



# Sangfor VPN

## Troubleshooting guide for unable to access peer side with Sangfor VPN built-up



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## Change Log

Date	Change Description
August 5, 2019	Troubleshooting guide for unable to access peer side with Sangfor VPN built-up

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## 1. Document Description

The purpose of this document is to provide guidance for troubleshooting on the unable to access peer side with Sangfor VPN built-up.

## 2. Applicable Version

This document is applicable for the unable to access peer side with Sangfor VPN built-up on all Sangfor product.

The version included VPN/DLAN version 5.0 onwards.

## 3. Problem Scenario

Unable to access peer side with Sangfor VPN built-up in this document is referring to the scenario that Sangfor devices has built-up Sangfor VPN among each other, but unable to access peer side.

For unable to access peer side with Sangfor VPN built-up, mainly divided into the following scenarios:

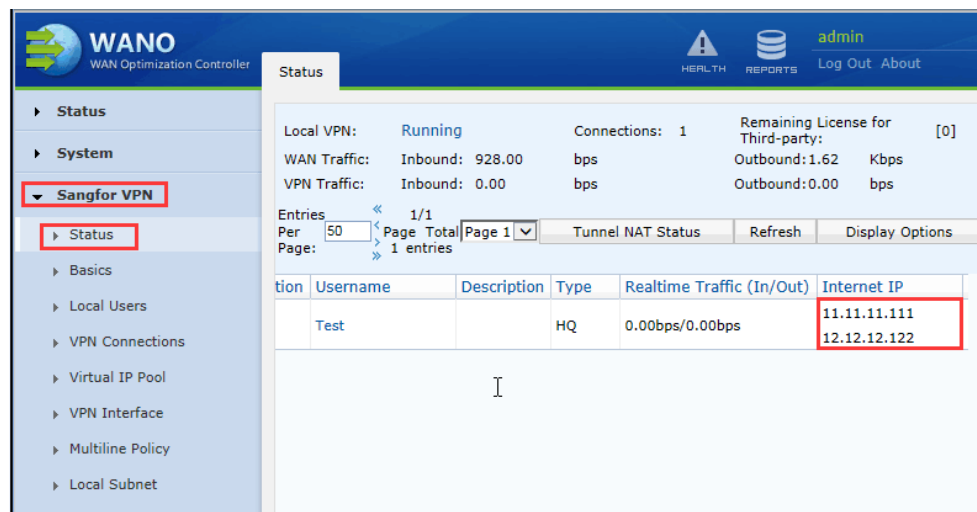
- Configuration error
- Did not configure Local Subnet
- Blocked protocol

## 4. Troubleshooting Guide

### 4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed when unable to access peer side with Sangfor VPN built-up:

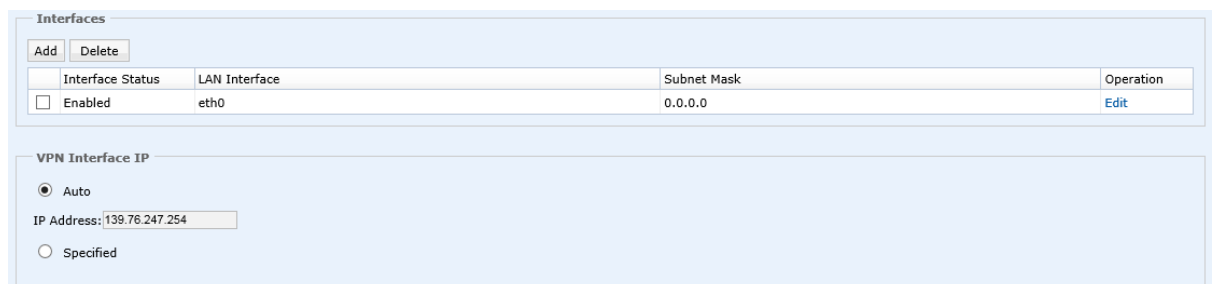
1. Make sure both Sangfor side and Client side are able to ping to each other.
  - i. Navigate to [Maintenance] > [Web Console]
  - ii. Ping to peer side device IP
  - iii. Ensure it is able to Ping to each other
2. Make sure the Sangfor VPN Service port 4009(default) is allowed in both sides.
3. Make sure the Sangfor VPN connection status is normal, Internet IP is not empty.



