ADCampus环境中哑终端mac认证异常掉线问题处理案例

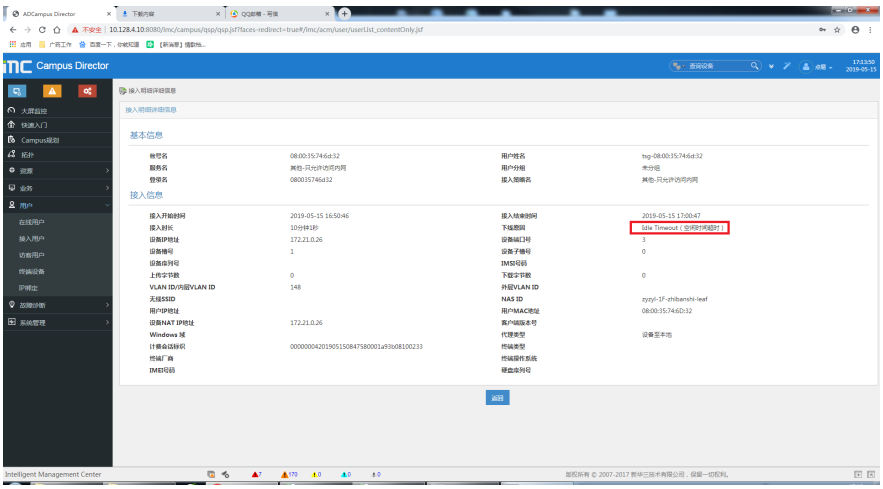
MAC地址认证　郑标　2019-06-10 发表

组网及说明

不涉及

问题描述

部分哑终端大概10分钟左右就掉线，下线原因Idle Timeout（空闲时间超时），DR2000控制器上没有做相关限制，有问题的普遍是刷卡门禁哑终端，一段时间没人刷卡就掉线了。



过程分析

1、首先查看认证设备leaf上的配置，未发现特殊的配置，leaf下行口主要配置如下：

```
interface GigabitEthernet1/0/10
 port link-mode bridge
 port link-type trunk
 port trunk permit vlan all
 port-isolate enable group 1
 stp tc-restriction
 mac-based ac
 dot1x
 dot1x critical vsi vsi3501
 mac-authentication
 mac-authentication domain adcampus
 mac-authentication critical vsi vsi3501 url-user-logoff
 port-security free-vlan 1 3501 to 3508 4093 to 4094
 #
 service-instance 3501
  encapsulation s-vid 3501
  xconnect vsi vsi3501
  arp detection trust
```

2、哑终端掉线过程中，采集debugging mac-authentication all 、debugging radius all信息，发现如下信息：

```
*May 17 16:36:49:590 2019 zyzyl-1F-zhibanshi-leaf RADIUS/7/EVENT:
PAM_RADIUS: RADIUS accounting updated.
*May 17 16:36:49:591 2019 zyzyl-1F-zhibanshi-leaf RADIUS/7/EVENT:
PAM_RADIUS: Fetched accounting-update reply-data successfully, resultCode: 0
*May 17 16:36:49:591 2019 zyzyl-1F-zhibanshi-leaf RADIUS/7/EVENT:
Sent reply message successfully.
<zyzyl-1F-zhibanshi-leaf>*May 17 16:37:02:581 2019 zyzyl-1F-zhibanshi-leaf RADIUS/7/EVENT:
PAM_RADIUS: RADIUS accounting stopped.
*May 17 16:37:02:581 2019 zyzyl-1F-zhibanshi-leaf RADIUS/7/EVENT:
PAM_RADIUS: Sent accounting-stop request successfully.
*May 17 16:37:02:581 2019 zyzyl-1F-zhibanshi-leaf RADIUS/7/EVENT:
Processing AAA request data.
*May 17 16:37:02:581 2019 zyzyl-1F-zhibanshi-leaf RADIUS/7/EVENT:
Got request data successfully, primitive: accounting-stop.
```

从上述信息看，设备主动发送计费停止报文，radius服务器相应计费停止报文后，终端掉线。

至于设备为什么会主动发出计费停止报文？查阅官网mac地址认证章节，发现设备端口开启mac地址认证时，端口的MAC地址认证下线检测功能缺省是处于开启状态（mac-authentication offline-detect enable）。于是，告知现场工程师手动关闭端口的MAC地址认证下线检测功能（undo mac-authentication offline-detect enable），经测试，哑终端不再下线，故障问题解决。

解决方法

关闭leaf下行认证接口的MAC地址认证下线检测功能undo mac-authentication offline-detect enable。