Sangor VPN

Troubleshooting guide for Sangor VPN build up failure

Change Log

Date	Change Description
March 28, 2019	Troubleshooting guide for Sangfor VPN 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 Sangor VPN.

2. Applicable Version

This document is applicable for the failure of building up Sangor VPN on all Sangfor products.

The version included VPN/DLAN version 4.32 onwards.

3. Problem Scenario

The failure of building up Sangfor VPN in this document is referring to the scenario that two Sangfor devices trying to build Sangfor VPN between each other.

For failure of building up Sangfor VPN, mainly divided into the following scenarios:

- VPN service did not enable
- The listening port used for Sangfor VPN is unable to reach.
- Incorrect client side configuration.
- Network segment conflict
- Establish VPN connection between 2 different types of Sangfor product
- Incompatible VPN/DLAN version

4. Troubleshooting Guide

4.1 General Scenario Troubleshooting Step

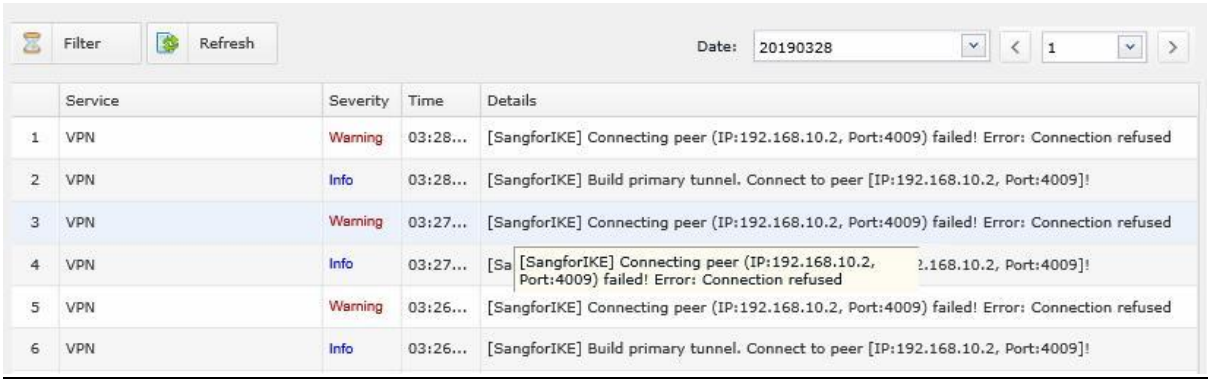
The following basic information need to be confirmed when the Sangfor VPN build up failure:

1. Make sure both Server side and Client side are able to ping to each other.
    i. Navigate to [Maintenance] > [Web Console]
    ii. Ping to peer side WAN IP
    iii. Ensure it is able to Ping to each other
2. Make sure the VPN listening port – 4009(default) is allowed in both sides.

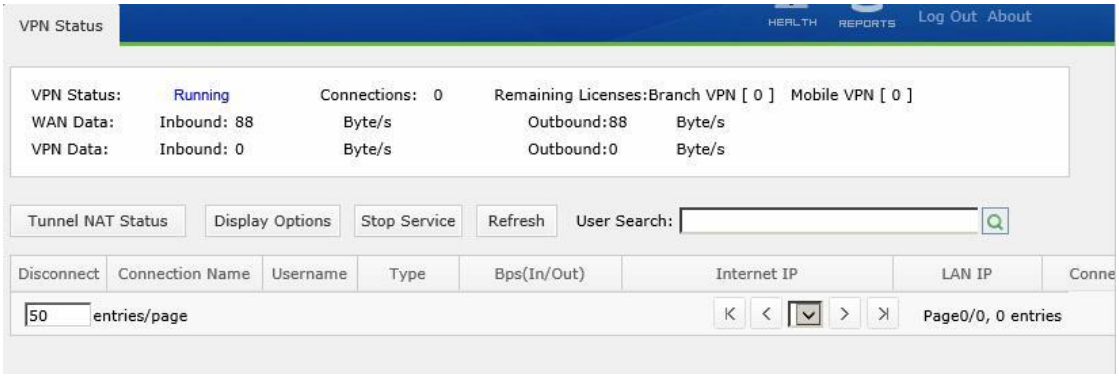
4.2 Sangfor VPN build up Error and Solution

