



WAN Optimization (WANO)

Troubleshooting guide for no acceleration effect for Optimized traffic



Change Log

Date	Change Description
May 14, 2019	Troubleshooting guide for no acceleration effect for Optimized traffic

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1. Document Description

The purpose of this document is to provide guidance for troubleshooting on the no acceleration effect for optimized traffic.

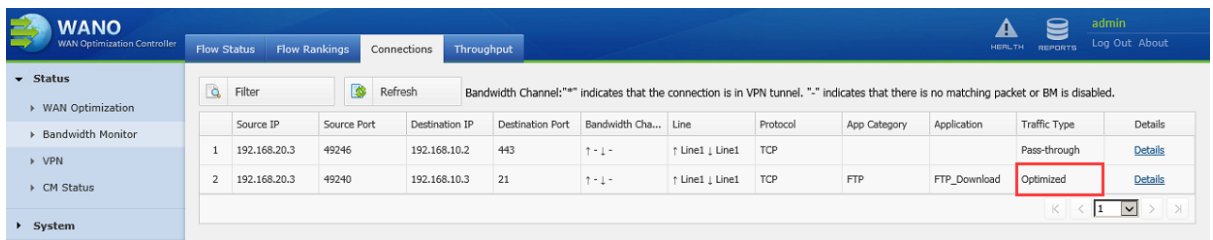
2. Applicable Version

This document is applicable for the no acceleration effect for Optimized traffic on all WANO version.

The version included WANO 7.0 onwards to latest version.

3. Problem Scenario

No acceleration effect for Optimized traffic in this document is referring to the scenario that both Server side and Branch side Sangfor WANO has already built-up Acceleration Tunnel, has no acceleration effect although “Traffic Type” shows “Optimized”.



WANO WAN Optimization Controller

Flow Status Flow Rankings Connections Throughput

HEALTH REPORTS admin Log Out About

▼ Status

- WAN Optimization
- Bandwidth Monitor
- VPN
- CM Status
- System

Filter Refresh Bandwidth Channel: "" indicates that the connection is in VPN tunnel. "-" indicates that there is no matching packet or BM is disabled.

	Source IP	Source Port	Destination IP	Destination Port	Bandwidth Cha...	Line	Protocol	App Category	Application	Traffic Type	Details
1	192.168.20.3	49246	192.168.10.2	443	↑ - ↓ -	↑ Line1 ↓ Line1	TCP			Pass-through	Details
2	192.168.20.3	49240	192.168.10.3	21	↑ - ↓ -	↑ Line1 ↓ Line1	TCP	FTP	FTP_Download	Optimized	Details

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No acceleration effect for Optimized traffic mainly divided into the following scenarios:

- SSL-based traffic
- Incorrect configuration of Policy Group
- Transmission speed remains the same after Optimized

4. Troubleshooting Guide

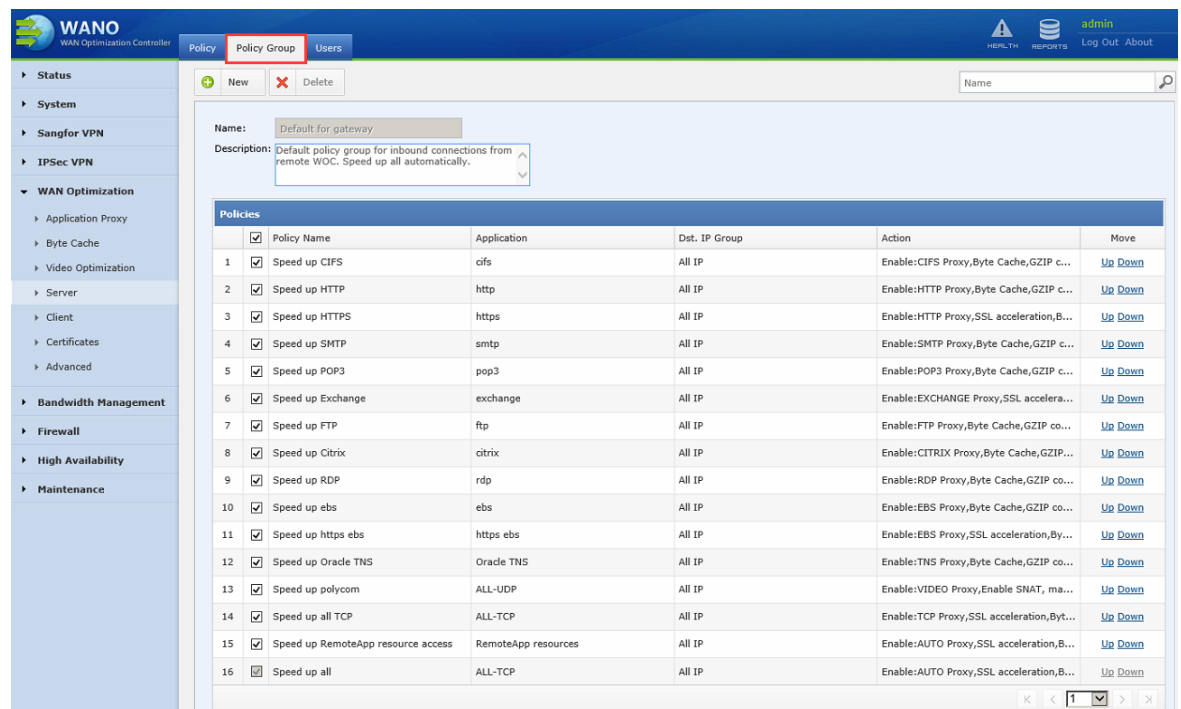
4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed when no acceleration effect for Optimized traffic:

