



# IAM

## IWA SSO Troubleshooting Guide

**Version 12.0.18**



## Change Log

Date	Change Description
Jul 2, 2019	Version 12.0.18 document release.

# CONTENT

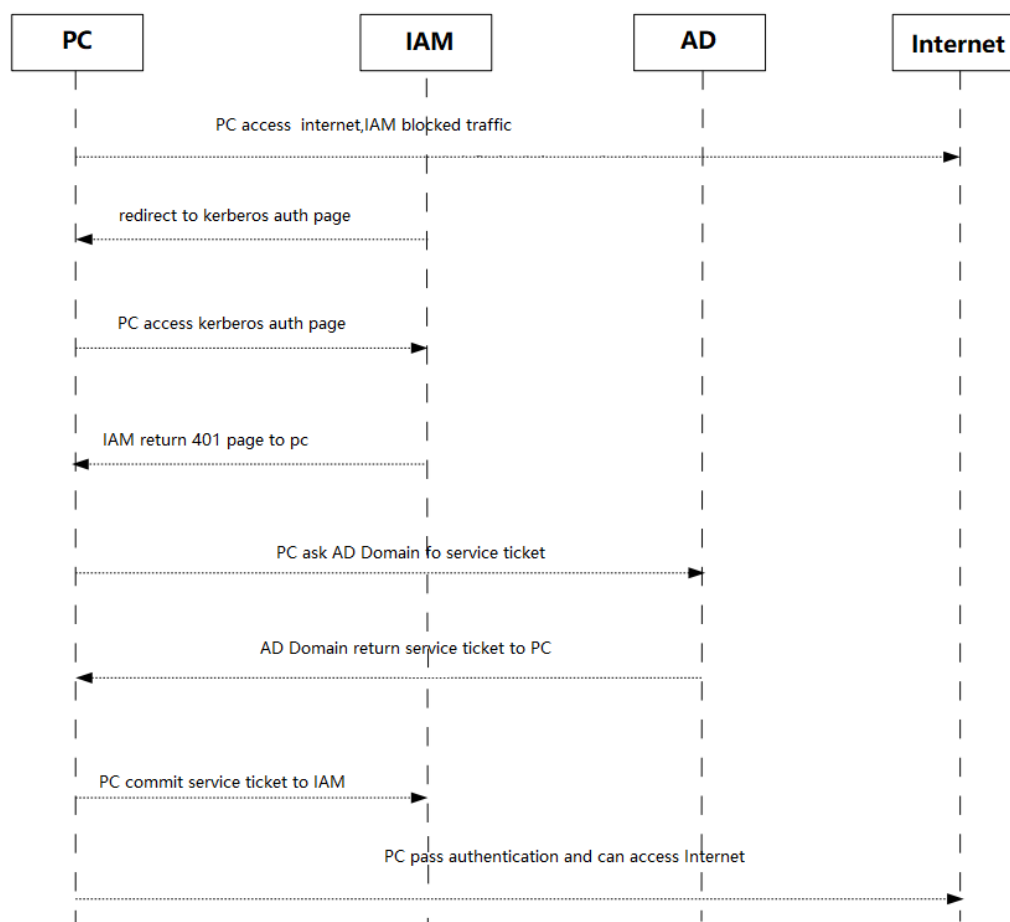
Chapter 1 Content requirements .....	1
1 Document title .....	错误!未定义书签。
2 Product Version.....	错误!未定义书签。
3 Interface menu, option and screenshot .....	错误!未定义书签。
3.1 Interface menu and options .....	错误!未定义书签。
3.2 Interface Screenshot.....	错误!未定义书签。
4 List and Number .....	错误!未定义书签。
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7.3 Text Highlight .....	错误!未定义书签。

# Chapter 1 IWA Troubleshooting

## 1.1 Basic Troubleshooting

### 1.1.1 Principal Introduction

- PC access internet, and IAM block the traffic
- IAM redirect Kerberos auth page to PC
- PC access Kerberos auth page
- IAM return 401 page to PC to ask pc for authentication
- PC access AD domain and ask for service ticket
- AD Domain offer service ticket to PC
- PC commit service ticket to IAM
- PC pass authentication and can access the internet



### 1.1.2 Check IAM configuration

- Check whether Domain Name is correct.
- Check whether Computer Name is conflict with other computer.
- It's better to use administrator account to test.

