Solução de problemas por que um AP não ingressa em um controlador

Contents

Introduction

Este documento fornece informações sobre os novos comandos **show ap join stats** na versão 4.2.61.0 do controlador e demonstra como usá-los com eficiência. Para obter mais informações, consulte Solução de problemas de um ponto de acesso leve não ingressando em um controlador de LAN sem fio para solucionar com eficiência os motivos pelos quais um ponto de acesso (AP) não ingressa em um controlador. A solução de problemas adicional no AP pode ser necessária se o AP não enviar uma junção ao controlador.

Este documento de solução de problemas se aplica a todas as versões da controladora (WLC) de 4.2.61 para a versão mais recente de 7.2.103.

Vários exemplos de saídas de diferentes erros que ocorrem no controlador seguem as seções Informações de fundo e Algoritmo de solução de problemas.

Prerequisites

Requirements

Não existem requisitos específicos para este documento.

Componentes Utilizados

Este documento não se restringe a versões de software e hardware específicas.

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.

Conventions

Consulte as [Convenções de Dicas Técnicas da Cisco para obter mais informações sobre convenções de documentos.](#)

Informações de Apoio

Na versão 4.2.61.0 da controladora, a controladora agora rastreia todos os APs que enviam uma solicitação de descoberta e a quais APs envia uma resposta de descoberta. Ele também rastreia os APs que tentam ingressar na controladora e se são ou não bem-sucedidos. Há dois novos comandos CLI (console ou SSH) na controladora para ajudar a solucionar o problema de por que um AP falhará ao se juntar à controladora:

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

Algoritmo de Troubleshooting

Use o comando **show ap join stats summary all** para ver quais APs não participam do controlador. O AP é inserido na lista **show ap join stats** assim que o controlador recebe uma solicitação de descoberta.

Observação: o controlador nunca remove o AP da lista **show ap join stats** até que o controlador seja reinicializado. Em alguns casos, os APs com falha tentaram ingressar por mais de um dia ou estão completamente off-line. Use o comando **show ap join stats detail** para descobrir quando a última solicitação de descoberta e a última solicitação de junção foram enviadas do AP para determinar se o AP perdeu a conectividade com o controlador ou se possivelmente foi movido para outro controlador.

A saída fornece o número total de APs dos quais o controlador recebeu solicitações de descoberta e lista se esses APs estão ou não associados ao 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
```

Quando você tiver o endereço MAC do AP que não está associado, use o **show ap join stats summary <mac addr>** para descobrir a última junção e o motivo da falha.

```
(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
```

Se desejar informações detalhadas sobre solicitações de descoberta, solicitações de junção e solicitações de configuração, use o **comando show ap join stats detail** *<mac-address>* . Esse comando também indica se o controlador vê apenas uma solicitação de descoberta do AP, mas não vê uma solicitação de junção.

```
(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
```

Exemplo 1

Nesse caso, o tempo no controlador está incorreto. O erro indica que o payload do certificado APs é inválido. Este erro ocorreu porque o tempo no controlador estava fora do intervalo de tempo de validade dos certificados. Verifique se o comando show time indica a hora correta. Observe os valores de tempo de 6 de março de 1993 na saída abaixo. Aqui é onde o relógio começa para o controlador sem NTP configurado.

As três fases das estatísticas do relatório de união AP com datadores são a Fase de descoberta, junção e configuração. Verifique o último resumo de erro por que o AP não conseguiu ingressar ou desconectar o 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
```

Exemplo 2

Nesse caso, o AP envia a solicitação de descoberta em uma VLAN diferente da VLAN do endereço IP de gerenciamento. O controlador rejeita todas as solicitações de descoberta que não são recebidas na sub-rede da interface de gerenciamento.

```
 (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) >
```

Exemplo 3

Nesse caso, o AP mudou desse controlador para seu controlador principal.

Observação: o erro pode ser gerado por vários motivos, um dos quais é uma interrupção da rede.

```
 (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
```

Exemplo 4

Nesse caso, o certificado autoassinado (SSC) do AP não estava correto no controlador. O controlador sempre verifica seu banco de dados local antes de encaminhar a solicitação a um servidor radius definido. Como resultado, o erro *RADIUS authorization is pending for AP (Autorização de RADIUS pendente para AP)* é exibido quando o controlador não encontra o 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) >
```

Exemplo 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
```

Informações Relacionadas

- Troubleshoot de um access point lightweight que não está ingressando em um controlador LAN sem fio
- Suporte Técnico e Documentação - Cisco Systems