

# 知 AP information display abnormal on Cloudnet

Wireless 余煌 2021-04-20 Published

## Problem Description

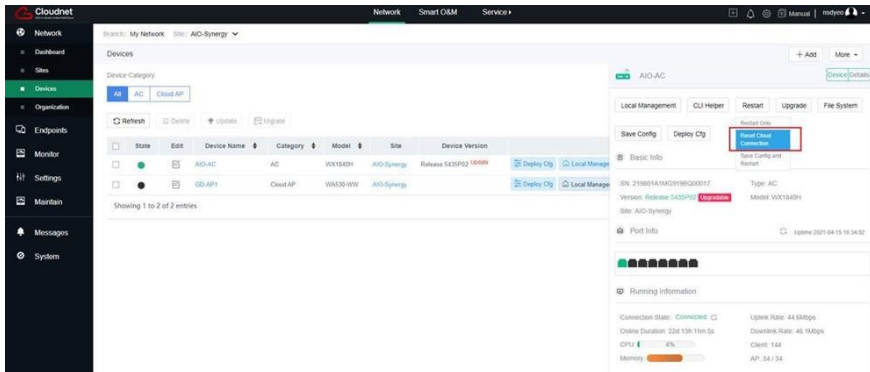
The AC has successfully registered on the platform, and the AP list can be seen in the platform, but the information of some APs under the same AC is reported to be abnormal, and the AP software version and IP address are not displayed. As shown in the figure below, the software version and IP address of WA530-WW are both "-" and cannot be displayed normally:

| AP Name      | AP SN                | AP Model | MAC           | IPv4          | AP Group      | Version  | Online Duration | Refreshed At        |
|--------------|----------------------|----------|---------------|---------------|---------------|----------|-----------------|---------------------|
| 1017 L2-AP3  | 219801A1NR8199E0090  | WA530-WW | 474-88c5-9860 | -             | default-group | -        | 31d08h:41m:33s  | 2021-04-16 10:20:15 |
| 1017 L2-AP2  | 219801A1NR8199E0006G | WA530-WW | 474-88c5-a500 | -             | default-group | -        | 31d08h:39m:10s  | 2021-04-16 10:20:15 |
| 1017 L2-AP1  | 219801A1NR8199E0003G | WA530-WW | 474-88c5-9960 | -             | default-group | -        | 31d08h:41m:26s  | 2021-04-16 10:20:15 |
| 1017 L11-AP6 | 219801A1NR8199E0004S | WA530-WW | 474-88c5-9a80 | 192.168.1.134 | default-group | R2435P02 | 02d02h:49m:12s  | 2021-04-16 09:45:15 |
| 1017 L11-AP5 | 219801A1NR8199E00028 | WA530-WW | 474-88c5-94c0 | 92.168.1.133  | default-group | R2435P02 | 02d02h:51m:15s  | 2021-04-16 09:45:15 |
| 1017 L11-AP4 | 219801A1NR8199E00058 | WA530-WW | 474-88c5-a060 | 92.168.1.132  | default-group | R2435P02 | 02d02h:51m:10s  | 2021-04-16 09:45:15 |
| 1017 L11-AP3 | 219801A1NR8199E0003L | WA530-WW | 474-88c5-99e0 | 92.168.1.131  | default-group | R2435P02 | 02d02h:51m:05s  | 2021-04-16 09:45:15 |
| 1017 L11-AP2 | 219801A1NR8199E00037 | WA530-WW | 474-88c5-9880 | 192.168.1.130 | default-group | R2435P02 | 02d02h:51m:03s  | 2021-04-16 09:45:15 |
| 1017 L11-AP1 | 219801A1NR8199E0002T | WA530-WW | 474-88c5-96e0 | 192.168.1.129 | default-group | R2435P02 | 02d02h:51m:07s  | 2021-04-16 09:45:15 |
| 1017 L10-AP6 | 219801A1NR8199E00074 | WA530-WW | 474-88c5-a7a0 | 192.168.1.128 | default-group | R2435P02 | 02d01h:31m:29s  | 2021-04-16 10:20:15 |

## Solution

The possible reason is that the time zone on oasis may have been modified.

The data of the IPv4 & Version are all reported by the AP for the first time connected to cloudnet, and will not be reported again later. After changing the time zone, you need to **Reset cloud connection** and resynchronize.



The screenshot displays the Cloudnet management interface. On the left is a navigation sidebar with options like Network, Dashboard, Sites, Devices, Organization, Endpoints, Monitor, Settings, Maintain, Messages, and System. The main area shows a list of devices under the 'Devices' section, filtered by 'All', 'AC', and 'Cloud AP'. A table lists two devices: AIO-AC (Category: AC, Model: WX1542H, Site: AIO-Synergy, Release: 5435F52 1959H) and GD-AP1 (Category: Cloud AP, Model: WMS30-W1V, Site: AIO-Synergy). The AIO-AC device is selected, and its details are shown on the right. The 'Basic Info' section includes SN: 21901A1M03198Q00017, Type: AC, Version: Release 5435F52 (Expire), and Model: WX1542H. The 'Running Information' section shows Connection State: Connected, Uplink Rate: 44.6Mbps, Online Duration: 22d 13h 17m 5s, Downlink Rate: 46.1Mbps, CPU: 2%, Client: 144, and Memory: AP: 34 / 54. A red box highlights the 'Reset Cloud Connection' button in the 'Basic Info' section.

