

知 MSR3620DP有线portal认证inode报错Failed to get physical info

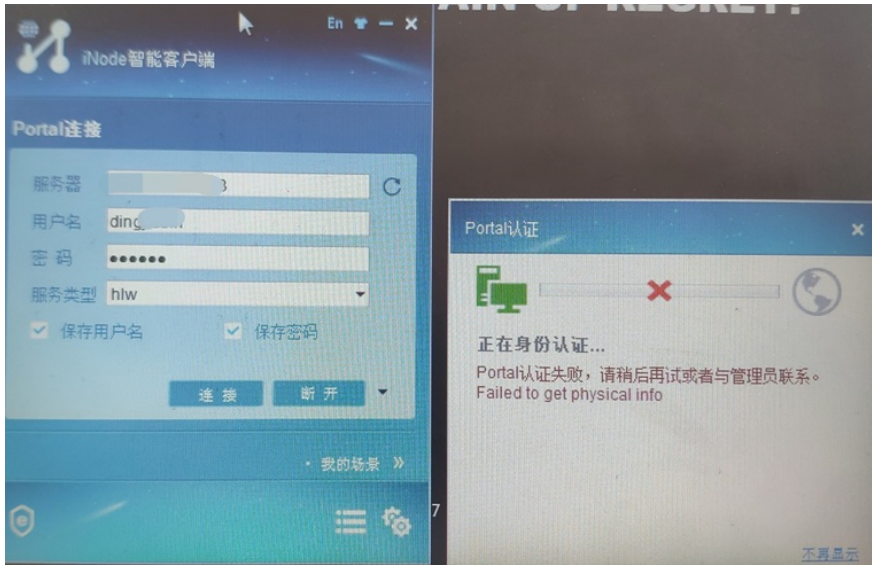
Portal 郭尧 2021-03-24 发表

组网及说明

路由器设备结合IMC做有线portal

问题描述

inode认证过程报错，如下：



过程分析

检查设备侧配置, 无明显问题

```
ip vpn-instance ZWWW232 创建VPN实例, 终端认证和IMC服务器均在实例进行认证交互报文
route-distinguisher 65010:232
vpn-target 65010:232 65010:2 import-extcommunity
vpn-target 65010:232 export-extcommunity
```

```
policy-based-route AAA permit node 1 通过策略路由进行VPN实例引入
if-match acl 3000
apply access-vpn vpn-instance ZWWW232
```

```
interface LoopBack2 使用该接口作为bas ip和nas ip
ip binding vpn-instance ZWWW232
ip address XX.221.185.132 255.255.255.255
```

```
interface GigabitEthernet0/2
port link-mode route
combo enable copper
ip address XX.218.99.125 255.255.255.252
ip policy-based-route AAA portal认证接口通过策略路由把终端的认证信息引入VPN实例进行
portal enable method layer3 采用三层portal认证
portal bas-ip XX.221.185.132
portal apply web-server portal
```

配置实例路由

```
#
ip route-static vpn-instance ZWWW232 XX.218.119.64 26 XX.218.99.126 public
ip route-static vpn-instance HLW332 XX.218.119.64 26 XX.218.99.126 public
#
radius scheme cxzwww
primary authentication XX.221.184.253 key cipher $c$3$ctPPrQoFq+yA8Qy6Kp76T1eh+3uQqWxaP
A==
primary accounting XX.221.184.253 key cipher $c$3$AjKVSfogPrFrOAJq2o4Wx9WP/Eny8WoefQ==
nas-ip XX.221.185.132
vpn-instance ZWWW232
#
#
domain zwww
authorization-attribute idle-cut 30 10240
authorization-attribute vpn-instance ZWWW232
authentication portal radius-scheme cxzwww
authorization portal radius-scheme cxzwww
accounting portal radius-scheme cxzwww
#
#
portal free-rule 0 destination ip XX.221.184.253 255.255.255.255
portal free-rule 1 destination ip XX.221.185.2 255.255.255.255
portal free-rule 2 destination ip XX.221.185.3 255.255.255.255
portal free-rule 3 destination ip XX.221.185.4 255.255.255.255
#
portal web-server portal
url http://XX.221.184.253:8080/portal
vpn-instance ZWWW232
url-parameter ip source-address
url-parameter mac source-mac
#
portal server portal
ip XX.221.184.253 vpn-instance ZWWW232 key cipher
$c$3$E54F2NtUXNWJ93PW80aQqHxsP3ZerqQ4Mw==
#
```

