



**SANGFOR**

# **WAN Optimization (WANO)**

**Troubleshooting guide for upgrade to version 9.5.3  
failure**



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## Change Log

Date	Change Description
July 26, 2019	Troubleshooting guide for upgrade to version 9.5.3 failure

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## 1. Document Description

The purpose of this document is to provide guidance for troubleshooting on the failure of upgrade to version 9.5.3.

## 2. Applicable Version

This document is applicable for the failure of upgrade to version 9.5.3 on Sangfor WANO.

The version only applicable to version 9.5.1.

## 3. Problem Scenario

The failure of upgrade to version 9.5.3 in this document is referring to the scenario that Sangfor WANO version 9.5.1 upgrade to version 9.5.3.

For failure of upgrade to version 9.5.3, mainly divided into the following scenarios:

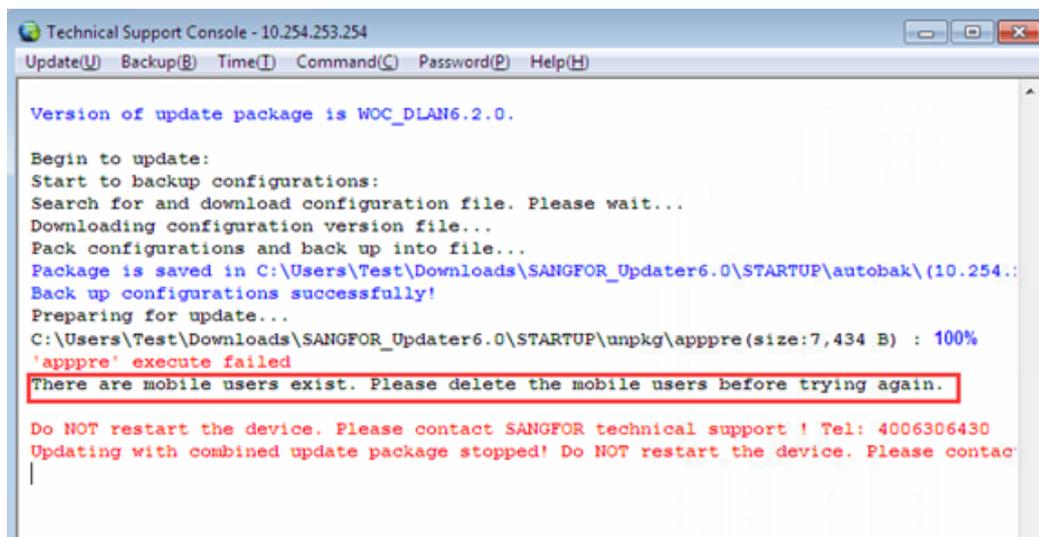
- Mobile users exist
- Virtual IP addresses for mobile users being assigned
- Device Has Joined SC
- Custom/KB patch

## 4. Troubleshooting Guide

### 4.1 Mobile users exist

#### Error message

There are mobile users exist. Please delete the mobile users before trying again. The specific screenshot is as below:



```
Technical Support Console - 10.254.253.254
Update(U) Backup(B) Time(T) Command(C) Password(P) Help(H)

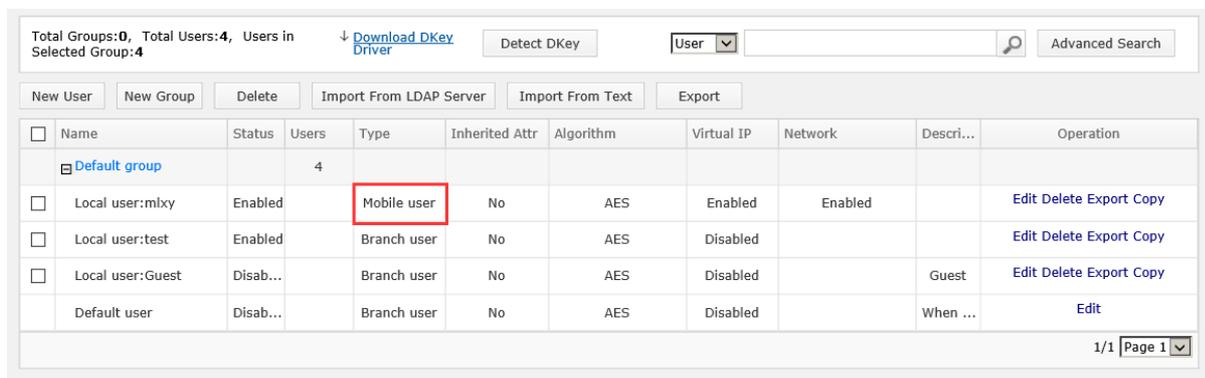
Version of update package is WOC_DLAN6.2.0.

Begin to update:
Start to backup configurations:
Search for and download configuration file. Please wait...
Downloading configuration version file...
Pack configurations and back up into file...
Package is saved in C:\Users\Test\Downloads\SANGFOR_Updater6.0\STARTUP\autobak\10.254.:
Back up configurations successfully!
Preparing for update...
C:\Users\Test\Downloads\SANGFOR_Updater6.0\STARTUP\unpkg\apppre (size:7,434 B) : 100%
'apppre' execute failed
There are mobile users exist. Please delete the mobile users before trying again.

Do NOT restart the device. Please contact SANGFOR technical support ! Tel: 4006306430
Updating with combined update package stopped! Do NOT restart the device. Please contact
```

