

使用Catalyst 9800 WLC排除CW917X Wifi7 AP加入问题

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简介

本文档介绍跨多个阶段排除WiFi7 AP加入故障的方法。

使用的组件

- 9800系列无线控制器
- Cisco IOS XE 17.18.03版本
- CW9172I

AP启动问题

当新的WiFi7 AP未盒装且无法正确引导时，首先检查LED状态和控制台启动日志。您可以参考特定AP型号的硬件安装指南，检查各种AP条件的LED状态：[WiFi7 AP安装指南](#)

- 根据AP数据表验证AP的最低功率要求（PoE类/瓦数）和预期的LED状态，以排除电源问题：[Cisco Wireless 9172系列接入点数据表](#)
- 如果电源足够，AP成功引导并将Meraki操作系统加载为其主/默认映像。
- 在Meraki模式下，AP在CDP中不可见，这是在AP收到IP地址之前的第一次；请使用LLDP在网络上发现它。

AP无法获取IP地址

如果AP无法获取IP地址，在AP控制台上，您可以看到处于0天离线迁移模式的AP：

在<Meraki>控制台提示符处运行offline-migration-info，以获取当前日志和迁移尝试的状态。

```
<#root>
```

```
<Meraki>
```

```
offline-migration-info
```

```
| [2000-01-01 00:00:36.528] AP in day0 - offline migration
```

如果AP保持此状态：

- 验证上行链路交换机的交换机端口配置：它可以是接入模式，也可以是将AP管理VLAN设置为本地的中继模式。
- 收集AP上行链路交换机端口上的数据包捕获并检查DORA（发现、提供、请求、确认）流，以确认DHCP请求是否到达服务器，所提供内容是否返回。以下是AP与DHCP服务器之间成功进行DHCP事务的示例：

dhcp.id == 0x5ca99203						
No.	Time	Source	Destination	Protocol	Length	Info
97564	978.084928500	0.0.0.0	255.255.255.255	DHCP	348	DHCP Discover - Transaction ID 0x5ca99203
97598	981.113901400	10.127.197.201	10.127.197.225	DHCP	342	DHCP Offer - Transaction ID 0x5ca99203
97599	981.114142500	0.0.0.0	255.255.255.255	DHCP	360	DHCP Request - Transaction ID 0x5ca99203
97600	981.117014900	10.127.197.201	10.127.197.225	DHCP	342	DHCP ACK - Transaction ID 0x5ca99203

AP上行链路捕获：AP和DHCP服务器之间的DHCP事务(DORA)成功

AP Catalyst模式转换故障

CW917x系列接入点(AP)与旧的Catalyst 9100系列AP采用不同的迁移机制。要将CW917x AP转换为Catalyst模式，该过程依赖于特定网络配置，包括DHCP选项、DNS设置和云可达性。

AP首先尝试使用DHCP选项43方法。如果没有配置值或IP无法访问，则返回DNS方法。以下是可能会中断此转换过程的常见问题。

快速离线迁移的问题

DHCP选项43(0xF3)迁移问题

- 选项43值无效：AP未收到有效的十六进制值(例如，未能以正确的子选项类型(如0xF3)开始)。

```
<#root>
```

```
<Meraki>
```

```
offline-migration-info
```

```
| [2000-01-01 00:00:36.528] AP in day0 - offline migration
| [2000-01-01 00:06:54.265] [init] start offline migration detection (v1.1)
| [2000-01-01 00:07:59.65 ] [fast-offline-migration-delay] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:08:04.112] [fast-offline-migration][v4]
```

```
no fast offline migration by DHCP
```

```
| [2000-01-01 00:08:04.113] [fast-offline-migration][v6]
```

```
no fast offline migration by DHCP
```

```
| [2000-01-01 00:08:04.113] [fast-offline-migration] waiting for 420sec before taking any migration dec
```

