

知

某局点规律出现无线丢包严重

wlan接入

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组网及说明

普通组网环境

问题描述

某局点反馈每隔一段时间就会出现无线丢包严重，而且丢包时间持续很短。

过程分析

无线丢包原因有很多，主要排查思路就两个，一观察丢包时，AP的空口是否异常增高；二观察丢包时，AP的CPU利用率及内存情况。

通过对AP的观察，发现了丢包时AP的cpu会异常升高到90%多，而且转发进程被占满。

```
[a2-406-3-probe]dis interface GigabitEthernet 1/0/1 | include Input
```

```
Input (total): 19745904 packets, 5893958159
```

```
bytes
```

```
Input (normal): 19745904 packets, 5893958159
```

```
bytes
```

```
Input: 0 input errors, 0 runts, 0 giants, -
```

```
throttles
```

```
[a2-406-3-probe]dis cpu
```

```
Unit CPU
```

```
usage:
```

```
34% in last 5 seconds
```

```
33% in last 1 minute
```

```
31% in last 5 minutes
```

```
[a2-406-3-probe]dis interface GigabitEthernet 1/0/1 | include
```

```
Input
```

```
Input (total): 19760223 packets, 5895411001 bytes
```

```
Input (normal): 19760223 packets, 5895411001
```

```
bytes
```

```
Input: 0 input errors, 0 runts, 0 giants, -
```

```
throttles
```

```
[a2-406-3-probe]dis
```

```
cpu
```

```
Unit CPU usage:
```

```
93% in last 5 seconds
```

```
33% in last 1
```

```
minute
```

```
31% in last 5 minutes
```

```
[a2-406-3-probe]dis interface GigabitEthernet 1/0/1 | include
```

```
Input
```

```
Input (total): 19768447 packets, 5897240124
```

```
bytes
```

```
Input (normal): 19768447 packets, 5897240124 bytes
```

```
Input: 0 input errors, 0 runts, 0 giants, - throttles
```

[a2-406-3-probe]dis

cpu

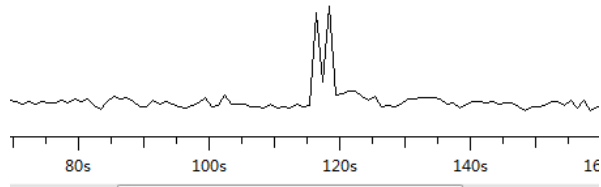
Unit CPU

usage:

93% in last 5 seconds

33% in last 1 minute

通过观察能初步判断，CPU异常升高的时间有着大量广播报文发送到AP，在AP上联口镜像抓包后，也表明确实存在突发大量异常广播报文。



进行分析后发现异常广播报文均为网关设备发送的ARP报文，通过检查网关设备，发现网关设备上有大量TC报文，导致网关设备不停刷新ARP报文，从而导致无线体验不好。

解决方法

对网关设备的TC报文来源进行排查，从源头上解决问题。