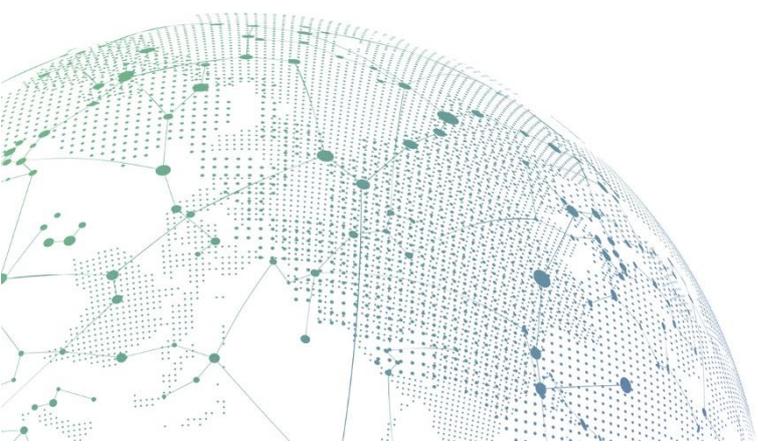




IAM

Active-standby mode Troubleshooting Guide

Version 12.0.18



Change Log

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

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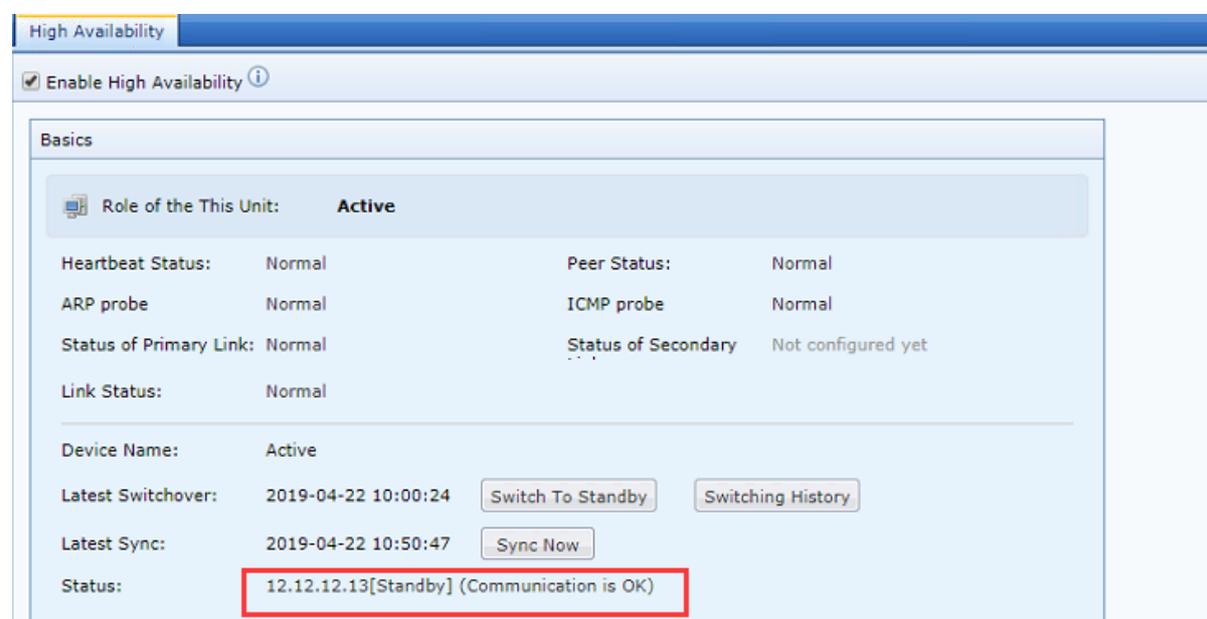
Chapter 1 Background

The IAM is deployed in the network in the active-standby mode. When the primary-standby cannot be established, the configuration cannot be synchronized, and the abnormal switching occurs, you can follow this document.

