

知 V7防火墙本地portal认证失败，报错“系统繁忙，请稍后重试”

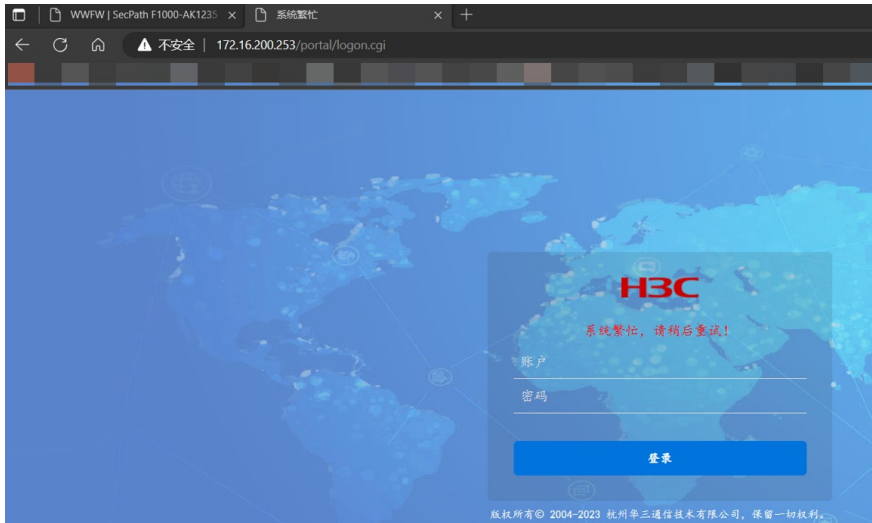
Portal认证 曾招维 2023-08-02 发表

组网及说明

V7防火墙为出网口设备，内网用户通过本地portal认证才可上公网。

告警信息

认证portal页面可正常弹出，输入用户名密码界面报错“系统繁忙，请稍后重试”。



问题描述

V7防火墙为出网口设备，内网用户通过本地portal认证才可上公网，浏览器认证portal页面可正常弹出，输入用户名密码界面报错“系统繁忙，请稍后重试”。

过程分析

现场参考典配《V7防火墙本地portal典型配置案例》 (<https://zhiliao.h3c.com/Theme/details/77243>)

开局，查看命令行配置未见异常，接口已放入安全域，安全策略有一条全放通。

主要配置如下：

```
#
interface Vlan-interface200
ip address 172.16.200.253 255.255.255.0
portal enable method direct
portal domain portal
portal apply web-server portal
#
# domain portal
authentication portal local
authorization portal local
accounting portal none
#
#
security-zone name Trust
import interface Vlan-interface200
import interface GigabitEthernet1/0/25 vlan 1 to 4094
#
# portal web-server portal
url http://172.16.200.253/portal
#
portal local-web-server http default-logon-page 15723486157012.zip
user-password modify enable
#
#
security-policy ip
rule 0 name any-any
action pass
logging enable
#
#
local-user test class network
password cipher $c$3$pdql1Jfjx+1Ri0Jzruv3EjWxvHeTWtUxSA==
service-type portal
authorization-attribute user-role network-operator
#
debugging portal all查看portal报文交互过程，在设备发出重定向后，也收到了终端发过来的http报文，但是未获取到终端的MAC地址。若终端与int-vlan200属于同网段，肯定能学习到终端MAC。核查终端UserIP=172.16.0.2，int-vlan200地址172.16.200.253/24，两者跨网段，所以int-vlan200接口下的portal enable method direct配置就有问题。
*Aug 2 11:57:07:715 2023 WWFW PORTAL/7/EVENT: -Context=1; Accept a new user request connection
*Aug 2 11:57:07:715 2023 WWFW PORTAL/7/EVENT: -Context=1; Receive HTTP GET method packet.
*Aug 2 11:57:07:715 2023 WWFW PORTAL/7/EVENT: -Context=1; Request for /portal/common.css.
*Aug 2 11:57:07:716 2023 WWFW PORTAL/7/EVENT: -Context=1; Can't find MAC address.
*Aug 2 11:57:07:716 2023 WWFW PORTAL/7/ERROR: -Context=1; Failed to get SSID when get matchpkg.UserIP=172.16.0.2,MAC=0000-0000-0000
*Aug 2 11:57:07:716 2023 WWFW PORTAL/7/EVENT: -Context=1; Failed to get dhcp option55 due to failure to get user physical info, user IP=172.16.0.2.
*Aug 2 11:57:07:716 2023 WWFW PORTAL/7/EVENT: -Context=1; Failed to get dhcp option55 due to failure to get user physical info, user IP=172.16.0.2.
*Aug 2 11:57:07:716 2023 WWFW PORTAL/7/EVENT: -Context=1; Connection has been destroyed,UserIP=172.16.0.2
```

解决方法

portal修改为可跨三层认证方式后正常。

#

```
interface Vlan-interface200
```

```
portal enable method layer3
```

