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.

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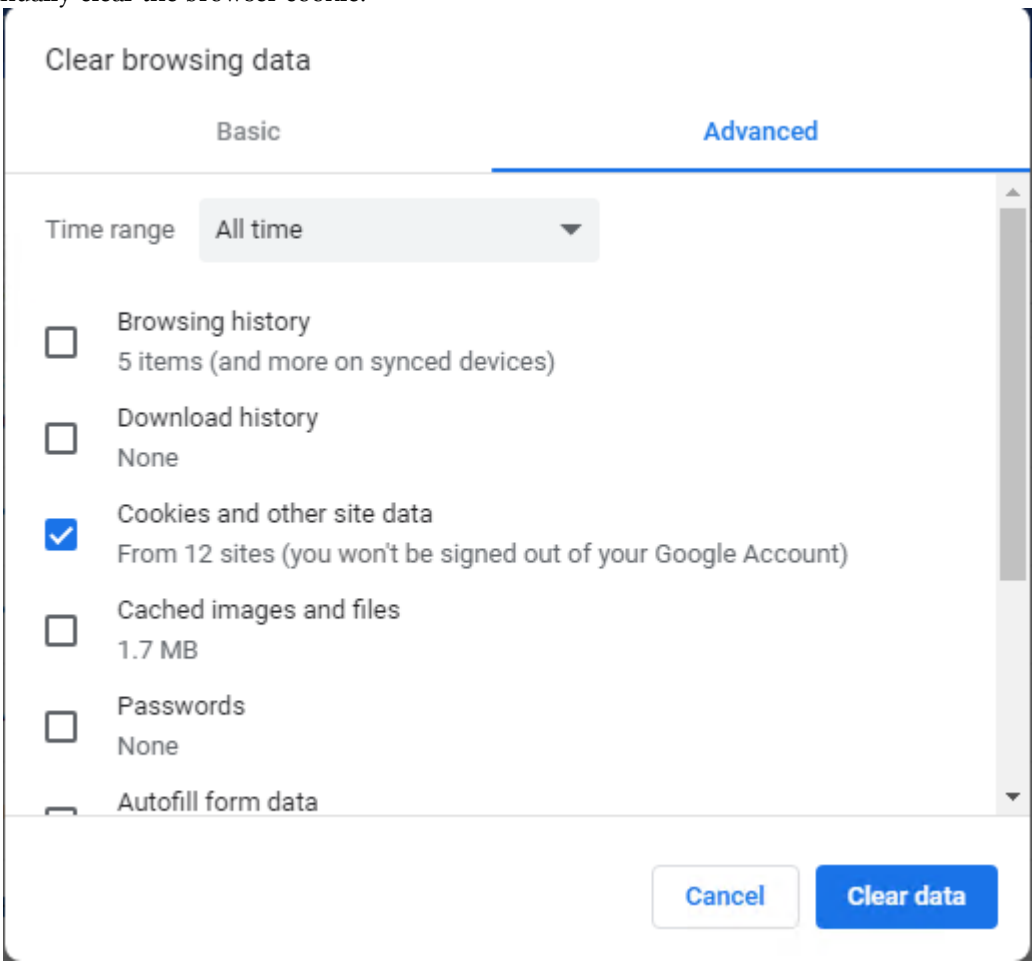
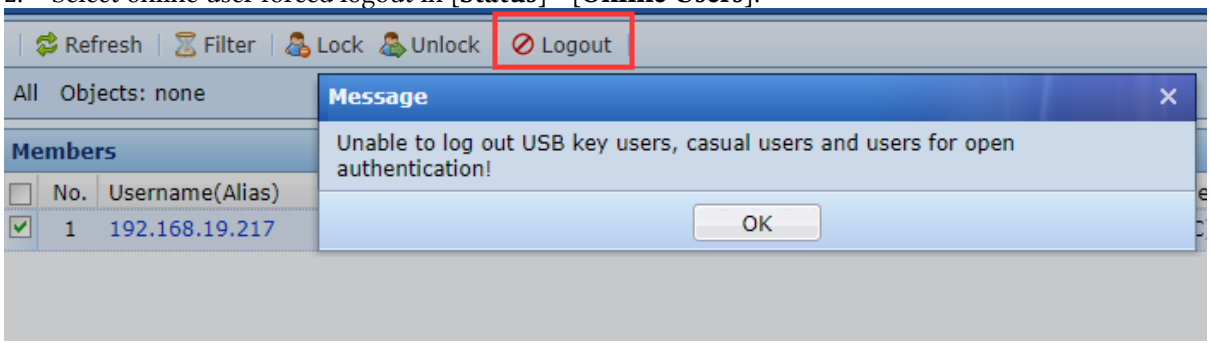
Chapter 1 Cookie-based authentication does not take effect

