



**SANGFOR**



# IAM

## Cookie-based authentication Troubleshooting Guide

**Version 12.0.18**



## Change Log

Date	Change Description
June 15, 2019	Version 12.0.18 document release.

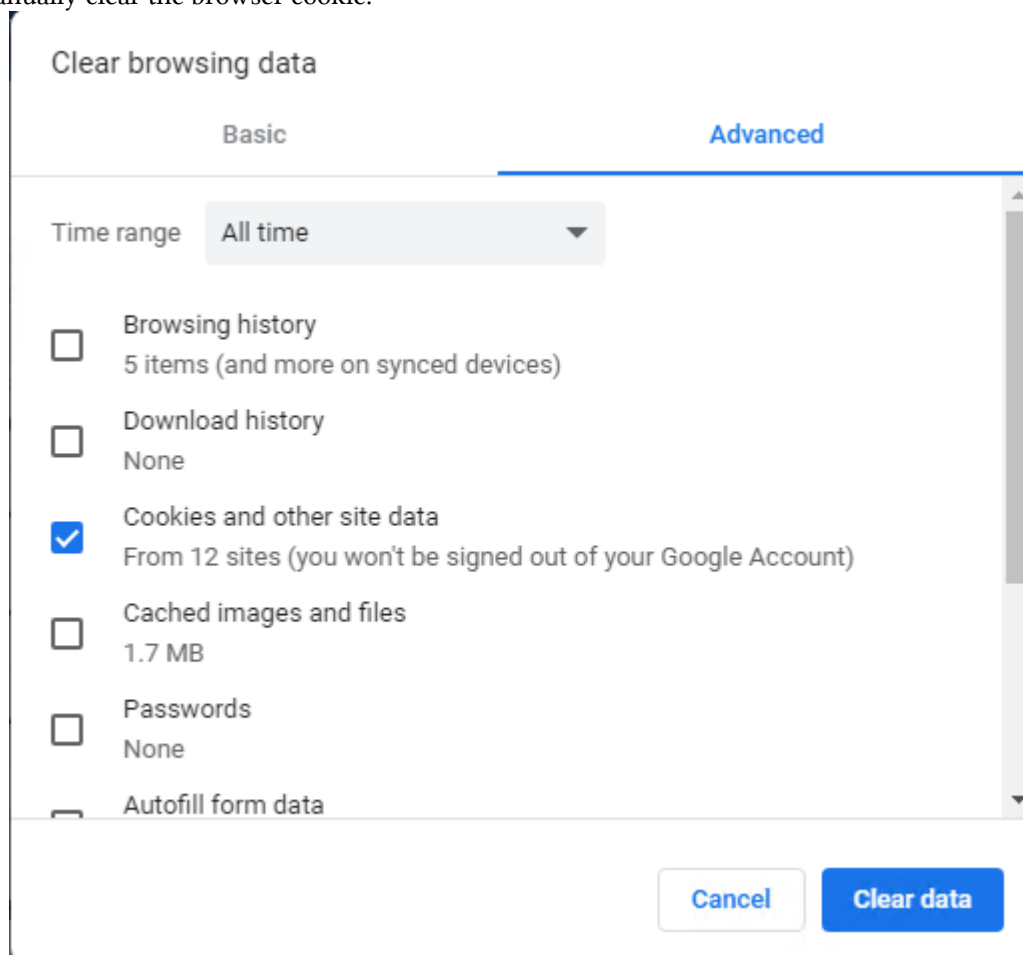
# CONTENT

Chapter 1 Cookie-based authentication does not take effect .....	1
--	---

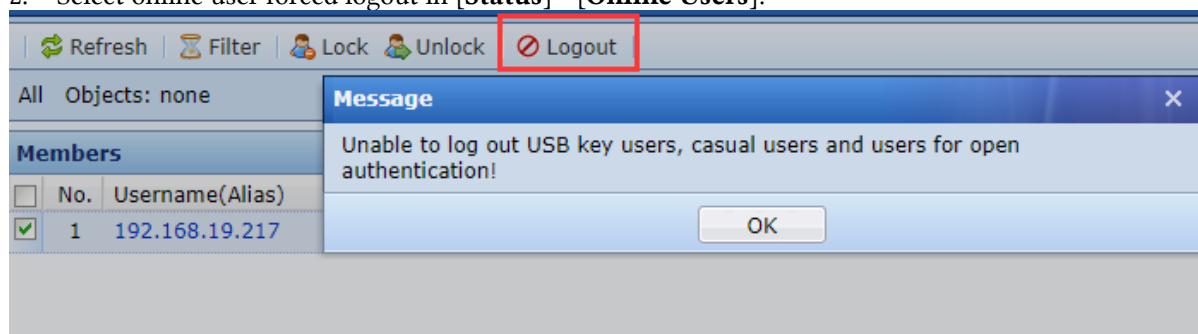
## Chapter 1 Cookie-based authentication does not take effect

- The following five ways can cause cookie-based authentication to fail:

1. Manually clear the browser cookie.



2. Select online user forced logout in **[Status] - [Online Users]**.



3. Close the authentication result page or reauthenticate page and manually click Logout.

4. Modify user attributes (delete, disable, change password).

**Edit User** [X]

☒ Enabled

Username:

Description:

Alias:

Mobile Number:

Email Address:

Group:

**User Attribute** | Policies | Advanced

☒ Local password ⓘ

Password:

Retype Password:

☐ Password must be changed upon first login

User Binding ⓘ

+ Add - Delete

<input type="checkbox"/>	Purpose	IP Add...	MAC A...	Validity...	Status	Operat...
No data available						

Commit Cancel

5. Disable password authentication.

**Authentication Policy**

☒ Enable

Name: PassAuth

Description:

> Objects

> **Auth Method**

> Action

Auth Method:

☐ Open authentication

☒ Password based

☐ Single Sign-On(SSO)

☐ None (requests are rejected always)

Auth Server: Local user database

☐ Enable self registration:

☐ Account login with WeChat ⓘ

☐ Account Login with SMS Code ⓘ

Captive Portal

Captive Portal: Without Slideshow and Terms of Use Preview

Login Redirection: [Previously visited webpage](#)

Back Next

