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[Introducción](#)

Este documento proporciona la información sobre la nueva **demostración ap se une a los comandos stats** en la versión 4.2.61.0 del regulador y demuestra cómo utilizarlos eficazmente. Para más información, refiera al [Troubleshooting al Lightweight Access Point que no se une a un regulador del Wireless LAN](#) para resolver problemas con eficacia porque un punto de acceso no se une a un regulador. El Troubleshooting adicional en el AP puede ser requerido si el AP no envía un unir a al regulador.

Este documento de Troubleshooting se aplica a todas las versiones del regulador (WLC) a partir del 4.2.61 a la última versión de 7.2.103.

Varias salidas de ejemplo de diversos errores que ocurran en el regulador siguen las secciones de la información previa y del algoritmo del troubleshooting.

[prerrequisitos](#)

[Requisitos](#)

No hay requisitos específicos para este documento.

[Componentes Utilizados](#)

Este documento no tiene restricciones específicas en cuanto a versiones de software y de hardware.

La información que contiene este documento se creó a partir de los dispositivos en un ambiente de laboratorio específico. Todos los dispositivos que se utilizan en este documento se pusieron en funcionamiento con una configuración verificada (predeterminada). Si la red está funcionando,

asegúrese de haber comprendido el impacto que puede tener cualquier comando.

Convenciones

Consulte [Convenciones de Consejos TécnicosCisco](#) para obtener más información sobre las convenciones del documento.

Antecedentes

En la versión 4.2.61.0 del regulador, el regulador ahora no pierde de vista todos los AP a que le envíen una petición de la detección y a las cuales los AP él envíen una contestación de la detección. También sigue los AP que intentan unirse al regulador e independientemente de si son acertados. Hay 2 nuevos comandos CLI (consola o SSH) en el regulador de ayudar a resolver problemas porqué un AP no podrá unirse al regulador:

Resolver problemas el algoritmo

Utilice la **demostración ap se unen al comando all sumario stats** de ver qué AP no se unen al regulador. El AP se inserta en la **demostración ap se une a la lista stats** tan pronto como el regulador reciba una petición de la detección.

Nota: El regulador nunca quita el AP de la **demostración ap se une a la lista stats** hasta que se reinicie el regulador. En algunos casos, los AP fallados han intentado unirse a para más que un día o son totalmente offline. Utilice la **demostración ap se unen al comando detail stats** de descubrir cuando la petición y el último más recientes de la detección se unen a la petición fueron enviados del AP para determinar si el AP ha perdido la Conectividad al regulador o se ha movido posiblemente a otro regulador.

La salida da el número total de AP de los cuales el regulador ha recibido las peticiones y entonces las listas de la detección independientemente de si esos AP están unidos a actualmente al regulador.

```
(Cisco Controller) >show ap join stats summary allNumber of APs.....
300:0b:85:1b:7c:b0.....
Joined00:12:44:bb:25:d0.....
Joined00:13:19:31:9c:e0..... Not joined
```

Una vez que usted tiene la dirección MAC del AP que no se une a, utilice la **demostración ap se unen al addr> sumario del <mac stats a la detección** que el último se une a y razonan para el error.

```
(Cisco Controller) >show ap join stats summary 00:14:f2:63:12:50Is the AP currently connected to
controller..... YesTime at which the AP joined this controller last time... Jan 24
12:21:32.414Type of error that occurred last..... AP got or has been
disconnectedReason for error that occurred last..... Timed out while waiting
for ECHO response from the APTime at which the last join error occurred..... Jan 24
12:21:14.751
```

Si usted quiere la información detallada en las peticiones de la detección, únase a las peticiones, y los pedidos de configuración, utilizan el **comando show que el ap se une al detalle < MAC address > stats**. Este comando también indica independientemente de si el regulador ve solamente una petición de la detección del AP pero no considera una petición del unido.

```
(Cisco Controller) >show ap join stats detail 00:14:f2:63:12:50Discovery 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 applicableJoin 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 applicableConfiguration 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 applicableLast AP message decryption failure details- Reason for last
message decryption failure..... Not applicableLast AP disconnect details- Reason for
last AP connection failure..... Timed out while waiting for ECHO response from
the APLast 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

