IAM
Active-active mode Troubleshooting Guide
Version 12.0.18
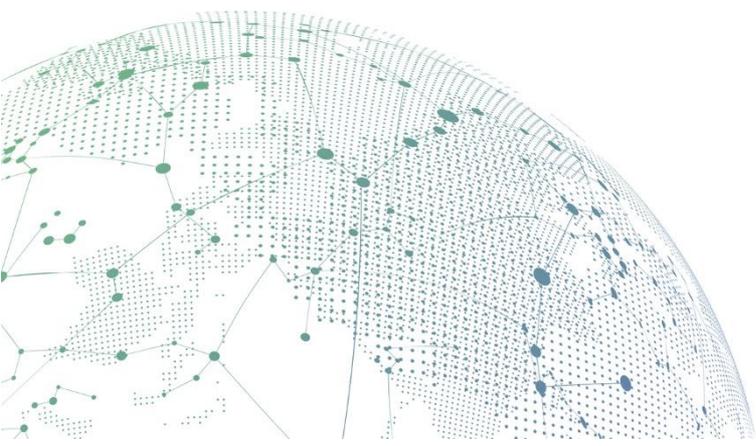
Change Log

Date	Change Description
April 2, 2019	Version 12.0.18 document release.

CONTENT

Chapter 1 Background and related concepts

- This document addresses the related failures of the active-active deployment mode.

- There are several concepts that need to be explained in advance:

  The Active-active mode is not limited to two devices and can be composed of multiple devices.

  The Active-active mode does not have the concept of switching. The two devices are working at the same time. The controller performs configuration and the node cannot modify the configuration.

Chapter 2 The controller device cannot detect the node

- Check whether the communication between the controller and the node is normal. You can try to use ping to test the connectivity.
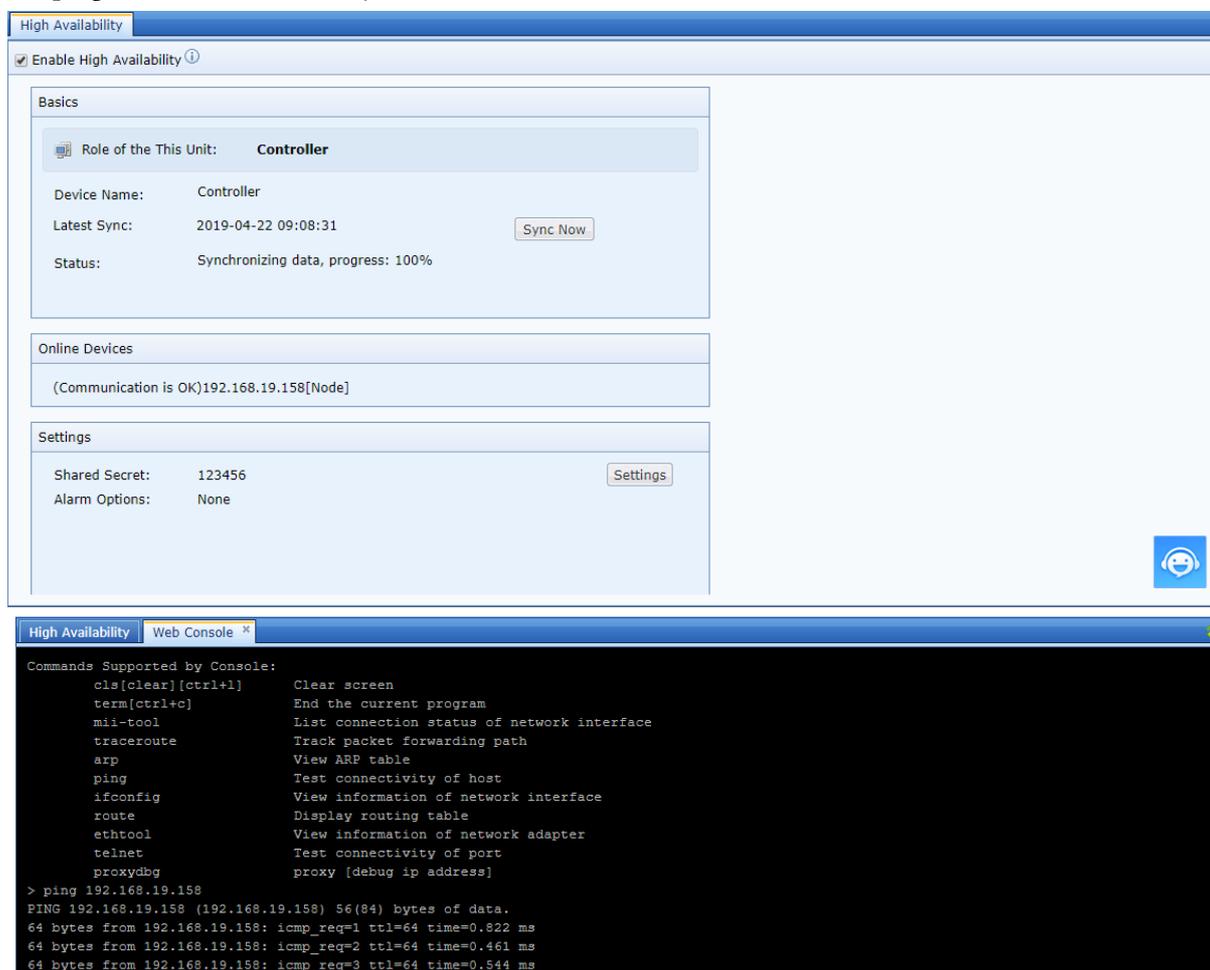

