



AT&T NetBond™ troubleshooting guide

If you are unable to connect to applications hosted by a Cloud Service Provider (CSP) across your NetBond 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 VLAN.

- If successful:**
1. The MPLS-VPN connection is good from the customer endpoint (Point A), thru the MPLS network, and thru the NetBond connection (Point B) to the CSP edge router (Point C).
 2. If successful for pings & traceroutes below, 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, issue could either be with AVPN or NetBond. Please submit a NetBond Ticket via the AT&T Cloud Portal.
 - If VLAN IPs are in the routing tables, go to step 2.
 2. Perform a traceroute from endpoint on MPLS network (Point A) to CSP CE (Point C) IPs. Determine where 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 (AVPN) 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 connection.

