AT&T NetBond for Cloud Troubleshooting Guide

If you are unable to connect to applications hosted by a Cloud Service Provider (CSP) across your AT&T NetBond® for Cloud connection, take the following troubleshooting steps. This will begin to isolate the issue – additional steps may be necessary with your Cloud Service Provider or other AT&T Teams.

Attempt a ping from an endpoint on MPLS network (Point A on diagram below) to the IP assigned to the CSP edge router (Point C). NOTE: this is the 2nd IP from the NetBond for Cloud VLAN.

If successful:

1. The MPLS-VPN connection is good from the customer endpoint (Point A), through the MPLS network, and through the NetBond for Cloud connection (Point B) to the CSP edge router (Point C).
2. If successful for pings & traceroutes below, the issue may be with your CSP. Engage your CSP directly.

If NOT successful:

1. Check for VLAN IPs (Points B & C) in routing tables on customer edge routers (Point A).
   - If VLAN IPs are NOT in routing tables, the issue could either be with the AT&T VPN or NetBond for Cloud. Please submit a NetBond for Cloud Ticket via the AT&T Cloud Solutions portal.
   - If VLAN IPs are in the routing tables, go to step 2.
2. Perform a traceroute from the endpoint on the MPLS network (Point A) to CSP CE (Point C) IPs. Determine where the traceroute dies – then go to step 3 or 4.
3. If the traceroute dies before AT&T IPE (Point B), then:
   - Check with your internal network engineer to verify network connectivity across customer network.
   - If all connectivity tests in customer network are good, there could be a problem in the AT&T MPLS VPN (AT&T VPN) network. Please submit a Trouble Ticket with AT&T VPN Care team.
4. If the traceroute dies at AT&T IPE (Point B), there could be a problem in the NetBond for Cloud connection.