WX5540H irf设备绿洲上为离线状态

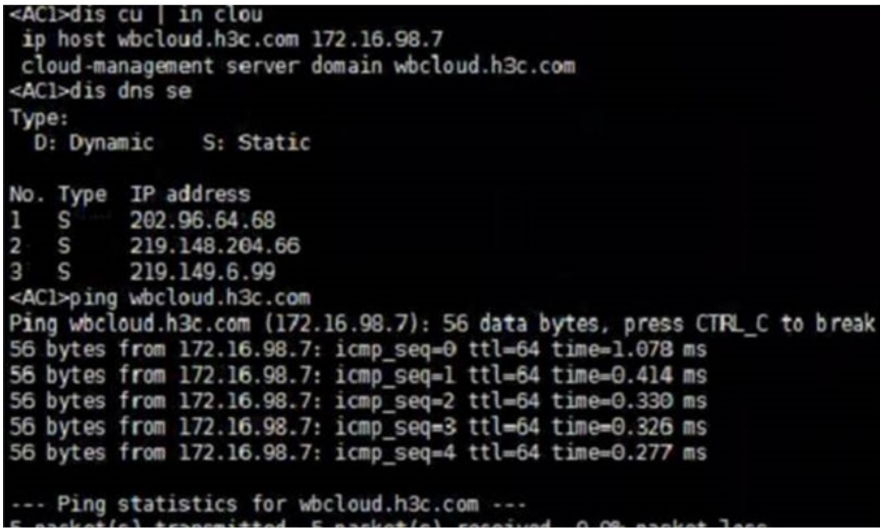
绿洲平台 **姚一鸣** 2019-11-30 发表

组网及说明

无

问题描述

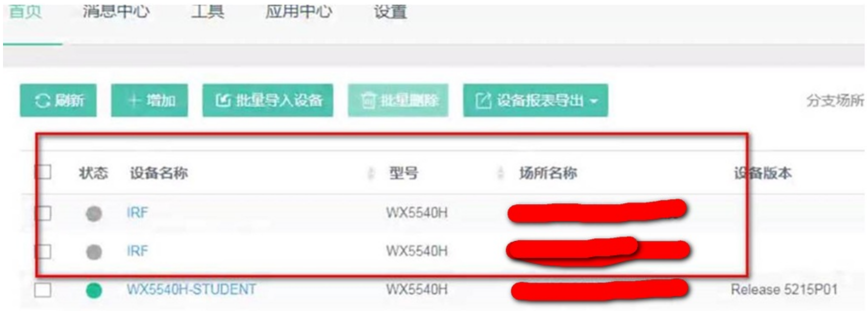
客户当前是本地的绿洲平台，5540h（irf）版本为5426p02绿洲上为离线状态，正确的将irf设备分别加进分组但是还是未连接状态，同型号单台5540h（R5215）就可以连接上绿洲，看了irf和单台上的关于绿洲的配置一样，且irf ac上ping域名可以解析