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 Tunnel is connected.

4.2 Incorrect configuration of Policy Group

Path: WAN Optimization > Server > Policy Group



	<input checked="" type="checkbox"/>	Policy Name	Application	Dst. IP Group	Action	Move
1	<input checked="" type="checkbox"/>	Speed up CIFS	cifs	All IP	Enable:CIFS Proxy,Byte Cache,GZIP c...	Up Down
2	<input checked="" type="checkbox"/>	Speed up HTTP	http	All IP	Enable:HTTP Proxy,Byte Cache,GZIP c...	Up Down
3	<input checked="" type="checkbox"/>	Speed up HTTPS	https	All IP	Enable:HTTP Proxy,SSL acceleration,B...	Up Down
4	<input checked="" type="checkbox"/>	Speed up SMTP	smtp	All IP	Enable:SMTP Proxy,Byte Cache,GZIP c...	Up Down
5	<input checked="" type="checkbox"/>	Speed up POP3	pop3	All IP	Enable:POP3 Proxy,Byte Cache,GZIP c...	Up Down
6	<input checked="" type="checkbox"/>	Speed up Exchange	exchange	All IP	Enable:EXCHANGE Proxy,SSL accelera...	Up Down
7	<input checked="" type="checkbox"/>	Speed up FTP	ftp	All IP	Enable:FTP Proxy,Byte Cache,GZIP co...	Up Down
8	<input checked="" type="checkbox"/>	Speed up Citrix	citrix	All IP	Enable:CITRIX Proxy,Byte Cache,GZIP...	Up Down
9	<input checked="" type="checkbox"/>	Speed up RDP	rdp	All IP	Enable:RDP Proxy,Byte Cache,GZIP co...	Up Down
10	<input checked="" type="checkbox"/>	Speed up ebs	ebs	All IP	Enable:EBS Proxy,Byte Cache,GZIP co...	Up Down
11	<input checked="" type="checkbox"/>	Speed up https ebs	https ebs	All IP	Enable:EBS Proxy,SSL acceleration,By...	Up Down
12	<input checked="" type="checkbox"/>	Speed up Oracle TNS	Oracle TNS	All IP	Enable:TNS Proxy,Byte Cache,GZIP co...	Up Down
13	<input checked="" type="checkbox"/>	Speed up polycom	ALL-UDP	All IP	Enable:VIDEO Proxy,Enable SNAT, ma...	Up Down
14	<input checked="" type="checkbox"/>	Speed up all TCP	ALL-TCP	All IP	Enable:TCP Proxy,SSL acceleration,Byt...	Up Down
15	<input checked="" type="checkbox"/>	Speed up RemoteApp resource access	RemoteApp resources	All IP	Enable:AUTO Proxy,SSL acceleration,B...	Up Down
16	<input checked="" type="checkbox"/>	Speed up all	ALL-TCP	All IP	Enable:AUTO Proxy,SSL acceleration,B...	Up Down

Usually happens when user select all of the policies. User wants to optimize Exchange mail traffic. If user is using Outlook Anywhere, the traffic will match with the HTTPS policy instead of Exchange policy due to the service port 443. Therefore it causes the traffic unable to be accelerated. Suggest to select the necessary policies only.

