

Dépanner un point d'accès qui ne rejoint pas un contrôleur

Table des matières

[Introduction](#)

[Conditions préalables](#)

[Exigences](#)

[Composants utilisés](#)

[Conventions](#)

[Informations générales](#)

[Algorithme de dépannage](#)

[Informations connexes](#)

Introduction

Ce document décrit les commandes show ap join stats dans le contrôleur Cisco Wireless AireOS et montre comment les utiliser efficacement.

Conditions préalables

Exigences

Aucune exigence spécifique n'est associée à ce document.

Composants utilisés

Ce document utilise les versions du contrôleur Cisco AireOS.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

Conventions

Pour plus d'informations sur les conventions utilisées dans ce document, reportez-vous à Conventions relatives aux conseils techniques Cisco.

Informations générales

Ce document fournit des informations sur les nouvelles commandes show ap join stats dans le contrôleur version 4.2.61.0 et montre comment les utiliser efficacement. Pour plus d'informations,

consultez [Dépannage d'un point d'accès léger ne joignant pas un contrôleur de réseau local sans fil](#) pour dépanner efficacement pourquoi un point d'accès ne joint pas un contrôleur. Si l'AP n'envoie pas de jonction au contrôleur, vous devez dépanner au niveau de l'AP.

Ce document s'applique à toutes les versions du contrôleur (WLC) de 4.2.61 à la dernière version de 7.2.103.

Plusieurs exemples de sorties d'erreurs différentes qui se produisent sur le contrôleur sont après les sections Informations de base et Dépannage de l'algorithme.

Dans la version 4.2.61.0 du contrôleur, le contrôleur garde maintenant une trace de tous les AP qui lui envoient une requête de détection et à quels AP il envoie une réponse de détection. Il suit également les AP qui essaient de joindre le contrôleur et s'ils réussissent ou non. Il y a 2 nouvelles commandes CLI (console ou SSH) sur le contrôleur pour aider à dépanner pourquoi un AP peut ne pas joindre le contrôleur :

```
<#root>
```

```
show ap join stats summary [all | AP_Mac_Address]  
show ap join stats detail <AP_Mac_Address>
```

Algorithme de dépannage

Utilisez la commande `show ap join stats summary all` pour voir quels AP ne joignent pas le contrôleur. Le point d'accès est inséré dans la liste de statistiques de jointure `show ap` dès que le contrôleur reçoit une demande de détection.



Remarque : le contrôleur ne supprime jamais le point d'accès de la liste show ap join stats tant que le contrôleur n'est pas redémarré. Dans certains cas, les points d'accès défaillants ont essayé de se connecter pendant plus d'une journée ou sont complètement hors ligne. Utilisez la commande show ap join stats detail pour savoir quand la dernière demande de détection et la dernière demande de jointure ont été envoyées à partir du point d'accès pour déterminer si le point d'accès a perdu la connectivité au contrôleur ou s'il a peut-être été déplacé vers un autre contrôleur.

Le résultat indique le nombre total d'AP à partir desquels le contrôleur a reçu des demandes de détection, puis indique si ces AP sont actuellement joints ou non au contrôleur.

<#root>

(Cisco Controller) >

```
show ap join stats summary all
```

```
Number of APs..... 3
00:0b:85:1b:7c:b0..... Joined
```

```
00:12:44:bb:25:d0..... Joined
00:13:19:31:9c:e0..... Not joined
```

Une fois que vous avez l'adresse MAC du point d'accès qui n'est pas joint, utilisez la commande `show ap join stats summary <mac addr>` pour découvrir la dernière jointure et la raison de l'échec.

<#root>

(Cisco Controller) >

```
show ap join stats summary 00:14:f2:63:12:50
```

```
Is the AP currently connected to controller..... Yes
Time at which the AP joined this controller last time...
  Jan 24 12:21:32.414
Type of error that occurred last.....
  AP got or has been disconnected
Reason for error that occurred last.....
  Timed out while waiting for ECHO response from the AP
Time at which the last join error occurred.....
  Jan 24 12:21:14.751
```

Pour obtenir des informations détaillées sur les demandes de détection, les demandes de jointure et les demandes de configuration, utilisez la commande `show ap join stats detail <mac-address>`. Cette commande indique également si le contrôleur voit ou non seulement une demande de détection du point d'accès, mais pas une demande de jointure.

