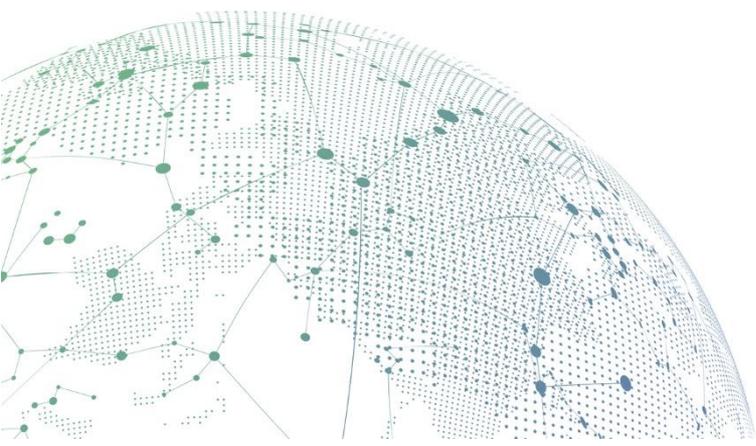


# IAM

## Cookie-based authentication Troubleshooting Guide

Version 12.0.18



## Change Log

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

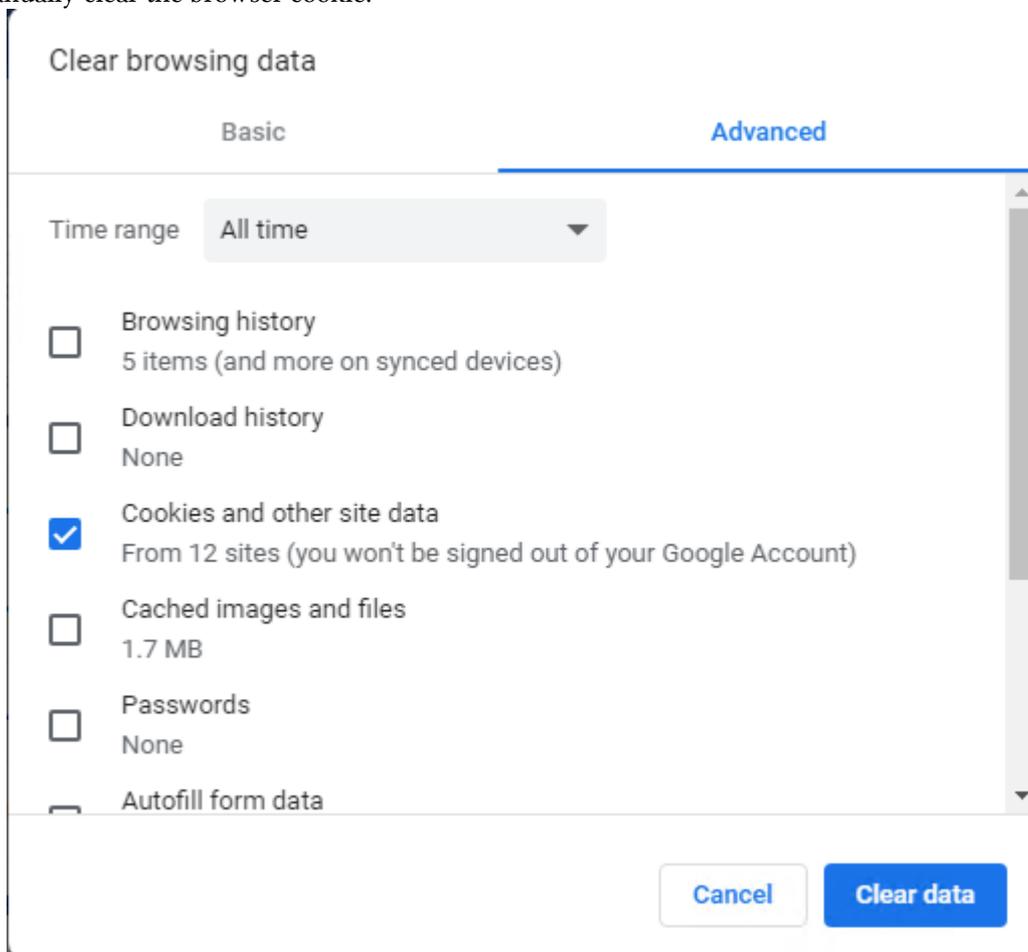
# CONTENT

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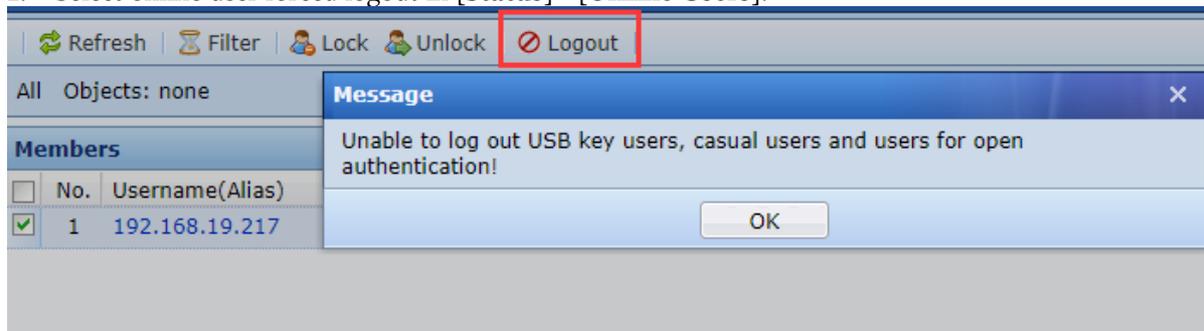
# Chapter 1 Cookie-based authentication does not take effect

- 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).

**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.

The screenshot shows the 'Edit User' dialog box with the following fields and options:

- Enabled
- Username: test
- Description: [Empty]
- Alias: [Empty]
- Mobile Number: [Empty]
- Email Address: example@sangfor.com
- Group: /

Advanced Tab Options:

- 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 ⓘ

Login IP Addresses list:

- 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)

Buttons: 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...	✓



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