

某局点 MSR830-6BHI-WiNet PPPOE拨号不成功

PPPoE

PPP

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组网及说明

客户使用我司MSR830作为出口设备，拨号上网。接口GigabitEthernet0/0连接光猫。

问题描述

某局点客户反馈MSR830 PPPOE拨号不成功，获取不到地址

<H3C>dis ip interface brief

*down: administratively down

(s): spoofing (l): loopback

Interface	Physical	Protocol	IP Address	Description
Aux0	up	down	--	--
Dia0	up	down	--	--
GE0/0	up	up	--	Double_Line1

过程分析

第一步 查看设备相关配置文件如下，确认配置没有问题

```
#
dialer-group 1 rule ip permit
#
interface Dialer0
ppp chap password cipher $c$3$z4TJCojD3Mq4K1RZSDdcwmniiO3C/iA1Sw==
ppp chap user 0351xxxx
ppp ipcp dns admit-any
ppp ipcp dns request
ppp pap local-user 0351xxxx password cipher $c$3$iArOorQ0ZNqgGykjAn86lyl77uzigWm4ig==
dialer bundle enable
dialer-group 1
dialer timer idle 0
dialer timer autodial 5
ip address ppp-negotiate
tcp mss 1024
nat outbound
#
interface GigabitEthernet0/0
port link-mode route
combo enable copper
pppoe-client dial-bundle-number 0
#
ip route-static 0.0.0.0 0 Dialer0
```

第二步 同一个拨号账号建议客户用PC拨号测试，可以拨号成功，换另一个终端也可以拨号成功，证明运营商没有绑定MAC地址



】 拨号



设置新连接

第三步

设备侧收集debug信息分析

Debug pppoe-client all

Debug ppp all

第一次debug信息

*Jan 1 00:06:32:908 2011 H3C PPP/7/PAP_PACKET_0:

PPP Packet:

Virtual-Access0 Output PAP(c023) Packet, PktLen 28

State Initial, code Request(01), id 1, Len 24

Host Len: 12 Name:035101236587

Pwd Len: * Pwd :*****

*Jan 1 00:06:32:908 2011 H3C PPP/7/PAP_STATE_0:

PPP State Change:

Virtual-Access0 PAP: Initial --> SendRequest

%Jan 1 00:06:32:908 2011 H3C IFNET/5/LINK_UPDOWN: Line protocol state on the interface Virtual-Access0 changed to up.

*Jan 1 00:06:32:976 2011 H3C PPP/7/EXTERNAL_EVENT:

PPP External Event:

Virtual-Access0 deliver packet to user space success

*Jan 1 00:06:32:976 2011 H3C PPP/7/EXTERNAL_EVENT:

PPP External Event:

Virtual-Access0 deliver packet to user space success

*Jan 1 00:06:32:976 2011 H3C PPP/7/PAP_PACKET_0:

PPP Packet:

Virtual-Access0 Input PAP(c023) Packet, PktLen 28

State SendRequest, code Nak(03), id 1, Len 24

Msg Len: 19 Msg :Authentication fail

*Jan 1 00:06:32:976 2011 H3C PPP/7/PAP_EVENT_0:

PPP Event:

Virtual-Access0 PAP Receive Nak Event

State SendRequest

*Jan 1 00:06:32:976 2011 H3C PPP/7/PAP_STATE_0:

PPP State Change:

Virtual-Access0 PAP: SendRequest --> ClientFailed

*Jan 1 00:06:32:976 2011 H3C PPP/7/AUTH_ERROR_0:

PPP Error:

Virtual-Access0 PAP: Client authentication failed No. 1 !

*Jan 1 00:06:32:976 2011 H3C PPP/7/FSM_EVENT_0:

PPP Event:
Virtual-Access0 LCP Close Event
State opened
*Jan 1 00:06:32:976 2011 H3C PPP/7/FSM_STATE_0:
PPP State Change:
Virtual-Access0 LCP: opened --> closing
*Jan 1 00:06:32:976 2011 H3C PPP/7/FSM_PACKET_0:
PPP Packet:
Virtual-Access0 Output LCP(c021) Packet, PktLen 8
Current State closing, code TermReq(05), id 1, len 4
*Jan 1 00:06:32:976 2011 H3C PPP/7/PAP_EVENT_0:
Virtual-Access0 deliver packet to user space success
第二次debug信息
*Jan 1 00:19:49:297 2011 H3C PPP/7/EXTERNAL_EVENT:
PPP External Event:
Virtual-Access0 deliver packet to user space success
*Jan 1 00:19:49:297 2011 H3C PPP/7/PAP_PACKET_0:
PPP Packet:
Virtual-Access0 Input PAP(c023) Packet, PktLen 28
State SendRequest, code Nak(03), id 1, Len 24
Msg Len: 19 Msg :Authentication fail
*Jan 1 00:19:49:297 2011 H3C PPP/7/PAP_EVENT_0:
PPP Event:
Virtual-Access0 PAP Receive Nak Event
State SendRequest
*Jan 1 00:19:49:297 2011 H3C PPP/7/PAP_STATE_0:
PPP State Change:
Virtual-Access0 PAP: SendRequest --> ClientFailed
*Jan 1 00:19:49:297 2011 H3C PPP/7/AUTH_ERROR_0:
PPP Error:
Virtual-Access0 PAP: Client authentication failed No. 1 !
*Jan 1 00:19:49:297 2011 H3C PPP/7/FSM_EVENT_0:
PPP Event:
Virtual-Access0 LCP Close Event

两次收集debug信息 都是客户端认证失败且报错信息一模一样，现场确认账号没有问题，最后还是建议现场工程师修改出口MAC地址测试，发现修改上行物理接口MAC地址之后可以拨号成功，由此分析运营商设备拉黑我司设备MAC地址。

解决方法

修改上行物理接口MAC地址问题解决。