IMC侧检查配置无异常，同时在IMC侧打印调试信息

解决方法

imc显示用户上线了，但是设备侧查看没有在线用户，查看日志，认证过程为：Imc发了req_auth --- 配置发送网的静态路由，在公网路由表生成对应的设备侧ack，这时可以查找成功，然后就终止了

```
#Packet Type:ACK_AUTH(4)
ip route-static XX.218.119.64 26 XX.218.99.126
ip route-static XX.218.119.64 26 WWW232 XX.218.119.64 26 XX.218.99.126 public
ip route-static portal-instance HLW332 XX.218.119.64 26 XX.218.99.126 public
# RemoteIp:XX.221.185.132
RemotePort:2000
Version:portal 2.0
Auth Type:PAP
ErrorID:4
UserIP:XX.218.119.67
UserPort:0
ReqID:0
Rsvd:0
attriNum:3
</Head>
<Attributes>
Relay Message:36 06 00 00 00 00 37 06 00 00 00 00 38 06 00 00 00 00 3a 06 00 00 00 00 42
06 00 00 00 00 4a 06 00 00 00 00 43 11 52 30 30 33 42 30 35 44 30 34 32 53 50 30 35 3d 0a 48 47
4e 52 48 4d 4c 65
Text Info:Failed to get physical info
Device Ip:XX.221.185.132
```

同时在设备侧debug打印认证过程

```
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/EVENT: User-SM[10.218.119.67]: Received
authentication response, RespCode=0.
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/FSM: Auth-SM: Started to run.
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/FSM: Auth-SM [XX.218.119.67]: Entered state A
uthenticated.
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/FSM: User-SM[XX.218.119.67]: Begin to run.
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/FSM: User-SM [XX.218.119.67]: State changed f
rom Authenticating to Waiting_Author.
*Mar 11 10:39:03:849 2021 PE-JT-3620 RADIUS/7/EVENT:
PAM_RADIUS: Processing RADIUS authorization.
*Mar 11 10:39:03:849 2021 PE-JT-3620 RADIUS/7/EVENT:
PAM_RADIUS: RADIUS Authorization successfully.
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/EVENT: User-SM[XX.218.119.67]: AAA process
ed authorization request and returned success.
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/EVENT: User-SM[XX.218.119.67]: Received ses
sion-timeout is 86400 sec.
*Mar 11 10:39:03:849 2021 PE-JT-3620 PORTAL/7/FSM: User-SM [XX.218.119.67]: State changed f
rom Waiting_Author to Waiting_Rule_OK.
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/ERROR: Failed to look up FIB info.
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/ERROR: User(XX.218.119.67) will be logged off
because the system failed to get user physical info while deploying the rule.
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/FSM: Auth-SM: Started to run.
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/FSM: Auth-SM [XX.218.119.67]: Entered state O
ffline.
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/ERROR: User mac is invalid.
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/ERROR: Failed to get get ssid by user mac,User
Mac is Zero.
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/PACKET:
Portal sent 132 bytes of packet: Type=ack_auth(4), ErrCode=4, IP=XX.218.119.67
*Mar 11 10:39:03:850 2021 PE-JT-3620 PORTAL/7/PACKET:
[ 33 RELAYMSG      ][ 65][ 6]
[ 5 TEXTINFO      ][ 29][Failed to get physical info]
[ 10 BASIP        ][ 6][XX.221.185.132]
```

通过设备侧debug可见，在设备认证过程中在设备上查找FIB表失败，设备无法获取终端的mac信息，向IMC发送Type=ack_auth(4), ErrCode=4报错信息
二层portal查找终端ARP，三层portal找路由，debug显示FIB表查找失败，而FIB表由路由表生成，设

备侧已配置静态路由，如下：

```
ip route-static vpn-instance ZWWW232 XX.218.119.64 26 XX.218.99.126 public
```