```

Ejemplo 1

En este caso, el tiempo en el regulador es incorrecto. El error indica que el payload del certificado AP es inválido. Este error ocurrió porque el tiempo en el regulador estaba fuera del intervalo de tiempo de la validez de los Certificados. Asegúrese de que el comando show time indique la hora correcta. Observe los valores del tiempo del 6 de marzo de 1993 en la salida abajo. Aquí es donde el reloj empieza para el regulador sin el NTP configurado.

Las tres fases del AP se unen a las estadísticas del informe con los sellos de fecha/hora son la detección, se unen a y fase de configuración. Marque el resumen de error más reciente porque el AP no pudo unirse a o motivo de desconexión.

```

(Cisco Controller) >show ap join stats detailed 00:14:1b:5a:40:10Discovery 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 19:03:50.782Join 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 19:04:00.810Configuration 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 applicableLast AP message decryption failure details- Reason
for last message decryption failure..... Not applicableLast AP disconnect details-
Reason for last AP connection failure..... Not applicableLast 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

```

'Ejemplo 2'

En este caso, el AP envía la petición de la detección en un VLA N con excepción del VLA N del IP Address de administración. El regulador rechaza todas las peticiones de la detección que no se

reciban en la subred de la interfaz de administración.

```
(Cisco Controller) >show ap join stats detailed 00:14:1b:5a:40:10Discovery 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 14:30:12.288Join 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
19:19:03.345Configuration 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 applicableLast AP message decryption failure details- Reason for last message decryption
failure..... Not applicableLast AP disconnect details- Reason for last AP connection
failure..... Not applicableLast 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) >
```

[Ejemplo 3](#)

En este caso, el AP se movió desde este regulador a su controlador primario.

Nota: El error se puede generar por las razones múltiples, uno de los cuales es una interrupción de la red.

```
(Cisco Controller) >show ap join stats detailed 00:14:1b:5a:40:10Discovery 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 applicableJoin 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 applicableConfiguration 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 applicableLast AP message decryption failure details- Reason for last message decryption
failure..... Not applicableLast AP disconnect details- Reason for last AP connection
failure..... Timed out while waiting for ECHO response from the APLast 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
```

[Ejemplo 4](#)

En este caso, el certificado autofirmado (SSC) del AP no estaba correcto en el regulador. El regulador marca siempre su base de datos local antes de que él adelante la petición a un servidor de RADIUS definido. Como consecuencia, la *autorización de RADIUS está pendiente para el error AP* aparece cuando el regulador no encuentra SSC localmente.

```
(Cisco Controller) >show ap join stats detailed 00:13:5f:fa:88:50Discovery 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 14:58:58.071Join 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 14:59:13.111Configuration 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 applicableLast AP message decryption failure details- Reason for last message decryption
failure..... Not applicableLast AP disconnect details- Reason for last AP connection
failure..... Radius authorization of the AP has failedLast 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) >
```

Ejemplo 5

```
(Cisco Controller) >show ap join stats detailed 0026cb8168c0Discovery 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 applicableJoin 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 applicableConfiguration 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 applicableLast AP message decryption failure details- Reason
for last message decryption failure..... Not applicableLast AP disconnect details-
Reason for last AP connection failure..... Image data request received from an
unsupported APLast 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(Cisco Controller) >show ap join stats detailed
0026cb8168c0Discovery 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 applicableJoin 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 applicableConfiguration 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 applicableLast AP message decryption failure details- Reason
for last message decryption failure..... Not applicableLast 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

Información Relacionada

- [Troubleshooting de Punto de Acceso Ligero que no se Une a un Controlador de LAN Inalámbrica](#)
- [Soporte Técnico y Documentación - Cisco Systems](#)