- If the version of Windows Server is older than Windows 2000, please fill in Domain with old format.

### 1.1.3 Check connectivity

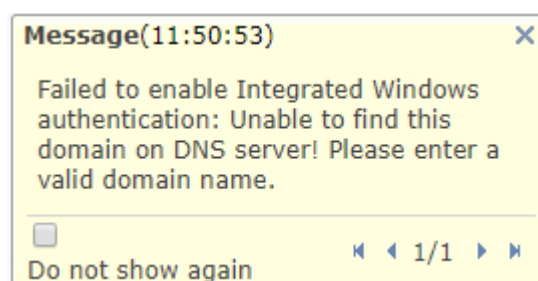
Based on the theory of IWA, IWA required different devices to work well, so please check all devices to make sure that any device able to access each other.

- Check whether IAM can access AD Domain.
- Check whether IAM can resolve Domain Name of AD Domain.
- Check whether PC has been joined in AD Domain.

## 1.2 Check Tips of IAM

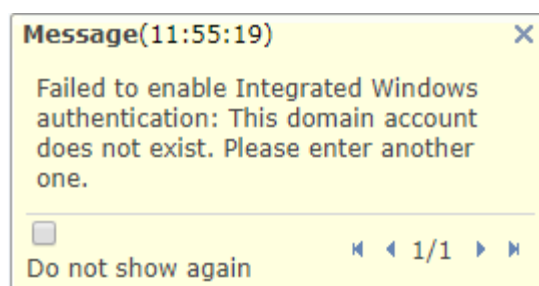
### 1.2.1 If Tips show “Unable to find this domain on DNS server! Please enter a valid domain name.”

- Please check whether the DNS server can be used to resolve the domain name, if not, please use other DNS server or fix DNS server.



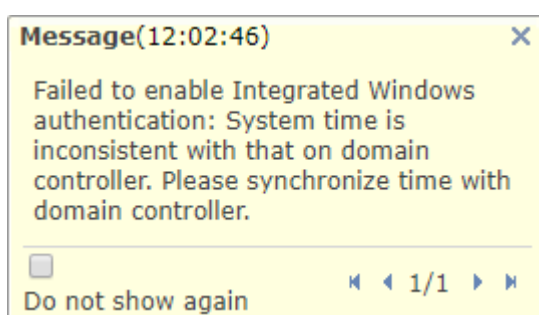
### 1.2.2 If Tips show “This domain account does not exist. Please enter another one.”

- Check whether Domain account is exist, it's better use administrator user account to test.

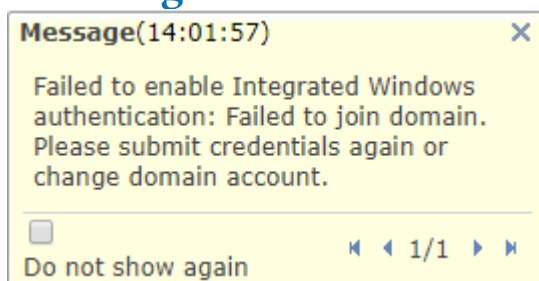


### 1.2.3 If Tips show “System time is inconsistent with that on domain controller. Please synchronize time with domain controller.”

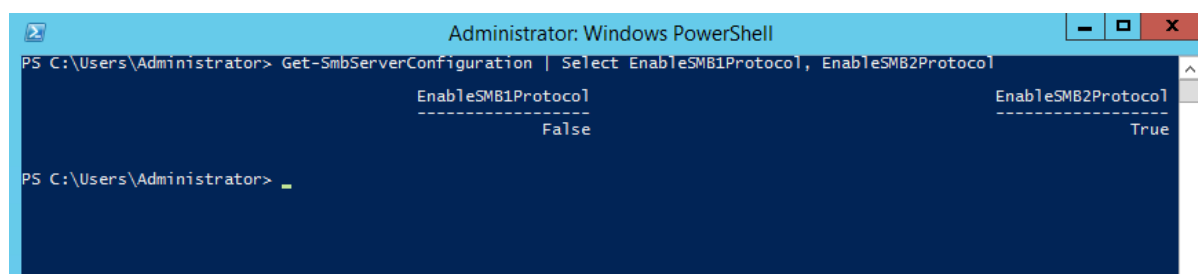
- Check whether IAM's time setting is the same with AD Domain's time setting, it required to set IAM's time same with AD Domain.



