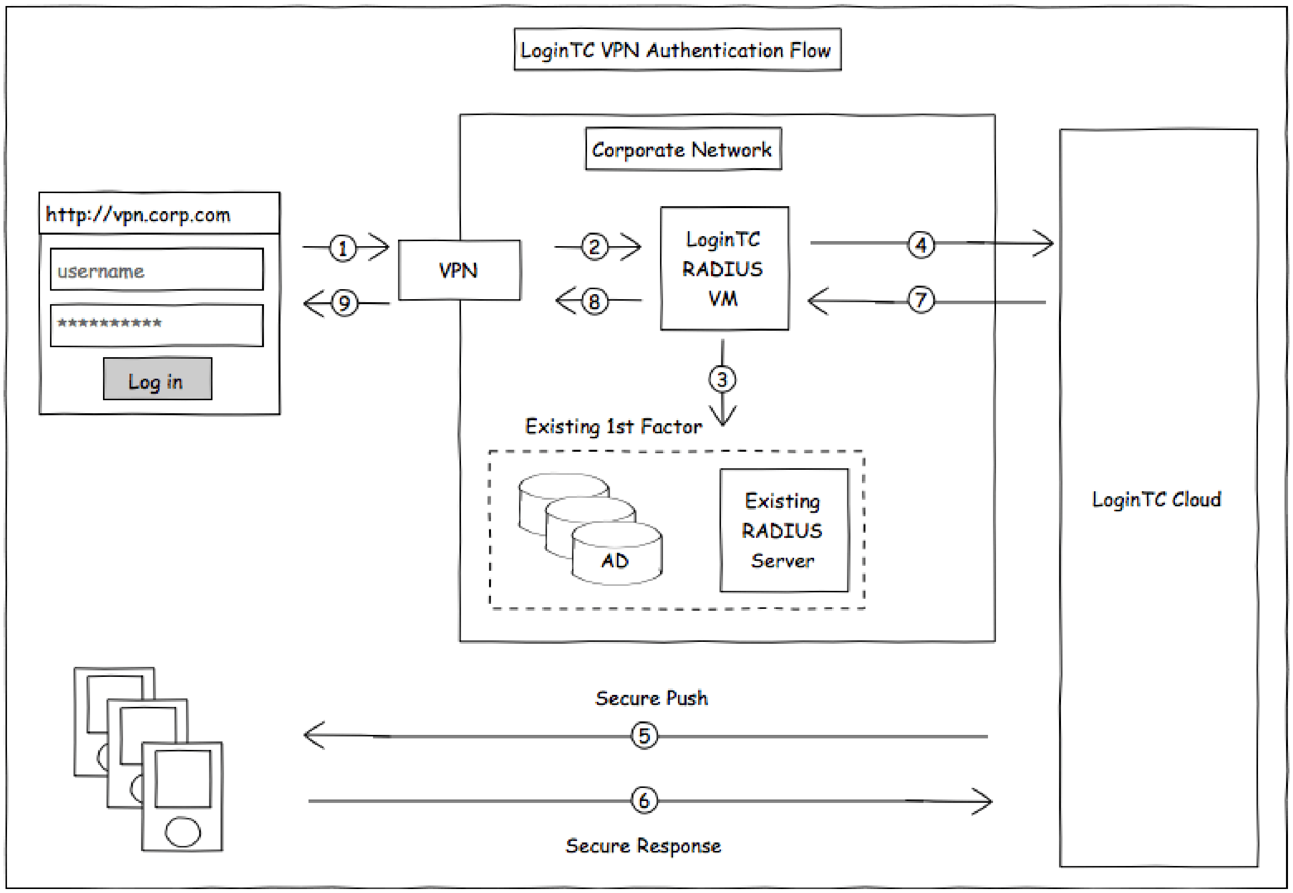
Two factor authentication for Check Point appliances

logintc.com/docs/connectors/check-point.html

The LoginTC RADIUS Connector is a complete two-factor authentication virtual machine packaged to run within your corporate network. The LoginTC RADIUS Connector enables Check Point appliances to use LoginTC for the most secure two-factor authentication.



Compatibility

Check Point appliance compatibility:

- Check Point 600 Series
- Check Point 1100 Series
- Check Point 2200 Appliance
- Check Point 4000 Series
- Check Point 12000 Series
- Check Point 13000 Series
- Check Point 21000 Series
- Check Point Next Generation Firewalls (NGW)
- Check Point appliances supporting RADIUS authentication

Check Point VPN client compatibility:

- Check Point Endpoint Security VPN E80.60 and later

Appliance not listed?

We probably support it. Contact us if you have any questions.

Compatibility Guide

Check Point appliances which have configurable RADIUS authentication are supported.

Prerequisites

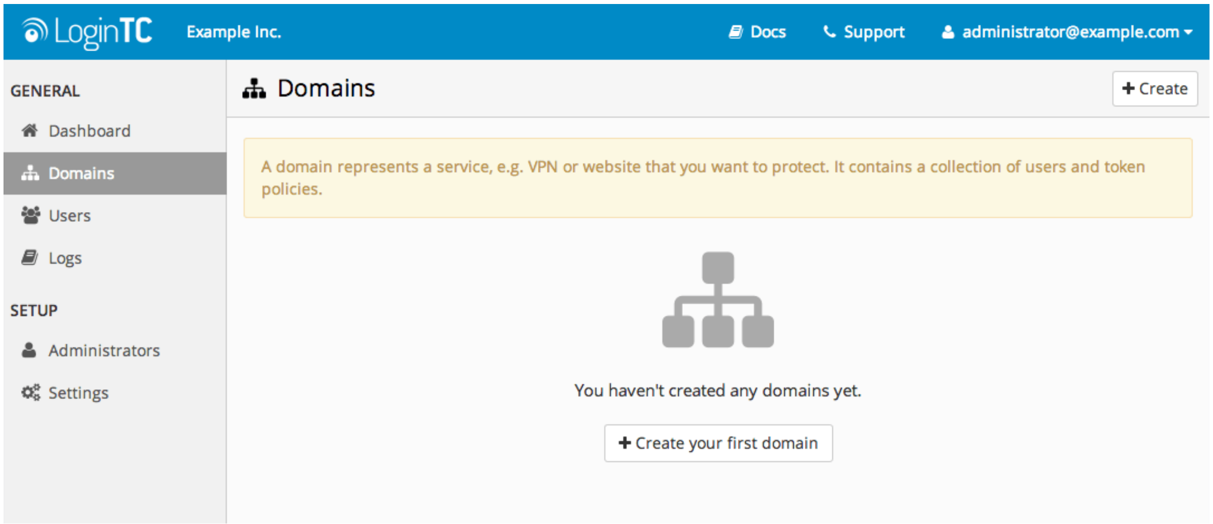
Before proceeding, please ensure you have the following:

RADIUS Domain Creation

Create a RADIUS domain in LoginTC Admin. The domain represents a service (e.g. VPN) that you want to protect with LoginTC. It will contain token policies and the users that access your service.

If you have already created a LoginTC domain for your LoginTC RADIUS Connector, then you may skip this section and proceed to Installation.

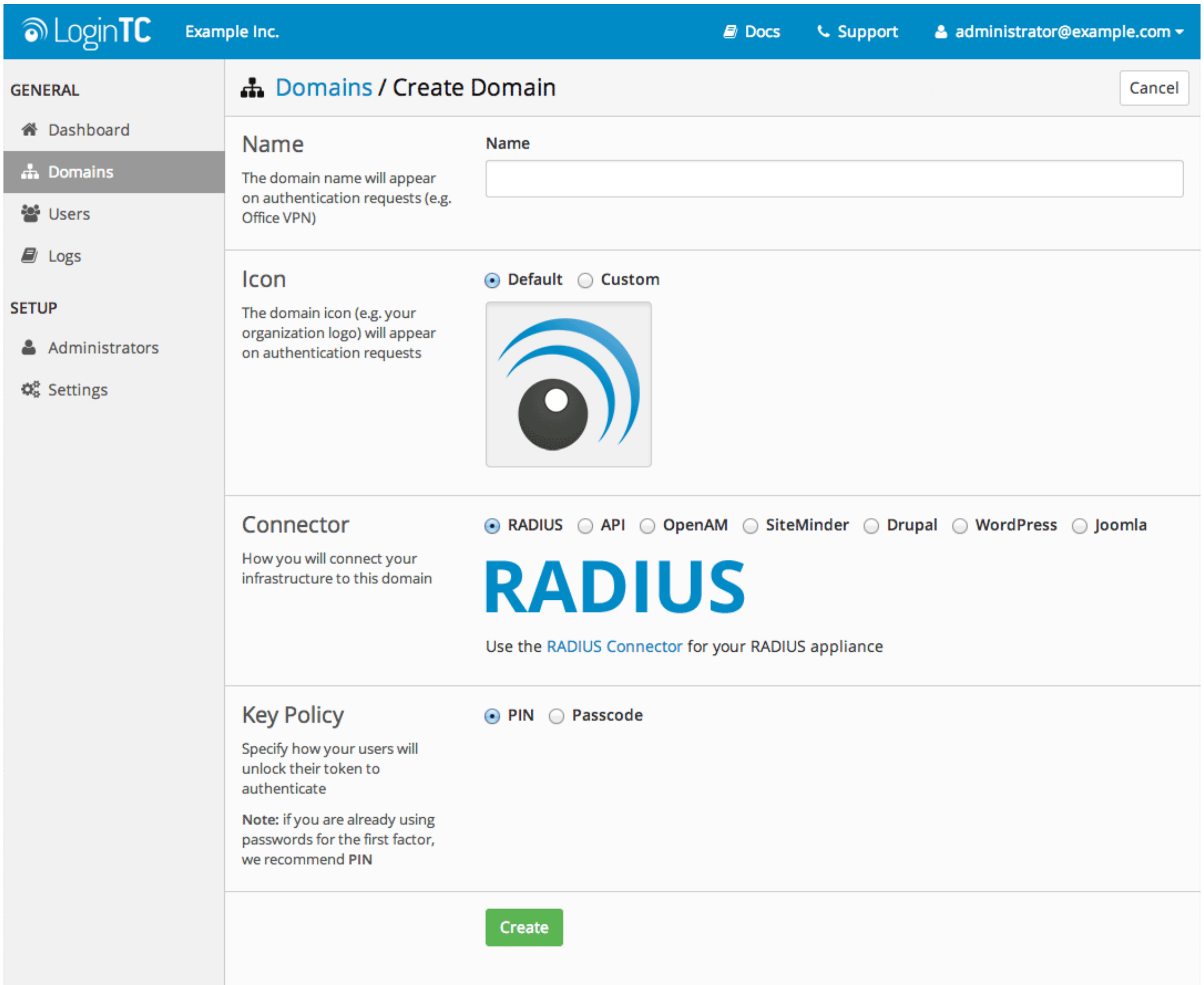
1. Log in to LoginTC Admin
2. Click **Domains**:
3. Click **Create Domain**:



A domain represents a service, e.g. VPN or website that you want to protect. It contains a collection of users and token policies.

You haven't created any domains yet.

4. Enter domain information:



Domains / Create Domain

Name
The domain name will appear on authentication requests (e.g. Office VPN)
Name:

Icon
The domain icon (e.g. your organization logo) will appear on authentication requests
● Default ○ Custom

Connector
How you will connect your infrastructure to this domain
● RADIUS ○ API ○ OpenAM ○ SiteMinder ○ Drupal ○ WordPress ○ Joomla
RADIUS
Use the RADIUS Connector for your RADIUS appliance

Key Policy
Specify how your users will unlock their token to authenticate
Note: if you are already using passwords for the first factor, we recommend **PIN**
● PIN ○ Passcode

Installation

The LoginTC RADIUS Connector runs CentOS 6.8 with SELinux. A firewall runs with the following open ports:

Port	Protocol	Purpose
22	TCP	SSH access
1812	UDP	RADIUS authentication
1813	UDP	RADIUS accounting
8888	TCP	Web interface
443	TCP	Web interface
80	TCP	Web interface
80	TCP	Package updates (outgoing)
123	UDP	NTP, Clock synchronization (outgoing)

Note: Username and Password

`logintc-user` is used for SSH and web access. The default password is `logintcradius`. You will be asked to change the default password on first boot of the appliance and will not be able to access the **web interface** unless it is change.

The `logintc-user` has `sudo` privileges.

Configuration

Configuration describes how the appliance will authenticate your RADIUS-speaking device with an optional first factor and LoginTC as a second factor. Each configuration has **4 Sections**:

1. LoginTC

This section describes how the appliance itself authenticates against LoginTC Admin with your LoginTC organization and domain. Only users that are part of your organization and added to the domain configured will be able to authenticate.

2. First Factor

This section describes how the appliance will conduct an optional first factor. Either against an existing LDAP, Active Directory or RADIUS server. If no first factor is selected, then only LoginTC will be used for authentication (since there are 4-digit PIN and Passcode options that unlock the tokens to access your domains, LoginTC-only authentication this still provides two-factor authentication).

3. Passthrough

This section describes whether the appliance will perform a LoginTC challenge for an authenticating user. The default is to challenge all users. However with either a static list or Active Directory / LDAP Group you can control whom gets challenged to facilitate seamless testing and rollout.

4. Client and Encryption

This section describes which RADIUS-speaking device will be connecting to the appliance and whether to encrypt API Key, password and secret parameters.

