

# #Troubleshooting# Troubleshoot Sangfor NGAF site-to-site with Fortinet device

**\*Product:** NGAF

**\*Version:** 8.0.85

## \*1. Introduction

### 1.1 User Scenario

Building site-to-site with different firewall solutions at both ends can be complicated due to the different encryptions and parameters supported.

### 1.2 Requirements

Sangfor NGAF updated on the latest version

## \*2. Troubleshoot Guide

In this troubleshooting guide, we'll see what to check when configuring a site-to-site from two companies with Sangfor NGAF and Fortinet.

### 2.1 Check firewall rules on both sides

First, you must check the rules on both companies' firewalls to ensure that all the protocols you want are allowed on the network segment defined on tunnels.

Remember that ping works with a specific protocol ICMP.

So, if you need to ping resources on the tunnels, I suggest creating an appropriate allow rule on both firewalls first.

### 2.2 Check Fortinet's settings about allowed protocols

Now, you need to check on the Fortinet firewall if the ping is allowed on his LAN interface.

By default, you must enable ping on this LAN interface if you want to perform it even from the local network.

You can check by editing the Fortinet's LAN interface and check ping as allowed protocol.

## 2.3 Perform precise traffic analysis on Sangfor NGAF

At this point, you can go to Sangfor NGAF's web UI navigate to **System > Troubleshooting** section and perform a precise traffic analysis specifying the IP of the client that you perform the ping test as source and Fortinet's firewall IP as the destination.

Keep in mind to pick allow traffic to see on precise traffic analysis the permitted traffic.

## 2.4 Perform troubleshooting from Sangfor NGAF's web console

If the issue persists, you can navigate to Sangfor NGAF's web console section and perform a traceroute to Fortinet's firewall IP to see if the traffic is routed correctly to the IPSEC tunnel.

## \*3. Precaution

Please check with your ISP that no filter on their router denies some protocols.