Configurazione di una sessione PPPoE da un computer Windows a un router Cisco

Sommario

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Introduzione

In questo documento viene descritta la procedura per configurare una connessione point-to-point su Ethernet (PPPoE) tra un computer Windows (che funziona come client PPPoE) e un router Cisco che funziona come server PPPoE.

Prerequisiti

Requisiti

Cisco raccomanda la conoscenza del livello 1 end-to-end di connettività come priorità utente (UP).

Componenti usati

Il documento può essere consultato per tutte le versioni software o hardware.

Le informazioni discusse in questo documento fanno riferimento a dispositivi usati in uno specifico ambiente di emulazione. Su tutti i dispositivi menzionati nel documento la configurazione è stata ripristinata ai valori predefiniti. Se la rete è operativa, valutare attentamente eventuali conseguenze derivanti dall'uso dei comandi.

Configurazione

Esempio di rete

Nel documento viene usata l'impostazione di rete mostrata nell'immagine:



bba-group pppoe BBA-TEST virtual-template 10

```
interface GigabitEthernet0/0/1.47
encapsulation dot1Q 1 native
pppoe enable group BBA-TEST
end
1
interface Virtual-Template10
ip unnumbered Loopback10
peer default ip address pool local
! Calling three named AAA Method lists configured above under this Virtual Template
ppp authentication pap chap PPPOE-METD
ppp authorization PPPOE-AUTHOR-METD
ppp accounting PPPOE-ACCT-METD
end
1
ip local pool local 192.168.1.2 192.168.1.10
1
interface Loopback10
ip address 192.168.1.1 255.255.255.255
end
1
```

Configurazioni e impostazioni del computer Windows

1

Completare la procedura seguente per avviare una sessione PPPoE da un computer Windows che funge da client PPPoE.

Passaggio 1. Aprire Centro connessioni di rete e condivisione e fare clic su Configura una nuova connessione o rete come mostrato nell'immagine.

Network and Sharing Center	-OX
💽 💱 - Control Panel - Network and Internet - Network and Sharing Center 🔹 😭 Search Control Panel	
Elle Edit View Iools Help	
Control Panel Home View your basic network information and set up connections	0
Change adapter settings 🔬 🦣 See full :	map
Change advanced sharing settings ADMIN-PC Network 7 Internet (This computer)	
View your active networks Connect or disconr	nect
Network 7 Work network Connections: Uccal Area Connection 6	
Change your networking settings	- 1
Set up a new connection or network Set up a wireless, bildband, dial-up, ad hoc, or VPN connection; or set up a router or access point.	
Connect to a network. Connect or reconnect to a wireless, wired, dial-up, or VPN network connection.	
Choose homegroup and sharing options Access files and printers located on other network computers, or change sharing settings.	
Troubleshoot problems Diagnose and repair network problems, or get troubleshooting information.	
See also	
HomeGroup	
Internet Options	
Windows Firewall	

Passaggio 2. Come mostrato nell'immagine, selezionare Connetti a Internet e fare clic su Avanti.



Passaggio 3. Selezionare Configura comunque una nuova connessione, come mostrato

nell'immagine:

Retwork and Sharing Center	
🕥 😳 😵 • Control Panel • Network and Internet • Network and Sharing Center 🔹 😰 Search	Control Panel
File Edit View Tools Help	
Control Panel Home View your basic network information and set up connections	0
	See full map
Change adapter settings	al
Competito the Internet	
	Connect or disconnect
You are already connected to the Internet	
	hection 6
🔍 ——— 🎱	<u> </u>
	access point.
Browse the Internet now Set up a new connection anyway	25.
See also	
HomeGrov	
Internet Cancel	
WEDDWS	

Passaggio 4. Selezionare **No, quindi creare una nuova connessione**, come mostrato nell'immagine:



Passaggio 5. Come mostrato nell'immagine, fare clic su Broadband (PPPoE):



Passaggio 6. Come mostrato nell'immagine, immettere il nome utente, la password e il nome della

connessione, quindi fare clic su Connessione.

