

對不加入控制器的AP進行故障排除

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簡介

本文檔介紹Cisco Wireless AireOS控制器中的show ap join stats命令，並演示如何有效地使用它們。

必要條件

需求

本文件沒有特定需求。

採用元件

本文檔使用Cisco AireOS控制器版本。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

慣例

如需文件慣例的詳細資訊，請參閱思科技術提示慣例。

背景資訊

本文檔提供了有關控制器版本4.2.61.0中的新show ap join stats命令的資訊，並演示了如何有效地使用它們。有關詳細資訊，請參閱[排除輕量存取點無法加入無線LAN控制器的故障](#)，以便有效地排除存取點(AP)未加入控制器的故障。如果AP未向控制器傳送加入，您需要在AP上進行故障排除。

本檔案適用於從4.2.61到最新版本7.2.103的所有控制器(WLC)。

控制器上發生之不同錯誤的幾個範例輸出是在「背景資訊」和「疑難排解演演算法」段落之後。

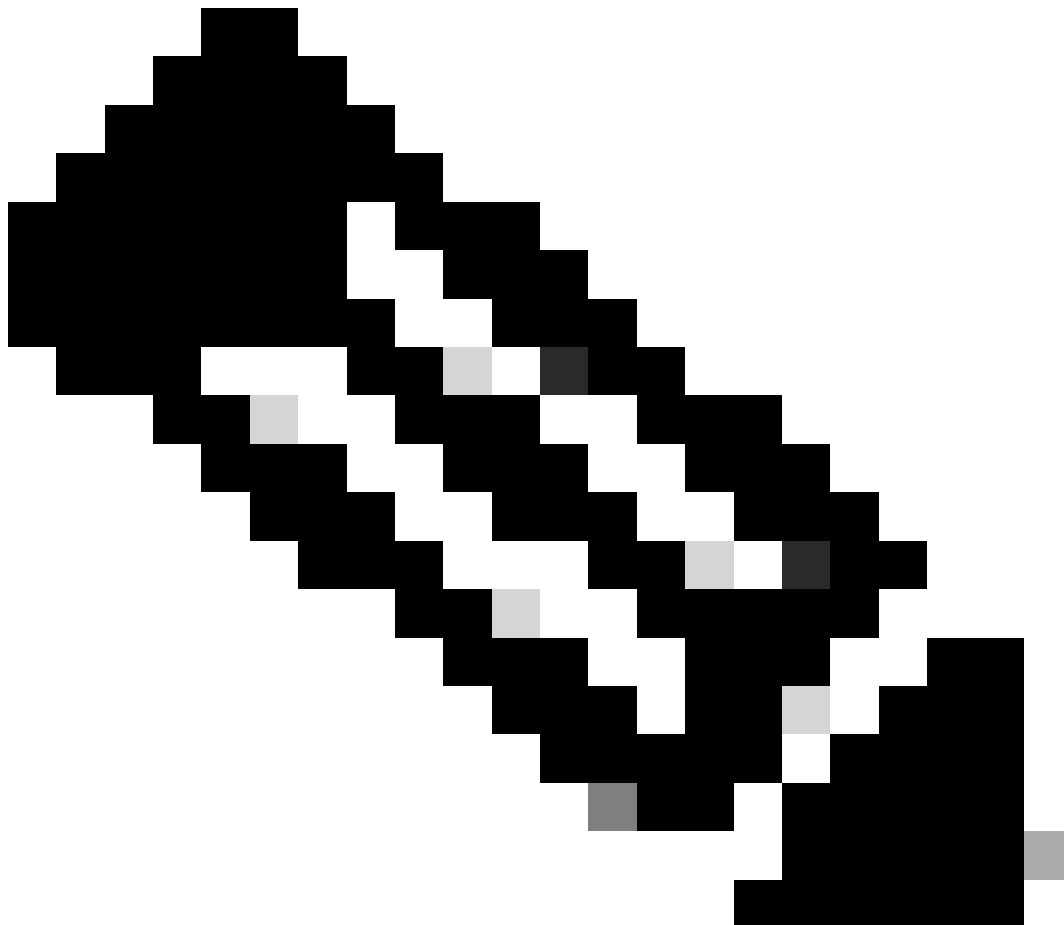
在控制器版本4.2.61.0中，控制器現在跟蹤向其傳送發現請求的所有AP以及向其傳送發現回覆的AP。它也會追蹤嘗試加入控制器的AP，以及它們是否成功。控制器上有2個新的CLI (控制檯或SSH) 命令，可幫助排除AP無法加入控制器的故障：

```
<#root>
```

```
show ap join stats summary [all | AP_Mac_Address]  
show ap join stats detail <AP_Mac_Address>
```

