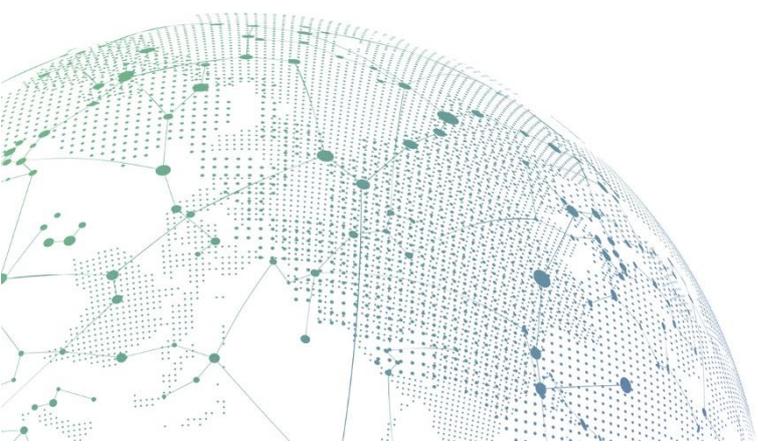




IAM

Open Authentication Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
May 30, 2019	Version 12.0.18 document release.

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Chapter 1 Use Open Authentication but no users in Online Users

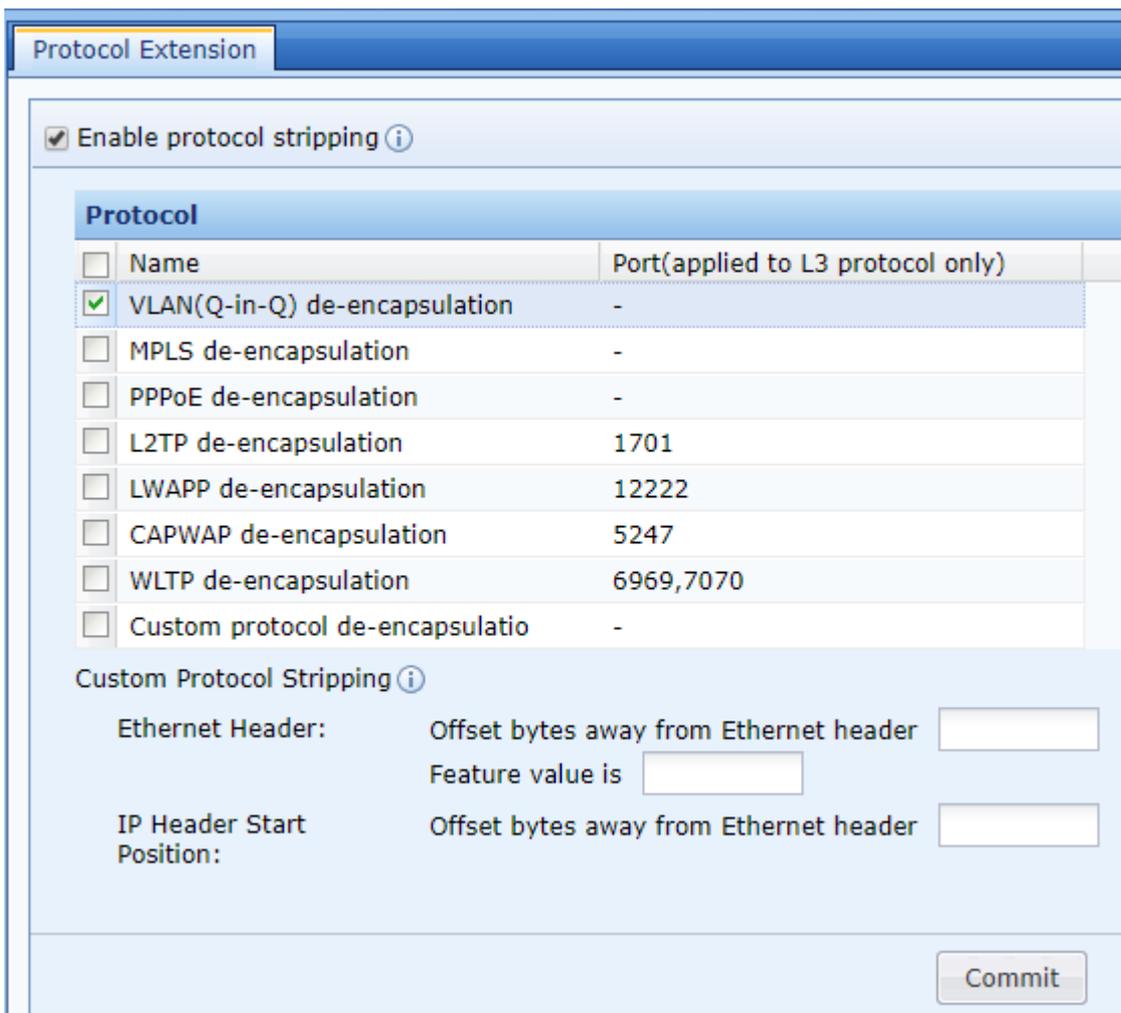
- Check if there is a test ip connection on the IAM and if the traffic is bidirectional.

