

# 知 MSR5560 路由器 Portal 认证账号每隔12 min 自动掉线

Portal Radius 刘嘉福 2020-03-22 发表

## 组网及说明

组网：PC-S7603----5660-----8804----lmc

设备信息：MSR 5660

版本信息：version 7.1.059, Release 0306P70

接口配置：

Portal在56上，可跨三层的方式。

#

```
interface GigabitEthernet2/0/0
```

```
port link-mode route
```

```
description connect_YXYJX_WTH_001_H3C7603S
```

```
combo enable fiber
```

```
ip address Y.Y.Y.Y
```

```
portal enable method layer3
```

```
portal bas-ip X.X.X.X
```

```
portal apply web-server myportal
```

#

## 问题描述

客户反馈，路由器5660重启前，下挂的portal认证账号都能正常认证运行，当路由器重启之后，下挂的账号就异常自动下线，然后在IMC侧查看用户接入日志显示下线原因为：NAS reboot。客户反应其他局点路由器也是5660，认证都正常，这台路由器重启后对比了也无配置丢失。

在logbuff中，可以看见上线用户每隔12分钟下线，即每一个计费周期下线，下线的原因是session time out:

```
%Feb 17 09:40:21:080 2020 YXYJX RTE_001_H3C5660 PORTAL/6/PORTAL_USER_LOGON_SUCCESS: -UserName=[wjm@Both]-IPAddr=[10.117.8.8]-IfName=[GigabitEthernet2/0/0]-VlanID=[-]-MACAddr=[0000-0000-0000]:User got online successfully.
```

```
%Feb 17 09:52:23:085 2020 YXYJX RTE_001_H3C5660 PORTAL/6/PORTAL_USER_LOGOFF: -UserName=[wjm@Both]-IPAddr=[10.117.8.8]-IfName=[GigabitEthernet2/0/0]-VlanID=[-]-MACAddr=[0000-0000-0000]-Reason=Session Timeout-Input Octets=40074702-Output Octets=10883991-Input Gigawords=0-Output Gigawords=0;User logged off.
```

Session timeout：用户上线时间达到了规定值或流量达到了规定值。但用户较多，都有这个情况，所以推测应该与此无关。

## 过程分析

MSR5560未配置NTP，存在Portal与PPPoE业务，在同一个服务器上认证。

debug portal与radius，发现发往IMC时，两业务的时间戳不同：

**Portal:**

```
Added attribute user-name successfully, user-name: XXXX@both.
```

```
*Feb 17 15:15:24:232 2020 YXYJX RTE_001_H3C5660 RADIUS/7/EVENT:
```

```
Filled RADIUS attributes in packet successfully.
```

```
*Feb 17 15:15:24:232 2020 YXYJX RTE_001_H3C5660 RADIUS/7/EVENT:
```

```
Composed request packet successfully.
```

```
*Feb 17 15:15:24:232 2020 YXYJX RTE_001_H3C5660 RADIUS/7/EVENT:
```

```
Created response timeout timer successfully.
```

```
*Feb 17 15:15:24:232 2020 YXYJX RTE_001_H3C5660 RADIUS/7/PACKET:
```

```
User-Name="324\252\275\255\327\351\326\257\262\277@both"
```

```
User-Password=*****
```

```
Service-Type=Framed-User
```

```
Framed-Protocol=255
```

```
NAS-Identifier="YXYJX RTE_001_H3C5660"
```

```
NAS-Port=33554432
```

```
NAS-Port-
```

```
Acct-Session-
```

```
Framed-IP-Address=10.117.9.17
```

```
H3c-Ip-Host-Addr="10.117.9.17 00:00:00:00:00:00"
```

NAS-IP-Address=59.216.6.66  
H3c-Product-  
H3c-Nas-Startup-Timestamp=1581678070

#### PPPoE:

Added attribute user-name successfully, user-name: yx-yjx-zfb-kyl.  
\*Feb 17 15:14:29:669 2020 YXYJX\_RTE\_001\_H3C5660 RADIUS/7/EVENT: -Slot=2;  
Filled RADIUS attributes in packet successfully.  
\*Feb 17 15:14:29:669 2020 YXYJX\_RTE\_001\_H3C5660 RADIUS/7/EVENT: -Slot=2;  
Composed request packet successfully.  
\*Feb 17 15:14:29:669 2020 YXYJX\_RTE\_001\_H3C5660 RADIUS/7/EVENT: -Slot=2;  
Created response timeout timer successfully.  
\*Feb 17 15:14:29:669 2020 YXYJX\_RTE\_001\_H3C5660 RADIUS/7/PACKET: -Slot=2;  
User-Name="yx-yjx-zfb-kyl"  
User-Password="\*\*\*\*\*"  
Service-Type=Framed-User  
Framed-Protocol=PPP  
NAS-Identifier="YXYJX\_RTE\_001\_H3C5660"  
NAS-Port=39858179  
NAS-Port-Type=Ethernet  
NAS-Port-  
Calling-Station-  
Acct-Session-  
H3c-Ip-Host-Addr="255.255.255.255 0c:d8:6c:27:46:0b"  
NAS-IP-Address=59.216.6.66  
H3c-Product-

H3c-Nas-Startup-Timestamp=1581678069

```
Line 4161:      Event-Timestamp="Feb 17 2020 15:14:39 UTC"  
Line 4164:      H3c-Nas-Startup-Timestamp=1581678070  
Line 4266:      Event-Timestamp="Feb 17 2020 15:14:40 UTC"  
Line 4269:      H3c-Nas-Startup-Timestamp=1581678070  
Line 4361:      H3c-Nas-Startup-Timestamp=1581678069  
Line 4475:      Event-Timestamp="Feb 17 2020 15:14:41 UTC"  
Line 4477:      H3c-Nas-Startup-Timestamp=1581678069  
Line 4581:      Event-Timestamp="Feb 17 2020 15:14:43 UTC"  
Line 4583:      H3c-Nas-Startup-Timestamp=1581678070
```

在诊断中可以看出:

```
=====timer list =====  
cpu: 0  
clock 0:  
.index: 0  
.resolution: 1 nsecs  
.get_time: ktime_get_real  
.offset: 1581678069592584304 nsecs
```

PPPoE业务的时间戳与此对应，而Portal时间戳变化的原因是Portal进程发生了重启:

开始诊断中的PID/JID为140，现在是

<YXYJX\_RTE\_001\_H3C5660>display process name portald

Job ID:274

PID: 274

用户计费结束的原因是IMC上的NAS Reboot (不同的时间戳，导致服务器认为该路由器重启了)，Reboot的原因是时间戳发生了变化，导致计费报文匹配不到用户，所以下线了该用户。

#### 解决方法

- 1) IMC是否有哪个版本已经解决该问题，能不判断这个时间。
- 2) 如果IMC 还没有版本解决该问题，升级MSR版本到年度版本，现网当前以配置attribute reject H3c-Nas-Startup-Timestamp sent来规避。

AAA视图下:

```
attribute translate
```

```
attribute reject H3c-Nas-Startup-Timestamp sent
```