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[Introduction](#)

Ce document fournit des informations au sujet de la nouvelle **exposition AP joignent des commandes de stats** dans la version 4.2.61.0 de contrôleur et expliquent comment les utiliser efficacement. Le pour en savoir plus, se rapportent [dépannent un point d'accès léger ne joignant pas un contrôleur LAN Sans fil](#) pour dépanner efficacement pourquoi un Point d'accès (AP) ne joint pas un contrôleur. Le dépannage supplémentaire à AP peut être exigé si AP n'envoie pas un jointre au contrôleur.

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

Plusieurs exemples de sortie des différentes erreurs qui se produisent sur le contrôleur suivent les sections d'algorithme de l'information générale et de dépannage.

[Conditions préalables](#)

[Conditions requises](#)

Aucune spécification déterminée n'est requise pour ce document.

[Composants utilisés](#)

Ce document n'est pas limité à des versions de matériel et de logiciel spécifiques.

Les informations contenues dans ce document ont été créées à partir des périphériques d'un environnement de laboratoire spécifique. Tous les périphériques utilisés dans ce document ont démarré avec une configuration effacée (par défaut). Si votre réseau est opérationnel, assurez-vous que vous comprenez l'effet potentiel de toute commande.

Conventions

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

Informations générales

Dans la version 4.2.61.0 de contrôleur, le contrôleur maintient maintenant tous les aps à qui lui envoient une demande de détection et à qui les aps il envoie une réponse de détection. Il dépiste également les aps qui essaient de joindre le contrôleur et s'ils sont réussis. Il y a 2 nouvelles commandes CLI (console ou SSH) sur le contrôleur d'aider à dépanner pourquoi AP ne joindra pas le contrôleur :

Dépannage de l'algorithme

Utilisez la commande de **show ap join stats summary all** de voir quels aps ne joignent pas le contrôleur. AP est inséré dans l'**exposition AP joignent des stats** les répertorient dès que le contrôleur recevra une demande de détection.

Remarque: Le contrôleur ne retire jamais AP de l'**exposition AP joignent des stats** les répertorient jusqu'à ce que le contrôleur soit redémarré. Dans certains cas, les aps défectueux ont essayé de se joindre pour plus qu'un jour ou sont complètement hors ligne. Utilisez l'**exposition AP joignent la commande de détail de stats** de découvrir quand la dernière demande de détection et la dernière demande de jonction ont été envoyées d'AP de déterminer si AP a perdu la Connectivité au contrôleur ou s'est probablement déplacé à un autre contrôleur.

La sortie donne le nombre total d'aps desquels le contrôleur a reçu des demandes de détection et puis des listes si ces aps sont actuellement joints au contrôleur.

```
(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
```

Une fois que vous avez l'adresse MAC d'AP qui n'est pas joint, utilisez l'*addr> de <mac de show ap join stats summary* à la détection que le bout se joignent et raisonnez pour la panne.

```
(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 vous voulez les informations détaillées sur des demandes de détection, des demandes de jonction, et des demandes de configuration, utilisez l'**exposition AP de commande joignent le détail < mac-address > de stats**. Cette commande également indique si le contrôleur voit seulement une demande de détection d'AP mais ne voit pas une demande de jonction.

```
(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

```

Exemple 1

Dans ce cas, le temps sur le contrôleur est incorrect. L'erreur indique que la charge utile de certificat aps est non valide. Cette erreur s'est produite parce que le temps sur le contrôleur était en dehors de l'intervalle de temps de validité de Certificats. Assurez-vous que la commande de show time indique le temps correct. Notez les valeurs temporelles du 6 mars 1993 dans la sortie ci-dessous. C'est où les débuts d'horloge pour le contrôleur sans NTP ont configuré.

Les trois phases d'AP joignent des statistiques d'état avec des groupes date/heure sont la détection, se joignent et des phases de configuration. Vérifiez le dernier résumé d'erreur pourquoi AP n'a pas joint ou n'a pas déconnecté la raison.

```

(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

```

Exemple 2

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

```

(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) >

```

Exemple 3

Dans ce cas, AP s'est déplacé de ce contrôleur à son contrôleur primaire.

Remarque: L'erreur peut être générée pour de plusieurs raisons, l'un d'entre eux est une interruption de réseau.

```

(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

```

Exemple 4

Dans ce cas, le certificat auto-signé (SSC) d'AP n'était pas correct sur le contrôleur. Le contrôleur vérifie toujours sa base de données locale avant qu'il en avant la demande à un serveur défini de rayon. En conséquence, l'*autorisation RADIUS est en suspens pour l'erreur AP* apparaît quand le contrôleur ne trouve pas SSC localement.

```

(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) >

```

Exemple 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 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

Informations connexes

- [Dépanner un point d'accès léger ne pouvant pas se joindre à un contrôleur LAN sans fil](#)
- [Support et documentation techniques - Cisco Systems](#)