



SANGFOR



IAM

Social Media Account Authentication Troubleshooting Guide

Version 12.0.25



Change Log

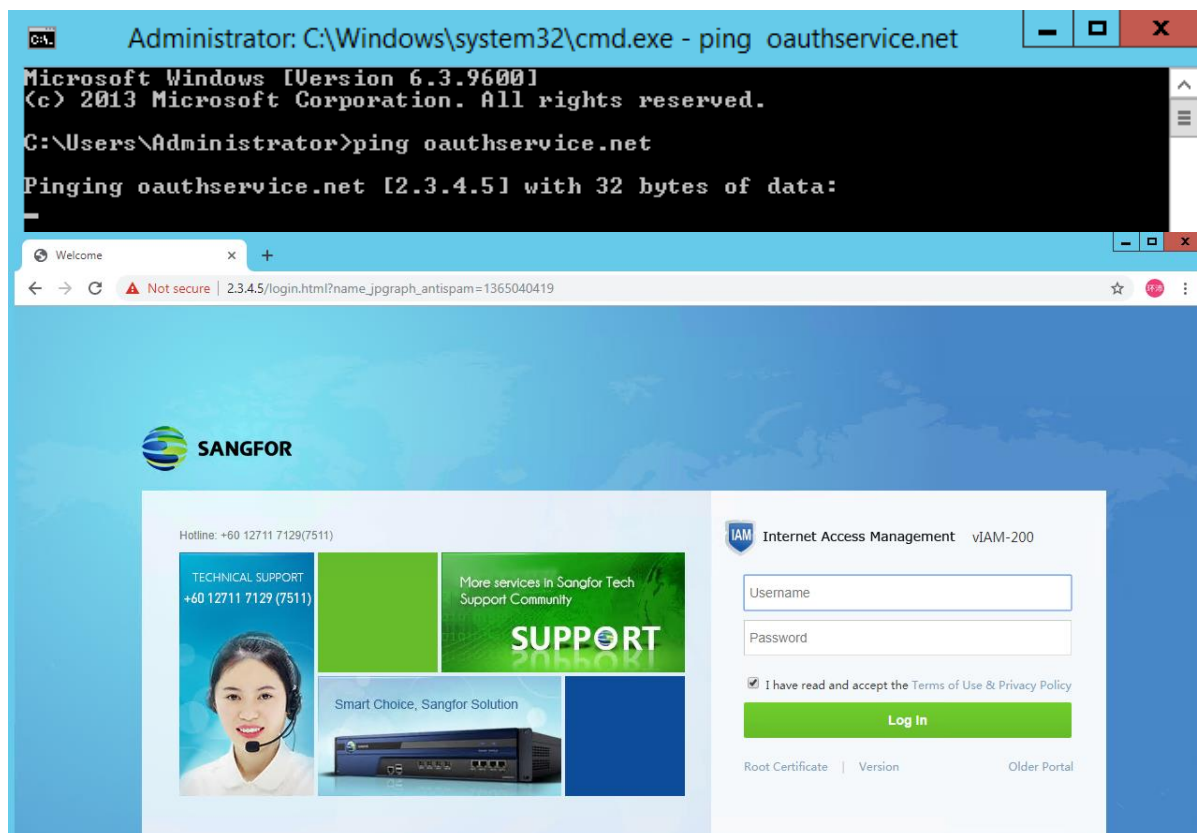
Date	Change Description
Sept 12, 2019	Version 12.0.25 document release.

