WAN Optimization (WANO)

Troubleshooting guide for Acceleration Tunnel build up failure

Change Log

Date	Change Description
March 14, 2019	Troubleshooting guide for Acceleration Tunnel build up failure

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1. Document Description

The purpose of this document is to provide guidance for troubleshooting on the failure of building up Acceleration Tunnel.

2. Applicable Version

This document is applicable for the failure of building up Acceleration Tunnel on all WANO version.

The version included WANO 7.0 onwards to version 9.5.3.

3. Problem Scenario

The WANO failure of building up Acceleration Tunnel in this document is referring to the scenario that two WANOs trying to build Acceleration Tunnel between each other.

For WANO failure of building up Acceleration Tunnel, mainly divided into the following scenarios:

- Unable to communicate among each other.
- The Service port used for Acceleration Tunnel is unable to reach.
- Incorrect client side configuration.
- Firmware Version between Server side and Client side is not compatible.

4. Troubleshooting Guide

4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed when the Acceleration Tunnel build up failure:

1. Make sure both Server side and Client side WANO are able to ping to each other.

    i. Navigate to [Maintenance] > [Web Console]

    ii. Ping to peer side WANO IP

    iii. Ensure it is able to Ping to each other

2. Make sure the Acceleration Service port – 5400 is allowed in both sides.

4.2 Acceleration Tunnel build up Error and Solution

❖ **Destination host unreachable**

1. <u>System Logs</u>:

	Service	Severity	Time	Details
1	WAN Optimization	Info	03:24...	[gw 7439 out->192.168.10.3]Gateway association [1] reconnect after 10 seconds!
2	WAN Optimization	Info	03:24...	[htpd]Destination Host(192.168.10.3:5400) Unreachable.
3	WAN Optimization	Info	03:23...	[htpd]Destination Host(192.168.10.3:5400) Unreachable.
4	WAN Optimization	Info	03:23...	[htpd]Destination Host(192.168.10.3:5400) Unreachable.
5	WAN Optimization	Info	03:22...	[gw 7439 out->192.168.10.3]Gateway association [1] reconnect after 9 seconds!
6	WAN Optimization	Info	03:22...	[htpd]Destination Host(192.168.10.3:5400) Unreachable.
7	WAN Optimization	Info	03:22...	[htpd]Destination Host(192.168.10.3:5400) Unreachable.
8	WAN Optimization	Info	03:21...	[htpd]Destination Host(192.168.10.3:5400) Unreachable.

2. <u>Possible cause</u>:

    i. Acceleration Service port – 5400 is blocked.

    ii. Incorrect peer side WANO IP

3. <u>Solution</u>:

    i. Ensure the port 5400 is allowed in both side.

    ii. Ensure the peer side WANO IP has configured correctly.

❖ Gateway Association reconnect after 10 seconds

1. <u>System Logs</u>:

	Service	Severity	Time	Details
1	WAN Optimization	Info	02:19...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
2	WAN Optimization	Info	02:19...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
3	WAN Optimization	Info	02:19...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
4	WAN Optimization	Info	02:19...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
5	WAN Optimization	Info	02:18...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
6	WAN Optimization	Info	02:18...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
7	WAN Optimization	Info	02:18...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
8	WAN Optimization	Info	02:18...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
9	WAN Optimization	Info	02:18...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!
10	WAN Optimization	Info	02:18...	[gw 7439 out->192.168.10.2]Gateway association [1] reconnect after 10 seconds!

2. <u>Possible cause</u>:

   i.   Acceleration Tunnel configuration error.

3. <u>Solution:</u>

   i.   Check the System Logs of the Peer side.

	Service	Severity	Time	Details
1	WAN Optimization	Error	02:20...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...
2	WAN Optimization	Error	02:20...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is not in the user list or the user is not enabled.
3	WAN Optimization	Error	02:20...	reason: the user Gateway is ...
4	WAN Optimization	Error	02:20...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...
5	WAN Optimization	Error	02:19...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...
6	WAN Optimization	Error	02:19...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...
7	WAN Optimization	Error	02:19...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...
8	WAN Optimization	Error	02:19...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...
9	WAN Optimization	Error	02:19...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...
10	WAN Optimization	Error	02:19...	[waccd]Connection request of user [branch] is rejected, reason: the user Gateway is ...

   ii. If the System Logs show clear message of which part is incorrect, check and change the configuration if necessary.

❖ **WANO Firmware version compatibility**

1. <u>Explanation</u>:

   Not all combination of different versions are compatible to build acceleration tunnel, especially certain Firmware Version.

2. <u>Solution</u>:

   ➢ For WANO firmware version 8.0 onwards, it is compatible to build Acceleration Tunnel among any version above 8.0 except 9.5.0.

   ➢ For WANO firmware version 7.05 and 9.5.0, it only support to build Acceleration Tunnel with the same firmware version. For example, version 7.05 can only build Acceleration Tunnel with 7.05.

5. Collect Information

If the problem still unable to be resolve through the troubleshooting steps above, you can collect the below information and escalate the problem to Sangfor Technical Support with the Community Open a Case feature. Technical Engineer will contact you to provide assistance on resolving the issue.

Information need to be collect:

    i.   Server Model and both sides firmware version.

    ii.   Screenshot of the System Logs for both sides.

    iii.   What troubleshooting step you had gone through.

Open a support case access link:

http://community.sangfor.com/plugin.php?id=service:case

6. Request Articles

If you have new document requirement, you can feedback to us with the feedback link below. We will provide the troubleshooting guide document based on the feedback.

Feedback Link

CMS: http://192.200.19.22/request-articles/

Sangfor Community: http://community.sangfor.com/plugin.php?id=service:feedback