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

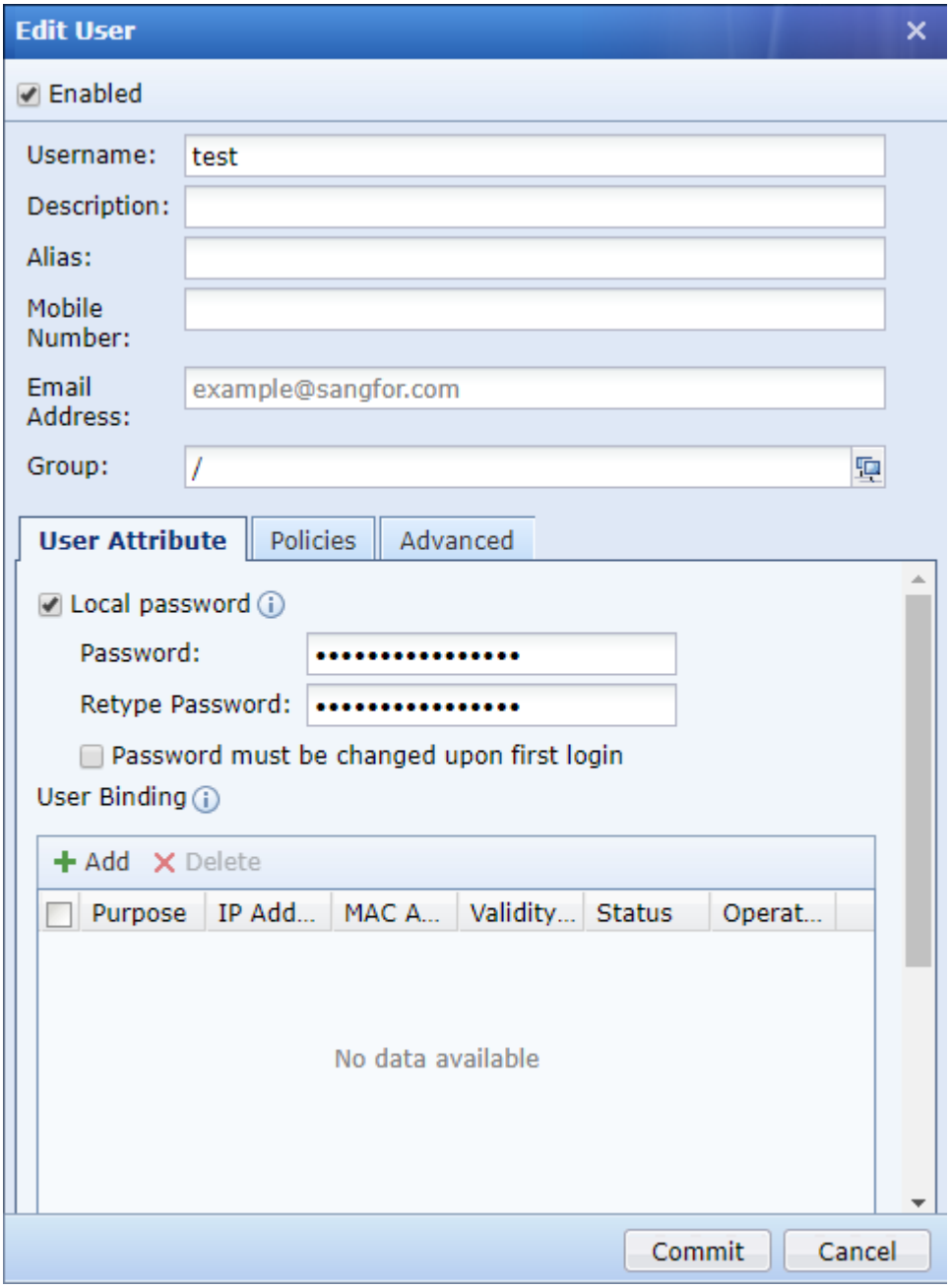
1. Manually clear the browser cookie.



