

The issue arises when attempting to run the Nortel Extranet Access Client, the error message: Launching BannerSock: The attempt to connect timed out without establishing a connection appears.

There are two preliminary steps that should be done on all machines before further troubleshooting.

a) Make sure that the IPsec Policy Agent is disabled. ex:/Start | Programs | Administrative Tools | Services | IPsec Policy Agent | then check status and set to disable if it is enabled.

b) Disable Internet connection sharing as follows: ex:/Start | Settings | Control Panel | Dial UP & Network Connections | right click on your VPN connection that you setup | Properties | Sharing | and then remove the check in the box for Internet Connection Sharing.

If these preliminary step's don't work, then do the following.

1) The user is logging onto 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 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 the source port 500, and destination port 500. Protocol 50 (ESP) must also be opened inbound and outbound Ports are not necessary for Protocols 50 but if the firewall demands it then use zeros or NA for both 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 Natting will work, but 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 natting 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 modem 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. **NOTE** Firmware upgrades from the vendors are often required.

5) Remove and install the TCP/IP stack. Try un-installing and reinstalling the EAC.

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 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 a frequent cause of the error.

7) Too many adaptors on PC could cause the problem as well. Our client doesn't like more than four. DO NOT REMOVE the Dialup adaptor#2 (VPN Support), Extranet Access Client Adaptor (by Nortel). The Microsoft VPN adaptor for PPTP is supported, but may need to be removed if the number of adaptors listed is excessive.

8) Are you able to ping 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 Dialup Networking (DUN) to at least version 1.3.

10) If the client uses windows NT4.0 workstation, make sure that at least service pack 5 is installed. Service Pack 6a is recommended.