



IAM

Backup and restore configuration failure Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
Sept 25, 2019	Version 12.0.18 document release.

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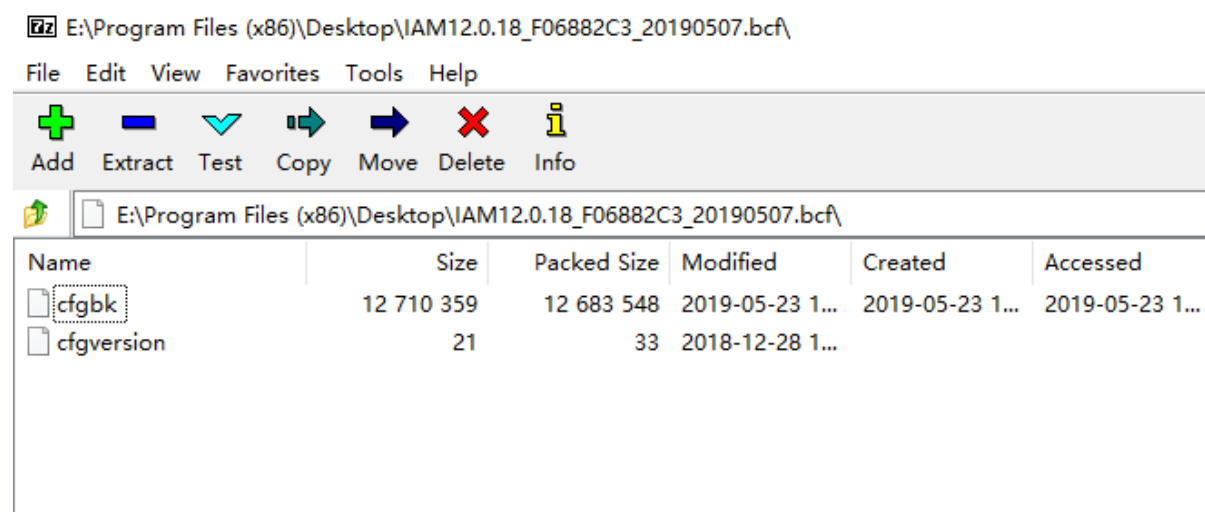
Chapter 1 Basic Troubleshooting

1 Rules of configure Backup and Restore

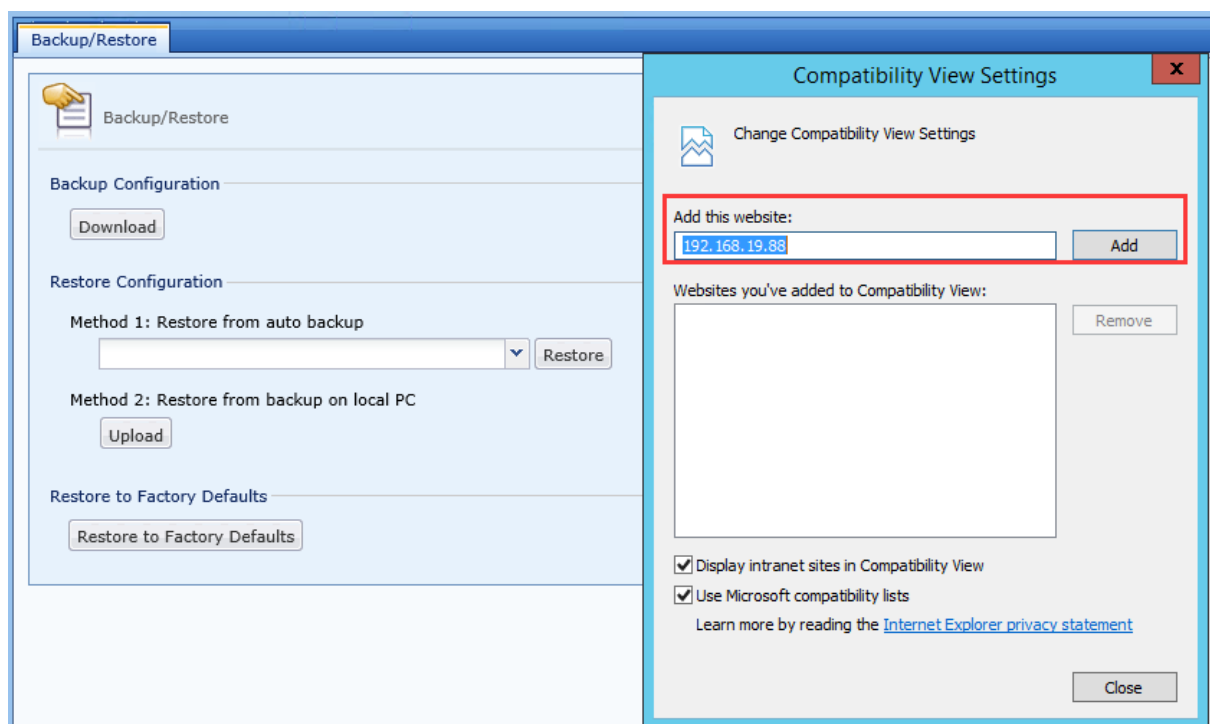
- The configuration file after IAM11.0 is supported for importing into a higher version. For example, the configuration of IAM11.0 can be imported to 12.0.18.
- Import higher version backup configurations file to lower version devices is not supported. For example, you cannot import the IAM12.0.18 backup configuration file into the device with IAM11.0 version.

