

# Cloud Connect Network

## Troubleshooting

### Product Documentation



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Failed to Ping VPCs Connected with a CCN Instance

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## Failed to Ping VPCs Connected with a CCN Instance

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### Symptom

Two VPCs are connected through CCN, but a ping failure occurs.

Note :

- You can use either of the following methods to test network connectivity:
- Command `ping` : tests the network connectivity between a source host and a destination host. Command format: ping **Peer IP**
- Command `telnet` : tests whether the port of a specified destination host is reachable. Command format: telnet **Peer IP Peer port number**
- TencentDB and CFS/ES clusters prohibit the `ping` command by default. We recommend that you use the `telnet` command to test connectivity.
- A private network CLB VIP can be pinged only by a local VPC client. Therefore, the connectivity between the networks connected with a CCN instance cannot be tested by pinging the private network CLB VIP of the peer network. Instead, you can ping the peer CVM instance or telnet the CLB service port.

### Possible Causes

- There is a Docker container route between the two CVM instances because Docker is installed on them.
- Routing failed due to a subnet IP range conflict.
- Security group rules are blocked.
- Subnet ACL rules are blocked.
- A firewall is enabled in the CVM instances.

### Troubleshooting

## Step 1: Check whether there is a container route between the CVM instances

1. Go to the [CVM console](#), click **Login** on the right of a CVM instance, enter the password or key as prompted to log in to the instance in the [standard method](#), and run `route` to view the internal route table of the system.
  2. Check whether there is a Docker container route in the system with the same IP range as the subnet of the peer CVM instance.
- If such a Docker container route exists, the container route will conflict with the VPC route. In this case, the system will choose the container route preferably, resulting in a failure to access the peer instance. Use a subnet with another IP range or modify the container IP range, and ping again. If the problem is solved, the process ends. If the problem persists, proceed to [Step 2](#).
  - If such a Docker container route does not exist, proceed to [Step 2](#).

```
[root@ ~]# route
Kernel IP routing table
Destination      Gateway         Genmask        Flags Metric Ref    Use Iface
default          0.0.0.0        0.0.0.0        UG    0     0     0 eth0
link-local      0.0.0.0        255.255.0.0    U     1002  0     0 eth0
0.0.0.0         0.0.0.0        255.255.255.0  U     0     0     0 eth0
0.0.0.0         0.0.0.0        255.255.0.0    U     0     0     0 docker0
```

## Step 2: Check whether the routing failed due to a subnet IP range conflict between the two VPCs

1. Log in to the [CCN console](#).
  2. Click the ID/name of the CCN instance to enter the details page of the CCN instance.
  3. Click the **Route Table** tab to check the route status.
- If an **invalid** route exists, for example, two routes with the same destination exist as shown in the figure below, a [route conflict](#) occurs. Delete/Disable the conflicting route, enable the route needed, and ping again. If the problem is solved, the process ends. If the problem persists, proceed to [Step 3](#).
  - If no invalid route exists, proceed to [Step 3](#).

## Step 3: Check whether the security group rules for the two CVM instances are allowed

1. Log in to the [CVM console](#).
2. Click a CVM instance ID to enter the details page.
3. Click the **Security Group** tab to check whether the ICMP protocol and the inbound and outbound security group rules for the source/destination IPs are allowed.

- If there is no corresponding protocol rule, or the rule is **Reject**, click **Edit** to modify the security group rule for the protocol, and then ping again. If the problem is solved, the process ends. If the problem persists, proceed to [Step 4](#).
- If the inbound and outbound rules of the security group are correct, proceed to [Step 4](#).

#### Step 4: Check whether the ACL rules associated with the two subnets are allowed

1. On the CVM instance details page, click the ID/name of the subnet to which the CVM instance belongs to enter the subnet details page.
2. Click the **ACL Rule** tab to check whether the subnet is bound to a network ACL, whether there are rules that reject the ICMP protocol, and whether the source/destination IPs are allowed in the inbound and outbound ACL rules.
  - If no ACL is bound, proceed to [Step 5](#).
  - If an ACL is bound and the ACL rule already allows the corresponding protocol and IPs, proceed to [Step 5](#).
  - If an ACL is bound but ICMP is **rejected**, or there is no ICMP rule in the ACL, click the ACL ID to enter the ACL page, **allow** the corresponding protocol and source/destination IPs, and ping again. If the problem is solved, the process ends. If the problem persists, proceed to [Step 5](#).

Note :

If you do not need to use ACL rules to control subnet traffic, you can also unbind ACLs. Evaluate the impact of this operation carefully before performing this operation.

#### Step 5: Check whether a firewall is enabled on the two CVM instances

If a firewall is enabled, ensure that the firewall does not block traffic. If the firewall blocks traffic, you need to remove the firewall restriction.

Note :

- [How can I remove a firewall?](#)
- If the problem persists, record the problem and [submit a ticket](#).