



IAM

Bulletin Board Troubleshooting Guide

Version 12.0.18



Change Log

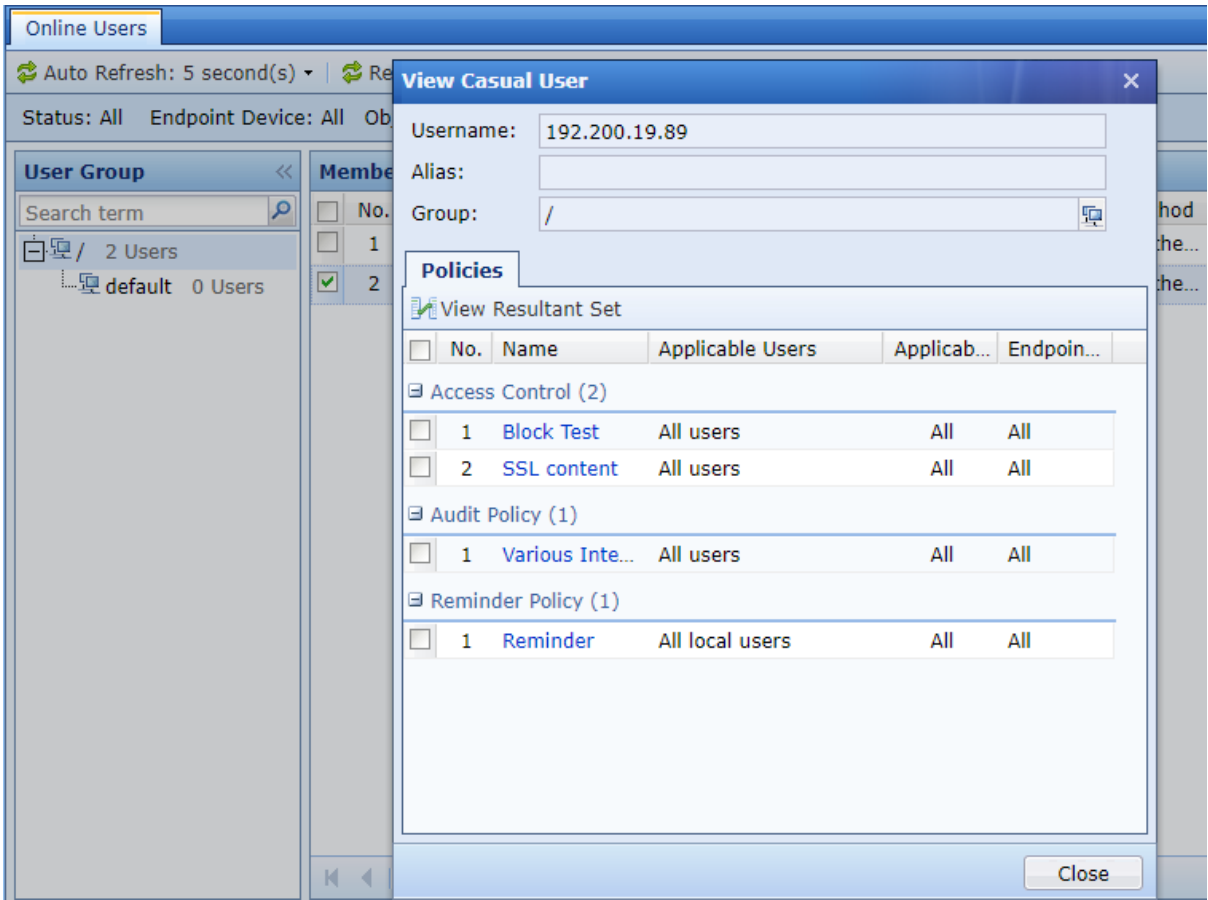
Date	Change Description
Aug 19, 2019	Version 12.0.18 document release.

CONTENT

Chapter 1 Basic troubleshooting.....	1
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Chapter 1 Basic troubleshooting

1. Check if the user matches the corresponding policy.



2. Check if the troubleshooting is enabled or the IP is added to the global exclusion. If the IP address is added to the global exclusion, the policy will not take effect.

Predefined Excluded Address **Custom Excluded Address**

+ Add | **✓ Enable** | **⊘ Disable** | **✕ Delete** Search: ▾

<input type="checkbox"/>	Address	Description	Status	Delete
<input type="checkbox"/>	192.200.19.89		✓	✕

Commit

→ Settings **Filter** ✕

Status: Pass

No. Time w Size

IP Address (Packet Drop)

Specified IP: ⓘ

☒ Improve logs readability

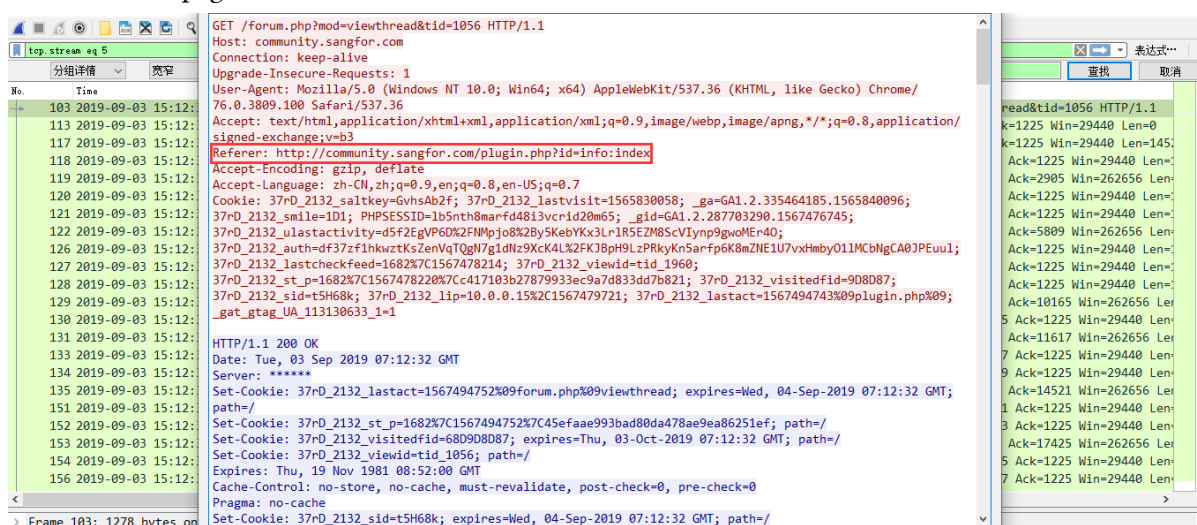
☒ Turn on passthrough as well

IP Address: ⓘ

3. Check if the website is of type http. If it is a https type website, Reminder Policy is not supported.



4. Check if there is a referer field in the http packet, and the Referer field in the packet will run the Reminder page.





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