

Re: Can't access WAN IP's with Cayman and SBC

Source: <http://www.derkeiler.com/Newsgroups/comp.security.firewalls/2004-10/0003.html>

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In article <124982b.0409291634.4426830c@posting.google.com>, Scott Murray wrote:

>I am trying to switch a small web-site and email server from an
>existing ISDN line to a new DSL line with a Cayman 3546 router. The
>service is SBC's 5 static ip-address service.

Re the mail server. If it's inbound, make sure SBC permits this service, and is not blocking it. For outbound mail, make sure they're not blocking that also, and scan the Usenet newsgroup news.admin.net-abuse.blocklisting to make sure others are not refusing to allow connections – SBC hasn't got the cleanest reputation for abuse.

>>From a different internet service, I still can't ping any of the 5
>ip-addresses. Shouldn't at least one of them respond to a ping?

Sounds like someone is blocking ICMP type 8 or type 0 or both. Ping has been abused so badly, a lot of sites are dropping it at the gateway. Check the logs on your router, and see if the packets were even detected.

>I can ping the address SBC provided with the install listed as "gateway"
>- it is one number higher than the 5 provided ip's – but the pinholes
>don't respond here either.

That's a completely different system (host, computer, router – whatever you want to call it), and is obviously configured differently from your system. This does sorta point at your router as the culprit.

>A trace route of this gateway address shows it leading to my location.
>A trace route on any of the 5 provided ip's shows trace results that
>lead up to my location until the last hop – then request time out.

Windows "Tracert" uses pings with incremented "time to live" counts, and is thus dependent on ICMP types 8 and 0 being permitted, and on ICMP type 11 (time exceeded) errors from the intermediate hops. If ICMP 8 (or 0) is blocked, the requests will time out. If ICMP 11 is blocked, you wouldn't get the per hop data even if types 8 and 0 were getting through. The original UNIX 'traceroute' from Van Jacobson defaults to using UDP packets to ports above 33434 in place of ping,

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though most versions also can be made to use ping. All that means is different firewall rules effect things differently.

>I am fairly new to this, what am I missing?

Sounds like overly restrictive (for now) rules on the router. Have you actually tried to connect to the web site or mail server? What shows up in the logs?

Old guy