



SANGFOR

NGAF

Open webpage slowly Troubleshooting

Version 8.0.6

Change Log

Date	Change Description
Apr 19, 2019	Open webpage slowly Troubleshooting

Content

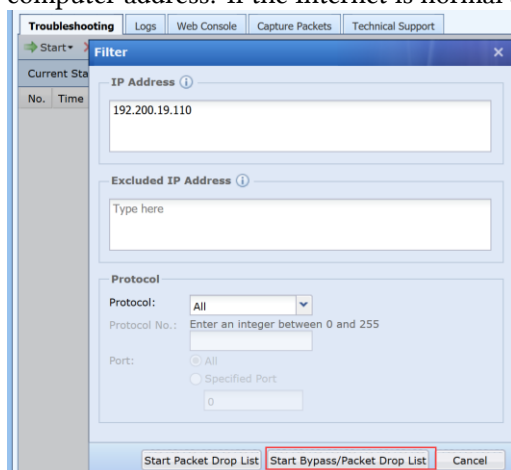
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Chapter 1 Application scenario

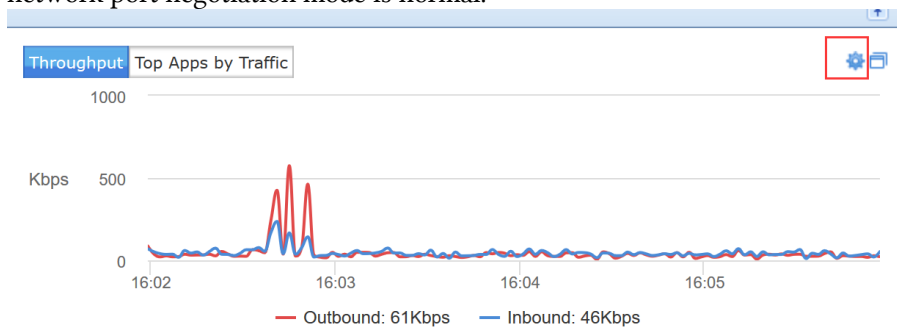
Computer open webpages is very slow.

Chapter 2 Troubleshooting methods

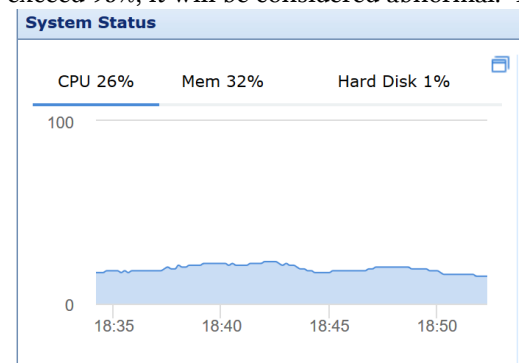
1. Go to **System > Troubleshooting > Troubleshooting** start Bypass, Filter IP Address is set to test computer address. If the Internet is normal after bypass, check the related Bypass logs and adjust the policy.



2. Go to **Status > Dashboard** Check whether the interface traffic reaches the limit, Check whether the network port negotiation mode is normal.



3. Go to **Status > Dashboard** check if the cpu and memory are normal, If the occupancy rate continues to exceed 95%, it will be considered abnormal. You need to ask for help from sangfor support.



4. Check the interface rate if it is abnormal, Try to replace the network cable test to see if it is normal.
5. When you visit the website, you can Capture the data packets of the LAN and WAN ports for analysis.
6. If the device is not in route mode, try to jump off the device test network.



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