Network an	id Sharing Center				_ 🗆 ×
00	🕴 🔹 Control Panel 👻 Network a	nd Internet • Network and Sharing Center	÷ 😰	Search Control Panel	2
File Edit Vi	iew Tools Help				
Control Par	el Home	muum basis natural information and sature so			0
	Vie	w your basic network information and set up to	nnecoons	See ful map	
Change ad	apter settings				
Change a	Connect to the Internet				
	😏 👴 Connect to the Inte	ernet		Connect or disconnect	
	Type the information f	rom vour Internet service provider (ISP)			
	.,,		_	nection 6	
	User name:	cisco			
	Password:	[Password your ISP gave you]	-		
		Show characters			
		<u>Bernember this password</u>		access point.	
	Connection	99906-11589	-		
	Connection name:	Interest			
	😜 🥅 Allow other peo	ple to use this connection		ps.,	
	This option allo	ws anyone with access to this computer to use this	connection.		
See also	I don't have an ISP				
HomeGrov					
Internet (Connet Co		
Windows			Connect Ca	n cei	

In questo modo viene avviata una sessione PPPoE verso il server. Controllare la sezione di verifica come mostrato nell'immagine:

Network and S	haring Center					_ 🗆 🗵
00 1	Control Panel Network	and Internet + Network and Sharing Cente	r	💌 🛂 Search	Control Panel	2
File Edit View	Tools Help					
Control Panel H	iome v	iew your basic network information an	d set up connections			•
Change adapte	r settings	í ≜ —_ ≜ —	- X	— O	See full map	
Change a 📢 🕻	onnect to the Internet			LO X		
6	🔵 😔 Connect to the Ir	ternet				
					Connect or disconnect	
	Testing your Interne	t connection				
					nection 6	
	6	💐 ———	- 🥹		ess	
					access point.	
See also						
HomeGrov					ps.	
Internet C			3	p Cancel		
WEDOWS				13	1	

Verifica

Passaggio 1. Aprire nuovamente la scheda **Reti**, selezionare la rete (in questo esempio denominata PPPOE-USER) e verificare lo stato. Fare clic su **Connect** (Connetti) per avviare una sessione dopo aver immesso il nome utente e la password, come mostrato nell'immagine:

Network and Sharing Center				_IOI×
Control Panel - Net	work and Internet + Network and Sharing Center	- 6	Search Control Panel	<u> 1</u>
File Edit View Tools Help				
Control Panel Home	Yiew your basic network information and set up co	nnections		
	A		See full map	1
Change adapter settings	Mar 1999		Sec. 1	
Change advanced sharing settings	ADMIN-PC Network 7 (This computer)		Internet	
	View your active networks		Connect or disconnect	
	Network 7	Access type: In	nternet	
	Work network	Connections: 📮 Lo	ocal Area Connection 6	
	Change your pelworking settings	1		
	Set up a new consection or network			
	Set up a wireless, broadband, dial-up, ad hoc, or	VPN connection; or set u	up a router or access point.	
			Currently connected to:	47
	Connect to a network		Notwork 7	
	Connect or reconnect to a wireless, wired, dia-u	p, or vew network conne	Internet access	
	Choose homegroup and sharing options			100
	Access files and printers located on other netwo	k computers, or change :	Dial-up and VPN	<u> </u>
	Troubleshoot exchience		PPPOE-USER	4
	Diagnose and repair network problems, or get th	oubleshooting information	n n	Connect
See also				Touncer
HomeGroup			PPPoE-FINAL	
Internet Options			PPP-1	31
Windows Firewall				
		1	pppoe	ų,
		(non 10.76		
	TETP Server:	¥10.1		
	TFTP Userlpa:	ss: tftpu		
			Open Network and Sharin	g Center

Network and Sharing Center				_I 🗆 🗵
Control Panel - Net	twork and Internet + Network and Sharing Ce	inter	 Search Control Panel 	2
File Edit View Tools Help				
Control Panel Home	View your basic network information	n and set up connecti	ions	0
Change adapter settings	A	- 🌗 -	See full	map
Change advanced sharing settings	ADMIN-PC (This computer)	Network 7	Internet	
	View your active networks		Connect or discon	nect
	Tonnect PPPOE-USER		ss type: Internet	
			ections: 🧯 Local Area Connection 6	_
			ection; or set up a router or access point.	
	User name: cisco		network connection.	
	Password:		rs, or change sharing settings.	
l⊋	Save this user name and password for	r the following users:		
	C Me oply		sing information.	
See also	Sec Anyone who uses this computer			
HomeGroup	Connect Cancel Prov	artian Halo	1	
Internet Options	carcerPigp	Elleb	1	
Windows Firewall				

