

Extra help: NAT/Route mode

This section provides instructions for troubleshooting connection issues in situations when a NAT/Route configuration is used.

1. Use FortiExplorer if you can't connect to the FortiGate GUI or CLI

If you can't connect to the FortiGate GUI or CLI, you may be able to connect using FortiExplorer. See your FortiGate unit's QuickStart Guide for details.

2. Check for equipment issues.

Verify that all network equipment is powered on and operating as expected. Refer to the QuickStart Guide for information about connecting your FortiGate to the network and about the information provided by the FortiGate unit LED indicators.

3. Check the physical network connections.

Check the cables used for all physical connections to ensure that they are fully connected and do not appear damaged. Also check the Unit Operation dashboard widget, which shows the connection status of FortiGate network interfaces (**System > Dashboard > Status**).

4. Verify that you can connect to the internal IP address of the FortiGate unit.

Use a web browser to connect to the web-based manager from the FortiGate internal interface by browsing to its IP address. From the PC, try to ping the internal interface IP address; for example, `ping 192.168.1.99`. If you cannot connect to the internal interface, verify the IP configuration of the PC. Go to the next step when you can connect to the internal interface.

5. Check the FortiGate interface configurations.

Check the configuration of the FortiGate interface connected to the internal network, and check the configuration of the FortiGate interface that connects to the Internet to make sure it includes the proper addressing mode.

6. Verify that you can communicate from the FortiGate unit to the Internet.

Access the FortiGate CLI and use the `execute ping` command to ping an address or domain name on the Internet. You can also use the `execute traceroute` command to troubleshoot connectivity to the Internet.

7. Verify the DNS configurations of the FortiGate unit and the PCs.

Check for DNS errors by pinging or using traceroute to connect to a domain name; for example:

```
ping www.fortinet.com
ping: cannot resolve www.fre.com: Unknown host
```

If the name cannot be resolved, the FortiGate unit or PC cannot connect to a DNS server and you should confirm the DNS server IP addresses are present and correct.

8. Verify the security policy configuration.

Go to **Policy > Policy > Policy** and verify that an internal -> wan1 security policy has been added and check the **Session** column to ensure that traffic has been processed. Check the configuration of the policy to make sure that **Enable NAT** and **Use Destination Interface Address** is selected.

9. Verify the static routing configuration.

Go to **Router > Static > Static Routes** and verify that the default route is correct. Go to **Router > Monitor > Router Monitor** and verify that the default route appears in the list as a static route. Along with the default route, you should see at least two connected routes, one for each connected FortiGate interface.



On some FortiGate models, routing options are configured by going to **System > Network > Routing** or through the CLI.

10. Disable web filtering.

A web filtering security policy may block access to the website that you are attempting to connect to. This could happen because the configuration of the default web filter profile is blocking access to the site.

It is also possible that FortiGuard Web Filtering has produced a rating error for the website, causing the web filter profile to block access. A rating error could occur for a number of reasons, including not being able to access FortiGuard. To fix this problem, go to **Security Profiles > Web Filter > Profile** and, in the default profile, enable **Allow Websites When a Rating Error Occurs**.

11. Verify that you can connect to the wan1 IP address of the FortiGate unit.

Once you have established that the internal network is operating, ping the FortiGate wan1 interface IP address. If you cannot connect to the wan1 interface, the FortiGate unit is not allowing internal to wan1 sessions.

12. Verify that you can connect to the gateway provided by your ISP.

Try pinging the default gateway IP address from a PC on the internal network.

13. Consider changing the MAC address of your external interface

Some ISPs do not want the MAC address of the device connecting to their network cable to change. If you have added a FortiGate unit to your network, you may have to change the MAC address of the external interface (typically, WAN1) by using the following CLI command:

```
config system interface
  edit wan1
    set macaddr <xx:xx:xx:xx:xx:xx>
  end
end
```

14. Reset the FortiGate unit to factory defaults and try again

If all else fails, use the CLI command `execute factoryreset`. When prompted, type `y` to confirm the reset.