

知 WA2620X cannot be registered on AC Case

Wireless 龚训杰 2020-03-18 Published

Network Topology

AC---POE---WA2620X

AC Version:Version 7.1.064, Customer 5205P02

Description: The AP cannot always go online during the registration process. Check that the basic configuration is correct and the networking is simple. This problem should not occur.

Problem Description

The current controller model of a site is WX3510H, the version is Version 7.1.064, Customer 5205P02

A new WA2620X AP is added. After the configuration is complete, the AP cannot register and cannot obtain the address normally. The status of the AP is currently Idle.

AP name	APID	State	Model	Serial ID
AP1997	34	I	WA2620X	219801A0KTM171001505
d461-feef-aca0-8hao1-85	10	R/M	WA4320X	219801A0REM171000052
d461-feef-b0c0-6hao1-80	18	R/M	WA4320X	219801A0REM171000170
d461-feef-b140-6hao3-82	20	R/M	WA4320X	219801A0REM171000172

Process Analysis

Enable **debugging wlan capwap all** on AC and telnet to AP respectively.

The output is as follows: On AC:

*Jun 27 18:33:10:696 2018 WAC-Master-DOWN CWS/7/RCV_PKT: Received discovery request from AP: IP address=172.23.0.151, MAC address=ac74-09a9-1280, serial

ID=219801A0KTM171001505, AP name=mct-79-1280, model=WA2620X, last IP=172.23.0.151.

*Jun 27 18:33:10:698 2018 WAC-Master-DOWN CWS/7/EVENT: Filling AC Descriptor TLV.

LicenseType[1] MaxSupportNum[256] JoinCount[21]. //Received a discovery request message from the AP

*Jun 27 18:33:10:699 2018 WAC-Master-DOWN CWS/7/SND_PKT: Sent discovery response with SeqNum 0 to AP at 172.23.0.151:64340.

*Jun 27 18:33:10:699 2018 WAC-Master-DOWN CWS/7/SND_PKT: Sent discovery response to AP at 172.23.0.151:64340, Length=128.

.....

*Jun 27 18:33:15:720 2018 WAC-Master-DOWN CWS/7/ERROR: **Failed to match image data request** with SeqNum 2 from AP at 172.23.0.151:6434 //Failed to match picture data request, meaning no matching AP image file

在AP上:

*Jan 1 00:04:28:926 2014 H3C CWC/7/TMR: Retransmission Timer of TunnelId:1 expired.

*Jan 1 00:04:28:927 2014 H3C CWC/7/ERROR: **Failed to retransmit image data request** and tore down the tunnel: Number of retransmissions exceeded the limit 3. //Request to resend AP image file failed

*Jan 1 00:04:28:927 2014 H3C CWC/7/FSM: [Tunnel ID: 1] Image Data -> Idle

*Jan 1 00:04:28:927 2014 H3C CWC/7/EVENT: CAPWAP tunnel to AC 172.23.0.66 went down. Reason: Retransmission failed.

*Jan 1 00:04:28:928 2014 H3C CWC/7/FSM: Enter Idle state.

*Jan 1 00:04:28:929 2014 H3C CWC/7/FSM: Enter Discovery state.

Double check the configuration and found the following configuration:

```
wlan image-load filepath local
```

```
#
```

```
wlan apdb WA4320X Ver.A R22510
```

```
wlan apdb WA4320X Ver.B R22510
```

```
wlan apdb WA4320X Ver.C R22510
```

```
wlan apdb WA4320X Ver.D R22510
```

```
wlan apdb WA4320X Ver.E R22510
```

```
wlan apdb WA4320X Ver.F R22510
```

Consult the command manual. You need to configure this command only when the software version expected by the AP is different from the software version corresponding to the AP model stored in the APDB.

This command is usually used to deliver an interim version to the AP. It is recommended that you do

not configure it yourself, otherwise the AP cannot establish a CAPWAP tunnel with the AC.

Solution

Let's see why the situation is configured as above.

The field feedback was started by our first-line engineers at that time. The intention was to let the AP release a specific version at that time;

therefore, the field engineer was instructed to Telnet to the AP to check the software and hardware versions used by the WA2620X

[mct-79-1280] dis version H3C Comware Software, Version 7.1.064, alpha 2104sp17

Hardware Version is Ver.C

Then add the following configuration to the AC,

wlan apdb WA2620X Ver.C A2104sp17

Added AP WA2620X successfully online.