

# Tencent Cloud Firewall Troubleshooting Product Documentation





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# Troubleshooting Solution for False Alarms and False Positives

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This topic describes how to deal with a large number of firewall false positives and an abnormal drop in traffic due to improper strategy changes.

### **Problem**

A large number of legitimate requests from certain IPs are blocked due to false positives of intrusion defense, or an abnormal drop in traffic is caused by improper strategy changes.

### Solution

If these requests are blocked by Cloud Firewall, you can disable the blocking feature, allow requests from the blocked IPs, or request support from the product security team.

## Steps

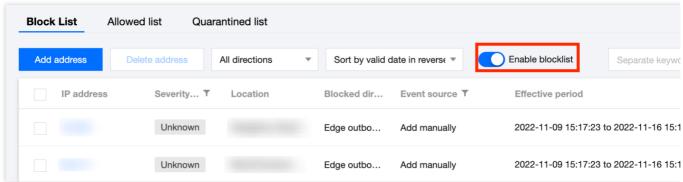
### Step 1: disable the blocking feature

- 1. Log in to the Cloud Firewall console, and then click Intrusion Protection System in the left navigation pane.
- 2. Select **Observe** for the protection mode on the intrusion defense page.



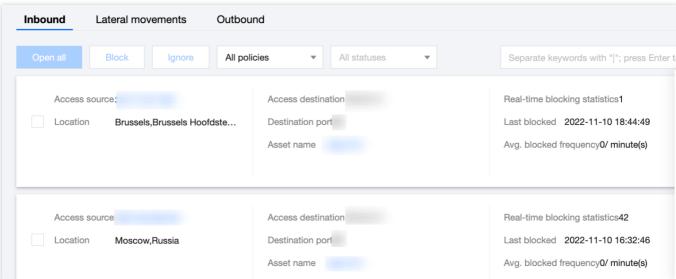
3. Disable "Enable blocklist" above the blocklist.





Step 2: manual troubleshooting

- 1. Log in to the Cloud Firewall console, and then click **Alert Management** in the left navigation pane to enter the Alert Management page.
- 2. On the Alert Management page, select Blocked statistics -> Inbound.
- 3. On the Inbound tab, select **Sort by blocking statistics** to find the IP address that is falsely blocked.

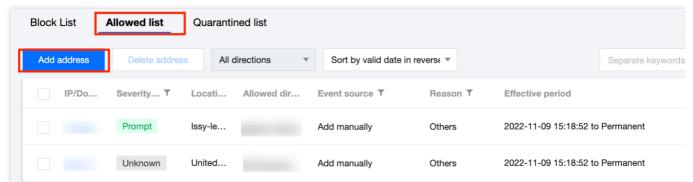


4. Add the IP address to the allowlist.

**Method 1**: Click **Allow** on the right side of the falsely blocked IP address to add it to the allowlist (ignore list) and allow access from the IP address.

**Method 2**: On the Intrusion Defense page, select **Ignore list** -> **Add addresses** to add the falsely blocked IP addresses in batches.





5. After the above procedures, restore the configuration in Step 1 and observe if the traffic volume returns to normal.

### Step 3: submit a ticket to report false positives

- 1. If the traffic volume is still abnormal after manual troubleshooting, enter the Submit ticket page and provide your AppID and the falsely blocked IP addresses to the security team.
- 2. After the feedback is received, the security team will respond within the specified time period and adjust the detection rules.