Data Encryption

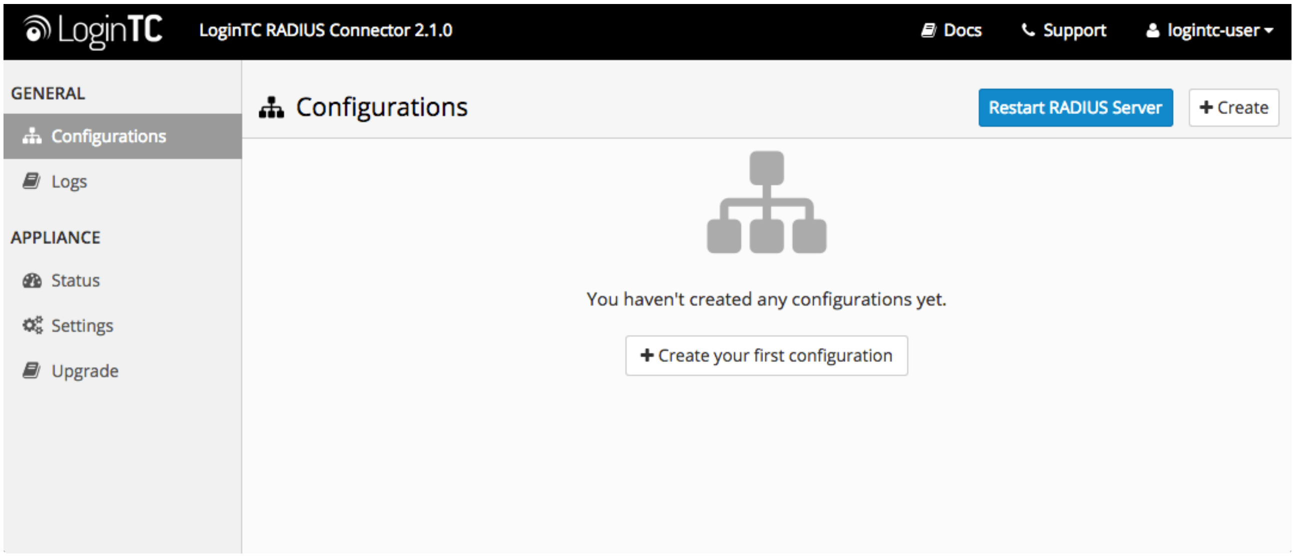
It is strongly recommended to enable encryption of all sensitive fields for both PCI compliance and as a general best practice.

The **web interface** makes setting up a configuration simple and straightforward. Each section has a **Test** feature, which validates each input value and reports all potential errors. Section specific validation simplifies troubleshooting and gets your infrastructure protected correctly faster.

First Configuration

Close the console and navigate to your appliance **web interface** URL. Use username `logintc-user` and the password you set upon initial launch of the appliance. You will now configure the LoginTC RADIUS Connector.

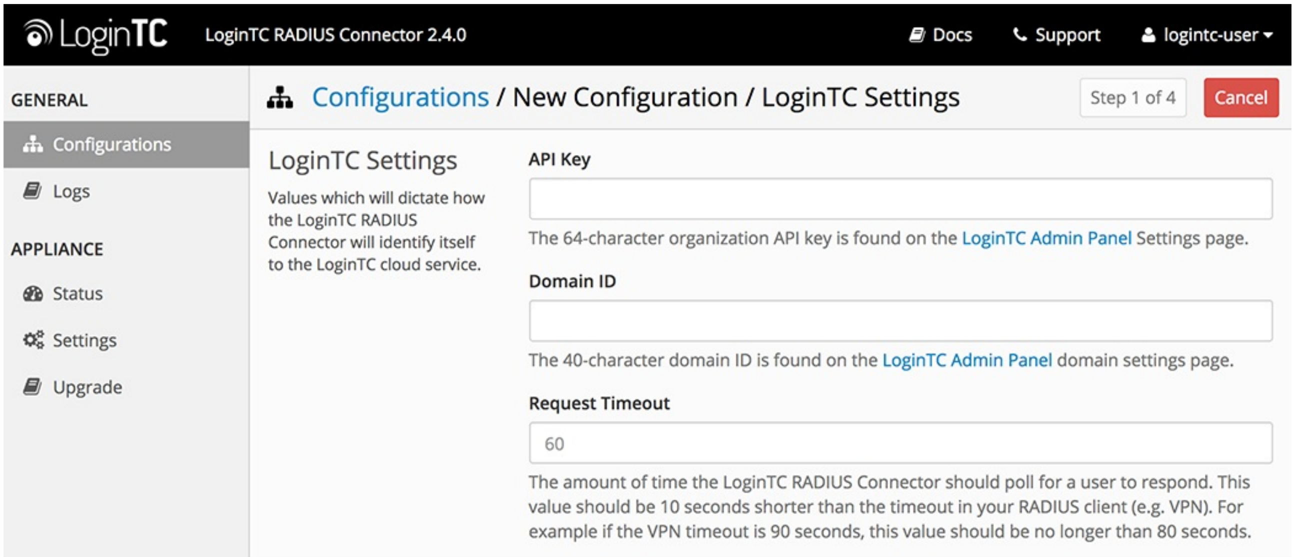
Create a new configuration file by clicking **+ Create your first configuration**:



You haven't created any configurations yet.

LoginTC Settings

Configure which LoginTC organization and domain to use:



LoginTC Settings

Values which will dictate how the LoginTC RADIUS Connector will identify itself to the LoginTC cloud service.

API Key

The 64-character organization API key is found on the LoginTC Admin Panel Settings page.

Domain ID

The 40-character domain ID is found on the LoginTC Admin Panel domain settings page.

Request Timeout

60

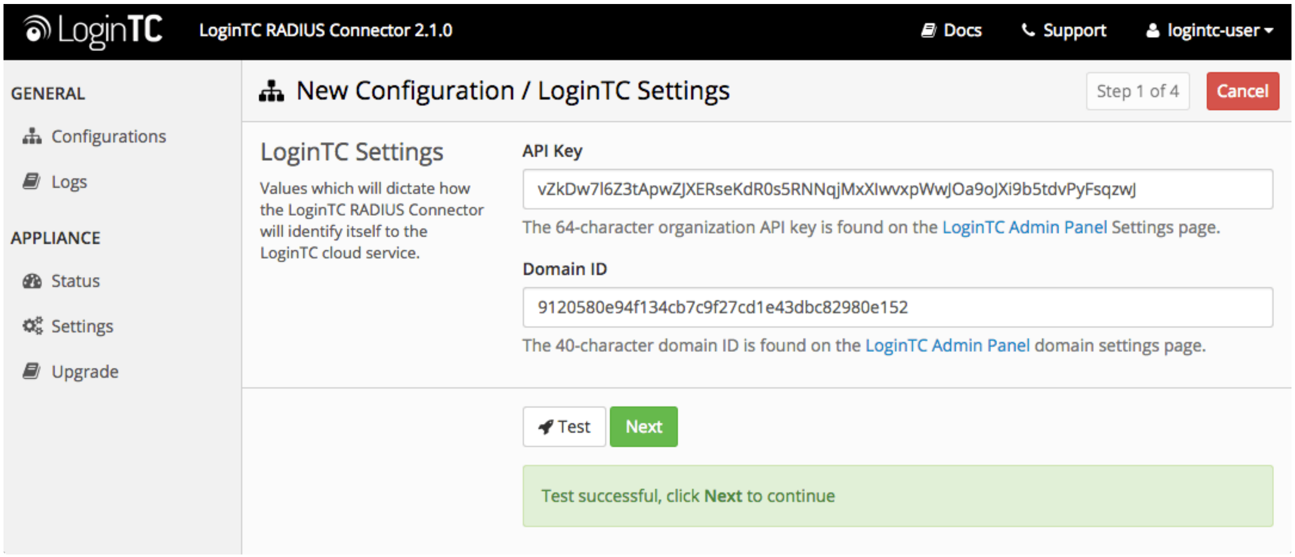
The amount of time the LoginTC RADIUS Connector should poll for a user to respond. This value should be 10 seconds shorter than the timeout in your RADIUS client (e.g. VPN). For example if the VPN timeout is 90 seconds, this value should be no longer than 80 seconds.

Configuration values:

Property	Explanation
`api_key`	The 64-character organization API key
`domain_id`	The 40-character domain ID

The API key is found on the LoginTC Admin Settings page. The Domain ID is found on your domain settings page.

Click **Test** to validate the values and then click **Next**:



New Configuration / LoginTC Settings

LoginTC Settings

Values which will dictate how the LoginTC RADIUS Connector will identify itself to the LoginTC cloud service.

API Key

vZkDw7l6Z3tApwZJXERseKdR0s5RNNqjMxXIwvxpWwJOa9oJXi9b5tdvPyFsqzwJ

The 64-character organization API key is found on the LoginTC Admin Panel Settings page.

Domain ID

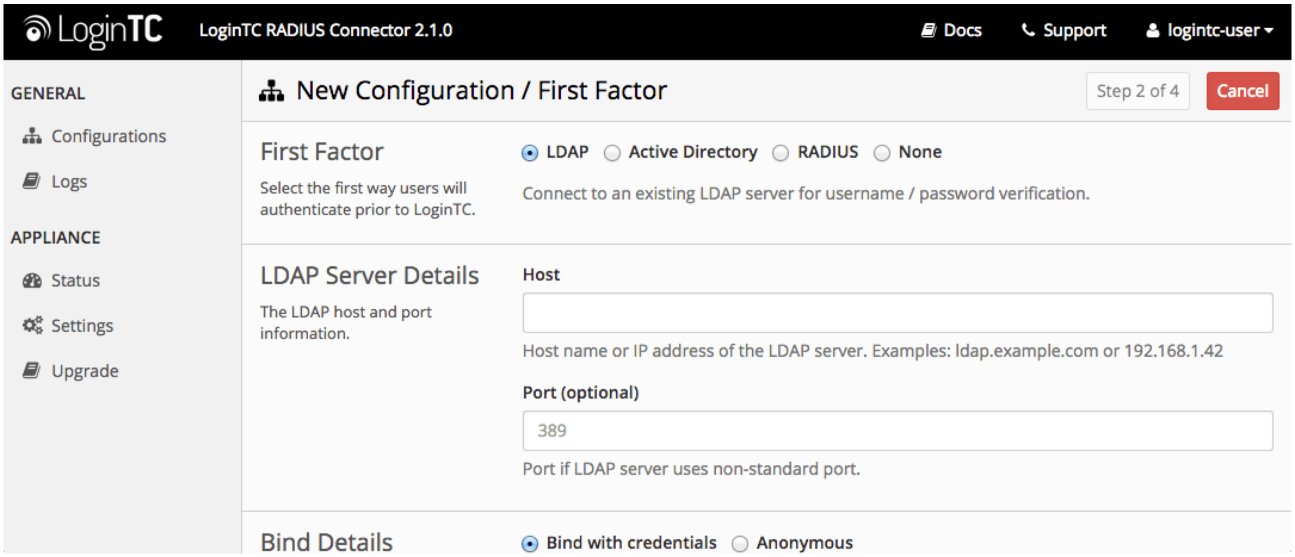
9120580e94f134cb7c9f27cd1e43dbc82980e152

The 40-character domain ID is found on the LoginTC Admin Panel domain settings page.

Test successful, click **Next** to continue

First Authentication Factor

Configure the first authentication factor to be used in conjunction with LoginTC. You may use Active Directory / LDAP or an existing RADIUS server. You may also opt not to use a first factor, in which case LoginTC will be the only authentication factor.



New Configuration / First Factor

First Factor

Select the first way users will authenticate prior to LoginTC.

● LDAP ○ Active Directory ○ RADIUS ○ None

Connect to an existing LDAP server for username / password verification.

LDAP Server Details

The LDAP host and port information.

Host

Host name or IP address of the LDAP server. Examples: ldap.example.com or 192.168.1.42

Port (optional)

389

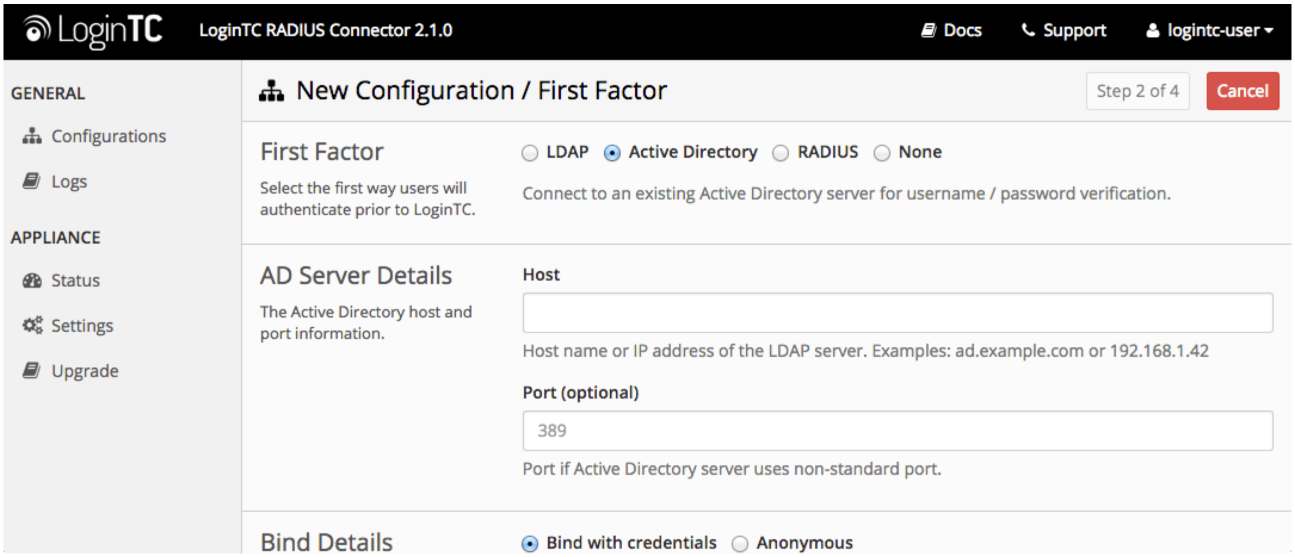
Port if LDAP server uses non-standard port.

