

知 某局点远程portal认证失败经验案例

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组网及说明

我司AC作为接入设备与第三方服务器对接实现无线远程portal认证

问题描述

用户连无线后可以重定向到认证界面，但是输入用户名和密码后portal认证失败，报如下错误：

账号认证

 test1

 ...

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对接设备认证失败，请在对接设备查找原因

登录

过程分析

1) 多次查看dis portal packet statistics, ack auth报文的errors计数不断增长:

```
[ac]dis portal packet statistics
```

```
Portal server : drcom
```

```
Invalid packets: 17
```

Pkt-Type	Total	Drops	Errors
REQ_CHALLENGE	0	0	0
ACK_CHALLENGE	0	0	0
REQ_AUTH	12	0	0
ACK_AUTH	12	0	12
REQ_LOGOUT	5	0	0
ACK_LOGOUT	5	0	5
AFF_ACK_AUTH	0	0	0
NTF_LOGOUT	0	0	0
REQ_INFO	0	0	0
ACK_INFO	0	0	0

```
[ac]dis portal packet statistics
```

```
Portal server : drcom
```

```
Invalid packets: 18
```

Pkt-Type	Total	Drops	Errors
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REQ_AUTH	13	0	0
ACK_AUTH	13	0	13
REQ_LOGOUT	5	0	0
ACK_LOGOUT	5	0	5
AFF_ACK_AUTH	0	0	0
NTF_LOGOUT	0	0	0
REQ_INFO	0	0	0
ACK_INFO	0	0	0

2) 重点查看ACK_AUTH报文附近的debug portal packet信息, 可以看到ack_auth报文的ErrCode为1, 即认证失败。查看前一个交互报文req_auth, 发现该报文的IP地址为0.0.0.0, 一般该报文的IP地址应该是用户的IP地址:

```
*Aug 1 19:21:05:623 2021 ac PORTAL/7/PACKET:
```

```
Portal received 53 bytes of packet: Type=req_auth(3), ErrCode=0, IP=0.0.0.0
```

```
*Aug 1 19:21:05:623 2021 ac PORTAL/7/PACKET:
```

```
[ 1 USERNAME      ][ 19][00-00-00-00-00-00]
```

```
[ 2 PASSWORD      ][ 18][*****]
```

```
*Aug 1 19:21:05:623 2021 ac PORTAL/7/PACKET:
```

```
01 03 01 00 9a 7b 00 00 00 00 00 00 00 00 02
```

```
01 13 30 30 2d 30 30 2d 30 30 2d 30 30 2d 30 30
```

```
2d 30 30 02 12 36 31 66 62 61 65 31 63 61 36 38
```

```
65 39 36 39 36
```

```
*Aug 1 19:21:05:623 2021 ac PORTAL/7/PACKET:
```

```
Portal sent 16 bytes of packet: Type=ack_auth(4), ErrCode=1, IP=0.0.0.0
```

```
*Aug 1 19:21:05:623 2021 ac PORTAL/7/PACKET:
```

```
01 04 01 00 9a 7b 00 00 00 00 00 00 00 01 00
```

```
%Aug 1 19:21:09:230 2021 ac STAMGR/6/STAMGR_CLIENT_OFFLINE: Client 64a2-0054-4b8c we  
nt offline from BSS b044-148b-7810 with SSID zstest on AP test Radio ID 2. State changed to Unauth
```

```
. Reason: Received deauthentication frame in Run state: reason code=3
```

3) 因req_auth的报文中用户的IP地址为0.0.0.0, 怀疑是否是AC未配置用户IP地址参数:

检查接入设备配置:

```
#
```

```
portal web-server drcom
```

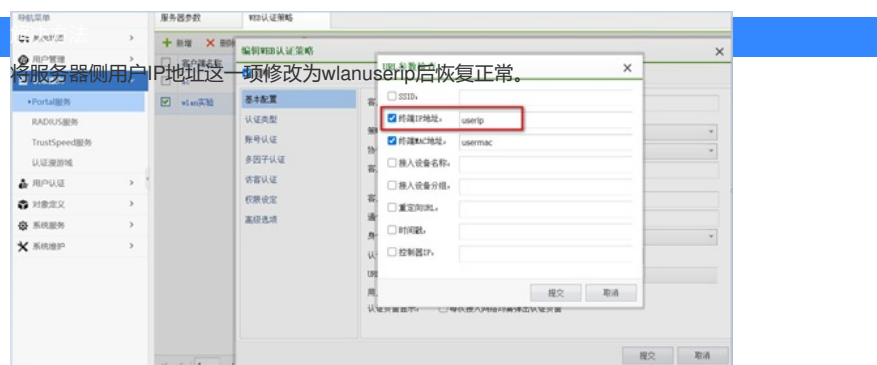
```
url http://10.255.0.6/?url_id=1625771
```

```
url-parameter wlanuserip source-address
```

```
url-parameter wlanusermac source-mac
```

```
#
```

华三接入设备侧携带用户地址的url参数，那么怀疑是否是服务器上未进行相关配置，检查服务器侧url参数，也配置了userip：



再次查看接入设备侧url-parameter命令详细，发现设备上配置的wlanuserip是自定义的参数名，我们设备侧是wlanuserip，服务器侧是userip，这两个参数不一致：

【命令】

```
url-parameter param-name { nas-id | nas-port-id | original-url | source-address | ssid | { ap-mac | source-mac } [ format section { 1 | 3 | 6 } { lowercase | uppercase } ] [ encryption { aes | des } key { cipher | simple } string ] | value expression | vlan }  
undo url-parameter param-name
```

【缺省情况】

未配置设备重定向给用户的Portal Web服务器的URL中携带的参数信息。

