



Galileo USA – Advanced Product Internal Support Document

FocalpointNet™ IPsec Socket Failed / BannerSock Errors

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OVERVIEW:

Bad installations of Windows or addition of other VPN software may conflict with Nortel's Extranet/Contivity application.

DESCRIBE ISSUE:

Users install Nortel's Extranet or Contivity client. When trying to establish VPN tunnel, user receives either a BannerSock or Create Socket Failed error. Users may also see the error "Failed to open socket".

PRODUCT(S) EFFECTED:

FocalpointNet™ IPsec

SOLUTION:

[Provided by Nortel Technical Support]

1. 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 Adaptors, 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 Adaptor, PPGNet VPN Adaptor, and AOL 5.0. This is by far the most frequent cause of the error.
 2. DO NOT REMOVE the Dial Up Adaptor #2 (VPN Support), Extranet Access Client Adaptor (by Nortel), or Microsoft Virtual Private Networking Adaptor. These are all supported clients for either IPsec, or PPTP.
 3. If the client is using Windows 95 they must update their Dial-up Networking (DUN) to at least version 1.3
 4. If the client uses Windows NT 4.0 workstation, make sure that at least service pack 5 is installed.
 5. Remove and reinstall the TCP/IP stack.
 6. If IPX is bound to the Extranet Access Client Adaptor, and the Microsoft Adaptors and is not necessary for communication within the network unbind it. Choose the properties for the appropriate adaptor then click the Bindings Tab and remove the check for IPX.
 7. Upgrade to the newest client -- currently version 2.62.
 8. Some 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.
 9. 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.
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HOW TO ORDER/CONTRACT:

No order/contract implication.