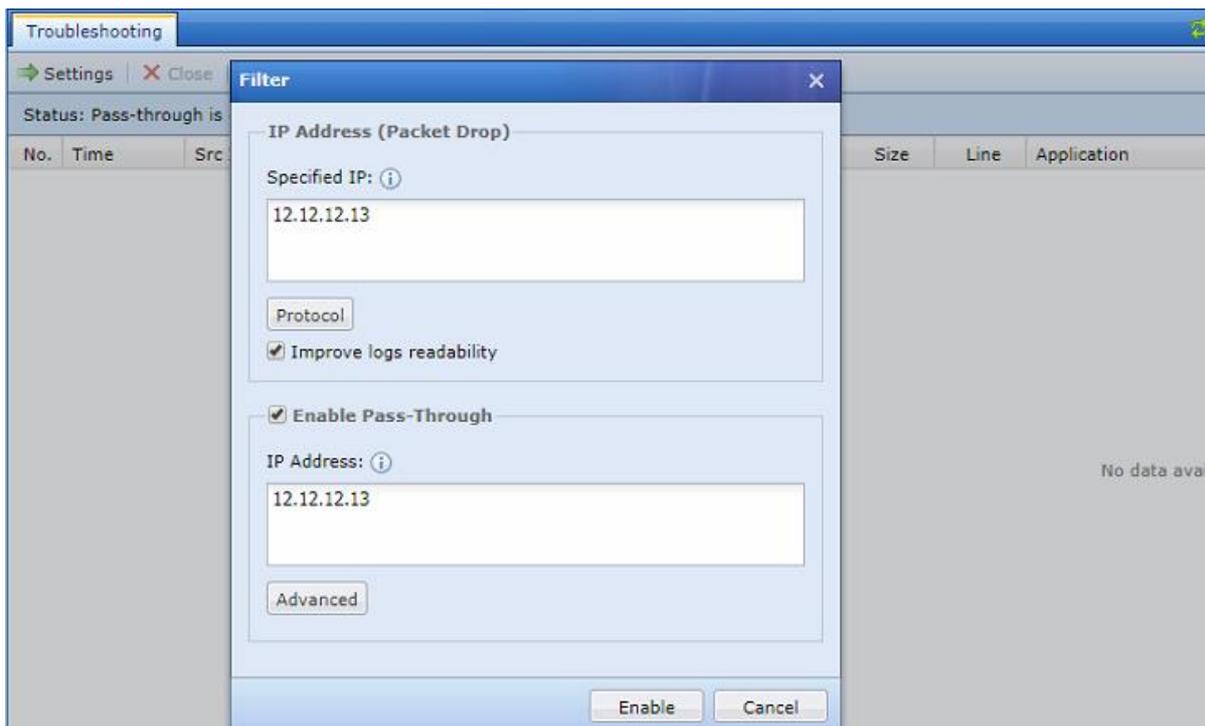
Chapter 2 Common troubleshooting method

1 Master-standby mode cannot be established

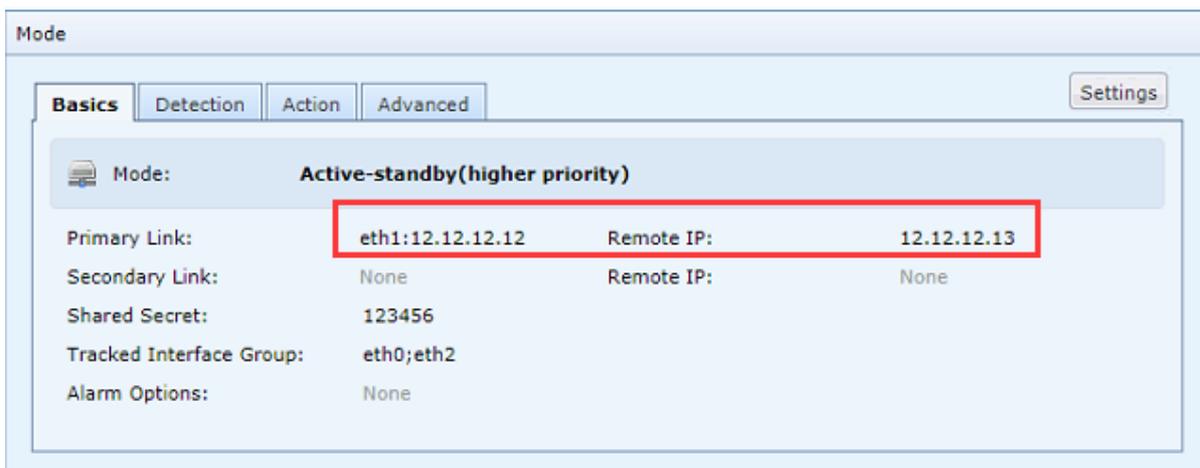
- Check whether the HA port is on the same network segment and can communicate normally.

