



IAM

Active-active mode Troubleshooting Guide

Version 12.0.18



Change Log

Date	Change Description
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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.

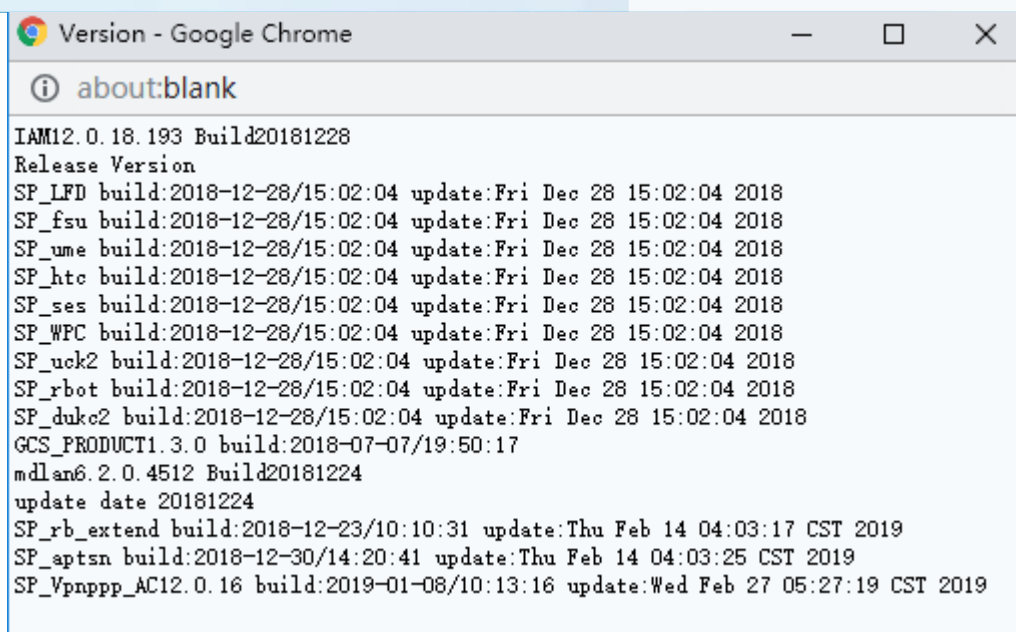
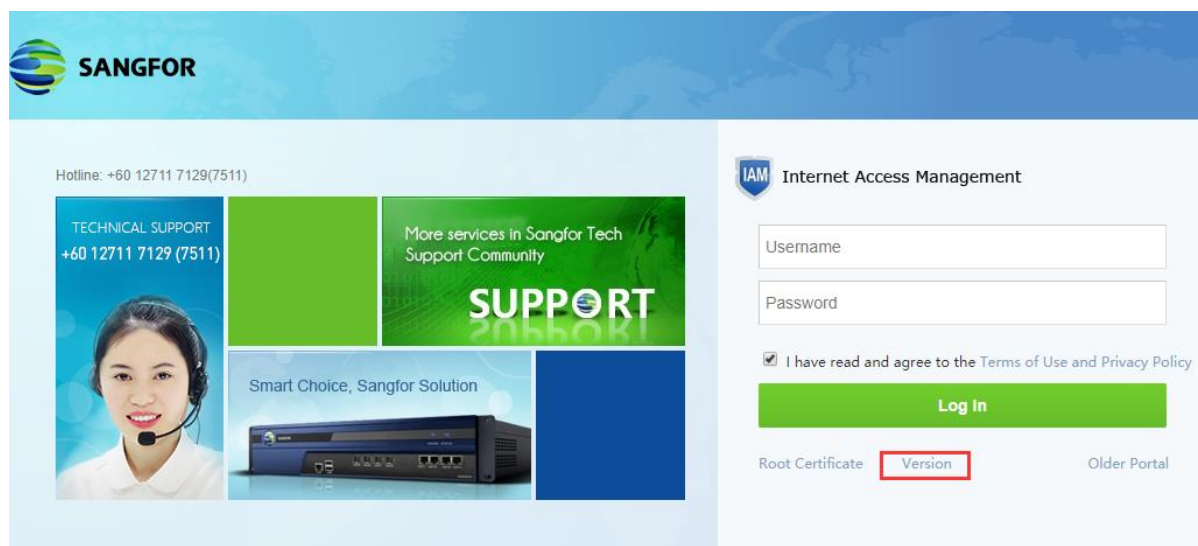
The image shows two screenshots from a Sangfor IAM management interface. The top screenshot is the 'High Availability' configuration page. It has a tab 'High Availability' and a checkbox 'Enable High Availability' which is checked. Below this is a 'Basics' section with 'Role of the This Unit' set to 'Controller'. It shows 'Device Name: Controller', 'Latest Sync: 2019-04-22 09:08:31' with a 'Sync Now' button, and 'Status: Synchronizing data, progress: 100%'. Below is an 'Online Devices' section showing '(Communication is OK)192.168.19.158[Node]'. The 'Settings' section shows 'Shared Secret: 123456' and 'Alarm Options: None', with a 'Settings' button. The bottom screenshot is a 'Web Console' terminal window. It lists supported commands: cls, term, miitool, traceroute, arp, ping, ifconfig, route, ethtool, telnet, and proxydbg. A user has entered the command 'ping 192.168.19.158', and the output shows three successful ping requests with varying response times.