- ICMP故障：AP首先尝试访问从DHCP服务器选项43(0xF3)收到的已解析IP。如果无法通过ICMP访问已解析IP，则AP无法切换到Catalyst模式。

```
<#root>
```

```
<Meraki> offline-migration-info
| [2000-01-01 00:00:48.388] AP in day0 - offline migration
| [2000-01-01 00:02:59.526] [init] start offline migration detection (v1.2)
| [2000-01-01 00:04:00.774] [fast-offline-migration-delay] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:04:10.799] [fast-offline-migration]
```

```
[v4][icmp] DHCP: WLC 10.127.197.201 is unreachable >>
```

```
Here 10.127.197.201 is IP of Switch present in Network
| [2000-01-01 00:04:15.906] [fast-offline-migration]
```

```
[v4][capwap] DHCP: WLC 10.127.197.201 is down
```

```
| [2000-01-01 00:04:15.906] [fast-offline-migration][v4] no fast offline migration by DHCP
| [2000-01-01 00:04:15.906] [fast-offline-migration][v6] no fast offline migration by DHCP
```

o.	UTC Arrival Time	Source Address	Destination Address	Length	Protocol	TID	Info
3242	Jun 23, 2026 15:11:34	10.127.197.238	10.127.197.201	98	ICMP		Echo (ping) request id=0x235b, seq=0/0, ttl=64 (no response found!)
3252	Jun 23, 2026 15:11:35	10.127.197.238	10.127.197.201	98	ICMP		Echo (ping) request id=0x235c, seq=0/0, ttl=64 (no response found!)
3259	Jun 23, 2026 15:11:36	10.127.197.238	10.127.197.201	98	ICMP		Echo (ping) request id=0x235d, seq=0/0, ttl=64 (no response found!)
3266	Jun 23, 2026 15:11:37	10.127.197.238	10.127.197.201	98	ICMP		Echo (ping) request id=0x235e, seq=0/0, ttl=64 (no response found!)
3278	Jun 23, 2026 15:11:38	10.127.197.238	10.127.197.201	98	ICMP		Echo (ping) request id=0x2365, seq=0/0, ttl=64 (no response found!)
3287	Jun 23, 2026 15:11:40	10.127.197.201,10.127.197.238	10.127.197.238,10.127...	70	ICMP		Destination unreachable (Port unreachable)
3298	Jun 23, 2026 15:11:41	10.127.197.201,10.127.197.238	10.127.197.238,10.127...	70	ICMP		Destination unreachable (Port unreachable)
3308	Jun 23, 2026 15:11:42	10.127.197.201,10.127.197.238	10.127.197.238,10.127...	70	ICMP		Destination unreachable (Port unreachable)
3321	Jun 23, 2026 15:11:43	10.127.197.201,10.127.197.238	10.127.197.238,10.127...	70	ICMP		Destination unreachable (Port unreachable)
3327	Jun 23, 2026 15:11:44	10.127.197.201,10.127.197.238	10.127.197.238,10.127...	70	ICMP		Destination unreachable (Port unreachable)

AP上行链路捕获：无法通过ICMP访问已解析的IP



注意：

AP始终执行ICMP可达性测试，然后执行CAPWAP可达性。

当您的网络中没有WLC时，可以使用ICMP可达性机制。

如果接入点(AP)通过DHCP选项43(0xF3)获取无线局域网控制器(WLC)IP地址，且从AP到WLC IP的CAPWAP流量不可达，但可以通过ICMP到达WLC IP，则AP仍可以切换到Catalyst模式。

如果接入点(AP)通过DHCP选项43(0xF3)获取在不支持的版本中运行的无线局域网控制器(WLC)IP地址，但对WLC IP的ICMP可达性可用，则AP仍可以切换到Catalyst模式。但是，它无法加入WLC。

以下是具有ICMP可达性的成功迁移：

```
<#root>
```

```
<Meraki> offline-migration-info
| [2000-01-01 00:00:49.2 ] AP in day0 - offline migration
| [2000-01-01 00:03:00.367] [init] start offline migration detection (v1.2)
| [2000-01-01 00:04:03.34 ] [fast-offline-migration-delay] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:04:08.56 ]
```

```
[fast-offline-migration][v4][icmp] DHCP: WLC 10.127.197.201 is reachable
```

```
| [2000-01-01 00:04:08.56 ]
```

```
[fast-offline-migration][DHCP][IPv4] migrate to Catalyst
```

icmp && ip.addr == 10.127.197.201							
No.	UTC Arrival Time	Source Address	Destination Address	Length	Protocol	TID	Info
3429	Jun 23, 2026 15:18:38...	10.127.197.239	10.127.197.201	98	ICMP		Echo (ping) request id=0x25dd, seq=0/0, ttl=64 (reply in 3431)
3431	Jun 23, 2026 15:18:38...	10.127.197.201	10.127.197.239	98	ICMP		Echo (ping) reply id=0x25dd, seq=0/0, ttl=255 (request in 3429)

