

知 终端完成portal认证后，每隔48 h发生portal表项消失故障

Portal 谭奇伟 2023-06-18 发表

组网及说明

AC旁挂核心，本地转发，多台AC（不同型号，不同版本）对接同一台第三方认证服务器
AC服务模板上配置的portal认证，但没有配置无感知认证。

告警信息

WU

问题描述

1. 终端完成portal认证后，每隔48 h，即使终端一直在使用，也会在终端侧提示“无法上网”，需要重新断开wifi后重连，此时会重定向自动弹出portal认证页面，需要用户重新进行portal认证；
2. 服务器侧显示是AC向服务器侧发起了终端portal下线请求；
3. 故障发生时，AC上的portal表项消失，即通过display portal user username xxx 搜索找不到有对应终端的记录。需要终端重新portal认证后，AC上才会出现portal表项。


```

解决方法
Acct-Delay-Time=0
Event-Timestamp="Jun 15 2023 16:31:55 UTC"
Hlc-Proc-Cc := "HLC WX3 HXK"
Hlc-Max-Startup-FileName:=68262664
*Jun 15 16:31:55:309 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: Sent request packet successfully, dst-IP: 10.42.128.12, code: 4, length: 461.
05 d1 01 cd 16 2a c4 78 0e 00 a9 53 40 21 c2 c2
a7 22 fe ac 01 0c 67 77 30 30 32 33 33 35 39
1e 14 37 30 24 43 36 2d 44 44 2d 32 31 2d 32 34
28 41 30 3a 74 65 73 74 2d 73 69 64 20 15 4e
42 24 54 65 63 68 2d 5a 4a 47 2d 41 43 2d 4d 61
69 6e 04 06 0a 2a 40 fc 1a 18 00 00 63 a2 e6 12
57 4c 41 4e 2d 42 53 53 31 2f 30 2f 34 30 33 33
00 00 01 00 00 4a 57 12 30 31 30 30 30 30 30
30 30 30 30 30 37 34 3d 06 00 00 00 13 30 06
00 05 f5 a7 2e 06 00 02 a0 30 1a 16 00 00 63 a2
d0 01 03 06 0f 1f 21 2b 2c 2e 2f 77 79 79 fc
2f 06 00 0e c1 99 2b 06 02 ff c7 a9 35 06 00 00
00 00 2a 06 07 74 5d 9c 34 06 00 00 00 19 0e
a9 08 08 e8 ae a4 e8 a7 92 4b 00 02 1a 19 00 00
63 a2 d2 13 6e 61 73 3a 69 69 6e 64 65 76 3d
*Jun 15 16:31:55:309 2023 NB-Tech-ZJG-AC-Main RADIUS/7/PACKET:
36 39 35 37 34 2c 27 30 30 30 30 30 37 30
30 31 31 31 36 33 31 35 34 30 30 30 30 30 35
33 30 38 30 30 30 30 31 32 31 35 1a 26 00 00
63 a2 3c 20 31 30 2e 34 32 2e 37 34 2e 32 30 33
20 30 3a 35 63 3a 63 32 3a 62 37 3a 36 63 3a
37 34 1f 13 30 30 2d 35 43 2d 43 32 2d 42 37 2d
36 43 2d 37 34 08 06 0a 2a 4a cb 1a 0b 00 00 63
a2 11 09 6e 61 63 07 06 00 00 ff 06 06 00 00
00 02 1a 0c 00 00 63 a2 b4 06 00 00 03 5d 06
00 00 00 01 1a 18 00 00 63 a2 da 12 00 00 01 03
00 0f 1f 21 2b 2c 2e 2f 77 79 79 fc 28 06 00 00
00 03 29 00 00 00 00 00 37 64 00 3c 4b 13
00 00 63 a2 ff 0d 48 33 43 20 57 58 33 35 34 30
58 1a 0c 00 00 63 a2 3b 06 64 50 f2 e8
*Jun 15 16:31:55:309 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: Sent request packet and create request context successfully.
*Jun 15 16:31:55:309 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: Added request context to global table successfully.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: Found request context, dstIP: 10.42.128.12, dstPort: 1813, VPI instance: --(public), socketFd: 279, pktID: 209.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: The reply packet is valid.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: Decoded reply packet successfully.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main RADIUS/7/PACKET:
05 d1 00 14 01 30 89 a3 ff 2d c8 06 67 db dc ac
05 cd de 44
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: Sent reply message successfully.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: PAM RADIUS: RADIUS accounting updated.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main RADIUS/7/EVENT: PAM RADIUS: Fetched accounting-update reply-data successfully, resultCode: 0
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main PORTAL/7/EVENT: User-SM[10.42.74.203]: Received accounting-update response, RespCode=0.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main PORTAL/7/EVENT: User-SM[10.42.74.203]: Received accounting-update response, RespCode=0.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main PORTAL/7/EVENT: User-SM[10.42.74.203]: Processed accounting-update failed and user logout.
*Jun 15 16:31:55:324 2023 NB-Tech-ZJG-AC-Main PORTAL/7/EVENT: User-SM[10.42.74.203]: Notified Auth-SM to log user out.
*Jun 15 16:31:55:325 2023 NB-Tech-ZJG-AC-Main PORTAL/7/PACKET: Portal sent 56 bytes of packet[Type=ntf_logout(8), ErrCode=0, IP=10.42.74.203].
*Jun 15 16:31:55:325 2023 NB-Tech-ZJG-AC-Main PORTAL/7/PACKET: Portal attributes information:
[ 5 TEXTINFO ] [ 18 ] [Session timeout.]
[ 10 BASTP ] [ 6 ] [10.42.64.252]
*Jun 15 16:31:55:325 2023 NB-Tech-ZJG-AC-Main PORTAL/7/PACKET: Portal original packet:
82 08 01 00 64 ab 00 00 0a 2a 4a cb 00 00 00 02

