

知 EIA有线认证接入明细里存在大量用户下线原因为重复认证

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组网及说明

无

## 问题描述

有线认证场景下，EIA接入明细中存在大量用户下线原因记录为重复认证导致用户下线

基本信息			
帐号名		用户名	
服务名		用户分组	
登录名		接入策略名	
接入信息			
接入开始时间	2021-09-18 10:10:17	接入结束时间	2021-09-18 11:10:21
接入时长	1小时44秒	下线原因	Duplicate Authentication (重复认证导致用户下线)
设备名称		设备IP地址	
设备序列号		设备槽号	0
设备子槽号	0	设备端口号	1
端口描述	0/0/1	思科端口号	
IMSI号码		上传字节数	0
下载字节数	0	VLAN ID(内层)VLAN ID	4095
外层VLAN ID		无线SSID	
NAS ID		Windows 域	
用户IP地址		用户MAC地址	
设备NAT IP地址		客户端版本号	(Node PC 7.3 (E0548))
代理类型	设备至本地	计算机话标识	
终端类型	PC	终端厂商	
终端操作系统	Windows 7	IMEI号码	
硬盘序列号		手机号码	
接入位置			

## 过程分析

当接入明细中的下线原因为重复认证导致用户下线时，一般原因都为该账户终端在EIA侧在线状态时，设备再次发送了认证请求报文，EIA通过核对账户、mac、终端ip，设备ip等信息确认该账户已经在线，需将该账户的在线信息进行下线处理，且下线原因标记为重复认证导致用户下线，并正常处理设备再次发送的认证请求报文，此时对终端而言是无感知的，不会影响终端的网络访问状态。

此时一般需要收集以下两个信息，确认是否为设备未下线之前的认证会话信息，而再次发送认证请求报文，导致重复认证下线

- 1、复现过程的EIA服务器侧的抓包
- 2、复现过程的EIA的debug日志

查看现场复现时的EIA的debug日志，发现对于该账户，设备侧从未发送过计费报文，只有认证请求报文，则导致EIA侧该账户未下线，继续处理设备发起的认证请求报文，从而下线原因为重复认证