Passaggio 2. Aprire il prompt dei comandi ed eseguire il comando **ipconfig /all** per controllare l'indirizzo IP negoziato, come mostrato nell'immagine:

PP adapter PPPOE-USER:			
Connection-specific DNS Suff	ix		
Physical Address		-	= PPPOE=OSER
DHCP Enabled			No No
Autoconfiguration Enabled .			Yes
IPv4 Hddress			255 255 255 255
Default Gateway			: 0.0.0.0
DNS Servers			: 10.76.77.50
NetBIOS over Topip	• •	•	: Disabled

Passaggio 3. Abilitare **debug pppoe event, debug pppoe error** e **debug ppp negotiation** per controllare la creazione della sessione PPPoE. È inoltre possibile abilitare **debug radius** per visualizzare i messaggi scambiati con il server Radius.

BRAS#show debugging

PPP: PPP protocol negotiation debugging is on PPPoE: PPPoE protocol events debugging is on PPPoE protocol errors debugging is on Debug snippet:

BRAS# *Sep 19 18:44:14.531: PPPoE 0: I PADI R:0050.56ad.7206 L:ffff.ffff.ffff Gi0/0/1.47

! Receiving PPPoE Active Discovery Initiation (PADI) broadcast packet from Windows Machine (MAC 0050.56ad.7206) on Router interface Gi0/0/1.47

*Sep 19 18:44:14.531: Service tag: NULL Tag *Sep 19 18:44:14.531: PPPoE 0: O PADO, R:d867.d99f.6601 L:0050.56ad.7206 Gi0/0/1.47

! Sending PPPoE Active Discovery Offer (PADO) unicast packet from Router interface Gi0/0/1.47 (MAC d867.d99f.6601) to Windows Machine (MAC 0050.56ad.7206)

*Sep 19 18:44:14.531: Service tag: NULL Tag *Sep 19 18:44:14.533: PPPoE 0: I PADR R:0050.56ad.7206 L:d867.d99f.6601 Gi0/0/1.47

! Receiving PPPoE Active Discovery Request (PADR) unicast packet from Windows Machine (MAC 0050.56ad.7206) on Router interface Gi0/0/1.47

*Sep 19 18:44:14.533: Service tag: NULL Tag *Sep 19 18:44:14.533: PPPoE : encap string prepared *Sep 19 18:44:14.533: [76]PPPoE 63: Access IE handle allocated *Sep 19 18:44:14.533: [76]PPPoE 63: AAA get retrieved attrs *Sep 19 18:44:14.533: [76]PPPoE 63: AAA get nas port details *Sep 19 18:44:14.533: [76]PPPoE 63: Error adjusting nas port format did *Sep 19 18:44:14.533: [76]PPPoE 63: AAA get dynamic attrs *Sep 19 18:44:14.533: [76]PPPoE 63: AAA unique ID 88 allocated *Sep 19 18:44:14.533: [76]PPPoE 63: No AAA accounting method list *Sep 19 18:44:14.534: [76]PPPoE 63: Service request sent to SSS *Sep 19 18:44:14.534: [76]PPPoE 63: Created, Service: None R:d867.d99f.6601 L:0050.56ad.7206 Gi0/0/1.47 *Sep 19 18:44:14.534: [76]PPPOE 63: State NAS_PORT_POLICY_INQUIRY Event SSS MORE KEYS *Sep 19 18:44:14.534: PPP: Alloc Context [7FE79EC0D8C8] *Sep 19 18:44:14.534: ppp76 PPP: Phase is ESTABLISHING *Sep 19 18:44:14.534: [76]PPPoE 63: data path set to PPP *Sep 19 18:44:14.534: [76]PPPOE 63: Segment (SSS class): PROVISION

! We can also enable 'debug sss events' and 'debug sss error' to debug this stage

*Sep 19 18:44:14.534: [76]PPPoE 63: State PROVISION_PPP Event SSM PROVISIONED *Sep 19 18:44:14.534: [76]PPPoE 63: O PADS R:0050.56ad.7206 L:d867.d99f.6601 Gi0/0/1.47

! Sending PPPoE Active Discovery Session Confirmation (PADS) unicast packets from Router interface Gi0/0/1.47 (MAC d867.d99f.6601) to Windows Machine (MAC 0050.56ad.7206)

*Sep 19 18:44:14.534: [76]PPPoE 63: Unable to Add ANCP Line attributes to the PPPoE Authen attributes

! Access Node Control Protocol (ANCP) is configured between the Digital Subscriber Line Access Concentrator (DSLAM) and Broadband Remote Access Server (BRAS), which is used to aggregate traffic from multiple subscribers and deliver information for any application independently. More information related to ANCP could be found here. It is expected for the IOS to print this message even if ANCP is not enabled.

