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EdgeConnect Operational Troubleshooting / Troubleshooting Workflow

# Troubleshooting Workflow: Gather the Details

This section provides a high-level guide for how to approach troubleshooting.

## Diagnose the Problem

Understand the problem through effective questioning and formulate a problem statement. To do so, ask questions to determine both what the problem IS and IS NOT. For example:

- How do you describe the problem?
- What sites have the problem?
- When did the problem begin?
- When does the problem happen?
- Was there a problem before the SD-WAN install?
- Do particular users experience these issues?

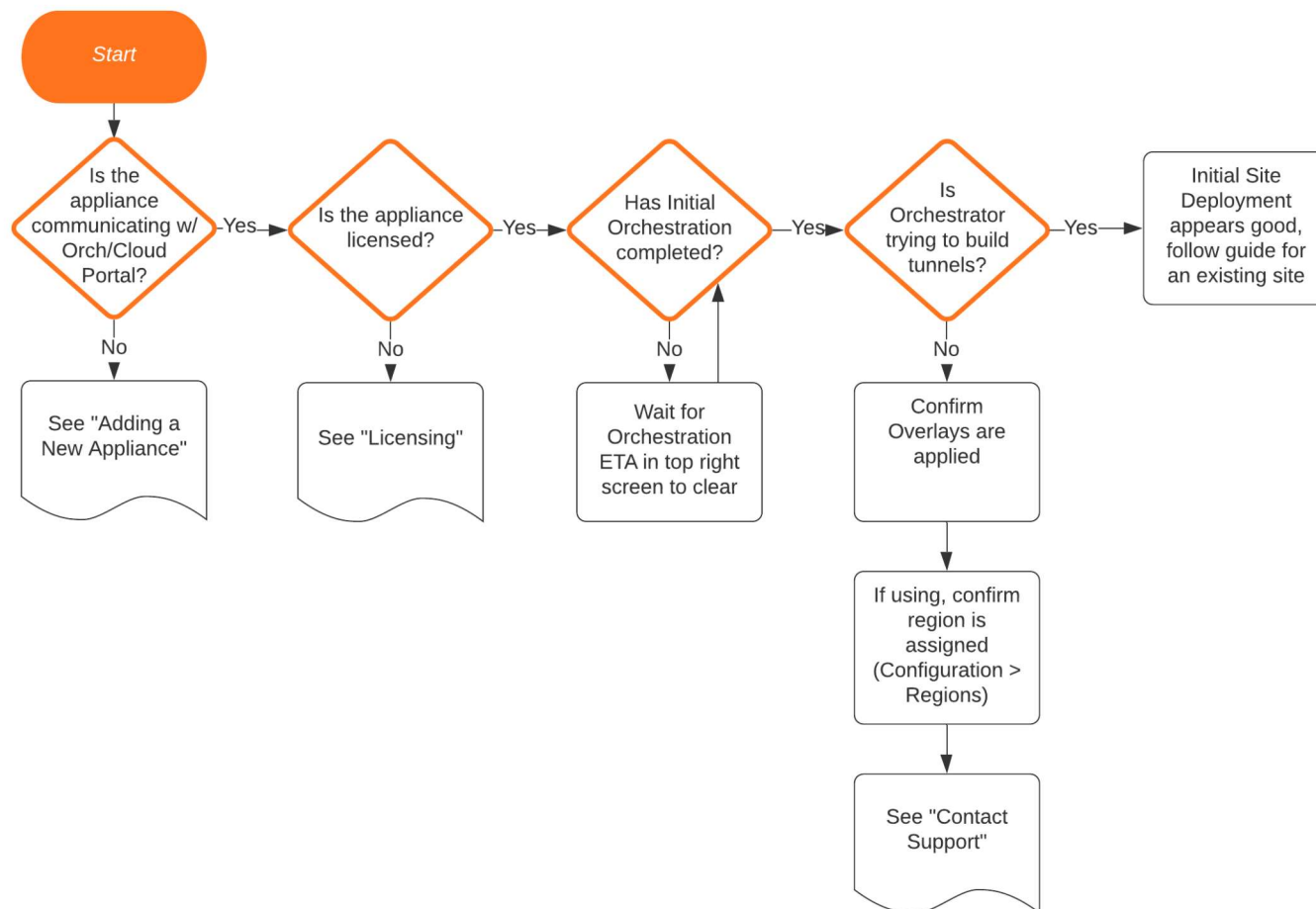
## Establish Next Steps

When you have clear, correct, and relevant answers to these questions, you can establish next steps that ensure a systematic approach to problem solving. For example, you may want to “divide and conquer” by breaking a problem into small, easily resolved issues that build toward a bigger resolution.

