

知 Wireless Packet Loss Problem Troubleshooting

Wireless 孟普 2020-09-27 Published

Network Topology

Core Switch (Gateway)-----Aggregation Switch-----Access Switch (POE) -----AP- - - -Wireless Terminals

Problem Description

Customer feedback wireless cloud desktop business disconnected frequently , and automatic recovery immediately.

Process Analysis

1. We used a wireless terminal Ping gateway and found that the wireless Ping service would lose several messages intermittently but recover quickly.
2. After many tests, we found that when the wireless service lost more than 5 packets in a row, the customer's cloud desktop service would show the disconnected state.
3. **After wireless optimization on AC, wireless packet loss is still relatively obvious. We suspect the reason is not on the wireless side.**

4. **There are more than 10,000 wireless users, and local forwarding mode is adopted. The gateway device is S6800, and the default ARP rate of S6800 is 1000pps. We view the current ARP statistics on the gateway device via the following command**

```
[SZIDC-MD6-F0203-CORE-S6800-probe]debug rxtx softcar show slot 2
```

```
29 ARP 1300 1038068187 705074721 1000 S On SMAC 8
```

It can be seen that the ARP rate of S6800 is 1300pps, while the device software limit is 1000pps. If the ARP rate exceeds the gateway device, it will be discarded directly, resulting in the ARP message of some terminals being discarded by the gateway, which will affect the wireless services.

Solution

Modify the ARP speed limit value of s6800 from 1000PPS to 1500PPS