<#root>

(Cisco Controller) >

```
show ap join stats detail 00:14:f2:63:12:50
```

```
Discovery phase statistics
- Discovery requests received..... 2
- Successful discovery responses sent..... 2
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt.....
  Not applicable
- Time at last successful discovery attempt.....
  Jan 24 12:21:20.547
- Time at last unsuccessful discovery attempt.....
  Not applicable

Join phase statistics
- Join requests received..... 2
- Successful join responses sent..... 2
- Unsuccessful join request processing..... 0
- Reason for last unsuccessful join attempt.....
  Not applicable
- Time at last successful join attempt.....
  Jan 24 12:21:30.669
- Time at last unsuccessful join attempt.....
  Not applicable
```

Configuration phase statistics

- Configuration requests received..... 2
- Successful configuration responses sent..... 2
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
Not applicable
- Successful configuration attempt.....
Jan 24 12:21:32.414

- Time at last unsuccessful configuration attempt.....
Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure.....
Not applicable

Last AP disconnect details

- Reason for last AP connection failure.....
Timed out while waiting for ECHO response from the AP

Last join error summary

- Type of error that occurred last.....
AP got or has been disconnected
- Reason for error that occurred last.....
Timed out while waiting for ECHO response from the AP
- Time at which the last join error occurred.....
Jan 24 12:21:14.751

Exemple 1

Dans ce cas, l'heure sur le contrôleur est incorrecte. L'erreur indique que la charge utile du certificat AP n'est pas valide. Cette erreur s'est produite parce que le temps sur le contrôleur était en dehors de l'intervalle de temps de validité des certificats. Assurez-vous que la commande show time indique l'heure correcte.

Remarque : les valeurs temporelles du 6 mars 1993 sont indiquées dans le résultat ci-dessous. C'est là que l'horloge démarre pour le contrôleur sans NTP configuré.

Les trois phases de l'AP qui joignent les statistiques de rapport avec des horodatages sont la phase de découverte, de jonction et de configuration. Consultez le résumé des dernières erreurs pour savoir pourquoi le point d'accès n'a pas réussi à se joindre ou à se déconnecter.

```
<#root>
```

```
(Cisco Controller) >
```

```
show ap join stats detailed 00:14:1b:5a:40:10
```

```
Discovery phase statistics
- Discovery requests received..... 2
- Successful discovery responses sent..... 1
- Unsuccessful discovery request processing..... 2113123
- Reason for last unsuccessful discovery attempt.....
  Discovery request received on unsupported VLAN
```

```

- Time at last successful discovery attempt.....
  Mar 06 19:03:50.779
- Time at last unsuccessful discovery attempt.....
  Mar 06 19:03:50.782

Join phase statistics
- Join requests received..... 1
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 1
- Reason for last unsuccessful join attempt.....
  Certificate payload in join request contains
  invalid certificate
- Time at last successful join attempt.....
  Not applicable
- Time at last unsuccessful join attempt.....
  Mar 06 19:04:00.810

Configuration phase statistics
- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
  Not applicable
- Time at last successful configuration attempt.....
  Not applicable
- Time at last unsuccessful configuration attempt.....
  Not applicable

Last AP message decryption failure details
- Reason for last message decryption failure.....
  Not applicable

Last AP disconnect details
- Reason for last AP connection failure.....
  Not applicable

Last join error summary
- Type of error that occurred last.....
  Lwapp join request rejected
- Reason for error that occurred last.....

Certificate payload in join request contains invalid
certificate

- Time at which the last join error occurred.....
  Mar 06 19:04:00.810

```

Exemple 2

Dans ce cas, le point d'accès envoie la demande de détection sur un VLAN autre que le VLAN d'adresse IP de gestion. Le contrôleur rejette toutes les demandes de détection qui ne sont pas reçues sur le sous-réseau de l'interface de gestion.

<#root>

(Cisco Controller) >

show ap join stats detailed 00:14:1b:5a:40:10

Discovery phase statistics

- Discovery requests received..... 10
- Successful discovery responses sent..... 5
- Unsuccessful discovery request processing..... 2113123
- Reason for last unsuccessful discovery attempt.....
Discovery request received on unsupported VLAN
- Time at last successful discovery attempt.....
Jan 30 14:30:12.284
- Time at last unsuccessful discovery attempt.....
Jan 30 14:30:12.288

Join phase statistics

- Join requests received..... 4
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 4
- Reason for last unsuccessful join attempt.....
Certificate payload in join request contains invalid certificate
- Time at last successful join attempt.....
Not applicable
- Time at last unsuccessful join attempt.....
Mar 06 19:19:03.345

Configuration phase statistics

- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
Not applicable
- Time at last successful configuration attempt.....
Not applicable
- Time at last unsuccessful configuration attempt.....
Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure.....
Not applicable

Last AP disconnect details

- Reason for last AP connection failure.....
Not applicable

Last join error summary

- Type of error that occurred last.....
Failed to send Lwapp discovery response
- Reason for error that occurred last.....

