

知 区县款型/区域限制 款型ACG设备web界面无法正常进入，填写信息后仍然提示“联网失败，请重新连接互联网”

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组网及说明

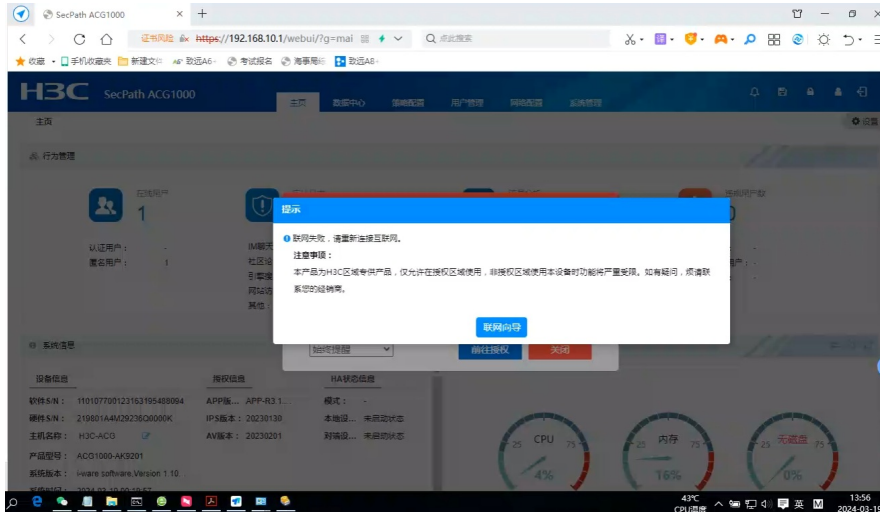
不涉及

告警信息

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问题描述

新到货设备，设备属于区域受限款型，打开web界面后有如下提示，且输入完毕信息后ACG的web会自动登出，输入用户名密码后仍然有如下提示：



过程分析

1. 看下会话统计是否超过100个，超过的话需要清会话后再试

```
H3C-ACG# display ip connection statistics dest-ip any
DstIP          count
111.11.11.1     6
111.2.179.96    3
39.156.66.14    2
47.111.131.158  1
224.0.0.22      1
223.167.166.53  1
111.63.205.165  1
ff02::1:2       1
106.75.209.228  1
119.45.2.35     1
120.240.138.93  1
180.163.252.144 1
120.26.41.154   1
39.156.85.9     1
111.63.51.36    1
122.70.131.199  1
101.199.113.94  1
101.199.128.203 1
140.249.85.209  1
192.168.10.1    1
39.156.66.18    1
52.139.251.88   1
117.89.177.97   1
255.255.255.255 1
```

```
H3C-ACG# display ip connection statistics source-ip any
SrcIP          count
192.168.10.111 18
0.0.0.0         1
169.254.44.161 1
fe80::5ee0:e699:542f:b839 1
```

```

H3C-ACG# dis ip connection count
<cr>
detail detail of new and timeout per second
H3C-ACG# dis ip connection count
system connection count total : 18
system connection count permit : 18
system connection count deny : 0
H3C-ACG# _

```

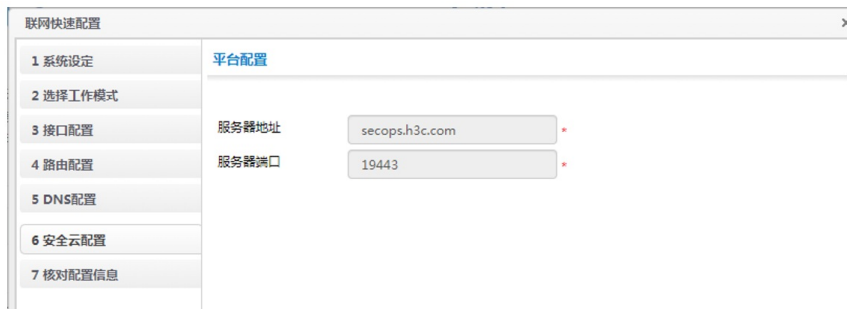
2. 查看状态:

```

H3C-ACG# dis cloud auth-info
Authorization state : Network fail
Maximum offline available time : N/A
Remaining available time : N/A
H3C-ACG# _

```

3. ping secops.h3c.com测试，如果有问题，那么请排查网络问题，一般可以配置缺省路由或者DNS解决



```

H3C-ACG# ping secops.h3c.com
PING 106.3.96.73 (106.3.96.73) 56(84) bytes of data.
  seq      ttl      time(ms)
    1       240      26.935
    2       240      26.215
    3       240      28.262
    4       240      29.865
    5       240      25.764

--- 106.3.96.73 ping statistics ---
5 packets transmitted, 5 received, 0% packet loss, time 4006ms
rtt min/avg/max/mdev = 25.764/27.408/29.865/1.494 ms
H3C-ACG# _

```

4. 如果上述连接均正常，那么可以确认是云安全运维管理平台未注册或纳管的情况，需要现场联系渠道、省代或者省代表处进行激活和纳管操作。

解决方法

参考分析章节排查