Bind Details

● Bind with credentials ○ Anonymous

Active Directory / LDAP Option

Select **Active Directory** if you have an AD Server. For all other LDAP-speaking directory services, such as OpenDJ or OpenLDAP, select **LDAP**:



New Configuration / First Factor

First Factor

Select the first way users will authenticate prior to LoginTC.

○ LDAP ● Active Directory ○ RADIUS ○ None

Connect to an existing Active Directory server for username / password verification.

AD Server Details

The Active Directory host and port information.

Host

Host name or IP address of the LDAP server. Examples: ad.example.com or 192.168.1.42

Port (optional)

389

Port if Active Directory server uses non-standard port.

Bind Details

● Bind with credentials ○ Anonymous

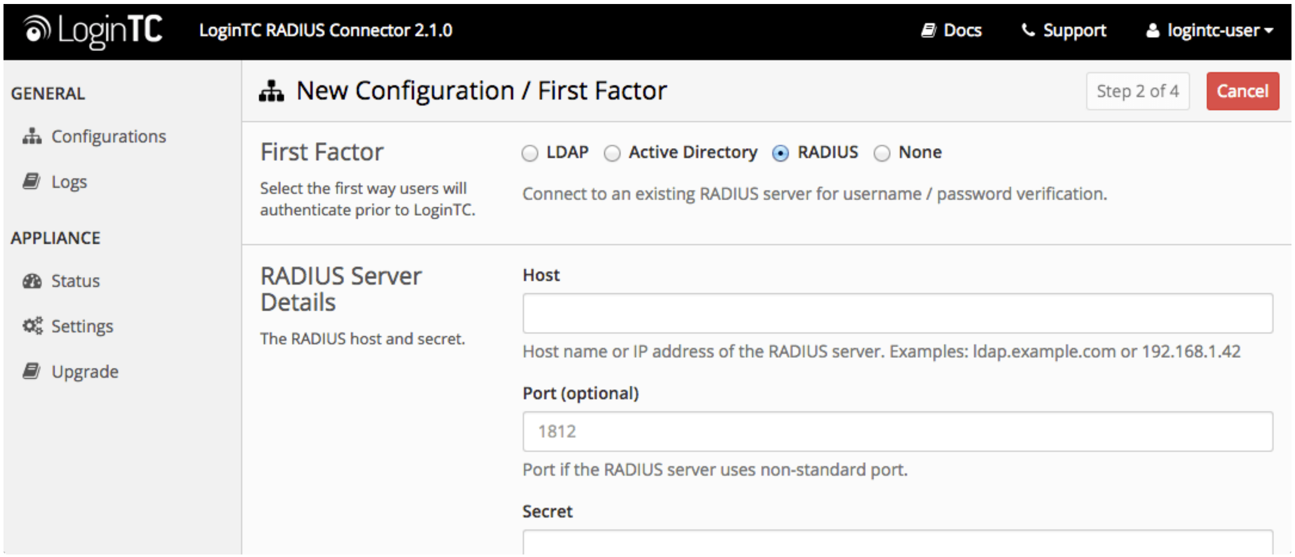
Configuration values:

Property	Explanation	Examples
`host`	Host or IP address of the LDAP server	`ldap.example.com` or `192.168.1.42`
`port` (optional)	Port if LDAP server uses non-standard (i.e., `389` / `636`)	`4000`
`bind_dn`	DN of a user with read access to the directory	`cn=admin,dc=example,dc=com`
`bind_password`	The password for the above bind_dn account	`password`
`base_dn`	The top-level DN that you wish to query from	`dc=example,dc=com`
`attr_username`	The attribute containing the user’s username	`sAMAccountName` or `uid`
`attr_name`	The attribute containing the user’s real name	`displayName` or `cn`
`attr_email`	The attribute containing the user’s email address	`mail` or `email`
`Group Attribute` (optional)	Specify an additional user group attribute to be returned the authenticating server.	`4000`
`RADIUS Group Attribute` (optional)	Name of RADIUS attribute to send back	`Filter-Id`
`LDAP Group` (optional)	The name of the LDAP group to be sent back to the authenticating server.	`SSLVPN-Users`
`encryption` (optional)	Encryption mechanism	`ssl` or `startTLS`
`cacert` (optional)	CA certificate file (PEM format)	`/opt/logintc/cacert.pem`

Click **Test** to validate the values and then click **Next**.

Existing RADIUS Server Option

If you want to use your existing RADIUS server, select **RADIUS**:



New Configuration / First Factor

First Factor

Select the first way users will authenticate prior to LoginTC.

○ LDAP ○ Active Directory ● RADIUS ○ None

Connect to an existing RADIUS server for username / password verification.

RADIUS Server Details

The RADIUS host and secret.

Host

Host name or IP address of the RADIUS server. Examples: ldap.example.com or 192.168.1.42

Port (optional)

1812

Port if the RADIUS server uses non-standard port.

Secret

Configuration values:

Property	Explanation	Examples
`host`	Host or IP address of the RADIUS server	`radius.example.com` or `192.168.1.43`
`port` (optional)	Port if the RADIUS server uses non-standard (i.e., `1812`)	`1812`
`secret`	The secret shared between the RADIUS server and the LoginTC RADIUS Connector	`testing123`

RADIUS Vendor-Specific Attributes

Common Vendor-Specific Attributes (VSAs) found in the FreeRADIUS dictionary files will be relayed.

Click **Test** to validate the values and then click **Next**.

Passthrough

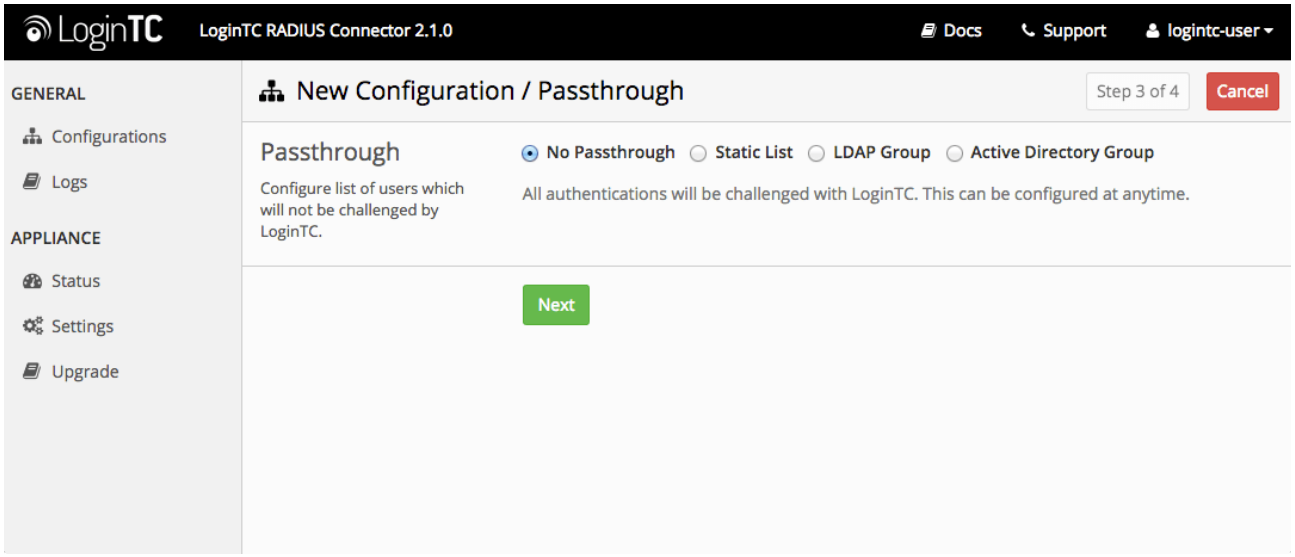
Configure which users will be challenged with LoginTC. This allows you to control how LoginTC will be phased in for your users. This flexibility allows for seamless testing and roll out.

For example, with smaller or proof of concept deployments select the Static List option. Users on the static list will be challenged with LoginTC, while those not on the list will only be challenged with the configured First Authentication Factor. That means you will be able to test LoginTC without affecting existing users accessing your VPN.

For larger deployments you can elect to use the Active Directory or LDAP Group option. Only users part of a particular LDAP or Active Directory Group will be challenged with LoginTC. As your users are migrating to LoginTC your LDAP and Active Directory group policy will ensure that they will be challenged with LoginTC. Users not part of the group will only be challenged with the configured First Authentication Factor.

No Passthrough (default)

Select this option if you wish every user to be challenged with LoginTC.



New Configuration / Passthrough

Step 3 of 4

Passthrough

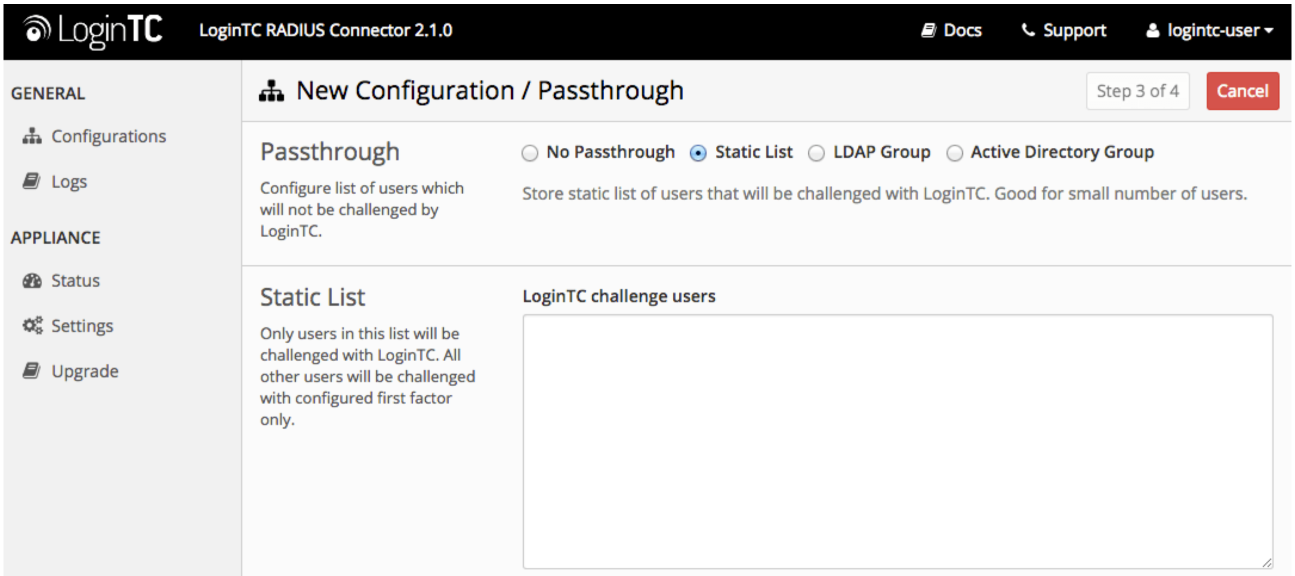
Configure list of users which will not be challenged by LoginTC.

● No Passthrough ○ Static List ○ LDAP Group ○ Active Directory Group

All authentications will be challenged with LoginTC. This can be configured at anytime.

Static List

Select this option if you wish to have a static list of users that will be challenged with LoginTC. Good for small number of users.



New Configuration / Passthrough

Step 3 of 4

Passthrough

Configure list of users which will not be challenged by LoginTC.

○ No Passthrough ● Static List ○ LDAP Group ○ Active Directory Group

Store static list of users that will be challenged with LoginTC. Good for small number of users.

Static List

Only users in this list will be challenged with LoginTC. All other users will be challenged with configured first factor only.