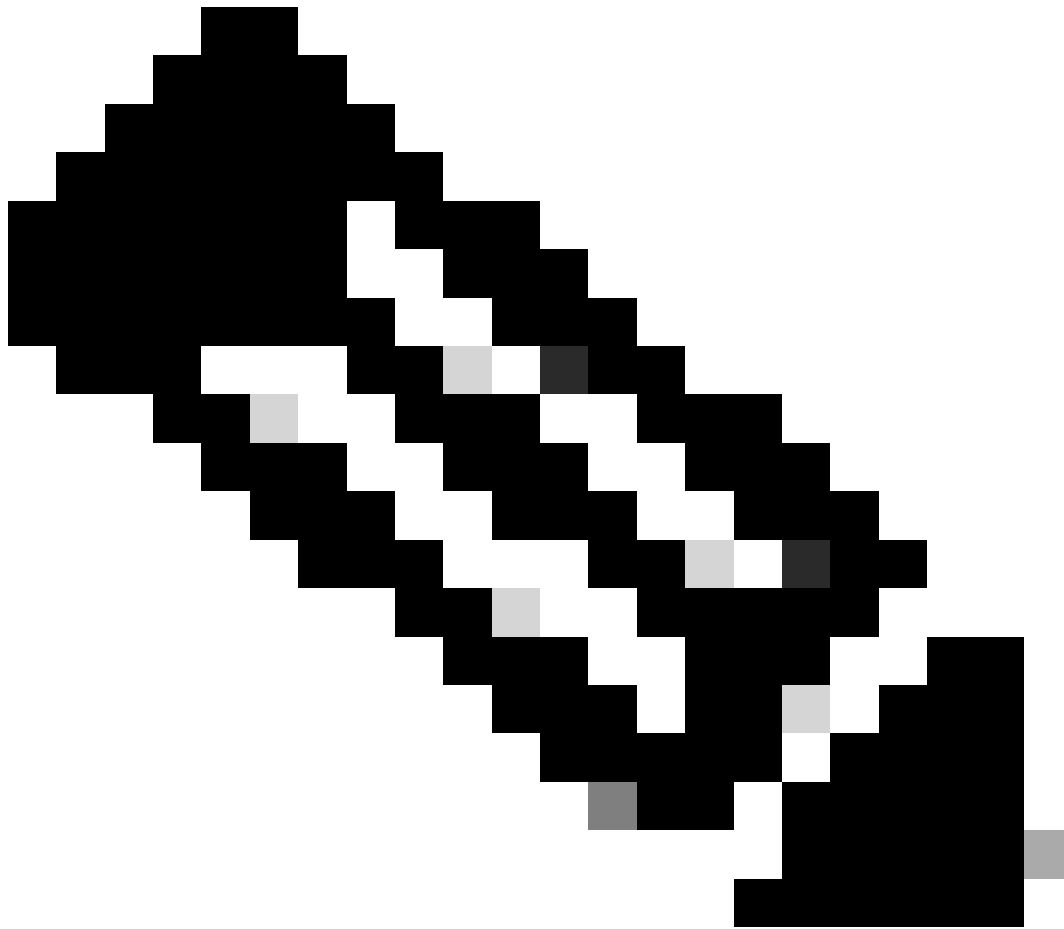
Discovery request received on unsupported VLAN

- Time at which the last join error occurred.....
Jan 30 14:30:12.288

(Cisco Controller) >

Exemple 3

Dans ce cas, le point d'accès est passé de ce contrôleur à son contrôleur principal.



Remarque : l'erreur peut être générée pour plusieurs raisons, dont l'une est une interruption du réseau.

<#root>

(Cisco Controller) >

```
show ap join stats detailed 00:14:1b:5a:40:10
```

Discovery phase statistics

- Discovery requests received..... 23
- Successful discovery responses sent..... 23
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt.....
Not applicable
- Time at last successful discovery attempt.....
Jan 30 14:39:38.526
- Time at last unsuccessful discovery attempt.....
Not applicable

```

Join phase statistics
- Join requests received..... 21
- Successful join responses sent..... 21
- Unsuccessful join request processing..... 0
- Reason for last unsuccessful join attempt.....
  Not applicable
- Time at last successful join attempt.....
  Jan 30 14:39:07.085
- Time at last unsuccessful join attempt.....
  Not applicable

```

```

Configuration phase statistics
- Configuration requests received..... 21
- Successful configuration responses sent..... 21
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
  Not applicable
- Time at last successful configuration attempt.....
  Jan 30 14:39:09.481
- Time at last unsuccessful configuration attempt.....
  Not applicable

```

```

Last AP message decryption failure details
- Reason for last message decryption failure.....
  Not applicable

```

```

Last AP disconnect details
- Reason for last AP connection failure.....
  Timed out while waiting for ECHO response from the AP

```

```

Last join error summary
- Type of error that occurred last.....
  AP got or has been disconnected
- Reason for error that occurred last.....