#### Root Cause

WANO 9.5.3 does not support PDLAN users to access VPN. WOC9.5.1 have configured PDLAN mobile users, causing upgrade failure.



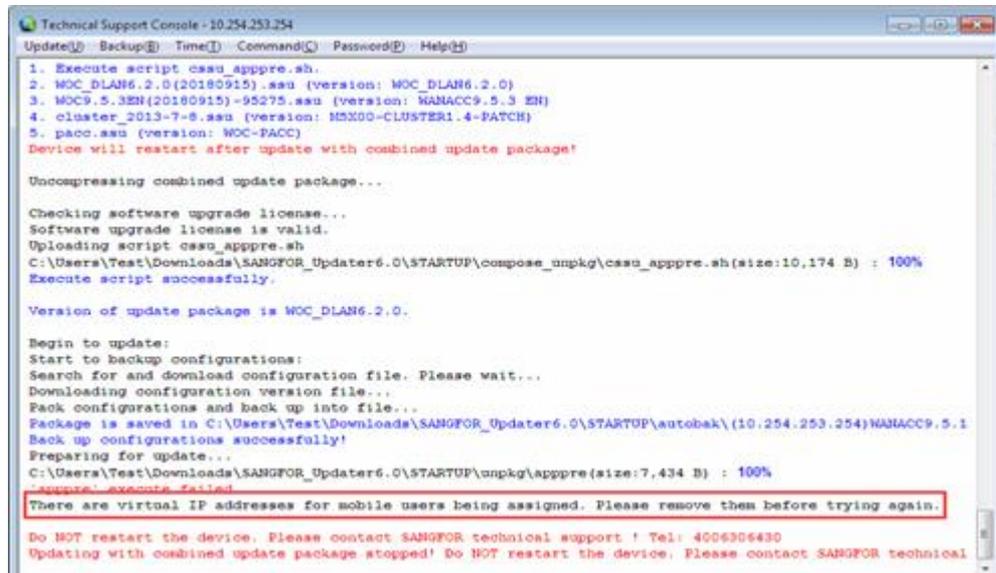
Name	Status	Users	Type	Inherited Attr	Algorithm	Virtual IP	Network	Descri...	Operation
Total Groups:0, Total Users:4, Users in Selected Group:4									
Download DKey Driver Detect DKey User Advanced Search									
New User New Group Delete Import From LDAP Server Import From Text Export									
<input type="checkbox"/>	Default group		4						
<input type="checkbox"/>	Local user:mlxy	Enabled		Mobile user	No	AES	Enabled	Enabled	Edit Delete Export Copy
<input type="checkbox"/>	Local user:test	Enabled		Branch user	No	AES	Disabled		Edit Delete Export Copy
<input type="checkbox"/>	Local user:Guest	Disab...		Branch user	No	AES	Disabled	Guest	Edit Delete Export Copy
<input type="checkbox"/>	Default user	Disab...		Branch user	No	AES	Disabled	When ...	Edit
1/1 Page 1									

