Unable to access certain websites, either slow or completely failing

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

Question/Topic:

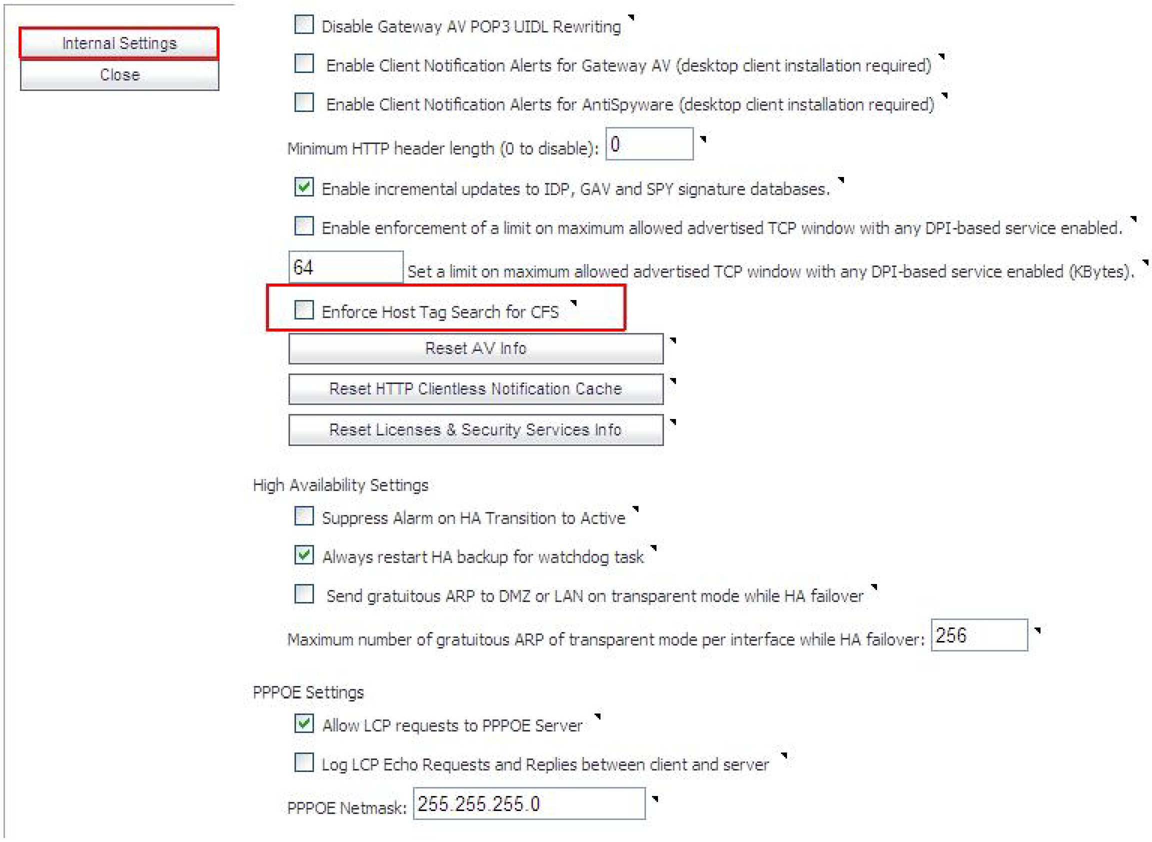
Unable to access certain websites , either slow or completely failing.

Resolution/Workaround:

1. **Check MTU settings on the WAN interface(s)**. An incorrect MTU is the most common cause of web browsing issues through ADTRAN UTM appliances.

2. **Determine if CFS is blocking the site in question due to policy**. If CFS is being used, then it may be blocking the traffic to the site you are attempting to reach. Ensure that the Security Services log category is configured for logging on the **Log > Categories** configuration screen and then check your logs for indications of CFS blocking. After determining that CFS is blocking due to policy, you must modify the categories or create a domain exclusion to allow the traffic.

3. **Determine if CFS is blocking due to lack of host header in the first HTTP packet**. CFS checks the hostname listed in the HTTP Host header to determine the category of the site in question. If the first HTTP packet does not include the complete host header, then CFS will drop the connection without logging. If you are able to access the site without CFS enabled, this may be the cause. In this case, you must toggle the "Enforce Host Tag Search for CFS" setting on the diag.html page of the management GUI. It is recommended that you contact ADTRAN Technical Support for assistance with this operation.



□ Disable Gateway AV POP3 UIDL Rewriting

□ Enable Client Notification Alerts for Gateway AV (desktop client installation required)

□ Enable Client Notification Alerts for AntiSpyware (desktop client installation required)

Minimum HTTP header length (0 to disable): 0

☑ Enable incremental updates to IDP, GAV and SPY signature databases.

□ Enable enforcement of a limit on maximum allowed advertised TCP window with any DPI-based service enabled.