AP上行链路捕获：通过ICMP可达性成功将AP快速迁移到Catalyst模式

- 不支持的WLC软件版本：响应WLC运行的软件版本低于Cisco IOS XE 17.15.1（或AP支持的最低版本），导致Catalyst模式交换机发生故障。

```
<#root>
```

```
<Meraki> offline-migration-info
| [2000-01-01 00:00:36.600] AP in day0 - offline migration
| [2000-01-01 00:02:49.984] [init] start offline migration detection (v1.1)
| [2000-01-01 00:03:53.950] [fast-offline-migration-delay] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:04:03.966] [fast-offline-migration][v4][icmp] DHCP: WLC 10.127.197.196 is unreachable
| [2000-01-01 00:04:04.42 ]
```

```
[fast-offline-migration][v4][capwap] DHCP: WLC 10.127.197.196 is unsupported - version 17.12.4.22
```

```
| [2000-01-01 00:04:04.42 ] [fast-offline-migration][v4] no fast offline migration by DHCP
| [2000-01-01 00:04:04.43 ] [fast-offline-migration][v6] no fast offline migration by DHCP
| [2000-01-01 00:04:04.43 ] [fast-offline-migration][v4] missing DNS config (server and/or domain)
| [2000-01-01 00:04:04.43 ] [fast-offline-migration][v6] missing DNS config (server and/or domain)
| [2000-01-01 00:04:04.43 ] [fast-offline-migration] waiting for 420sec before taking any migration
```

DNS迁移问题

如果接入点(AP)无法使用DHCP完成快速离线迁移，则会尝试使用DNS方法。最初，AP会验证它是否从DHCP服务器收到有效的域名（选项15）和DNS服务器IP地址（选项6）。使用此信息，AP尝试解析主机名cisco-automigrate.<domain>。如果此解析成功，则AP继续迁移到Catalyst模式。

- 缺少DHCP选项：AP无法从DHCP服务器接收有效的域名（DHCP选项15）或DNS服务器IP（DHCP选项6）。

<#root>

```
<Meraki> offline-migration-info
| [2000-01-01 00:00:48.565] AP in day0 - offline migration
| [2000-01-01 00:02:59.840] [init] start offline migration detection (v1.2)
| [2026-06-24 11:11:58.392] [fast-offline-migration-delay] forcing DHCPv6 INFORMATION REQUEST
| [2026-06-24 11:12:03.438] [fast-offline-migration][v4] no fast offline migration by DHCP
| [2026-06-24 11:12:03.438] [fast-offline-migration][v6] no fast offline migration by DHCP
| [2026-06-24 11:12:03.529]
```

```
[fast-offline-migration][v4] missing DNS config (server and/or domain)
```

```
>> DNS Option Missing in DHCP Response
| [2026-06-24 11:12:03.529]
```

```
[fast-offline-migration][v6] missing DNS config (server and/or domain)
```

Dynamic Host Configuration Protocol (Offer)

```

Message type: Boot Reply (2)
Hardware type: Ethernet (0x01)
Hardware address length: 6
Hops: 0
Transaction ID: 0x5ed813bc
Seconds elapsed: 0
> Bootp flags: 0x0000 (Unicast)
Client IP address: 0.0.0.0
Your (client) IP address: 10.127.197.238
Next server IP address: 0.0.0.0
Relay agent IP address: 0.0.0.0
Client MAC address: CiscoMeraki_XXXXXXXXXXXXXXXXXXXX
Client hardware address padding: 00000000000000000000
Server host name not given
Boot file name not given
Magic cookie: DHCP
> Option: (53) DHCP Message Type (Offer)
> Option: (54) DHCP Server Identifier (10.127.197.201)
> Option: (51) IP Address Lease Time
> Option: (58) Renewal Time Value
> Option: (59) Rebinding Time Value
> Option: (1) Subnet Mask (255.255.255.0)
> Option: (3) Router
> Option: (43) Vendor-Specific Information
> Option: (255) End
Padding: 00000000000000000000000000000000
  
