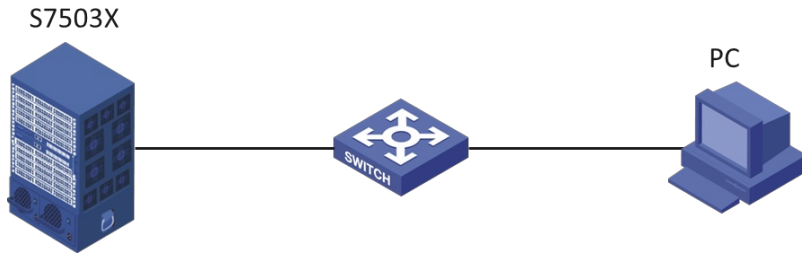


知 某局点portal认证强制下线后，无法再次上线故障案例

Portal 单畅 2023-09-28 发表

组网及说明



问题描述

用户认证起在核心75上面现场结合第三方服务器做portal认证，服务器上强制下线后，无法再次上线。

过程分析

debug主要过程发现:

```
%Jul 26 11:15:10:105 2023 BGS-5#3F-S7503X-CORE-9.1 WEBAUTH/6/WEBAUTH_USER_LOGOFF: -MDC=1; -IfName=Bridge-Aggregation3-MACAddr=3c7c-3f7d-6f1d-VLANId=11-UserName=sn0828-Reason=8; Session of the WEBAUTH user was terminated.
```

```
*Jul 26 11:15:10:105 2023 BGS-5#3F-S7503X-CORE-9.1 RADIUS/7/EVENT: -MDC=1; PAM_RADIUS: RADIUS accounting stopped.
```

```
*Jul 26 11:15:10:105 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/EVENT: -MDC=1; Received a force logout message from Web-auth.
```

```
*Jul 26 11:15:10:105 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/FSM: -MDC=1; Auth-SM: Started to run.
```

```
*Jul 26 11:15:10:105 2023 BGS-5#3F-S7503X-CORE-9.1 RADIUS/7/EVENT: -MDC=1; PAM_RADIUS: Sent accounting-stop request successfully.
```

```
*Jul 26 11:15:10:105 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/FSM: -MDC=1; Auth-SM [10.118.11.39]: Entered state Waiting
```

```
*Jul 26 11:15:10:106 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/PACKET: -MDC=1; Portal sent 29 bytes of packet: Type=ntf_logout(8), ErrCode=0, IP=10.118.11.39
```

```
*Jul 26 11:15:10:106 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/PACKET: -MDC=1; [ 5 TEXTINFO ] [ 13] [Command cut]
```

```
*Jul 26 11:15:17:852 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/PACKET: -MDC=1; Portal received 16 bytes of packet: Type=req_info(9), ErrCode=0, IP=10.118.11.39
```

```
*Jul 26 11:15:17:852 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/PACKET: -MDC=1; 01 09 01 00 ac 65 00 00 0a 76 0b 27 00 00 00 00
```

```
*Jul 26 11:15:17:853 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/PACKET: -MDC=1; Portal sent 79 bytes of packet: Type=ack_info(10), ErrCode=0, IP=10.118.11.39
```

```
*Jul 26 11:15:17:853 2023 BGS-5#3F-S7503X-CORE-9.1 PORTAL/7/PACKET: -MDC=1; [ 8 PORT ] [ 55] [BGS-5#3F-S7503X-CORE-9.1-vlan-00-0011@vlan-SSID] [ 11 SESSIONID ] [ 8] [3c7c-3f7d-6f1d]
```

Received a force logout message from Web-auth设备收到了Web-auth的强制下线的报文，设备向服务器发了ntf_logout(8)的下线报文，debug上只有REQ_INFO 和ACK_INFO，未收到服务器REQ_AUTH，即没有再次收到认证请求报文。

在服务器上抓包发现:

故障局点: 无线, NAS 10.118.9.1, SMP服务器10.1.10.82。这个有问题, 下线的时候不会像服务器发portal的下线报文。

12296 37.383000	10.118.9.1	10.1.10.82	Portal	121 Portal ACK_INFO
13190 39.081000	10.1.10.82	10.118.9.1	Portal	58 REQ_INFO
13194 39.081000	10.118.9.1	10.1.10.82	Portal	121 Portal ACK_INFO
14114 43.169000	10.1.10.82	10.118.9.1	Portal	58 REQ_INFO
14118 43.169000	10.118.9.1	10.1.10.82	Portal	121 Portal ACK_INFO
16107 46.326000	10.1.10.82	10.118.9.1	Portal	58 REQ_INFO
16162 46.328000	10.118.9.1	10.1.10.82	Portal	121 Portal ACK_INFO
18132 50.041000	10.1.10.82	10.118.9.1	Portal	58 REQ_INFO
18144 50.042000	10.118.9.1	10.1.10.82	Portal	121 Portal ACK_INFO
19336 54.167000	10.1.10.82	10.118.9.1	Portal	58 REQ_INFO
19351 54.168000	10.118.9.1	10.1.10.82	Portal	121 Portal ACK_INFO
20761 58.181000	10.1.10.82	10.118.9.1	Portal	58 REQ_INFO
20766 58.182000	10.118.9.1	10.1.10.82	Portal	121 Portal ACK_INFO
21939 61.552000	10.1.10.82	10.118.9.1	Portal	58 REQ_INFO

另一个正常的局点: NAS 10.118.60.2, SMP服务器10.1.10.82。这个正常, 下线的时候会像服务器发portal的下线报文。

13724 49.953000	10.1.10.82	10.118.60.2	Portal	74 REQ_AUTH
13809 49.958000	10.118.60.2	10.1.10.82	Portal	66 ACK_AUTH
13810 49.958000	10.1.10.82	10.118.60.2	Portal	58 AFF_ACK_AUTH
17689 62.030000	10.118.60.2	10.1.10.82	Portal	89 NTF_LOGOUT
17691 62.030000	10.1.10.82	10.118.60.2	Portal	89 ACK_LOGOUT
18320 64.015000	10.1.10.82	10.118.60.2	Portal	74 REQ_AUTH
18427 64.019000	10.118.60.2	10.1.10.82	Portal	66 ACK_AUTH
18428 64.019000	10.1.10.82	10.118.60.2	Portal	58 AFF_ACK_AUTH
20759 68.391000	10.118.60.2	10.1.10.82	Portal	89 NTF_LOGOUT
20762 68.391000	10.1.10.82	10.118.60.2	Portal	89 ACK_LOGOUT
24819 80.117000	10.1.10.82	10.118.60.2	Portal	74 REQ_AUTH
24954 80.627000	10.118.60.2	10.1.10.82	Portal	66 ACK_AUTH
24955 80.627000	10.1.10.82	10.118.60.2	Portal	58 AFF_ACK_AUTH

debug和抓包结果不一致，也就是设备向外发了下线报文，但是服务器并没有收到。

解决方法

由于设备上没有配置bas-ip导致，前期客户由于服务器侧的要求，去掉了设备上的bas-ip。配置bas-ip后问题解决。

