

1 Introduction

2 Issue When Access to SSL VPN Server

2.1 Unable to Access SSL VPN Using Domain Name

2.2 64-bit Error Message Prompt When Accessing SSL VPN

2.3 Install ActiveX Control Message Prompt When Accessing SSL VPN

2.4 EasyConnect Cannot Connect to SSLVPN Server

2.5 Installed Easyconnect but Keep Prompting Download Easyconnect

3 Issues When Access Resources

4 Issues When Configuring SSL VPN

5 Precautions

SANGFOR_NGAF_SSL VPN Troubleshooting Guide 🔥

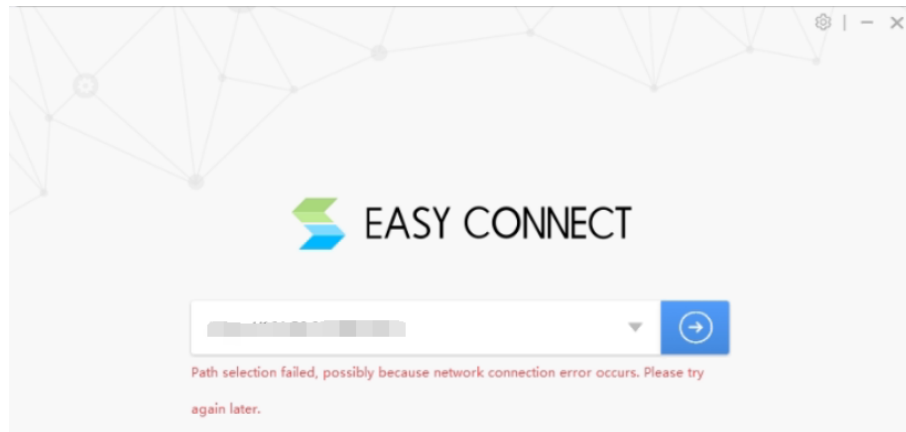
Post 2022.02.14 14 494

- 2.4 EasyConnect Cannot Connect to SSLVPN Server
 - 2.4.1 Symptom
 - 2.4.2 Troubleshooting Steps
 - 2.4.3 Root Cause
 - 2.4.4 Solution

2.4 EasyConnect Cannot Connect to SSLVPN Server

2.4.1 Symptom

User feedback that EasyConnect cannot connect to the SSL VPN server, but when using the browser, it can access.



2.4.2 Troubleshooting Steps

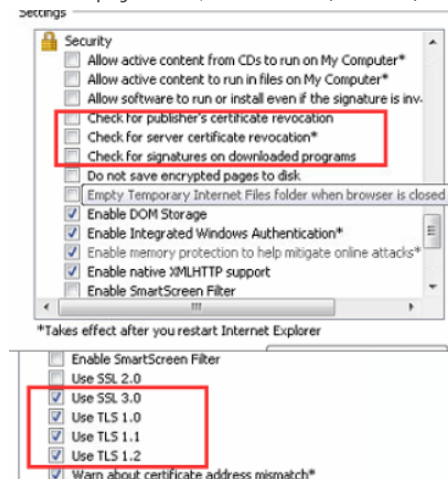
Step 1. Use public IP to access but still failed.

Step 2. Telnet the public IP port 4430, the result is normal.

Step 3. Reinstall EasyConnect, but still cannot access the SSL VPN.

Step 4. Check the PC's adapter, and there is no other VPN adapter on the device manager. If there is another VPN adapter, disable it because it might cause a compatibility issue.

Step 5. Disable antivirus, but still cannot access the SSL VPN. Sometimes, the antivirus might block the connection.

Step 6. Open Internet Options, then unclick **Check for publisher's certificate revocation**, **Check for server certificate revocation*** and **Check for signatures on downloaded programs**. Then, enable **Use TLS 1.0**, **Use TLS 1.1**, **Use TLS1.2** and **Use SSL 3.0**. As shown below.


2.4.3 Root Cause

The Internet options configuration is abnormal. A negotiation will fail if only enabling TLS1.0 and cause the client fails to connect.

2.4.4 Solution

Go to **Internet Options**, then unclick **Check for publisher's certificate revocation**, **Check for server certificate revocation*** and **Check for signatures on downloaded programs**. Then, enable **Use TLS 1.0**, **Use TLS 1.1**, **Use TLS1.2** and **Use SSL 3.0**. As shown below.