

# Server cannot access Internet and not able to ping

Post 2022.10.24 2 43

Response, Isolation

Version: [3.2.15](#), [3.2.22](#)

## Issue Description

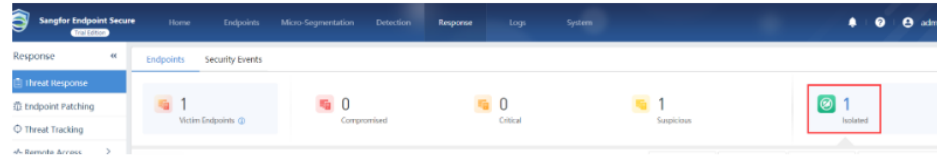
Customer feedback server cannot access Internet and not able to ping by LAN PC after enable Agent.

## Handling Process

1. Check micro segmentation policy, found that customer not enable.
2. Disable the Agent, then RDP to the server.
3. Check the latest agent log(Y:\Program Files\Sangfor\EDR\agent\var\log\agent), found that there is micro segment policy push from MGR:

```
[2020-11-04 14:29:36] INFO [webshell_scanner.lua:593] webshell is authed success.
[2020-11-04 14:29:36] INFO [micro_isolate.c:1109] get func switch data:2097151.
[2020-11-04 14:29:36] INFO [micro_isolate.c:1112] current func switch value:2097151.
[2020-11-04 14:29:36] INFO [micro_isolate.c:1136] micro auth To be successful and request micro rule ...
[2020-11-04 14:29:36] INFO [micro_isolate.c:1060] agent(1731711509) request micro_isolate policy
[2020-11-04 14:29:36] INFO [micro_isolate.c:1075] request_micro_rule send get micro rule cmd ....
[2020-11-04 14:29:36] INFO [micro_isolate.c:1109] get func switch data:2097151.
[2020-11-04 14:29:36] INFO [micro_isolate.c:1112] current func switch value:2097151.
[2020-11-04 14:29:36] INFO [micro_isolate.c:1060] agent(1731711509) request micro_isolate policy
[2020-11-04 14:29:36] INFO [micro_isolate.c:1075] request_micro_rule send get micro rule cmd ....
[2020-11-04 14:29:36] INFO [micro_isolate.c:1034] agent_micro_rule_response res=0, cmd = 1
[2020-11-04 14:29:36] INFO [micro_isolate.c:1034] agent_micro_rule_response res=0, cmd = 1
[2020-11-04 14:29:36] INFO [webshell_scanner.lua:503] scanEnable:false, cloudEnable:true, detectEnable:true, autoIsolateEnable:false
[2020-11-04 14:29:36] INFO [webshell_scanner.lua:539] onChange, set cron task, period:1
[2020-11-04 14:29:36] INFO [webshell_scanner.lua:552] regularEnable: true,period:1
[2020-11-04 14:29:36] INFO [micro_isolate.c:202] POLICY_EFFECT file is not exist
[2020-11-04 14:29:36] INFO [micro_isolate.c:202] POLICY_EFFECT file is not exist
[2020-11-04 14:29:36] INFO [micro_isolate.c:1297] micro_isolate_onrequest : ready to enable micro isolate policy,backup usr iptables
[2020-11-04 14:29:36] INFO [micro_iptable.c:412] to store firewall
[2020-11-04 14:29:37] INFO [micro_iptable.c:418] store firewall succeed
[2020-11-04 14:29:37] INFO [micro_isolate.c:607] msg : [{
    "policy_id": "1604047567737624",
    "zone_id": "0",
    "protocol": 0,
    "chain_type": 1,
    "state": 1,
    "opr": 0,
    "srcip": "0.0.0.0/0",
    "port": "1:65535",
    "priority": 2,
    "status": 1,
    "policy_name": "Endpoint+Isolation",
    "policy_type": 1,
    "visitor_type": 4,
    "provider_type": 2
}, {
    "policy_id": "1604047567738682",
    "zone_id": "0",
    "protocol": 0,
    "chain_type": 0,
    "state": 1,
    "opr": 0,
    "srcip": "0.0.0.0/0",
    "port": "1:65535",
    "priority": 2,
    "status": 1,
    "policy_name": "Endpoint+Isolation",
    "policy_type": 1,
    "visitor_type": 2,
    "provider_type": 4
}]
[2020-11-04 14:29:37] INFO [micro_isolate.c:322] read_mgr_ip : 172.16.3.228
```

4. Access MGR, go to **Response** and found that there is 1 server been Isolated

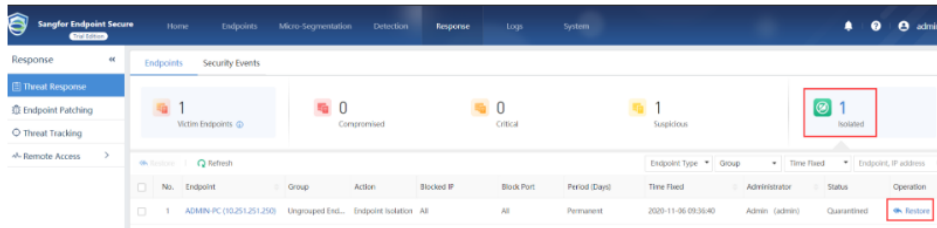


## Root Cause

The server been Isolated, so the server connection will be block by Agent.

## Solution

Restore the server from Isolated list.



## Suggestions

Can check with customer why the server been isolated, make sure the server not infected by ransomware else the virus might split across network.

<https://knowledgebase.sangfor.com/detailPage?articleData=%7B%22articleType%22%3A1,%22articleId%22%3A%22e0b26911ac63464d9e776ff0cabf73ac%22,%22keyword%22%3A%22%22%7D>