

知 An exclamation point appears when the terminal is connected wirelessly

Wireless 孟普 2020-06-05 Published

Network Topology

Null

Problem Description

In the local forwarding mode, when the wireless terminal passes the 801.1X authentication and goes online, there is an exclamation mark next to the wifi icon. The wireless terminal fails to ping gateway and fails to learn ARP. The fault sometimes appears and sometimes disappears automatically.

Process Analysis

As there is still a 802.1X authentication item on AC, it indicates that the authentication is no problem and maybe a problem of three-layer network communication. At the time of failure, the terminal cannot learn the ARP of the gateway, so it is suspected that there is something wrong with message forwarding.

View on the AP associated with the terminal

```
[WA5620-probe] DIS ar5drv 1 queue all
```

```
TxDescFreeCnt 0
```

// The higher the value is, the stronger the AP forwarding ability is and the less the message backlog is. This data is usually greater than 1000 (currently is 0 in the field).

```
TxPreSendCnt 3000
```

```
Pkt_Queue Size: 4096 :
```

```
Wdp_TxPkt_Queue:
```

```
CpuNum0 : H(1531),T(1531) H(1587),T(1587)
```

```
CpuNum1 : NULL NULL
```

```
Wdp_RxPkt_Queue:
```

```
CpuNum0 : NULL NULL
```

```
CpuNum1 : H(1509),T(1509) NULL
```

```
Wdp_FastTx_Queue:
```

```
CpuNum0 : H( 0),T( 0) H( 0),T( 0)
```

```
CpuNum1 : NULL NULL
```

TX Queue Information:

QueueName	QueueNum	PPDUCount
AC1	0	0x00000000
AC0	0	0x00000000
AC2	0	0x00000000
AC3	0	0x00000000
Mgmt	0	0x00000000
Emg	0	0x00000000
CAB	0	0x00000000
Beacon	0	0x00000000

This indicates that there is a serious backlog of AP messages, usually resulting in queue overflow and packet loss. View the wired port of AP, it is found that the broadcast traffic is very large, several times of unicast, which seriously affects the forwarding performance of AP.

Solution

After configuring port isolation (configuring via MAP file), the broadcast traffic is reduced and the problem is resolved.