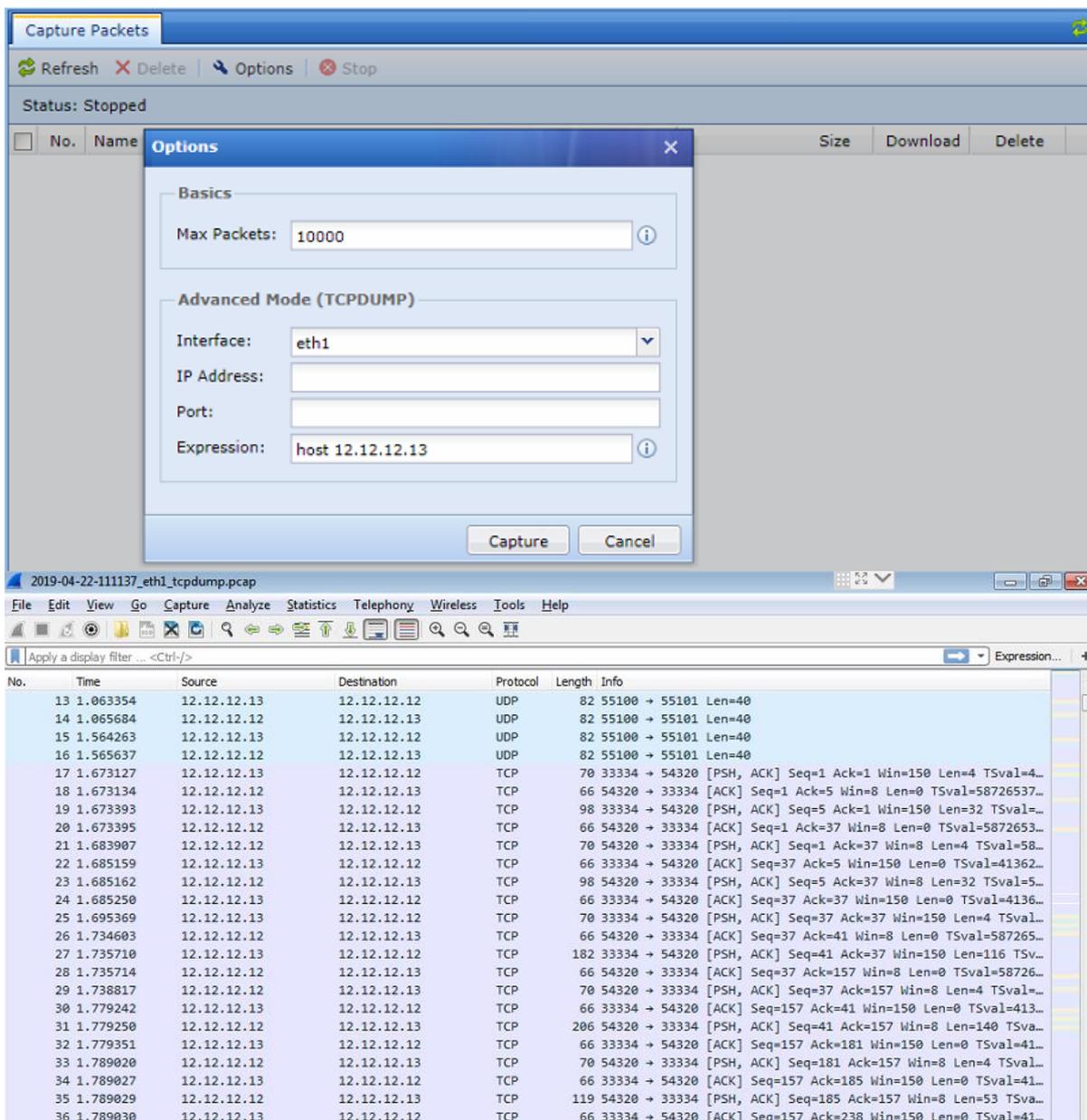


- Troubleshooting the HA port address to check if it is blocked by the policy.

