



某局点个别终端概率性1x认证失败问题处理经验案例

802.1X

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组网及说明

传统组网，远程1x认证

告警信息

无

问题描述

某局点部分终端概率性出现1x认证失败，多尝试几次可能会成功

过程分析

检查AC上配置无误后，AC上收集1x认证过程的debug，debug 显示服务器认证拒绝，拒绝原因为没有查到这个user账号

```
%Dec 21 18:40:00:486 2022 xxx-AC-WX5560H DOT1X/5/DOT1X_WLAN_LOGIN_FAILURE: -User  
ame=host/RM-A211001322.xxx.com-UserMAC=a864-f1e2-bf8a-BSSID=4873-97c4-b8c0-SSID=Ap-  
Office-Se-APName=HQ-E22F-ON-AP-WA6638-12-RadiolD=2-VLANID=1888; A user failed 802.1X a  
uthentication.Reason:AAA processed authentication request and return 26. Server reason "E63  
018: The user does not exist or has not subscribed to this service."
```

但是用户反馈账号输入无误

根据Calling-Station-Id查看对应账号为host/RM-A211001322.XXX.com，这个账号明显不是用户输入账号，host其实是主机名

```
*Dec 21 18:40:00:481 2022 xxx-AC-WX5560H RADIUS/7/PACKET:
```

```
User-Name="host/RM-A211001322.XXX.com"
```

```
Service-Type=Framed-User
```

```
Framed-Protocol=PPP
```

```
NAS-Identifier="cm-0-10-210235A1JRB214000024"
```

```
NAS-Port=16779104
```

```
NAS-Port-Type=Wireless-802.11
```

```
NAS-Port-
```

```
Calling-Station-
```

```
Called-Station-
```

```
H3c-Nas-Startup-Timestamp=1671210969
```

```
Acct-Session-
```

```
H3c-User-Vlan-Id=1888
```

```
EAP-Message=0x0202001f01686f73742f524d2d413231313030313332322e646a692e636f6d
```

```
Message-Authenticator=0x00000000000000000000000000000000
```

```
Framed-MTU=1450
```

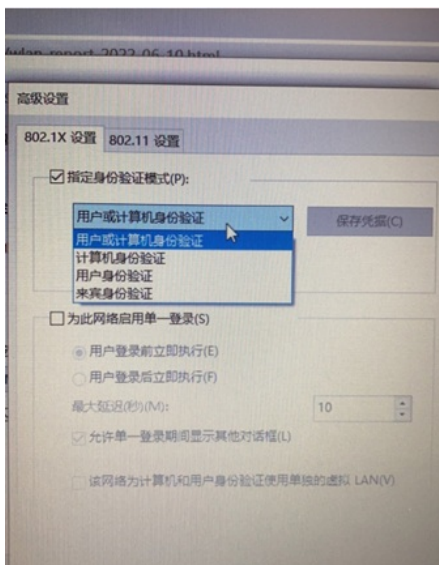
```
H3c-Ip-Host-Addr="0.0.0.0 a8:64:f1:e2:bf:8a"
```

```
H3C-MAC-Proxy-Authenticator=*****
```

```
NAS-IP-Address=10.50.72.16
```

```
H3c-Product-
```

初步判断为终端网卡设置错误，应该选择用户身份验证，现场设置的是用户或计算机身份验证，网卡连接时或概率性用计算机名进行认证，导致认证失败



解决方法

修改终端网卡设置为用户身份验证