2 Common problem

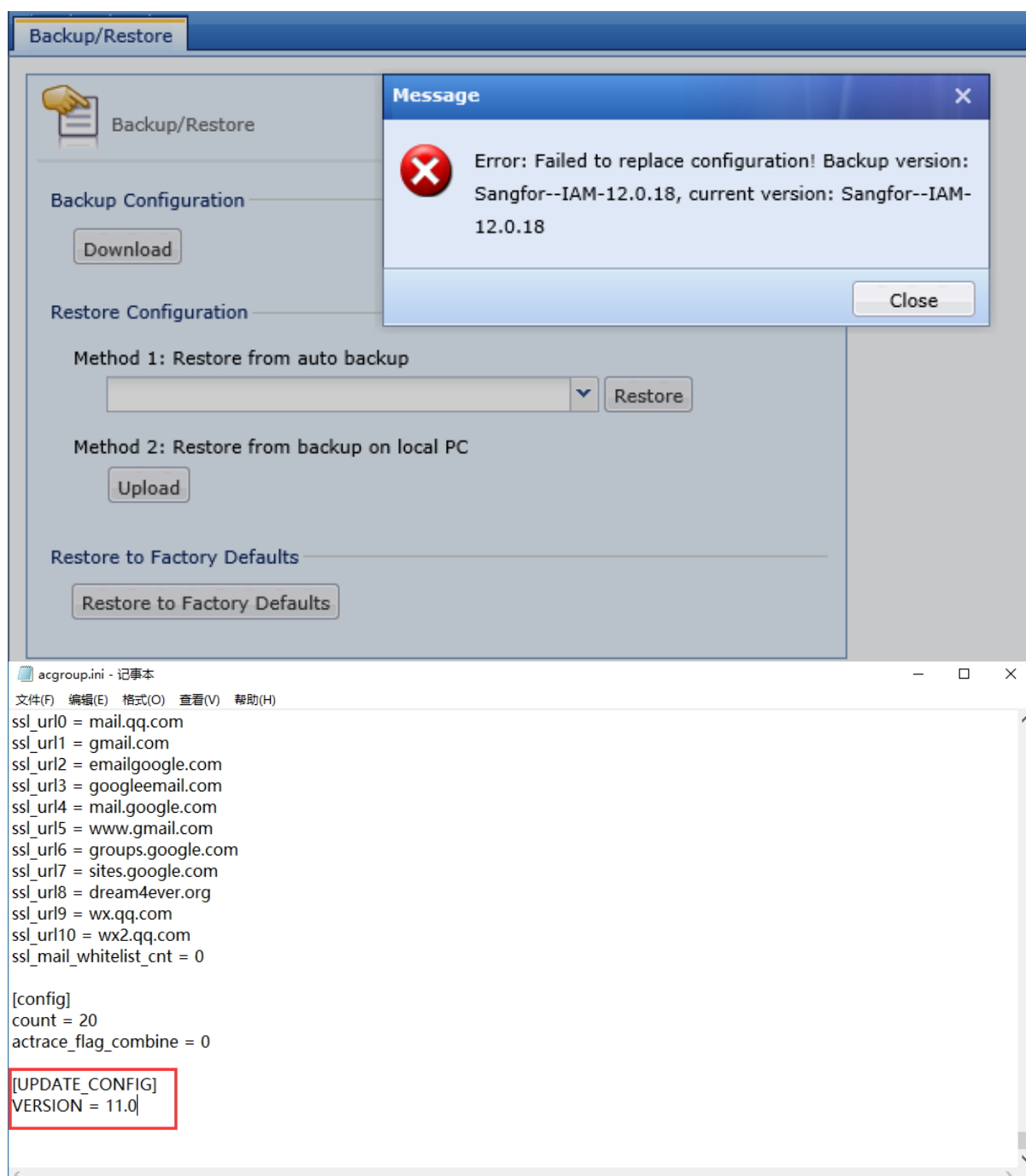
- The configuration file can be opened with 7-zip software, and the password for the configuration file compression package is **greatsinfor**.