*Sep 19 18:44:14.534: ppp76 PPP: Using vpn set call direction *Sep 19 18:44:14.534: ppp76 PPP: Treating connection as a callin *Sep 19 18:44:14.534: ppp76 PPP: Session handle[8800004C] Session id[76] *Sep 19 18:44:14.534: ppp76 LCP: Event[OPEN] State[Initial to Starting] *Sep 19 18:44:14.534: ppp76 PPP LCP: Enter passive mode, state[Stopped] *Sep 19 18:44:14.539: ppp76 LCP: I CONFREQ [Stopped] id 0 len 21 *Sep 19 18:44:14.539: ppp76 LCP: MRU 1480 (0x010405C8) *Sep 19 18:44:14.539: ppp76 LCP: MagicNumber 0x61EB5A46 (0x050661EB5A46) *Sep 19 18:44:14.539: ppp76 LCP: PFC (0x0702) *Sep 19 18:44:14.539: ppp76 LCP: ACFC (0x0802) *Sep 19 18:44:14.539: ppp76 LCP: Callback 6 (0x0D0306) *Sep 19 18:44:14.539: ppp76 LCP: O CONFREQ [Stopped] id 1 len 18 *Sep 19 18:44:14.539: ppp76 LCP: MRU 1492 (0x010405D4) *Sep 19 18:44:14.539: ppp76 LCP: AuthProto PAP (0x0304C023) *Sep 19 18:44:14.539: ppp76 LCP: MagicNumber 0x7B063BEA (0x05067B063BEA) *Sep 19 18:44:14.539: ppp76 LCP: O CONFREJ [Stopped] id 0 len 7 *Sep 19 18:44:14.539: ppp76 LCP: Callback 6 (0x0D0306) *Sep 19 18:44:14.539: ppp76 LCP: Event[Receive ConfReq-] State[Stopped to REQsent] *Sep 19 18:44:14.540: ppp76 LCP: I CONFACK [REQsent] id 1 len 18 *Sep 19 18:44:14.540: ppp76 LCP: MRU 1492 (0x010405D4) *Sep 19 18:44:14.540: ppp76 LCP: AuthProto PAP (0x0304C023) *Sep 19 18:44:14.540: ppp76 LCP: MagicNumber 0x7B063BEA (0x05067B063BEA) *Sep 19 18:44:14.540: ppp76 LCP: Event[Receive ConfAck] State[REQsent to ACKrcvd] *Sep 19 18:44:14.540: ppp76 LCP: I CONFREQ [ACKrcvd] id 1 len 18 *Sep 19 18:44:14.540: ppp76 LCP: MRU 1480 (0x010405C8) *Sep 19 18:44:14.540: ppp76 LCP: MagicNumber 0x61EB5A46 (0x050661EB5A46) *Sep 19 18:44:14.540: ppp76 LCP: PFC (0x0702) *Sep 19 18:44:14.540: ppp76 LCP: ACFC (0x0802) *Sep 19 18:44:14.540: ppp76 LCP: O CONFACK [ACKrcvd] id 1 len 18 *Sep 19 18:44:14.540: ppp76 LCP: MRU 1480 (0x010405C8) *Sep 19 18:44:14.540: ppp76 LCP: MagicNumber 0x61EB5A46 (0x050661EB5A46) *Sep 19 18:44:14.540: ppp76 LCP: PFC (0x0702) *Sep 19 18:44:14.540: ppp76 LCP: ACFC (0x0802) *Sep 19 18:44:14.540: ppp76 LCP: Event[Receive ConfReq+] State[ACKrcvd to Open] *Sep 19 18:44:14.541: ppp76 LCP: I IDENTIFY [Open] id 2 len 18 magic 0x61EB5A46MSRASV5.20 *Sep 19 18:44:14.541: ppp76 LCP: I IDENTIFY [Open] id 3 len 24 magic 0x61EB5A46MSRAS-0-ADMIN-PC *Sep 19 18:44:14.541: ppp76 LCP: I IDENTIFY [Open] id 4 len 24 magic 0x61EB5A46sPPY.X`I?Z5SWE}} *Sep 19 18:44:14.541: ppp76 PPP: Queue PAP code[1] id[78] *Sep 19 18:44:14.563: ppp76 PPP: Phase is AUTHENTICATING, by this end *Sep 19 18:44:14.564: ppp76 PAP: Redirect packet to ppp76 *Sep 19 18:44:14.564: ppp76 PAP: I AUTH-REQ id 78 len 11 from "cisco"

