



# IPsec VPN

## Troubleshooting guide for IPsec VPN high latency



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## Change Log

Date	Change Description
August 16, 2019	Troubleshooting guide for IPsec VPN high latency

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## 1. Document Description

The purpose of this document is to provide guidance for troubleshooting on the high latency with IPsec VPN.

## 2. Applicable Version

This document is applicable for the high latency with IPsec VPN on all Sangfor product.

The version included VPN/DLAN version 5.0 onwards.

## 3. Problem Scenario

The high latency with IPsec VPN in this document is referring to the scenario that Sangfor device build IPsec VPN with another third party device but the latency is high.

For high latency with IPsec VPN, mainly divided into the following scenarios:

- Bandwidth Management
- Network unstable

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## 4. Troubleshooting Guide

### 4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed for the high latency with IPsec VPN:

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 IPsec VPN Service port – 500 and 4500 is allowed in both sides.

### 4.2 Bandwidth Management

1. Check if there is any Bandwidth Management or QoS function in the middle or on both of the device that build IPsec VPN.
2. Disable Bandwidth Management
3. Enable bypass mode on both of the device to prevent affected by any functions.

### 4.3 Network unstable

1. Ping from Sangfor device to peer side Public IP, and do it vice versa. Ensure the Ping to Public IP directly has low latency. If the latency is high, then it will also affect the VPN traffic to have high latency as well.
2. Ping from a Test PC to the Gateway or the device that handle VPN. Ensure the Ping has low latency. If the latency is high, then the high latency issue is most likely to cause by the unstable internal network.

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## 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. Sangfor Server Model and 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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