CONTENT

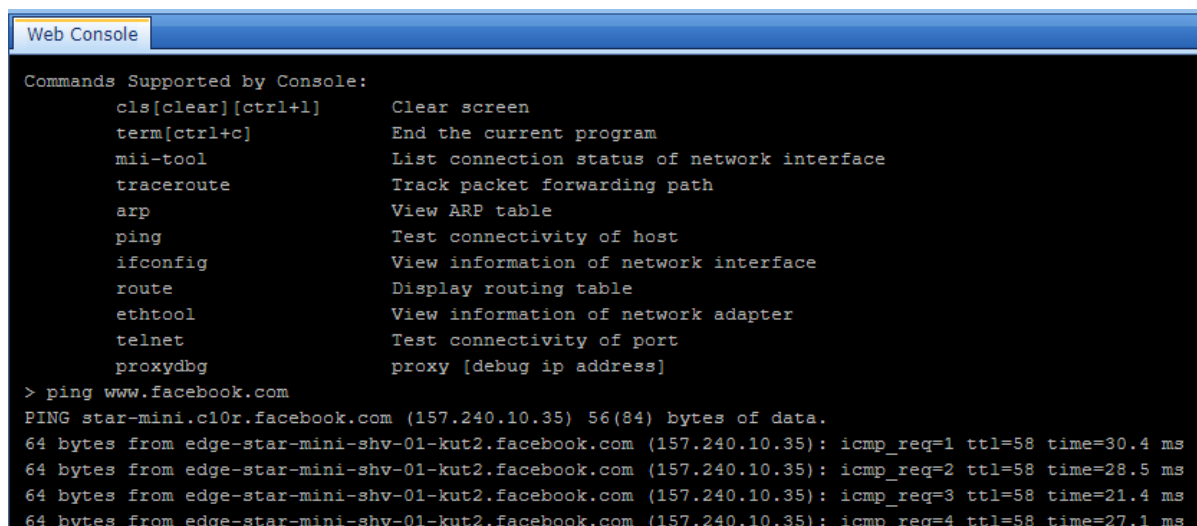
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1 Basic Troubleshooting