No.	Username(Alias)	Group	Source	Destination	Protocol	App Category	Application	Data Flow
9	192.168.19.217	/	192.168.19.217:49209	14.215.138.61:443	TCP	NET Protocol	SSL	LAN->WAN
10	192.168.19.217	/	192.168.19.217:49205	172.217.24.174:443	TCP	NET Protocol	SSL	LAN->WAN
11	192.168.19.217	/	192.168.19.217:49181	172.217.31.36:443	TCP	NET Protocol	SSL	LAN->WAN
12	192.168.19.217	/	192.168.19.217:49182	172.217.31.42:443	TCP	NET Protocol	SSL	LAN->WAN
13	192.168.19.217	/	192.168.19.217:49185	172.217.31.99:443	TCP	NET Protocol	SSL	LAN->WAN
14	192.168.19.217	/	192.168.19.217:49179	172.217.31.99:443	TCP	NET Protocol	SSL	LAN->WAN
15	192.168.19.217	/	192.168.19.217:49203	203.205.128.137:443	TCP	NET Protocol	SSL	LAN->WAN
16	192.168.19.217	/	192.168.19.217:49204	203.205.128.173:443	TCP	NET Protocol	SSL	LAN->WAN
17	192.168.19.217	/	192.168.19.217:49207	203.205.128.175:443	TCP	NET Protocol	SSL	LAN->WAN
18	192.168.19.217	/	192.168.19.217:49206	203.205.128.175:443	TCP	NET Protocol	SSL	LAN->WAN
19	192.168.19.217	/	192.168.19.217:49200	203.205.138.57:443	TCP	NET Protocol	SSL	LAN->WAN

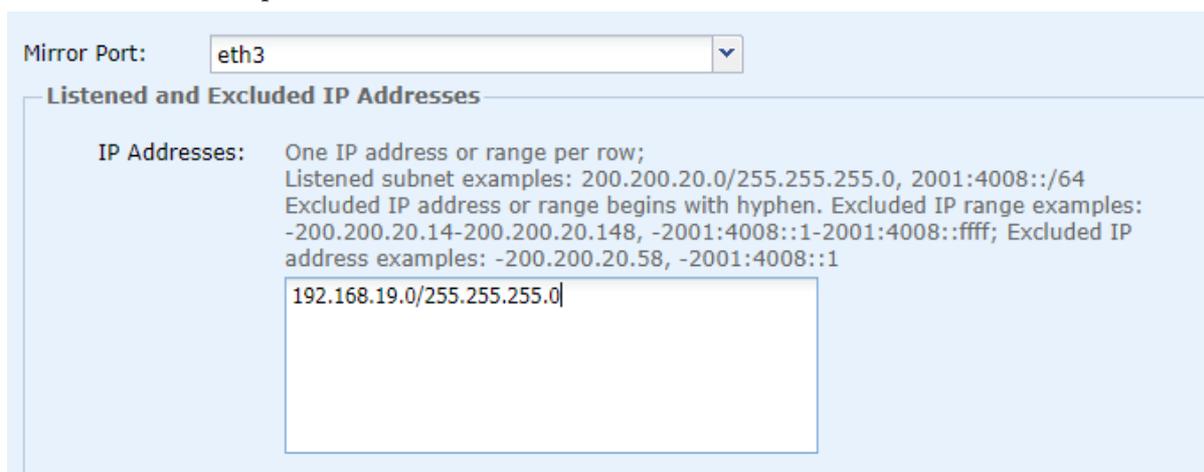
- Check whether the data packet has a TCP protocol packet, and there is no TCP protocol packet. Then, if Open Authentication is configured, the IP of the PC will not appear in **Online Users**.

