

知 AC无线控制器的license特征不识别导致管理ap数量减少

License 姜霁琛 2018-11-12 发表

组网及说明

设备内有三个ap管理的授权，管理ap数量分别为1,32,32，一共可管理65个ap。在一次客户机房停电后，发现设备上可管理ap数量变为了33个。

```
[H3C-wx3540H-wlan-AC]
[H3C-wx3540H-wlan-AC]
[H3C-wx3540H-wlan-AC]dis wlan ap all
Total number of APs: 50
Total number of connected APs: 33
Total number of connected manual APs: 33
Total number of connected auto APs: 0
Total number of connected common APs: 33
Total number of connected WTUs: 0
Total number of inside APs: 0
Maximum supported APs: 1024
Remaining APs: 991
Total AP licenses: 33
Remaining AP licenses: 0
```

问题描述

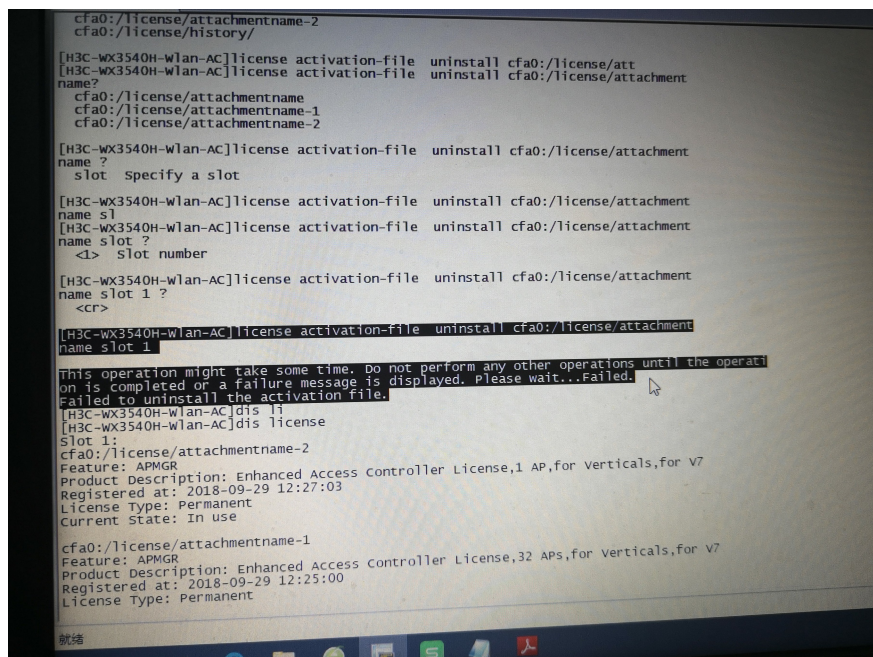
dis license看设备里的license状态，看到三个license都是in use状态，但是仔细查看发现第三个license的feature识别为“-”，另外两个都识别为APMGR。这种情况应该是这个license未被识别出来，所以现在设备可管理的ap数量变为了1+32=33个，正好是现在设备上看到的能够管理的ap数量。现场对设备进行了多次重启操作，故障依旧，且这个不能被识别出来的license无法卸载，卸载时提示报错：failed to uninstall the activation file.

```
[H3C-wx3540H-wlan-AC]dis license
Slot 1:
cfa0:/license/attachmentname-2
Feature: APMGR
Product Description: Enhanced Access Controller License,1 AP,for Verticals,for V7
Registered at: 2018-09-29 12:27:03
License Type: Permanent
Current State: In use

cfa0:/license/attachmentname-1
Feature: APMGR
Product Description: Enhanced Access Controller License,32 APs,for Verticals,for V7
Registered at: 2018-09-29 12:25:00
License Type: Permanent
Current State: In use

cfa0:/license/attachmentname
Feature: -
Product Description: Enhanced Access Controller License,32 APs,for Verticals,for V7
Registered at: 2018-09-29 12:09:46
License Type: Permanent
Current State: In use

[H3C-wx3540H-wlan-AC]
[H3C-wx3540H-wlan-AC]
[H3C-wx3540H-wlan-AC]dis wlan ap all
Total number of APs: 50
Total number of connected APs: 33
Total number of connected manual APs: 33
Total number of connected auto APs: 0
Total number of connected common APs: 33
Total number of connected WTUs: 0
Total number of inside APs: 0
Maximum supported APs: 1024
Remaining APs: 991
Total AP licenses: 33
Remaining AP licenses: 0
```



过程分析

判断出来具体是哪个license出问题后，使用more命令查看设备里未被识别出来的这个license的激活文件：attachmentname，对比另一个32ap的license的激活文件attachmentname-1，经过仔细对比后发现，两个文件内容一模一样！

解决方法

怀疑是现场进行过什么误操作将ak文件内容做了改动导致此故障。建议现场将此激活文件从license路径下删除，然后重新将原始的激活文件导入设备license文件夹内，也把文件名改为attachmentname，然后重启设备。重启后设备恢复，license可正常识别。另外建议现场工程师，激活license时尽量不要对激活文件内容做改动，有可能造成激活失败的情况。