### 1.2.4 If Tips show “Failed to join domain. Please submit credentials again or change domain account.”



- Check whether AD Domain has enabled with SMBv1.
- Input **powershell** in start menu and use command to query SMBv1 status. Below is the command is : **Get-SmbServerConfiguration | Select EnableSMB1Protocol, EnableSMB2Protocol**



- If SMBv1 is not enable, please enable it,the command is: **Set-SmbServerConfiguration - EnableSMB1Protocol \$true**

```

PS C:\Users\Administrator> Set-SmbServerConfiguration -EnableSMB1Protocol $true
Confirm
Are you sure you want to perform this action?
Performing operation 'Modify' on Target 'SMB Server Configuration'.
[Y] Yes [A] Yes to All [N] No [L] No to All [S] Suspend [?] Help (default is "Y"): Y
PS C:\Users\Administrator> Get-SmbServerConfiguration | Select EnableSMB1Protocol, EnableSMB2Protocol

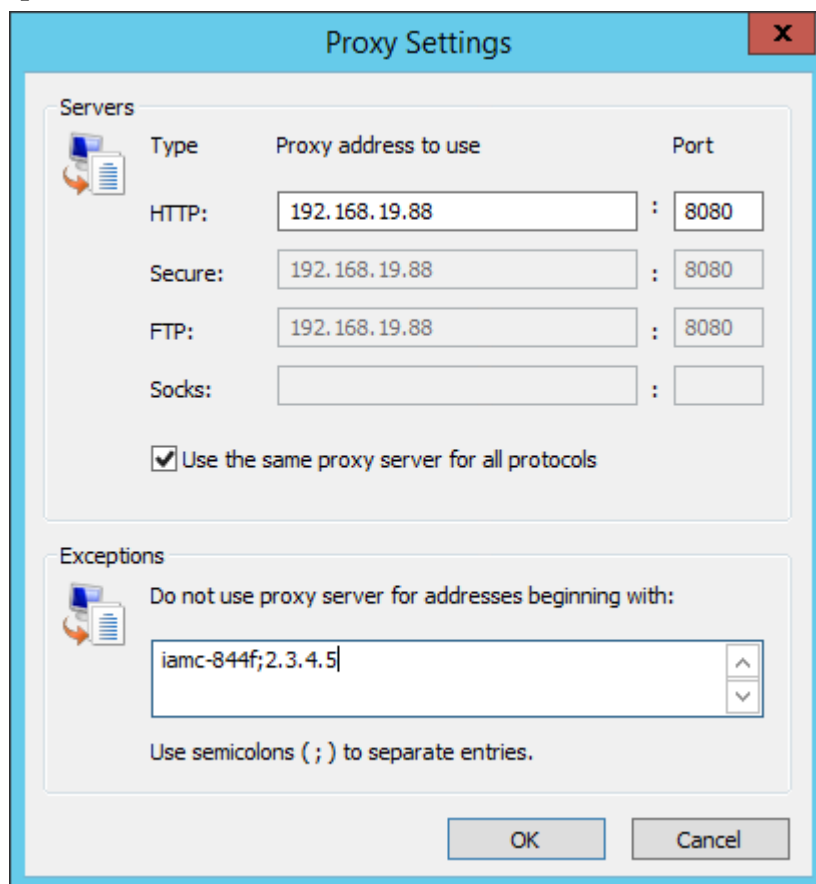
EnableSMB1Protocol EnableSMB2Protocol
-----
True