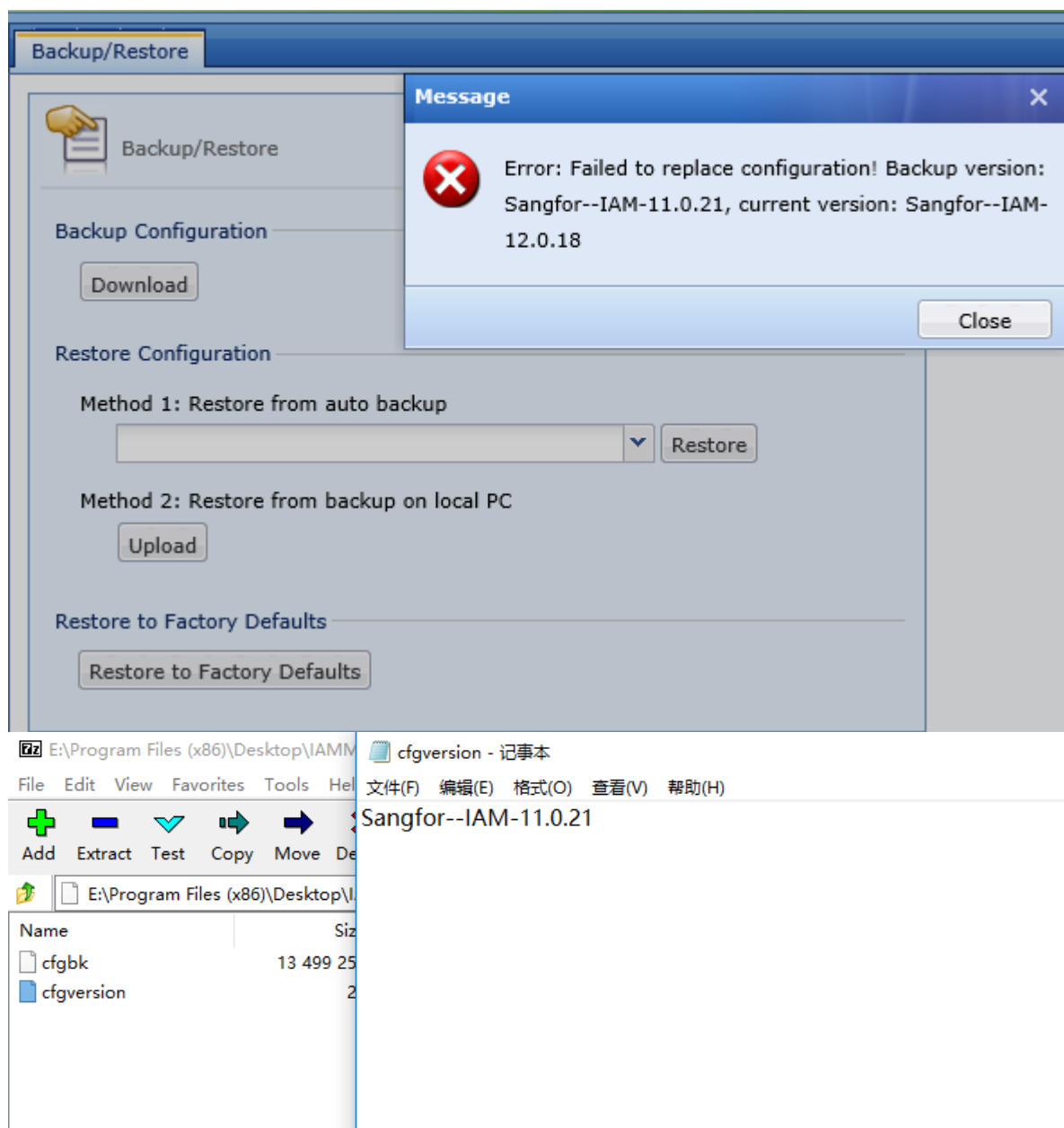
- When uploading a configuration file and encountering "**Server returns error when uploading**" error, please change the browser to upload. When uploading the configuration file using IE browser, add the IP address of the IAM web console to compatibility view.



- If the configuration file cannot be imported to the same version of the device, please follow the steps below. Try modifying the `/ac/etc/config/fw/acgroup.ini` file in the configuration file and adding the **11.0** string to the version field in the last line.



- If you encounter problems such as inconsistent database version, please upgrade the database of the device first.
- When importing some low version configuration files to a higher version of the device, the version may be inconsistent. Please modify the version information in the configuration file to be consistent with the higher version of the device. For example, modify the **cfgversion** file in the configuration file, change the field **11.0.21** to **12.0.18** and try to re-import the configuration.





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