



SANGFOR



IAM

IAM authentication and forwarding Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
June 27, 2019	Version 12.0.18 document release.

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Chapter 1 Troubleshooting

1.1 Check Authentication Policy

- Sangfor Forwarding only support Local password authentication, external password authentication, SMS authentication, single sign-on, dkey authentication user. Not support Open authentication.

1.2 Check Format

The default format is: **ip range%dst device%policy description**. You can look description for more format rules.

☒ Send user credentials to other Sangfor appliances

Forward Credentials To: ⓘ

Type here

One rule per row. Format:
 Objects%Dst Appliance%Description
 Object entries (IP address or range or controller name) are separated by semi-colone(;), e.g.,
 192.168.0.0/16%200.200.64.115% test rule
 indicating that ip users on the 192.168 network segment are forwarded to 200.200.64.115 devices
 Multiple conditions in the scope of application are separated by semi-colone(;), support ip, ip segment and controller name, such as:
 192.168.0.0/16;
 Multiple IPs in the target device uses semi-colone(;) Separate, you can enter IP or IP:port. Default port is 1773, support IPv4, IPv6, such as:
 192.168.0.1
 192.168.0.1:1773
 2001::1
 [2001::1]:1773

Shared Key : ⓘ

Note:

1.3 Check Shared Key

- Check whether the shared key is correct both in IAM and other device.

Sangfor Appliance

User credentials stored on any Sangfor appliances could be shared, including credentials from local user database, external authentication server and SMS server, and SSO or USB key information.

☒ Receive user credentials from other Sangfor appliances

Shared Key : ⓘ

1.4 Capture packet

- Capture packet to check whether IAM can communicate with other device successfully.

No.	Time	Source	Destination	Protocol	Length	Source Port	Destination Port	Time to live	Info
1	10:20:31.357743	192.168.19.88	192.168.19.239	UDP	416	64 44219	1773	Len=372	
2	10:20:31.357753	192.168.19.88	192.168.19.239	UDP	416	64 44219	1773	Len=372	
7	10:21:00.225083	192.168.19.88	192.168.19.239	UDP	416	64 44219	1773	Len=372	
8	10:21:00.225089	192.168.19.88	192.168.19.239	UDP	416	64 44219	1773	Len=372	
9	10:21:00.318250	192.168.19.239	192.168.19.88	UDP	62	64 1773	44219	Len=14	
10	10:21:00.318259	192.168.19.239	192.168.19.88	UDP	58	64 1773	44219	Len=14	



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