

## 知 某局点终端无线portal认证通过后依旧无法上网问题处理经验案例

Portal 俞璇 2017-06-21 发表

根据现场反馈，终端接入无线网络后可以弹出portal页面，输入账号密码后提示认证成功，在认证服务器上可以看到终端在线，但是在设备上提示认证失败终端下线，终端依旧无法上网。接到用户反馈后，我们立刻收集信息对问题进行分析。

### 一、查看配置

```
radius scheme real-radius
  primary authentication 10.136.1.89
  primary accounting 10.136.1.89
  key authentication cipher $c$3$mOlwQGEWrVum+BURkpiSVV+EUWBTS57baUY=
  key accounting cipher $c$3$UUVOPjYOYsG2IX629jvzjKIkZG8iL1kSirM=
  user-name-format without-domain
  nas-ip 10.136.43.253

domain real
  authentication portal radius-scheme real-radius
  authorization portal radius-scheme real-radius
  accounting portal radius-scheme real-radius
  access-limit disable
  state active
  idle-cut disable
  self-service-url disable

interface Vlan-interface1001
  ip address 10.136.38.254 255.255.255.0
  portal server portal method direct
  portal domain real
  portal nas-ip 10.136.43.253
```

查看配置没有问题。

### 二、收集debugging信息确认

```
ifName=Vlan-interface1001, PortName=WLAN-DBSS10:0, SrcIP=10.136.38.2, DstIP=10.136.38.254,
Flow=27264038!
```

```
*Jun 15 14:23:19:561 2017 AC PORTAL/7/PORTAL_DEBUG: The user (10.136.38.2) redirect url is
http://10.255.254.253/cid/6278/portal.html?
```

```
userip=10.136.38.2&userurl=http://10.136.38.254/router/get_rand_key.cgi.
```

```
*Jun 15 14:23:19:561 2017 AC PORTAL/7/PORTAL_DEBUG: The user (10.136.38.2) redirect succ
ess. (重定向成功)
```

```
*Jun 15 14:24:34:623 2017 AC PORTAL/7/PORTAL_DEBUG: (开始认证)
```

```
Portal receive from 10.255.254.253 packet length:56
```

```
Portal check packet OK
```

```
Portal packet head:
```

```
Type:3 SN:59052 Reqld:0 AttrNum:2 ErrCode:0 UserIP:10.136.38.2
```

```
Portal packet attribute list:
```

```
[ 1 UserName      ][ 13][13913937552]
```

```
[ 2 PassWord      ][ 11][***]
```

```
Portal raw packet:
```

```
02 03 01 00 e6 ac 00 00 0a 88 26 02 00 00 00 02
```

```
81 ed 2a b9 e0 7a 70 98 f8 bc 0d fd 95 db 59 57
```

```
01 0d 31 33 39 31 33 39 33 37 35 35 32 02 0b 2a
```

```
26 5e 25 24 23 40 21 7e
```

```
*Jun 15 14:24:34:624 2017 AC PORTAL/7/PORTAL_DEBUG: Start timer TMR_REQAUTH: user inde
x 5 IP 10.136.38.2 state DISCOVERED!
```

```
*Jun 15 14:24:34:624 2017 AC PORTAL/7/PORTAL_DEBUG: User: 5 IP: 10.136.38.2 state: DISCOV
ERED send AUTHREQ message to ACM!
```

```
*Jun 15 14:24:34:624 2017 AC PORTAL/7/PORTAL_DEBUG: State DISCOVERED change to WAIT
_AUTHEN_ACK, ID 5 IP 10.136.38.2
```

```
*Jun 15 14:24:34:625 2017 AC PORTAL/7/PORTAL_DEBUG: Start timer TMR_AUTHEN: user index
5 IP 10.136.38.2 state WAIT_AUTHEN_ACK!
```

```
*Jun 15 14:24:34:625 2017 AC PORTAL/7/PORTAL_DEBUG: Send message 1 to WLAN return(1).
```

```
*Jun 15 14:24:34:627 2017 AC RDS/7/DEBUG: Recv MSG,[MsgType=Auth request Index = 5, ulPara
m3=3443344208]
```