### 4.2 Configuration Error

#### 4.2.1 VPN Interface

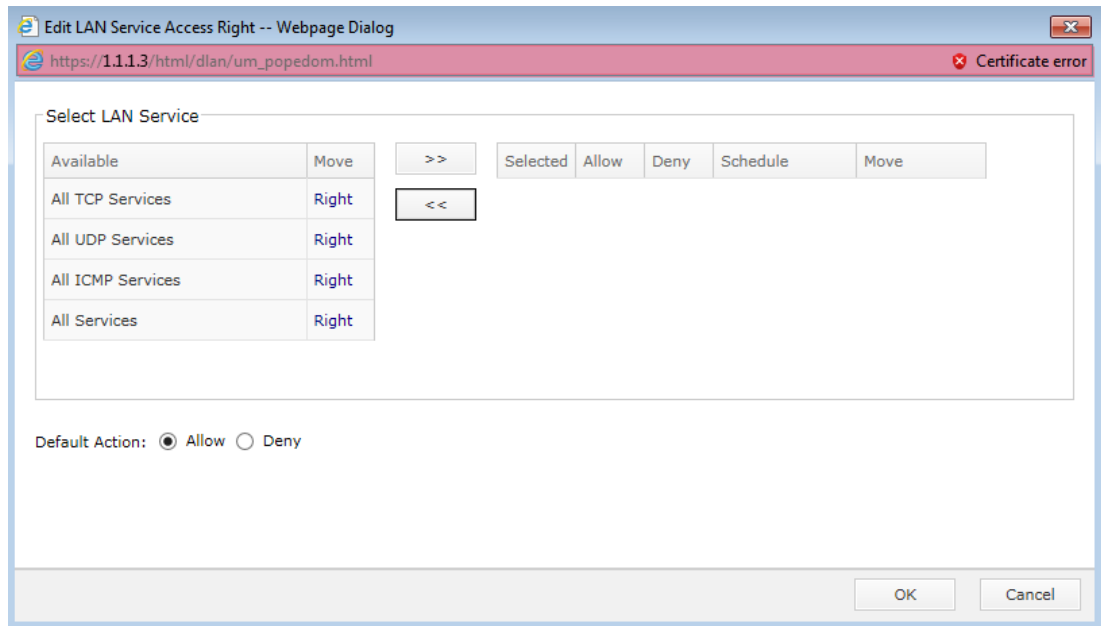
VPN Interface did not configure correctly.



- Select the correct LAN Interface
- Subnet Mask should configure 255.255.255.0 or 0.0.0.0
- VPN Interface IP recommend to use Auto to prevent conflicts

## 4.2.2 VPN User Permission Settings

VPN User Permission Settings incorrect

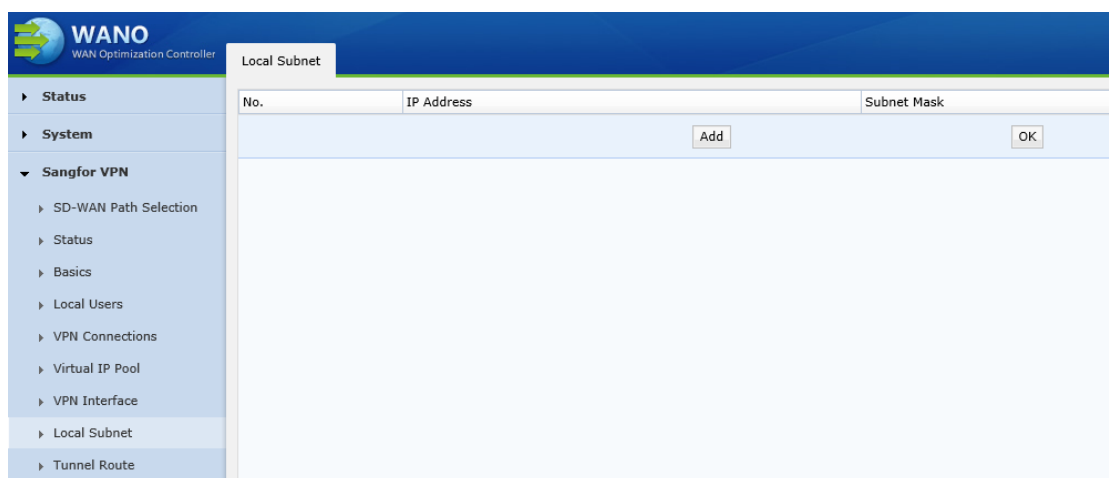


- The Default Action is “Allow”
- Left panel will follow Default Action
- Right panel can manually set Allow or Deny
- All options should be allowed

## 4.3 Did not configure Local Subnet

By default, Sangfor VPN will only announce the IP segment of the Sangfor device LAN interface. For example, LAN interface is 192.168.1.1/24, but there is a Core Switch that split the network segment to few more other segments. In this case, Sangfor VPN only allow 192.168.1.0/24.

In order to allow other non-LAN IP segment, it is required to add into Local Subnet.



Note: Local Subnet is to add Local IP segment only. Peer side IP segment is required to add into the peer side device Local Subnet.

## 4.4 Blocked protocol

Try changing the Transfer Protocol between TCP and UDP. It could be the Transfer Protocol is blocked by other devices.

Connection Name: test

Description:

Primary WebAgent: 1.1.1.3:4009

Secondary WebAgent:

Test

Shared Key:

Confirm Key:

Username: test

Password: .....

Confirm Password: .....

Transfer Protocol: UDP

☐ Enable Penetration Auto

☐ Cross-ISP access optimization Low packet loss 10%

☒ Enable connection

Permission settings OK Cancel

- Stable network recommend to use TCP protocol
- Packet drops network recommend to use UDP protocol

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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. 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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