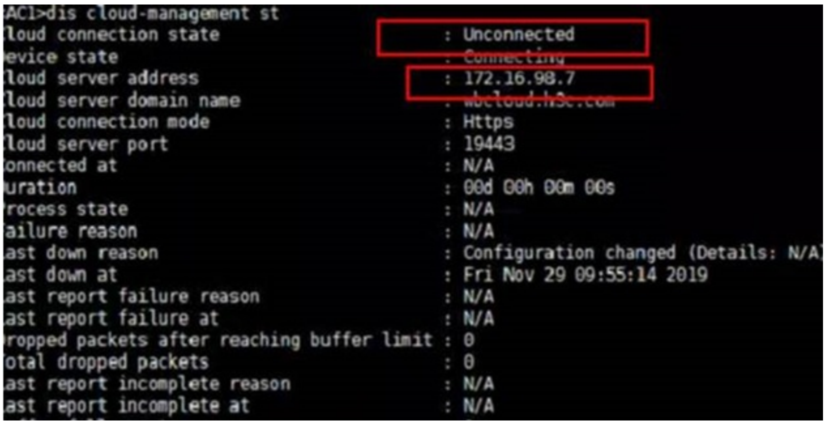
```
<AC1>dis cu | in clou
 ip host wbcloud.h3c.com 172.16.98.7
 cloud-management server domain wbcloud.h3c.com
<AC1>dis dns se
Type:
  D: Dynamic     S: Static

No. Type  IP address
1   S     202.96.64.68
2   S     219.148.204.66
3   S     219.149.6.99
<AC1>ping wbcloud.h3c.com
Ping wbcloud.h3c.com (172.16.98.7): 56 data bytes, press CTRL_C to break
56 bytes from 172.16.98.7: icmp_seq=0 ttl=64 time=1.078 ms
56 bytes from 172.16.98.7: icmp_seq=1 ttl=64 time=0.414 ms
56 bytes from 172.16.98.7: icmp_seq=2 ttl=64 time=0.330 ms
56 bytes from 172.16.98.7: icmp_seq=3 ttl=64 time=0.326 ms
56 bytes from 172.16.98.7: icmp_seq=4 ttl=64 time=0.277 ms

--- Ping statistics for wbcloud.h3c.com ---
```

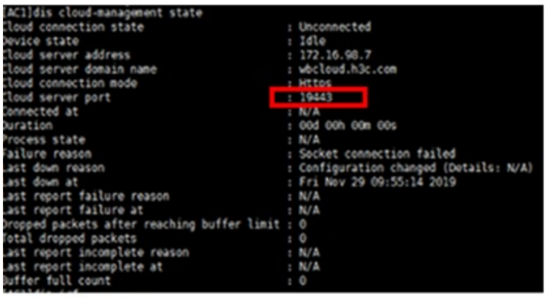


☐	状态	设备名称	型号	场所名称	设备版本
☐	●	IRF	WX5540H	[redacted]	
☐	●	IRF	WX5540H	[redacted]	
☐	●	WX5540H-STUDENT	WX5540H	[redacted]	Release 5215P01



```
AC1>dis cloud-management st
loud connection state                          : Unconnected
evice state                                    : Connecting
loud server address                            : 172.16.98.7
loud server domain name                        : wbcloud.h3c.com
loud connection mode                           : Https
loud server port                               : 19443
onnected at                                    : N/A
uration                                        : 00d 00h 00m 00s
rocess state                                   : N/A
ailure reason                                  : N/A
ast down reason                                : Configuration changed (Details: N/A)
ast down at                                    : Fri Nov 29 09:55:14 2019
ast report failure reason                      : N/A
ast report failure at                          : N/A
ropped packets after reaching buffer limit : 0
otal dropped packets                           : 0
ast report incomplete reason                   : N/A
ast report incomplete at                       : N/A
```

过程分析



```
[AC1]dis cloud-management state
Cloud connection state                          : Unconnected
Device state                                    : Idle
Cloud server address                            : 172.16.98.7
Cloud server domain name                        : wbcloud.h3c.com
Cloud connection mode                           : Https
Cloud server port                               : 19443
Connected at                                    : N/A
Duration                                        : 00d 00h 00m 00s
Process state                                   : N/A
Failure reason                                  : Socket connection failed
Last down reason                                : Configuration changed (Details: N/A)
Last down at                                    : Fri Nov 29 09:55:14 2019
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
```

后发现版本说明书针对版本和WBC有相关限制：

2. 201905170516·　　问题现象：AC无法连接WBC560本地绿洲/私有云绿洲。

·　　问题产生条件：设备版本为x5422及后续版本，WBC560为x5421及更低版本。

·　　规避措施：通过cloud-management server port命令手工配置AC的端口为443与WBC560本地绿洲/私有云绿洲进行连接。

解决方法

cloud-management server port端口号配置为443后解决