- Check if the firmware version is consistent.

- Check if the negotiation data is intercepted by the policy or anti-DOS. (Troubleshooting for IP).
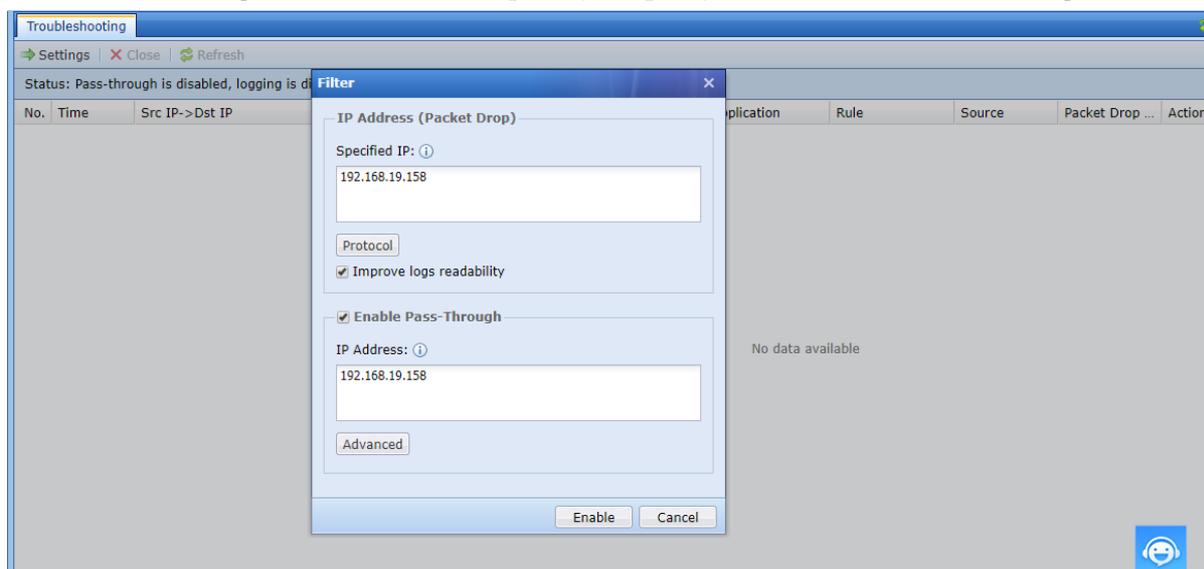
- Capture the package to see if the negotiation data is sent or accepted successfully. Check if there