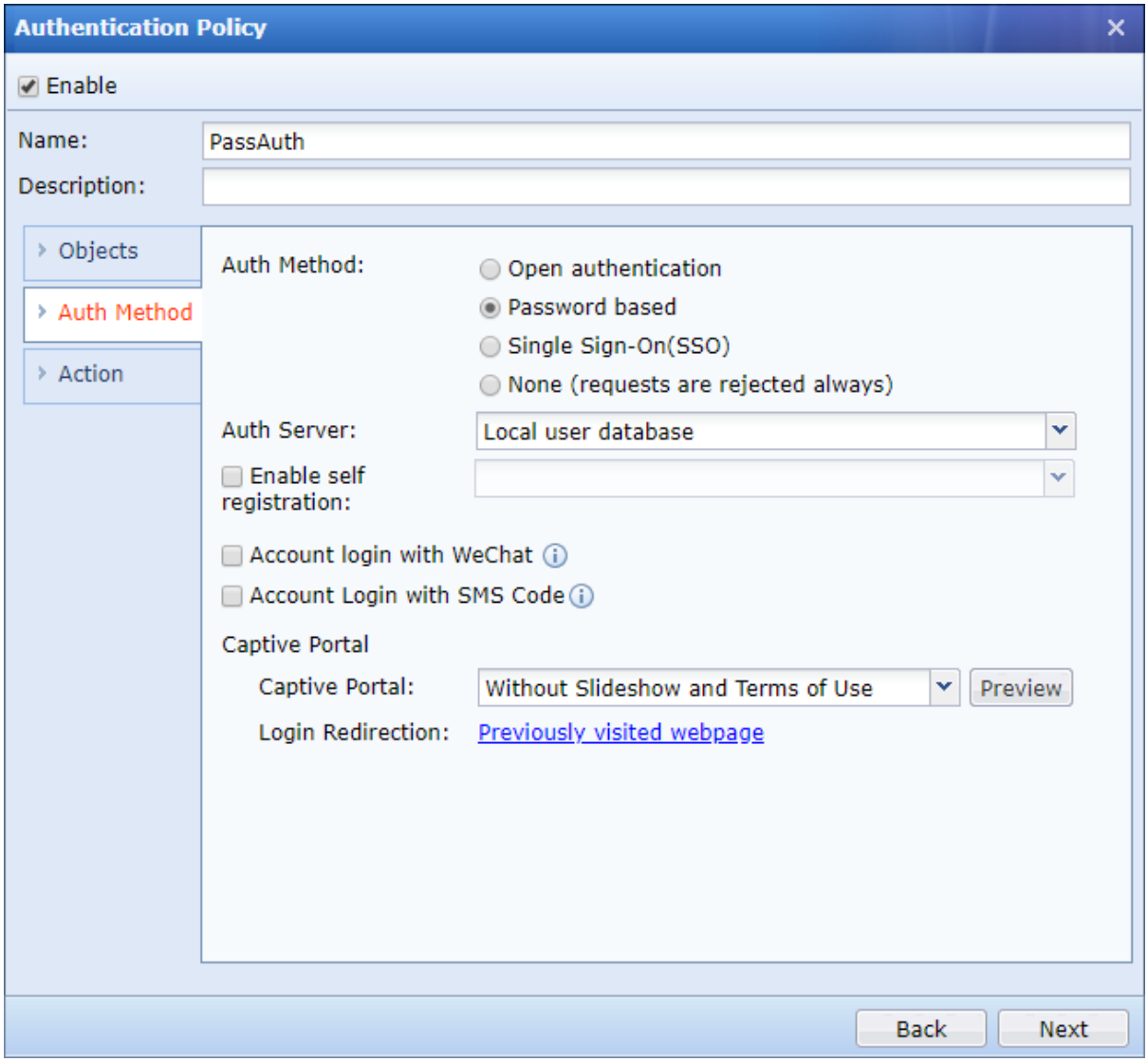
2. Select online user forced logout in [**Status**] - [**Online Users**].



