

知 SR6602-X2 l2tp 客户端经常大量掉线并上线

L2TP VPN 姜珊珊 2020-02-07 发表

组网及说明

设备信息: SR6602-X2 Version 7.1.054, Release 7103P09

组网: PC---LNS

问题描述

问题描述: 客户那边的终端是手机等, 直接拨入到LNS设备SR6602-X2上, 最近出现客户端同时掉线然后又可以自动上线,

过程分析

故障时日志中没有异常提示, 只有提示VA接口在不断up down, 收集了故障时候的debug信息, Debug中有部分提示如下, 收到bad request, 然后设备拒绝了协商;

```
*Jan 7 18:11:49:199 2020 TY_GongAnJu PPP/7/FSM_EVENT_1:
```

```
PPP Event:
```

```
Virtual-Access775 IPCP RCR-(Receive Config Bad Request) Event  
State ackrcvd
```

```
*Jan 7 18:11:49:199 2020 TY_GongAnJu PPP/7/FSM_PACKET_1:
```

```
PPP Packet:
```

```
Virtual-Access775 Output IPCP(8021) Packet, PktLen 14  
Current State ackrcvd, code ConfNak(03), id 2, len 10  
IP Address(3), len 6, val ac 15 08 53
```

```
*Jan 7 18:11:49:197 2020 TY_GongAnJu PPP/7/FSM_EVENT_1:
```

```
PPP Event:
```

```
Virtual-Access775 IPCP RCR-(Receive Config Bad Request) Event  
State ackrcvd
```

```
*Jan 7 18:11:49:198 2020 TY_GongAnJu PPP/7/FSM_PACKET_1:
```

```
PPP Packet:
```

```
Virtual-Access775 Output IPCP(8021) Packet, PktLen 32  
Current State ackrcvd, code ConfRej(04), id 1, len 28  
Primary DNS Server Address(81), len 6, val 00 00 00 00  
Secondary DNS Server Address(83), len 6, val 00 00 00 00  
Primary NBNS Server Address(82), len 6, val 00 00 00 00  
Secondary NBNS Server Address(84), len 6, val 00 00 00 00
```

```
*Jan 7 18:11:49:198 2020 TY_GongAnJu L2TPV2/7/KDATA-PKT
```

解决方法

问题根本原因: .201608220486

- 问题现象: L2TP 用户掉线。
- 问题触发条件: L2TP 组网存在非法用户 (用户名或者密码错误) 请求认证的情况下概率触发。

解决方案:

软件版本已知问题, 升级到最新版本后, 没有掉线再发生。

附件下载: SR6602-X2 l2tp 客户端经常大量掉线并上线.rar