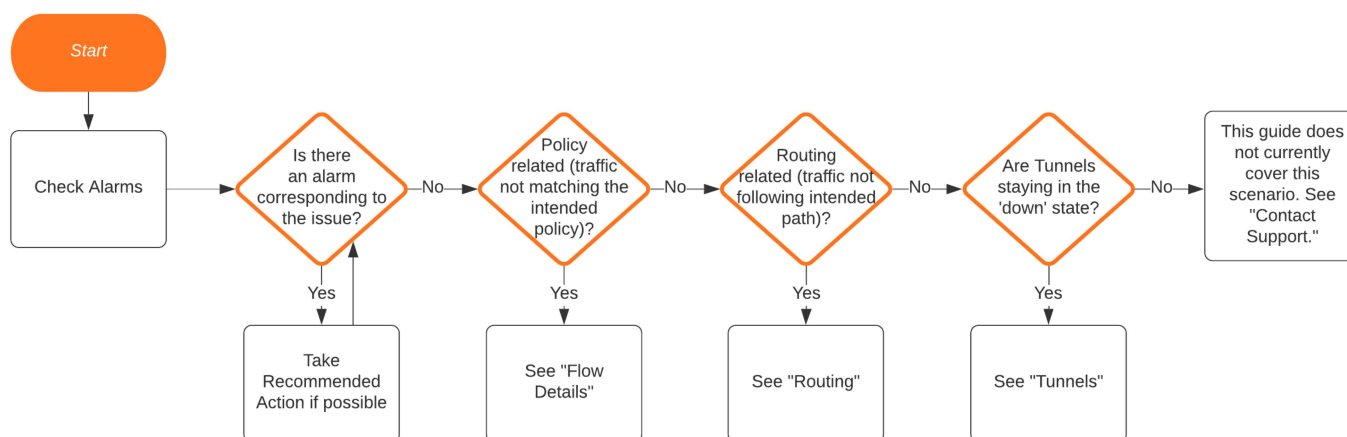
## Initial EdgeConnect Troubleshooting

The following diagrams can help guide initial troubleshooting actions before contacting Support for additional assistance.

## Troubleshooting a New Site

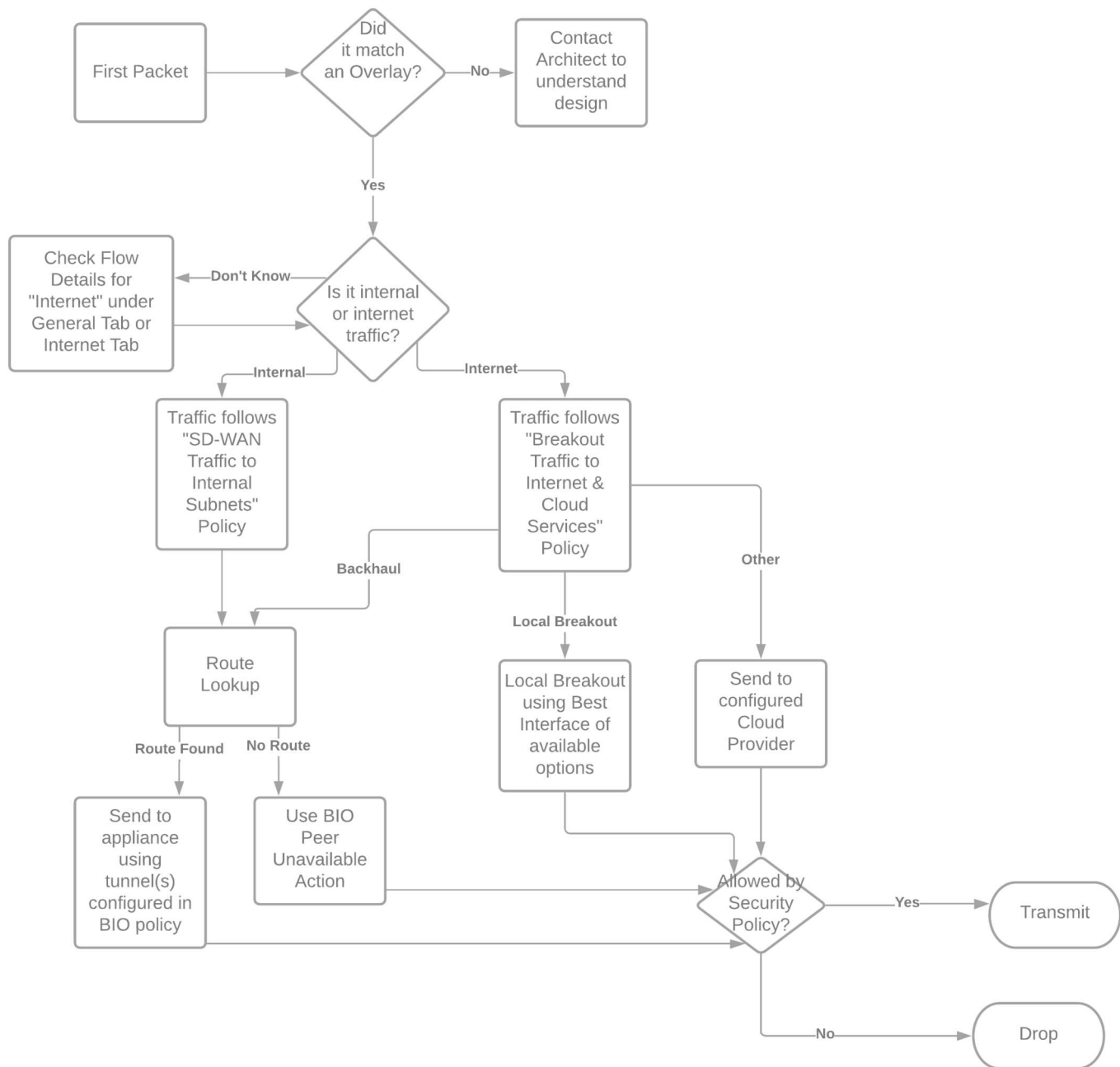


## Troubleshooting an Existing Site



## EdgeConnect Traffic Flow

When traffic enters the EdgeConnect, the first packet is examined. It is important to send traffic to the correct BIO and destination. The following chart details the data traffic flow in EdgeConnect.



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