4.3 Transmission speed remain the same after Optimized

Transmission speed for FTP and CIFS remain the same after optimized.

1. Ensure the Speed and Duplex is match with the peer device that Sangfor WANO connected to. Data transmission speed is based on this interface speed. If it gets 100Mbps Full Duplex, then the data transmission speed will be up to 100Mbps only.

2. Speed test:

Place the file into the Server and a PC in order to test the maximum transmission speed.



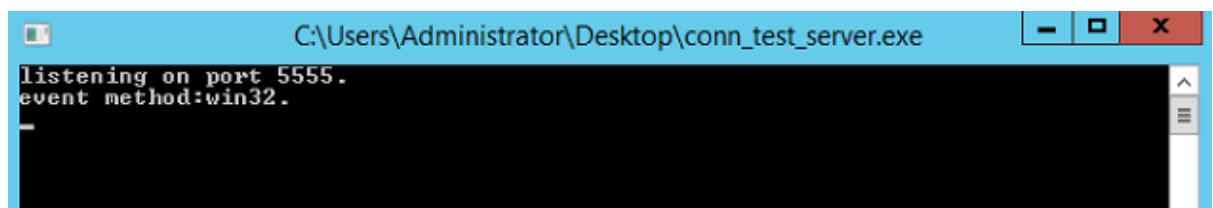
conn_test_client.exe



conn_test_server.exe

Server side:

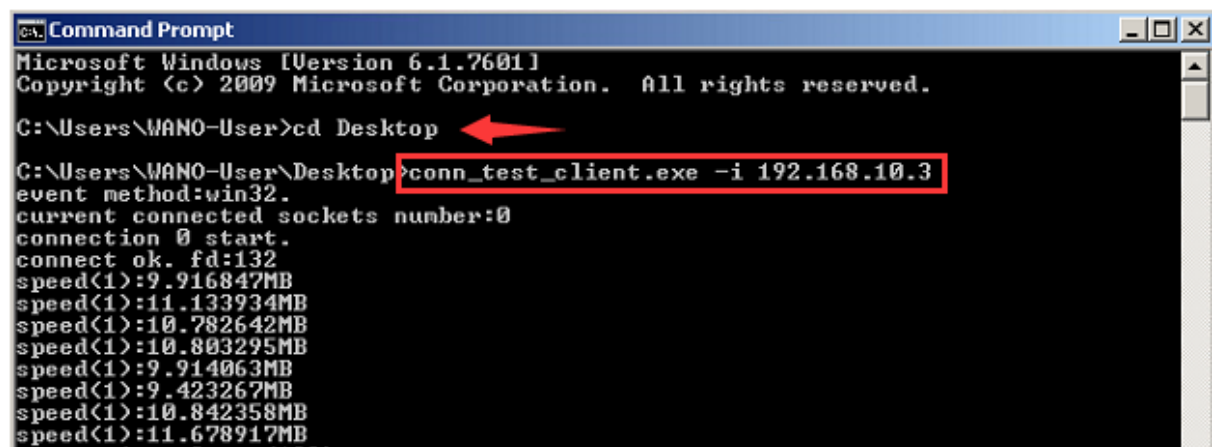
Double-click the file to execute it. Result will be as below,



Client side:

Execute Command Prompt, and navigate to the folder where the conn_test_client.exe placed.

Run the file with the command: conn_test_client.exe -i **Server IP**



3. Ensure sufficient bandwidth:

Before perform any testing, ensure the user environment has sufficient bandwidth. Data transmission speed is slow could be due to the total bandwidth was consumed by other users or servers that has higher priority. Therefore, it is suggested to perform testing with below options:

1. Test during low user traffic/idle time
2. Configure a guarantee channel for the test server and client

4.4 SSL-based traffic

SSL-based traffic is encrypted, Sangfor WANO unable to cache and compress it and therefore SSL traffic will not have any acceleration affect even the Traffic Type shows *Optimized*. In order to optimize SSL traffic, Server certificate must be imported into Server side WANO.

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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