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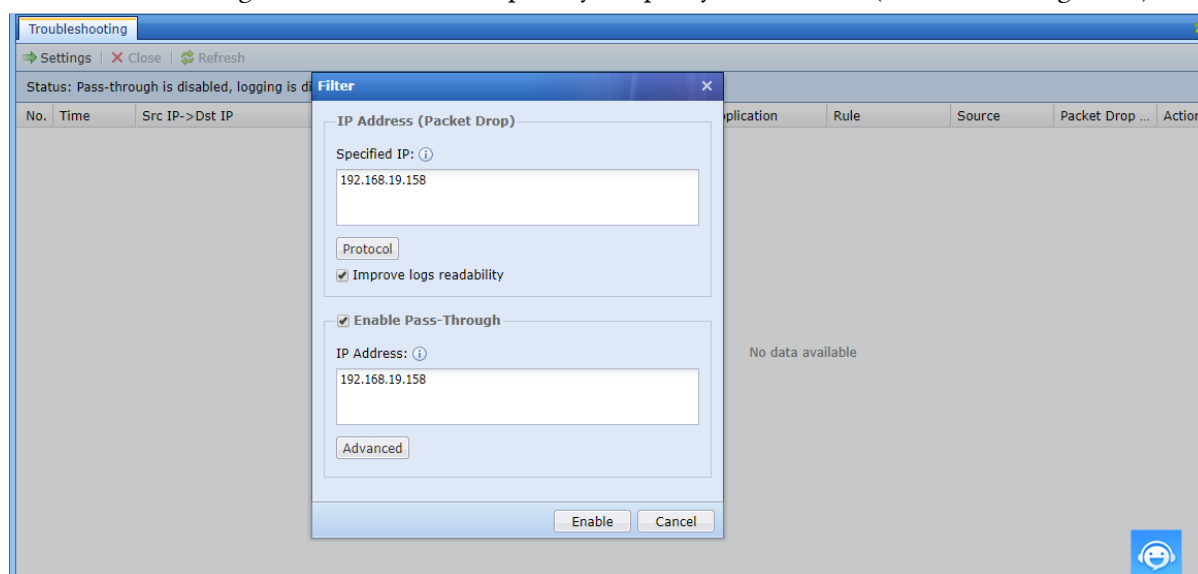
Commands Supported by Console:
cls[clear][ctrl+l]      Clear screen
term[ctrl+c]           End the current program
miitool                List connection status of network interface
traceroute             Track packet forwarding path
arp                    View ARP table
ping                   Test connectivity of host
ifconfig               View information of network interface
route                  Display routing table
ethtool                View information of network adapter
telnet                 Test connectivity of port
proxydbg               proxy [debug ip address]