\*Jun 15 14:24:34:628 2017 AC RDS/7/DEBUG: Send attribute list:  
\*Jun 15 14:24:34:628 2017 AC RDS/7/DEBUG:  
[1 User-name ] [13] [13913937552]  
[4 NAS-IP-Address ] [6] [10.136.43.253]  
[32 NAS-Identifier ] [4] [AC]  
[5 NAS-Port ] [6] [16819177]  
[87 NAS\_Port\_Id ] [18] [0100010000001001]  
[61 NAS-Port-Type ] [6] [19]  
\*Jun 15 14:24:34:628 2017 AC RDS/7/DEBUG:  
[6 Service-Type ] [6] [2]  
[7 Framed-Protocol ] [6] [255]  
[31 Caller-ID ] [19] [46302D44352D42462D38382D38412D3245]  
[30 Called-station-Id ] [26] [80-F6-2E-BB-C8-60:GLJY-2]  
[44 Acct-Session-Id ] [23] [117061514243406b66925]  
[8 Framed-Address ] [6] [10.136.38.2]  
\*Jun 15 14:24:34:629 2017 AC RDS/7/DEBUG: NULL  
\*Jun 15 14:24:34:629 2017 AC RDS/7/DEBUG:  
Event: Begin to switch RADIUS server when sending 0 packet.  
\*Jun 15 14:24:34:629 2017 AC RDS/7/DEBUG: Malloc seed:8 in 10.255.254.253 for User ID:5  
\*Jun 15 14:24:34:630 2017 AC RDS/7/DEBUG:  
Event: Modify NAS-IP to 10.136.43.253.  
\*Jun 15 14:24:34:630 2017 AC RDS/7/DEBUG: Send: IP=[10.255.254.253], UserIndex=[5], ID=[8], R  
etryTimes=[0], Code=[1], Length=[177]  
\*Jun 15 14:24:34:630 2017 AC RDS/7/DEBUG: Send Raw Packet is:  
\*Jun 15 14:24:34:630 2017 AC RDS/7/DEBUG:  
01 08 00 b1 44 59 03 1f 09 af a8 b1 b5 32 26 ac  
f1 40 6f 78 01 0d 31 33 39 31 33 39 33 37 35 35  
32 02 12 c1 18 3f 2a d4 4d 94 ce ff 7d 08 76 84  
0a d9 f0 04 06 0a 88 2b fd 20 04 41 43 05 06 01  
00 a3 e9 57 12 30 31 30 30 30 31 30 30 30 30 30  
30 31 30 30 31 3d 06 00 00 00 13 06 06 00 00 00  
02 07 06 00 00 00 ff 1f 13 46 30 2d 44 35 2d 42  
46 2d 38 38 2d 38 41 2d 32 45 1e 1a 38 30 2d 46  
36 2d 32 45 2d 42 42 2d 43 38 2d 36 30 3a 47 4c  
4a 59 2d 32 2c 17 31 31 37 30 36 31 35 31 34 32  
34 33 34 30 36 62 36 36 39 32 35 08 06 0a 88 26  
02  
  
\*Jun 15 14:24:34:632 2017 AC RDS/7/DEBUG: Recv MSG,[MsgType=PKT response Index = 51, uIP  
aram3=3443476080]  
\*Jun 15 14:24:34:632 2017 AC RDS/7/DEBUG: Receive Raw Packet is:  
\*Jun 15 14:24:34:633 2017 AC RDS/7/DEBUG:  
02 08 00 33 c4 f9 5c d7 aa 20 f4 6d 8c c4 2e dd  
c3 f3 d4 d6 01 0d 31 33 39 31 33 39 33 37 35 35  
32 06 06 00 00 00 08 55 06 00 00 27 10 1b 06 00  
02 a3 00  
  
\*Jun 15 14:24:34:633 2017 AC RDS/7/DEBUG: No pick-up Notify from Receive Raw Packet!  
\*Jun 15 14:24:34:633 2017 AC RDS/7/DEBUG: Event: Received the detect response from auth-serv  
er(IP:10.255.254.253).  
\*Jun 15 14:24:34:634 2017 AC RDS/7/DEBUG: Free seed:8 in 10.255.254.253 for User ID:5  
\*Jun 15 14:24:34:634 2017 AC RDS/7/DEBUG: Receive:IP=[10.255.254.253],Code=[2],Length=[51]  
\*Jun 15 14:24:34:634 2017 AC RDS/7/DEBUG:  
[1 User-name ] [13] [13913937552]  
[6 Service-Type ] [6] [8]  
[85 Acct\_Interim\_Interval ] [6] [10000]  
[27 Session-TimeOut ] [6] [172800]  
\*Jun 15 14:24:34:634 2017 AC RDS/7/DEBUG:  
Info: Receive Acct username:13913937552.  
\*Jun 15 14:24:34:636 2017 AC PORTAL/7/PORTAL\_DEBUG: Processing AUTHEN-ACK user 5 IP 1  
0.136.38.2 recv AUTH-ACCEPT from ACM!  
\*Jun 15 14:24:34:637 2017 AC PORTAL/7/PORTAL\_DEBUG: State WAIT\_AUTHEN\_ACK change to  
WAIT\_AUTHOR\_ACK,ID 5 IP 10.136.38.2  
\*Jun 15 14:24:34:637 2017 AC PORTAL/7/PORTAL\_DEBUG: Start timer TMR\_AUTHOR: user index