```

DHCP Option 15 and 6 Missing

AP上行链路捕获：DHCP响应中缺少DNS服务器和域名

- 解决故障：DNS服务器无法解析FQDN cisco-automigrate.<your-domain>。

<#root>

```
<Meraki> offline-migration-info
| [2000-01-01 00:00:48.565] AP in day0 - offline migration
| [2000-01-01 00:02:59.840] [init] start offline migration detection (v1.2)
| [2026-06-24 11:11:58.392] [fast-offline-migration-delay] forcing DHCPv6 INFORMATION REQUEST
| [2026-06-24 11:12:03.438] [fast-offline-migration][v4] no fast offline migration by DHCP
| [2026-06-24 11:12:03.438] [fast-offline-migration][v6] no fast offline migration by DHCP
| [2026-06-24 11:12:03.529]
```

```
[fast-offline-migration][v4] no fast offline migration by DNS
```

```
>> It received a DNS server and domain but unable to resolve the hostname
| [2026-06-24 11:12:03.529] [fast-offline-migration][v6] missing DNS config (server and/or domain)
| [2026-06-24 11:12:03.529] [fast-offline-migration] waiting for 420sec before taking any migration dec
```

```

v Dynamic Host Configuration Protocol (Offer)
  Message type: Boot Reply (2)
  Hardware type: Ethernet (0x01)
  Hardware address length: 6
  Hops: 0
  Transaction ID: 0x3d491a56
  Seconds elapsed: 0
  > Bootp flags: 0x0000 (Unicast)
  Client IP address: 0.0.0.0
  Your (client) IP address: 10.127.197.217
  Next server IP address: 0.0.0.0
  Relay agent IP address: 0.0.0.0
  Client MAC address: CiscoMeraki_da:01:00:0c:00:00:00
  Client hardware address padding: 00000000000000000000
  Server host name not given
  Boot file name not given
  Magic cookie: DHCP
  > Option: (53) DHCP Message Type (Offer)
  > Option: (54) DHCP Server Identifier (10.127.197.201)
  > Option: (51) IP Address Lease Time
  > Option: (58) Renewal Time Value
  > Option: (59) Rebinding Time Value
  > Option: (1) Subnet Mask (255.255.255.0)
  > Option: (3) Router
  v Option: (15) Domain Name
    Length: 12
    Domain Name: cisco-automigrate.<your-domain>
  v Option: (6) Domain Name Server
    Length: 4
    Domain Name Server: 10.127.197.201
  > Option: (255) End

```

AP上行链路捕获：DHCP响应中存在有效的DNS服务器和域名

UTC Arrival Time	Source Address	Destination Address	Length	Protocol	TID	Info
Jun 24, 2026 09:44:20...	10.127.197.217	DNS Server	98	DNS		Standard query 0x6120 A cisco-automigrate.<your-domain>
Jun 24, 2026 09:44:20...	DNS Server	10.127.197.217	163	DNS		Standard query response 0x6120 No such name A cisco-automigrate.<your-domain>

AP上行链路捕获：主机名解析失败

- 无法访问的已解析IP:AP成功解析了cisco-automigrate.<your-domain>，但无法通过ICMP访问生成的IP地址。

```
<#root>
```

```
<Meraki>
```

```
offline-migration-info
```

```
| [2000-01-01 00:01:58.622] [init] start offline migration detection
| [2000-01-01 00:03:05.252] [fast-offline-migration-delay] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:04:05.156] [fast-offline-migration][v4] no fast offline migration by DHCP
| [2000-01-01 00:04:15.290] [fast-offline-migration][v6] no fast offline migration by DHCP
| [2000-01-01 00:04:20.271]
```

```
[fast-offline-migration][v4][icmp] DNS automigrate: WLC 10.27.XX.XX is not alive
```

```
>> No ICMP reachability to hostname resolved IP
```

脱机迁移问题

如果AP未能成功进行快速离线迁移，它将尝试连接到Meraki云以检查其是否已添加到Meraki网络，该过程大约持续7分钟。如果在此期间AP与Meraki云保持通信并添加到网络中，则可以切换到Meraki模式。

