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# Troubleshooting

## Authorization does not work



Check if authorization in `fastdpi.conf` settings is [enabled](#)



Is there traffic for local subscribers? The authorization is carried out only when receiving a package from a local subscriber.



If fastDPI and fastPCRF are on different servers, first of all check the firewall: if the fastPCRF server has access to the fastDPI → fastPCRF TCP communication port (by default 29002) from the fastDPI server. Likewise, for feedback on the fastDPI server, access from fastPCRF to the TCP control port must be allowed (default 29000)



Check if there is a fastDPI → fastPCRF link. If the connection is suddenly cut off, then the following message is written to the log [fastpcrf\\_ap0.log](#):

```
[INFO] [2018/06/09-19:46:58:603824] auth_server::close_socket: client socket fd=27 closed
```

When establishing a connection, the following message is logged:

```
[INFO] [2018/06/09-19:45:46:843710] auth_server::accept: accepted client connection from 127.0.0.1:53498, fd=27, slot=1
```



Check if there is a connection with the Radius server. The following messages in [fastpcrf\\_ap2.log](#) indicate communication problems with the Radius server:

```
[ERROR] [2018/06/09-19:57:44:168053] rad_auth[0]::on_conn_error: fd=24, port=54189: errno=111 'Connection refused'
[INFO] [2018/06/09-19:57:44:168062] rad_auth[0]::close_connection: fd=24, port=54189, reqs=1
```

Also, problems can be signaled by many records of re-sending requests to the Radius server.

When connecting to the Radius server, you will see something similar in `fastpcrf_ap2.log`:

```
[INFO] [2018/06/09-20:01:44:190499] rad_auth[0]::init_connection: new connection to X.X.X.X%eth0:1812, fd=18, port=40510, connection count=1
```



Check your Radius server: whether requests from fastPCRF reach it (a possible reason - the

firewall is closed on Radius UDP ports), whether the Radius secret is specified



radius\_unknown\_user (unknown\_user) - string, username, if the real username is unknown fastdpi. Default value: 'VasExperts.FastDPI.unknownUser'. This is the value of the User-Name attribute of the Access-Request if radius\_user\_name\_ip = 0 and the username is unknown. It is assumed that the radius-server in the Access-Accept response will report the true username of the user, determined by his IP-address taken from the Framed-IP-Address attribute and send VasExperts.FastDPI.unknownUser, in wiresharke I see User-Name = ip, in the logs :

```
[TRACE] [2018/07/04-15:10:34:011126] auth_server::process: auth request:
user IP=10.12.0.146, login='<n/a>', vlan-count=0
```

starting with SSG 7.4 such a parameter appeared, more recent: radius\_user\_name\_auth, see the link [Radius Server Integration](#). The IP appears in the User-Name here, if you set it as radius\_user\_name\_auth = login, then in the absence of a login, VasExperts.FastDPI.unknownUser will be taken

this is the parameter for fastpcrf.conf

## CoA requests are not accepted



Check the firewall: whether the client sending the CoA request is open to the fastPCRF server on the CoA port (this is the UDP port)

## Any other business



check on Manual control of authorization status? if I set

```
fdpi_ctrl load --auth = 0 --ip = 192.168.10.1
```

by hand then default\_reject\_whitelist should be applied?

It should not. Either you need to give a command through the Radius, or directly activate the 5th service on the subscriber.