



# IAM

## SNAT Failure Troubleshooting Guide

Version 12.0.18



## Change Log

Date	Change Description
June 20, 2019	Version 12.0.18 document release.

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## Chapter 1 Content requirements

- About **WAN Interface**: When the WAN Interface selects the **Any WAN interface**, the device randomly converts the original IP to the IP of multiple WAN ports to access the public network. When a customer has multiple external network lines, the customer can select a certain network segment by taking a certain network segment, or it can also be implemented through **Policy-Based Routing**.

**IPv4 SNAT**

☒ Enabled

Name:

**WAN Interface**

☒ Any WAN interface

☐ Specified

Interface:  ▼

**Source Address**

☒ All

☐ Specified ⓘ

Examples: 200.200.0.1/255.255.255.0

**Mapped Src IP**

☒ WAN interface IP

☐ Specified IP

Start IP:

End IP:

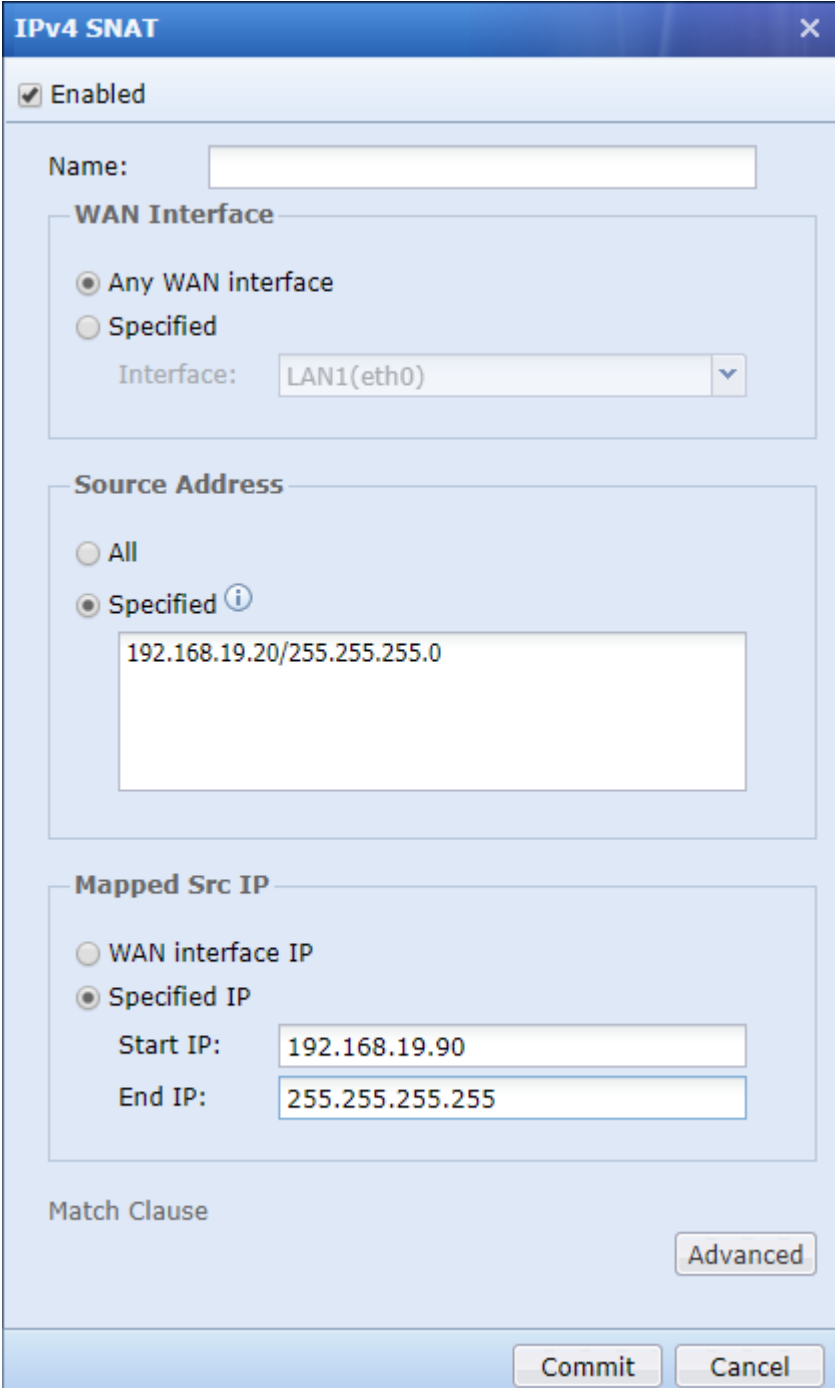
Match Clause

Advanced

Commit Cancel

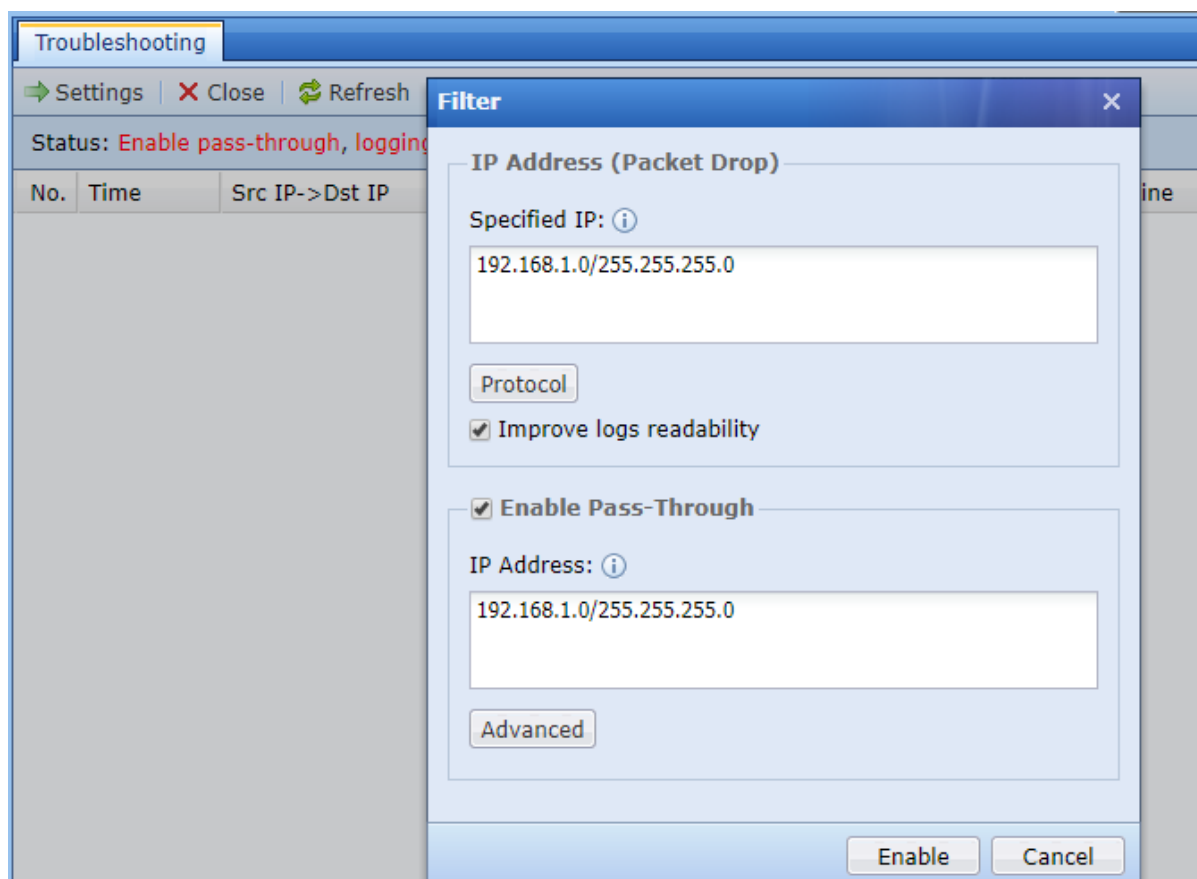
- About **Source Address**: When the customer feedbacks a certain address segment and the user cannot access the network, it is necessary to confirm whether the network segment that needs to be the NAT proxy is filled in completely, and whether the mask is filled in correctly.
- About **Mapped Src IP**: When **WAN Interface IP** is selected and the WAN port has multiple IPs,

the device converts the address into a random IP address of the external network port interface, so it is necessary to check whether all WAN ports are IP can access the public network, otherwise you need to specify the IP that can access the Internet to do NAT.