- The cookie-based authentication account must be a public account. If it is a private account, the authenticated user will be logged out and the cookie will be cleaned up.

**Edit User** [X]

☒ Enabled

Username:

Description:

Alias:

Mobile Number:

Email Address:

Group:  [icon]

User Attribute Policies **Advanced**

☐ Show Logout page upon login success

☒ Allow multiple users to log in with an account concurrently (for users required to be authenticated)

☒ Allow to change local password

☐ Login IP Addresses ⓘ

192.168.0.1  
2001::  
192.168.0.1-198.168.0.100  
2001::-2001::ffff  
ee-ee-ee-ee-ee-ee  
192.168.0.1(ee-ee-ee-ee-ee-ee)  
2001::(ee-ee-ee-ee-ee-ee)

Commit Cancel

- Iphone's system portal authentication page cannot save COOKIE. The solution is to add **captive.apple.com** to global exclusion.

**Predefined Excluded Address**

Custom Excluded Address

☒ Enable ☐ Disable

Search:

<input type="checkbox"/>	Address	Description	Status
<input checked="" type="checkbox"/>	captive.apple.com	iPhone related address, allowed...	✓

Commit





**SANGFOR**

Copyright © SANGFOR Technologies Inc. All rights reserved.

No part of this document may be reproduced or transmitted in any form or by any means without prior written consent of SANGFOR Technologies Inc.

SANGFOR is the trademark of SANGFOR Technologies Inc. All other trademarks and trade names mentioned in this document are the property of their respective holders.

Every effort has been made in the preparation of this document to ensure accuracy of the contents, but all statements, information, and recommendations in this document do not constitute a warranty of any kind, express or implied. The information in this document is subject to change without notice. To obtain the latest version, contact the international service center of SANGFOR Technologies Inc