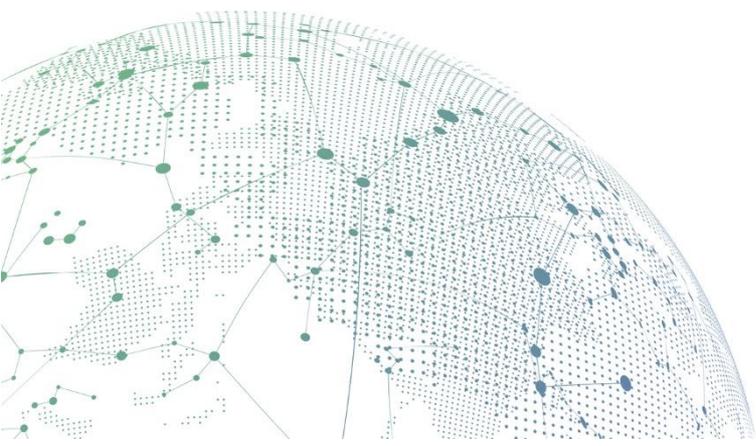


IAM

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	1
Chapter 2 The controller device cannot detect the node	1
Chapter 3 Configuration without synchronization in Active-active mode	3

Chapter 1 Background and related concepts

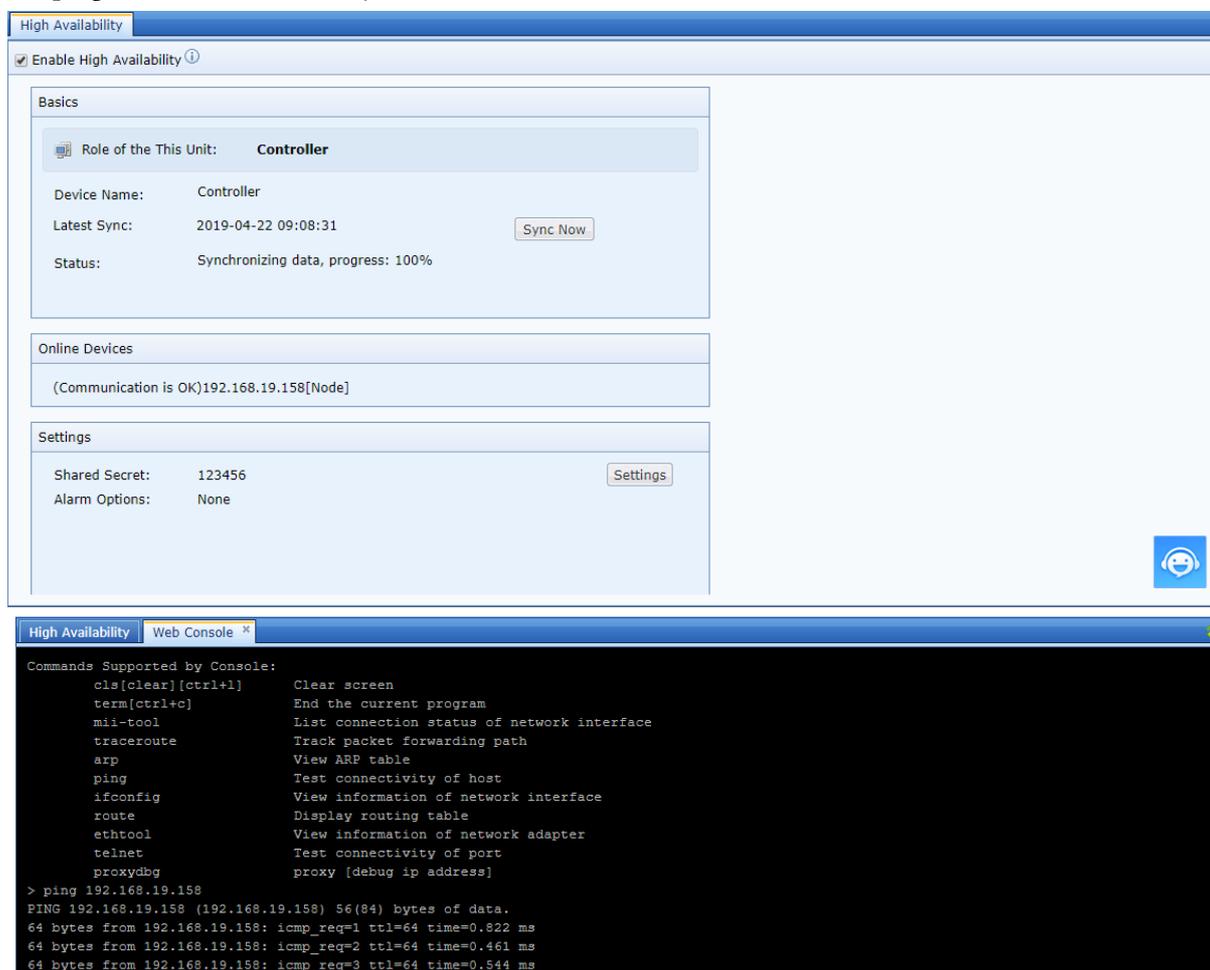
- This document addresses the related failures of the active-active deployment mode.
- There are several concepts that need to be explained in advance:

