

知 某局点WA4320 V5 AP跨公网注册，无法注册到V7 AC上故障案例

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AC WX5540H (V7) 在公网上，地址XXX.XXX.XXX.XXX，中间连接飞鱼星路由器和汇聚交换机，接8个同型号AP WA4320 (V5)。AC的版本为5208P03，AP采用三层跨公网注册方式，并手工指定AC地址。现场表示，8个AP有两个无法注册到AC上。

在AC上查看AP的注册信息

```
display wlan ap all
ttlx-1    70  R/M  WA4320    219801A0UE8175E04251
ttlx-2    71  R/M  WA4320    219801A0UE8175E01588
ttlx-3    72  I   WA4320    219801A0UE8175E01648
ttlx-4    73  R/M  WA4320    219801A0UE8175E01329
ttlx-5    74  R/M  WA4320    219801A0UE8175E03084
ttlx-6    75  IL  WA4320    219801A0UE8175E03103
ttlx-7    76  R/M  WA4320    219801A0UE8175E13428
ttlx-8    77  R/M  WA4320    219801A0UE8175E03358
```

一、ttlx-6 AP情况

AP ping AC以及AP ping 网关均能ping通且无丢包。

```
<WA4320> ping XXX.XXX.XXX.XXX
PING XXX.XXX.XXX.XXX: 56 data bytes, press CTRL_C to break
Reply from XXX.XXX.XXX.XXX: bytes=56 Sequence=0 ttl=128 time=3 ms
Reply from XXX.XXX.XXX.XXX: bytes=56 Sequence=1 ttl=128 time=3 ms
Reply from XXX.XXX.XXX.XXX: bytes=56 Sequence=2 ttl=128 time=3 ms
Reply from XXX.XXX.XXX.XXX: bytes=56 Sequence=3 ttl=128 time=3 ms
Reply from XXX.XXX.XXX.XXX: bytes=56 Sequence=4 ttl=128 time=3 ms
```

```
--- XXX.XXX.XXX.XXX ping statistics ---
5 packet(s) transmitted
```

```
<WA4320> ping 192.168.0.1
PING 192.168.0.1: 56 data bytes, press CTRL_C to break
Reply from 192.168.0.1: bytes=56 Sequence=0 ttl=64 time=1 ms
Reply from 192.168.0.1: bytes=56 Sequence=1 ttl=64 time=17 ms
Reply from 192.168.0.1: bytes=56 Sequence=2 ttl=64 time=5 ms
Reply from 192.168.0.1: bytes=56 Sequence=3 ttl=64 time=1 ms
Reply from 192.168.0.1: bytes=56 Sequence=4 ttl=64 time=1 ms
```

```
--- 192.168.0.1 ping statistics ---
5 packet(s) transmitted
5 packet(s) received
0.00% packet loss
round-trip min/avg/max = 1/5/17 ms
```

查看AP上的诊断信息，显示AC并没有回应AP的单播发现请求。

```
No AC has responded to the Unicast Discovery request.
%Apr 26 12:00:45:348 2000 WA4320 SHELL/6/SHELL_CMD: -Task=co0-IPAddr=**-User=**;
Command is ping XXX.XXX.XXX.XXX
%Apr 26 12:00:46:401 2000 WA4320 PING/6/PING_LOG: XXX.XXX.XXX.XXX ping statistics: 5 packet(s) transmitted; 5 packet(s) received; packet loss: 0.00%; round-trip min/avg/max = 3/3/4 ms.
%Apr 26 12:00:47:696 2000 WA4320 LLDP/6/LLDP_CREATE_NEIGHBOR: New neighbor created on Port GigabitEthernet1/0/1 (IfIndex 9437184), Chassis ID is 60da-8364-3540, Port ID is GigabitEthernet1/0/1.
%Apr 26 12:00:48:391 2000 WA4320 LWPC/4/LWPC_UDISC_NO_AC_RESPOND:
No AC has responded to the Unicast Discovery request.
%Apr 26 12:00:57:270 2000 WA4320 WMSH/6/WMESH_EXIT_ZERO_CFG_STATE: The device has exited zero configuration state.
%Apr 26 12:01:02:282 2000 WA4320 WMSH/6/WMESH_ENTER_ZERO_CFG_STATE: The device has entered zero configuration state.
%Apr 26 12:01:34:198 2000 WA4320 LWPC/4/LWPC_UDISC_NO_AC_RESPOND:
```

No AC has responded to the Unicast Discovery request.

5 packet(s) received

0.00% packet loss

round-trip min/avg/max = 3/3/3 ms

ap现象: ttlx-6, ac上的ap状态长期为IL, ap设备上, ap处于discovery状态, ap发的discovery 请求报文无ac响应, 导致ap无法上线。

经研发定位为AC有bug导致AC上的ap状态机出错, 状态始终处于IL版本下载阶段, 并且不响应ap的其他请求报文。

二、ttlx3 ap现象: ttlx-3, ac上该AP处于I状态, 重新连接线路, 串口登ap时, 发现该ap正处于V7中间版本进行升级正式版本的阶段。

远程观察了几分钟, ap正常升级正式版本后, ap启动后正常升级成功并上线成功, 后来没有其他异常。因此这个ap之前为是链路有问题, 现场早期的调试信息没有搜到该ap的定位信息。

通过操作ap模板, 删除ap模板重新配置, 手工恢复ac上的ap状态后, ap迅速完成版本升级并上线。

V5 AP注册到V7 AC上, 由于中间需要经历V5升级到V7, 再升级到最终版本的过程。新增AP涉及升级的, 如果卡在IL状态, 可以采取删除ap model重新配置的方法解决。

经产品线和研发确认, AC升级到最新版5207、5207P01、5208版本可以解决AC的以上bug。