Direct Connect

Troubleshooting

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1 Network and Connectivity

Network

If the connection fails to work properly after you have created a virtual interface and used it to connect your environment to HUAWEI CLOUD, perform the following steps to locate the fault:

1. Verify that the local gateway can be pinged from the remote gateway and that the VLAN of the intermediate device on the physical network is correctly configured.
2. Verify that IP addresses of the local and remote gateways are in the same CIDR block and configured on the VLAN sub-interfaces.
3. If static routing is used, verify that the next hop or outbound interface of the static route is correctly configured.
4. If BGP routing is used, verify that the BGP ASN, BGP MD5 authentication key, and BGP peer IP address are correctly configured. BGP ASNs on both gateways must be different.
5. If BGP routing is used, verify that the number of BGP routes advertised through the virtual interface does not exceed 100. If the number exceeds 100, excess BGP routes will not be received.
6. If BGP routing is used, verify that the rule for prohibiting TCP port 179 or large digital temporary TCP port connection is not configured.

Connectivity

If the network connectivity is abnormal after you have connected the leased line to the endpoint device, perform the following steps to locate the fault:

1. Verify that the network device is correctly connected, auto-negotiation is disabled for the optical port, and the port speed and full-duplex mode are manually configured.
2. Verify that optical signals can be normally received and transmitted.

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2 Routing

If a static route has been delivered to a virtual interface or a BGP peer relationship has been established, perform the following steps to locate the fault:

1. Verify that the route from your gateway to your network is reachable.
2. Verify that the route of your network is correctly advertised and configured in the remote subnet of the virtual interface, and that BGP is used for routing in your network.
3. Verify that the VPC network segment is correctly configured on the virtual gateway.
4. Verify that your security group and network ACL rules allow inbound and outbound traffic.

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