#### Solution

Delete the mobile user inside the Local Users

## 4.2 Virtual IP addresses for mobile users being assigned Error Message

There are virtual IP addresses for mobile users being assigned. Please remove them before trying again.



```
Technical Support Console - 10.254.253.254
Update(U) Backup(B) Time(T) Command(C) Password(P) Help(H)

1. Execute script csau_apppre.sh.
2. WOC_DLAN6.2.0(20180915).asu (version: WOC_DLAN6.2.0)
3. WOC9.5.3EN(20180915)-95275.asu (version: WANACC9.5.3 EN)
4. cluster_2013-7-8.asu (version: MSX00-CLUSTER1.4-PATCH)
5. pacc.asu (version: WOC-PACC)
Device will restart after update with combined update package!

Uncompressing combined update package...

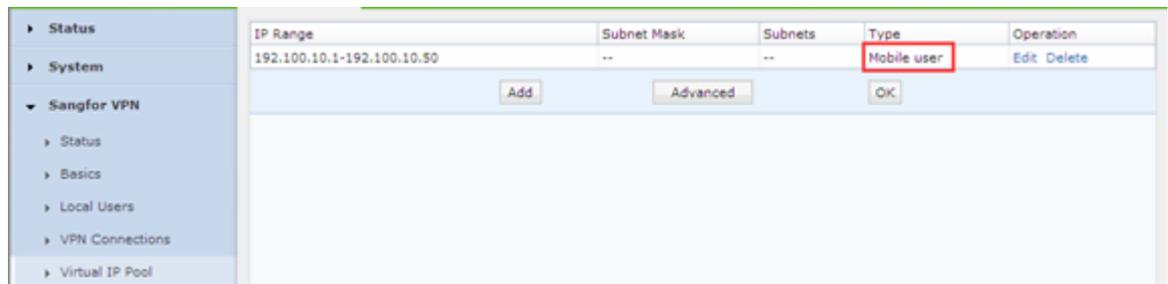
Checking software upgrade license...
Software upgrade license is valid.
Uploading script csau_apppre.sh
C:\Users\Test\Downloads\SANGFOR_Updater6.0\STARTUP\compose_unpkg\csau_apppre.sh(size:10,174 B) : 100%
Execute script successfully.

Version of update package is WOC_DLAN6.2.0.

Begin to update:
Start to backup configurations:
Search for and download configuration file. Please wait...
Downloading configuration version file...
Pack configurations and back up into file...
Package is saved in C:\Users\Test\Downloads\SANGFOR_Updater6.0\STARTUP\autobak\10.254.253.254\WANACC9.5.1
Back up configurations successfully!
Preparing for update...
C:\Users\Test\Downloads\SANGFOR_Updater6.0\STARTUP\unpkg\apppre(size:7,434 B) : 100%
Configure_execute_failed
There are virtual IP addresses for mobile users being assigned. Please remove them before trying again.
Do NOT restart the device. Please contact SANGFOR technical support ! Tel: 4006306430
Updating with combined update package stopped! Do NOT restart the device. Please contact SANGFOR technical
```

### Root Cause

WANO 9.5.3 does not support PDLAN users to access VPN. The virtual IP pool of the WOC 9.5.1 is also configured with mobile type. As a result, the upgrade fails.



IP Range	Subnet Mask	Subnets	Type	Operation
192.100.10.1-192.100.10.50	--	--	Mobile user	Edit Delete

