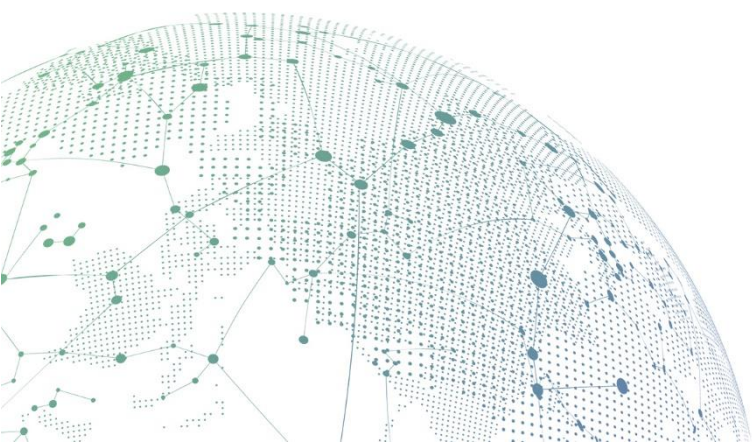




IAM

Device login failure troubleshooting guide

Version 12.0.18



Change Log

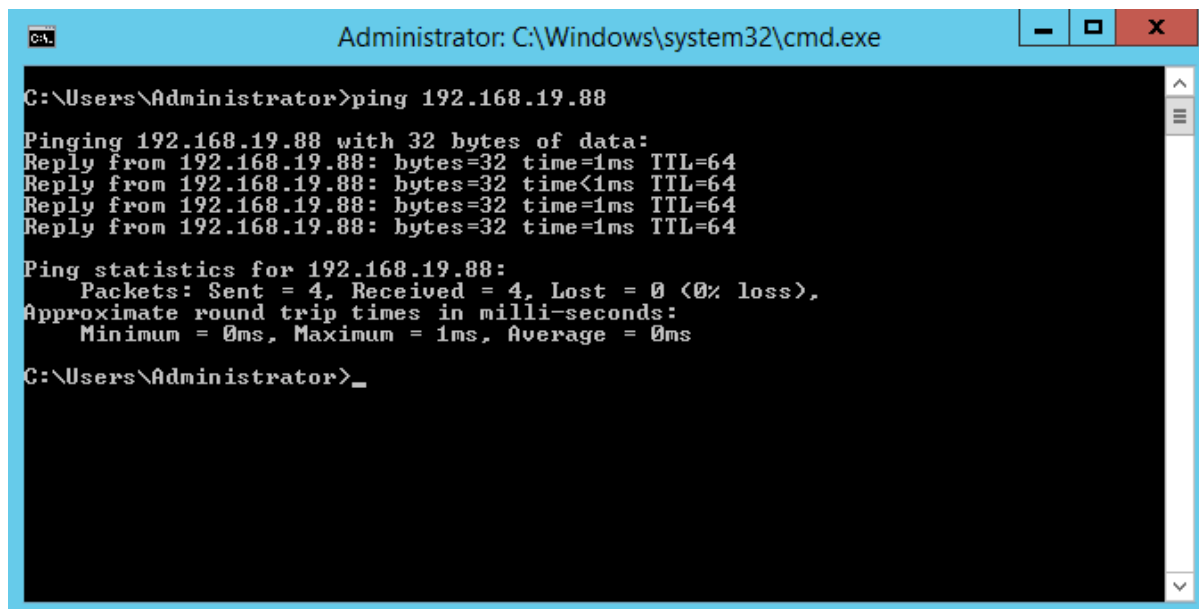
Date	Change Description
April 18, 2019	Version 12.0.18 document release.

