

Troubleshooting

## ***Juniper NetScreen Secure Access***

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Network Connect Install Troubleshooting



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## Problem Analysis / Troubleshooting:

### Problem:

- Unable to connect to IVE
- Unable to install Network Connect.

### These are some of the possible errors that may appear for this issue.

- nc.windows.app.23791 (IVE v5.2 and later)
- nc.windows.app.23792 (IVE v5.2 and later)
- nc.windows.app.1023 (IVE v5.0 and 5.1)
- nc.windows.app.1022 (IVE v5.0 and 5.1)

### Things to check on the IVE:

- NCP for Auto- Select Enabled. (recommended)
- DNS is configured on IVE (at least one of the fields configured) >Network>Overview
- IP pool must be created for Network Connect if not using external DHCP Server  
A connection profile provides access to utilize the IVE's DHCP pool to lease an IP address in the same subnet as the internal port of the IVE. In a connection profile is also where to change the DNS setting to set Use IVE DNS first

### Things to check on the client side (known issues):

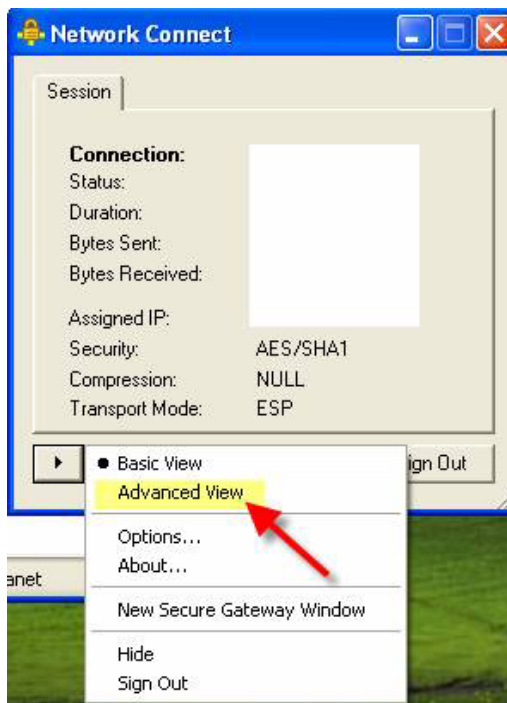
#### Client-Specific Configuration

- DHCP service is started on client.
- Java – faulty installation on client side. Uninstall & Reinstall JRE. Must use Sun Java JVM 1.4.2\_04 or newer.
- NC fails with Firefox unless installed through FF. MSIE works fine when installed via FF
- NC Clean uninstall - Remove all NC folders under Application Data path.
- If NC version is older than 5.2R3/5.3, check if "Documents and Settings" folder is encrypted on the client PC. If it is, NC won't install. Solution: Go to the "Document and Settings" folder properties, click on the "advanced" button and uncheck the "Encrypt contents to secure data" button, and apply the change.
- Disable personal firewalls, Anti Virus, Security Suites, authentication software (IPASS),etc. Please check for anything that may be utilizing network services of local PC.
- Dsnccservice needs the ability to speak to loopback adapter and internal/external port of the IVE (Personal Firewall have the ability to block network traffic to the loopback adapter). In the NC diagnostic tool the loopback adapter test should fail if you fall into this scenario.
- Check the connection medium and if it's dial-up, fine out its speed.

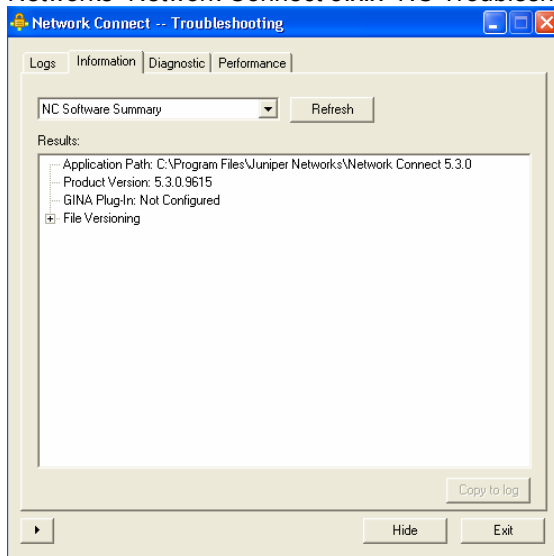
### Data Collection:

#### Client Side > NC Generated Logs

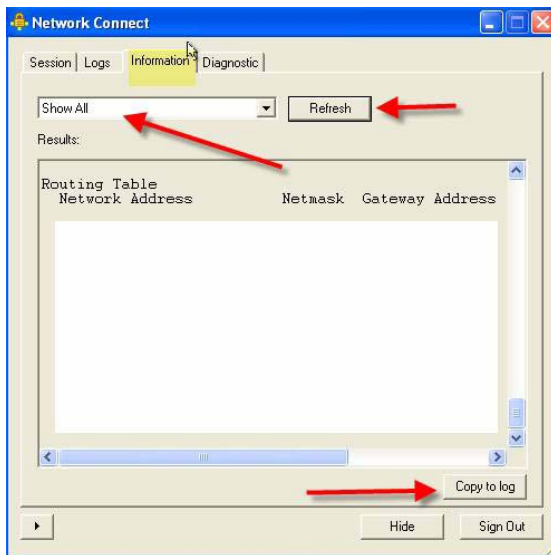
1. Log onto IVE and start (Network Connect) NC. Replicate issue. When NC is running, Go to the NC client and click on the small arrow on the left bottom and select "advanced View". *Note: Please make sure "Detailed Info" logging is enabled before reproducing the issue – see Step 6 for location of this configuration.*



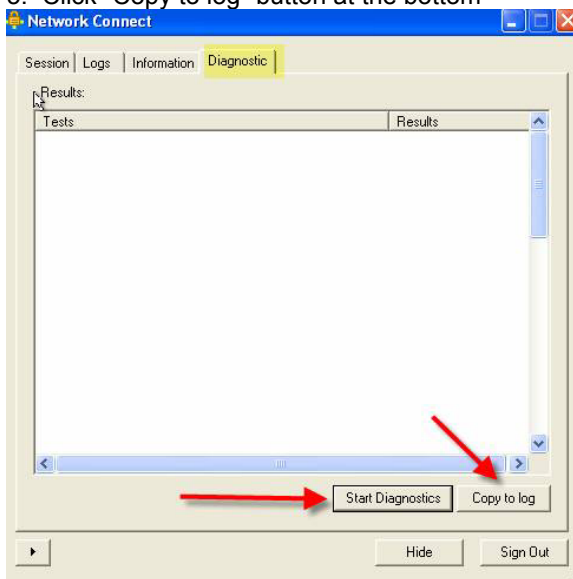
1A. If above step is not available/accessible please use the NC Troubleshooting Utility under start>Programs>Juniper Networks>Network Connect 5.x.x>NC Troubleshooting



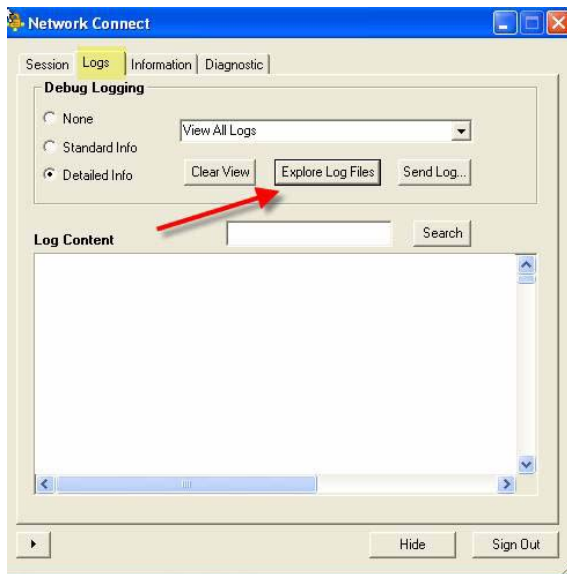
2. Go to the information tab and select "show all" and click on refresh.
3. Hit copy to log button



