

2024.1.18咨询 AP5反复掉线（日志）恢复查询过程分享，大家可以参考指正

AP管理 | iij | 2024-01-19 发表

组网及说明

办公汇聚 下挂无线AC和poe交换机

告警信息

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%Jan 17 17:52:15:541 2024 WIFI.AC APMGR/6/PMGR AP ONLINE: AP AP5 came online. State changed to Run.
%Jan 17 17:52:15:542 2024 WIFI.AC CWS/6/CWS AP UP: Master CAPWAP tunnel to AP AP5 went up.
%Jan 17 17:52:15:711 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f160 was created after service template isaber, guest with SSID isabers, was bound to radio 1 on AP AP5.
%Jan 17 17:52:15:984 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f161 was created after service template isabers with SSID isabers, was bound to radio 1 on AP AP5.
%Jan 17 17:52:15:943 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f170 was created after service template isaber, guest with SSID isabers, was bound to radio 2 on AP AP5.
%Jan 17 17:52:16:102 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f171 was created after service template isabers with SSID isabers, was bound to radio 2 on AP AP5.
%Jan 17 17:52:33:774 2024 WIFI.AC STAMGR/6/STAMGR CLIENT OFFLINE: Client 9466-f739-a204 went offline from BSS 00dd-b613-e8c0 with SSID isabers, on AP AP12 Radio ID 1. State changed to Unauth. Reason: Rece
%Jan 17 17:52:40:600 2024 WIFI.AC STAMGR/6/STAMGR CLIENT ONLINE: Client 425e-854a-55da went online from BSS 00dd-b613-e290 wlan 101 with SSID isabers, on AP AP7 Radio ID 2. State changed to Run.
%Jan 17 17:52:40:602 2024 WIFI.AC STAMGR/6/STAMGR roam SUCCESS: Client 425e-854a-55da roamed from BSSID 00dd-b613-e8d0 on AP AP12 Radio ID 2 of AC IP 127.0.0.1 to BSSID 00dd-b613-e290 on AP AP7 Radi
%Jan 17 17:52:40:608 2024 WIFI.AC STAMGR/6/STAMGR CLIENT SNOOPING: Detected client IP change: Client MAC: 425e-854a-55da, IP: 192.168.101.204, NA-, NA-, NA-, Username: -NA-, AP name: AP7, Radio ID: 2. C
%Jan 17 17:52:42:317 2024 WIFI.AC APMGR/6/PMGR AP OFFLINE: AP AP5 went offline. State changed to idle.
%Jan 17 17:52:42:318 2024 WIFI.AC STAMGR/6/SERVICE OFF: BSS 00dd-b613-f160 was deleted after service template isaber, guest with SSID isabers, was unbound from radio 1 on AP AP5. Reason: AP down.
%Jan 17 17:52:42:320 2024 WIFI.AC STAMGR/6/SERVICE OFF: BSS 00dd-b613-f161 was deleted after service template isabers with SSID isabers, was unbound from radio 1 on AP AP5. Reason: AP down.
%Jan 17 17:52:42:323 2024 WIFI.AC STAMGR/6/SERVICE OFF: BSS 00dd-b613-f170 was deleted after service template isaber, guest with SSID isabers, was unbound from radio 2 on AP AP5. Reason: AP down.
%Jan 17 17:52:42:324 2024 WIFI.AC STAMGR/6/SERVICE OFF: BSS 00dd-b613-f171 was deleted after service template isabers with SSID isabers, was unbound from radio 2 on AP AP5. Reason: AP down.
%Jan 17 17:52:57:897 2024 WIFI.AC APMGR/6/PMGR AP ONLINE: AP AP5 came online. State changed to Run.
%Jan 17 17:52:57:897 2024 WIFI.AC CWS/6/CWS AP UP: Master CAPWAP tunnel to AP AP5 went up.
%Jan 17 17:52:58:025 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f160 was created after service template isaber, guest with SSID isabers, was bound to radio 1 on AP AP5.
%Jan 17 17:52:58:171 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f161 was created after service template isabers with SSID isabers, was bound to radio 1 on AP AP5.
%Jan 17 17:52:58:232 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f170 was created after service template isaber, guest with SSID isabers, was bound to radio 2 on AP AP5.
%Jan 17 17:52:58:388 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f171 was created after service template isabers with SSID isabers, was bound to radio 2 on AP AP5.
%Jan 17 17:52:58:388 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f171 was created after service template isabers with SSID isabers, was bound to radio 2 on AP AP5.
%Jan 17 17:52:58:388 2024 WIFI.AC STAMGR/6/SERVICE ON: BSS 00dd-b613-f171 was created after service template isabers with SSID isabers, was bound to radio 2 on AP AP5.
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问题描述

多台AP只有ap5掉线，排查无环路
AC上联汇聚交换机有端口终端反复up/down,已断开终端连接，ap频繁掉线现场未消失【不是导致AP掉线原因】

过程分析

1.查询掉线记录

display wlan ap statistics association-failure-record

2.查询明细

dis wlan ap name AP5 verbose

2.1重点关注

- Lost echo responses : 0【超过3 基本会出问题，当时查询出现了4】
- Last reboot reason : Power on【最后重启原因】
- Tunnel down reason : Failed to retransmit message【】

解决方法

考虑链路（成品线）或端口问题

AC上操作ap下线故障依旧存在，下班后业务减少（窗口期 虽然有漫游机制，带业务还是建议窗口期），poe对应ap接入端口shutdown和undo poe enable，几分钟后加回配置 ap稳定在线，第二天查看带业务稳定运行

排查过程中考虑或搜集到导致ap掉线或反复掉线原因，其中几种可能原因

- 1.存在up/down考虑链路不稳，排查接入stp机制
- 2.硬件 端口，查看设备cpu
- 3.ap版本与AC不适配也会造成ap端口反复up/down
- 4.poe供电不足
- 5.ap间或与其他终端地址冲突
- 6.网段划分太大不合理 造成arp表现老化时间影响ap掉线（终端多，大批量掉线）