

Security Policy and MFA Authentication Issues

Troubleshooting Steps For Technician:

Answer the following questions:

1. Are you able to replicate?
 - a. If it appears to be an Email Issue, please see the Email Issue playbook for more information.
2. Are they still experiencing the issue in an incognito window? Is the error the same or different?
3. Is this user or account-specific? If it is account-specific, are all users affected or just some users?
 - a. If user specific, is the admin able to remove it (either by adjusting the security policy for the user, or removing it from the user in the case of a security policy, or removing an MFA setting from the account level if it's set there)?
 - b. If many users are affected but not all, please provide a list of all affected users and their exact issues (failing security policy or MFA)?
4. Is their account active in the hub (both in status and in expiration date not being the same day or a prior date)?
5. If they are certain it is a security policy issue, what part of the policy authentication are they failing, and are we sure they are meeting the requirement?
 - a. Provide the part of the policy they are failing to authenticate on.

If all troubleshooting has commenced and the issue is still present, grab the following information for the escalated ticket:

1. Provide answers to the above questions.
2. Provide the username of the affected user and provide their account ID (pulled from the Utopia Instances section of their account in the Hub)
3. If it appears to be a security policy assigned to the account, please provide the exact name of the security policy assigned to the account (if the customer doesn't have the exact name but has a partial name, provide that).
4. Please provide the validation of their identity and the authorization from them that we are okay to make the change on their behalf.
5. Video recording where applicable.

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