1. Check whether the PC able to resolve oauthservice.net to 2.3.4.5 and access IAM via 2.3.4.5.

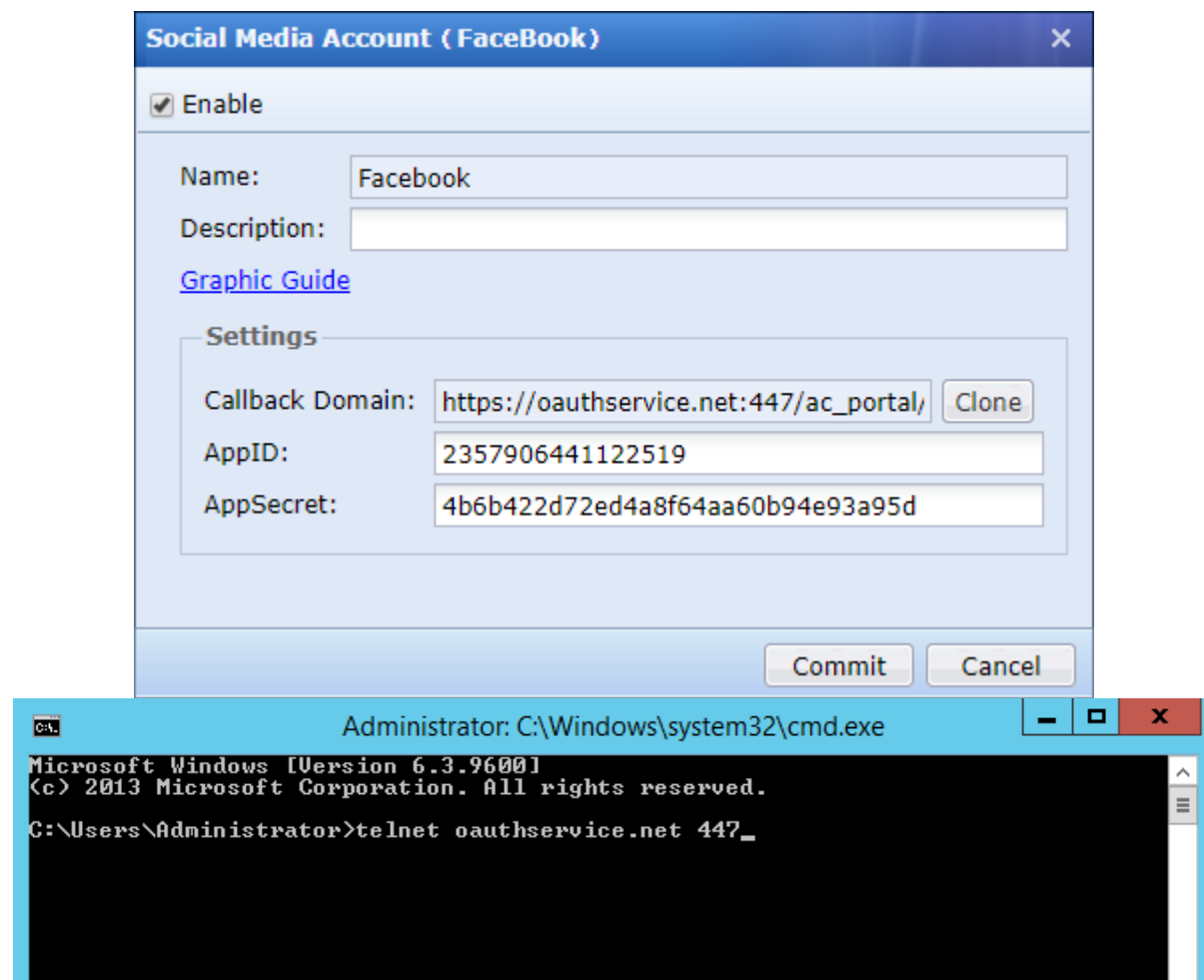


2. Because IAM needs to communicate with the authenticated server, you need to check whether IAM can access to Internet.

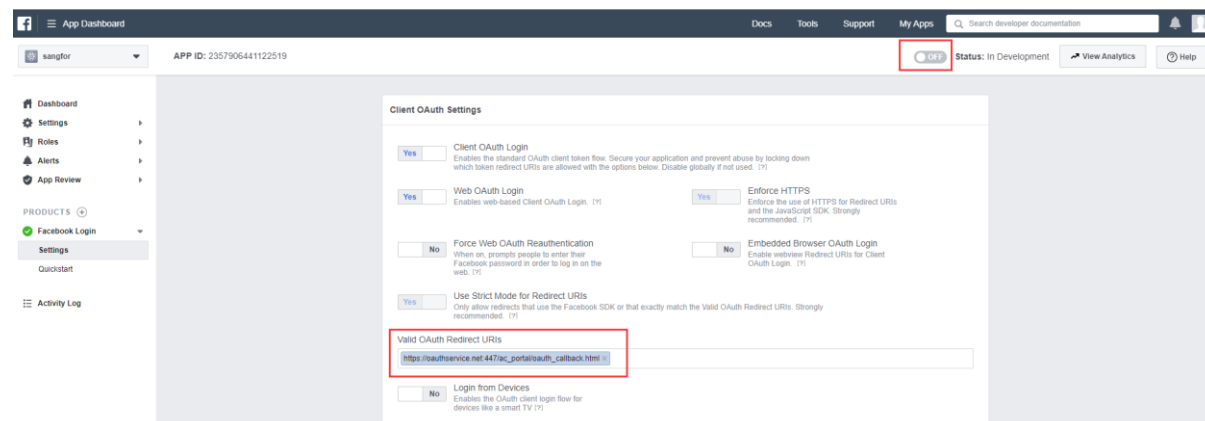


2 Advanced Troubleshooting

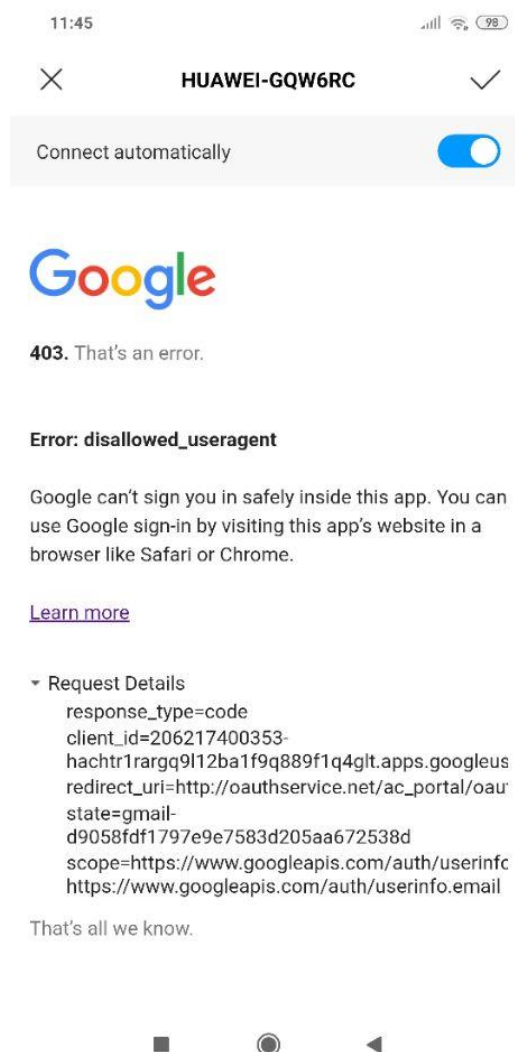
1. When using Facebook authentication, check if the PC can access TCP 447 port of 2.3.4.5.



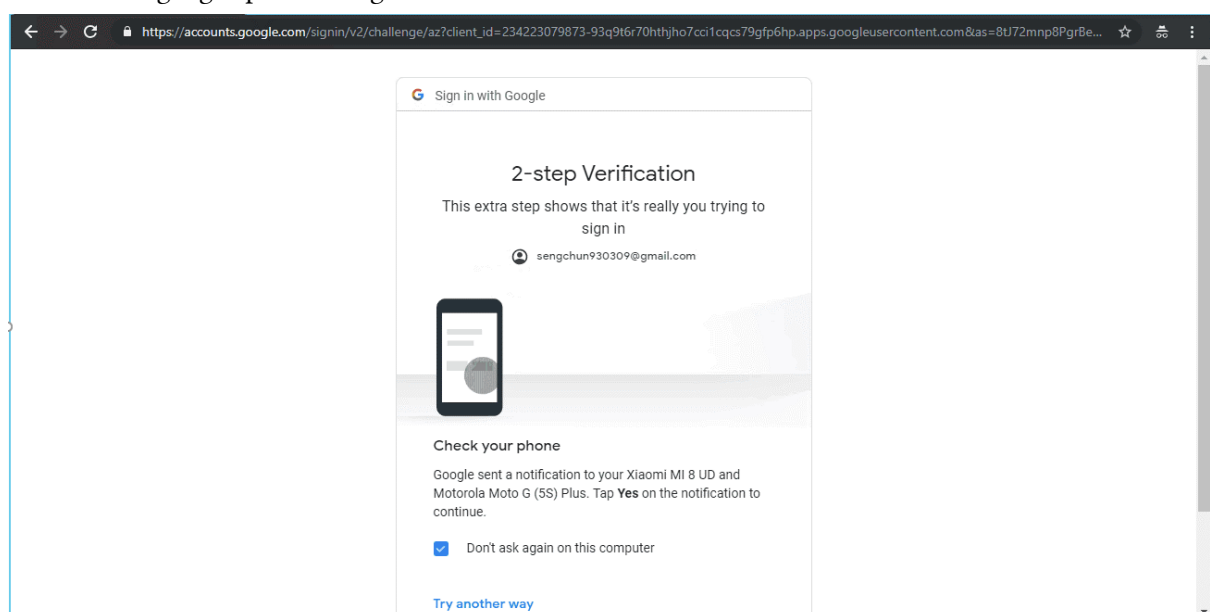
- When using Facebook authentication, check if APP. is enabled on the developer platform, and whether the Callback Domain is filled out correctly.



- Some brands of mobile phones, such as Xiaomi mobile phones may have the following error when using Gmail authentication. This is because the built-in webview does not support Gmail authentication. Please switch to another browser to access the web page to trigger the authentication page.



4. When using Gmail authentication, if 2-Step Verification is enabled on the Gmail account, the PC will not be able to redirect after entering the username and password. Please add `content.googleapis.com` to global exclusions.





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