



IAM

Load Balancing Troubleshooting Guide

Version 12.0.12

Change Log

Date	Change Description

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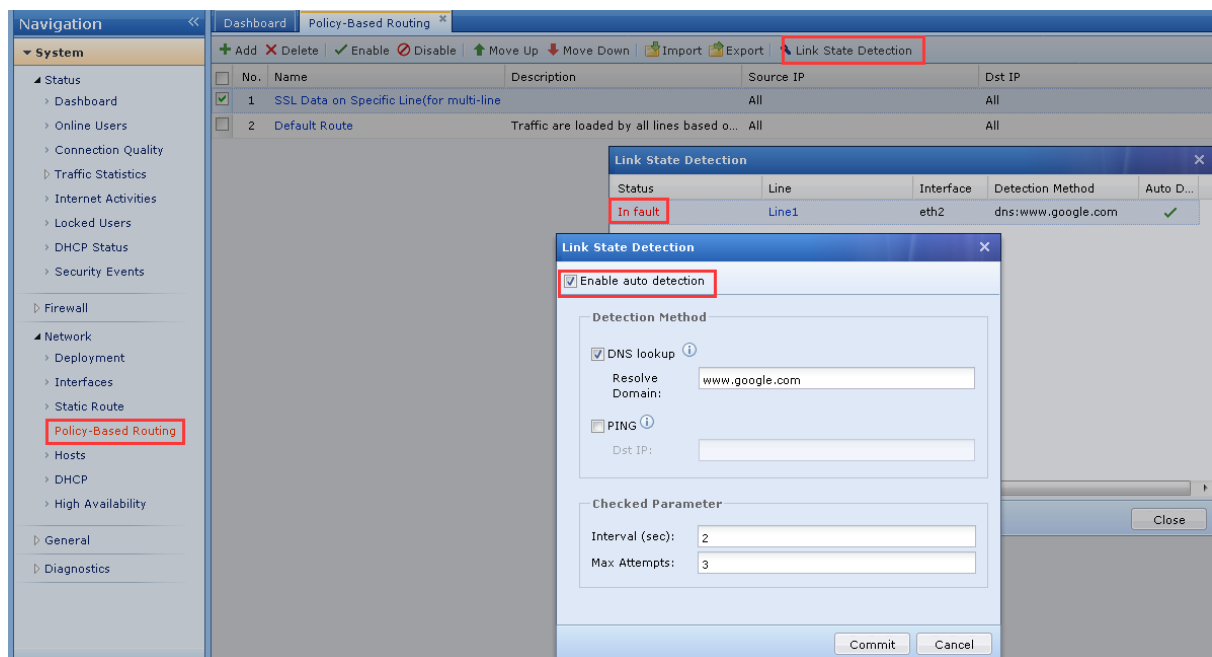
Chapter 1 Applicable Environment

This document is suitable to use in IAM that load balancing not effect environment.

Requirement: Must enable load balancing

Chapter 2 Troubleshooting Method

1. If need specific traffic to pass through certain interface to go to internet, then we must confirm that the interface is enable.
2. We can use ping to the interface availability
3. Ping the IAM specific WAN interface to check whether it is available or not
4. If above steps checked that the interface and route have no issue, then we need to check the Link State Detection configuration, this function is to determine whether the route and interface can be use or not. There is 2 method to determine the route and interface using ping or DNS resolve URL. Kindly ensure the status is normal and not as in the picture which is In Fault.



5. If found that the status abnormal or in fault, you can packet capture to check where is the problem occur.
6. When testing found out the line will not swap, please terminate the PC ping or any established connection, may try to disable the PC NIC for a while and continue testing, this is because established connection will not swap to another interface connection in load balancing.

Chapter 3 Precautions

- 1) Kindly ensure that DNS and Ping testing is using a stable IP and Domain name.



