

# portal认证失败，网络故障或者portal服务器没有响应排查方法

Portal EAD解决方案 Radius iNode 张兴龙 2019-09-23 发表

## 组网及说明

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## 问题描述

某句点组网时，对portal服务器做了NAT，发现web页面可以拨号正常上线，但是使用inode客户端进行拨号时报portal认证失败，网络故障或者portal服务器没有响应



## 过程分析

1、客户端发送CODE\_PP\_DOMAIN\_REQUEST报文给portal服务器，此时可以看到客户端发送给portal是服务器NAT后地址10.217.90.20

```
[2019-09-20 15:47:02] [DtICmn] [1250] PortalPkt
```

```
Packet Type: [CODE_PP_DOMAIN_REQUEST] Client ---> Server/Bas
```

```
Head: Version = 0x2(Portal); HeadType = 0x6e; AuthType = 0; Rsvd = 0; SeriOno= 6085; ReqId = 0; UserIP = 10.222.22.71; UserPort = 0; ErrCode = 0; AttrNum = 2;
```

```
EX_ATTR_PRIVATE_IP_ADDRESS = 10.222.22.71;
```

```
EX_ATTR_PUBLIC_IP_ADDRESS = 10.222.22.71;
```

```
[2019-09-20 15:47:02] [Dbg] [1250] Portal sendAndReceivePkt: PKT to 10.217.90.20 and 50200. TimeOut is 5000
```

2、portal服务器回应CODE\_PP\_DOMAIN\_RESPONSE报文给客户端，注意此时在回应此报文时，报文使用EX\_ATTR\_PORTAL\_SERVER\_ADDR携带了portal服务器的真实的IP地址10.49.66.140。

```
[2019-09-20 15:47:02] [DtICmn] [1250] PortalPkt
```

```
Packet Type: [CODE_PP_DOMAIN_RESPONSE] Client <--- Server/Bas
```

```
Head: Version = 0x2(Portal); HeadType = 0x6f; AuthType = 1; Rsvd = 0; SeriOno= 6085; ReqId0 = 0; ReqId1 = 0; UserIP = 10.222.22.71; UserPort = 0; ErrCode = 0; AttrNum = 26;
```

```
Attributes: EX_ATTR_USER_ID = 8996123784895677117;
```

```
EX_ATTR_PORTAL_VERSION = 2;
```

```
EX_ATTR_PROTOCOL_TYPE = http;
```

```
EX_ATTR_LOGIN_LANGUAGE = Dynamic;
```

```
EX_ATTR_NEED_NAME = 1;
```

```
=
```

```
EX_ATTR_NAT_TYPE = 0
```

```
EX_ATTR_HANDSHAKE_DELAY = 0;
```

```
EX_ATTR_HANDSHAKE_OVERTIME = 9223372036854775807;
```

```
EX_ATTR_LOGIN_TIMEOUT = 4000;
```

```
EX_ATTR_LOGOUT_TIMEOUT = 8000;
```

```
EX_ATTR_DHCP_DELAY = 3000;
```

```
EX_ATTR_DHCP_TIMES = 3;
```

```
EX_ATTR_DEVICE_IP2FLAG = 0;
```

```
EX_ATTR_PORTAL_SERVER_ADDR = 10.49.66.170;
```

```
EX_ATTR_PORTAL_SERVER_PORT = 50200;
```

```
EX_ATTR_SERVER_TYPE_ID = ZWWW,HLW;
```

```
EX_ATTR_SERVER_TYPE_DESC = zwww,hlw;
```

```
EX_ATTR_ENCRYPT_FLAG = 1;
```

3、客户端发送CODE\_PP\_LOGIN\_REQUEST报文给PORTAL服务器，注意此时发送给PORTAL服务器的IP地址是NAT前的IP地址（真实PORTAL服务器的IP地址）10.49.66.170,此IP地址就是从上个报文中携带过来的，可以看到发送此报文给PORTAL服务器的真实IP地址后，实际网络是不通的，PORT

AL服务器一直没有回应此报文，导致认证失败。

[2019-09-20 15:47:02] [DtlCmn] [1250] PortalPkt

Packet Type: [CODE\_PP\_LOGIN\_REQUEST] Client ---> Server/Bas

Head: Version = 0x2(Portal); HeadType = 0x64; AuthType = 1; Rsvd = 0; SeriOno= 6085; Req  
Id = 0; UserIP = 10.222.22.71; UserPort = 0; ErrCode = 0; AttrNum = 7;

[2019-09-20 15:47:03] [Dbg] [1250] Portal sendAndReceivePkt: PKT to 10.49.66.170 and 502  
00. TimeOut is 4000

[2019-09-20 15:47:07] [Err] [1250] Portal sendAndReceivePkt: rcvfrom packets failed, ErrCo  
de is: 10060.

[2019-09-20 15:47:07] [Err] [1250] Portal sendAndReceivePkt: An error ocured while sendin  
g or receiving packet.

[2019-09-20 15:47:07] [Err] [1250] Portal authentication: Failed to send/receive a packet type  
= CODE\_PP\_LOGIN\_REQUEST

4、此时web界面认证是正常的，抓取此时终端和PORTAL服务器的交互报文，认证报文如下，可以看  
到整个认证报文，都是和NAT后的PORTAL服务器IP=10.217.90.20交互报文，这个IP对于客户端而言  
是可达的，所以报文交互正常，没有出现认证失败的问题。

Time	Source	Destination	Protocol	Length	Info
1	10.222.22.72	10.217.90.20	HTTP	55	35 continuation or non-HTTP or HTTP (no framed packet)
2	10.217.90.20	10.222.22.72	HTTP	1203	200 OK (text/html) [Content-type: text/html; charset=utf-8] [Content-length: 1203]
12	10.222.22.72	10.217.90.20	HTTP	74	HTTP/1.1 200 OK (text/html)
17	10.222.22.72	10.217.90.20	HTTP	1408	POST /portal/psw/login.html [application/x-www-form-urlencoded]
25	10.217.90.20	10.222.22.72	HTTP	244	HTTP/1.1 200 OK (text/plain)
35	10.217.90.20	10.222.22.72	HTTP	213	HTTP/1.1 200 OK (text/html) [Content-type: text/html; charset=utf-8] [Content-length: 213]
38	10.217.90.20	10.222.22.72	HTTP	1520	HTTP/1.1 200 OK (text/html)
48	10.217.90.20	10.222.22.72	HTTP	204	HTTP/1.1 200 OK (text/html) [Content-type: text/html; charset=utf-8] [Content-length: 204]
59	10.217.90.20	10.222.22.72	HTTP	1274	HTTP/1.1 200 OK (text/html)
67	10.217.90.20	10.222.22.72	HTTP	1003	POST /portal/page/portal/acc/login [application/x-www-form-urlencoded]
67	10.217.90.20	10.222.22.72	HTTP	74	HTTP/1.1 200 OK (text/html)
67	10.217.90.20	10.222.22.72	HTTP	1003	POST /portal/acc/login [application/x-www-form-urlencoded]
68	10.217.90.20	10.222.22.72	HTTP	74	HTTP/1.1 200 OK (text/html)
74	10.217.90.20	10.222.22.72	HTTP	212	HTTP/1.1 200 OK (text/html) [Content-type: text/html; charset=utf-8] [Content-length: 212]

## 解决方法

截止到此案例发表为止，INODE还不支持PORTAL服务器做NAT的场景，因此如果PORTAL服务器做了NAT后，无法使用INODE进行拨号  
建议改成使用WEB界面进行拨号认证