



Sangfor VPN

Troubleshooting guide for Sangfor VPN high Latency



Change Log

Date	Change Description
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CONTENT

1.	Document Description	4
2.	Applicable Version	4
3.	Problem Scenario	4
4.	Troubleshooting Guide	5
4.1	General Scenario Troubleshooting Step	5
4.2	Network Unstable	5
4.3	Insufficient Bandwidth	5
4.4	Bandwidth Management	5
5.	Collect Information.....	6
6.	Request Articles.....	6

1. Document Description

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

2. Applicable Version

This document is applicable for high latency with Sangfor VPN on all Sangfor product. The version included VPN/DLAN version 5.0 onwards.

3. Problem Scenario

The high latency with Sangfor VPN in this document is referring to the scenario that Sangfor devices build Sangfor VPN but the latency is high.

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

- Network Unstable
- Insufficient Bandwidth
- Bandwidth Management

4. Troubleshooting Guide

4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed when high latency with Sangfor VPN:

1. Traceroute to the destination IP, ensure there is no Loop in the middle
2. Ensure the traffic is pass through Sangfor VPN

4.2 Network Unstable

This can be detected by pinging the public IP address of the Peer site. If the public network also exists, the problem is most probably caused by public network.

4.3 Insufficient Bandwidth

If all the branches have problems, need to confirm whether the headquarters bandwidth is fully utilized. If there is a problem with only one branch, then need to confirm whether the branch has fully utilized the bandwidth.

If Sangfor device is directly connected to the public network, we can directly check at the network realtime traffic of the network port.

4.4 Bandwidth Management

Check whether the VPN device has flow control or Bandwidth Management function. If there is any restriction policy, disable the flow control to eliminate its impact

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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