```

```

Timed out while waiting for ECHO response from the AP
- Time at which the last join error occurred.....
  Jan 30 14:40:15.451

```

Exemple 4

Dans ce cas, le certificat auto-signé (SSC) de l'AP n'était pas correct sur le contrôleur. Le contrôleur vérifie toujours sa base de données locale avant de transmettre la requête à un serveur RADIUS défini. Par conséquent, le message d'erreur « RADIUS authorization pends for AP » s'affiche lorsque le contrôleur ne trouve pas le SSC localement.

```
<#root>
```

```
(Cisco Controller) >
```

```
show ap join stats detailed 00:13:5f:fa:88:50
```

```

Discovery phase statistics
- Discovery requests received..... 2

```

- Successful discovery responses sent..... 1
- Unsuccessful discovery request processing..... 2113123
- Reason for last unsuccessful discovery attempt.....
Discovery request received on unsupported VLAN
- Time at last successful discovery attempt.....
Jan 30 14:58:58.070
- Time at last unsuccessful discovery attempt.....
Jan 30 14:58:58.071

Join phase statistics

- Join requests received..... 1
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 1
- Reason for last unsuccessful join attempt.....

RADIUS authorization is pending for the AP

- Time at last successful join attempt.....
Not applicable
- Time at last unsuccessful join attempt.....
Jan 30 14:59:13.111

Configuration phase statistics

- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt....
Not applicable
- Time at last successful configuration attempt.....
Not applicable
- Time at last unsuccessful configuration attempt.....
Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure.....
Not applicable

Last AP disconnect details

- Reason for last AP connection failure.....
Radius authorization of the AP has failed

Last join error summary

- Type of error that occurred last.....
AP got or has been disconnected
- Reason for error that occurred last.....

Radius authorization of the AP has failed

- Time at which the last join error occurred.....
Jan 30 14:59:13.117

(Cisco Controller) >

Exemple 5

<#root>

(Cisco Controller) >

show ap join stats detailed 0026cb8168c0

Discovery phase statistics

- Discovery requests received..... 202
- Successful discovery responses sent..... 0
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt..... Not applicable
- Time at last successful discovery attempt..... Not applicable
- Time at last unsuccessful discovery attempt..... Not applicable

Join phase statistics

- Join requests received..... 122
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 0
- Reason for last unsuccessful join attempt..... Not applicable
- Time at last successful join attempt..... Not applicable
- Time at last unsuccessful join attempt..... Not applicable

Configuration phase statistics

- Configuration requests received..... 115
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt..... Not applicable
--More-- or (q)uit
- Time at last successful configuration attempt..... Not applicable
- Time at last unsuccessful configuration attempt..... Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure..... Not applicable

Last AP disconnect details

- Reason for last AP connection failure..... Image data
request received from an unsupported AP

Last join error summary

- Type of error that occurred last..... AP got or
has been disconnected
- Reason for error that occurred last.....

Image data

request received from an unsupported AP

- Time at which the last join error occurred..... Feb 16
00:50:16.841

<#root>

Discovery phase statistics

- Discovery requests received..... 44
- Successful discovery responses sent..... 44
- Unsuccessful discovery request processing..... 0
- Reason for last unsuccessful discovery attempt..... Not applicable
- Time at last successful discovery attempt..... Feb 26 18:36:24.098
- Time at last unsuccessful discovery attempt..... Not applicable

Join phase statistics

- Join requests received..... 44
- Successful join responses sent..... 0
- Unsuccessful join request processing..... 44
- Reason for last unsuccessful join attempt..... Join request receive
d from an unsupported AP

- Time at last successful join attempt..... Not applicable
- Time at last unsuccessful join attempt..... Feb 26 18:36:39.497

Configuration phase statistics

- Configuration requests received..... 0
- Successful configuration responses sent..... 0
- Unsuccessful configuration request processing..... 0
- Reason for last unsuccessful configuration attempt..... Not applicable
- Time at last successful configuration attempt--More-- or (q)uit t..... Not applicable
- Time at last unsuccessful configuration attempt..... Not applicable

Last AP message decryption failure details

- Reason for last message decryption failure..... Not applicable

Last AP disconnect details

- Reason for last AP connection failure..... Not applicable

Last join error summary

- Type of error that occurred last..... Lwapp join request r ejected
- Reason for error that occurred last.....

Join request received from an unsupported AP

- Time at which the last join error occurred..... Feb 26 18:36:39.497

Informations connexes

- [Dépanner un point d'accès léger ne pouvant pas se joindre à un contrôleur LAN sans fil](#)
- [Assistance technique de Cisco et téléchargements](#)

À propos de cette traduction

Cisco a traduit ce document en traduction automatisée vérifiée par une personne dans le cadre d'un service mondial permettant à nos utilisateurs d'obtenir le contenu d'assistance dans leur propre langue.

Il convient cependant de noter que même la meilleure traduction automatisée ne sera pas aussi précise que celle fournie par un traducteur professionnel.