

知 G340 小贝AC在钉钉上显示设备已离线

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组网及说明

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问题描述

在钉钉扫描AC二维码并创建网络后，终端一键联网提示无法加入网络。

过程分析

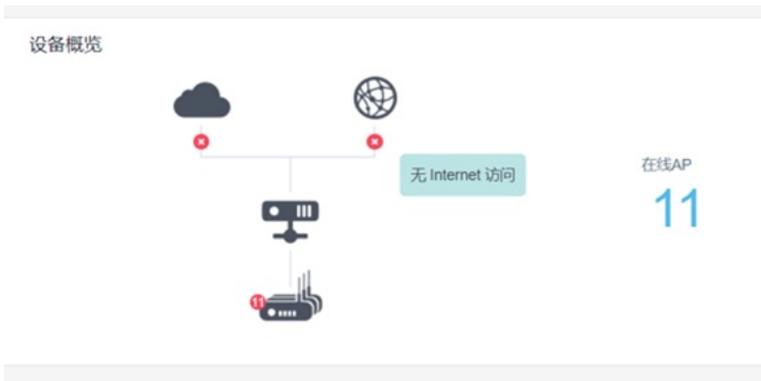
在钉钉上查看AC的状态显示设备已离线，在AC上查看AP都已经上线

```
[G340-253]dis wlan ap all
Total number of APs: 11
Total number of connected APs: 11
Total number of connected manual APs: 11
Total number of connected auto APs: 0
Total number of connected common APs: 11
Total number of connected WTUs: 0
Total number of inside APs: 0
Maximum supported APs: 256
Remaining APs: 245
Total AP licenses: 40
Local AP licenses: 40
Server AP licenses: 0
Remaining Local AP licenses: 29
Sync AP licenses: 0

AP information
State : I = Idle, J = Join, JA = JoinAck, IL = ImageLoad
C = Config, DC = DataCheck, R = Run, M = Master, B = Backup

AP name          APID  State Model          Serial ID
98f1-B101-2d00   17    R/M  C220             219801A29W820AE0003R
98f1-B102-01e0   16    R/M  C220             219801A29W820AE001WP
98f1-B102-0960   12    R/M  C220             219801A29W820AE001YM
98f1-B102-15c0   20    R/M  C220             219801A29W820AE0021T
98f1-B102-1600   21    R/M  C220             219801A29W820AE0021W
98f1-B102-1620   15    R/M  C220             219801A29W820AE0021X
98f1-B102-16a0   18    R/M  C220             219801A29W820AE00221
98f1-B102-17a0   13    R/M  C220             219801A29W820AE00229
98f1-B102-17e0   14    R/M  C220             219801A29W820AE0022G
98f1-B102-2060   22    R/M  C220             219801A29W820AE0024K
98f1-B102-2200   19    R/M  C220             219801A29W820AE0024Z
```

在AC首页看到提示无internet访问



实际测试能ping通外网

```
<G340-253>dis ip int brief
*down: administratively down
(s): spoofing (l): loopback
Interface Physical Protocol IP Address Description
GE1/0/7 up up 192.168.0.100
GE1/0/8 down down
Vlan1 up up 192.168.0.100
Vlan100 up up 172.16.100.1
Vlan255 up up 192.168.255.253
<G340-253>ping 61.139.2.69
Ping 61.139.2.69 (61.139.2.69): 56 data bytes, press CTRL_C to break
56 bytes from 61.139.2.69: icmp_seq=0 ttl=61 time=2.970 ms
56 bytes from 61.139.2.69: icmp_seq=1 ttl=61 time=2.518 ms
56 bytes from 61.139.2.69: icmp_seq=2 ttl=61 time=2.604 ms
56 bytes from 61.139.2.69: icmp_seq=3 ttl=61 time=2.606 ms
56 bytes from 61.139.2.69: icmp_seq=4 ttl=61 time=2.663 ms
--- Ping statistics for 61.139.2.69 ---
5 packet(s) transmitted, 5 packet(s) received, 0.0% packet loss
round-trip min/avg/max/std-dev = 2.518/2.672/2.970/0.156 ms
<G340-253>
```

在AC上能ping通外网，当时WEB显示“无internet访问”，所以怀疑是通过某些交互报文判断AC在线情况，且AC默认有VLAN 1的配置，所以让现场尝试修改VLAN 1的TCP MSS未1024测试，修改后看到AC已在线，一键联网也正常使用。

解决方法

修改VLAN 1的TCP MSS为 1024

