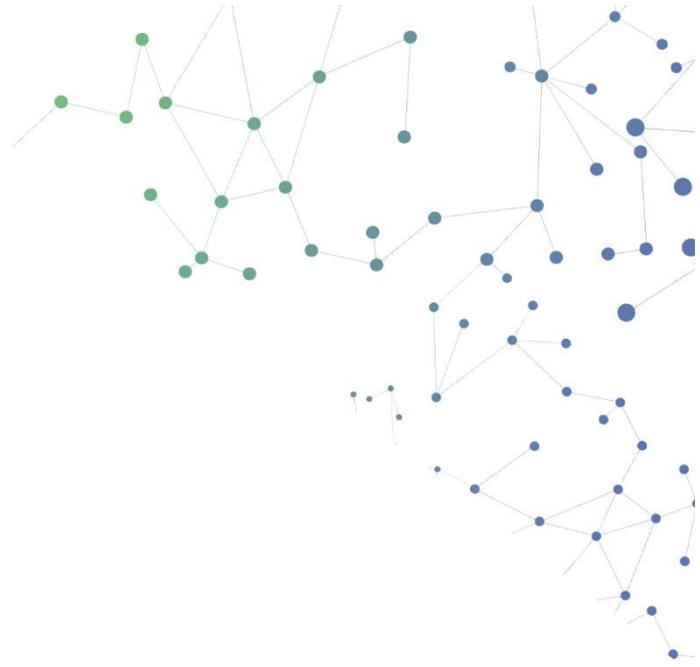




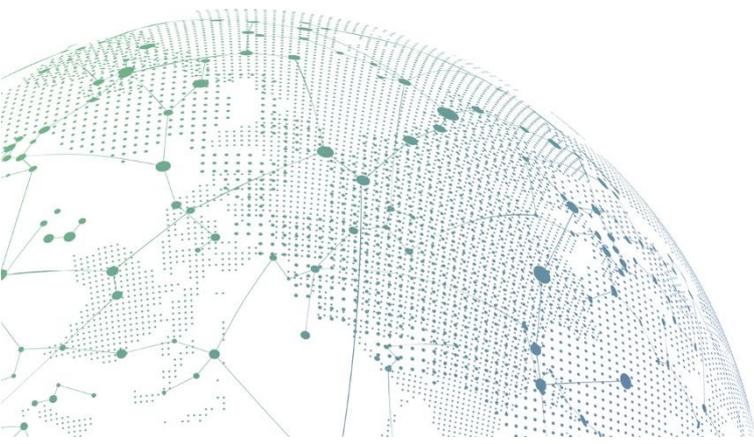
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IAM

