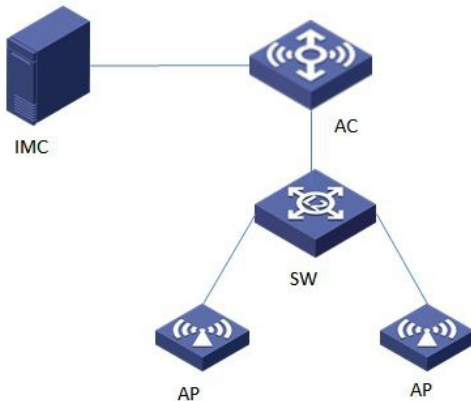


知 某局点V7版本license误删除问题处理的经验案例

License 陈少华 2017-03-08 发表

某局点使用LSU1WCME0无线板卡配合WA4320I做无线覆盖，由于局点需要新添加终结者AP，所以需要将AC插卡升级为V7版本。



将插卡从V5升级为V7版本：WCMX40-CMW710-E5109P03.ipe后，AP无法正常启动，查看后发现V5版本残留（AC下dir查看发现有V5版本残留）导致AP无法正常升级为V7版本，需要将设备格式化会重新导入V7版本，根据建议现场重新格式化并升级到V7平台最新发布的版本WCMX40-CMW710-E5109P04.ipe。AP可以正常升级但AP无法注册成功。

注：V7版本自P04及以后版本，版本文件只有一个ipe文件，不再有AP的版本文件，而是打包在AC的ipe文件内。而之前的版本，除了AC版本的ipe文件外还有AP的ipe文件以及AP的update.bin升级文件

现场AP无法注册成功，按照AP上线异常排查流程排查，发现AP能正常获取地址但debug显示AP注册失败的原因为license异常：The feature apmgr has no available license.详细信息如下：

```
<JYSY-N-AC-A>*Jan 8 15:35:40:978 2016 JYSY-N-AC-A CWS/7/RCV_PKT: Received discovery request with SeqNum 0 from AP at 172.16.2.1:15042.
*Jan 8 15:35:40:978 2016 JYSY-N-AC-A CWS/7/RCV_PKT: Received discovery request from AP at 172.16.2.1:15042, Length=162.
00 10 02 00 00 00 00 00 00 00 01 00 00 95 00
00 14 00 01 02 00 26 00 3E 00 00 63 A2 00 00 00
0B 57 41 34 33 32 30 69 2D 41 43 4E 00 01 00 14
32 31 30 32 33 35 41 31 47 51 43 31 35 43 30 30
35 37 35 37 00 03 00 05 56 65 72 2E 41 00 04 00
06 38 91 D5 A4 3D 40 00 27 00 2B 04 04 01 01 00
00 00 00 63 A2 00 00 00 01 43 00 00 63 A2 00 01
00 08 45 32 31 30 39 50 30 33 00 00 63 A2 00 02
00 04 37 2E 30 34 00 29 00 01 0E 00 2C 00 01 02
04 18 00 05 01 00 00 00 0A 04 18 00 05 02 00 00
00 0D
*Jan 8 15:35:40:979 2016 JYSY-N-AC-A CWS/7/EVENT: [IsLicenseOut] Occupied AP license number is [0].
*Jan 8 15:35:40:979 2016 JYSY-N-AC-A CWS/7/ERROR: Failed to process discovery request from AP with serial ID 210235A1GQC15C0057: The feature apmgr has no available license.
*Jan 8 15:35:46:977 2016 JYSY-N-AC-A CWS/7/RCV_PKT: Received discovery request with SeqNum 0 from AP at 172.16.2.1:15042.
*Jan 8 15:35:46:978 2016 JYSY-N-AC-A CWS/7/RCV_PKT: Received discovery request from AP at 172.16.2.1:15042, Length=162.
00 10 02 00 00 00 00 00 00 00 01 00 00 95 00
00 14 00 01 02 00 26 00 3E 00 00 63 A2 00 00 00
0B 57 41 34 33 32 30 69 2D 41 43 4E 00 01 00 14
32 31 30 32 33 35 41 31 47 51 43 31 35 43 30 30
35 37 35 37 00 03 00 05 56 65 72 2E 41 00 04 00
06 38 91 D5 A4 3D 40 00 27 00 2B 04 04 01 01 00
00 00 00 63 A2 00 00 00 01 43 00 00 63 A2 00 01
00 08 45 32 31 30 39 50 30 33 00 00 63 A2 00 02
```

```
00 04 37 2E 30 34 00 29 00 01 0E 00 2C 00 01 02
04 18 00 05 01 00 00 00 0A 04 18 00 05 02 00 00
00 0D
```

*Jan 8 15:35:46:978 2016 JYSY-N-AC-

A CWS/7/EVENT: [IsLicenseOut] Occupied AP license number is [0].