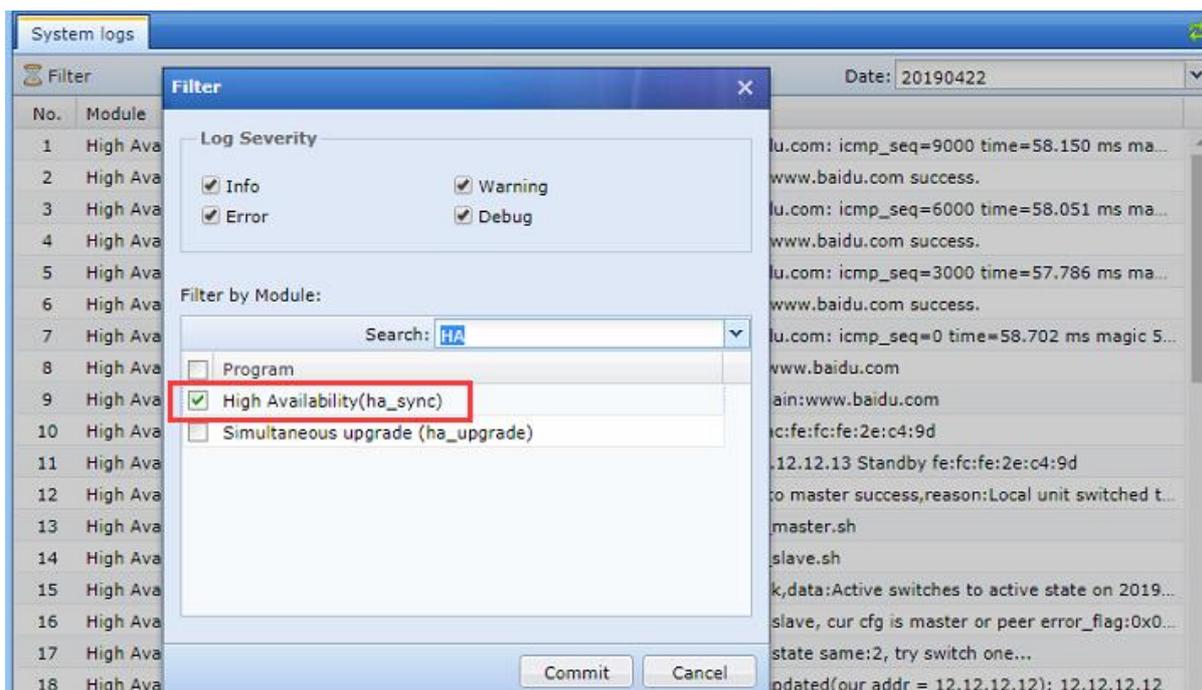


- Capture packets on the HA interface to check whether the negotiation packets established by the dual-machine are sent out. (The negotiation package and synchronization configuration for establishing dual-machine are both TCP protocol, and the heartbeat packet is UDP protocol). Check if there are a large number of retransmission packets and RST packets, and whether the delay of the data packets is large.



