

Extranet Access Client Fails to Connect

If the Extranet Access Client fails to connect, an error will be displayed to provide details. The following is a list of errors that could occur and the recommended troubleshooting steps:

Remote Host not responding:

Cause: This indicates that the Extranet Switch never responded to the connection attempt.

Action: Verify that the Switch is accessible by pinging the hostname or IP Address that you filled into the destination field. To ping a host called extranet.corp.com, for example, open a Command Prompt and type ping extranet.corp.com. If you receive a reply message, it indicates that the Extranet Switch is accessible but it is not responding. It may not respond if the Administrator has configured the Extranet Switch to disallow IPsec connections. If you received a message that says "Request Timed Out" from the ping command, it means that the

Extranet Switch is inaccessible. Contact the Network Administrator to determine the reason.

Maximum number of sessions reached:

Cause: This indicates that the maximum number of users for the account you are using are currently logged on.

Action: If you are the only user with access to your account, it is possible to get this error if you restarted a connection immediately after losing the dial-up connection to your ISP. This is because the Extranet Switch takes up to one minute to determine that your connection has been dropped and log you off from your account. Simply retry your connection.

Login not allowed at this time:

Cause: This indicates that your account has been limited to specific hours of access and you are trying to connect outside of the allowed time.

Action: Contact your network administrator if you are unsure of your specific hours of access.

Authentication failed:

Cause: The User Name is incorrect or the Password is invalid for the user name entered. If you are using Group Security Authentication, you may have incorrectly entered your Security Credentials.

Action: Verify that the User Name you entered is correct and retype the Password before trying the connection again. For Group Security Authentication, verify the settings entered in the Authentication Options dialog box.

Authentication type not allowed:

Cause: The Extranet Switch you are connecting to is not configured to handle the Authentication method configured under the current Connection Profile.

Action: Verify you are using the correct Authentication method. If your Network Administrator gave you only a username and password to login to the Extranet Access Switch, check that "Username and Password" is selected under the Authentication Options, which is located under the Options menu. If you are using a Token Card or the Group Password Authentication for RADIUS support, verify you have "Use Group Security Settings" selected under the Authentication Options and that the correct Group Authentication Option is selected.

Other errors:

Cause: Typically other error messages indicate an error in configuration on the Extranet Switch that must be corrected by the Network Administrator.

Action: Contact your Network Administrator with the specific error message.

Extranet Access Client Connection is Lost

If the Extranet Access connection fails, one of two different errors are displayed:

The physical connection has been lost.

Cause: The PPP connection to your ISP was disconnected.

Action: Reestablish the PPP dial-up connection to your ISP before you reestablish the Extranet connection to the remote network.

The secure Extranet connection has been lost.

Cause: The Extranet Switch that you are connected to has either logged your connection off or the Switch is no longer responding.

Action: Try reestablishing the Extranet connection by clicking the Connect button. If this works, the connection was probably lost due to the Idle Timeout configured on the Extranet Switch. If no data is transferred through the Extranet connection for a long period of time, 15 minutes or more, the Extranet Switch automatically disconnects the connection.

If you were unable to successfully reestablish the Extranet Connection, the dial-up connection may be preventing data from traveling between the Extranet Access Client and the Extranet Switch. Hang up the dial-up connection and reconnect before you try to reestablish a connection to the Extranet Switch. If you are still unable to connect to the Extranet Switch, open a Command Prompt and try pinging the Extranet Switch using the host name or address that you specified in the Destination field. If you receive a "Destination Unreachable error" there is a routing problem at the ISP. If you receive a "Request Timed Out" error message, the Extranet Switch is probably not available, and you should contact your Network Administrator.

Problems with Name Resolution using DNS services

Cause:

- 1) A DNS server may not be configured for IPsec connections on the Extranet Switch.
- 2) The hostname being resolved has both a public and a private IP address. This is commonly referred to as a Split-Horizon DNS.
- 3) The retail release of Win 95 contained a bug that prevented use of more than one DNS server. This problem was fixed in OS Release2.

Action:

- 1) For the first problem, validate that the Extranet Access client has been configured with a DNS entry. For NT 4.0, open a Command Prompt and enter IPCONFIG /ALL. Verify that a DNS server entry is listed. For Windows 95, from the Start menu on the taskbar, select Run and enter WINIPCFG. Select "Extranet Access Adapter" from the pull down list of Adapters, then click More Info. Record the information displayed under DNS Server entry and verify it with the network administrator.
- 2) For the second problem, open a Command Prompt and ping the host you are trying to reach with a fully-qualified hostname (for example, www.newoak.com). If you receive a response, verify that the IP address returned on the first line (for example, www.newoak.com [207.87.31.127] is an IP address from the remote corporate network. If it is not, notify your network administrator that the internal hostname should be modified so that it is not the same as the external hostname.
- 3) For the third problem, if you are using an earlier release than OS Release 2 of Win 95, a patch is available from Microsoft to upgrade the winsock.dll. This patch is downloadable from the Microsoft site at www.microsoft.com.

Cannot Access Web Servers on the Internet after Establishing an Extranet Access Client Connection

Cause: This is normal and occurs as a result of having all network traffic passed through the corporate network. Typically, firewalls and other security measures on the corporate network will limit your access to the Internet.

Action: The Extranet Switch administrator can set up a default route on the Switch to forward traffic to the Internet. If this default route is not configured, you will need to disconnect the Extranet connection to web browse the Internet through your ISP connection.