

知 某局点 MSR5040 pos机签到失败处理经验案例

E1PoS

俞璐 2018-03-13 发表

某局点采用MSR 5040路由器 E1POS接口配置POS机业务，但是使用过程中POS机一直提示签到超时

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一、查看配置

#

```
posa app 7 type tcp
ip 83.x.x.53 port 12012
mode temporary
source-ip 104.x.x.190
caller-number enable
description ZH_GRZZ_POS_Test
map destination 9041
```

#

```
controller E1 5/0
```

```
pri-set
```

#

```
interface Aux0
```

```
async mode flow
```

```
link-protocol ppp
```

#

```
interface Cellular0/0
```

```
async mode protocol
```

```
link-protocol ppp
```

#

```
interface Fcm5/0:15
```

```
posa bind terminal first-terminal-id 1
```

#

```
interface Ethernet0/0
```

```
port link-mode route
```

#

```
interface Serial5/0:15
```

```
link-protocol ppp
```

```
isdn ignore sending-complete
```

#

配置正确

二、收集调试信息

```
<H3C>debugging posa all
```

```
%Dec 19 08:23:46:149 2017 H3C IFNET/3/LINK_UPDOWN: Fcm5/0:15.16 link status is UP.
```

```
*Dec 19 08:23:46:149 2017 H3C POSA/7/EVENT:
```

```
Terminal 16: Received IOCtrl(1) message from line(353) Object-Type(1) Index(590341) If-Type(89).
```

```
*Dec 19 08:23:46:149 2017 H3C POSA/7/EVENT:
```

```
Terminal 16: Received line up message.
```

```
*Dec 19 08:23:46:150 2017 H3C POSA/7/EVENT:
```

```
Terminal 16: Get FCM terminal caller-ID:83735648
```

```
*Dec 19 08:23:48:510 2017 H3C POSA/7/EVENT:
```

```
Received data from interface(5833537).
```

```
*Dec 19 08:23:48:510 2017 H3C POSA/7/PACKET:
```

```
Received 172 bytes from fcm terminal 16.
```

```
ID(0x60) DST(0x9041) SRC(0x0000)
```

```
Total length: 172 Offset: 0, partial data as follows:
```

```
0x000: 60 90 41 00 00 01 00 00 38 32 36 39 30 33 35 30
```

```
0x010: 20 20 20 20 20 20 00 93 02 00 20 17 20 11 10
```

```
*Dec 19 08:23:48:510 2017 H3C POSA/7/EVENT:
```

```
Terminal 16: Received line data message. //设备收到POS机发送的数据报文
```

```
*Dec 19 08:23:48:511 2017 H3C POSA/7/EVENT:
```

```
App 7: Succeeded to send connecting request to server. //向服务器成功发送连接请求
```

```
#Dec 19 08:23:48:538 2017 H3C POSA/4/AppStateChange:
```

```
Trap 1.3.6.1.4.1.25506.2.92.3.0.2<hh3cPosaAppStateChange>: The availability of application server
```

7 changed to 1.

*Dec 19 08:23:48:539 2017 H3C POSA/7/EVENT:

App 7: Received ASYN_CONNECT message from socket(1), the return value is 0.

*Dec 19 08:23:48:539 2017 H3C POSA/7/PACKET:

Sent 207 bytes to tcp application 7. //向tcp application 7 发送207 bytes数据

PktLen(0x00cd) ID(0x60) DST(0x9041) SRC(0x0010)

Total length: 207 Offset: 0, partial data as follows:

0x000: 00 cd 60 90 41 00 10 4c 52 49 00 1c 00 00 00 00

0x010: 83 73 56 48 00 00 00 00 00 00 00 00 00 00 00 00

%Dec 19 08:24:47:405 2017 H3C IFNET/3/LINK_UPDOWN: Fcm5/0:15.16 link status is DOWN. //—

直未收到前置机响应, Fcm接口down

*Dec 19 08:24:47:405 2017 H3C POSA/7/EVENT:

Terminal 16: Received IOCtrl(2) message from line(353) Object-Type(1) Index(590341) If-Type(89).

#Dec 19 08:24:47:405 2017 H3C POSA/4/AppStateChange:

Trap 1.3.6.1.4.1.25506.2.92.3.0.2<hh3cPosaAppStateChange>: The availability of application server
7 changed to 2.

*Dec 19 08:24:47:405 2017 H3C POSA/7/EVENT:

Terminal 16: Received line down message.

设备未收到前置机的响应导致Fcm接口down, POS机签到失败。排查前置机后问题解决。

排查类似问题时, 建议通过调试信息可以直观的定位问题所在。