



# IAM

## Radius SSO Troubleshooting Guide

**Version 12.0.18**



## Change Log

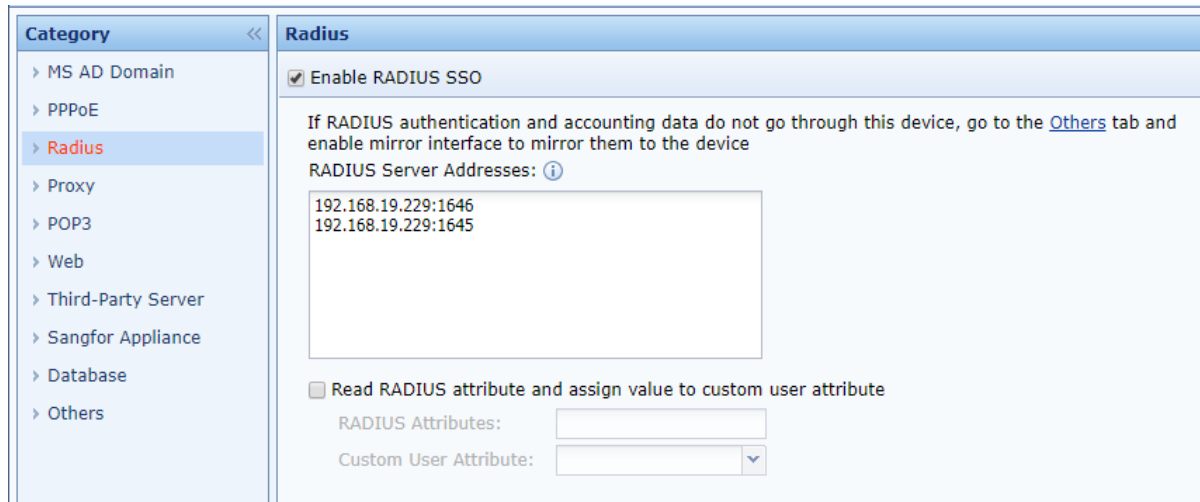
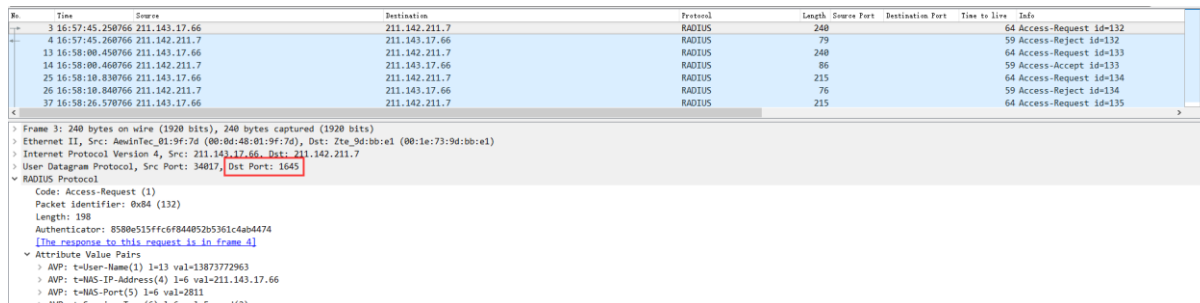
Date	Change Description
Jul 11, 2019	Version 12.0.18 document release.

# CONTENT

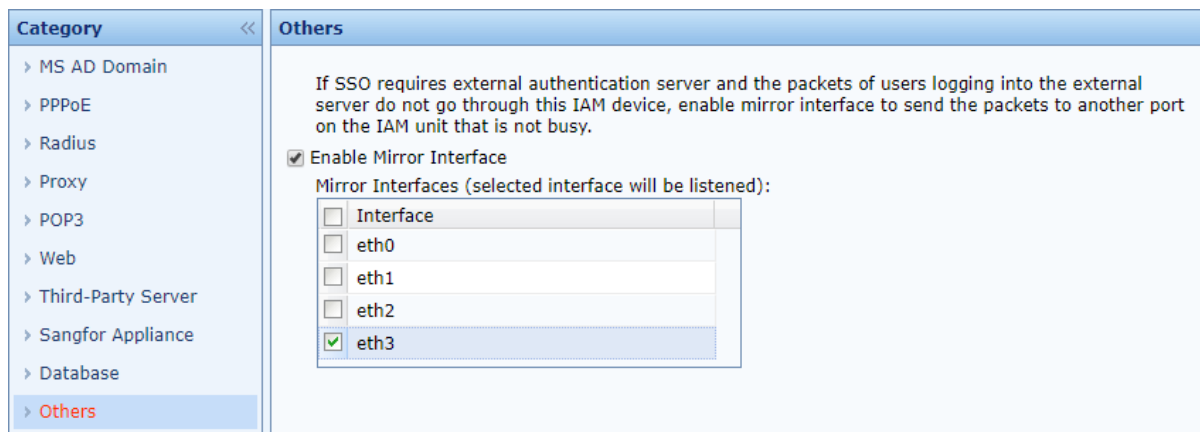
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# 1 Basic Troubleshooting

- The most important troubleshooting step is analysis packet. The default port of radius protocol is 1812 and 1813, but some radius server may be changed the port. So please analysis packet, you should change the configuration in IAM.



- Check whether traffic of radius across the IAM, if the traffic of radius does not go through the IAM, please mirror the traffic to IAM.



# 2 Advanced Troubleshooting

- Check whether the packet include the IP address of PC, if packet not include IP of PC, IAM will not know which IP will be authenticate. The **NAS-IP-Address** segment Record the IP of radius Server, The **Framed-IP-Address** segment record the IP of PC.

## IAM Troubleshooting Guide

```
2194_ 11:15:31.702640 192.200.19.84      192.168.19.88      RADIUS      98      128 Access-Request id=5
2194_ 11:15:31.704323 192.168.19.88      192.200.19.84      RADIUS      80      63 Access-Accept id=5

<
>
Frame 219419: 98 bytes on wire (784 bits), 98 bytes captured (784 bits) on Interface 0
> Ethernet II, Src: Dell_f8:a8:89 (e8:db:55:f8:a8:89), Dst: LanterEI_47:43:f3 (00:90:0b:47:43:f3)
> Internet Protocol Version 4, Src: 192.200.19.84, Dst: 192.168.19.88
> User Datagram Protocol, Src Port: 61605, Dst Port: 1812
RADIUS Protocol
Code: Access-Request (1)
Packet identifier: 0x5 (5)
Length: 56
Authenticator: 20202020202031353632383134393331
[The response to this request is in frame 219420]
Attribute Value Pairs
  AVP: t=User-Name(1) l=6 val=test
  AVP: t=User-Password(2) l=18 val=Encrypted
  AVP: t=MS-IP-Address(4) l=6 val=192.200.19.84
  AVP: t=Framed-IP-Address(8) l=6 val=192.168.19.100
```

- Check other configuration such as authentication policy and check whether PC has been authenticated in radius server.



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