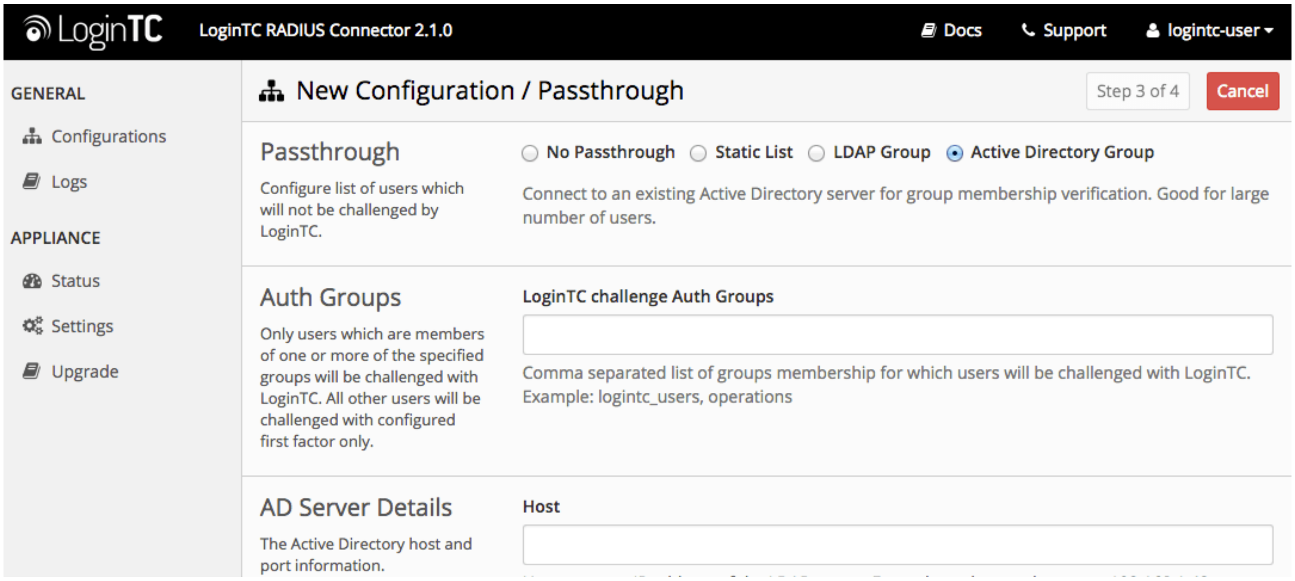
LoginTC challenge users

LoginTC challenge users: a new line separated list of usernames. For example:

```
jane.doe
jane.smith
john.doe
john.smith
```

Active Directory / LDAP Group

Select this option if you wish to have only users part of a particular Active Directory or LDAP group to be challenged with LoginTC. Good for medium and large number of users.



New Configuration / Passthrough

Passthrough

Configure list of users which will not be challenged by LoginTC.

○ No Passthrough ○ Static List ○ LDAP Group ● Active Directory Group

Connect to an existing Active Directory server for group membership verification. Good for large number of users.

Auth Groups

Only users which are members of one or more of the specified groups will be challenged with LoginTC. All other users will be challenged with configured first factor only.

LoginTC challenge Auth Groups

Comma separated list of groups membership for which users will be challenged with LoginTC. Example: logintc_users, operations

AD Server Details

The Active Directory host and port information.

Host

Configuration values:

Property	Explanation	Examples
`LoginTC challenge auth groups`	Comma separated list of groups for which users will be challenged with LoginTC	`SSLVPN-Users` or `two-factor-users`
`host`	Host or IP address of the LDAP server	`ldap.example.com` or `192.168.1.42`
`port` (optional)	Port if LDAP server uses non-standard (i.e., `389` / `636`)	`4000`
`bind_dn`	DN of a user with read access to the directory	`cn=admin,dc=example,dc=com`
`bind_password`	The password for the above bind_dn account	`password`
`base_dn`	The top-level DN that you wish to query from	`dc=example,dc=com`
`attr_username`	The attribute containing the user’s username	`sAMAccountName` or `uid`
`attr_name`	The attribute containing the user’s real name	`displayName` or `cn`
`attr_email`	The attribute containing the user’s email address	`mail` or `email`
`encryption` (optional)	Encryption mechanism	`ssl` or `startTLS`
`cacert` (optional)	CA certificate file (PEM format)	`/opt/logintc/cacert.pem`

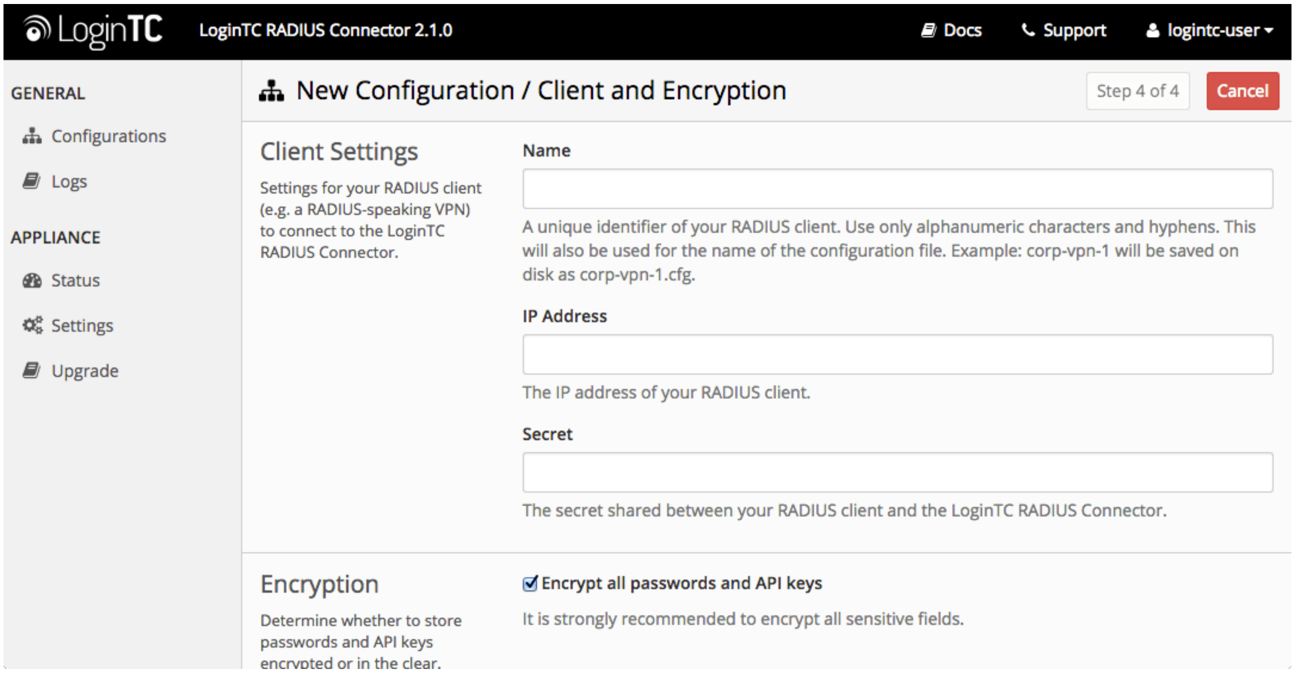
Configuration Simplified

If Active Directory / LDAP Option was selected in First Authentication Factor the non-sensitive values will be pre-populated to avoid retyping and potential typos.

Click **Test** to validate the values and then click **Next**.

Client and Encryption

Configure RADIUS client (e.g. your RADIUS-speaking VPN):



New Configuration / Client and Encryption

Client Settings

Settings for your RADIUS client (e.g. a RADIUS-speaking VPN) to connect to the LoginTC RADIUS Connector.

Name

A unique identifier of your RADIUS client. Use only alphanumeric characters and hyphens. This will also be used for the name of the configuration file. Example: corp-vpn-1 will be saved on disk as corp-vpn-1.cfg.

IP Address

The IP address of your RADIUS client.

Secret

The secret shared between your RADIUS client and the LoginTC RADIUS Connector.

Encryption

Determine whether to store passwords and API keys encrypted or in the clear.

☑ Encrypt all passwords and API keys

It is strongly recommended to encrypt all sensitive fields.

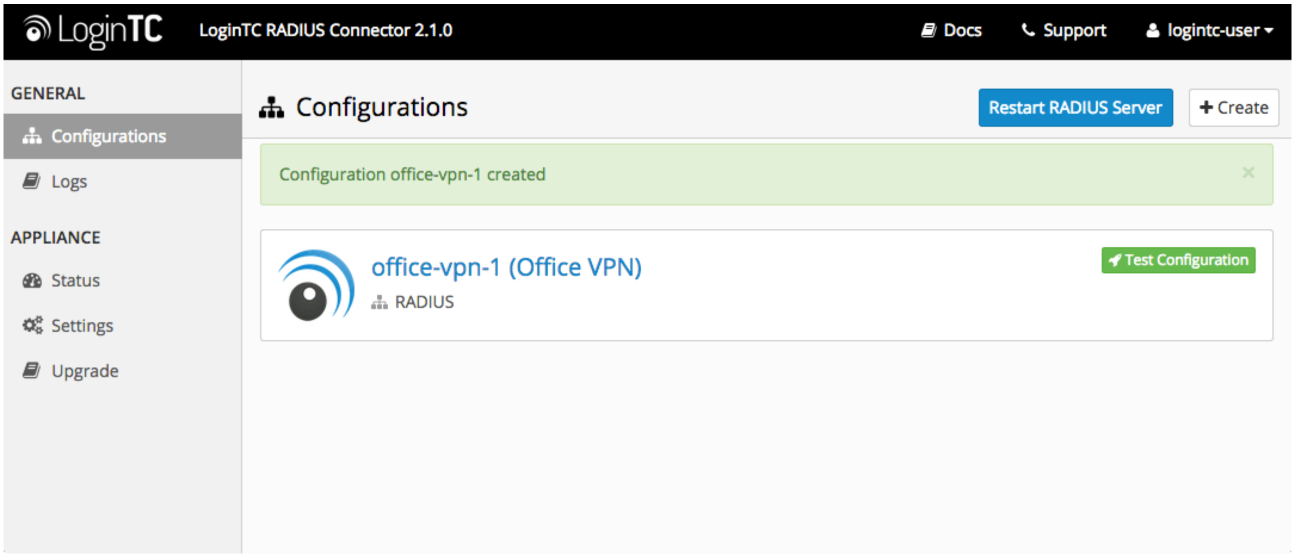
Client configuration values:

Property	Explanation	Examples
`name`	A unique identifier of your RADIUS client	`CorporateVPN`
`ip`	The IP address of your RADIUS client (e.g. your RADIUS-speaking VPN)	`192.168.1.44`
`secret`	The secret shared between the LoginTC RADIUS Connector and its client	`bigsecret`

Data Encryption

It is strongly recommended to enable encryption of all sensitive fields for both PCI compliance and as a general best practice.

Click **Test** to validate the values and then click **Save**.



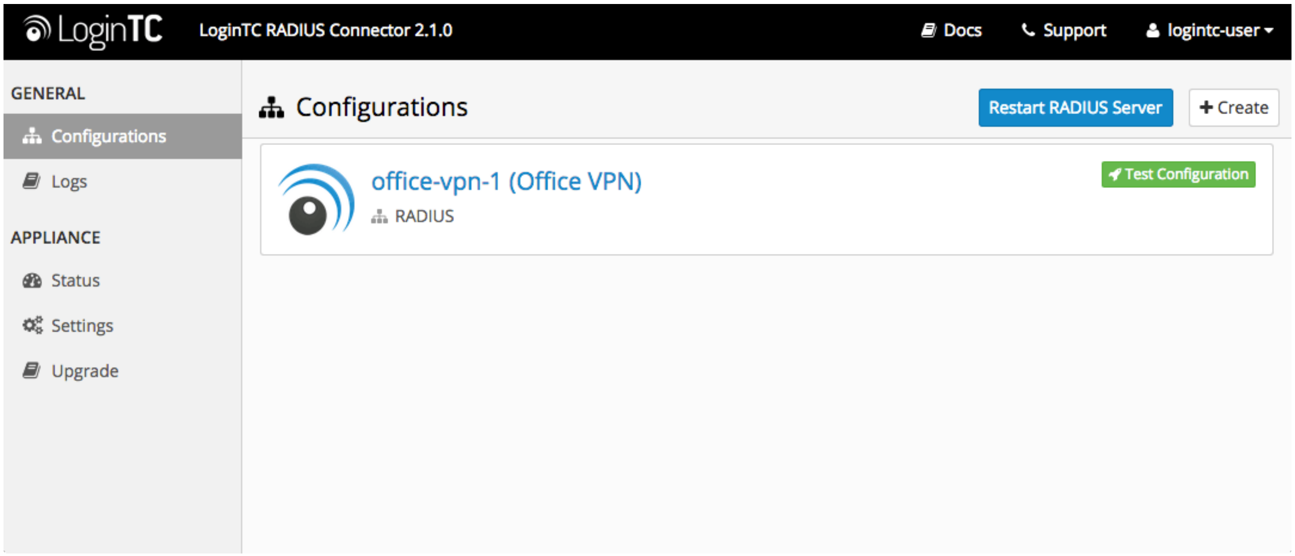
Configuration office-vpn-1 created

office-vpn-1 (Office VPN)
RADIUS

Testing (Connector)