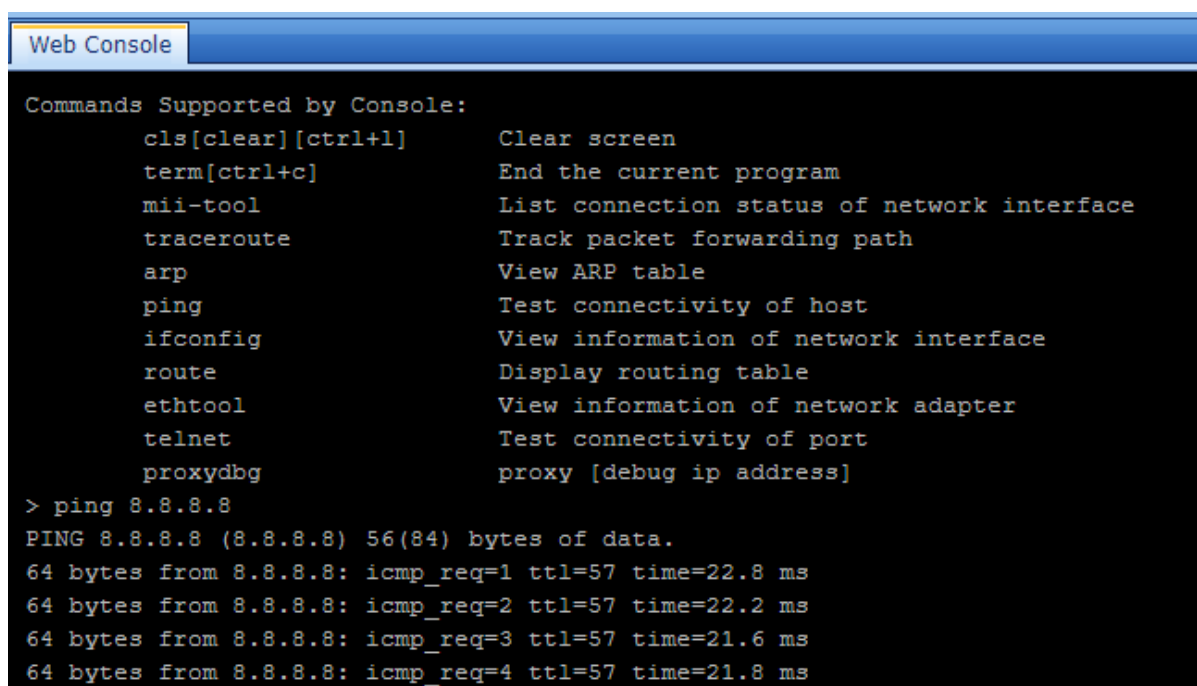


The image shows a configuration window titled "IPv4 SNAT". At the top, there is a checkbox labeled "Enabled" which is checked. Below this is a "Name:" field with an empty text box. The "WAN Interface" section contains two radio buttons: "Any WAN interface" (selected) and "Specified". Below the "Specified" option is an "Interface:" dropdown menu showing "LAN1(eth0)". The "Source Address" section has two radio buttons: "All" and "Specified" (selected). Below "Specified" is a text box containing "192.168.19.20/255.255.255.0". The "Mapped Src IP" section has two radio buttons: "WAN interface IP" and "Specified IP" (selected). Below "Specified IP" are two text boxes: "Start IP:" with "192.168.19.90" and "End IP:" with "255.255.255.255". At the bottom left is the label "Match Clause". At the bottom right is an "Advanced" button. At the very bottom are "Commit" and "Cancel" buttons.

- Check whether the network cable is reversed.
- Start **Troubleshooting** to check whether the device is configured with a policy that causes the relevant data to be intercepted.



- Check whether the IAM device can access the Internet. If the IAM device cannot access the Internet, you can use the computer to connect to the external network cable. If you use a PC to directly connect to the egress line and you cannot access the public network, you are advised to contact the ISP to check whether the network is normal.



- Check whether there is a fault in the customer's internal network. Use the PC to connect to the LAN port of the IAM device, and then see whether the PC can access the Internet. The PC can access the public network to which means there is a faulty in customer internal network.



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