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

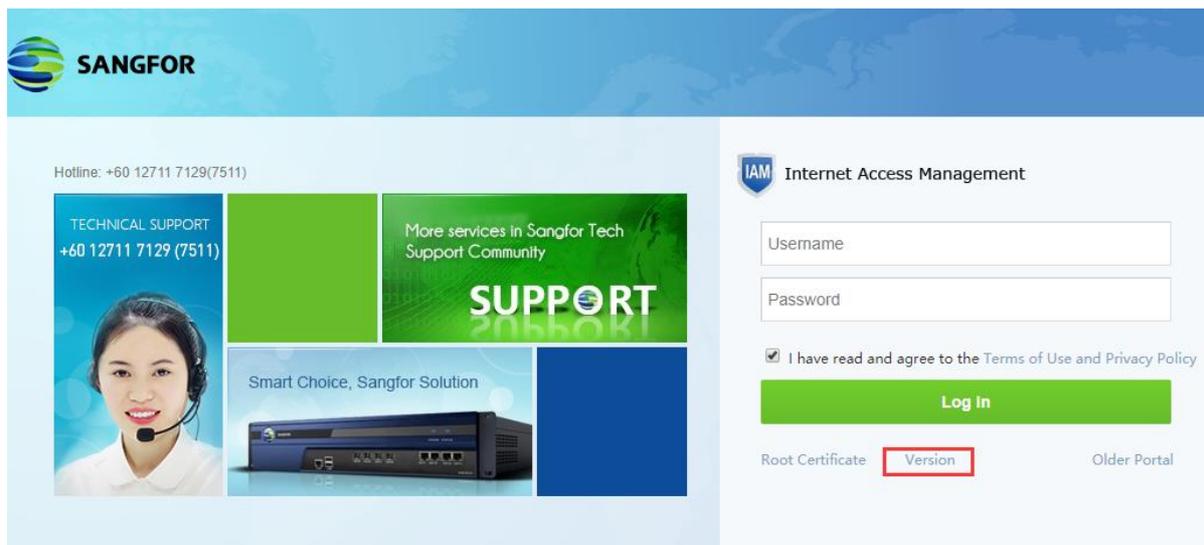
The Active-active mode does not have the concept of switching. The two devices are working at the same time. The controller performs configuration and the node cannot modify the configuration.

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.