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* 2021-09-24 13:39:49.427 : [DBG] : [024942] : LAN : [P]PMBHsc2S3SHchllVqLzLElEw wren : 1 : 6618907f0040d581f2c3d097a76000 : Received message from 172.17.96.92:
User-Name(1) = .PMBHsc2S3SHchllVqLzLElEw wren
* 2021-09-24 13:39:49.427 : [DBG] : [024942] : LAN : prcMixeSrv: in [P]PMBHsc2S3SHchllVqLzLElEw wren, out [wren]
* 2021-09-24 13:39:49.427 : [DBG] : [024942] : LAN : c.getSrvInfo: [SrvName:wren; MAC:80:a5:89:9a:03:e9; UserIp:ac163408-1; NasIP:ac115f52-1; Ssid: AP:CCSRG-PORTAL; Phone: Iasi; OS:Windows 7;
* 2021-09-24 13:39:49.427 : [DBG] : [024942] : LAN : lauthAuthBjBacklist: user wren, eventSeqID: 0040BJF
* 2021-09-24 13:39:49.427 : [DBG] : [024942] : LAN : stopOpName: opOnlineSrvId with NASID888818666-1; term:288759720-1; mac[00:00:00:00:00:00]; userId[43469]; svclId[43390]; login(wren) returned 1 sessi
* 2021-09-24 13:39:49.427 : [WARN] : [024942] : LAN : stopOpNameLocal: delete the online record(online-id 615428056710116424, user wren, mac 80:A5:89:9A:03:E9).
* 2021-09-24 13:39:49.427 : [DBG] : [024942] : LAN : stopOpName: the online record had been deleted, user: wren
* 2021-09-24 13:39:49.428 : [DBG] : [024942] : LAN : wren : 2 : . 0040BJF : Send message attribute list:
User-Name(1) = .PMBHsc2S3SHchllVqLzLElEw wren
* 2021-09-24 13:39:49.899 : [DBG] : [024942] : DataSrvIsk : onDrOnlineMsg: input - serviceName:wren
* 2021-09-24 14:46:23.785 : [DBG] : [024942] : LAN : [Q]QDPHsFY1NG6BllVctKnsa6Gf wren : 1 : 97570f4e4cb43369d47478133546f : Received message from 172.17.96.92:
User-Name(1) = .QDPHsFY1NG6BllVctKnsa6Gf wren
* 2021-09-24 14:46:23.785 : [DBG] : [024942] : LAN : prcMixeSrv: in [Q]QDPHsFY1NG6BllVctKnsa6Gf wren, out [wren]
* 2021-09-24 14:46:23.785 : [DBG] : [024942] : LAN : c.getSrvInfo: [SrvName:wren; MAC:80:a5:89:9a:03:e9; UserIp:ac163408-1; NasIP:ac115f52-1; Ssid: AP:CCSRG-PORTAL; Phone: Iasi; OS:Windows 7;
* 2021-09-24 14:46:23.785 : [DBG] : [024942] : LAN : lauthAuthBjBacklist: user wren, eventSeqID: 2F31AJJ
* 2021-09-24 14:46:23.785 : [DBG] : [024942] : LAN : stopOpName: opOnlineSrvId with NASID888818666-1; term:288759720-1; mac[00:00:00:00:00:00]; userId[43469]; svclId[43390]; login(wren) returned 1 sessi
* 2021-09-24 14:46:23.785 : [WARN] : [024942] : LAN : stopOpNameLocal: delete the online record(online-id 615430095116287864, user wren, mac 80:A5:89:9A:03:E9).
* 2021-09-24 14:46:23.785 : [DBG] : [024942] : LAN : stopOpName: the online record had been deleted, user: wren
* 2021-09-24 14:46:23.786 : [DBG] : [024942] : LAN : wren : 2 : . 2F31AJJ : Send message attribute list:
User-Name(1) = .QDPHsFY1NG6BllVctKnsa6Gf wren
* 2021-09-24 14:46:26.217 : [DBG] : [024942] : DataSrvIsk : onDrOnlineMsg: input - serviceName:wren
* 2021-09-24 15:46:54.204 : [DBG] : [024942] : LAN : [P]JERKQCRBTHlqLFTLlOv0w0e wren : 1 : 4c32828060d44d995b19452726e06 : Received message from 172.17.96.92:
User-Name(1) = .PJERKQCRBTHlqLFTLlOv0w0e wren
* 2021-09-24 15:46:54.204 : [DBG] : [024942] : LAN : prcMixeSrv: in [P]JERKQCRBTHlqLFTLlOv0w0e wren, out [wren]
* 2021-09-24 15:46:54.204 : [DBG] : [024942] : LAN : c.getSrvInfo: [SrvName:wren; MAC:80:a5:89:9a:03:e9; UserIp:ac163408-1; NasIP:ac115f52-1; Ssid: AP:CCSRG-PORTAL; Phone: Iasi; OS:Windows 7;
* 2021-09-24 15:46:54.204 : [DBG] : [024942] : LAN : lauthAuthBjBacklist: user wren, eventSeqID: 3Jh0ATKE
* 2021-09-24 15:46:54.204 : [DBG] : [024942] : LAN : stopOpName: opOnlineSrvId with NASID888818666-1; term:288759720-1; mac[00:00:00:00:00:00]; userId[43469]; svclId[43390]; login(wren) returned 1 sessi
* 2021-09-24 15:46:54.204 : [WARN] : [024942] : LAN : stopOpNameLocal: delete the online record(online-id 615430930939330007, user wren, mac 80:A5:89:9A:03:E9).
* 2021-09-24 15:46:54.204 : [DBG] : [024942] : LAN : stopOpName: the online record had been deleted, user: wren
* 2021-09-24 15:46:54.204 : [DBG] : [024942] : LAN : wren : 2 : . 3Jh0ATKE : Send message attribute list:
User-Name(1) = .PJERKQCRBTHlqLFTLlOv0w0e wren
* 2021-09-24 15:46:57.143 : [DBG] : [024942] : DataSrvIsk : onDrOnlineMsg: input - serviceName:wren
* 2021-09-24 16:22:01.868 : [WARN] : [024942] : LAN : stopOpNameLocal: delete the online record(online-id 6154316922489337409, user wren, mac 80:A5:89:9A:03:E9).
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#### 解决方法

- 1、需确认设备侧未发送计费报文原因，检查设备配置radius account时配置的key与EIA侧配置的是否一致，若不一致需要手动修改，保持一致后可恢复正常。
- 2、若设备侧无法发送计费报文，则需设备侧确认频繁发送认证请求报文的原因，并进行修复

