

Case Study

PCS TECHNOLOGY Site-to-Site VPN Connectivity Issue

Our Challenge

- Accend was contacted by one of our partners to assist with a Remote Access VPN issue to a remote end network part of the site-to-site tunnel late Friday and the partner was given until Monday to resolve everything because one end user was down almost all day due to a network change that was made the week before.
- Customer was using Anyconnect Remote Access VPN with route-based site-to-site VPN tunnel
- Remote Access VPN clients' network was Port Address Translated (PAT) to a single IP that was allowed through the IPSec Site-to-Site Tunnel
- Senior IT Manager worked on it for two weeks and couldn't resolve the issue

Our Solution

- Accend provided a CCIE level Network Security engineer to assist immediately and scheduled a Zoom meeting for next morning
- Accend's Senior Network Security Engineer met with the Senior IT Manager to work through the Cisco ASA through a screen sharing and remote control assess to diagnose the problem

The Results

- Accend discovered issue was related to a PAT translation rule that was missing
- Accend assisted in resolving the issue in two (2) hours

Contact Us

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