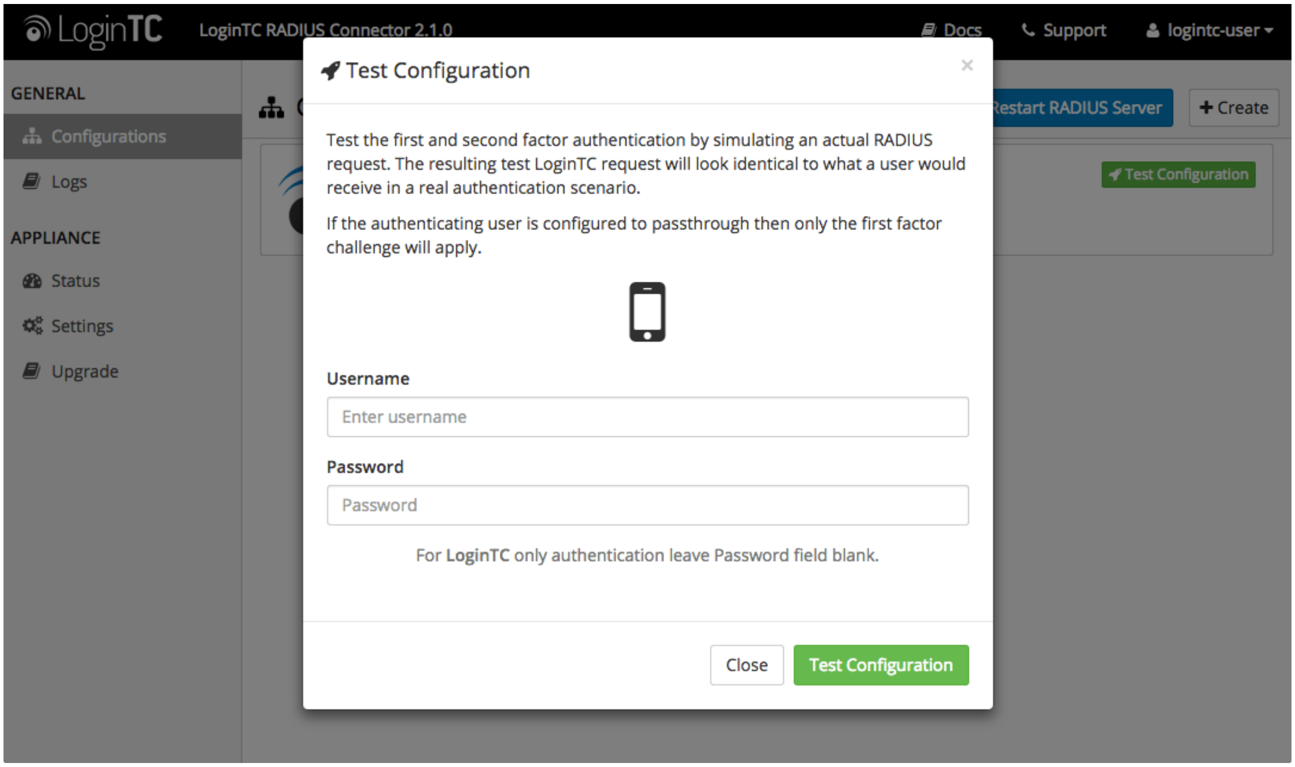
When you are ready to test your configuration, create a LoginTC user (if you haven't already done so). The username should match your existing user. Provision a token by following the steps:

When you have loaded a token for your new user and domain, navigate to your appliance**web interface** URL:



office-vpn-1 (Office VPN)
RADIUS

Click **Test Configuration**:



Test Configuration

Test the first and second factor authentication by simulating an actual RADIUS request. The resulting test LoginTC request will look identical to what a user would receive in a real authentication scenario.

If the authenticating user is configured to passthrough then only the first factor challenge will apply.

Username

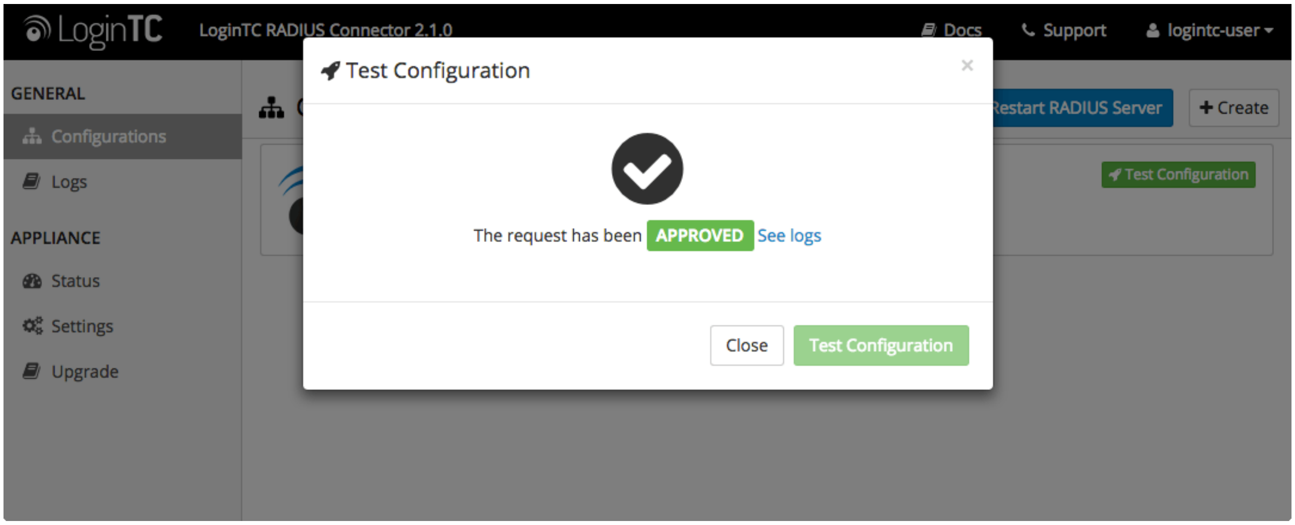
Enter username

Password

Password

For **LoginTC** only authentication leave Password field blank.

Enter a valid username and password; if there is no password leave it blank. A simulated authentication request will be sent to the mobile or desktop device with the user token loaded. Approve the request to continue:

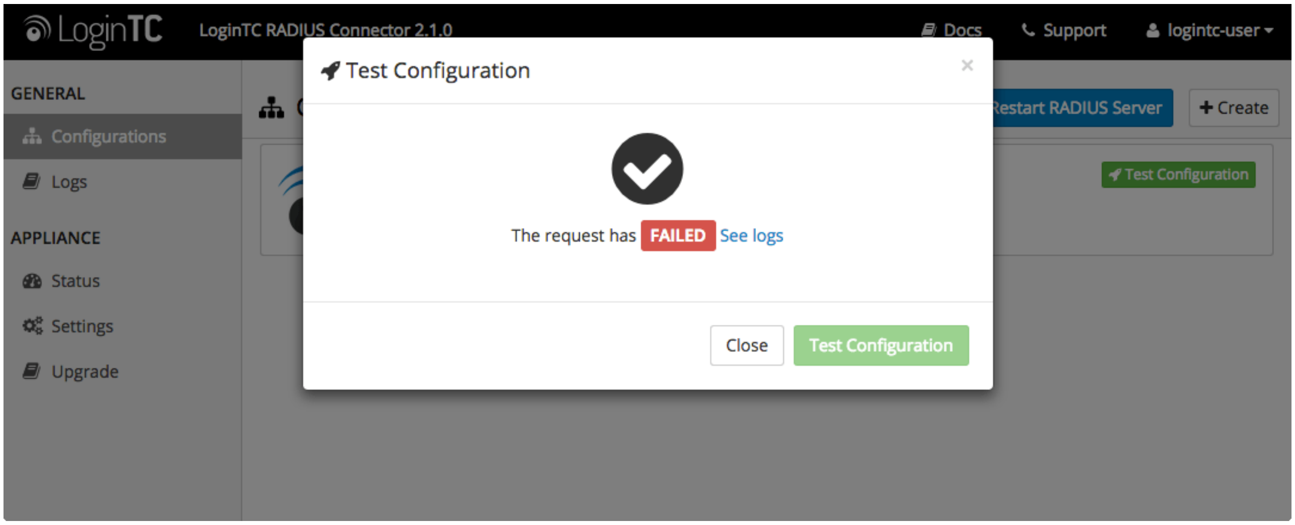


Test Configuration

The request has been APPROVED See logs

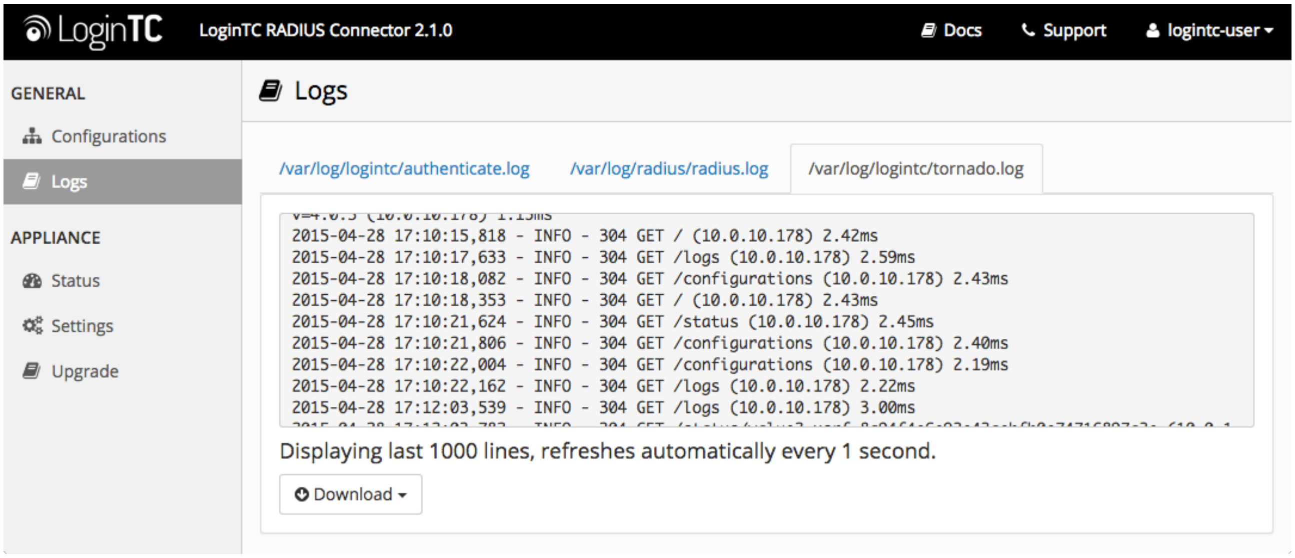
Congratulations! Your appliance can successfully broker first and second factor authentication. The only remaining step is to configure your RADIUS device!

If there was an error during testing, the following will appear:



The request has FAILED See logs

In this case, click **See logs** and then click the `/var/log/logintc/authenticate.log` tab to view the log file and troubleshoot:


LoginTC
LoginTC RADIUS Connector 2.1.0
Docs
Support
logintc-user
GENERAL
Configurations
Logs
APPLIANCE
Status
Settings
Upgrade
Logs
/var/log/logintc/authenticate.log
/var/log/radius/radius.log
/var/log/logintc/tornado.log
Download

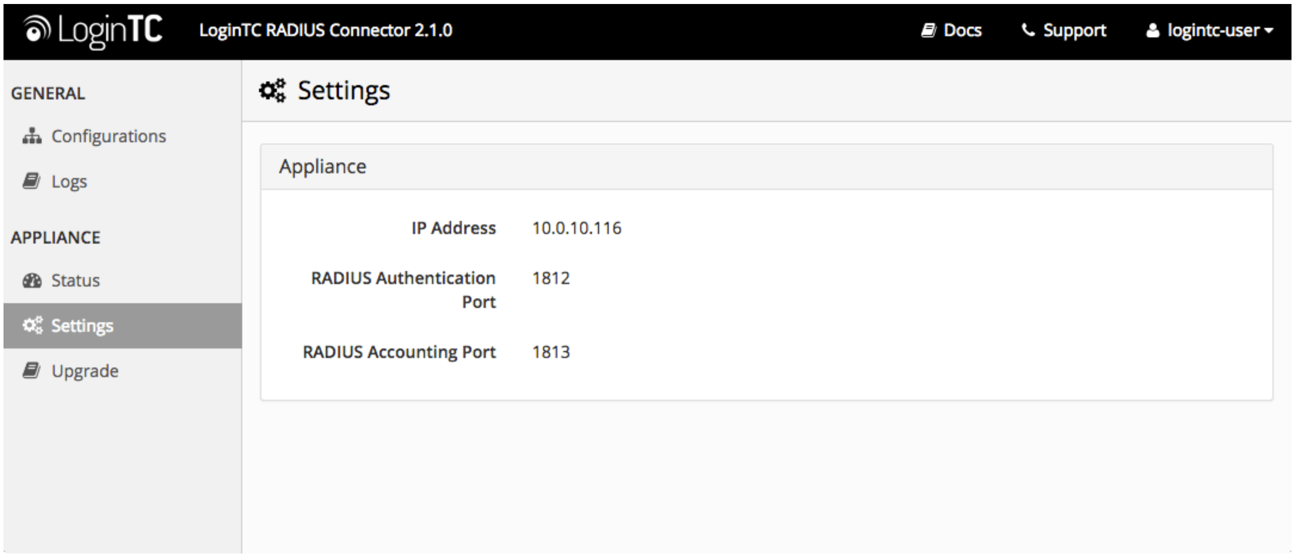
```
v=4.0.3 (10.0.10.178) 1.15ms
2015-04-28 17:10:15,818 - INFO - 304 GET / (10.0.10.178) 2.42ms
2015-04-28 17:10:17,633 - INFO - 304 GET /logs (10.0.10.178) 2.59ms
2015-04-28 17:10:18,082 - INFO - 304 GET /configurations (10.0.10.178) 2.43ms
2015-04-28 17:10:18,353 - INFO - 304 GET / (10.0.10.178) 2.43ms
2015-04-28 17:10:21,624 - INFO - 304 GET /status (10.0.10.178) 2.45ms
2015-04-28 17:10:21,806 - INFO - 304 GET /configurations (10.0.10.178) 2.40ms
2015-04-28 17:10:22,004 - INFO - 304 GET /configurations (10.0.10.178) 2.19ms
2015-04-28 17:10:22,162 - INFO - 304 GET /logs (10.0.10.178) 2.22ms
2015-04-28 17:12:03,539 - INFO - 304 GET /logs (10.0.10.178) 3.00ms
```

Displaying last 1000 lines, refreshes automatically every 1 second.

Check Point Quick Config Guide

Once you are satisfied with your setup, configure your Check Point Appliance to use the LoginTC RADIUS Connector.