> ping 192.168.19.158
PING 192.168.19.158 (192.168.19.158) 56(84) bytes of data.
64 bytes from 192.168.19.158: icmp_req=1 ttl=64 time=0.822 ms
64 bytes from 192.168.19.158: icmp_req=2 ttl=64 time=0.461 ms
64 bytes from 192.168.19.158: icmp_req=3 ttl=64 time=0.544 ms
  
```

- Check if the firmware version is consistent.

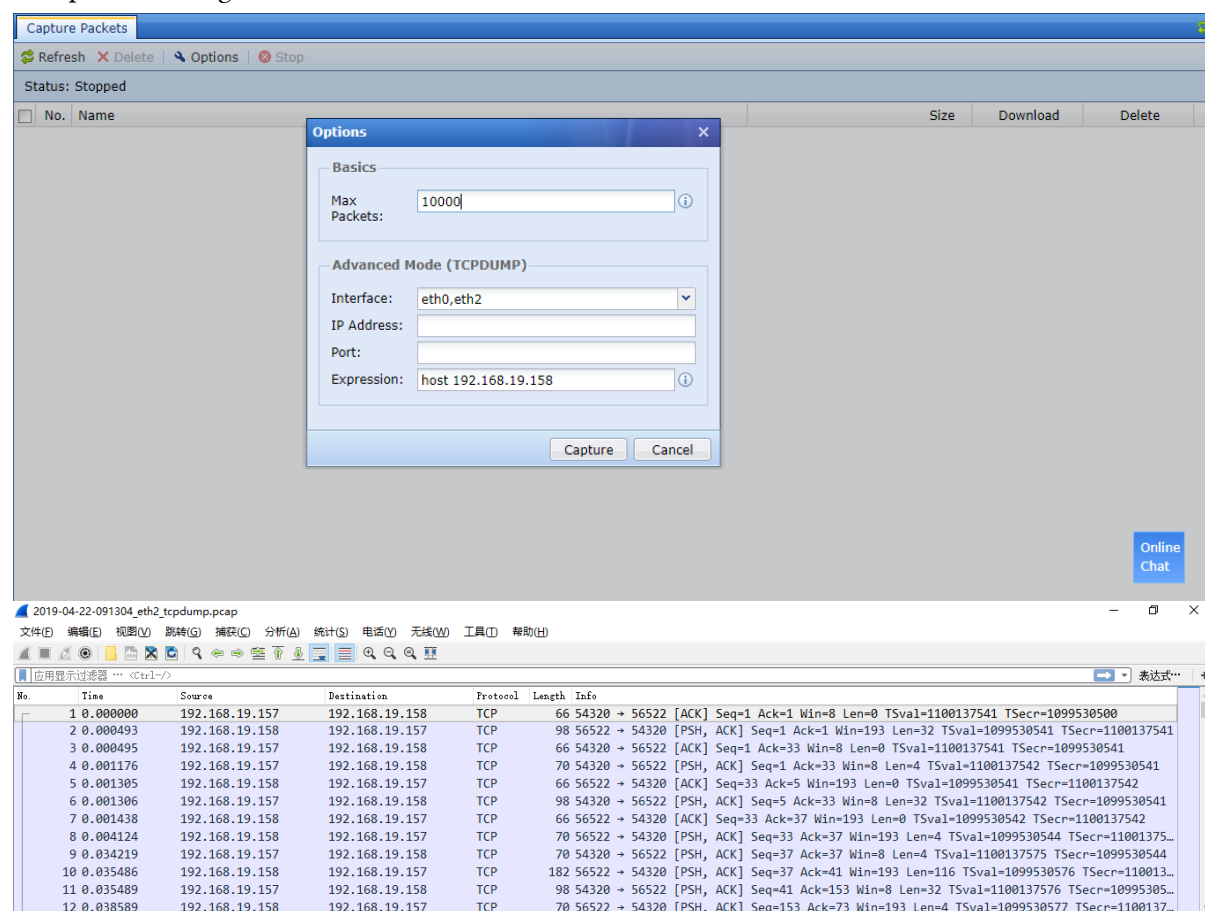


- Check if the negotiation data is intercepted by the policy or anti-DOS. (Troubleshooting for IP).



- 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



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