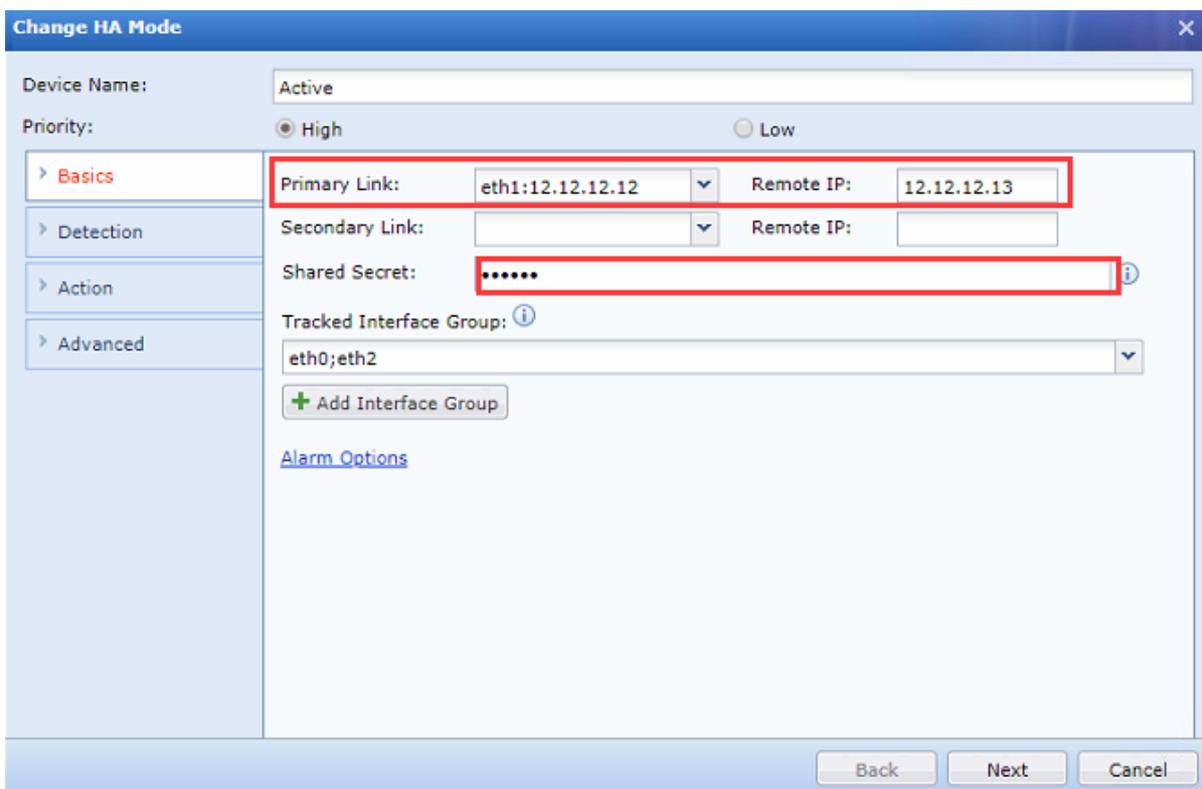


- Check the master-standby status and system logs. For example, if the password is incorrect, it will be prompted directly.

