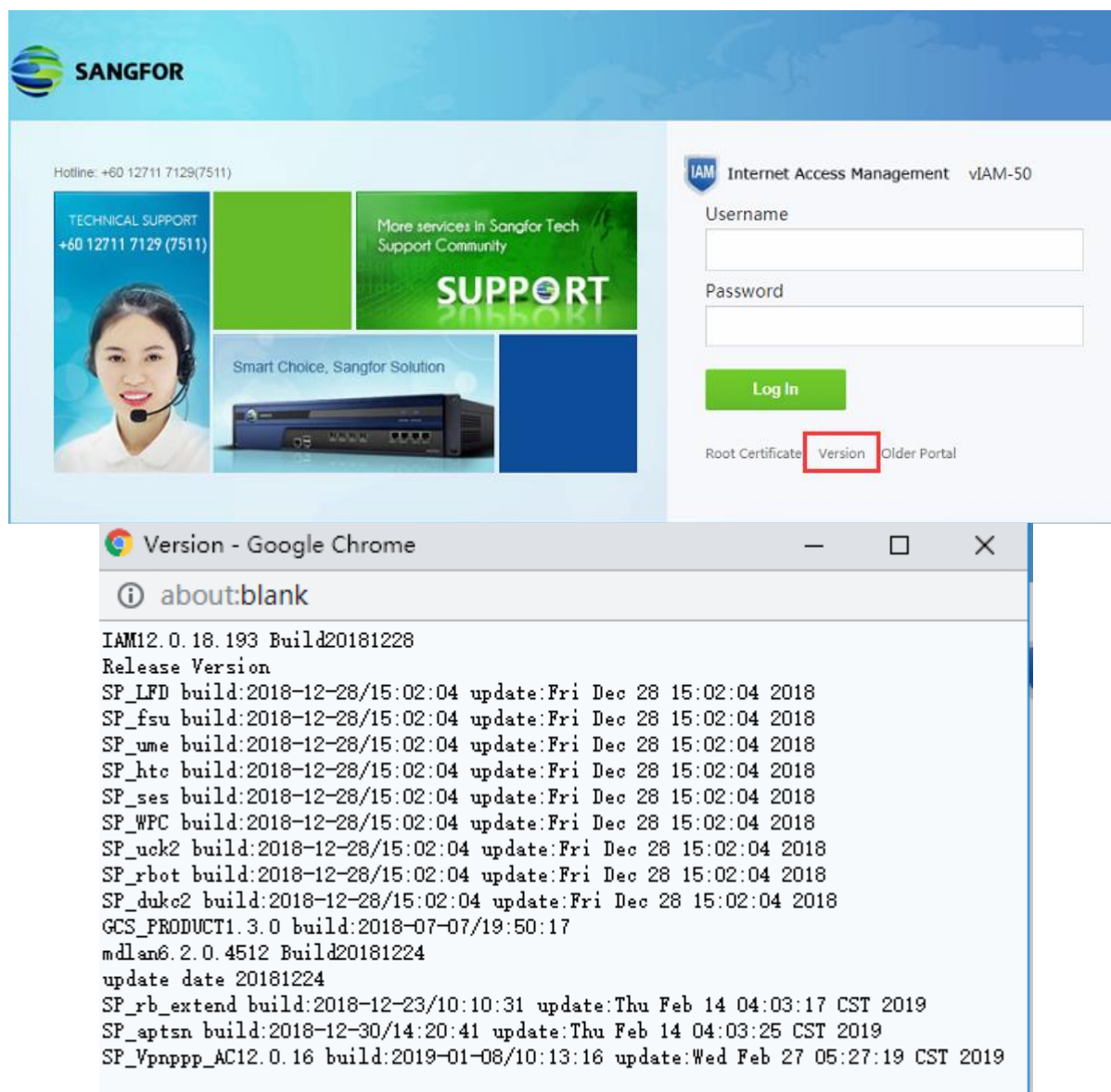


2 Active and standby cannot be synchronized

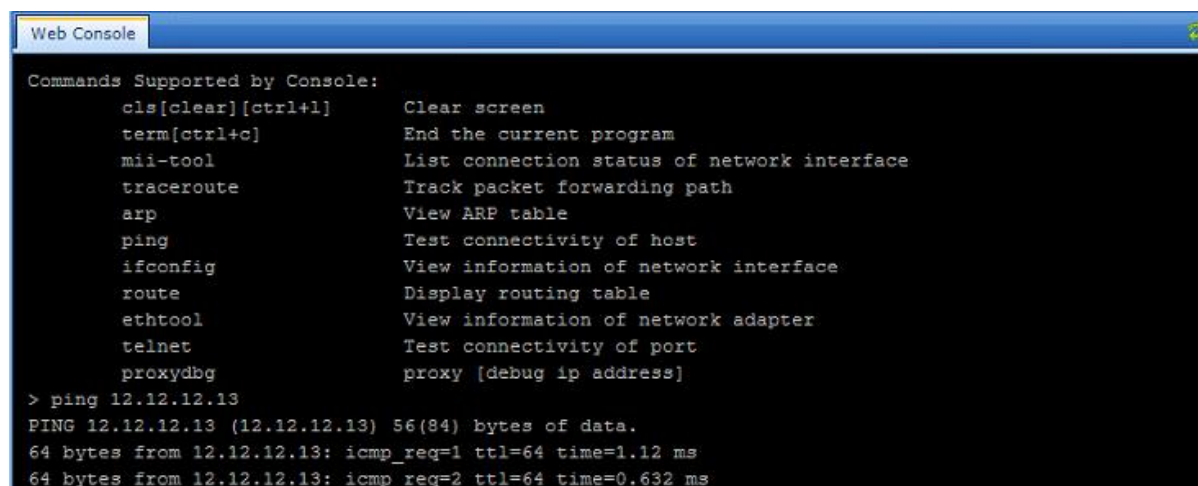
- First confirm if the configuration supports synchronization.



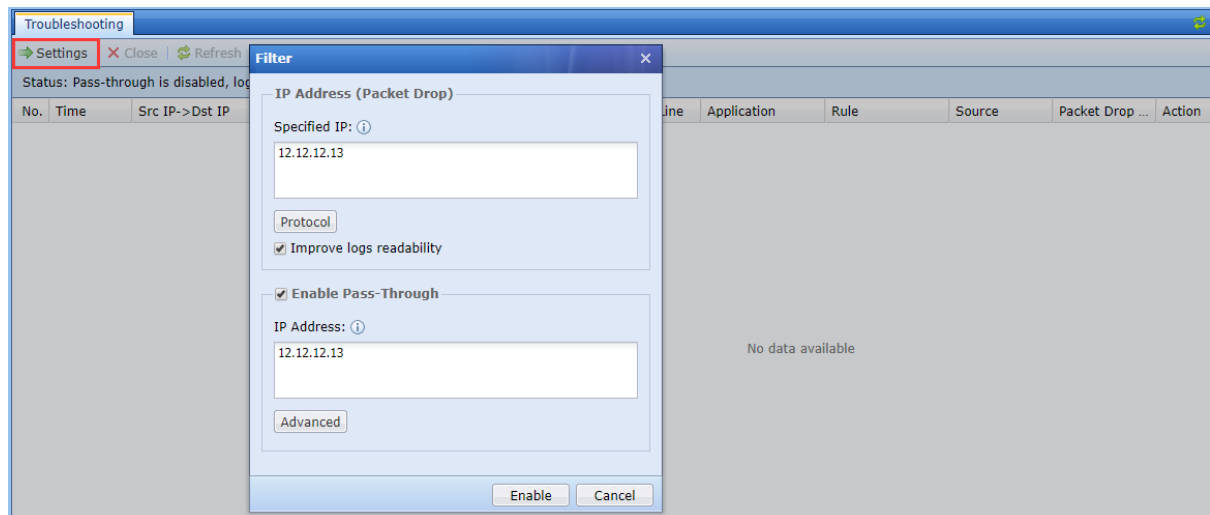
- Capture packets on the HA interface to check whether the negotiation packets established by the dual-machine are sent out. (The negotiation package and synchronization configuration for establishing dual-machine are both TCP protocol, and the heartbeat packet is UDP protocol).
- Check whether the version number of the IAM is consistent and the network port is consistent.



- Check whether the HA port is on the same network segment and can communicate normally. Troubleshooting the HA port address to check if it is blocked by the policy.



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