Trouble Shooting
SiteManager to GateManager access

If you are unsure if a SiteManager will be able to access the GateManager through the corporate firewall, or you experience connection issues, this document will assist you in verifying from a PC that the conditions for obtaining GateManager access is available.

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# 1. Test GateManager access from a PC

The SiteManager attempts to access the Internet by trying the following connection methods one by one from its Uplink port:

1. Port 11444 (verification: https://130.226.210.172:11444)

2. Port 443 with HTTPS/TLS (verification: https://130.226.210.172)

3. Port 80 with TLS over HTTP (verification: https://130.226.210.172:80)

4. TLS via Web Proxy

By clicking, or entering the above verification links in a web browser, at least one of the links should give you this result:
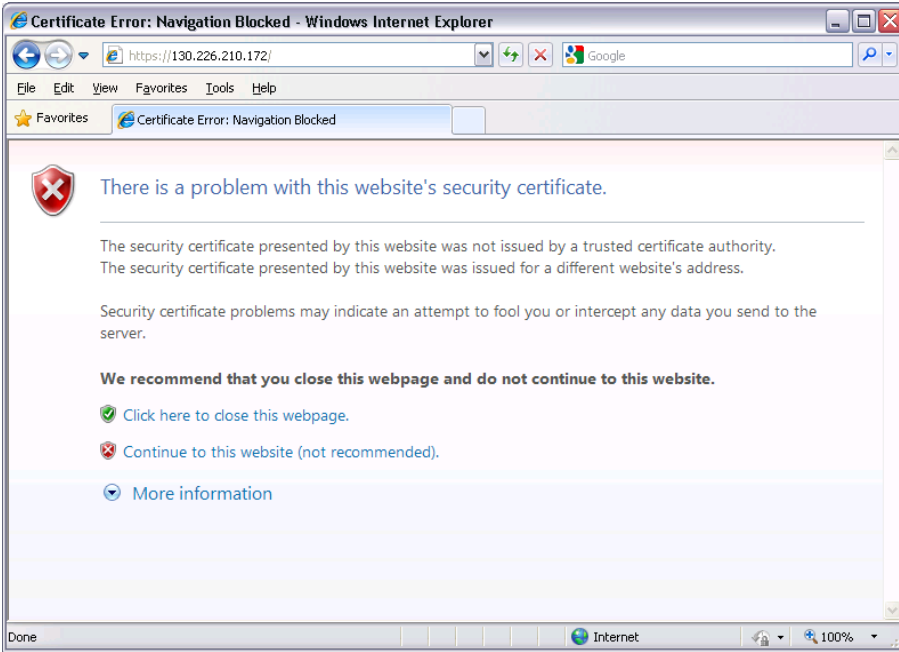
Select "Continue to this website", and you should get this screen:

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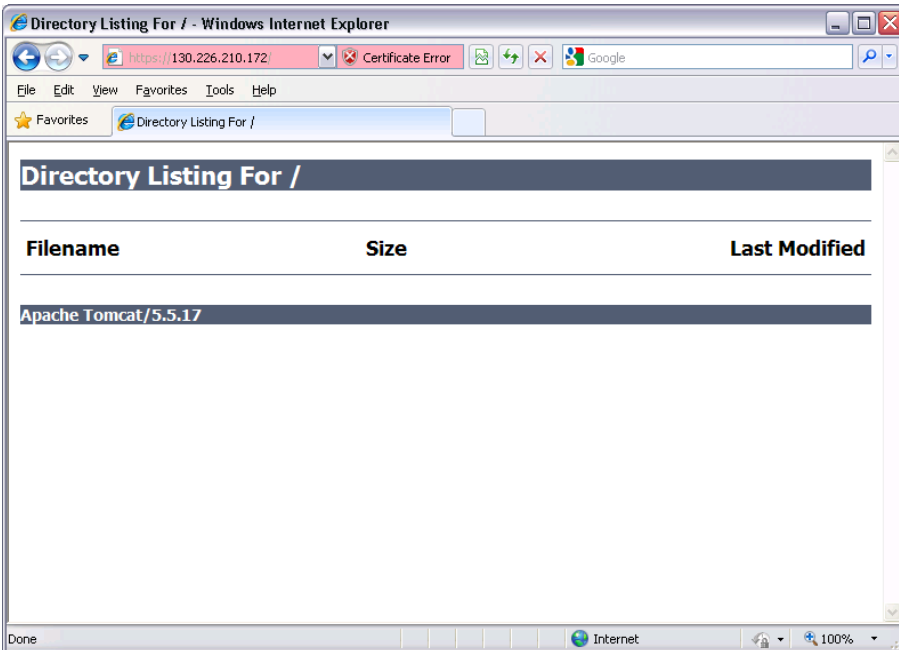
If none of the links resulted in the above screens, it may be due to:

1. A firewall is blocking for TLS access (only allow plain text html). You may need to get special rules applied in the firewall for your PC; either approval on IP address, MAC address, the PC's DNS name, or the PC may need to be trusted on a local MS Directory Services server.

2. A Web proxy is required for Internet access and is not configured on the PC you are attempting to connect from. Typically this will be distributed from the DHCP server, but may also need to be manually configured (On MS Internet Explorer this is configured under: Tools → Internet Options → Connections → LAN Settings → Proxy server.)

If all the above is verified, and you still do not get the screen with the Directory Listing, you will not have much luck with the SiteManager either. You should then contact your IT administrator.