但是，如果AP在7分钟后仍无法到达Meraki云或未添加到网络，并且未配置静态IP地址，则它会通过DHCP更新其IP地址。在此阶段，AP进入离线迁移阶段。在离线迁移中，AP使用DHCP、DNS和第2层发现方法查找网络上的无线局域网控制器(WLC)详细信息，然后切换到Catalyst模式。离线迁移过程中可能会遇到各种问题

DHCP选项43迁移问题

- 在IP刷新后，AP会检查它是否收到带0xF1的DHCP选项43、收到有效的WLC IP、CAPWAP可达性和来自支持版本的响应，您可能会遇到以下错误：

```
<#root>
```

```
!! No valid WLC IP recieved on DHCP Option 43 0xF1 !!
```

```
| [2000-01-01 00:14:19.658][fast-offline-migration] waiting for 0min before taking any migration decision
| [2000-01-01 00:15:07.101] [offline-migration] forcing DHCP renew
| [2000-01-01 00:15:07.102] [offline-migration] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:15:12.150] [offline-migration] migration decision
| [2000-01-01 00:15:12.150]
```

```
[offline-migration][v4] no WLC IP in DHCP option 43 >> No valid WLC IPv4 received
```

```
| [2000-01-01 00:15:12.150] [offline-migration][v4] missing DNS config (server and/or domain)
| [2000-01-01 00:15:12.151]
```

```
[offline-migration][v6] no WLC IP in DHCP option 52 >> No valid WLC IPv4 received
```

```
| [2000-01-01 00:15:12.151] [offline-migration][v6] missing DNS config (server and/or domain)
```

```
!! No CAPWAP reachability to received IP !!
```

```
| [2000-01-01 00:10:50.713] [offline-migration] migration decision
```

```
| [2000-01-01 00:10:50.713] [offline-migration][v4] WLC IP present in DHCP option 43
```

```
| [2000-01-01 00:10:55.759]
```

```
[offline-migration][v4][capwap] DHCP: WLC 10.127.197.196 is down
```

```
!! WLC IP received on DHCP option is running on unsupported release !!
```

```
| [2000-01-01 00:39:44.529] [fast-offline-migration] waiting for 48sec before taking any migration deci
```

```
| [2000-01-01 00:40:35.585] [offline-migration] forcing DHCP renew
```

```
| [2000-01-01 00:40:35.586] [offline-migration] forcing DHCPv6 INFORMATION REQUEST
```

```
| [2000-01-01 00:40:41.592] [offline-migration] migration decision
```

```
| [2000-01-01 00:40:41.593] [offline-migration][v4] WLC IP present in DHCP option 43
```

```
| [2000-01-01 00:40:41.675]
```

```
[offline-migration][v4][capwap] DHCP: WLC 10.127.197.196 is unsupported - version 17.12.4.22
```

```
| [2000-01-01 00:40:41.675] [offline-migration][v4] missing DNS config (server and/or domain)
```

```
| [2000-01-01 00:40:41.675] [offline-migration][v6] no WLC IP in DHCP option 52
```

```
| [2000-01-01 00:40:41.675] [offline-migration][v6] missing DNS config (server and/or domain)
```

当使用DHCP选项进行离线迁移失败时，接入点(AP)尝试通过从DHCP应答中提取域名和DNS服务器信息来执行DNS选项。此过程可能导致以下错误：

DNS解析故障

```
<#root>
```

```
!! No valid DNS server or domain name received in DHCP reply !!
```

```
| [2000-01-01 00:14:19.658][fast-offline-migration] waiting for 0min before taking any migration decision
```

```
| [2000-01-01 00:15:07.101] [offline-migration] forcing DHCP renew
```

```
| [2000-01-01 00:15:07.102] [offline-migration] forcing DHCPv6 INFORMATION REQUEST
```

```
| [2000-01-01 00:15:12.150] [offline-migration] migration decision
```

```
| [2000-01-01 00:15:12.150] [offline-migration][v4] no WLC IP in DHCP option 43
```

```
| [2000-01-01 00:15:12.150]
```

```
[offline-migration][v4] missing DNS config (server and/or domain)
```

```
| [2000-01-01 00:15:12.151] [offline-migration][v6] no WLC IP in DHCP option 52
```

```
| [2000-01-01 00:15:12.151]
```

```
[offline-migration][v6] missing DNS config (server and/or domain)
```

!! Unable to resolve the hostname

cisco-capwap-controller.