64 Set a limit on maximum allowed advertised TCP window with any DPI-based service enabled (KBytes).

□ Enforce Host Tag Search for CFS

Reset AV Info
Reset HTTP Clientless Notification Cache
Reset Licenses & Security Services Info

High Availability Settings

□ Suppress Alarm on HA Transition to Active

☑ Always restart HA backup for watchdog task

□ Send gratuitous ARP to DMZ or LAN on transparent mode while HA failover

Maximum number of gratuitous ARP of transparent mode per interface while HA failover: 256

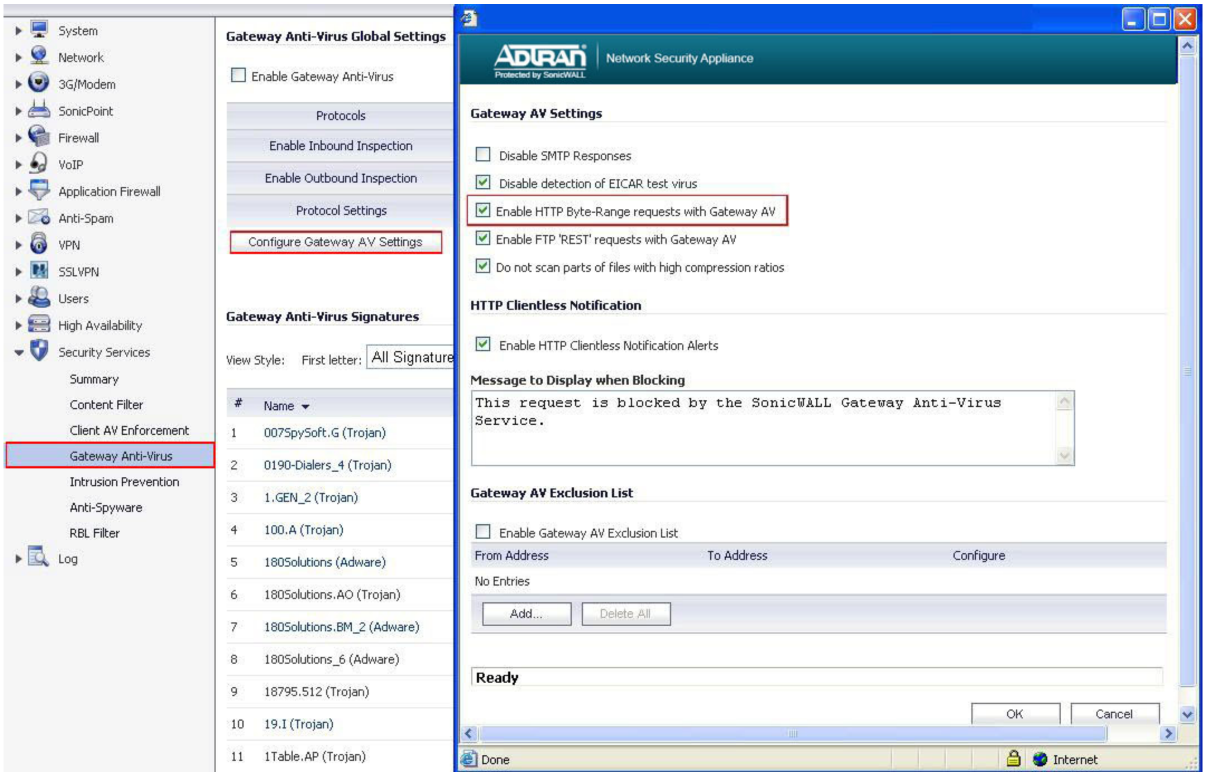
PPPOE Settings

☑ Allow LCP requests to PPPOE Server

□ Log LCP Echo Requests and Replies between client and server

PPPOE Netmask: 255.255.255.0

4. **Check whether Enable HTTP Byte-Range requests with Gateway AV**. The NetVanta 2000 Series GAV by default suppresses the use of HTTP Byte-Range requests to prevent the sectional retrieval and reassembly of the potentially malicious content. This is done by terminating the connection and thus preventing the user from receiving the malicious payload. By enabling this option you will override this setting.



Gateway Anti-Virus Global Settings

□ Enable Gateway Anti-Virus

Protocols
Enable Inbound Inspection
Enable Outbound Inspection
Protocol Settings
Configure Gateway AV Settings

Gateway Anti-Virus Signatures

View Style: First letter: All Signature

#	Name
1	007SpySoft.G (Trojan)
2	0190-Dialers_4 (Trojan)
3	1.GEN_2 (Trojan)
4	100.A (Trojan)
5	180Solutions (Adware)
6	180Solutions.AO (Trojan)
7	180Solutions.BM_2 (Adware)
8	180Solutions_6 (Adware)
9	18795.512 (Trojan)
10	19.I (Trojan)
11	1Table.AP (Trojan)

Gateway AV Settings

□ Disable SMTP Responses
☑ Disable detection of EICAR test virus
☑ Enable HTTP Byte-Range requests with Gateway AV
☑ Enable FTP 'REST' requests with Gateway AV
☑ Do not scan parts of files with high compression ratios

HTTP Clientless Notification

☑ Enable HTTP Clientless Notification Alerts

Message to Display when Blocking

```
This request is blocked by the SonicWALL Gateway Anti-Virus
Service.
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Gateway AV Exclusion List

□ Enable Gateway AV Exclusion List

From Address	To Address	Configure
No Entries		