| KB Category: | **Circles Life VPN** | | |
|---|---|---|---|
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| Problem Description: | Circles Life Tool |
|---|---|
| Symptoms and Cause of the issue: | https://kirk.circles.asia , https://picard.circles.asia , https://vul-can.circles.asia are inaccessible |

**Procedures:**

### A. JAKA SITE

1. Access https://172.16.1.8
2. Login with the given credential. *This is provided in the Password Masterfile*
3. Navigate to **VPN** > **Tunnels** > **Click on Circles Life_2** since **Circles Life_1** is already disabled.
4. Click on **Network** > **Edit**
5. Change the Remote Gateway according to the IP Address that the Circles Life Team will provide. *Now this changes from time to time now since they are having issues with their connectivity.* (See Screenshot below for Reference)



*Figure 1.0 – The only thing will be changed in here is the IP address of the Remote Gateway*

### B. Glorietta Site

1. Login to Forticlient
2. Access https://172.17.3.102:10443
3. Login with given credential
4. Navigate to **VPN** > **IPSec Tunnels** > **Network** > **Edit**
5. Change the Remote Gateway according to the IP Address that the Circles Life Team will provide. *Usually both sites IP Address for Remote Gateway will vary. (See Screenshot below for reference)*

**Network**

| IP Version | IPv4 |
|---|---|
| Remote Gateway | Static IP Address ▼ |
| IP Address | 118.189.21.234 |
| Interface | ▦ PLDT (port1) ▼ |
| Local Gateway | ◯ |
| Mode Config | ☐ |
| NAT Traversal | Enable **Disable** Forced |
| Dead Peer Detection | Disable On Idle **On Demand** |

*Figure 2 - The only thing will be changed in here is the IP address of the Remote Gateway*

**Verification:**

**A. JAKA SITE**

1. Access https://172.16.1.8
2. Login with the given credential. This is provided in the Password Masterfile
3. Navigate to **VPN** > **Monitor** > **IPSec Monitor**
4. Link status of the Remote Gateway should be on **UP**. *See screenshot below for reference*

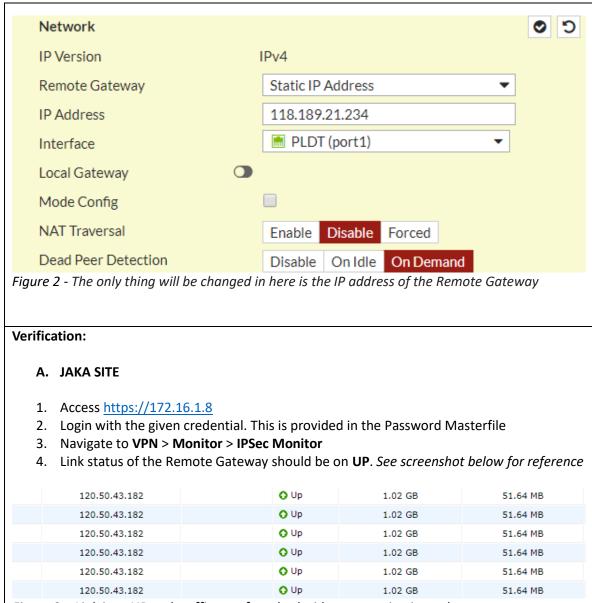| 120.50.43.182 | | ↻ Up | 1.02 GB | 51.64 MB |
|---|---|---|---|---|
| 120.50.43.182 | | ↻ Up | 1.02 GB | 51.64 MB |
| 120.50.43.182 | | ↻ Up | 1.02 GB | 51.64 MB |
| 120.50.43.182 | | ↻ Up | 1.02 GB | 51.64 MB |
| 120.50.43.182 | | ↻ Up | 1.02 GB | 51.64 MB |
| 120.50.43.182 | | ↻ Up | 1.02 GB | 51.64 MB |

*Figure 3 – Link is at __UP__ and traffic now from both sides are coming in as shown*

5. Confirm with Production Team if they are able to access the mentioned tools below
https://kirk.circles.asia , https://picard.circles.asia , https://vulcan.circles.asia

**B. Glorietta Site**

1. Login to Forticlient
2. Access https://172.17.3.102:10443
3. Login with given credential
4. Navigate to **Monitor** > **IPSec Monitor** > *Phase 2 Selectors should have a link status at **UP***
*See screenshot below for reference*

| Name ⬥ | Type ⬥ | Remote Gateway ⬥ | Peer ID ⬥ | Incoming Data ⬥ | Outgoing Data ⬥ | Phase 1 ⬥ | Phase 2 Selectors ⬥ |
| --- | --- | --- | --- | --- | --- | --- | --- |
| ⬆ CirclesLife VPN | 🖥 Custom | 118.189.21.234 | | 249.63 MB | 13.91 MB | CirclesLife VPN | ⬇ 10.20.1.0<br>⬇ 10.20.3.13<br>⬇ 10.20.4.0<br>⬇ 10.60.1.0<br>⬇ 10.60.3.0 |

*Figure 4 - Link is at **UP** and traffic now from both sides are coming in as shown*

5.  Confirm with Production Team if they are able to access the mentioned tools below
    https://kirk.circles.asia , https://picard.circles.asia , https://vulcan.circles.asia