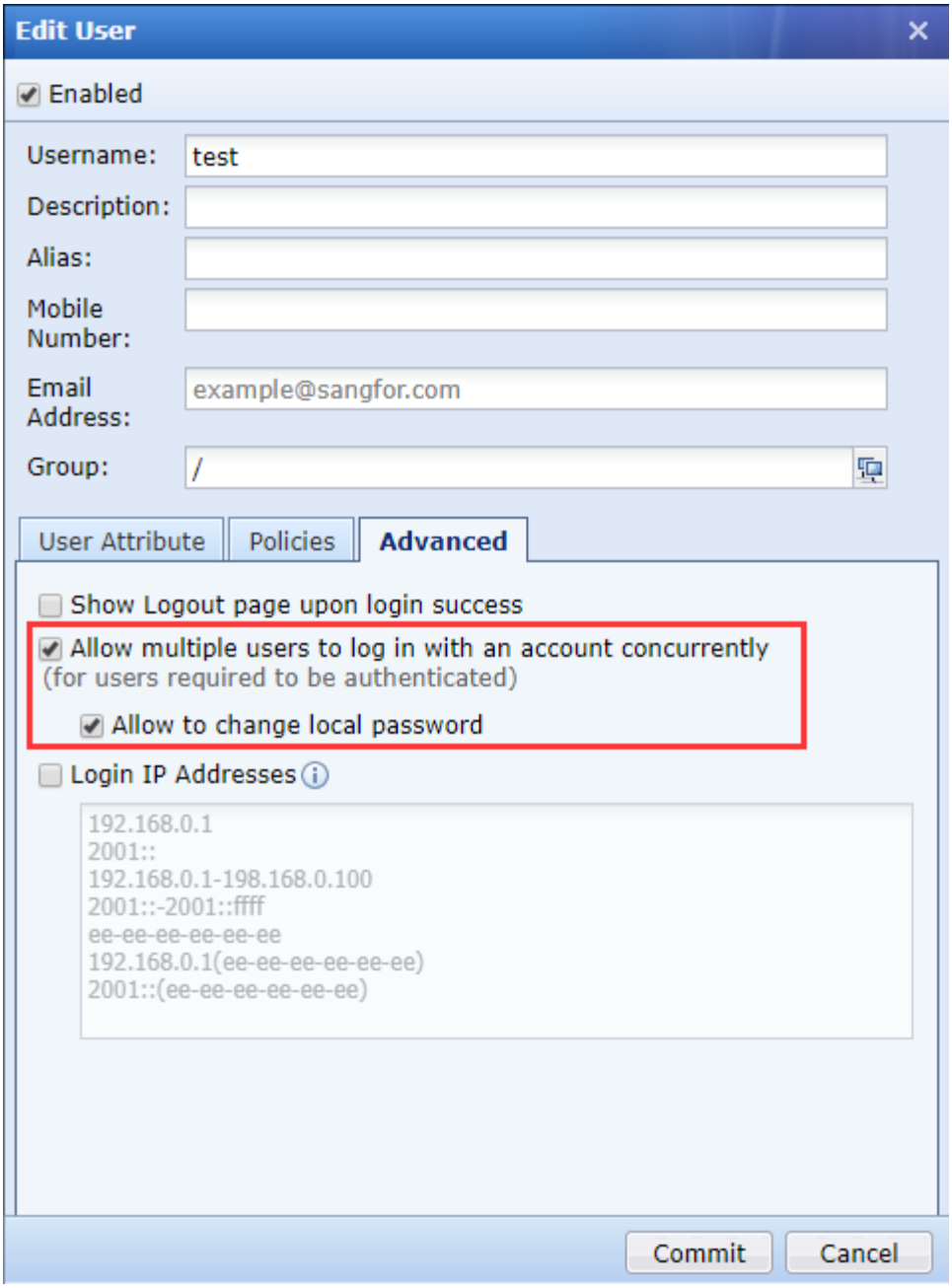
3. Close the authentication result page or reauthenticate page and manually click Logout.
4. Modify user attributes (delete, disable, change password).



