SANGFOR

WAN Optimization (WANO)

Troubleshooting guide for unstable Acceleration Tunnel

Change Log

Date	Change Description
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1. Document Description

The purpose of this document is to provide guidance for troubleshooting on the unstable of Acceleration Tunnel.

2. Applicable Version

This document is applicable for the unstable of Acceleration Tunnel on Sangfor WANO.

The version included WANO 7.0 onwards to latest version.

3. Problem Scenario

The unstable of Acceleration Tunnel in this document is referring to the scenario that two Sangfor WANO built-up Acceleration Tunnel, but very unstable that it will disconnected and re-establish from time to time.

For unstable of Acceleration Tunnel, mainly divided into the following scenarios:

- Unstable of VPN/Leased-Line/MPLS
- Intercepted by other device

4. Troubleshooting Guide

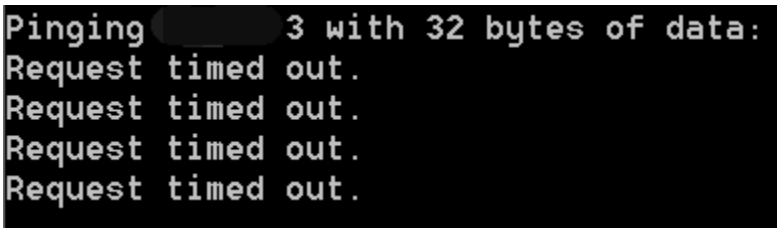
4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed when the Acceleration Tunnel unstable:

1. Make sure both Sangfor side and Client side are able to ping to each other.
    i. Navigate to [Maintenance] > [Web Console]
    ii. Ping to peer side device IP
    iii. Ensure it is able to Ping to each other
2. Make sure the Acceleration Service port – 5400 is allowed in both sides.

4.2 Unstable of VPN/Leased-Line/MPLS

From either Local PC or Sangfor WANO, Ping to Peer side Sangfor WANO and observe if there is any packet drops. If yes, check on the device that handle VPN, or check with the Leased-line/MPLS provider to solve the unstable connection first.



4.3 Intercepted by other device

The traffic between 2 Sangfor WANO to build up Acceleration Tunnel could be intercepted by other device. In order to make sure and further verify that it is intercepted, capture packet between 2 Sangfor WANO to check.

Then, analyze based on the MAC address and also whether peer side reply local Sangfor WANO request to establish Acceleration Tunnel. The correct packet should have 1 request and 1 reply corresponding to the request. If there is no reply, most probably it is intercepted by other device or dropped.

5. Collect Information

If the problem still unable to be resolve through the troubleshooting steps above, you can collect the below information and escalate the problem to Sangfor Technical Support with the Community Open a Case feature. Technical Engineer will contact you to provide assistance on resolving the issue.

Information need to be collect:

i. Server Model and both sides firmware version.

ii. Screenshot of the System Logs for both sides.

iii. What troubleshooting step you had gone through.

Open a support case access link:

http://community.sangfor.com/plugin.php?id=service:case

6. Request Articles

If you have new document requirement, you can feedback to us with the feedback link below. We will provide the troubleshooting guide document based on the feedback.

Feedback Link

CMS: http://192.200.19.22/request-articles/

Sangfor Community: http://community.sangfor.com/plugin.php?id=service:feedback

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