

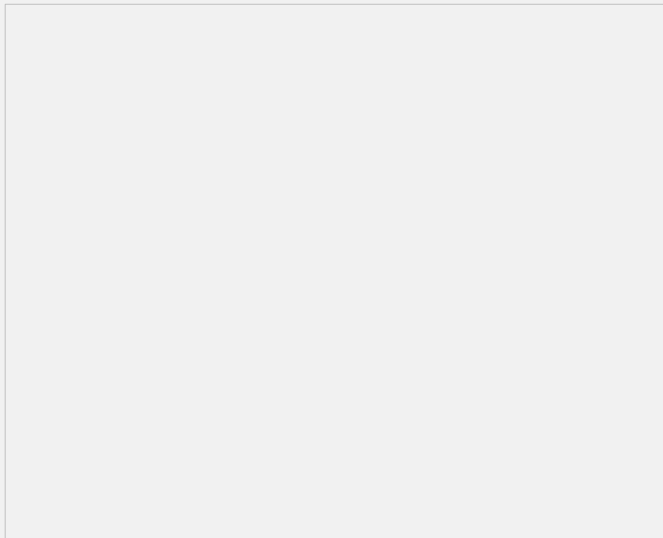
## WX3024重启后AP配置丢失问题处理方法

### 一、问题描述:

某客户使用我司WX3024重启设备后AP配置丢失。具体问题现象是: 现网AC有38个AP注册, 但是重启后只有36个注册上来, dis cu 发现配置丢失, more startup看配置都在, dis startup看启动文件没错, 再次重启只有34个AP在线。每次重启都会存在不定数量的AP配置丢失。

### 二、过程分析:

- 1、现网AC使用版本: Release 3111P07;
- 2、比较设备重启前后配置发现AP模板后配置的ID更改, AP ID进行重新分配, 并未按配置中的ID下发。



### 3、出现该问题时通过查看日志信息会有下面的提示:

```
<WX3024>dis logbuffer
```

```
Logging buffer configuration and contents:enabled
```

```
Allowed max buffer size : 1024
```

```
Actual buffer size : 512
```

```
Channel number : 4 , Channel name : logbuffer
```

```
Dropped messages : 0
```

```
Overwritten messages : 0
```

```
Current messages : 26
```

```
%Oct 3 07:37:36:229 2011 WX3024 IC/6/SYS_RESTART:
```

```
System restarted --
```

```
H3C Comware Software
```

```
%Oct 3 07:37:40:192 2011 WX3024 HTTPD/4/Log:Start HTTP server.
```

```
%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM_LOG:
```

```
Command wlan ap qsc_9f_2 model WA2612-AGN id 1 fails to recover configuration. 实际上这个AP在配置中的id不是1
```

```
%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM_LOG:
```

```
Command description MAC:3822-D693-F760 fails to match in cmdmode system, because Unrecognized command.
```

```
%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM_LOG:
```

```
Command ap-name QSC_9F_2 fails to match in cmdmode system, because Unrecognized command.
```

```
%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM_LOG:
```

```
Command serial-id 210235A0CDB116000235 fails to match in cmdmode system, because Unrecognized command.
```

```
%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM_LOG:
```

```
Command radio 1 fails to match in cmdmode system, because Unrecognized command.
```

and.

%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM\_LOG:

Command radio-policy 257 fails to match in cmdmode system, because Unrecognized command.

%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM\_LOG:

Command service-template 1 fails to match in cmdmode system, because Unrecognized command.

%Oct 3 07:37:41:511 2011 WX3024 CFM/4/CFM\_LOG:

Command radio enable fails to match in cmdmode system, because Unrecognized command.

%Oct 3 07:39:11:822 2011 WX3024 SHELL/4/LOGIN: Console login from aux0

%Oct 3 07:39:16:596 2011 WX3024 SHELL/4/CMD:task:au0 ip:\*\* user:\*\* command: dis wlan ap al

%Oct 3 07:39:33:034 2011 WX3024 SHELL/4/CMD:task:au0 ip:\*\* user:\*\* command: more startup.cfg

<WX3024>

Log日志中有设备配置AP ID下发失败的信息。

#### **四、解决方法：**

针对上面的问题可以有下面两种解决、规避方法：

- 1、该问题R3111P10及其之前版本存在该问题，R3111P12版本解决该问题。
- 2、将AC Flash格式化后重新上传版本可规避该问题。