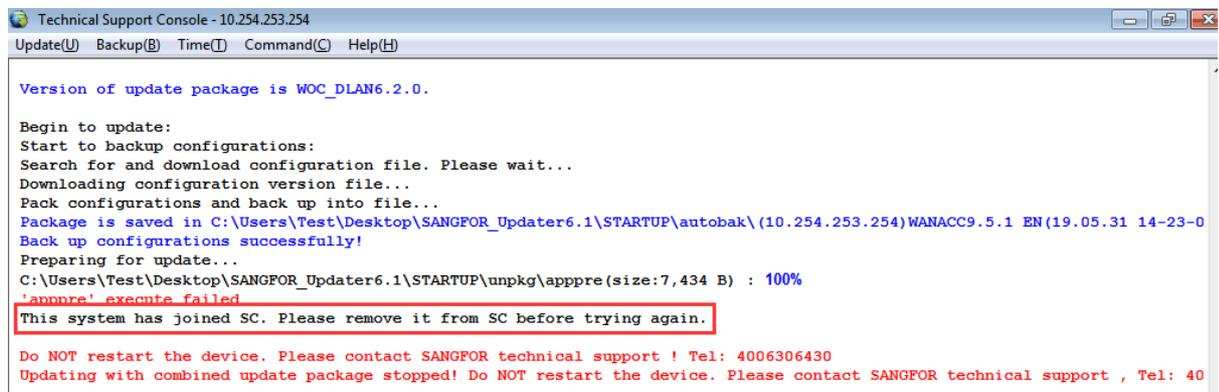
### Solution

Delete the mobile user type virtual IP pool

## 4.3 Device Has Joined SC

### Error Message

This system has joined SC. Please remove it from SC before trying again:



```
Technical Support Console - 10.254.253.254
Update(U) Backup(B) Time(T) Command(C) Help(H)

Version of update package is WOC_DLAN6.2.0.

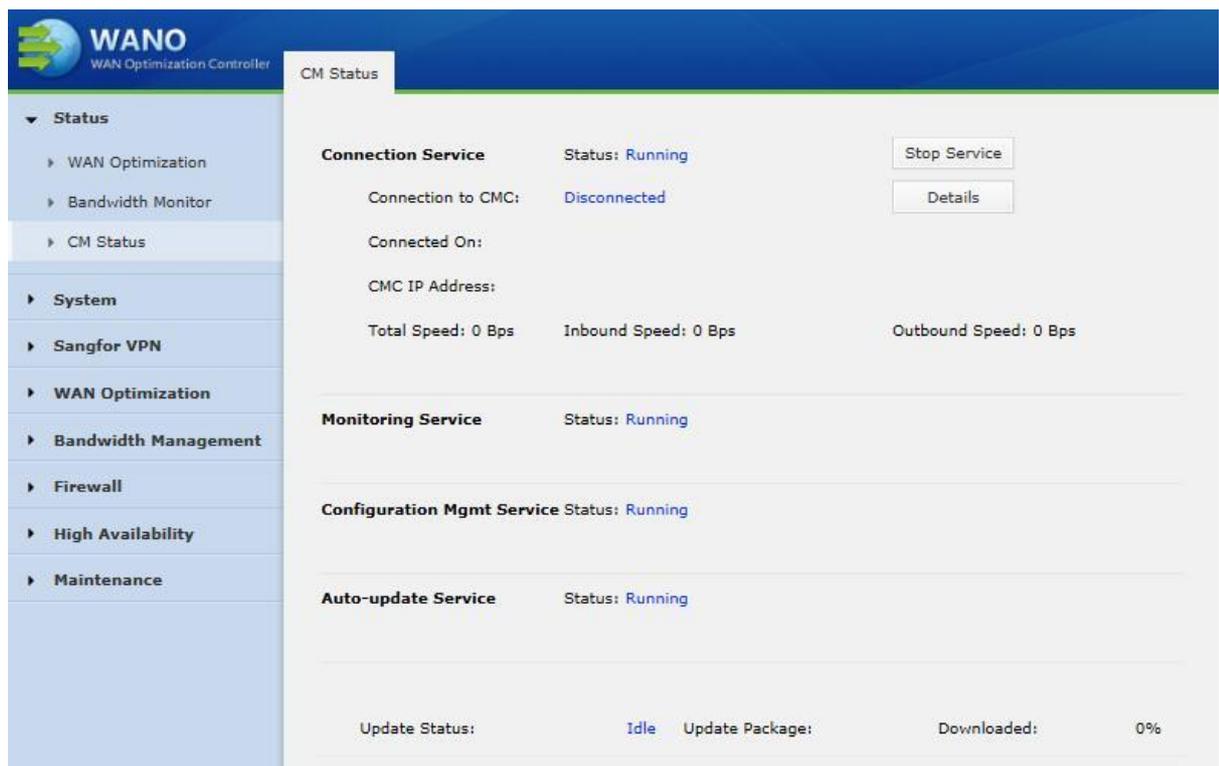
Begin to update:
Start to backup configurations:
Search for and download configuration file. Please wait...
Downloading configuration version file...
Pack configurations and back up into file...
Package is saved in C:\Users\Test\Desktop\SANGFOR_Updater6.1\STARTUP\autobak\10.254.253.254)WANACC9.5.1 EN(19.05.31 14-23-0
Back up configurations successfully!
Preparing for update...
C:\Users\Test\Desktop\SANGFOR_Updater6.1\STARTUP\unpkg\appre(size:7,434 B) : 100%
'appre' execute failed
This system has joined SC. Please remove it from SC before trying again.

Do NOT restart the device. Please contact SANGFOR technical support ! Tel: 4006306430
Updating with combined update package stopped! Do NOT restart the device. Please contact SANGFOR technical support , Tel: 40
```

