



SANGFOR

WAN Optimization (WANO)

Troubleshooting guide for unable to login WebUI



Change Log

Date	Change Description
June 25, 2019	Troubleshooting guide for unable to login WebUI

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1. Document Description

The purpose of this document is to provide guidance for troubleshooting on unable to access Sangfor WANO Web UI.

2. Applicable Version

This document is applicable for unable to access Sangfor WANO Web UI on all Sangfor WANO.

The version included Sangfor WANO version 7.05 onwards.

3. Problem Scenario

Unable to access Sangfor WANO Web UI in this document is referring to the scenario that user unable to access to Sangfor WANO with Windows 10 even with Internet Explorer (IE).

For unable to access Sangfor WANO Web UI, mainly divided into the following scenarios:

- Unsupported web browser
- Unsupported TLS version
- Latest version of Windows 10 access old version of Sangfor WANO

4. Troubleshooting Guide

4.1 General Scenario Troubleshooting Step

The following basic information need to be confirmed when unable to access Sangfor WANO Web UI:

1. Make sure from PC is able to Ping to the Sangfor WANO IP.
2. Make sure the Alarm light (red) is not blinking or static red.
3. Make sure if the Web UI service port has changed. (Port 443 by default).
4. Make sure able to Telnet the Web UI service port.

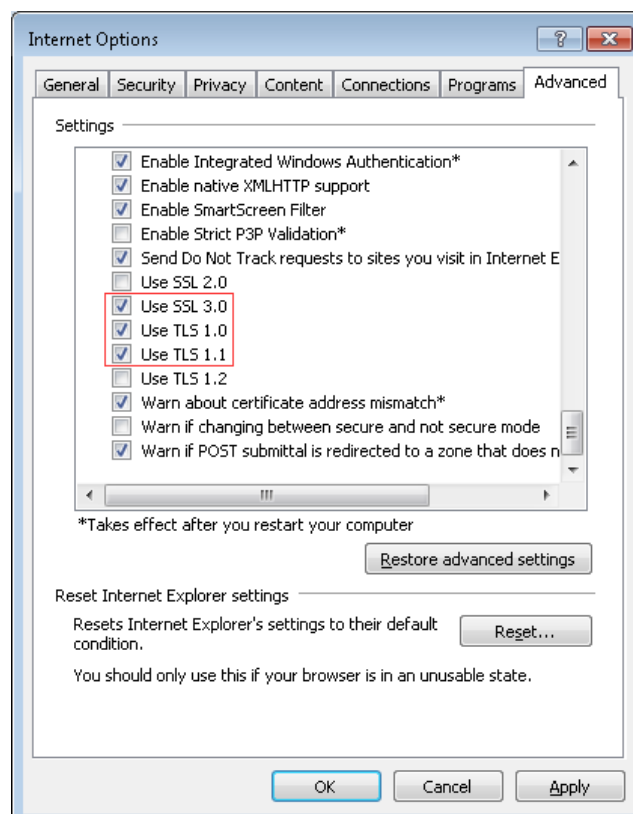
4.2 Unsupported web browser

For older version of Sangfor WANO only support to access with Internet Explorer (IE) only.

1. Only Sangfor WANO 9.5.3 and above support Google Chrome
2. For Sangfor WANO version below 9.5.3 (From 9.5.1 onwards) only support to access with IE.

4.3 Unsupported TLS version

Sangfor WANO do not support TLS1.2 for older version. Therefore, TLS1.2 have to disable from Internet Options and enable only SSL3.0, TLS1.0 and TLS1.1.



4.4 New version Windows 10 access old version Sangfor WANO

For new version of Windows 10 (version 1903 and above) might not be able to access older Sangfor WANO (Version 9.5.1 and below) even with IE.

For Sangfor WANO version below 9.5.1 that is unable to access Sangfor WANO Web UI, this issue can be resolved by installing a KB patch.

Kindly contact Sangfor Technical Engineer to assist on the application of KB patch.

5. Collect Information

If the problem still cannot be resolved 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 needed to be collected:

- i. Server Model and both sides firmware version.
- ii. PC Windows version.
- 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 requirements, 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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