! Incoming Authentication Request from Windows Machine using User name "cisco"

*Sep 19 18:44:14.564: ppp76 LCP: State is Open *Sep 19 18:44:14.564: ppp76 PPP: Phase is AUTHENTICATING, Unauthenticated User *Sep 19 18:44:14.564: RADIUS/ENCODE(0000088):Orig. component type = PPPoE *Sep 19 18:44:14.564: RADIUS: DSL line rate attributes successfully added *Sep 19 18:44:14.564: RADIUS/ENCODE: Skip encoding 0 length AAA Cisco vsa password *Sep 19 18:44:14.564: RADIUS(0000088): Config NAS IP: 10.106.39.212 *Sep 19 18:44:14.564: RADIUS(0000088): Config NAS IPv6: :: *Sep 19 18:44:14.564: RADIUS(0000088): Config NAS IPv6: :: *Sep 19 18:44:14.564: RADIUS/ENCODE: No idb found! Framed IP Addr might not be included *Sep 19 18:44:14.564: RADIUS/ENCODE(0000088): acct_session_id: 125 *Sep 19 18:44:14.564: RADIUS(0000088): Config NAS IP: 10.106.39.212 *Sep 19 18:44:14.564: RADIUS(0000088): sending *Sep 19 18:44:14.564: RADIUS(0000088): sending *Sep 19 18:44:14.564: RADIUS(0000088): sending *Sep 19 18:44:14.564: RADIUS(0000088): Send Access-Request to 10.106.39.253:1645 id 1645/106, len 147

! Sending an Access-Request to Radius Server at 10.106.39.253 on port 1645.

```
*Sep 19 18:44:14.564: RADIUS: authenticator C1 5B AA 62 1D E1 31 6C - 16 A5 CE 92 D6 9C 12 E7
*Sep 19 18:44:14.564: RADIUS: Framed-Protocol [7] 6 PPP [1]
*Sep 19 18:44:14.564: RADIUS: User-Name [1] 7 "cisco"
*Sep 19 18:44:14.564: RADIUS: User-Password [2] 18 *
*Sep 19 18:44:14.564: RADIUS: NAS-Port-Type [61] 6 Virtual [5]
*Sep 19 18:44:14.564: RADIUS: NAS-Port [5] 6 0
*Sep 19 18:44:14.564: RADIUS: NAS-Port-Id [87] 9 "0/0/1/1"
*Sep 19 18:44:14.564: RADIUS: Vendor, Cisco [26] 41
*Sep 19 18:44:14.564: RADIUS: Cisco AVpair [1] 35 "client-mac-address=0050.56ad.7206"
*Sep 19 18:44:14.564: RADIUS: Service-Type [6] 6 Framed [2]
*Sep 19 18:44:14.564: RADIUS: NAS-IP-Address [4] 6 10.106.39.212
*Sep 19 18:44:14.564: RADIUS: Acct-Session-Id [44] 10 "0000007D"
*Sep 19 18:44:14.564: RADIUS: Nas-Identifier [32] 12 "BRAS"
*Sep 19 18:44:14.564: RADIUS(00000088): Sending a IPv4 Radius Packet
*Sep 19 18:44:14.564: RADIUS(00000088): Started 5 sec timeout
*Sep 19 18:44:14.566: RADIUS: Received from id 1645/106 10.106.39.253:1645, Access-Accept, len
52
```