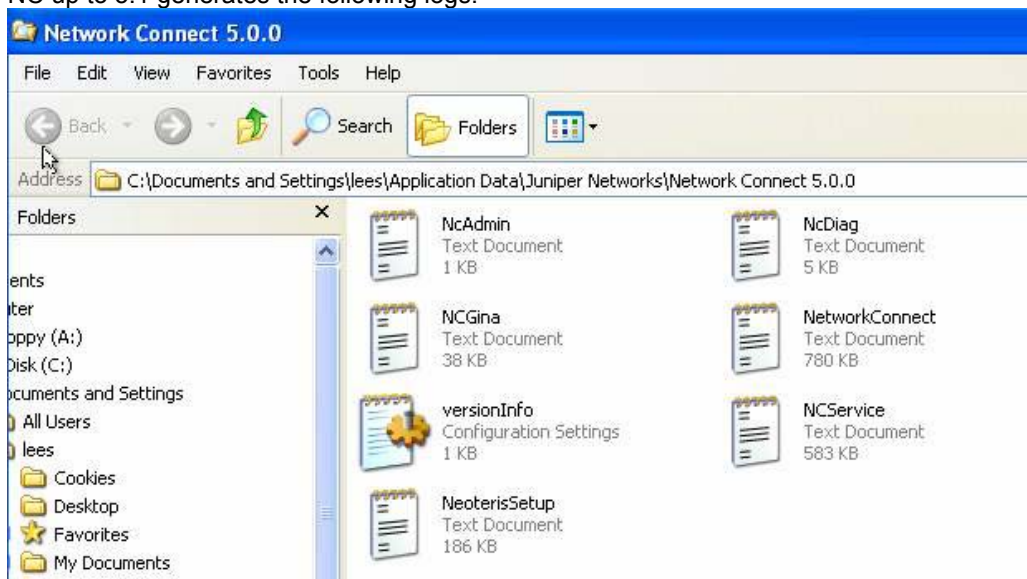
4. Then go to the diagnostic tab and click start diagnostics
5. Click "Copy to log" button at the bottom



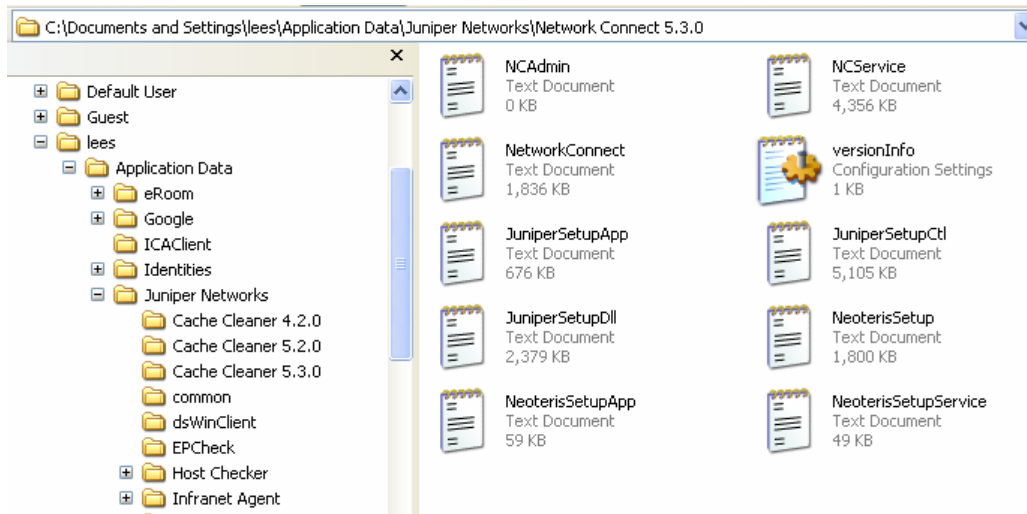
6. Go to the "logs" tab and click on "Explore Log Files"



7. Please send all the log files that come up as a result of “Explore Log Files” button. NC up to 5.1 generates the following logs:



NC 5.2 – 5.3 generates the following (note: NcDiag is now in NetworkConnect log):



#### **Other Client Side Data:**

Under C:\Windows

- Setupapi.log

Under C:\Documents and Settings\All Users\Start Menu\Programs\Administrative Tools

- EventViewer Logs on Windows PC.
  - Application
  - System

#### **Server Side - on the IVE:**

**User Access Log:** Identify the user, date, and timestamp pertinent to the error.