No.	Time	Source	Destination	Protocol	Length	Source Port	Destination Port	Time to live	Info
372	15:06:00.794466	192.168.19.217	216.58.196.42	TCP	60	49246	443	128	49246 -> 443 [SYN] Seq=0 Win=8192 Len=0 PSH=1460 MSS=256 SACK_PERM=1
374	15:06:00.814461	216.58.196.42	192.168.19.217	TCP	66	443	49246	123	443 -> 49246 [SYN, ACK] Seq=0 Ack=1 Min=60720 Len=0 MSS=1380 SACK_PERM=1 WS=256
375	15:06:00.818057	192.168.19.217	216.58.196.42	TCP	54	49246	443	128	49246 -> 443 [ACK] Seq=1 Ack=1 Min=131072 Len=0
376	15:06:00.819212	192.168.19.217	216.58.196.42	TLSv1.3	571	49246	443	128	Client Hello
413	15:06:00.838992	216.58.196.42	192.168.19.217	TCP	60	443	49246	123	443 -> 49246 [ACK] Seq=1 Ack=518 Min=61952 Len=0
414	15:06:00.846320	216.58.196.42	192.168.19.217	TLSv1.3	1484	443	49246	123	Server Hello, Change Cipher Spec
415	15:06:00.846464	216.58.196.42	192.168.19.217	TCP	1484	443	49246	123	443 -> 49246 [ACK] Seq=1431 Ack=518 Min=61952 Len=1430 [TCP segment of a reassembled PDU]
416	15:06:00.846733	192.168.19.217	216.58.196.42	TCP	54	49246	443	128	49246 -> 443 [ACK] Seq=518 Ack=2861 Min=131072 Len=0
417	15:06:00.848203	216.58.196.42	192.168.19.217	TLSv1.3	1113	443	49246	123	Application Data
427	15:06:00.854409	192.168.19.217	216.58.196.42	TLSv1.3	118	49246	443	128	Change Cipher Spec, Application Data
428	15:06:00.855654	192.168.19.217	216.58.196.42	TLSv1.3	140	49246	443	128	Application Data
429	15:06:00.855654	192.168.19.217	216.58.196.42	TLSv1.3	283	49246	443	123	Application Data
430	15:06:00.875091	216.58.196.42	192.168.19.217	TLSv1.3	618	443	49246	123	Application Data, Application Data
431	15:06:00.875798	192.168.19.217	216.58.196.42	TLSv1.3	85	49246	443	123	Application Data

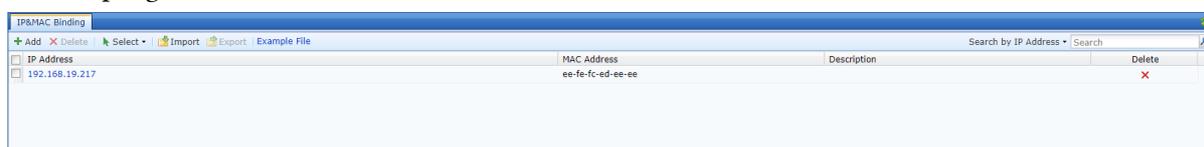
- Check whether there is a multi-layer protocol encapsulation, such as QinQ protocol encapsulation. If there is a protocol such as QinQ, you need to enable "**Protocol Extension**".



- If it is bypass mode, you need to check whether the IP address segment in Listened and Excluded IP Addresses is complete.



- Check if you have made the wrong IP/MAC binding, or turn on **Troubleshooting** to check for a drop log.



