



SANGFOR

VDI

VM can not access internet Troubleshooting

Version 5.3.8

Change Log

Date	Change Description
Mar 08, 2019	VM can not access internet Troubleshooting

Content

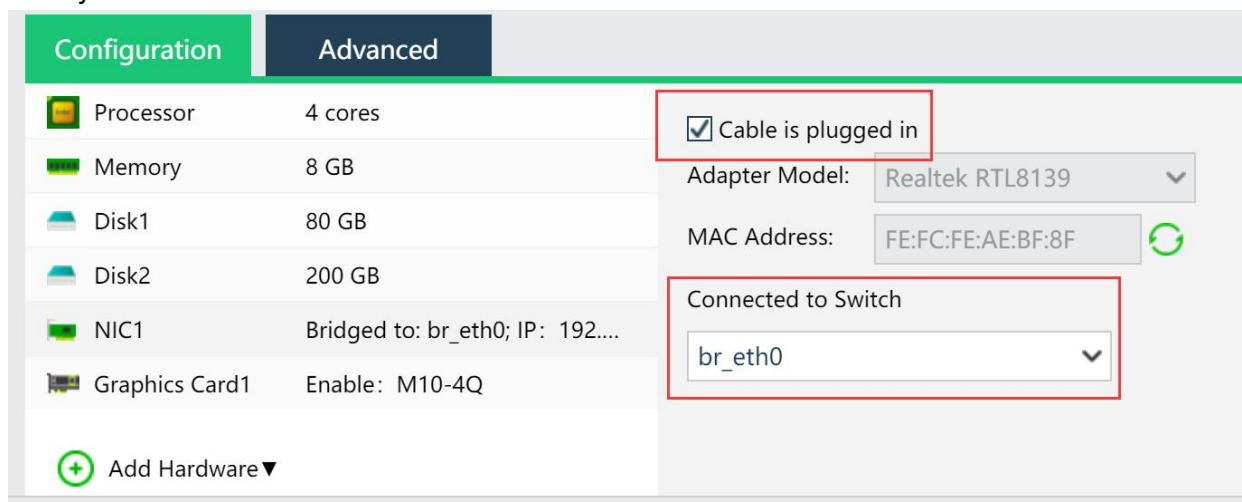
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Chapter 1 Application scenario

