

## Re: Sporadic IAS Authentication problems

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*Source:*

<http://www.tech-archive.net/Archive/Internet/microsoft.public.internet.radius/2006-10/msg00055.html>

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- *From:* Josh <Josh@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
  - *Date:* Mon, 23 Oct 2006 08:11:03 -0700
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James,

Thanks for investigating. I'm going to try and be as detailed as possible and give you more info to help.

Here it is:

- \* All the AP's have the same configuration, so I'm not sure that its a config issue.
- \* Wireless clients are able to connect just fine for 1-2 days at a time, and suddenly, for no reason I can tell, they are dropped with one of those error messages in the log and unable to reconnect.
- \* To get them to reconnect, sometimes all they need to do is manually drop their connection to my network and then double click on it and reconnect.
- \* Some times however, a physical reboot of the client laptop is required, with the user 'plugged in' to the network, rather than using wireless. Then I re-enable wireless and they can connect again for a while. This seems to occur more on my users that 'travel' outside the office more often.
- \*IAS is installed on a DC and it is on W2k3 Server (with SP1). The clients are all XP with SP2
- \*I do have multiple DC's and I have the AP's pointed at one DC for radius, with another DC listed as a backup radius server. (note: not a radius pool, but rather a backup in the event of the radius server being unreachable)
- \*The remote access policy in IAS is set to grant access to the group 'Domain Users' (for my domain)
- \*The Dial-in Tab for all users in AD is set to 'control access through remote access policy'
- \*The policy and client laptops won't change, yet a client will be able to connect fine for say a week, then suddenly start getting an error like this. So I'm guessing its not an access issue or a policy issue, but rather a configuration or performance issue?

I just saw your followup post regarding bugfix/sp1 and I'll reply to that in a second as well.

Thanks again

Josh

Re: Sporadic IAS Authentication problems

"James McIllece [MS]" wrote:

sherlockj@xxxxxxxxxx wrote in  
news:1160576927.310021.53250@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx:

I'm having a problem with authentication and I can't figure it out.

I have Cisco Aironet 1100's for my AP's and I have them authenticate against a Windows 2003 Server as a radius server. To do that, I'm using IAS 2003 to authenticate against internal certificate. Using WPA / TKIP as well as PEAP authentication modes. Client workstations are, for the most part, IBM Thinkpad T series laptops.

Anyway, When a user connects to my wireless network, it authenticates their windows user and computer account and grants them access to my network as designed. HOWEVER, sporadically, it drops their connection while it appears to 'reauthenticate' them, for no reason that I can discern.

I've looked in the event viewer on the IAS server (which is also a domain controller) and I see these messages below (the first two are messages i've seen when the user is 'dropped' from my network', the later is a typical 'success' message).

FAIL:

Access request for user DOMAIN1\doej was discarded.  
Fully-Qualified-User-Name = <undetermined>  
NAS-IP-Address = 192.168.1.222  
NAS-Identifier = CHIWAP007  
Called-Station-Identifier = 0017.5aa1.f1f0  
Calling-Station-Identifier = 0013.ce45.3f7d  
Client-Friendly-Name = CHIWAP007  
Client-IP-Address = 192.168.1.222  
NAS-Port-Type = Wireless - IEEE 802.11  
NAS-Port = 33971  
Proxy-Policy-Name = Use Windows authentication for all users  
Authentication-Provider = Windows  
Authentication-Server = <undetermined>  
Reason-Code = 96  
Reason = The authentication request was not processed because the session timed out.

User host/doej.domain1.com was denied access.  
Fully-Qualified-User-Name = domain1.com/Computers/doej  
NAS-IP-Address = 192.168.1.220  
NAS-Identifier = CHIWAP005  
Called-Station-Identifier = 0017.5a4f.6200

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Calling-Station-Identifier = 0013.ce45.3f7d  
Client-Friendly-Name = CHIWAP005  
Client-IP-Address = 192.168.1.220  
NAS-Port-Type = Wireless - IEEE 802.11  
NAS-Port = 30524  
Proxy-Policy-Name = Use Windows authentication for all users  
Authentication-Provider = Windows  
Authentication-Server = <undetermined>  
Policy-Name = Connections to other access servers  
Authentication-Type = EAP  
EAP-Type = <undetermined>  
Reason-Code = 65  
Reason = The connection attempt failed because remote access permission for the user account was denied. To allow remote access, enable remote access permission for the user account, or, if the user account specifies that access is controlled through the matching remote access policy, enable remote access permission for that remote access policy.

SUCCESS:

User DOMAIN1\doej was granted access.  
Fully-Qualified-User-Name = domain1.com/Users/John Doe  
NAS-IP-Address = 192.168.1.222  
NAS-Identifier = CHIWAP007  
Client-Friendly-Name = CHIWAP007  
Client-IP-Address = 192.168.1.222  
Calling-Station-Identifier = 0013.ce45.3f7d  
NAS-Port-Type = Wireless - IEEE 802.11  
NAS-Port = 33984  
Proxy-Policy-Name = Use Windows authentication for all users  
Authentication-Provider = Windows  
Authentication-Server = <undetermined>  
Policy-Name = Wireless access to the Intranet  
Authentication-Type = PEAP  
EAP-Type = Secured password (EAP-MSCHAP v2)

Any ideas?!?

Thanks

Josh

In regard to the first error, this sounds like an AP configuration issue.  
Make sure the shared secrets are the same on the AP and in IAS and check

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other configuration settings. I asked the product team and they said they felt this was probably the case. Is IAS installed on a DC? For WS03 this is a recommended configuration so I am curious if that is how you have your configuration. (If you don't it probably isn't a problem unless the IAS server is having problems communicating with the DC.)

For the second error -- do you have more than one DC? It looks like user account dial-in properties are not configured to allow access or to control access through remote access policy. For the users who are lsoing connections and have this problem, check the dial-in properties on the user account in AD Users and Computers and make sure Remote Access Permission is configured to Allow access or Control Access Through Remote Access Policy.

HTH

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James McIllece, Microsoft

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