For your reference, the appliance **web interface Settings** page displays the appliance IP address and RADIUS ports:



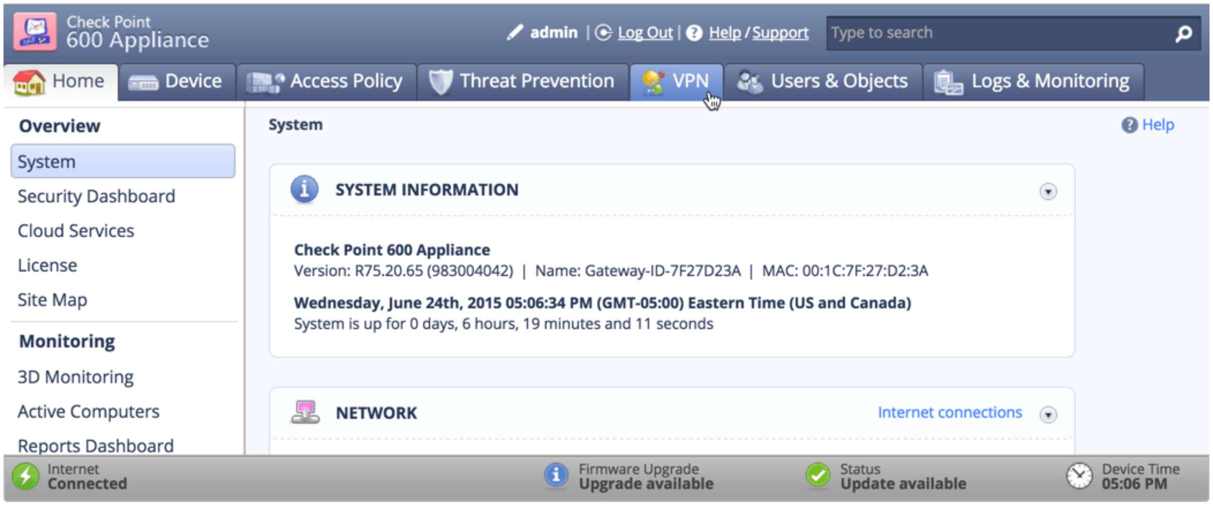
Settings

Appliance

IP Address	10.0.10.116
RADIUS Authentication Port	1812
RADIUS Accounting Port	1813

The following are quick steps to get VPN access protected with LoginTC. The instructions can be used for existing setups as well. Although these were performed on Check Point 600, the same is true for other Check Point appliances.

1. Log into your **Check Point Web UI**
2. Click on the **VPN** tab



System

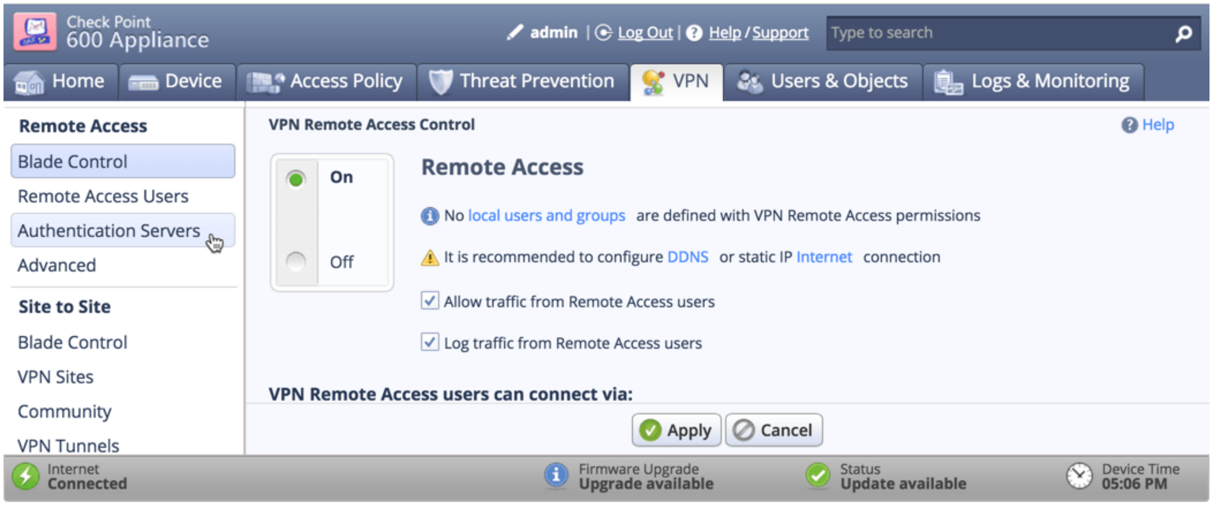
SYSTEM INFORMATION

Check Point 600 Appliance
Version: R75.20.65 (983004042) | Name: Gateway-ID-7F27D23A | MAC: 00:1C:7F:27:D2:3A

Wednesday, June 24th, 2015 05:06:34 PM (GMT-05:00) Eastern Time (US and Canada)
System is up for 0 days, 6 hours, 19 minutes and 11 seconds

NETWORK

3. Under **Remote Access**, select **Authentications Servers** from the left-hand menu



VPN Remote Access Control

● On
○ Off

Remote Access

No local users and groups are defined with VPN Remote Access permissions

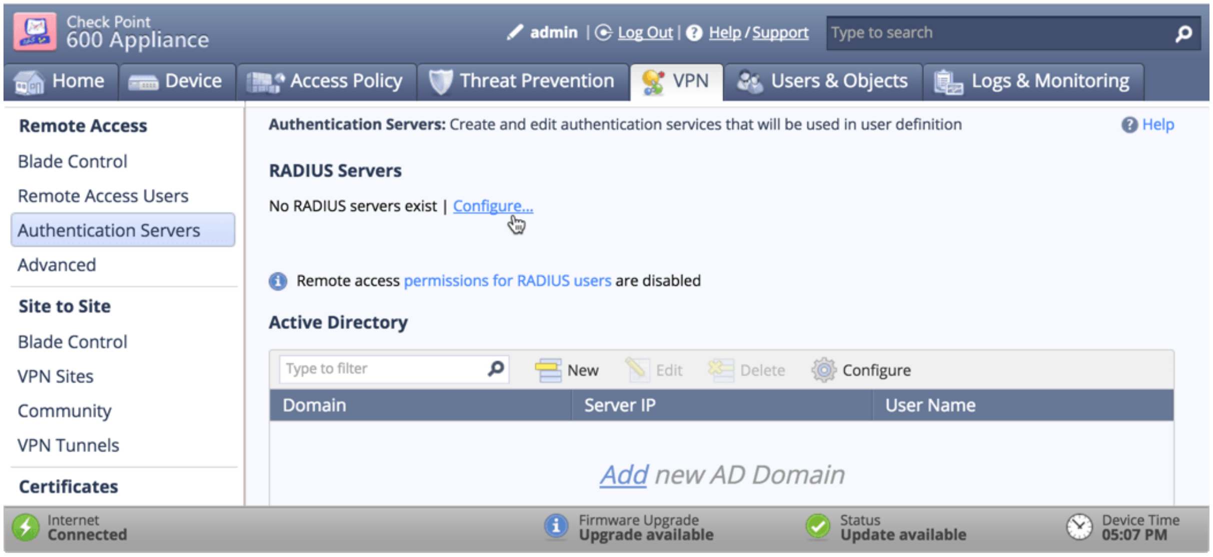
It is recommended to configure DDNS or static IP Internet connection

☑ Allow traffic from Remote Access users

☑ Log traffic from Remote Access users

VPN Remote Access users can connect via:

4. Under **RADIUS Servers**, click **configure**



Authentication Servers: Create and edit authentication services that will be used in user definition

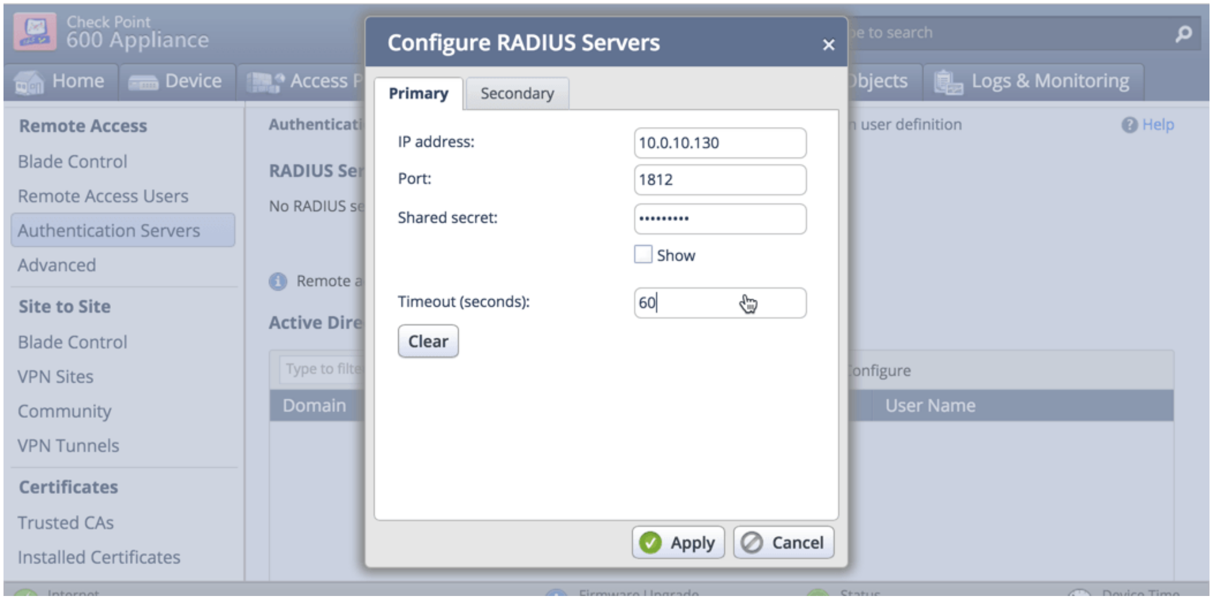
RADIUS Servers

No RADIUS servers exist | Configure...

Remote access permissions for RADIUS users are disabled

Active Directory

5. Complete the **Configure RADIUS Servers Form**



IP address:	10.0.10.130
Port:	1812
Shared secret:	•••••••••
	□ Show
Timeout (seconds):	60

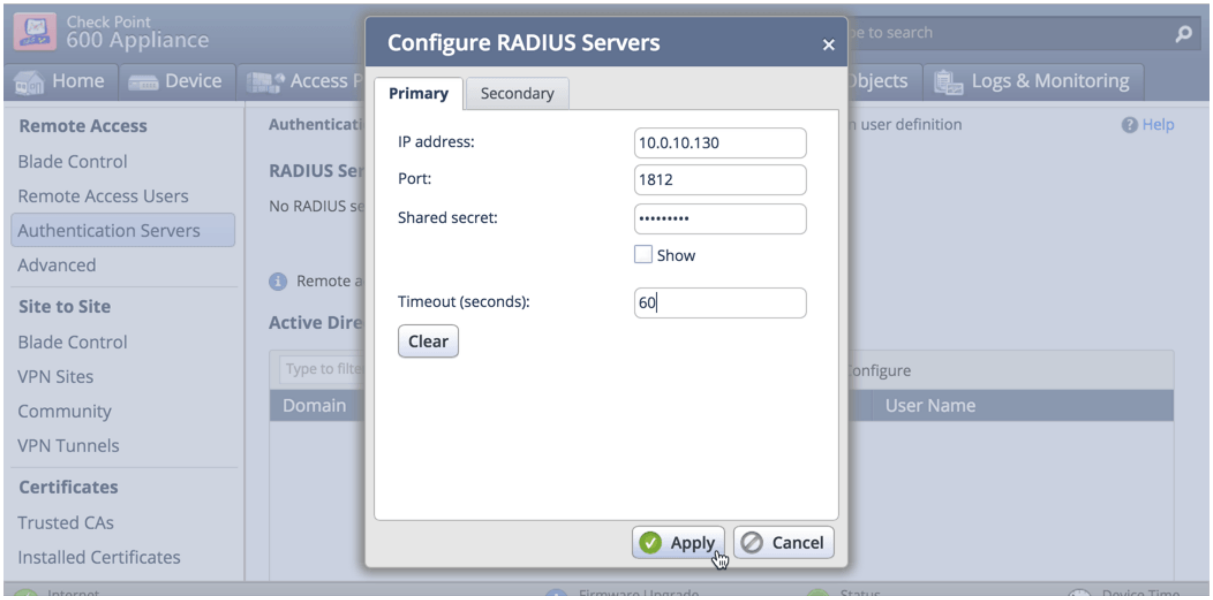
Property	Explanation	Example
`IP Address`	Address of LoginTC RADIUS Connector	10.0.10.130
`Port`	RADIUS authentication port. Must be 1812.	1812
`Secret`	The secret shared between the LoginTC RADIUS Connector and its client	bigsecret
`Timeout (seconds)`	Amount of time in seconds to wait. At least 90s.	90

Warning: Connection Timeouts

Some Check Point appliances do not respect the RADIUS Timeout setting. For a workaround see: RADIUS Timeout Workaround.

Note: you can also configure a Secondary Radius Server to provide failover. This prevents the RADIUS Server from dropping authentication requests if it goes offline or receives too many requests.