排解演演算法

請使用show ap join stats summary all命令檢視未加入控制器的AP。當控制器收到發現請求時，該AP立即插入show ap join stats清單。



注意：在控制器重新啟動之前，控制器絕不會從show ap join stats清單中刪除AP。在某些情況下，失敗的AP嘗試加入超過一天或完全離線。使用show ap join stats detail命令查詢

AP傳送上次發現請求和上次加入請求的時間，以確定AP是否已失去與控制器的連線或者是否可能已移動到另一個控制器。

輸出提供控制器接收發現請求的AP總數，然後列出這些AP當前是否已加入控制器。

<#root>

(Cisco Controller) >

```
show ap join stats summary all
```

```
Number of APs..... 3
00:0b:85:1b:7c:b0..... Joined
00:12:44:bb:25:d0..... Joined
00:13:19:31:9c:e0..... Not joined
```

獲得未加入的AP的MAC地址後，使用show ap join stats summary <mac addr>查詢上次加入以及失敗的原因。

<#root>

(Cisco Controller) >

```
show ap join stats summary 00:14:f2:63:12:50
```

```
Is the AP currently connected to controller..... Yes
Time at which the AP joined this controller last time...
  Jan 24 12:21:32.414
Type of error that occurred last.....
  AP got or has been disconnected
Reason for error that occurred last.....
  Timed out while waiting for ECHO response from the AP
Time at which the last join error occurred.....
  Jan 24 12:21:14.751
```

如果要瞭解有關發現請求、加入請求和配置請求的詳細資訊，請使用show ap join stats detail <mac-address>命令。此命令還指示控制器是否只看到來自AP的發現請求，而不看到加入請求。

<#root>

(Cisco Controller) >

```
show ap join stats detail 00:14:f2:63:12:50
```

```
Discovery phase statistics
- Discovery requests received..... 2
- Successful discovery responses sent..... 2
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt.....
  Not applicable
- Time at last successful discovery attempt.....
```

```

Jan 24 12:21:20.547
- Time at last unsuccessful discovery attempt.....
  Not applicable

Join phase statistics
- Join requests received..... 2
- Successful join responses sent..... 2
- Unsuccessful join request processing..... 0
- Reason for last unsuccessful join attempt.....
  Not applicable
- Time at last successful join attempt.....
  Jan 24 12:21:30.669
- Time at last unsuccessful join attempt.....
  Not applicable

Configuration phase statistics
- Configuration requests received..... 2
- Successful configuration responses sent..... 2
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
  Not applicable
- Successful configuration attempt.....
  Jan 24 12:21:32.414

- Time at last unsuccessful configuration attempt.....
  Not applicable

Last AP message decryption failure details
- Reason for last message decryption failure.....
  Not applicable

Last AP disconnect details
- Reason for last AP connection failure.....
  Timed out while waiting for ECHO response from the AP

Last join error summary
- Type of error that occurred last.....
  AP got or has been disconnected
- Reason for error that occurred last.....
  Timed out while waiting for ECHO response from the AP
- Time at which the last join error occurred.....
  Jan 24 12:21:14.751

