



**Created by: Nortel Networks Website**

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#### **OVERVIEW:**

Attempting to run the Nortel Extranet Access Client, the error message “BannerSock: The attempt to connect timed out without establishing a connection appears.” The client is not able to connect to the Contivity.

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#### **PRODUCT(S) EFFECTED:**

FocalpointNet

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#### **SOLUTION:**

There are two preliminary steps that should be done on all machines before further troubleshooting. The first is to make sure that the IPSec Policy Agent is disabled:

- Start | Programs | Administrative Tools | Services IPSec Policy Agent. Then check the status and set to disabled if it is enabled.
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- The second preliminary step is to disable Internet Connection Sharing as follows: Start | Settings | Control Panel | Dial Up and Network Connections | right click on you VPN connection that you set up | Properties | Sharing | and then remove the check in the box for Internet Connection Sharing.

If these preliminary steps don't work, then do the following:

1. The user is logging on to the Extranet Switch as part of a group. Within that group you configure the WINS and DNS settings. Go to Profiles/Groups/ choose edit the group then under the IPsec parameters, make sure the WINS and DNS info is configured for the group the user is connecting to.
2. Make sure that you have Punch through the Firewall (both personal, and at the ISP level) Protocol 17 (UDP) at source port 500, and destination port 500. Protocols 50 (ESP) and 51 (AH) must also be opened on inbound and outbound Ports are not necessary for Protocols 50, and 51, but if the firewall demands it then use Zeros or NA for both the source and destination ports, depending on the requirements of the router or firewall. Don't forget that the ISP may also have a firewall.
3. There may also be some issues going on related to NAT. 1 to 1 will work - many to 1 will not. The CES server listens on port 500 for an IPsec tunnel to come in. It then must map this tunnel back to an IP address on that port. When a second tunnel request comes in with the same IP and port (i.e. many to 1) the CES server sees that as a security threat and drops the second connection. 1 to 1 can map the port 500 request back to a routable IP address and establish the connection."
4. The customer may be using a DSL, ISDN or cable connection which all use NAT. DSL typically uses several layers of NAT and since IPsec is port 500 specific, if that port is blocked or in use at any level, the customer will not be able to connect." Firmware upgrades from the vendors are often required.
5. Remove and reinstall the TCP/IP stack. Try Uninstalling and reinstalling the EAC. Delete the connection from the Extranet Connection Manager, then re-create a connection and try re-connecting.
6. Remove unauthorized Third-Party Virtual Private Networking (VPN) Software by right clicking on Network Neighborhood, or My Network Places (Windows 2000 Professional) and choosing Properties. There you will see a number of Adapters, some of which are virtual ones that establish Virtual Private Networks. Look for names such as: NAP PGP (Pretty Good Protection), Cisco Secure VPN, Infra-RED VPN Adapter, PPGNet VPN Adapter, and AOL 5.0. This is a frequent cause of the error.

7. Too many adapters on PC could cause the problem as well. Our Client doesn't like more than four. DO NOT REMOVE the Dial Up Adapter #2 (VPN Support), Extranet Access Client Adapter (by Nortel). The Microsoft Virtual Private Networking Adapter for PPTP is supported, but may need to be removed if the number of adapters listed is excessive.
8. Can you ping and/or TRACERT to the CES? Are filters installed? Are you using IP compression?
9. If the client is using Windows 95 they must update their Dial-up Networking (DUN) to at least version 1.3
10. If the client uses Windows NT 4.0 workstation, make sure that at least service pack 5 is installed. Service pack 6a is recommended.
11. If IPX is bound to the Extranet Access Client Adapter, and the Microsoft Adapters and is not necessary for communication within the network unbind it. Choose the properties for the appropriate adapter then click the Bindings Tab and remove the check for IPX.
12. Upgrade to the newest client -- currently version 4.10d.
13. Other third party programs have also been known to cause problems on occasion. Quarterdeck, Cleansweep, Systemworks, McAfee and Norton Anti-Virus Programs, and AOL 5.0.
14. If the Internet access connection is a cable modem, or a DSL connection, quite often a firmware upgrade, or an upgrade of the operating system is necessary to allow IPSEC traffic through the modem/router. Check with the hardware vendor to see if an appropriate update is available.
15. If all else fails, reformat the drive using, FDISK, or DISKPART then restore the operating system, and the Extranet Access client and then see if it functions correctly.