Custom URL and Custom Application failed Troubleshooting Guide

Version 12.0.18



Change Log

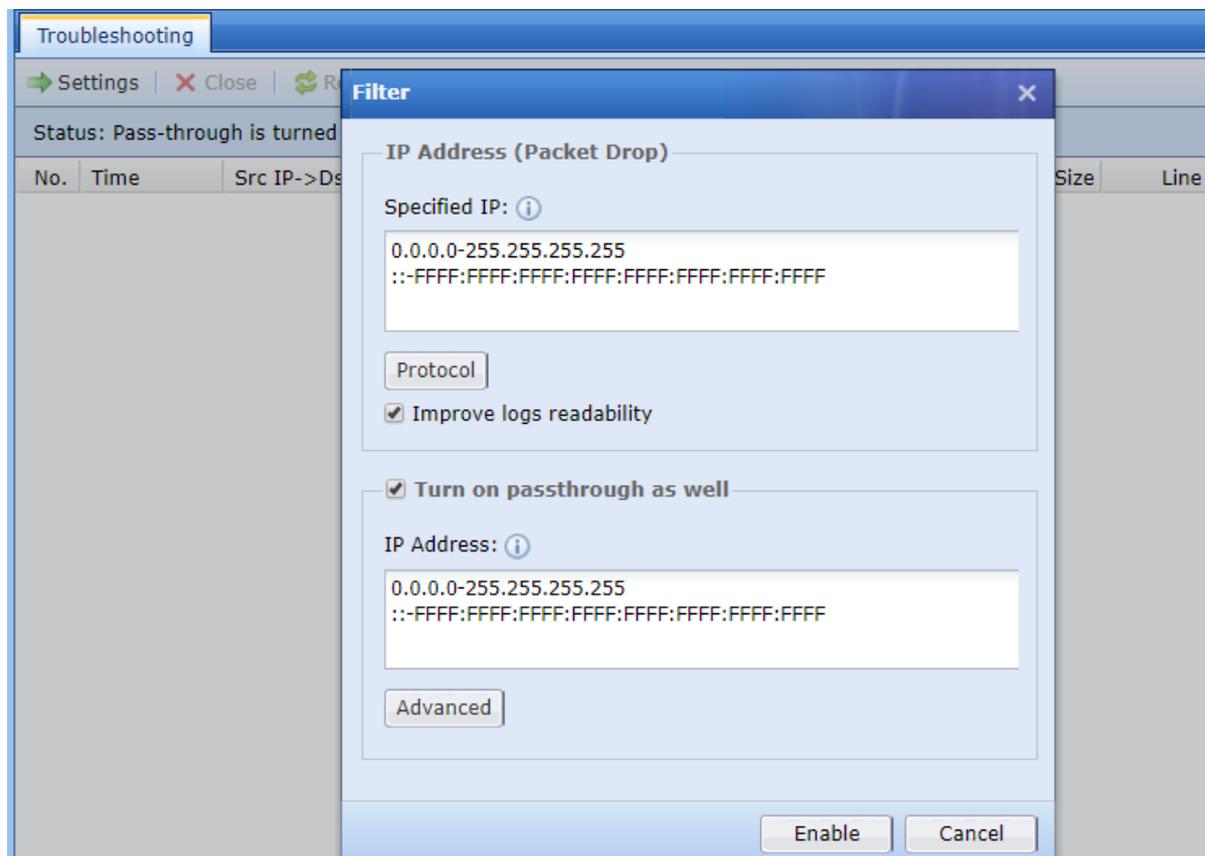
Date	Change Description
June 10, 2019	Version 12.0.18 document release.

