



NetVanta 2000 Series FAQ

Inability to Access Network Resources (NetBIOS) or Browse by Name After Connecting with Global VPN Client (GVC)



This document is applicable to NetVanta 2600 series, 2700 series, and 2800 series units.

This troubleshooting article describes some of the issues experienced by a remote user after being successfully connected to the NetVanta 2000 Series using the Global VPN Client (GVC) software.

Scenario A: VPN is connected but users unable to access anything on the network.

Scenario B: Unable to access NetBIOS resources by name or browse My Network Places through the GVC connection.

Resolution or Workaround

Scenario A: VPN is connected but users unable to access anything on the network.

Local and Virtual IP Address on the same subnet

The most common reason a GVC user can connect to the NetVanta 2000 Series but cannot access any resources behind its LAN is because they are on the same subnet as the LAN behind the NetVanta 2000 Series. For example, if a remote user is on a home network with a private IP address of 10.0.0.0/24, and the NetVanta 2000 Series's LAN is also on the subnet 10.0.0.0/24, the user will not be able to connect because the VPN client machine sees the destination as local and thus will not utilize the VPN interface. Change the IP address subnet configuration of either the home network or the LAN behind the NetVanta 2000 Series to resolve this issue.

Firewall Rules

Another common reason is that VPN clients are not allowed access to resources on the company network due to firewall rules on the NetVanta 2000 Series to which they are connected. Check firewall configurations to make sure VPN clients have access to appropriate network resources.

VPN Access

On devices with SonicOS Enhanced firmware, GVC users can be given restricted access to network resources by defining them in **VPN Access** under **Users > Local Users** or **Users > User Groups**. If a user is unable to access a particular resource in the network, check the **VPN Access** for that user or the group the user belongs to.

Scenario B: Unable to access NetBIOS resources by name or browse My Network Places through the GVC connection.

Although it is possible to access shared resources on your network using their IP addresses, you are not able to reach them using their UNC names (\\ComputerName\SharedFolder) or browse them by way of My Network Places or Network Neighborhood.

Changing the NetBIOS configuration of the GVC virtual adapter to use TCP/IP represents a work around for this issue. Follow these steps:

1. Disable all GVC connections and close the application.
2. Select **Start > Settings > Control Panel > Network Connections** from the Windows desktop.
3. Right click ADTRAN Virtual Adapter and select **Properties**.
4. Select **Internet Protocol (TCP/IP)** from the list and choose **Properties**.
5. Click **Advanced**.
6. Select the **WINS** tab.
7. Under **NetBIOS** setting, select the **Enable NetBIOS over TCP/IP** radio button.
8. Press the **OK** buttons and the **Close** button to accept the change and dismiss the dialogue boxes.
9. Reconnect to your GVC tunnels and access NetBIOS resources by name or use My Network Places to browse their networks.

Enabling NetBIOS on individual SA (Security Association) or VPN policy

- In the **VPN > Settings** page click the edit icon under **Configure** for the VPN policy name you want to edit. The **VPN Policy** window is displayed.
- Click on the **Advanced** tab.
- Check the option **Enable Windows Networking (NetBIOS) broadcast** and Click **OK**