

知 某客户无线终端接入网络后，网卡经常显示禁用状态经验案例

wlan接入 王鑫 2016-01-25 发表

代理商反馈，某客户处，无线终端接入网络后，经常显示网卡禁用，此过程中未对无线终端进行任何操作

当问题出现的时候，建议代理商操作debug wlan mac all，从debug信息中看到了如下信息：

```
Nov 21 14:22:11:883 2015 WX3010E-AC WMAC/6/WMAC_CLIENT_GOES_OFFLINE: Client 6c71-d92d-36ad disconnected from WLAN aihuishou. Reason code is 65534.
```

```
%Nov 21 14:22:11:884 2015 WX3010E-AC WMAC/6/WMAC_CLIENT_JOIN_WLAN: Client 6c71-d92d-36ad successfully joins WLAN aihuishou, on APID 5 with BSSID 741f-4ad9-c2f0.
```

```
%Nov 21 14:22:11:895 2015 WX3010E-AC WROAM/6/WROAM_ROAM_HAPPEN: Client 6c71-d92d-36ad roamed from APID 9 with BSSID 3897-d606-48f0 of AC 127.0.0.1 to APID 5 with BSSID 741f-4ad9-c2f0 of AC 127.0.0.1.
```

```
%Nov 21 14:22:36:176 2015 WX3010E-AC WMAC/6/WMAC_CLIENT_GOES_OFFLINE: Client 0cd6-bda0-5fe2 disconnected from WLAN aihuishou. Reason code is 65534.
```

```
%Nov 21 14:22:36:176 2015 WX3010E-AC WMAC/6/WMAC_CLIENT_JOIN_WLAN: Client 0cd6-bda0-5fe2 successfully joins WLAN aihuishou, on APID 8 with BSSID 741f-4ad9-e830.
```

```
%Nov 21 14:22:36:249 2015 WX3010E-AC WROAM/6/WROAM_ROAM_HAPPEN: Client 0cd6-bda0-5fe2 roamed from APID 5 with BSSID 741f-4ad9-c2e0 of AC 127.0.0.1 to APID 8 with BSSID 741f-4ad9-e830 of AC 127.0.0.1.
```

//信息中显示终端存在漫游的情况，这说明网络中信道规划方面存在问题但是代理商反馈测试的时候，终端未进行位置的移动

然后结合设备配置发现：

```
wlan ap ap01 model WA4330-ACN id 2
serial-id 210235A1K6C15A000454
client idle-timeout 43200
undo broadcast-probe reply
```

```
radio 1
```

```
channel 153
```

```
service-template 6
```

```
service-template 7
```

```
power lock
```

```
radio 2 type dot11gn
```

```
channel 1
```

```
service-template 6
```

```
service-template 7
```

```
power lock
```

```
radio enable
```

```
radio 3
```

```
channel 6
```

```
service-template 6
```

```
service-template 7
```

```
power lock
```

```
radio enable
```

//现场使用的三叉戟的无线AP，而规划的是radio2和radio3都是2.4G的

经确认，三叉戟设备强烈不建议使用双2.4G，这样会增加2.4G的干扰，影响客户体验，建议采用5.1+5.8+2.4的配置

建议代理商优化了无线频段的范围，采用了双5G配2.4G的方案，问题得到解决并且参照《无线产品医疗行业优化操作规范说明》进行了其他的部分优化，用户体验良好