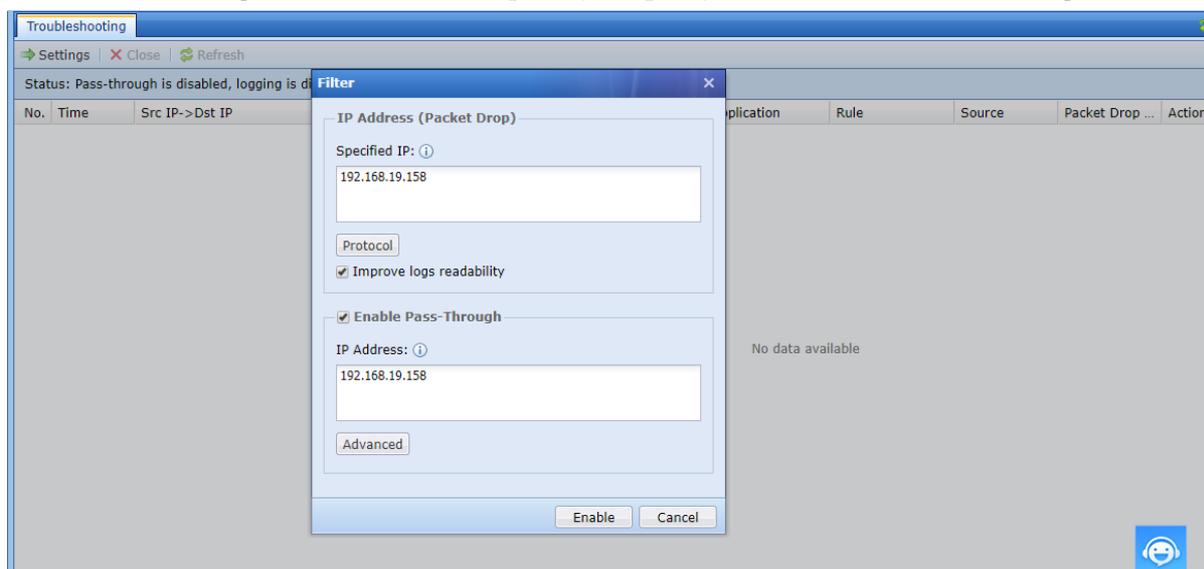
- Check if the firmware version is consistent.



```

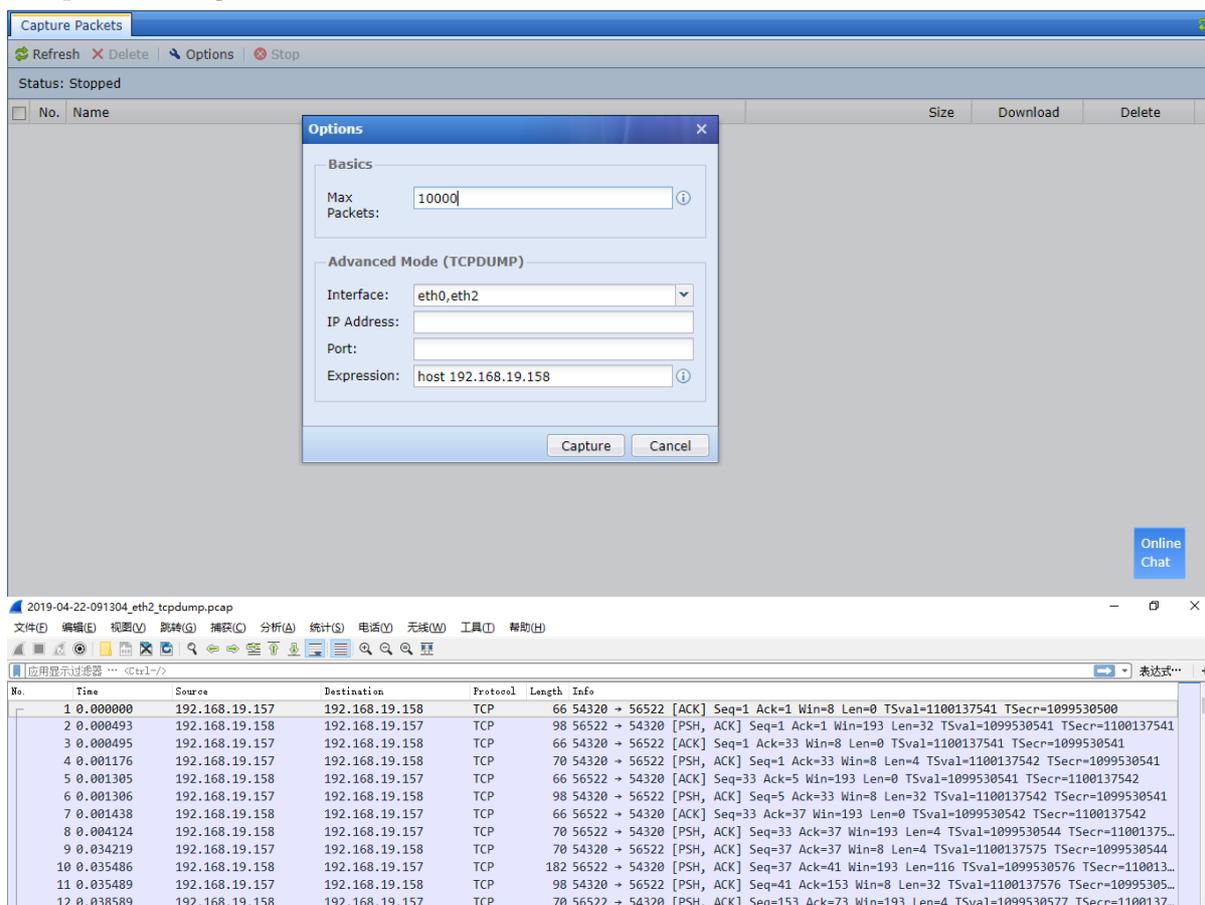
IAM12.0.18.193 Build20181228
Release Version
SP_LFD build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_fsu build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_ume build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_htc build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_ses build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_WPC build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_uck2 build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_rbot build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_duke2 build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
GCS_PRODUCT1.3.0 build:2018-07-07/19:50:17
mDlan6.2.0.4512 Build20181224
update date 20181224
SP_rb_extend build:2018-12-23/10:10:31 update:Thu Feb 14 04:03:17 CST 2019
SP_aptsn build:2018-12-30/14:20:41 update:Thu Feb 14 04:03:25 CST 2019
SP_Vpnppp_AC12.0.16 build:2019-01-08/10:13:16 update:Wed Feb 27 05:27:19 CST 2019
    
```

- 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



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