CONTENT

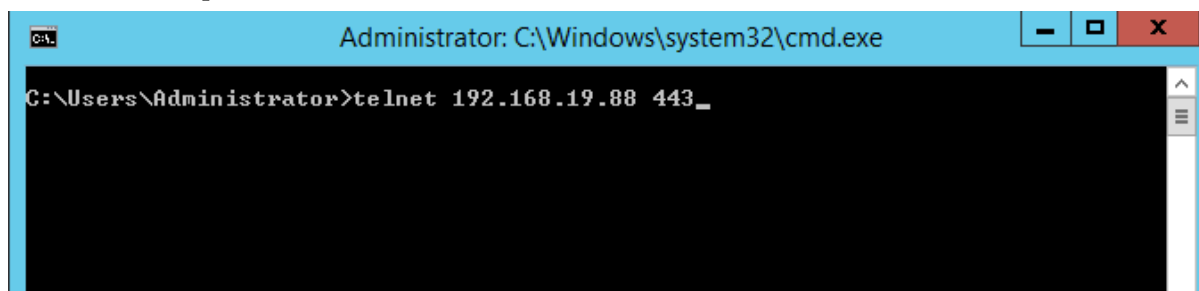
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1 Network connectivity troubleshooting

- Use the **ping** command to check whether the PC is connected to the IAM. If the PC fails to access the IAM, try to shut down the **Windows firewall** and check whether the network device routing configuration is incorrect.

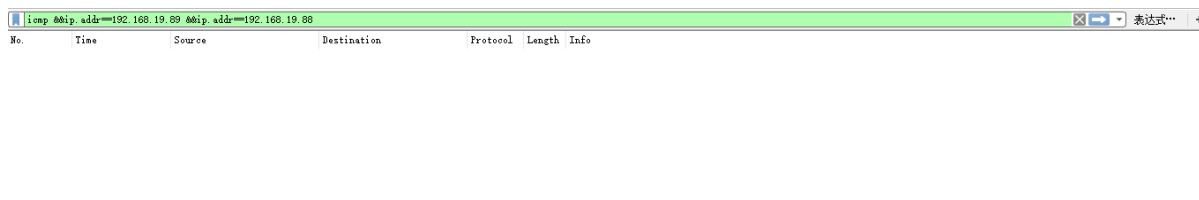


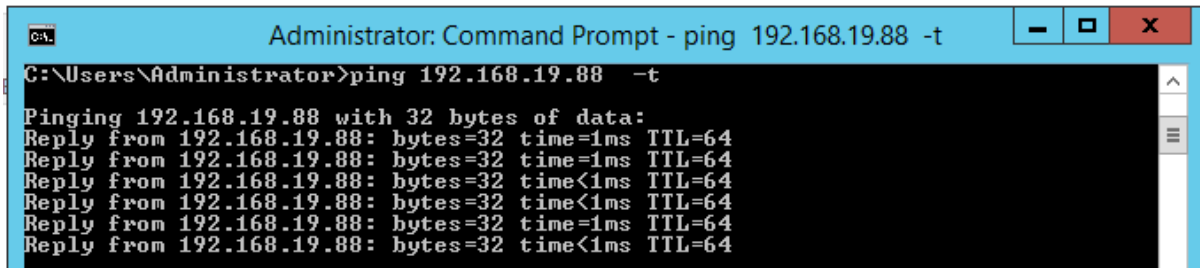
- If you can access IAM using the **ping** command, try using **telnet** to access the IAM console port. The default port is 443.



- If you are unable to log in to the IAM console or log in to the IAM console and log off frequently, check whether the IP address of other devices on the network is the same as the IP address of the IAM. As a result, the network link is faulty. It has a high latency, and when the network forms a loop, it may also result in inaccessibility to the IAM console.

For example, the ping command can be used to test the connectivity on the PC. However, the IAM does not receive the ping packet, indicating that another device uses the IAM address. The PC actually accesses the IAM address.