```

範例 1

在這種情況下，控制器上的時間不正確。此錯誤表示AP證書負載無效。發生此錯誤是因為控制器上的時間在憑證有效時間間隔之外。確保show time命令指示正確的時間。

註：以下輸出中的1993年3月6日時間值。這是未配置NTP的控制器的時鐘開始位置。

使用時間戳結合報告統計資訊的AP的三個階段是發現、加入和配置階段。檢查「上次錯誤摘要」以找出AP無法加入或中斷連線的原因。

```
<#root>
```

```
(Cisco Controller) >
```

```
show ap join stats detailed 00:14:1b:5a:40:10
```

```
Discovery phase statistics
```

```
- Discovery requests received..... 2
- Successful discovery responses sent..... 1
- Unsuccessful discovery request processing..... 2113123
- Reason for last unsuccessful discovery attempt.....
  Discovery request received on unsupported VLAN
- Time at last successful discovery attempt.....
  Mar 06 19:03:50.779
- Time at last unsuccessful discovery attempt.....
```

Mar 06 19:03:50.782

Join phase statistics

- Join requests received..... 1
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 1
- Reason for last unsuccessful join attempt.....
Certificate payload in join request contains
invalid certificate
- Time at last successful join attempt.....
Not applicable
- Time at last unsuccessful join attempt.....
Mar 06 19:04:00.810

Configuration phase statistics

- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
Not applicable
- Time at last successful configuration attempt.....
Not applicable
- Time at last unsuccessful configuration attempt.....
Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure.....
Not applicable

Last AP disconnect details

- Reason for last AP connection failure.....
Not applicable

Last join error summary

- Type of error that occurred last.....
Lwapp join request rejected
- Reason for error that occurred last.....

Certificate payload in join request contains invalid
certificate

- Time at which the last join error occurred.....
Mar 06 19:04:00.810

範例 2

在這種情況下，AP會在管理IP地址VLAN以外的VLAN上傳送發現請求。控制器會拒絕管理介面子網路上未收到的所有探索要求。

<#root>

(Cisco Controller) >

show ap join stats detailed 00:14:1b:5a:40:10

Discovery phase statistics

- Discovery requests received..... 10
- Successful discovery responses sent..... 5
- Unsuccessful discovery request processing..... 2113123
- Reason for last unsuccessful discovery attempt.....
Discovery request received on unsupported VLAN
- Time at last successful discovery attempt.....
Jan 30 14:30:12.284
- Time at last unsuccessful discovery attempt.....
Jan 30 14:30:12.288

Join phase statistics

- Join requests received..... 4
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 4
- Reason for last unsuccessful join attempt.....
Certificate payload in join request contains invalid certificate
- Time at last successful join attempt.....
Not applicable
- Time at last unsuccessful join attempt.....
Mar 06 19:19:03.345

Configuration phase statistics

- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
Not applicable
- Time at last successful configuration attempt.....
Not applicable
- Time at last unsuccessful configuration attempt.....
Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure.....
Not applicable

Last AP disconnect details

- Reason for last AP connection failure.....
Not applicable

Last join error summary

- Type of error that occurred last.....
Failed to send Lwapp discovery response
- Reason for error that occurred last.....

Discovery request received on unsupported VLAN

- Time at which the last join error occurred.....
Jan 30 14:30:12.288

(Cisco Controller) >

範例 3

在這種情況下，AP從此控制器移動到其主控制器。

注意：該錯誤可能由於多種原因而生成，其中一個原因就是網路中斷。

```
<#root>
```

```
(Cisco Controller) >
```

```
show ap join stats detailed 00:14:1b:5a:40:10
```

```
Discovery phase statistics
```

```
- Discovery requests received..... 23
- Successful discovery responses sent..... 23
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt.....
  Not applicable
- Time at last successful discovery attempt.....
  Jan 30 14:39:38.526
- Time at last unsuccessful discovery attempt.....
  Not applicable
```

```
Join phase statistics
```

```
- Join requests received..... 21
```


- Successful join responses sent..... 21
- Unsuccessful join request processing..... 0
- Reason for last unsuccessful join attempt.....
Not applicable
- Time at last successful join attempt.....
Jan 30 14:39:07.085
- Time at last unsuccessful join attempt.....
Not applicable

Configuration phase statistics

- Configuration requests received..... 21
- Successful configuration responses sent..... 21
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
Not applicable
- Time at last successful configuration attempt.....
Jan 30 14:39:09.481
- Time at last unsuccessful configuration attempt.....
Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure.....
Not applicable

Last AP disconnect details

- Reason for last AP connection failure.....
Timed out while waiting for ECHO response from the AP

Last join error summary

- Type of error that occurred last.....
AP got or has been disconnected
- Reason for error that occurred last.....

