Resolución de problemas por qué un AP no se une a un controlador

Contenido

Introducción

Este documento proporciona información sobre los nuevos comandos **show ap Join stats** en la versión 4.2.61.0 del controlador y demuestra cómo utilizarlos de manera efectiva. Para obtener más información, consulte Solución de problemas de un punto de acceso ligero que no se une a un controlador de LAN inalámbrica para resolver de manera efectiva por qué un punto de acceso (AP) no se une a un controlador. Se puede requerir troubleshooting adicional en el AP si el AP no envía una unión al controlador.

Este documento de solución de problemas se aplica a todas las versiones del controlador (WLC) desde 4.2.61 a la última versión de 7.2.103.

A continuación de las secciones Información de fondo y Algoritmo de resolución de problemas se muestran varios ejemplos de resultados de errores diferentes que se producen en el controlador.

Prerequisites

Requirements

No hay requisitos específicos para este documento.

Componentes Utilizados

Este documento no tiene restricciones específicas en cuanto a versiones de software y de hardware.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Convenciones

Consulte [Convenciones de Consejos TécnicosCisco para obtener más información sobre las convenciones del documento.](#)

Antecedentes

En la versión 4.2.61.0 del controlador, el controlador ahora realiza un seguimiento de todos los AP que le envían una solicitud de detección y a qué AP envía una respuesta de detección. También hace un seguimiento de los AP que intentan unirse al controlador y si son exitosos o no. Hay 2 nuevos comandos CLI (console o SSH) en el controlador para ayudar a resolver el problema de por qué un AP no puede unirse al controlador:

```
Show ap join stats summary [all | AP_Mac_Address]
Show ap join stats detailed AP_Mac_Address
```

Algoritmo de resolución de problemas

Utilice el comando **show ap Join stats summary all** para ver qué AP no se unen al controlador. El AP se inserta en la lista **show ap Join stats** tan pronto como el controlador recibe una solicitud de detección.

Nota: El controlador nunca quita el AP de la lista **show ap Join stats** hasta que se reinicie el controlador. En algunos casos, los AP fallidos han intentado unirse durante más de un día o están completamente fuera de línea. Utilice el comando **show ap Join stats detail** para averiguar cuándo se envió la última solicitud de detección y la última solicitud de unión desde el AP para determinar si el AP ha perdido conectividad con el controlador o posiblemente se ha movido a otro controlador.

El resultado da el número total de APs desde los cuales el controlador ha recibido solicitudes de detección y luego enumera si esos APs están actualmente unidos al controlador.

```
(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
```

Una vez que tenga la dirección MAC del AP que no está unido, utilice el **resumen show ap Join stats** *<mac addr>* para descubrir la última unión y la razón de la falla.

```
(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
```

Si desea información detallada sobre solicitudes de detección, solicitudes de unión y solicitudes de configuración, utilice el **comando show ap Join stats detail** *<mac-address>* . Este comando también indica si el controlador ve o no solamente una solicitud de detección del AP pero no ve una solicitud de unión.

```
(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
```

Ejemplo 1

En este caso, la hora en el controlador es incorrecta. El error indica que la carga útil del certificado APs no es válida. Este error se produjo porque la hora en el controlador estaba fuera del intervalo de tiempo de validez del certificado. Asegúrese de que el comando show time indica la hora correcta. Observe los valores de tiempo del 6 de marzo de 1993 en el resultado siguiente. Aquí es donde comienza el reloj para el controlador sin NTP configurado.

Las tres fases del AP se unen a las estadísticas del informe con las marcas de tiempo son la Fase de Detección, Unión y Configuración. Verifique el último resumen de error por el que el AP no pudo unirse o desconectar el motivo.

```
 (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
```

Ejemplo 2

En este caso, el AP envía la solicitud de detección en una VLAN que no sea la VLAN de dirección IP de administración. El controlador rechaza todas las solicitudes de detección que no se reciben en la subred de la interfaz de administración.

```
 (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) >
```

Ejemplo 3

En este caso, el AP se trasladó de este controlador a su controlador principal.

Nota: El error se puede generar por varias razones, una de las cuales es una interrupción de la red.

```
(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
```

Ejemplo 4

En este caso, el certificado autofirmado (SSC) del AP no era correcto en el controlador. El controlador siempre verifica su base de datos local antes de reenviar la solicitud a un servidor RADIUS definido. Como resultado, la *autorización RADIUS está pendiente para el* error *AP* aparece cuando el controlador no encuentra el SSC localmente.

```
 (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) >
```

Ejemplo 5

```
(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



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 receive
d 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 attemp--More-- or (q)uit
t........... Not applicable
- Time at last unsuccessful configuration attempt......... Not applicable

Last AP message decrytion 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 receive
d from an unsupported AP
- Time at which the last join error occurred.............. Feb 26 18:36:39.497
```

Información Relacionada

- [Troubleshooting de Punto de Acceso Ligero que no se Une a un Controlador de LAN Inalámbrica](#)
- [Soporte Técnico y Documentación - Cisco Systems](#)