6. Click **Apply**



Configure RADIUS Servers

Primary | Secondary

IP address: 10.0.10.130

Port: 1812

Shared secret: •••••••••

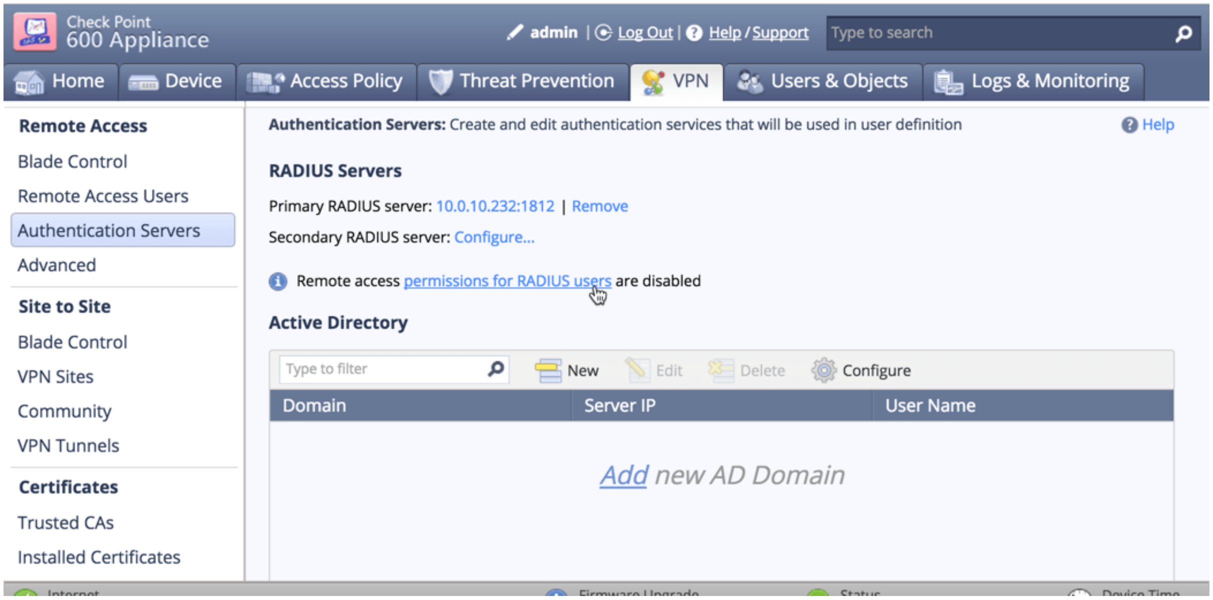
□ Show

Timeout (seconds): 60

Clear

Apply | Cancel

7. Click on the **permissions for RADIUS users** link



Authentication Servers: Create and edit authentication services that will be used in user definition

RADIUS Servers

Primary RADIUS server: 10.0.10.232:1812 | Remove

Secondary RADIUS server: Configure...

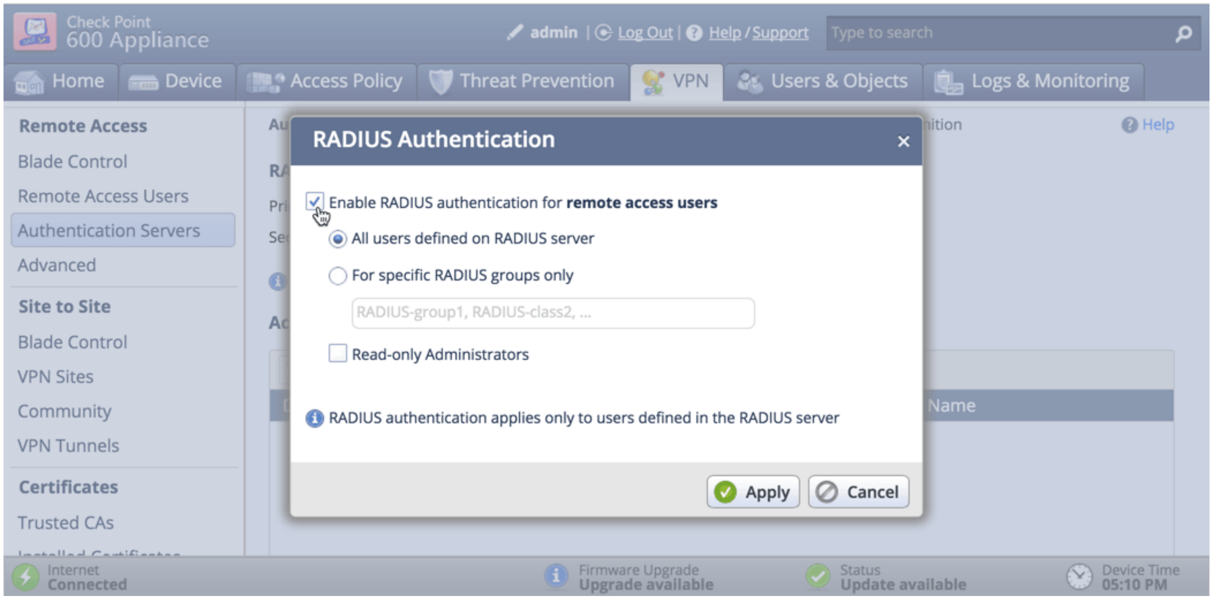
Remote access permissions for RADIUS users are disabled

Active Directory

Domain	Server IP	User Name

Add new AD Domain

8. Check **Enable RADIUS authentication for Remote Access Users**



RADIUS Authentication

☑ Enable RADIUS authentication for **remote access users**

● All users defined on RADIUS server

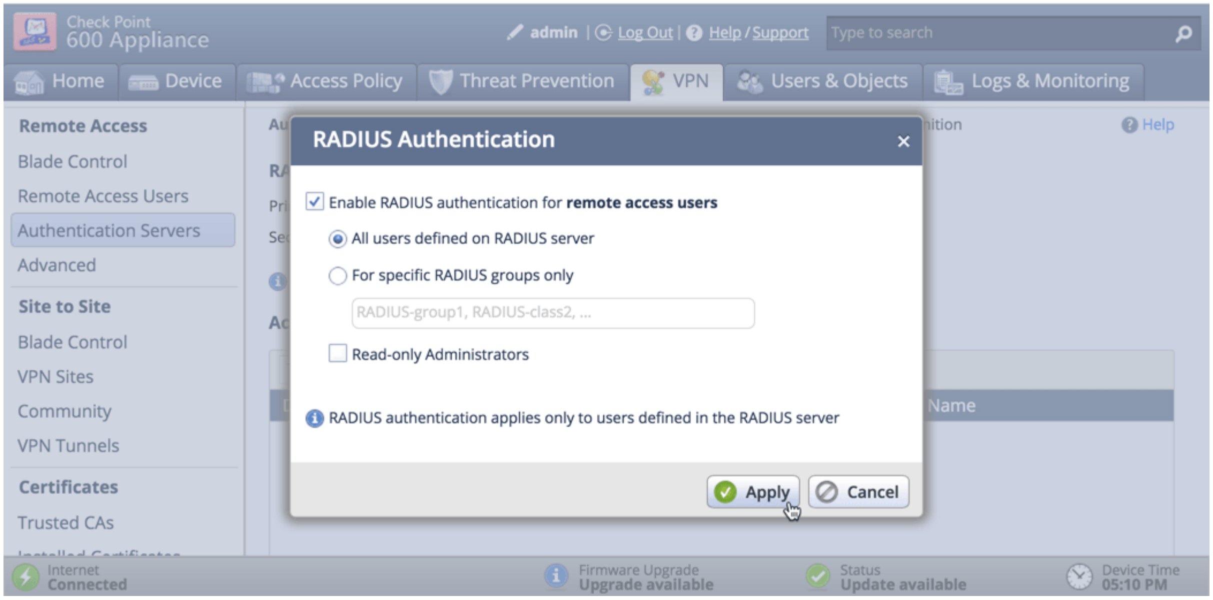
○ For specific RADIUS groups only

RADIUS-group1, RADIUS-class2, ...

□ Read-only Administrators

RADIUS authentication applies only to users defined in the RADIUS server

9. Click **Apply**



RADIUS Authentication

☑ Enable RADIUS authentication for **remote access users**

● All users defined on RADIUS server

○ For specific RADIUS groups only

RADIUS-group1, RADIUS-class2, ...

□ Read-only Administrators

RADIUS authentication applies only to users defined in the RADIUS server

You are now ready to start testing your configuration.

RADIUS Timeout Workaround

A few Check Point appliances do not respect the RADIUS server timeout settings. As a result, all requests are rejected after 15-20 seconds. The following appliances have been reported as having this issue:

- Check Point 600 Series
- Check Point 1100 Series
- Check Point 1200R Series

In order to ensure the timeout is properly set on appliances experiencing the issue follow these steps:

1. SSH into the Check Point Appliance

2. Enter **expert** mode
3. `vi $FWDIR/conf/local.cfg.conv`
4. Add the following line below `:golbal_props (props` :

```
:radius_retrant_timeout (90)
```

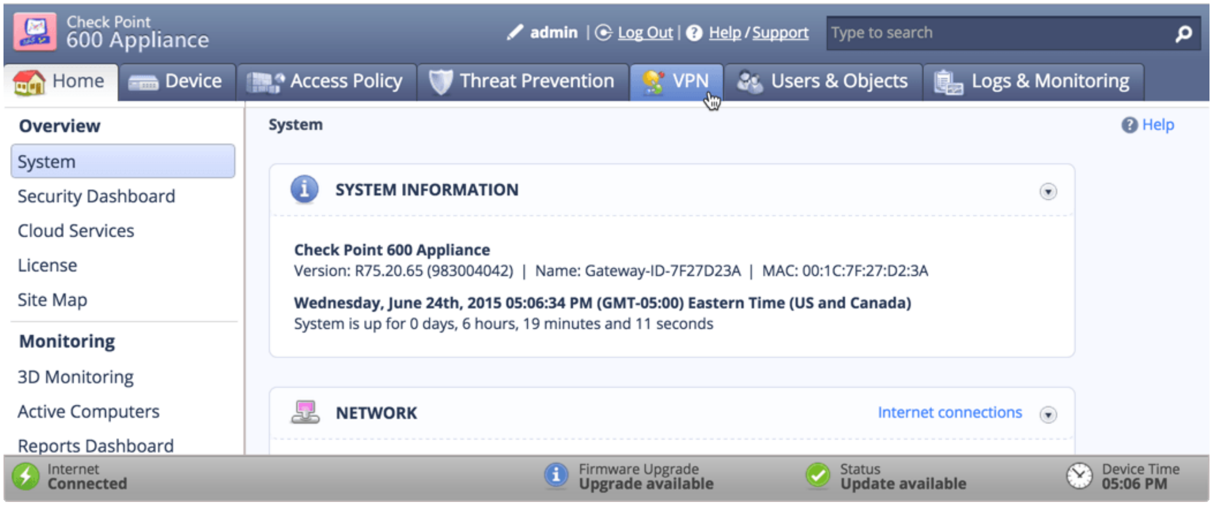
5. `mv $FWDIR/conf/local.cfg.conv.post $FWDIR/conf/local.cfg.conv.post.orig`
6. `runAllFeatures.lua`

Wait a few minutes for the change to take effect.

Failover

Check Point appliances have built-in settings that makes it easy to configure a secondary RADIUS server to provide failover. To set up another RADIUS server, deploy the downloaded LoginTC Connector again (you can deploy it multiple times) and configure it using the same settings as the first one. Click here to review the Connector configuration process. Then, log into your **Check Point Web UI**

1. Log into your **Check Point Web UI**
2. Click on the **VPN** tab

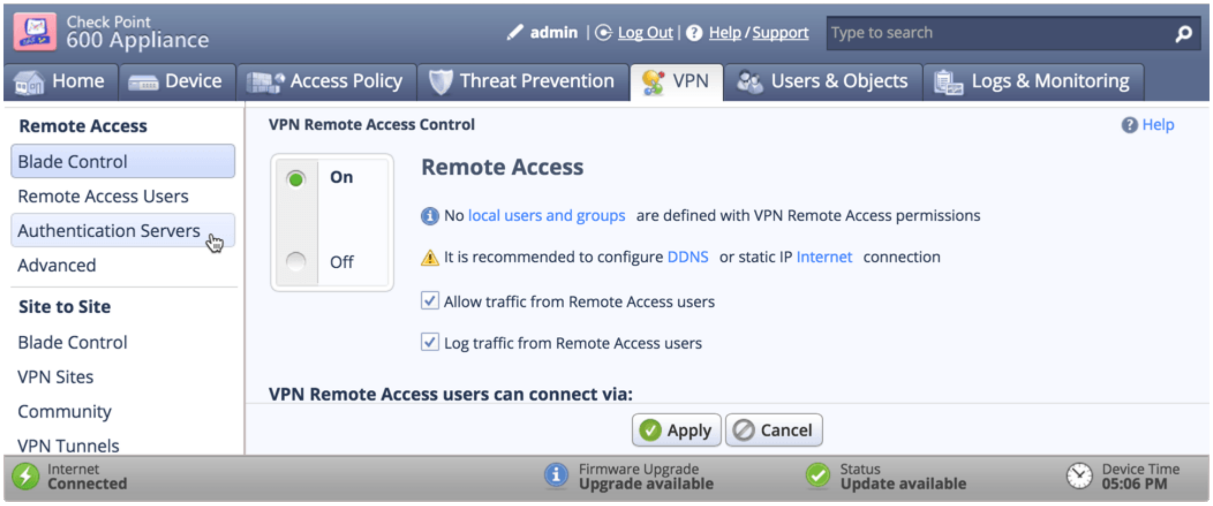


Check Point 600 Appliance
Version: R75.20.65 (983004042) | Name: Gateway-ID-7F27D23A | MAC: 00:1C:7F:27:D2:3A