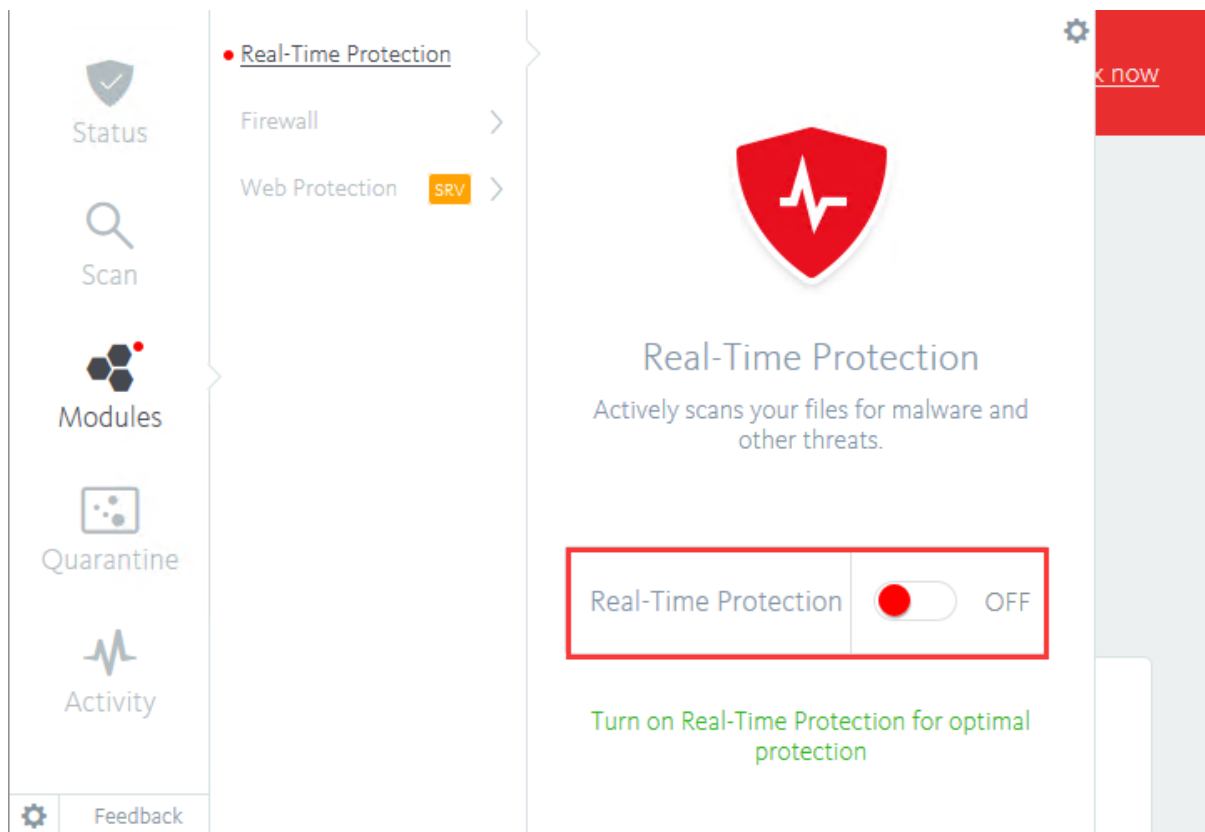




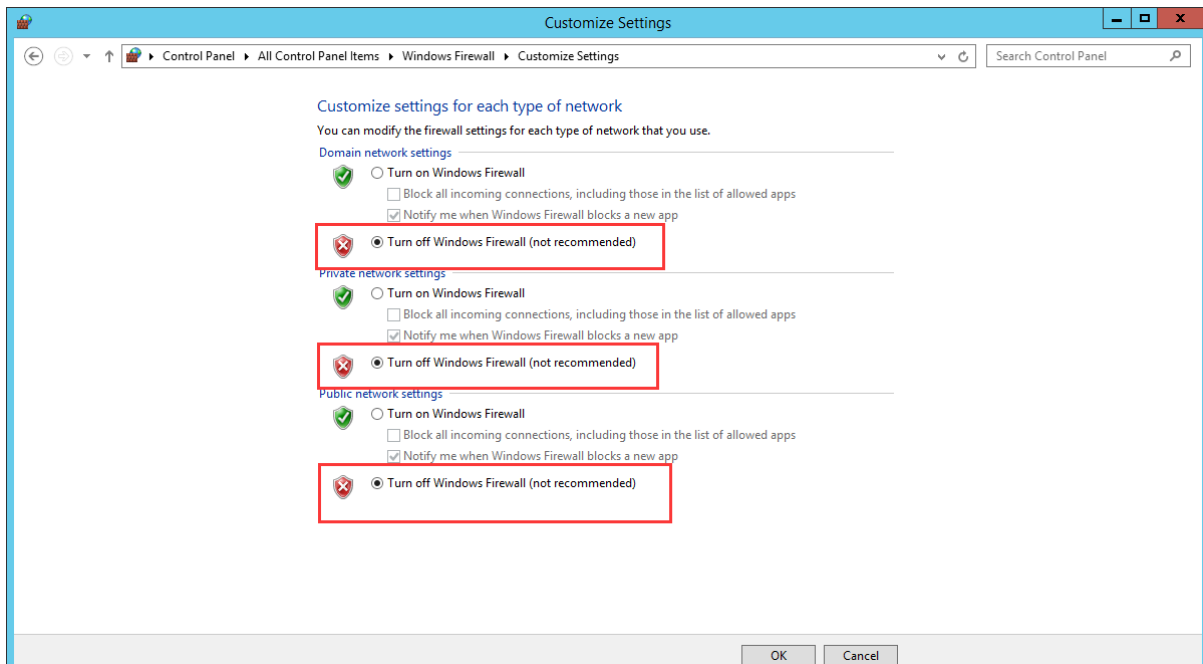
```
Administrator: Command Prompt - ping 192.168.19.88 -t
C:\Users\Administrator>ping 192.168.19.88 -t
Pinging 192.168.19.88 with 32 bytes of data:
Reply from 192.168.19.88: bytes=32 time=1ms TTL=64
Reply from 192.168.19.88: bytes=32 time=1ms TTL=64
Reply from 192.168.19.88: bytes=32 time<1ms TTL=64
Reply from 192.168.19.88: bytes=32 time<1ms TTL=64
Reply from 192.168.19.88: bytes=32 time=1ms TTL=64
Reply from 192.168.19.88: bytes=32 time<1ms TTL=64
```