❖ Connecting peer failed! Error: Connection refused

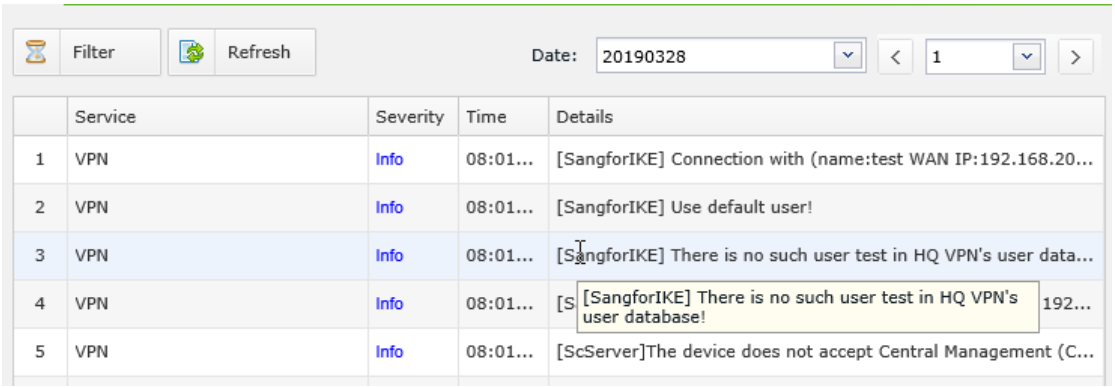
1. System Logs:



2. Possible cause:
    i. VPN listening port – 4009 is blocked or incorrect.
    ii. VPN service did not enable/start
    iii. Incorrect VPN user configuration
    iv. Incorrect Client side configuration
3. Solution:
    i. Ensure the listening port 4009 is allowed in both side. If the listening port is not 4009, change at the peer side configuration as well.
    ii. Ensure the VPN service at both side is enabled/started.



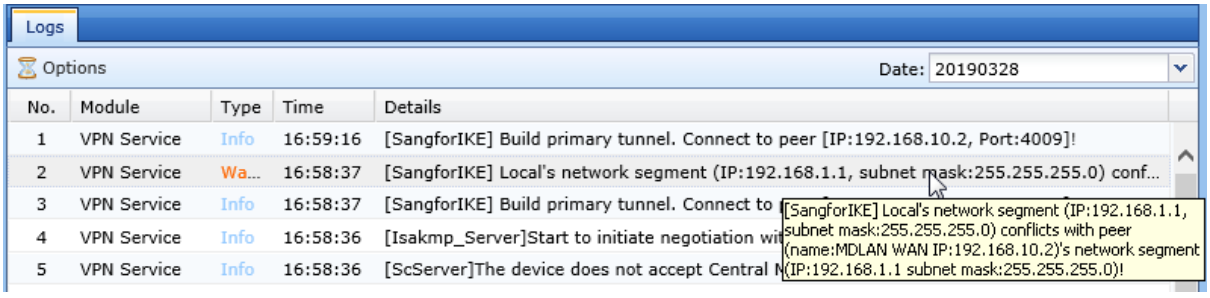
iii. Check at Server site System Log, if it is caused by VPN user, the System Log will display as below.



iv. Ensure the configuration in Client side is correct, especially the peer/Server site IP.

❖ Network segment conflict

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



2. <u>Solution:</u>

i. Check both side network segment.

ii. Ensure the network segment does not conflict.

iii. Change either side network segment to ensure no conflict.

❖ Establish VPN connection between 2 different Sangfor product

1. Explanation:

   Not all situation is suitable to use 2 different Sangfor product to establish Sangfor VPN. Especially in some device with specific deployment mode will not able to build Sangfor VPN with different Sangfor product.

2. Solution:

   For Sangfor WANO with the deployment mode of double-bridge, double-arm and bridge mode with multiline does not support to build Sangfor VPN with non-WANO product.

❖ Incompatible VPN/DLAN version

1. Explanation:

   VPN version or also known as DLAN version is always up-to-date together with all new firmware version. Therefore, different DLAN version might cause the Sangfor VPN unable to establish. For older DLAN version is not compatible to build VPN with newer DLAN version regardless of product.

2. Solution:

   Ensure the DLAN version is at 4.32 or above. DLAN version 4.32 is able to build VPN connection with new DLAN version. But if any DLAN version that is older than 4.32, will no longer compatible to build VPN connection with new DLAN version.

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. Both sides device deployment mode.
iv. 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

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