

交换机联合imc做portal认证提示认证超时

Portal Radius 陈泽勇 2023-02-27 发表

组网及说明

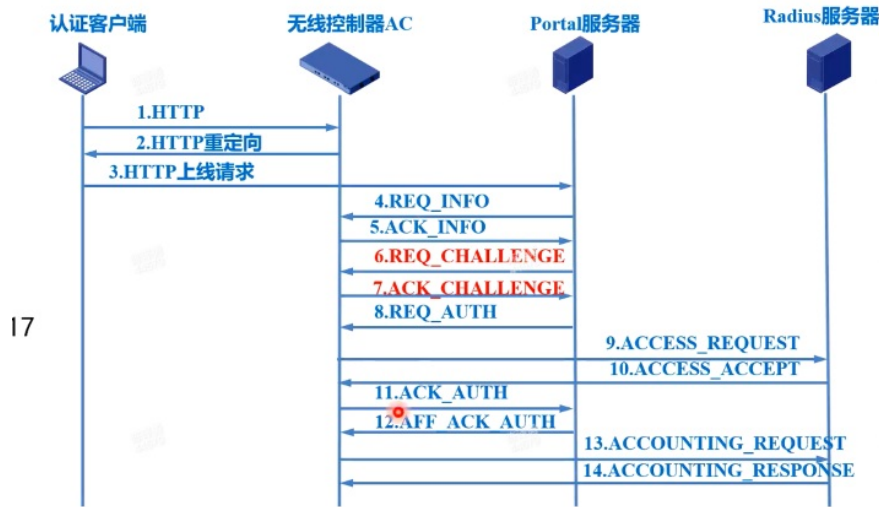
交换机结合IMC做远程portal认证，IMC侧为portal服务器端

问题描述

客户端可以正常弹出认证但是输入用户名密码之后提示认证超时。

过程分析

1、查看portal认证的过程，既然已经弹出认证界面，那证明设备侧已经重定向了http界面且已经进入了req-info报文交互阶段。



2、查看debug portal 和radius信息，查看可以看到已经进入了req_auth阶段和access_request阶段：

Portal received 64 bytes of packet: Type=req_auth(3), ErrCode=0,

*Mar 8 06:50:03:447 2021 XZ-huiju PORTAL/7/FSM: Auth-SM [10.103.1.5]: Entered state Authenticating.

*Mar 8 06:50:03:447 2021 XZ-huiju RADIUS/7/EVENT: PAM_RADIUS: Processing RADIUS authentication.

*Mar 8 06:50:03:447 2021 XZ-huiju RADIUS/7/EVENT: Processing AAA request data. *Mar 8

06:50:03:447 2021 XZ-huiju RADIUS/7/EVENT: Got request data successfully, primitive: authentication.

*Mar 8 06:50:03:447 2021 XZ-huiju RADIUS/7/EVENT: Getting RADIUS server info.

*Mar 8 06:50:03:448 2021 XZ-huiju RADIUS/7/EVENT: Got RADIUS server info successfully.

*Mar 8 06:50:03:448 2021 XZ-huiju RADIUS/7/EVENT: Created request context successfully.

*Mar 8 06:50:04:805 2021 XZ-huiju RADIUS/7/EVENT: Response timed out.

*Mar 8 06:50:04:805 2021 XZ-huiju RADIUS/7/EVENT: Found request context, dstIP: XXXX; dstPort: 1812; VPN instance: --(public); sockfd: 63; pktID:116.

*Mar 8 06:50:04:805 2021 XZ-huiju RADIUS/7/EVENT: Reached the maximum retries.

*Mar 8 06:50:04:805 2021 XZ-huiju RADIUS/7/EVENT: Got next server failed.

*Mar 8 06:50:04:805 2021 XZ-huiju RADIUS/7/EVENT: Sent reply error message to PAM.

3、可以看到设备侧发送access_request报文之后，IMC侧一直未回应报文导致超时。

解决方法

检查imc侧与设备侧发现是nas-ip配置错误导致两端不一致，imc侧接入未予通过导致的问题。后改为一致后问题解决

