



IAM

IAM joins the BBC unsuccessful Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
Sept 17, 2019	Version 12.0.18 document release.

CONTENT

Chapter 1 Basic Troubleshooting	1
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Chapter 1 Basic Troubleshooting

1. Check whether the listening port on the BBC is 5000. It is using port 5000 by default. If the listening port on the BBC is changed, change it on the IAM. Otherwise the connectivity test will be unsuccessful.

System Settings

- Network
- DNS Server
- Public BBC Address**
- Customization
- Security
- Privacy Options

Address : 192.168.20.20:5000

Save

Listening Port : 5000

Save

☒ Joined to Central Management (CM)

CM Console: ☒ BBC ☐ X-Central

BBC Server Address: 192.168.20.20:5000 Test Validity

Device Name: Sangfor_IAM

Password:

Shared Secret: Settings

☒ Sync credentials if any change is made

Message

Error: Connecting failed, for the address is unreachable.

Close

2. Check whether there are devices such as FW between IAM and BBC to intercept normal communication.

```

Commands Supported by Console:
  cls[clear][ctrl+l]      Clear screen
  term[ctrl+c]           End the current program
  mii-tool                List connection status of network interface
  traceroute              Track packet forwarding path
  arp                    View ARP table
  ping                   Test connectivity of host
  ifconfig               View information of network interface
  route                  Display routing table
  ethtool                View information of network adapter
  telnet                 Test connectivity of port
  proxydbg               proxy [debug ip address]

> telnet 192.168.20.20 5000
Resolving ...
192.168.20.20:5000 connect OK
  
```

3. Check whether the device name of the IAM is consistent with that of the BBC. If the name is inconsistent, the IAM is successfully added to the BBC but the connection is dropped. The device name of the IAM needs to be suffixed with _IAM, for example XXX_IAM.

Connection Status ⓘ

Status: Joined to central management(Connection is dropped.)
Remove Now

☒ Joined to Central Management (CM) ⓘ

CM Console:
BBC Server Address: 192.168.20.20:5000
Device Name: Sangfor
Password:
Shared Secret: Settings

☐ BBC ☐ X-Central ⓘ
Test Validity ⓘ
☒ Sync credentials if any change is made

Commit

Advanced System logs x

Filter

No.	Module	Type	Time	Details
1	BBC Client	Warning	10:25:47	w1:bbc_syslog.cpp:37 [zproxy_app][zproxy_client.cpp:969] zproxy_on_rcv_msg failed: -1
2	BBC Client	Error	10:25:47	e0:bbc_syslog.cpp:34 [zproxy_app][zproxy_client.cpp:412] client auth failed, result=2, errmsg=auth failed

Edit

* Name :

Sangfor

* Device :

IAM

Sangfor_IAM

None

+ Add

i

* Access Token :

.....

☐ Show it

* Location :

China

Anhui

Hefei

Yaohai Distr...

* Group :

Other

Remarks :

Enter

Quick Deployment :

Settings

Send Email :

Send Email

OK

Cancel

Connection Status *i*

Status:

Joined to central management(Authentication against the peer failed.)

Remove Now

☒ Joined to Central Management (CM) *i*

CM Console:

☒ BBC ☐ X-Central *i*

BBC Server Address:

192.168.20.20:5000

Test Validity *i*

Device Name:

Sangfor

☒ Sync credentials if any change is made

Password:

.....

Shared Secret:

Settings

Commit

- If the shared key is set on the BBC, you also need to check whether the shared key on the IAM is the same as BBC device.

Shared Key:

Shared Key : ☐ Show it

☒ Joined to Central Management (CM) ⓘ

CM Console: ☒ BBC ☐ X-Central ⓘ


BBC Server Address: ⓘ

Device Name: ☒ Sync credentials if any change is made

Password:

Shared Secret:

5. When IAM is removed from the BBC, the IAM cannot be removed using the default password. Copy the IAM's gateway ID to the BBC and generate the OTP then remove it.

 **Device License**

- 1. Max WAN Lines: 2
- 2. Max Branch Sites: 2
- 3. Max Bandwidth: 200 Mbps

Gateway ID: EA202492

Status: Valid

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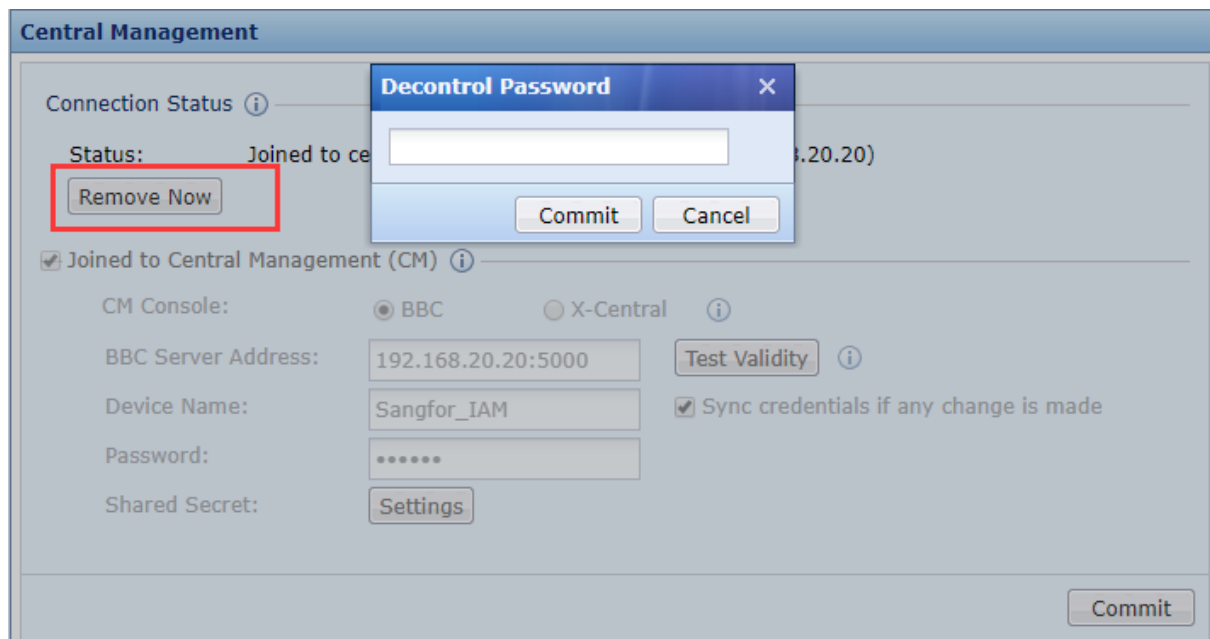
Options ⓘ

Decontrol OTP:

Gateway ID :

Decontrol OTP :

Then use Decontrol OTP as the password to remove the IAM.





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