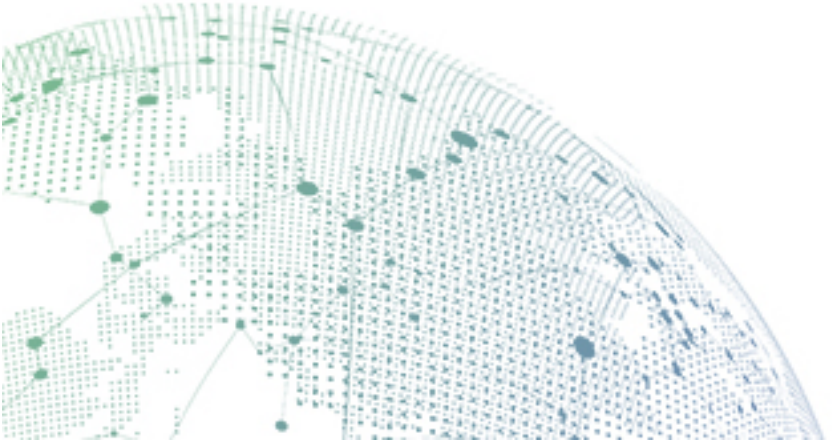
SANGFOR

# SANGFOR NGAF

## User can not access Troubleshooting

Version 8.0.6



## Change Log

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# Chapter 1 Application scenario

Sangfor NGAF route, bridge and virtual wire mode, users unable to access Internet.

**Description of necessary conditions:**

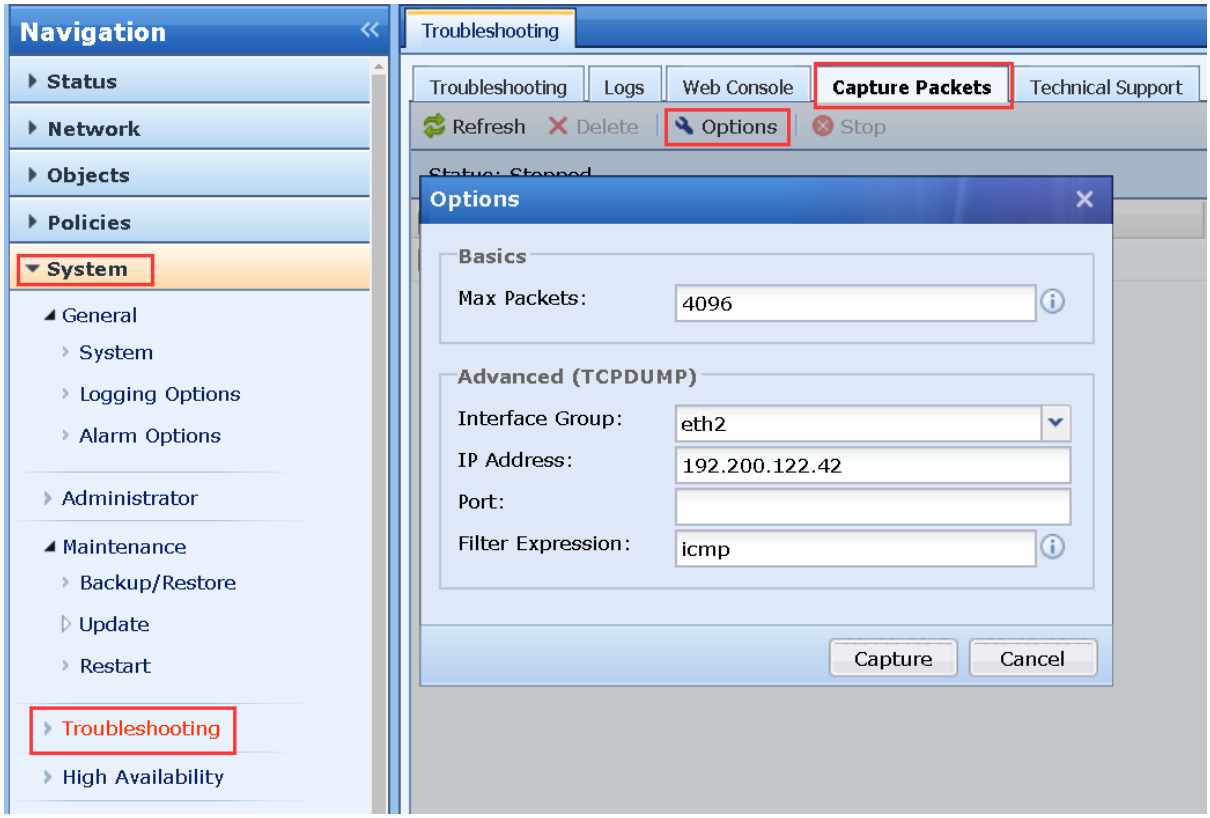
Users Internet traffic must go through the NGAF.