Wednesday, June 24th, 2015 05:06:34 PM (GMT-05:00) Eastern Time (US and Canada)
System is up for 0 days, 6 hours, 19 minutes and 11 seconds

Internet: Connected | Firmware Upgrade: Upgrade available | Status: Update available | Device Time: 05:06 PM

3. Under **Remote Access**, select **Authentications Servers** from the left-hand menu



VPN Remote Access Control

● On
○ Off

Remote Access

No local users and groups are defined with VPN Remote Access permissions

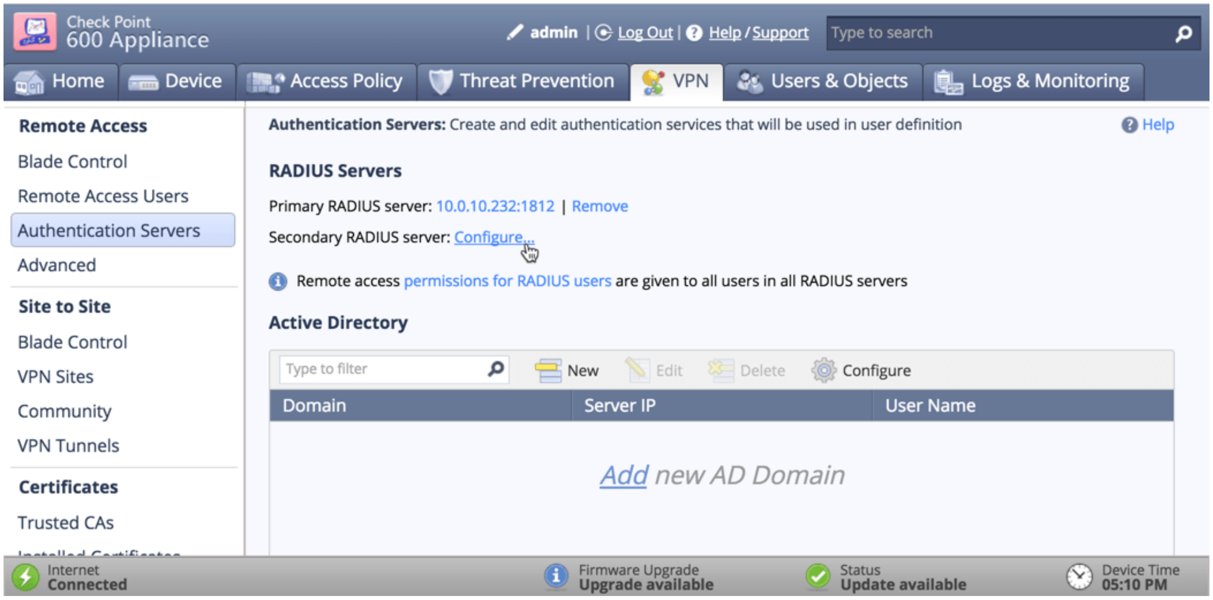
It is recommended to configure DDNS or static IP Internet connection

☑ Allow traffic from Remote Access users

☑ Log traffic from Remote Access users

VPN Remote Access users can connect via:

4. Under **RADIUS Servers**, click the **Configure…** link next to **Secondary RADIUS Server**



Authentication Servers: Create and edit authentication services that will be used in user definition

RADIUS Servers

Primary RADIUS server: 10.0.10.232:1812 | Remove

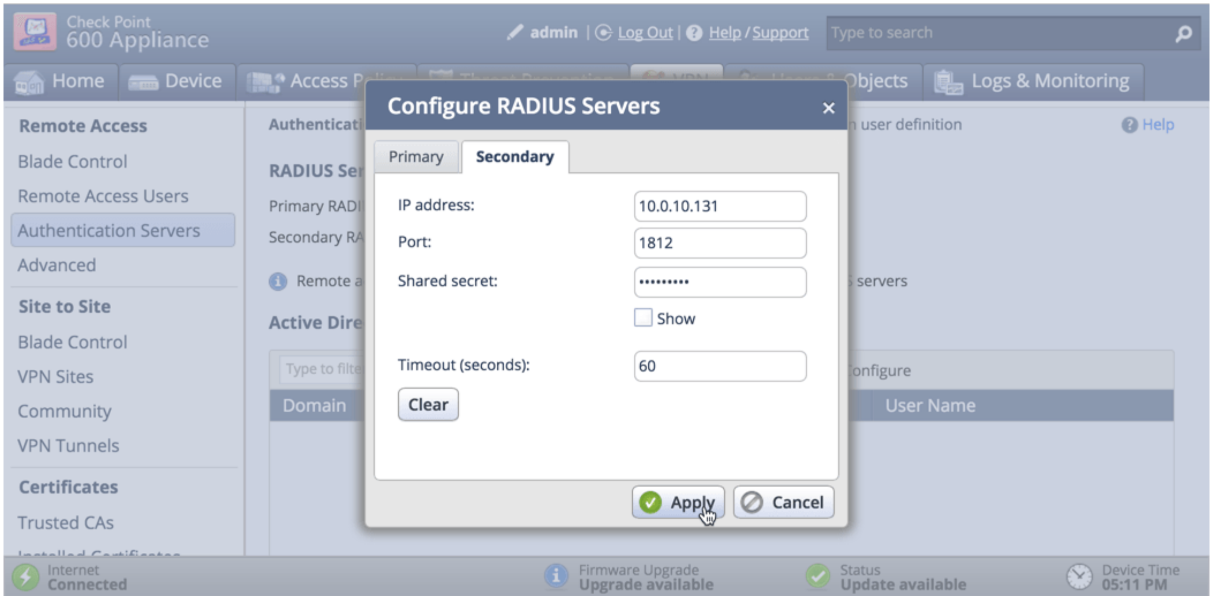
Secondary RADIUS server: Configure...

Remote access permissions for RADIUS users are given to all users in all RADIUS servers

Active Directory

Domain	Server IP	User Name
Add new AD Domain		

5. Complete the **Configure RADIUS Servers** form using the same settings as the first one



Configure RADIUS Servers

IP address:	10.0.10.131
Port:	1812
Shared secret:	•••••••••
	□ Show
Timeout (seconds):	60

Property	Explanation	Example
`IP Address`	Address of Secondary LoginTC RADIUS Connector	10.0.10.131
`Port`	RADIUS authentication port. Must be 1812.	1812
`Secret`	The secret shared between the LoginTC RADIUS Connector and its client	bigsecret
`Timeout (seconds)`	Amount of time in seconds to wait. At least 90s.	90

Warning: Connection Timeouts

Some Check Point appliances do not respect the RADIUS Timeout setting. For a workaround see: RADIUS Timeout Workaround.

6. Click **Apply**

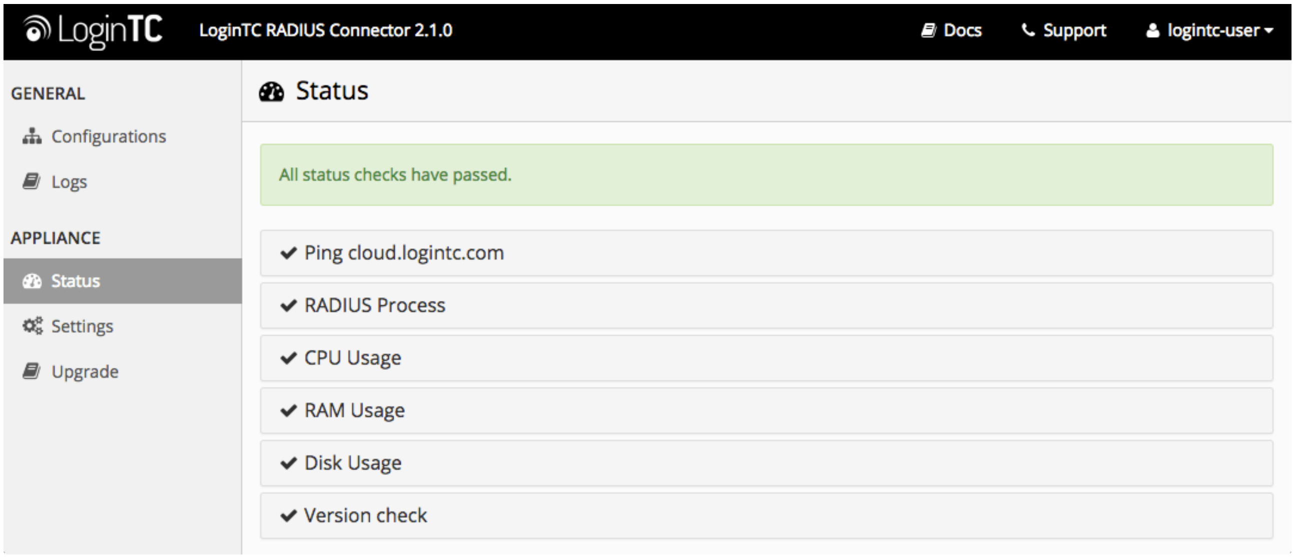
Troubleshooting

Connection Times Out

If your connection times out after 15-20 seconds it is probably because some Check Point appliances do not respect the RADIUS Timeout setting. For a workaround see: RADIUS Timeout Workaround.

Not Authenticating

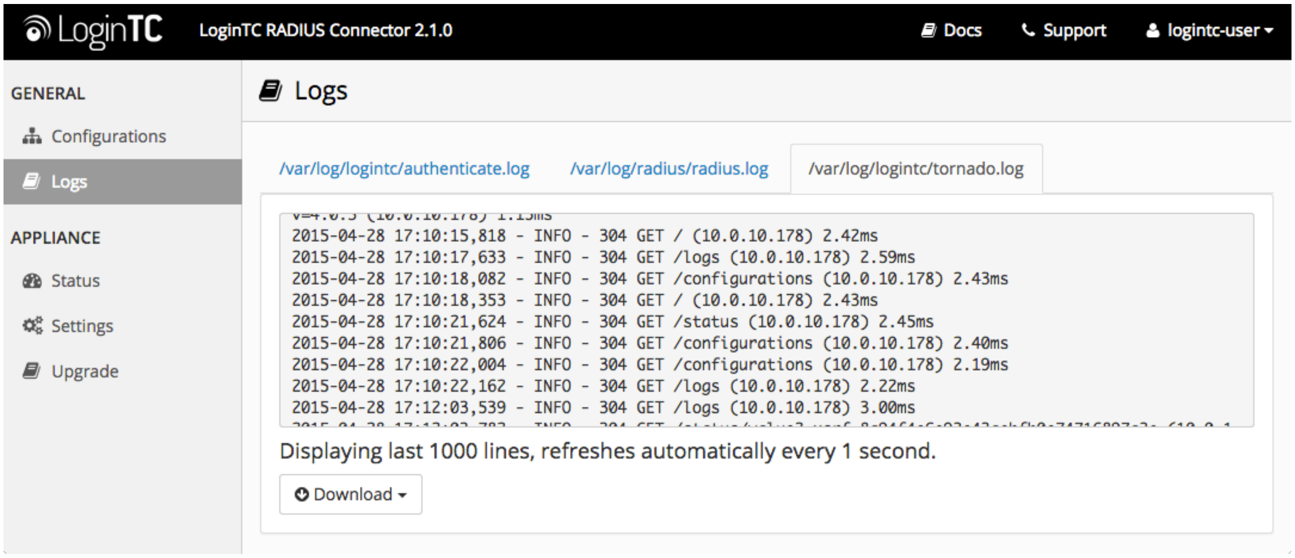
If you are unable to authenticate, navigate to your appliance **web interface** URL and click **Status**:



All status checks have passed.

- ✓ Ping cloud.logintc.com
- ✓ RADIUS Process
- ✓ CPU Usage
- ✓ RAM Usage
- ✓ Disk Usage
- ✓ Version check

Ensure that all the status checks pass. For additional troubleshooting, click **Logs**:



LoginTC
LoginTC RADIUS Connector 2.1.0
Docs
Support
logintc-user
GENERAL
Configurations
Logs
APPLIANCE
Status
Settings
Upgrade
Logs
/var/log/logintc/authenticate.log
/var/log/radius/radius.log
/var/log/logintc/tornado.log
Download

```
v=4.0.3 (10.0.10.178) 1.15ms
2015-04-28 17:10:15,818 - INFO - 304 GET / (10.0.10.178) 2.42ms
2015-04-28 17:10:17,633 - INFO - 304 GET /logs (10.0.10.178) 2.59ms
2015-04-28 17:10:18,082 - INFO - 304 GET /configurations (10.0.10.178) 2.43ms
2015-04-28 17:10:18,353 - INFO - 304 GET / (10.0.10.178) 2.43ms
2015-04-28 17:10:21,624 - INFO - 304 GET /status (10.0.10.178) 2.45ms
2015-04-28 17:10:21,806 - INFO - 304 GET /configurations (10.0.10.178) 2.40ms
2015-04-28 17:10:22,004 - INFO - 304 GET /configurations (10.0.10.178) 2.19ms
2015-04-28 17:10:22,162 - INFO - 304 GET /logs (10.0.10.178) 2.22ms
2015-04-28 17:12:03,539 - INFO - 304 GET /logs (10.0.10.178) 3.00ms
```

Displaying last 1000 lines, refreshes automatically every 1 second.

Email Support

For any additional help please email support@cyphercor.com. Expect a speedy reply.