

知 某局点WX3520X portal认证失败问题处理经验案例

Portal 刁勇 2023-01-31 发表

组网及说明

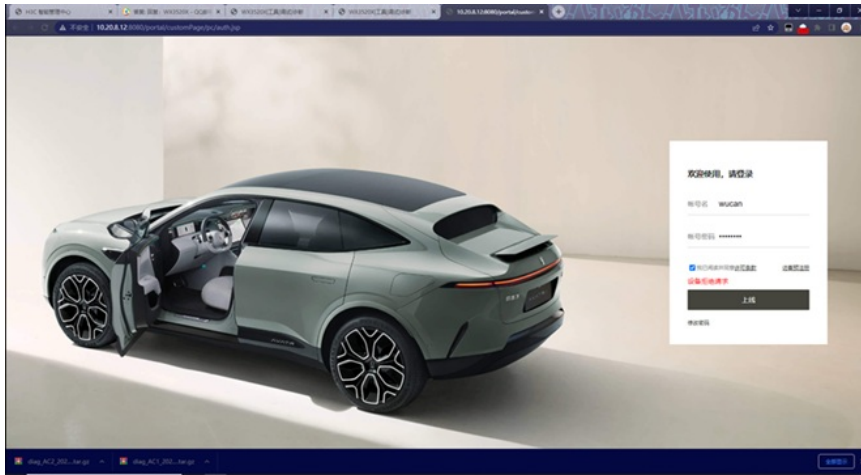
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问题描述

无线本地转发，对接IMC做portal认证，失败报错设备拒绝请求

过程分析

报错设备拒绝请求:



查看配置暂未看到错误:

```
#
radius scheme imc-portal
primary authentication X.X.X.X
primary accounting X.X.X.X
key authentication cipher $c$3$Fmonc4CpZOhs8EA7ppsY/8/g/l5SAM75vA==
key accounting cipher $c$3$ok7HK44VspPeH3pg1vxnX+lv9KobGsMG2Q==
user-name-format without-domain
nas-ip X.X.X.X

#
domain name imc-portal
authentication portal radius-scheme imc-portal
authorization portal radius-scheme imc-portal
accounting portal radius-scheme imc-portal

#
portal server imc-portal
ip X.X.X.X key cipher $c$3$/kEHNk7fb5Qe7cBVwqDzA61h+iolGGvhVA==
#

portal web-server imc-portal
url http://X.X.X.X:8080/portal/
```

```
wlan service-template avatr-guest
ssid AVATR-GUEST
client forwarding-location ap
portal enable method direct
portal domain imc-portal
portal bas-ip X.X.X.X
portal apply web-server imc-portal
service-template enable
```

和IMC对应地址配置查看是一致的, 同时两端radius密码删除重配故障依旧

Debug portal packet和Debug radius packet提示在ack_auth这一步报错
AC1 PORTAL/7/PACKET: Portal sent 38 bytes of packet[Type=ack_auth(4), ErrCode=1, IP=X.X.X.X]

同时debug没有radius报文的信息, 查看portal free-rule配置发现放通端口只有8080和8443:

```
portal free-rule 0 destination ip X.X.X.X 255.255.255.255 tcp 8080
portal free-rule 1 destination ip X.X.X.X 255.255.255.255 tcp 8443
```

测试删掉端口直接放通地址, 报错依旧

因为debug是Debug portal packet和Debug radius packet, 信息有限, 建议现场再次测试, 同时收集Debug portal all和Debug radius all, 看看AC没发radius报文前的打印看有什么异常
重新收集后发现:

AC1 PORTAL/7/EVENT: Auth-SM[X.X.X.X]: Auth-sm created successfully.

AC1 PORTAL/7/ERROR: Failed to create the user because VSRP was down on the interface.

解决方法
AC1 PORTAL/7/ERROR: User-SM[X.X.X.X]: Failed to create user when REQ_AUTH.

将vsrp-instance /ns删除后可正常通过认证

AC1 PORTAL/7/EVENT: Auth-SM[X.X.X.X]: Auth-sm was destroyed.

VSRP设备上配置:

```
wlan global-configuration
```

```
vsrp-instance inst
```

```
calibrate-channel self-decisive enable all
```

```
calibrate-power self-decisive enable all
```

