

某局点portal认证偶发性失败问题处理经验案例

Portal 柴鹏辉 2024-01-08 发表

组网及说明

典型AC-FIT ap组网，配合我司IMC做portal认证

问题描述

现场portal认证，每天上午上班终端首次认证关联时候会出现偶发性认证失败

过程分析

- 1、imc上显示是服务器发送给ac的portal认证报文，设备侧无响应；
- 2、ac上配合抓包和debug发现，ac物理口收到报文之后，portal处理模块超时导致认证失败；
- 3、进一步查看配置发现现场单独放行了如下几个portal free 的域名：

configuration.ls.apple.com

init.push-apple.com.aka.dns.net

init.push-apple.com.aka.net

init.push.apple.com

init.push.apple.com

- 4、通过dis dns host命令发现这几个域名对应多个ip地址

<AC>dis dns host

Type:

D: Dynamic S: Static

Total number: 9

No.	Host name	Type	TTL	Query type	IP addresses
1	albert.apple.com	D	35	A	17.84.106.123
2	albert.v.aaplimg.com	D	17	A	17.84.106.123
3	configuration.ls.apple.com	D	0	A	23.77.215.48
4	configuration.ls.apple.com	D	11	AAAA	2600:1417:76:79D::2903 2600:1417:76:780::2903 2600:1417:76:792::2903 2600:1417:76:798::2903 2600:1417:76:797::2903
5	i.u.log.mix.sina.com.cn	D	30	A	10.8.0.210
6	init.push-apple.com.aka.dns.net	D	5	A	17.188.168.161 17.188.171.138 17.188.172.72 17.188.171.202 17.188.170.135 17.188.172.10 17.188.170.10 17.188.170.72
7	init.push-apple.com.aka.dns.net	D	20	AAAA	2620:149:208:306::1D 2620:149:208:306::1E 2620:149:F9:1026::4 2620:149:F9:101E::4 2620:149:208:305::1E 2620:149:208:305::1D 2620:149:F9:101F::4 2620:149:F9:1027::4
8	init.push.apple.com	D	3	A	17.188.172.72 17.188.168.161 17.188.170.135 17.188.171.138

```

17.188.172.10
17.188.171.202
17.188.170.10
17.188.170.72
9 init.push.apple.com D 3 AAAA 2620:149:208:306::1E
2620:149:F9:1026::4
2620:149:F9:1027::4
2620:149:F9:101F::4
2620:149:208:305::1D
2620:149:208:306::1D
2620:149:208:305::1E
2620:149:F9:101E::4

```

<B1-WLAN-AC-4>

<B1-WLAN-AC-4>

<B1-WLAN-AC-4>

<B1-WLAN-AC-4>rep

<B1-WLAN-AC-4>repeat 5

<B1-WLAN-AC-4>scr dis

<B1-WLAN-AC-4>dis process cpu

CPU utilization in 5 secs: 18.8%; 1 min: 21.3%; 5 mins: 21.4%

JID	5Sec	1Min	5Min	Name
[migration/12]				
40	0.0%	0.0%	0.0%	[ksoftirqd/12]
41	0.0%	0.0%	0.0%	[watchdog/12]
42	0.0%	0.0%	0.0%	[migration/13]
43	0.0%	0.0%	0.0%	[ksoftirqd/13]
44	0.0%	0.0%	0.0%	[watchdog/13]
45	0.0%	0.0%	0.0%	[migration/14]
46	0.0%	0.0%	0.0%	[ksoftirqd/14]
47	0.0%	0.0%	0.0%	[watchdog/14]
48	0.0%	0.0%	0.0%	[migration/15]
49	0.0%	0.0%	0.0%	[ksoftirqd/15]
50	0.0%	0.0%	0.0%	[watchdog/15]
51	0.0%	0.0%	0.0%	[migration/16]
52	0.0%	0.0%	0.0%	[ksoftirqd/16]
53	0.0%	0.0%	0.0%	[watchdog/16]
54	0.0%	0.0%	0.0%	[migration/17]
55	0.0%	0.0%	0.0%	[ksoftirqd/17]
56	0.0%	0.0%	0.0%	[watchdog/17]
57	0.0%	0.0%	0.0%	[migration/18]
58	0.0%	0.0%	0.0%	[ksoftirqd/18]
59	0.0%	0.0%	0.0%	[watchdog/18]
60	0.0%	0.0%	0.0%	[migration/19]
61	0.0%	0.0%	0.0	

5、现场这几个域名TTL时间太短，20几秒，每个域名都对应多个IP，这些信息需要下发到每个BSS，涉及内核操作，所以比较耗时，导致认证报文得不到及时处理。

解决方法

客户现场这几个域名非必要配置，现场删除放行配置后问题解决