SANGFOR

WAN Optimization (WANO)

Troubleshooting guide for Traffic pass through Acceleration Tunnel

Change Log

Date	Change Description
October 2, 2019	Troubleshooting guide for traffic pass through Acceleration Tunnel

CONTENT

1. Document Description

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

2. Applicable Version

This document is applicable for the traffic pass through Acceleration Tunnel on all WANO version.

The version included WANO 7.0 onwards to latest version.

3. Problem Scenario

The traffic pass through Acceleration Tunnel in this document is referring to the scenario that traffic did not optimize by WANO.

For traffic pass through Acceleration Tunnel, mainly divided into the following scenarios:

- Traffic did not pass through to both Sangfor WANO
- Reversed Network Cable
- Abnormal Acceleration Tunnel connection
- Stubborn/long connection

4. Troubleshooting Guide

4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed when the traffic pass through Acceleration Tunnel:

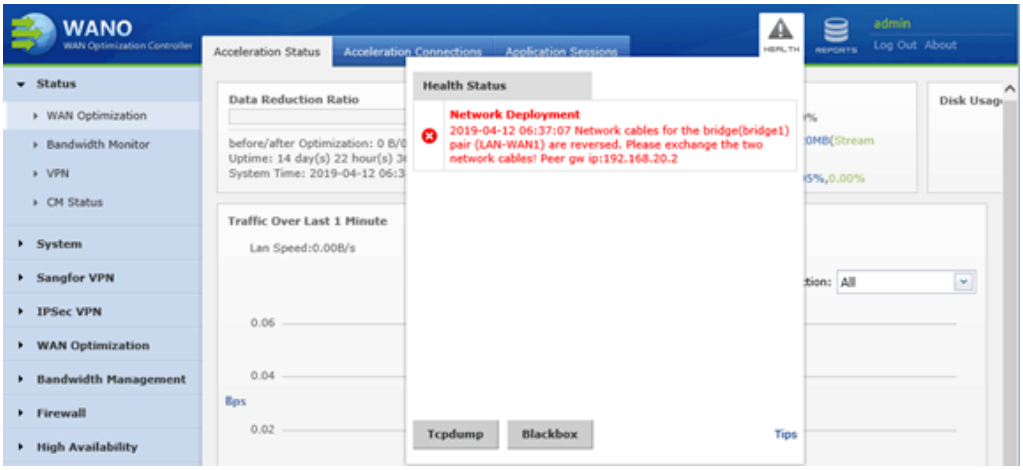
1. Make sure both Server side and Client side WANO are able to ping to each other.
    i. Navigate to [Maintenance] > [Web Console]
    ii. Ping to peer side WANO IP
    iii. Ensure it is able to Ping to each other
2. Make sure the Acceleration Service port – 5400 is allowed in both sides
3. Make sure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

4.2 Traffic did not pass through to both Sangfor WANO

Capture packet on both sides of the device, and check whether there are two-way data packets. If there is only one-way data packet or even no data packet on any side, check the network environment. Another thing to note is that no matter how many lines (including one line), must capture and check the data flow is two-way.

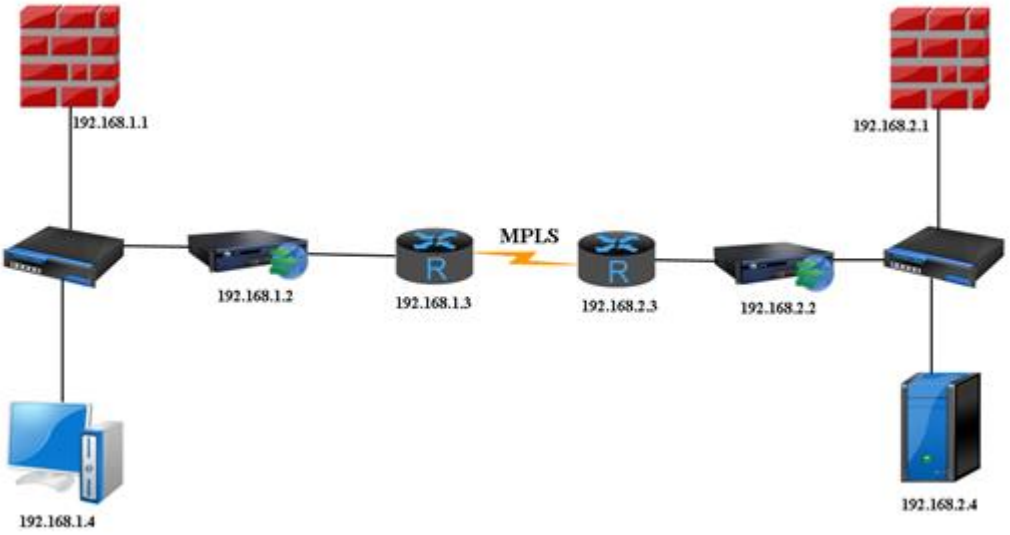
4.3 Reversed Network Cable

Usually WANO will prompt a message showing that the Network Cable connection is reversed. Below is an example:



Firstly, ensure the network cable connection is normal. If it is reversed, unplug and plug with the correct way. If the network cable connection is normal, means it could be caused by incorrect Gateway IP set in the deployment.

4.3.1 Case Study



The WANO (IP address: 192.168.1.2) deployed as Bridge mode, the WAN interface is connected to the Router (IP address: 192.168.1.3) and the LAN interface is connected to the Switch. The default gateway of the WANO is IP address: 192.168.1.1.

According to the deployment as above, it will caused the WANO to display Network cable reversed message, because the Gateway set to the LAN direction of WANO.

At this point, WANO will misjudge that the traffic from LAN but Default Gateway was pointing to the Firewall which was supposed to exit from LAN port again. Therefore, WANO will misjudge that the Network cables reversed.

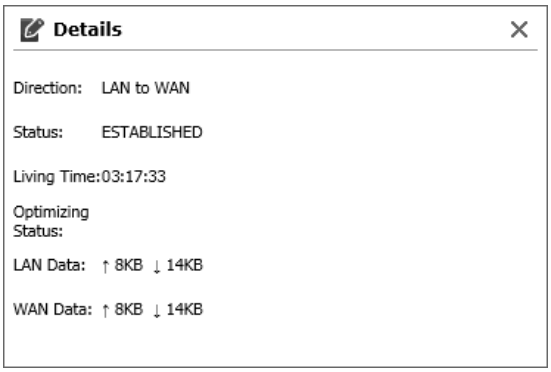
The WANO Default Gateway should be configured based on the traffic exit or outbound direction, and set the IP of the device in from of WANO outbound direction. From the case above, the Default Gateway should be pointing to Router.

4.4 Abnormal Acceleration Tunnel connection

1. Ensure the Acceleration Tunnel connection is successfully established.
2. Check whether the Acceleration Tunnel connection reconnect every minute. Check from the Acceleration Tunnel connection time.

4.5 Stubborn/long connection

From webUI, navigate to [Bandwidth Monitor] > [Connection] and filter the destination IP address. Once you get the results, click on the *Details* to see the following screenshot.



If the Living Time is long, it is most likely long connection.

If the connection has been established before the deployment of WANO or before the configuration of the acceleration tunnel.Meaning that the connection does not go through WANO acceleration tunnel

In order to resolve the stubborn/long connection issue, simply stop the process and wait for a few minute and restart the connection will mostly solve the issue.

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