```

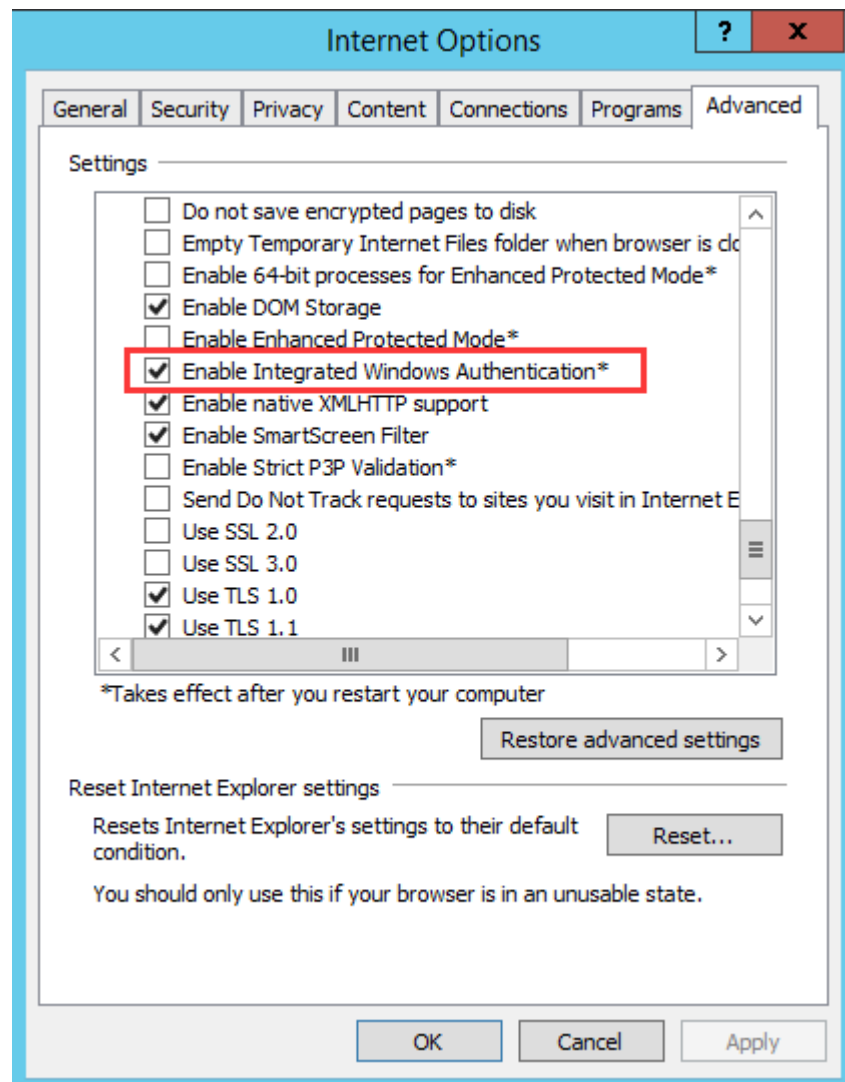
## 1.3 Check PC configuration

### 1.3.1 Check IE configuration

- Check whether PC use IAM as proxy, if pc use IAM as proxy, PC needs to add computer name of IAM to **Exceptions**.