### Root Cause

WANO Central Management Status is Running causing upgrade failure.

Path: Status > CM Status

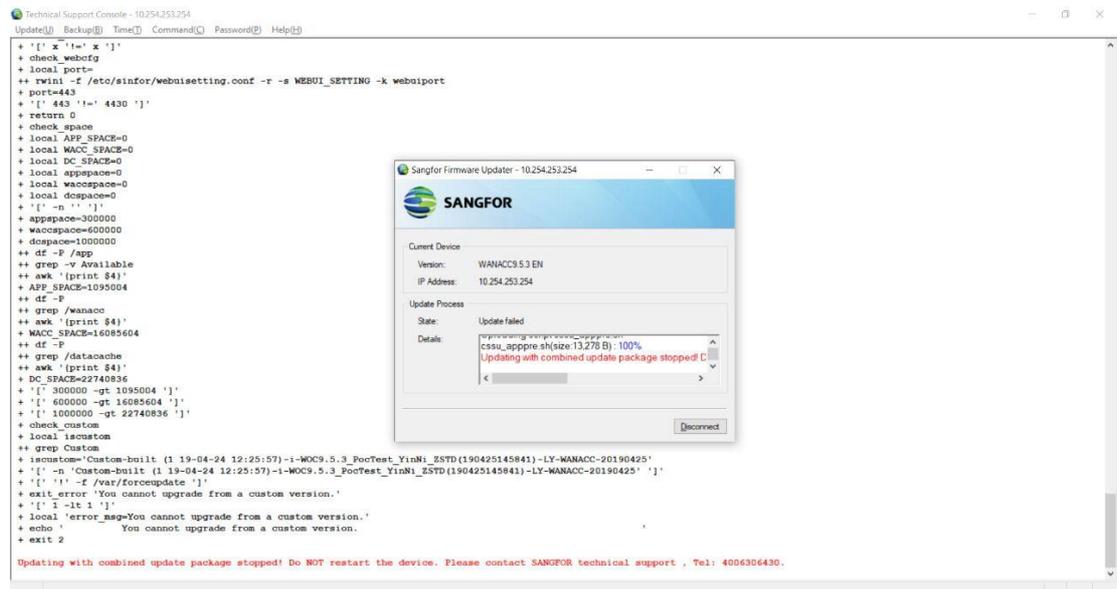


### Solution

Click *Stop Service* at CM Status, and upgrade the firmware again.

## 4.4 Custom/KB patch Error Message

A lot of weird messages



Keyword: Custom-built

### Root Cause

Device installed with Custom/KB patch

```
++ grep Custom
+ iscustom='Custom-built (1 19-04-24 12:25:57)-i-WOC9.5.3_PocTest_YinNi_ZSTD(190425145841)-LY-WANACC-20190425'
+ '[' -n 'Custom-built (1 19-04-24 12:25:57)-i-WOC9.5.3_PocTest_YinNi_ZSTD(190425145841)-LY-WANACC-20190425' -n ]
+ '[' '!' -f /var/forceupdate ']'
+ exit_error 'You cannot upgrade from a custom version.'
+ '[' 1 -lt 1 ']'
+ local 'error_msg=You cannot upgrade from a custom version.'
+ echo '          You cannot upgrade from a custom version.'
+ exit 2
```

### Solution

Contact Sangfor TAC to check on the usage of Custom/KB patch before removing

---

## 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>



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