5 IP 10.136.38.2 state WAIT\_AUTHOR\_ACK!  
\*Jun 15 14:24:34:637 2017 AC PORTAL/7/PORTAL\_DEBUG: State WAIT\_AUTHOR\_ACK change to WAIT\_ACL\_ACK,ID 5 IP 10.136.38.2  
\*Jun 15 14:24:34:638 2017 AC PORTAL/7/PORTAL\_DEBUG: Server no authorization userprofile name  
\*Jun 15 14:24:34:638 2017 AC DPPORTAL/7/DP\_PORTAL\_DEBUG:  
DRV\_FUNC2:  
IfName = Vlan-interface1001  
SrcIP = 10.136.38.2  
SrcMac = f0d5-bf88-8a2e  
Vlan ID = 1001  
AuthorACL = N/A  
Operation = ADD  
\*Jun 15 14:24:34:638 2017 AC DPPORTAL/7/DP\_PORTAL\_DEBUG:  
Added Permit ACL: Successfully!  
RuleID = 0x0000000a  
Sequence = 0x0000000a  
\*Jun 15 14:24:34:639 2017 AC PORTAL/7/PORTAL\_DEBUG: Add ACL driver return:0  
Inbound interface = all  
Type = dynamic  
Action = permit  
Protocol = 0  
Source:  
IP = 10.136.38.2  
Mask = 255.255.255.255  
Port = any  
MAC = f0d5-bf88-8a2e  
Interface = any  
VLAN = 1001  
SSID =  
Spot = N/A  
Destination:  
IP = 0.0.0.0  
Mask = 0.0.0.0  
Port = any  
Context = 0x0000000a,0xffffffff  
\*Jun 15 14:24:34:639 2017 AC PORTAL/7/PORTAL\_DEBUG: Processing AUTHOR-ACK user 5 IP 10.136.38.2 successfully!  
\*Jun 15 14:24:34:639 2017 AC PORTAL/7/PORTAL\_DEBUG: State WAIT\_AUTHOR\_ACK change to WAIT\_LOGIN\_ACK,ID 5 IP 10.136.38.2  
\*Jun 15 14:24:34:639 2017 AC PORTAL/7/PORTAL\_DEBUG: Start timer TMR\_LOGIN: user index 5 IP 10.136.38.2 state WAIT\_LOGIN\_ACK!  
\*Jun 15 14:24:34:640 2017 AC PORTAL/7/PORTAL\_DEBUG:  
Portal send to 10.255.254.253 packet length:52  
Portal packet head:  
Type:4 SN:59052 ReqId:0 AttrNum:3 ErrCode:0 UserIP:10.136.38.2  
Portal packet attribute list:  
[ 10 BAS-IP ] [ 6 ] [10.136.43.253]  
[ 11 Session-ID ] [ 8 ] [f0d5bf888a2e]  
[ 38 DeviceStartTime ] [ 6 ] [1497535015]  
Portal raw packet:  
02 04 01 00 e6 ac 00 00 0a 88 26 02 00 00 00 03  
79 32 55 7b 4e 1e 8a d5 c7 32 c5 7b 4f 06 8c 7e  
0a 06 0a 88 2b fd 0b 08 f0 d5 bf 88 8a 2e 26 06  
59 42 92 27  
\*Jun 15 14:24:34:642 2017 AC RDS/7/DEBUG: Recv MSG,[MsgType=Account request Index = 5, ul Param3=0]  
\*Jun 15 14:24:34:642 2017 AC RDS/7/DEBUG: Send attribute list:  
\*Jun 15 14:24:34:643 2017 AC RDS/7/DEBUG:  
[1 User-name ] [13] [13913937552]  
[32 NAS-Identifier ] [4 ] [AC]  
[5 NAS-Port ] [6 ] [16819177]  
[87 NAS\_Port\_Id ] [18] [0100010000001001]  
[61 NAS-Port-Type ] [6 ] [19]

```

[31 Caller-ID          ] [19] [46302D44352D42462D38382D38412D3245]
*Jun 15 14:24:34:643 2017 AC RDS/7/DEBUG:
[30 Called-station-Id  ] [26] [80-F6-2E-BB-C8-60:GLJY-2]
[40 Acct-Status-Type   ] [6 ] [1]
[45 Acct-Authentic     ] [6 ] [1]
[44 Acct-Session-Id    ] [23] [117061514243406b66925]