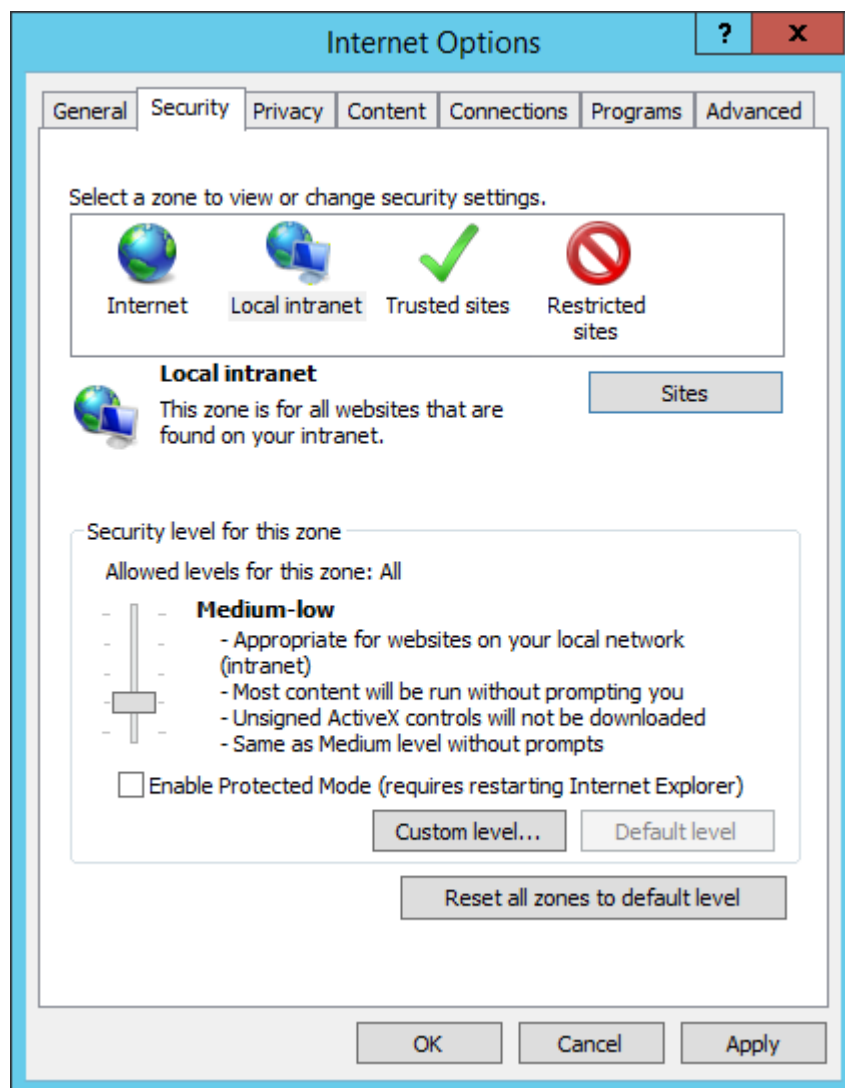


- Check whether IE enable **Integrated Windows Authentication**, if not, please enable it.



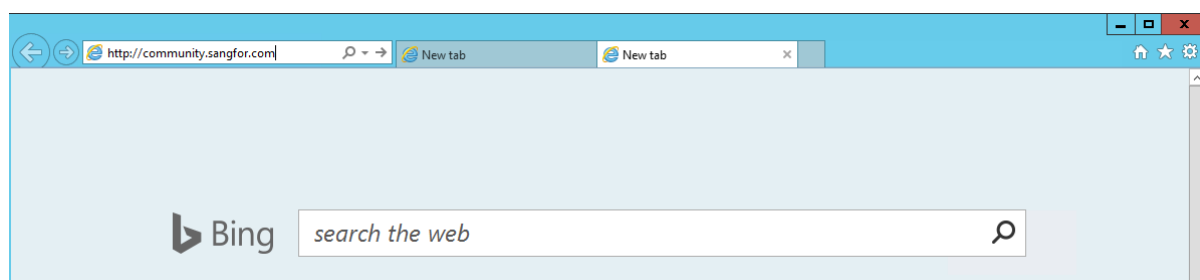
- Check Whether security of **Local Internet**, it's recommend to set as following:





### 1.3.2 Check Access website

- IWA not support https but only support http, so please use the http website to trigger IWA authentication.



### 1.3.3 Check Name resolve

- Check whether PC can resolve computer name of IAM.

```
C:\Users\Administrator>ping iamd-844f
Pinging iamd-844f.SCCORP.local [2.3.4.5] with 32 bytes of data:
Request timed out.
Request timed out.
```