IAM Troubleshooting Guide

No.	Time	Src IP->Dst IP	Protocol	Data Flow	Size	Line	Application	Rule	Source	Packet Drop	Action
18	15:25:05	199.199.134.108:443 -> 192.168.19.21	tcp	eth2 -> NULL	304(B)	Line1	SSL	SSL_SHello	web authen	DRPPFLAG...	User blocked(after bcode)
19	15:25:05	192.168.19.217:49367 -> 125.39.83.1	tcp	eth0 -> eth2	105(B)	Line1	SSL	SSL_SHello	web authen	DRPPFLAG...	(line:738)this packet had been dropped by authv!
20	15:25:05	192.168.19.217:49367 -> 125.39.83.1	tcp	eth0 -> NULL	105(B)	Line1	SSL	SSL_SHello	authv	DRPPFLAG...	User blocked(after bcode)
21	15:25:05	125.39.83.108:443 -> 192.168.19.217	tcp	eth2 -> NULL	206(B)	Line1	SSL	SSL_SHello	authv	DRPPFLAG...	User blocked(after bcode)
22	15:25:05	192.168.19.217:49366 -> 125.39.83.1	tcp	eth0 -> eth2	873(B)	Line1	SSL	TLS_CV1	web authen	DRPPFLAG...	(line:738)this packet had been dropped by authv!
23	15:25:05	192.168.19.217:49366 -> 125.39.83.1	tcp	eth0 -> NULL	873(B)	Line1	SSL	TLS_CV1	authv	DRPPFLAG...	User blocked(after bcode)
24	15:25:05	192.168.19.217:49366 -> 125.39.83.1	tcp	eth0 -> eth2	105(B)	Line1	SSL	SSL_SHello	web authen	DRPPFLAG...	(line:738)this packet had been dropped by authv!
25	15:25:05	192.168.19.217:49366 -> 125.39.83.1	tcp	eth0 -> NULL	105(B)	Line1	SSL	SSL_SHello	authv	DRPPFLAG...	User blocked(after bcode)
26	15:25:05	125.39.83.108:443 -> 192.168.19.217	tcp	eth2 -> NULL	206(B)	Line1	SSL	SSL_SHello	authv	DRPPFLAG...	User blocked(after bcode)
27	15:25:05	192.168.19.217:49365 -> 125.39.83.1	tcp	eth0 -> eth2	874(B)	Line1	SSL	TLS_CV1	web authen	DRPPFLAG...	(line:738)this packet had been dropped by authv!
28	15:25:05	192.168.19.217:49365 -> 125.39.83.1	tcp	eth0 -> NULL	874(B)	Line1	SSL	TLS_CV1	authv	DRPPFLAG...	User blocked(after bcode)
29	15:25:05	192.168.19.217:49365 -> 125.39.83.1	tcp	eth0 -> eth2	105(B)	Line1	SSL	SSL_SHello	web authen	DRPPFLAG...	(line:738)this packet had been dropped by authv!
30	15:25:05	192.168.19.217:49365 -> 125.39.83.1	tcp	eth0 -> NULL	105(B)	Line1	SSL	SSL_SHello	authv	DRPPFLAG...	User blocked(after bcode)
31	15:25:05	125.39.83.108:443 -> 192.168.19.217	tcp	eth2 -> NULL	206(B)	Line1	SSL	SSL_SHello	authv	DRPPFLAG...	User blocked(after bcode)
32	15:25:05	192.168.19.217:49367 -> 125.39.83.1	tcp	eth0 -> NULL	571(B)	Line1	SSL	SSL_CHello	authv	DRPPFLAG...	User blocked(after bcode)
33	15:25:05	192.168.19.217:49367 -> 125.39.83.1	tcp	eth0 -> NULL	54(B)	Line1	0	0	authv	DRPPFLAG...	Auth policy logic(Acode) dropped ssl
34	15:25:05	192.168.19.217:49366 -> 125.39.83.1	tcp	eth0 -> NULL	571(B)	Line1	SSL	SSL_CHello	authv	DRPPFLAG...	User blocked(after bcode)

- Check if IP or network segment is added to **Global Exclusion**.