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2. PC works but SiteManager does not

2.1. Basic issues

2.1.1. Ethernet cables not connected correctly

Regardless how obvious this may sound, it is not un-common that the cables are not connected correctly. Check that the network through which the Site-Manager should obtain Internet access is connected to the SiteManager Up-link port, and also check that there are link on the Ethernet port (the small green and yellow LEDs in the Ethernet connector are lit)

2.1.2. Check Uplink IP address

Check that the SiteManager has an IP address matching the network through which it should obtain Internet Access.
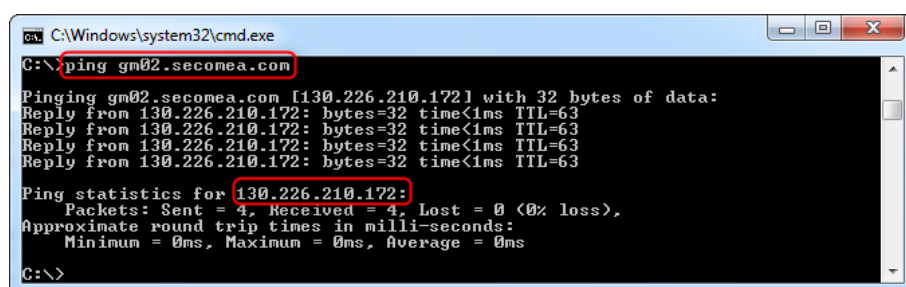
If the Uplink IP address is DHCP assigned, check that an address has been assigned. Connect a PC to the DEV network and use the Secomea Appliance Launcher to browse the SiteManager and verify the Uplink IP address. Alternatively check on the DHCP server's lease table, what IP was given for the SiteManager. Try to ping this IP address from another PC.

If the Uplink IP address is statically configured, you should check that it matches the subnet of the network it is connected to. Also check that the subnet mask matches the subnet class, and that the default Gateway is set to the router that provides Internet access. A good test is to enter the Site-Manager Web GUI from the DEV side, and use the ping function under menu Status → ping/trace to ping the Internet Gateway).

2.1.3. DNS issue

If you are using the DNS name of the GateManager server e.g. "gm02.secomea.com" in the SiteManager configuration it may not be re-solved correctly to the IP address, and you should change it to the IP address.

Open a command prompt and ping the DNS name of the GateManager, and it will resolve the IP address (130.226.210.172):

You could work with SiteManager DNS settings up to resolve IP addresses, but it is recommend to use the IP address in order not to be dependent on a DNS server in the network.

2.2. Web Proxy issues

A Web proxy is often used to validate Internet access. SiteManager is designed to be able to access the Internet and the GateManager via a Web Proxy. Be aware of the following:

2.2.1. Web Proxy automatically configured

If the SiteManager receives its Uplink IP address via DHCP, it will automatically regard the default gateway as a web proxy including WPAD. So it automatically extracts the information from the PAC file distributed from the DHCP server (This "Auto Web proxy" functionality is support from SiteManager firmware vxx_10405)

2.2.2. Web Proxy NOT automatically configured

Two scenarios exist that require manual configuration of the Web Proxy into the SiteManager configuration menu:

1. If the SiteManager does receive its IP address via DHCP, but the Web Proxy require a password to be entered.

2. If the SiteManager does not receive its Uplink IP address via DHCP, but is statically configured, the SiteManager will not detect the web proxy settings automatically

These settings therefore have to be entered manually into the SiteManager GUI under **GateManager → General → More>>**

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2.3. Other things to Check

If the SiteManager is configured correctly, check the following in the network.

These things will typically involve the local IT administrator to verify, and will definitely require this person to change:

1. Does the firewall require an exception for the source IP of an unknown IP device to be entered into the firewall in order to access the Internet?

   Enter the IP of the SiteManager Uplink.

2. Does the firewall require an exception for the MAC address of a device to be entered in the firewall in order to access the Internet?

   Note that the Uplink MAC address is typically one higher than the DEV1 MAC address, which is also the SiteManager serial number. So if the Appliance Launcher detects e.g. 00:05:B6:00:97:6C, the Uplink MAC address will be 00:05:B6:00:97:6D. You can double check the MAC address by checking the networks DHCP lease table, or ping Uplink and check the ARP cache.

3. Does the firewall or Proxy require the DNS of a device to be trusted (e.g. checked by reverse lookup)?

   Since SiteManager is not a Windows PC, a special exception may need to be made.

4. Is NTLM proxy authentication used?

   NTLM (NT LAN Manager) is a Microsoft suite of legacy protocols for authentication among other things, and which Microsoft today does not recommend to use. SiteManager does not support NTLM. You may experience that LinkManager does get GateManager access despite of NTLM. This may be due to the PC itself already being approved by the proxy.

5. Does the firewall require an exception for the destination IP that a device tries to access to be entered into the firewall?

   Enter the IP address of the GateManager server.

6. Does the firewall require using DNS names that resolves locally?

   In that case the DNS name of the GateManager must be applied to the DNS server (e.g. "gm02.secomea.com", must be applied with its IP address 130.226.210.172). Subsequently it must be ensured that the Site-Manager is configured with the IP of the DNS server. This will typically automatically be distributed via DHCP, but must manually be entered for the Uplink interface if the SiteManager has a fixed IP.

7. If the firewall is configured to NOT tolerate "rekey" on a TLS session for which it has not seen the original session be created, the SiteManager will possibly be rejected. This is due to the SiteManager using re-keying for starting the connection, and subsequently the firewall will not be able to use a cached session ID.

   You can also verify the log messages on the firewall (if enabled). E.g. on a Fortinet firewall the message would say ""*The SSL session was*

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blocked because the session ID was unknown".

You would need to add some exception in the firewall to allow the Site-Manager to bypass this check.

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3.   Notices

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