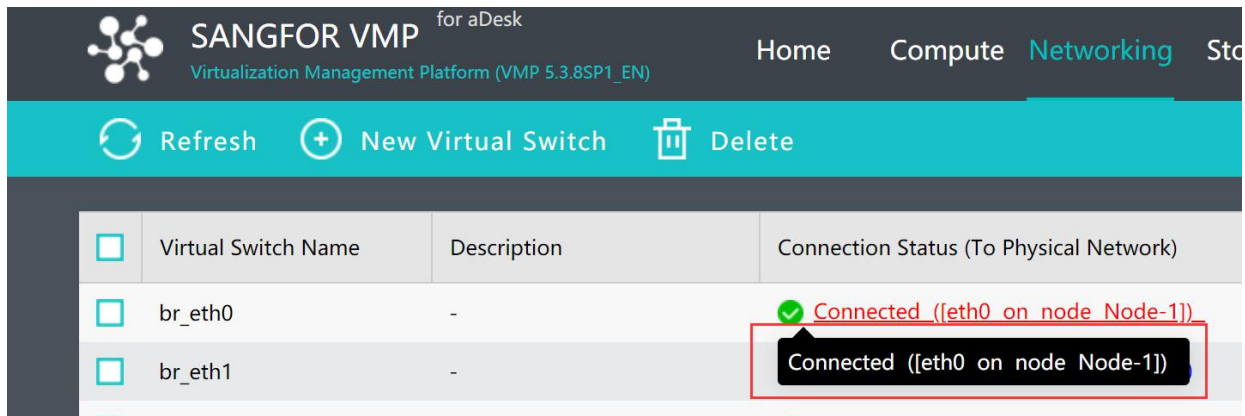
Solution of VM can not access internet

Chapter 2 Troubleshooting methods

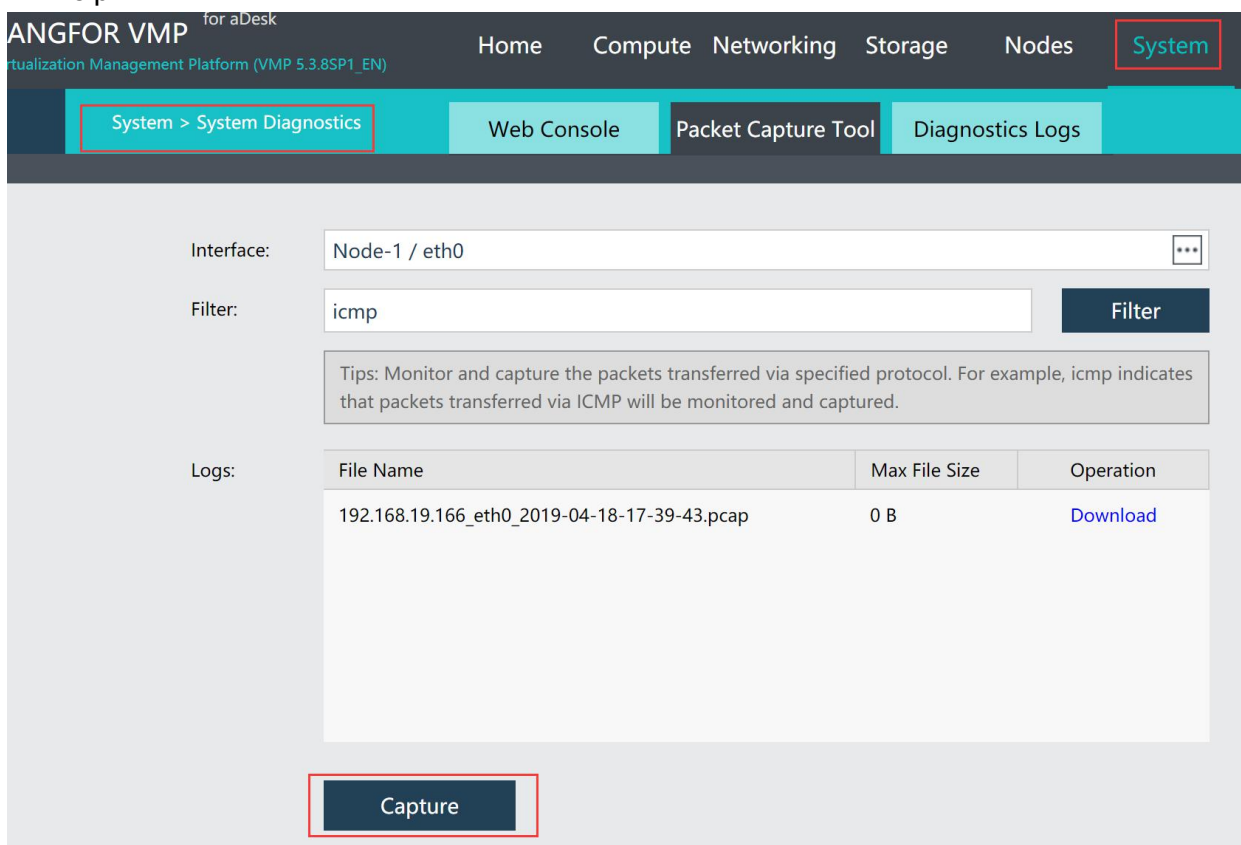
1. Enter **ipconfig** in the CMD of windows to check if the IP address and gateway configuration are correct.
2. Check if the virtual machine IP conflicts with other VMs. Specifically, you can shut down the virtual machine and then ping the tested IP address.
3. Go to **Computer > Summary > Edit** check if the VM has the correct virtual switch, Finally check if the network cable is enabled.



4. Check whether the virtual switch has the correct physical port.



5. Check whether the switch configuration allows the vlan of the virtual switch to pass.
6. Use a physical computer to configure the IP address and test whether the switch interface is normal.
7. Capture the packet for analysis and check if the packet is sent normally, If the packet is sent and no reply is received, it is recommended to ask the switch engineer for help.





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