# Chapter 2 Troubleshooting methods

## 2.1 Route mode

### 2.1.1 Layer 3 intranet environment

1. Intranet user unable to access internet, under the layer 3 environment. You can use the PC that unable to access internet to Ping the core IP. If the ping is unsuccessful, check the core this section if there are problems. If the core IP address able ping, then ping the LAN interface of the NGAF.
2. If unable to ping LAN interface, first try to see whether is able to login NGAF. If able log in to the NGAF, you can enable pass-through for the IP which can not access on the device to verify whether there is any policy blocking the IP from accessing the internet. The configuration paths: [System] -> [Troubleshooting] -> [Start] -> [Filter], configure the PC IP in IP address, be careful that not to configure the IP address in the excluded IP.
3. If after enable pass-throught still unable access Internet, you can use [System] -> [Packet Captures] -> [Option] to capture the PC source IP in LAN interface. Analysis the IP packets to verify the source IP packet has arrived the LAN interface of the device or other devices in the internal network has NAT the IP that unable access the Internet, as shown in the following figure:




4. If LAN interface unable to capture source IP, you have to check whether the core have ACL restrictions on the source IP. If LAN interface able to capture the source IP, you have to capture the WAN interface for PC ping destination IP to verify that the IP address of the PC is successfully translated. Refer to the above steps for specific configuration.

   The device WAN interface in this document is Eth2, the LAN interface is Eth 1, IP address of PC is: 192.200.122.42.

5. Verify the source IP in the packet is not converted to public IP, need to verify whether the PC source IP is added to the SNAT of NAT. If under pass-through enabled condition, WAN interface can not capture the destination IP packets, please contact 400 for remote checking.

## 2.1.2 Layer 2 intranet environment

1. Under layer 2 intranet environment, PC gateway is directed to the LAN interface of the NGAF. You can refer to the second step above to verify whether the source IP able to reach the LAN interface IP or be blocked by the policy.

2. If unable to ping LAN interface, check whether any restriction of PC IP was configured in switch, or the VLAN interface of PC connected to switch was configured incorrectly, or an ACL has been configure in the switch to restrict

the PC IP from accessing to the external network.

3. If the troubleshooting above are no problem. You can refer to the steps 3, 4, and 5 of the layer 3 intranet environment.

## 2.2 Bridge mode

1. Enable pass-through for the IP that unable to access Internet, verify whether it is any policy blocking the IP from accessing the Internet. Configuration paths: [System] -> [Troubleshooting] -> [Start] -> [Filter], configure PC IP in the IP address. Be careful not to configure IP address in the excluded IP.
2. If after enabled pass-through the internal network still unable to access Internet, you can refer to the packet capture method of the route mode to capture the IP of the PC, verify whether the data packet go through NGAF. If you unable to capture the data packet of the PC , check whether any restriction of PC IP was configured in switch, or the VLAN interface of PC connected to switch was configured incorrectly, or an ACL has been configure in the switch to restrict the PC IP from accessing to the external network.
3. If the NGAF is version 6.8 or higher, capture packet to verify the PC data packet cannot be accessed through the device can be opened. The PC can be connected to the Internet without the Internet access. If after enabled layer 2 pass-through does not work, you can bypass the NGAF to verify whether the IP able to access Internet.
4. If you can bypass the NGAF to access Internet, please contact Technical Support for remote checking whether the device has other problems .If you cannot bypass the NGAF, check if there is any problem with the PC or other devices on the internal network.

# Chapter 3 Precautions

After enabled Layer 2 pass-through, the device is equivalent to a normal network and does not process any data packets.

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