```

AC发给服务器的计费更新请求报文

根据上述wireshark和debug结果可以看出，AC在终端登录48 h后，给服务器发送了计费更新，而在收到服务器的计费应答报文后，发现RespCode = 0，于是判定终端Session-timeout，这才发送了NTF_LOGOUT报文给服务器，请求终端下线。

以上应该与服务器回复的Accounting Response报文中的Attribute没有携带相关的属性有关。

需要排查服务器侧为什么给AC发送的计费更新没有携带属性。

那么，这个48 h的Session时长是从哪里来的呢？

查看Wireshark报文可知，终端的portal认证成功后，服务器通过Access报文向终端携带了Session-Timeout 48 h的属性，如下图所示：

No.	Time	Source	Destination	Protocol	Length	Info
176582	2023-06-08 12:56:22.129504	10.42.128.12	10.42.64.252	RADIUS	62	Accounting-Response(5) (id=148, l=20)
176969	2023-06-08 12:56:55.299580	10.42.64.252	10.42.128.12	RADIUS	441	Access-Request(1) (id=68, l=399)
176970	2023-06-08 12:56:55.299895	10.42.128.12	10.42.64.252	RADIUS	106	Access-Accept(2) (id=68, l=64)
176976	2023-06-08 12:56:55.322839	10.42.64.252	10.42.128.12	RADIUS	448	Accounting-Request(4) (id=149, l=406)
176977	2023-06-08 12:56:55.322985	10.42.128.12	10.42.64.252	RADIUS	62	Accounting-Response(5) (id=149, l=20)
177086	2023-06-08 12:57:11.129739	10.42.64.252	10.42.128.12	RADIUS	494	Accounting-Request(4) (id=150, l=452)


```

Frame 176970: 106 bytes on wire (848 bits), 106 bytes captured (848 bits) on interface 0
Ethernet II, Src: 70:3a:74:77:a9:20 (70:3a:74:77:a9:20), Dst: 06:05:04:03:02:01 (06:05:04:03:02:01)
Internet Protocol Version 4, Src: 10.42.128.12 (10.42.128.12), Dst: 10.42.64.252 (10.42.64.252)
User Datagram Protocol, Src Port: radius (1812), Dst Port: 11136 (11136)
Radius Protocol
Code: Access-Accept (2)
Packet identifier: 0x44 (68)
Length: 64
Authenticator: 6606e3571a4b3d7bad954d43d01b027e
[This is a response to a request in frame 176969.]
[Time from request: 0.000315000 seconds]
Attribute value Pairs
AVP: l=12 t=User-Name(1): gw00261800
AVP: l=6 t=Service-Type(6): Authenticate-Only(8)
AVP: l=6 t=Acct-Interim-Interval(85): 10000
AVP: l=6 t=Session-Timeout(27): 1728000
AVP: l=14 t=Class(25): e9bb9e8aea4e6a792e889b2

```