are a large number of retransmission packets and RST packets, and whether the delay of the data packets is large.
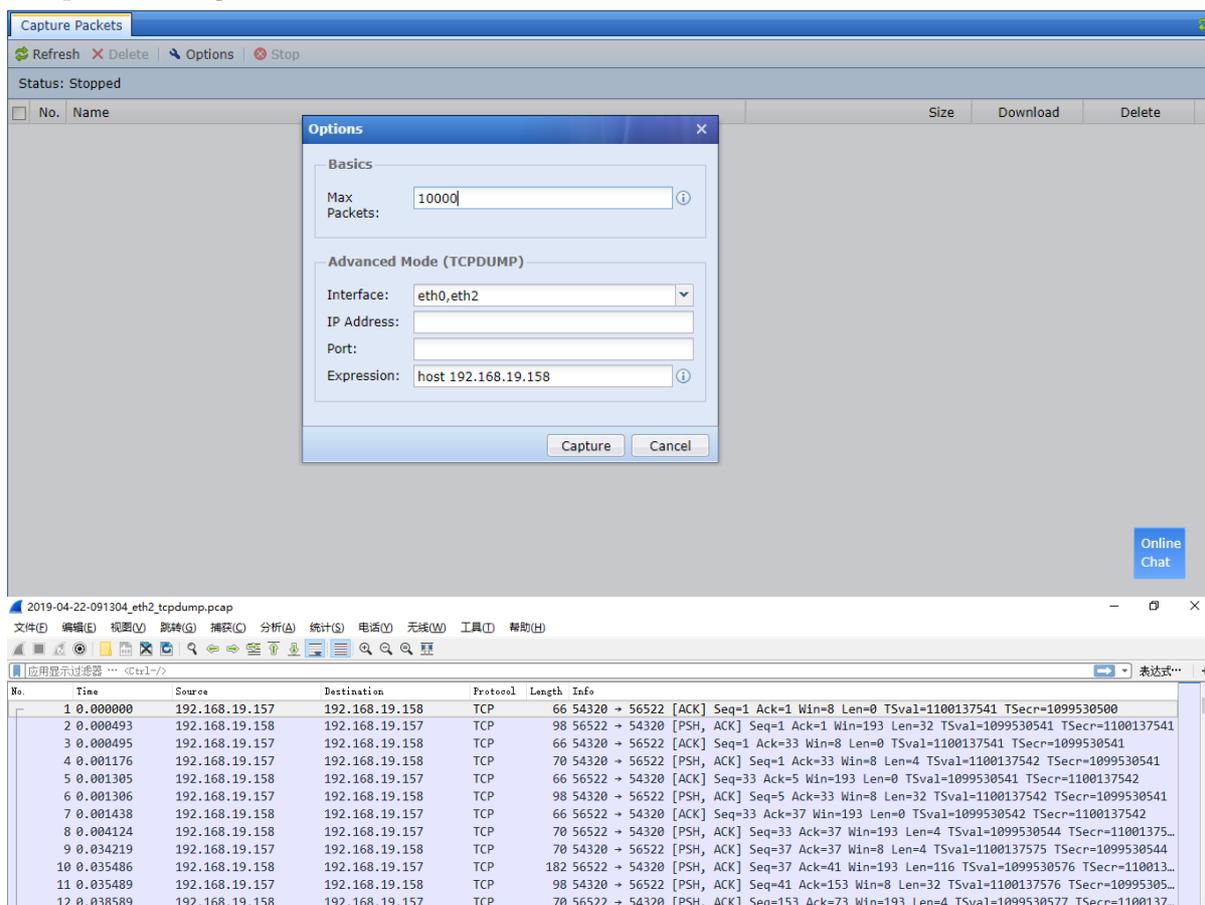
Chapter 3 Configuration without synchronization in Active-active mode

Web access connection monitoring, Internet Activities, Locked Users, DHCP running status, Security Events

Protocol Extension, Optical Bypass

Report Center

Firewall: Firewall Rules, NAT

Network configuration: Deployment, Interfaces, Routing, policy routing, DHCP, HA

Licensing

Advanced options: centralized management, Device name, Server Certificate, SNMP, Other options.

VPN configuration

SANGFOR