! Receiving an Access-Accep from Radius Server

```
*Sep 19 18:44:14.566: RADIUS: authenticator C0 0D 6C 33 F1 A3 04 27 - F0 C2 76 F5 54 FD E2 42
*Sep 19 18:44:14.566: RADIUS: Class [25] 32
*Sep 19 18:44:14.566: RADIUS: 4A 83 05 60 00 00 01 37 00 01 0A 6A 27 FD 01 D2 12 2E 98 D0 4F B0
00 00 00 00 00 00 00 14 [ J`7j'.0]
*Sep 19 18:44:14.566: RADIUS(00000088): Received from id 1645/106
*Sep 19 18:44:14.566: ppp76 PPP: Phase is FORWARDING, Attempting Forward
*Sep 19 18:44:14.568: [76]PPPOE 63: State LCP_NEGOTIATION Event SSS CONNECT LOCAL
*Sep 19 18:44:14.568: [76]PPPoE 63: Segment (SSS class): UPDATED
*Sep 19 18:44:14.568: [76]PPPOE 63: Segment (SSS class): BOUND
*Sep 19 18:44:14.568: [76]PPPoE 63: data path set to Virtual Acess
*Sep 19 18:44:14.569: [76]PPPoE 63: State LCP_NEGOTIATION Event SSM UPDATED
*Sep 19 18:44:14.569: Vi2.1 PPP: Phase is AUTHENTICATING, Authenticated User
*Sep 19 18:44:14.569: Vi2.1 PAP: O AUTH-ACK id 78 len 5
*Sep 19 18:44:14.569: Vi2.1 PPP: Reducing MTU to peer's MRU
*Sep 19 18:44:14.569: [76]PPPoE 63: AAA get dynamic attrs
*Sep 19 18:44:14.569: Vi2.1 PPP: Phase is UP
*Sep 19 18:44:14.569: Vi2.1 IPCP: Protocol configured, start CP. state[Initial]
*Sep 19 18:44:14.569: Vi2.1 IPCP: Event[OPEN] State[Initial to Starting]
*Sep 19 18:44:14.569: Vi2.1 IPCP: 0 CONFREQ [Starting] id 1 len 10
*Sep 19 18:44:14.569: Vi2.1 IPCP: Address 192.168.1.1 (0x0306C0A80101)
*Sep 19 18:44:14.569: Vi2.1 IPCP: Event[UP] State[Starting to REQsent]
*Sep 19 18:44:14.569: [76]PPPoE 63: State PTA_BINDING Event STATIC BIND RESPONSE
```

```
*Sep 19 18:44:14.569: [76]PPPoE 63: Connected PTA
<snip>
*Sep 19 18:44:14.572: Vi2.1 IPCP: Event[Receive ConfReq+] State[ACKrcvd to Open]
*Sep 19 18:44:14.595: Vi2.1 IPCP: State is Open
*Sep 19 18:44:14.595: PPPoE : ipfib_encapstr prepared
*Sep 19 18:44:14.596: Vi2.1 Added to neighbor route AVL tree: topoid 0, address 192.168.1.2
*Sep 19 18:44:14.596: Vi2.1 IPCP: Install route to 192.168.1.2
! Installing route to PPPoE client
BRAS#sh pppoe sess
      1 session in LOCALLY_TERMINATED (PTA) State
      1 session total
Uniq ID PPPoE RemMAC
                                     Port
                                                                  VT VA
                                                                                   State
            SID LocMAC
                                                                      VA-st
                                                                                   Type
      76
             63 0050.56ad.7206 Gi0/0/1.47
                                                                                   PTA
                                                                  10 Vi2.1
                  d867.d99f.6601
                                                                      UP
BRAS#
BRAS#sh caller ip
Line User IP Address Local Number Remote Number <->
Vi2.1 cisco 192.168.1.2 - - in
```

```
Type escape sequence to abort.
Sending 5, 100-byte ICMP Echos to 192.168.1.2, timeout is 2 seconds:
```

```
Success rate is 100 percent (5/5), round-trip min/avg/max = 1/1/1 ms
```

Risoluzione dei problemi

BRAS# ping 192.168.1.2

Al momento non sono disponibili informazioni specifiche per la risoluzione dei problemi di questa configurazione. Tuttavia, è possibile applicare tecniche standard di risoluzione dei problemi relative a PPP e PPPoE con l'ausilio dei relativi debug.

Informazioni correlate

Documentazione e supporto tecnico – Cisco Systems