[8 Framed-Address      ] [6 ] [10.136.38.2]
[4 NAS-IP-Address      ] [6 ] [10.136.43.253]
*Jun 15 14:24:34:643 2017 AC RDS/7/DEBUG:
[55 Event-Timestamp    ] [6 ] [1497536674]
*Jun 15 14:24:34:644 2017 AC RDS/7/DEBUG:
Event: Begin to switch RADIUS server when sending 1 packet.
*Jun 15 14:24:34:644 2017 AC RDS/7/DEBUG: Malloc seed:9 in 10.255.254.253 for User ID:5
*Jun 15 14:24:34:644 2017 AC RDS/7/DEBUG:
Event: Modify NAS-IP to 10.136.43.253.
*Jun 15 14:24:34:645 2017 AC RDS/7/DEBUG: Send: IP=[10.255.254.253], UserIndex=[5], ID=[9], R
etryTimes=[0], Code=[4], Length=[165]
*Jun 15 14:24:34:645 2017 AC RDS/7/DEBUG: Send Raw Packet is:
*Jun 15 14:24:34:645 2017 AC RDS/7/DEBUG:
04 09 00 a5 a6 77 3b bf 16 9b 5b 5a 18 fc d6 d8
d9 92 c7 45 01 0d 31 33 39 31 33 39 33 37 35 35
32 20 04 41 43 05 06 01 00 a3 e9 57 12 30 31 30
30 30 31 30 30 30 30 30 31 30 30 31 3d 06 00
00 00 13 1f 13 46 30 2d 44 35 2d 42 46 2d 38 38
2d 38 41 2d 32 45 1e 1a 38 30 2d 46 36 2d 32 45
2d 42 42 2d 43 38 2d 36 30 3a 47 4c 4a 59 2d 32
28 06 00 00 00 01 2d 06 00 00 00 01 2c 17 31 31
37 30 36 31 35 31 34 32 34 33 34 30 36 62 36 36
39 32 35 08 06 0a 88 26 02 04 06 0a 88 2b fd 37
06 59 42 98 a2

*Jun 15 14:24:34:647 2017 AC DPPORTAL/7/DP_PORTAL_DEBUG:
Info: Find the freerule result (0),Param:SrcIP 0afffed,DstIP 0a882602,DstMac(f0d5-bf88-8a2e)
*Jun 15 14:24:34:647 2017 AC PORTAL/7/PORTAL_DEBUG:
Portal receive from 10.255.254.253 packet length:32
Portal check packet OK
Portal packet head:
Type:7 SN:59052 ReqId:0 AttrNum:0 ErrCode:0 UserIP:10.136.38.2
Portal packet attribute list:
NULL
Portal raw packet:
02 07 01 00 e6 ac 00 00 0a 88 26 02 00 00 00 00
61 34 f5 02 d9 69 ae 1f a4 80 24 55 4e 3e 3b 28
Event: Begin to switch RADIUS server when sending 1 packet.
*Jun 15 14:24:43:634 2017 AC RDS/7/DEBUG:
Event: No active RADIUS server is available for switching when sending packet (pkt-flag = 1).
*Jun 15 14:24:43:634 2017 AC RDS/7/DEBUG: Free seed:9 in 10.255.254.253 for User ID:5
*Jun 15 14:24:43:634 2017 AC RDS/7/DEBUG:
Error: Accounting server no response.(AAAIID = 5, Req-ID = 0)
%Jun 15 14:24:43:666 2017 AC PORTAL/4/PORTAL_USER_LOGON_FAIL: -
UserName=13913937552-IPAddr=10.136.38.2-IfName=Vlan-interface1001-VlanID=1001-MACAddr=
F0:D5:BF:88:8A:2E-Reason=Rejected : 1; User failed to get online. (设备提示计费服务器无响应, 用
户上线失败)
至此, 我们发现了终端无法上线的原因, 和现场沟通后确认现场使用的radius服务器是不支持计费功能
的。

```

由于现场的radius服务器不支持计费功能, 而我们的设备上又配置了计费的命令, 所以在认证时设备认为计费服务器没有响应导致终端上线失败。

让现场把计费配置为none即可解决该问题。

(accounting portal radius-scheme portal改为accounting portal none)

遇到现场radius服务器不支持计费功能时, 我们需要把portal中的计费配置配为none。注意: 不要把计费配置删除而应该配为none。