Timed out while waiting for ECHO response from the AP

- Time at which the last join error occurred.....
Jan 30 14:40:15.451

範例 4

在這種情況下，控制器上的AP自簽名證書(SSC)不正確。控制器在將要求轉送到已定義的radius伺服器之前，一律會檢查其本機資料庫。因此，當控制器在本地找不到SSC時，將出現「RADIUS authorization pends for AP」錯誤消息。

<#root>

(Cisco Controller) >

show ap join stats detailed 00:13:5f:fa:88:50

Discovery phase statistics

- Discovery requests received..... 2
- Successful discovery responses sent..... 1
- Unsuccessful discovery request processing..... 2113123
- Reason for last unsuccessful discovery attempt.....
Discovery request received on unsupported VLAN

- Time at last successful discovery attempt.....
Jan 30 14:58:58.070
- Time at last unsuccessful discovery attempt.....
Jan 30 14:58:58.071

Join phase statistics

- Join requests received..... 1
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 1
- Reason for last unsuccessful join attempt.....

RADIUS authorization is pending for the AP

- Time at last successful join attempt.....
Not applicable
- Time at last unsuccessful join attempt.....
Jan 30 14:59:13.111

Configuration phase statistics

- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
Not applicable
- Time at last successful configuration attempt.....
Not applicable
- Time at last unsuccessful configuration attempt.....
Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure.....
Not applicable

Last AP disconnect details

- Reason for last AP connection failure.....
Radius authorization of the AP has failed

Last join error summary

- Type of error that occurred last.....
AP got or has been disconnected
- Reason for error that occurred last.....

Radius authorization of the AP has failed

- Time at which the last join error occurred.....
Jan 30 14:59:13.117

(Cisco Controller) >

範例 5

<#root>

(Cisco Controller) >

show ap join stats detailed 0026cb8168c0

Discovery phase statistics

- Discovery requests received..... 202

- Successful discovery responses sent..... 0
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt..... Not applicable
- Time at last successful discovery attempt..... Not applicable
- Time at last unsuccessful discovery attempt..... Not applicable

Join phase statistics

- Join requests received..... 122
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 0
- Reason for last unsuccessful join attempt..... Not applicable
- Time at last successful join attempt..... Not applicable
- Time at last unsuccessful join attempt..... Not applicable

Configuration phase statistics

- Configuration requests received..... 115
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt..... Not applicable
- More-- or (q)uit
- Time at last successful configuration attempt..... Not applicable
- Time at last unsuccessful configuration attempt..... Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure..... Not applicable

Last AP disconnect details

- Reason for last AP connection failure..... Image data request received from an unsupported AP

Last join error summary

- Type of error that occurred last..... AP got or has been disconnected
- Reason for error that occurred last.....

Image data

request received from an unsupported AP

- Time at which the last join error occurred..... Feb 16 00:50:16.841

<#root>

Discovery phase statistics

- Discovery requests received..... 44
- Successful discovery responses sent..... 44
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt..... Not applicable
- Time at last successful discovery attempt..... Feb 26 18:36:24.098
- Time at last unsuccessful discovery attempt..... Not applicable

Join phase statistics

- Join requests received..... 44
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 44
- Reason for last unsuccessful join attempt..... Join request received from an unsupported AP
- Time at last successful join attempt..... Not applicable
- Time at last unsuccessful join attempt..... Feb 26 18:36:39.497

Configuration phase statistics

- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt..... Not applicable
- Time at last successful configuration attempt--More-- or (q)uit t..... Not applicable
- Time at last unsuccessful configuration attempt..... Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure..... Not applicable

Last AP disconnect details

- Reason for last AP connection failure..... Not applicable

Last join error summary

- Type of error that occurred last..... Lwapp join request r ejected
- Reason for error that occurred last.....

Join request received from an unsupported AP

- Time at which the last join error occurred..... Feb 26 18:36:39.497

相關資訊

- [排除輕量存取點無法加入無線區域網控制器的故障](#)
- [思科技術支援與下載](#)

關於此翻譯

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