

知 WA6638i 公网云简显示设备掉线

绿洲平台 黄聪琴 2024-10-28 发表

问题描述

在设备正常使用过程中，发现公网云简上显示AP的状态离线了：

设备信息

删除 重启设备 本地管理 命令助手 文件系统 更多

状态	设备名称	序列号	备注	类型
●	6638i-2		--	云AP
●	6638i-1		--	云AP

过程分析

在AP上display cloud-management state查看到与公网云简的连接状态是Established，但IP为52.163.42.100：

```
-6638I-2]dis cloud-management state
Cloud connection state      : Established
Device state                : Request success
Cloud server address        : 52.163.242.100
Cloud server domain name    : cloudnet.h3c.com
Cloud connection mode       : Https
Cloud server port           : 19443
Connected at                : Thu Oct 10 05:31:58 2024
Duration                    : 01d 08h 58m 41s
Process state               : Message received
Failure reason              : N/A
Last down reason            : Socket connection error (Details: N/A)
Last down at                : Thu Oct 10 05:31:43 2024
Last report failure reason  : N/A
Last report failure at     : N/A
Dropped packets after reaching buffer limit : 0
Total dropped packets       : 0
Last report incomplete reason : N/A
Last report incomplete at  : N/A
Buffer full count           : 0
```

在AP上尝试ping cloudnet.h3c.com，发现正常解析出来应该是101.36.161.58

```
-6638I-2>ping cloudnet.h3c.com
Ping cloudnet.h3c.com (101.36.161.58): 56 data bytes, press CTRL_C to break
56 bytes from 101.36.161.58: icmp_seq=0 ttl=43 time=29.186 ms
56 bytes from 101.36.161.58: icmp_seq=1 ttl=43 time=30.282 ms
56 bytes from 101.36.161.58: icmp_seq=2 ttl=43 time=28.391 ms
56 bytes from 101.36.161.58: icmp_seq=3 ttl=43 time=28.486 ms
56 bytes from 101.36.161.58: icmp_seq=4 ttl=43 time=28.738 ms

--- Ping statistics for cloudnet.h3c.com ---
5 packet(s) transmitted, 5 packet(s) received, 0.0% packet loss
round-trip min/avg/max/std-dev = 28.391/29.017/30.282/0.690 ms
```

后续与现场沟通确定现场有海外业务，可能是误将域名解析为了海外版的云简IP 52.163.242.100，导致在云简平台上看设备离线了

解决方法

将cloud-management server domain cloudnet.h3c.com删除再重新配上，刷新与云简的连接状态。
如果为了防止再次出现解析错误的问题，可以将云简的域名cloudnet.h3c.com与101.36.161.58做一下静态绑定：`ip host host-name ip-address`