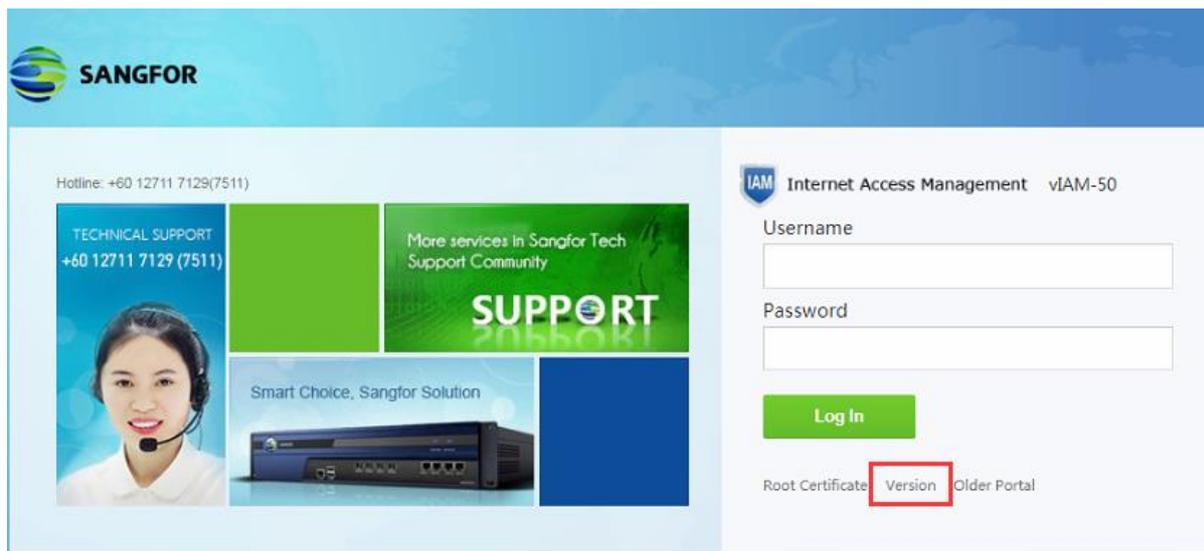


2 Active and standby cannot be synchronized

- First confirm if the configuration supports synchronization.



- Capture packets on the HA interface to check whether the negotiation packets established by the dual-machine are sent out. (The negotiation package and synchronization configuration for establishing dual-machine are both TCP protocol, and the heartbeat packet is UDP protocol).
- Check whether the version number of the IAM is consistent and the network port is consistent.



```

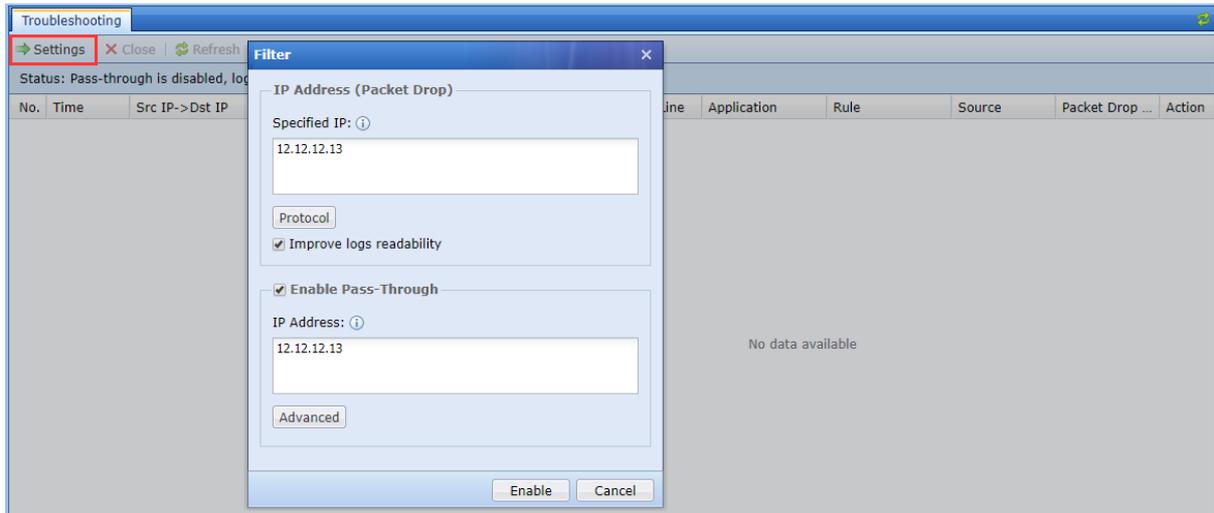
Version - Google Chrome
about:blank
IAM12.0.18.193 Build20181228
Release Version
SP_LFD build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_fsu build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_ume build:2018-12-28/15:02:04 update:Fri Dec 28 15:02:04 2018
SP_htc build:2018-12-28/15:02:04 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_WFC 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
mdlans6.2.0.4512 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 whether the HA port is on the same network segment and can communicate normally. Troubleshooting the HA port address to check if it is blocked by the policy.

```

Web Console
Commands Supported by Console:
cls[clear][ctrl+l]      Clear screen
term[ctrl+c]           End the current program
mii-tool               List connection status of network interface
tracert                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 12.12.12.13
PING 12.12.12.13 (12.12.12.13) 56(84) bytes of data:
64 bytes from 12.12.12.13: icmp_req=1 ttl=64 time=1.12 ms
64 bytes from 12.12.12.13: icmp_req=2 ttl=64 time=0.632 ms
    
```

IAM Troubleshooting Guide





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