## 1.3.4 Check whether PC join in AD Domain

- You can use **gpresult -r** in cmd to check.

```

Administrator: Command Prompt
Microsoft Windows [Version 6.3.9600]
(c) 2013 Microsoft Corporation. All rights reserved.

C:\Users\Administrator>gpresult -r

Microsoft (R) Windows (R) Operating System Group Policy Result tool v2.0
(c) 2013 Microsoft Corporation. All rights reserved.

Created on 7/3/2019 at 3:09:24 PM

RSOP data for SCCORP\administrator on SCCORPSEVER : Logging Mode
-----
OS Configuration:           Primary Domain Controller
OS Version:                 6.3.9600
Site Name:                  Default-First-Site-Name
Roaming Profile:            N/A
Local Profile:              C:\Users\Administrator
Connected over a slow link?: No

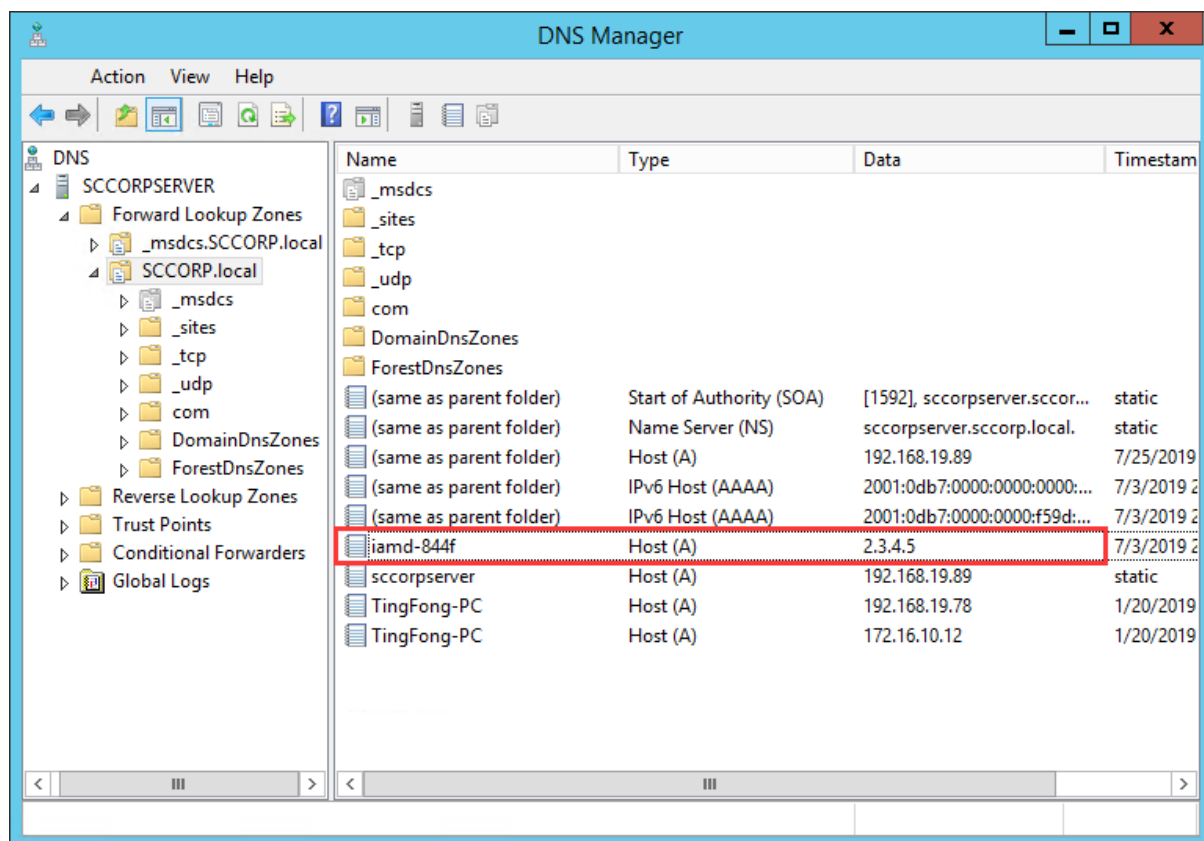
COMPUTER SETTINGS
-----
CN=SCCORPSEVER,OU=Domain Controllers,DC=SCCORP,DC=local
Last time Group Policy was applied: 7/3/2019 at 3:04:53 PM
Group Policy was applied from:   SCcorpServer.SCCORP.local
Group Policy slow link threshold: 500 kbps
Domain Name:                    SCCORP
Domain Type:                    Windows 2008 or later

Applied Group Policy Objects
  
```

## 1.4 Check AD configuration

### 1.4.1 Check DNS Record

- Check whether IAM join in AD Domain, if AD add a new dns record of IAM to 2.3.4.5, that means IAM join in AD Domain successfully.





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