2 Advanced troubleshooting

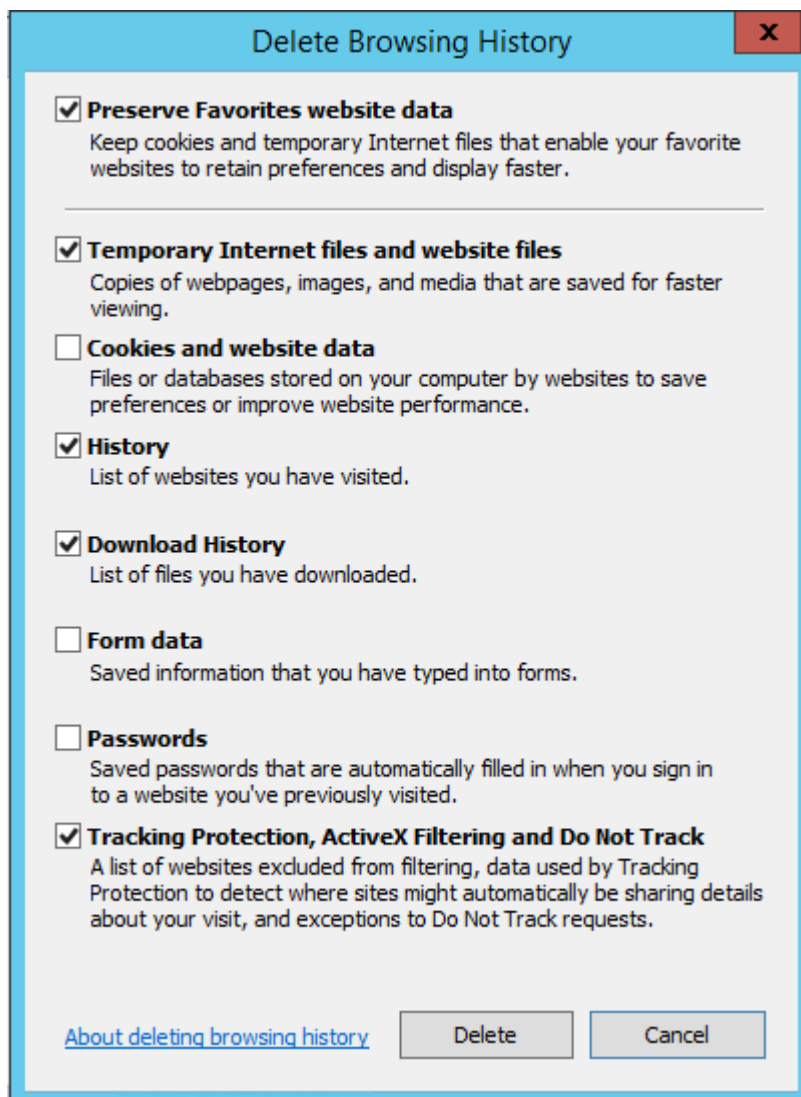
- Please disable the security components such as anti-virus software on your computer and access the IAM console.



- Please disable the ad filtering software on your computer and visit the IAM console.
- Try to disable the windows system firewall.

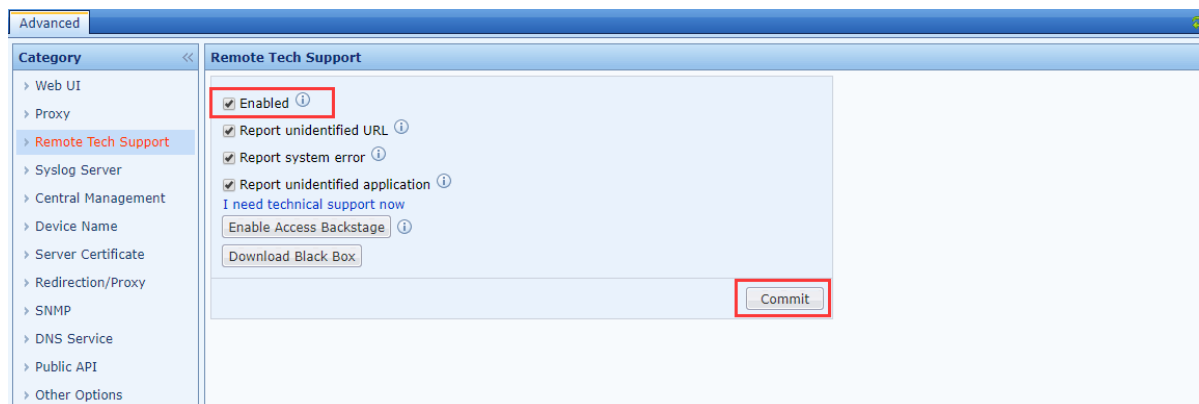


- Try to use a different browsers to access IAM's console. It is also recommended to clean up your browser's cache if you don't need to keep your browser's cache.



IAM Troubleshooting Guide

- Check whether the network device between the IAM and the PC in the network topology intercepts the data interaction between the PC and the IAM. For example, the SSL protocol may be blocked, and the port for accessing the IAM may be blocked.
- Try to connect the PC directly to the IAM's LAN port. If "**Remote Tech Support**" is not enabled, you cannot access the IAM's console from the IAM's WAN area.



- Try to access IAM's console on other PCs to confirm that other PCs can access IAM's console.



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