Global Exclusion

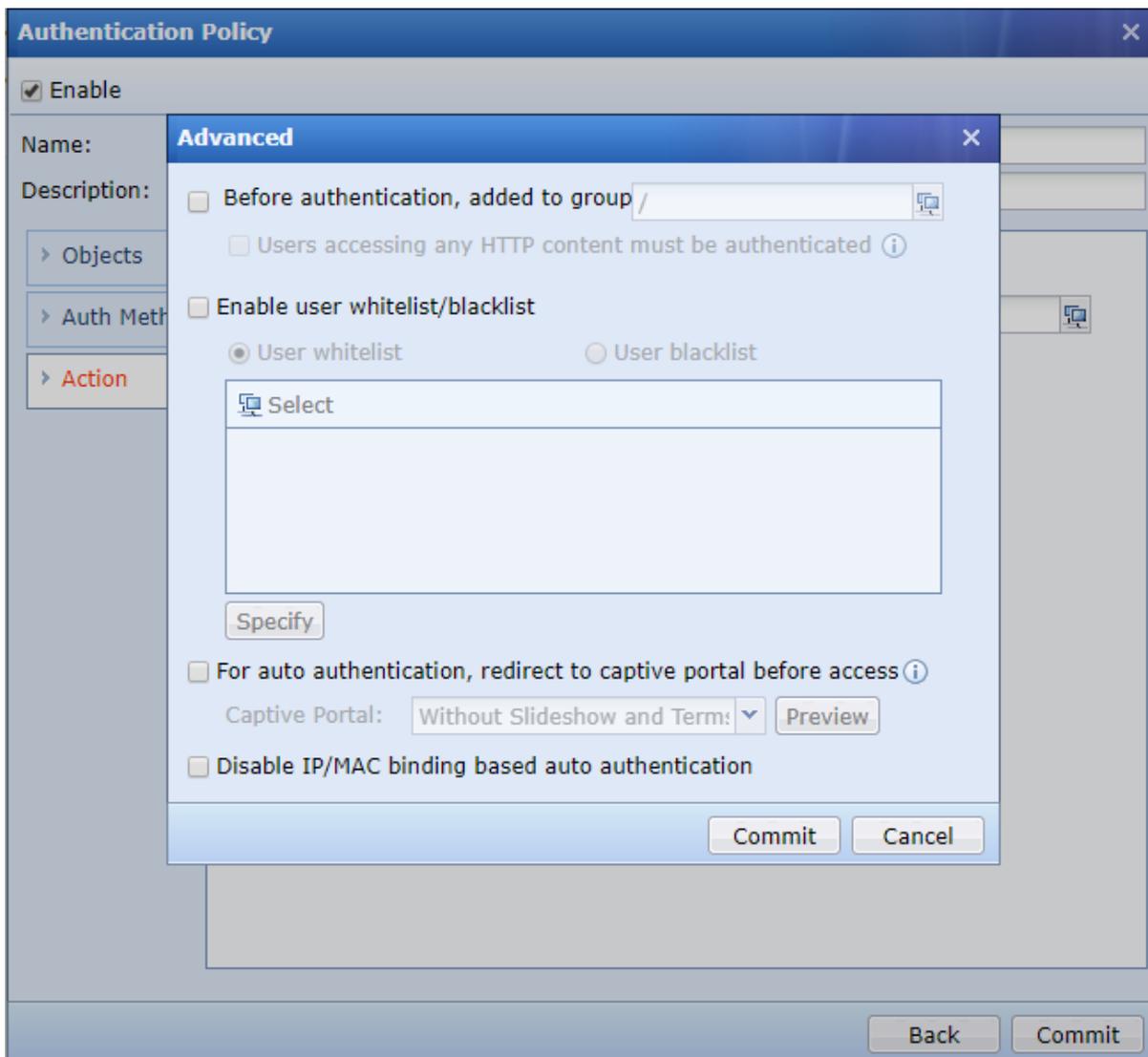
Predefined Excluded Address
Custom Excluded Address

[+ Add](#) |
 [✓ Enable](#) |
 [⊘ Disable](#) |
 [✗ Delete](#)

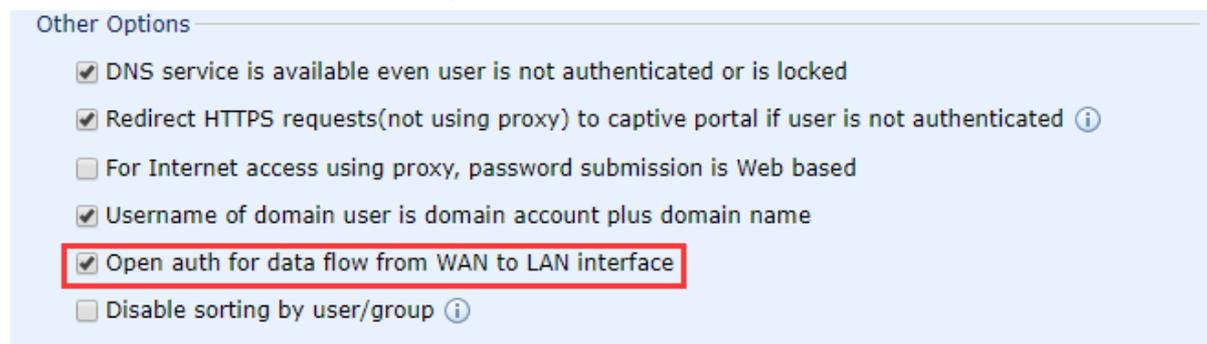
Search:

	Address	Description	Status	Delete
<input type="checkbox"/>	192.200.19.81		✓	✗

- Check whether a blacklist or whitelist is configured.



- Devices deployed in bridge mode need to check whether the network cable is reversed. If the network cable is connected and the "Open auth for data flow from WAN to LAN interface" is enabled, the IP of the intranet may not be online.





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