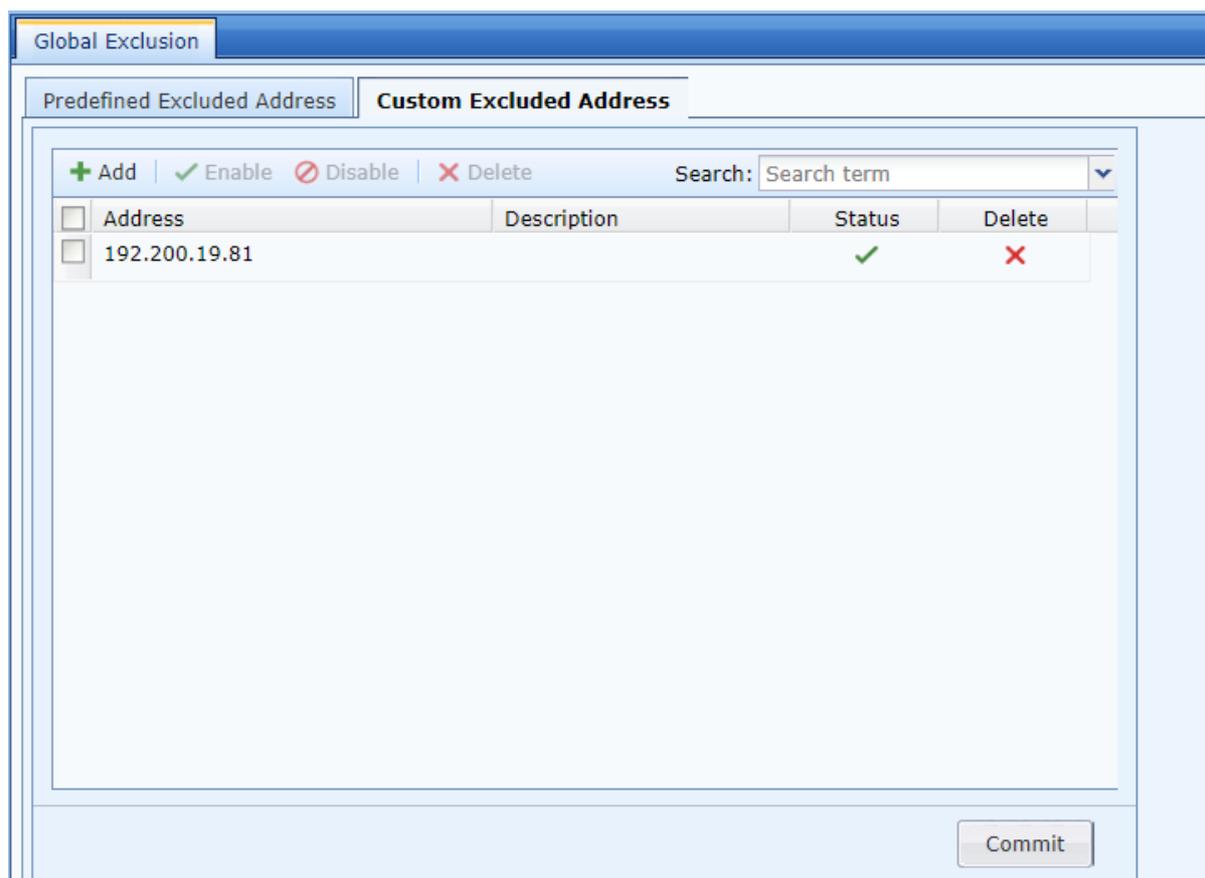
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Chapter 1 Custom URL does not take effect

- Check whether the IP related to custom URL exists in [Global Exclusion] and [Troubleshooting].





- Check whether the custom URL is match to the policy, if not match, try change the URL to correct URL.
- Check the user's log's in [**Internet Activities**] or [**Internal Report Center**]. If there is a URL matched to custom URL. If not match, re-add the URL recognized by the data center.
- Check whether has bidirectional traffic pass through IAM device when open custom URL.
- Check the format of the URL, * can only be used to indicate the matching of the first-level domain name, and the * can only be used as a prefix for the URL, such as *.sina.com.cn, can not be placed in the middle, otherwise this custom URL will not take effect.

Add URL Category [X]

Name: [Empty text box]

Description: [Empty text box]