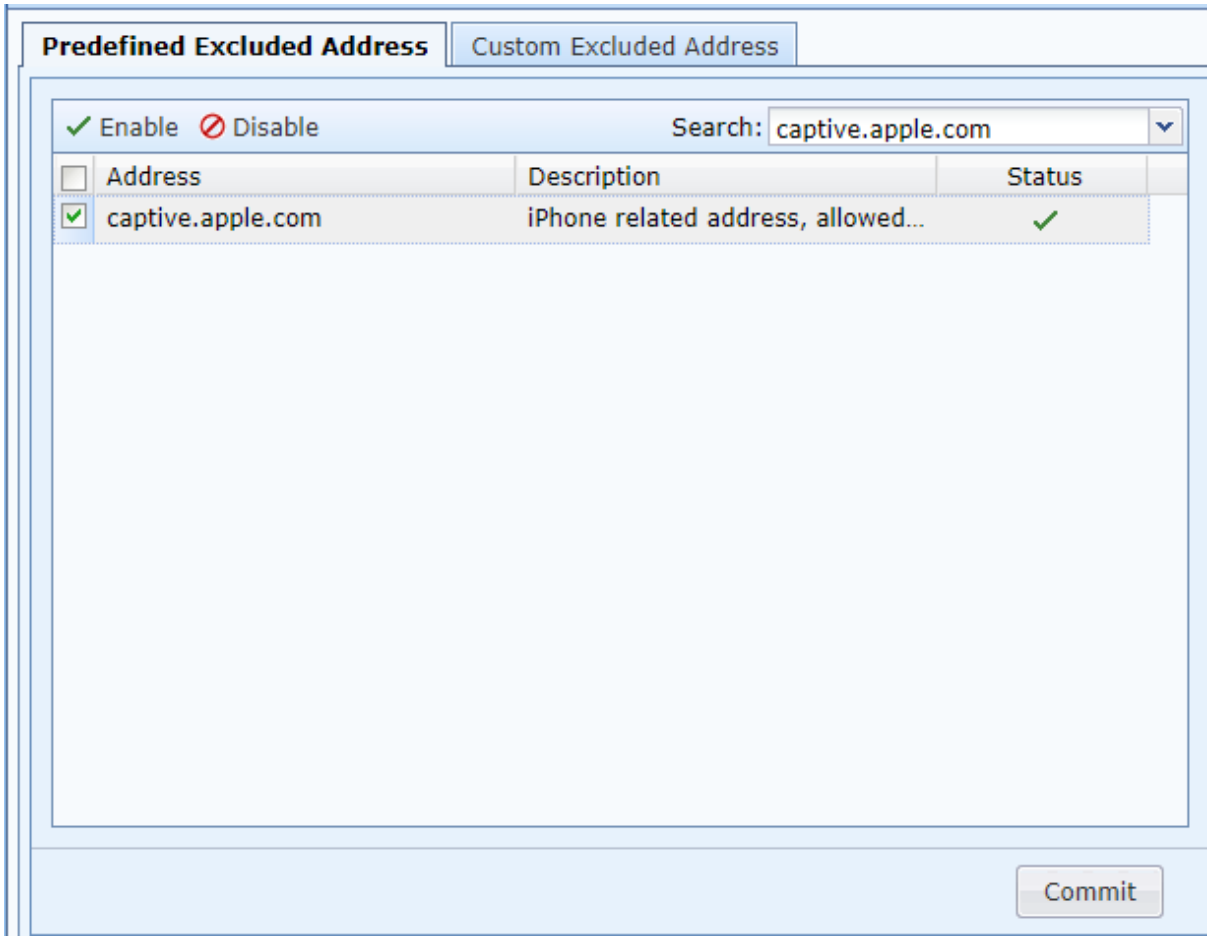
5. Disable password authentication.



- 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.



- 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:
captive.apple.com
Address
Description
Status
captive.apple.com
iPhone related address, allowed...
Commit

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