*Jan 8 15:35:46:978 2016 JYSY-N-AC-

A CWS/7/ERROR: Failed to process discovery request from AP with serial ID 210235A1GQC15C0057
57: The feature apmgr has no available license.

然后排查AC上license权限状态, 通过dis wlan ap all看到瘦AP可用数量为0, 表示license权限不足。

<JYSY-N-AC-A>dis wlan ap all

Total number of APs: 1

Total number of connected APs: 0

Total number of connected manual APs: 0

Total number of connected auto APs: 0

Total number of connected anchor APs: 0

Maximum supported APs: 3072

Remaining APs: 3072

Fit APs activated by license: 0

Remaining fit APs: 0

WTUs activated by license: 0

Remaining WTUs: 0

而根据现场反馈, 在第一次升级到V7版本P03时就绑定了三个license, 在升级P04后因为需要格式化A
C, 所以将对应的.ak文件已经导出来并在升级至P04版本后重新导入到license文件夹下。通过dir查看
在license文件夹下确实存在.did和.ak文件。信息如下:

<JYSY-N-AC-A>dir

Directory of cfa0:/license

```
0 -rw- 1027 Jan 08 2016 15:20:18 210231A1USB15A000019.did
1 -rw- 2595 Jan 08 2016 15:30:50 210231A1USB15A0000192016010813482463593.ak
2 -rw- 2595 Jan 08 2016 15:30:58 210231A1USB15A0000192016010813564438309.ak
3 -rw- 2595 Jan 08 2016 15:31:07 210231A1USB15A0000192016010813592737164.ak
4 drw- - Jan 08 2016 15:20:17 history
```

4088468 KB total (3907796 KB free)

再通过命令dis license查看当前license的状态, 发现也是正常激活的。详细信息如下:

[JYSY-N-AC-A]dis license

cfa0:/license/210231A1USB15A0000192016010813482463593.ak

Feature: APMGR

Product Description: Enhanced Access Controller License,128 APs,for Verticals,for V7

Registered at: 2016-01-08 14:02:01

License Type: Permanent

Current State: In use

cfa0:/license/210231A1USB15A0000192016010813564438309.ak

Feature: APMGR

Product Description: Enhanced Access Controller License,128 APs,for Verticals,for V7

Registered at: 2016-01-08 14:01:27

License Type: Permanent

Current State: In use

cfa0:/license/210231A1USB15A0000192016010813592737164.ak

Feature: APMGR

Product Description: Enhanced Access Controller License,128 APs,for Verticals,for V7

Registered at: 2016-01-08 14:00:43

License Type: Permanent

Current State: In use

虽然V7平台license是及时生效的, 但只针对于初次安装的情况下, 像本局点这种将.ak文件导出后再上
传进AC的license需要重启生效。现场将设备重启后, license正常生效。但现场客户由于特殊原因在此
之前将一个license卸载, 无法重新安装。

当V7平台下的license被无意卸载, 这种情况下该license是无法直接重新安装的, 需要用卸载码重新到
license

网站进行卸载操作, 操作成功后才能再次绑定该license。

1、 卸载时会生成一个卸载码

2、 登陆license网站, 使用已有的卸载码进行卸载申请

3C License管理平台

H3C License Management Platform

授权管理	设备卸载申请
激活管理	
nse首次激活申请	请选择产品分类:
nse扩容激活申请	产品分类: 无线_H3C WLAN AC V7
nse卸载申请	设备信息:
e找回管理	卸载码: udvm-N#K5-UnTJ-Es/A-KV *
e授权变更管理	用户信息:
	申请单位名称: H3C * 最终客户单位名称:
	申请联系人姓名: 张涛 (zfw1739) * 申请联系人E-mail:
	申请联系人电话: * 申请联系人E-mail:
	申请联系人邮编: 申请联系人E-mail:
	申请联系人地址: 申请联系人E-mail:
	验证码: 5 3 7 4 提交

3、网站提示卸载成功

4、再次所使用原来的授权码进行扩容激活。