



SANGFOR

SANGFOR WANO Troubleshooting Guide

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1. Can't Build Acceleration Tunnel

1. Check appversion

Before 7.5 version, two side WANO must has the same version.

2. Check HQ service port and IP, the default port is 5400.

3. Check network

From branch test ping and telnet to HQ WANO.

If HQ and branch connect with Sangfor VPN, we should check VPN first and make sure the network is available.

4. Check both side acceleration status ,make sure acceleration is enable.

5. Try to change acceleration transfer protocol.

6. Check health status.

7. Check system log.

8. Capture packets in both side WANO, analysis the full procedure

9. run "df -h" check use%, whether some space above 90% or 100%.

10. run "cat /etc/sinfor/log/rlog.txt", whether some process exit innormally

2. No Acceleration Effect

1. Check acceleration connection has connected.

2. Check configuration.

local subnet

Pre-connection

SNAT

network transparency

3. Check exclusion rule.

4. Capture packets ,make sure the traffic through both side WANO.

5. Check connections detail in bandwidth monitor.

6. Check debug logs.

7. Refer to other WANO application acceleration guide.

3. Application Abnormal After Acceleration

1. Capture packets in both side WANO when the application abnormal.

2. Try to location issue

change proxy to TCP proxy

disable byte cache

disable compression algorithm

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3. Add server IP to exclusion rule ,whether the application can be normal.
if not normal try to disable acceleration,
 - use ifconfig and ethtool check interface status
 - use uptime/mpstat -p ALL 1/free -m check device performance
 - use df -h check available space
 - try to do bandwidth control policy guarantee application traffic
 - bypass all traffic(if the application still abnormal, check application server, if normal, go on check WANO)
 - if normal, capture packets in both side WANO, when the application is normal.
 4. Compare normal packets with abnormal packets and analysis
 5. Try to change transfer protocol
 - enable or disable SNAT
 - enable network transparency
 - disable MAC address
 6. Refer to other WANO application acceleration guide.
 7. Get blackbox

4. Acceleration Unstable

1. Test network and change transfer protocol.
It is better use High-speed TCP protocol in less packet loss and low latency scene.
It is better use HTP(UDP) protocol in high packet loss and high latency scene.
2. Enable bandwidth manage and do bandwidth policy to guarantee application traffic.
3. Check device performance
 - use uptime/mpstat -p ALL 1/free -m check device performance
 - monitor flow status in bandwidth monitor
4. Try to disable byte cache
5. Capture packets and monitor traffic, whether the traffic is abnormal.
6. Hard disk I/O test



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_Test.docx