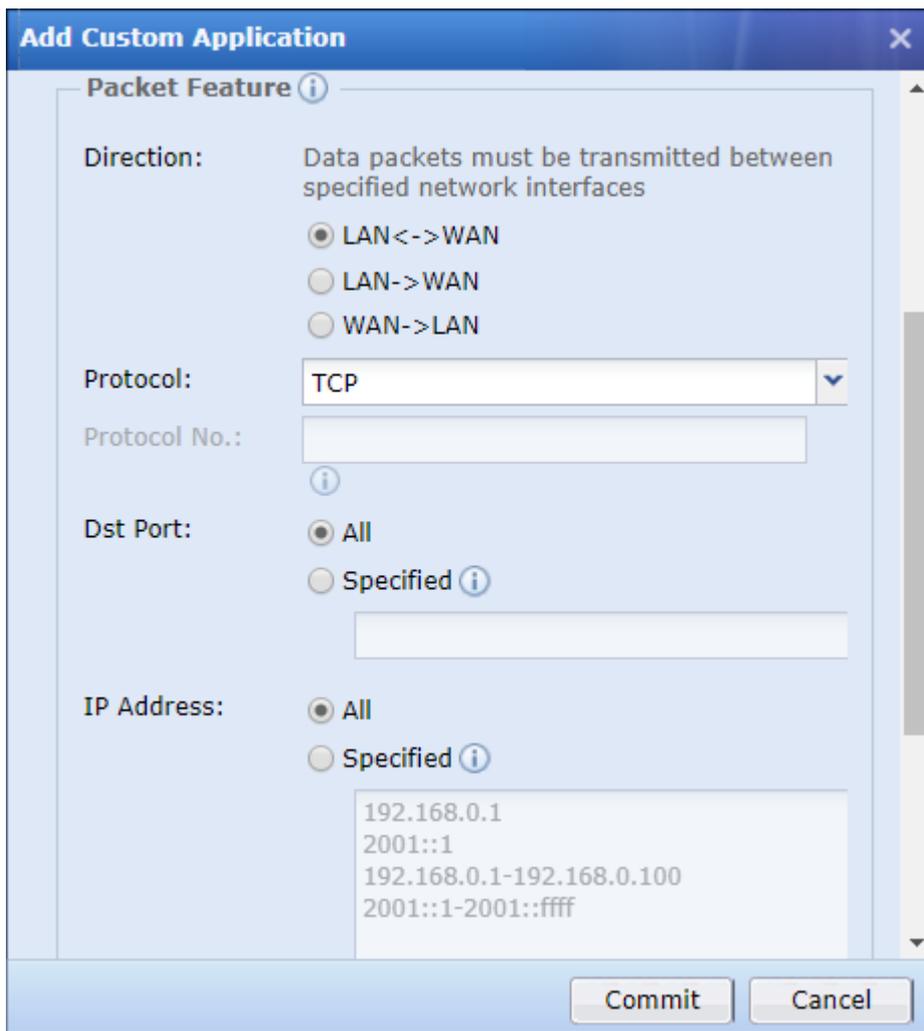
URL: ⓘ
google.*.com
*.google.com

Domain Name Keyword: ⓘ
Type here

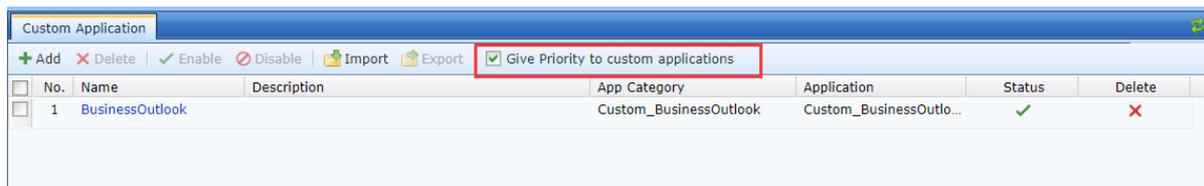
[Commit] [Cancel]

Chapter 2 Custom Application does not take effect

- Check if the configuration of the Custom Application is correct: Check if **[Direction]** in **[Objects]-[Custom Application]** selects LAN<->WAN. In **[Protocol]**, select the protocol corresponding to the application. If both tcp and udp are available, check to see if **[Dst Port]** is defined. Whether the IP in **[IP Address]** is filled in correctly. If you customize the ip in **[IP Address]**, it is not recommended to configure **[Target Domain]**, otherwise



- Check for **[Give Priority to custom applications]**.



- When the user goes to visit, check the log in the data center, and then modify the custom application according to the contents of the log.
- **[IP Address]** and **[Target Domain]** in the custom application are related. The matching process is as follows: The IP address will be matched first. If the IP is within the scope of the custom rule, the subsequent exact match is continued. If the domain name is configured in the custom application rule, the domain name matching is required, and the domain name matches to the custom application rule. If the domain name does not match then this custom application policy, the it will not be matched.



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