!!

```
| [2026-06-24 11:19:12.395] [offline-migration] migration decision
| [2026-06-24 11:19:12.395] [offline-migration][v4] no WLC IP in DHCP option 43
| [2026-06-24 11:19:12.479]
```

[offline-migration][v4] no WLC IP resolved by DNS

```
| [2026-06-24 11:19:12.527] [offline-migration][v4] no PnP IP resolved by DNS
```

!! No CAPWAP reachability or unsupported version !!

```
| [2000-01-01 00:15:07.102] [offline-migration] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:15:12.150] [offline-migration] migration decision
| [2000-01-01 00:15:12.150] [offline-migration][v4] no WLC IP in DHCP option 43
| [2000-01-01 00:15:12.150] [offline-migration][v4]
```

WLC IP resolved by DNS: 10.127.197.233

```
| [2000-01-01 00:15:12.151] [offline-migration][v4][capwap]
```

DNS: WLC 172.16.30.10 is not valid/ unsupported version 17.12.4.22

回退到第2层CAPWAP发现

如果DHCP和DNS方法都失败，AP将广播第2层CAPWAP发现请求。常见错误包括：

- 对广播CAPWAP发现无响应

<#root>

```
| [2000-01-01 00:23:37.901] [offline-migration] forcing DHCPv6 INFORMATION REQUEST
| [2000-01-01 00:23:42.949] [offline-migration] migration decision
| [2000-01-01 00:23:42.949] [offline-migration][v4] no WLC IP in DHCP option 43
| [2000-01-01 00:23:42.949] [offline-migration][v4] missing DNS config (server and/or domain)
| [2000-01-01 00:23:42.950] [offline-migration][v6] no WLC IP in DHCP option 52
| [2000-01-01 00:23:42.950] [offline-migration][v6] missing DNS config (server and/or domain)
| [2000-01-01 00:23:48.22 ]
```

```
[offline-migration][v4][capwap-12] 0 WLC(s) detected (unsupported)
```

```
| [2000-01-01 00:23:53.66 ]
```

```
[offline-migration][v6][capwap-12] 0 WLC(s) detected (unsupported)
```

```
| [2000-01-01 00:23:53.66 ] [offline-migration] no migration & not claimed => restart detection
```

为此，请确保在无线控制器(WLC)上启用自动CAPWAP自注册，以接受单播和广播发现请求。注意：默认情况下，此设置处于禁用状态，并且它可以在第0天模式下拒绝来自全局使用AP的任何CAPWAP发现请求。请在默认AP加入配置文件中启用此设置。当AP最初加入控制器时，使用此配置文件

```
<#root>
```

```
CW9800(config)#
```

```
ap profile default-ap-profile
```

```
CW9800(config-ap-profile)#capwap-discovery onboarding ?
```

```
all          Configure automatic CAPWAP onboarding from Meraki based on both unicast and broadcast o
```

```
unicast      Configure automatic CAPWAP onboarding from Meraki based on unicast discovery request or
```

- 响应成功，但版本不受支持 — WLC响应未能在17.15.02或更高版本上运行：

```
<#root>
```

```
| [2000-01-01 00:15:07.101] [offline-migration] forcing DHCP renew
```

```
| [2000-01-01 00:15:07.102] [offline-migration] forcing DHCPv6 INFORMATION REQUEST
```

```
| [2000-01-01 00:15:12.150] [offline-migration] migration decision
```

```
| [2000-01-01 00:15:12.150] [offline-migration][v4] no WLC IP in DHCP option 43
```

```
| [2000-01-01 00:15:12.150] [offline-migration][v4] missing DNS config (server and/or domain)
```

```
| [2000-01-01 00:15:12.151] [offline-migration][v6] no WLC IP in DHCP option 52
```

```
| [2000-01-01 00:15:12.151] [offline-migration][v6] missing DNS config (server and/or domain)
```

```
| [2000-01-01 00:15:17.193]
```

```
[offline-migration][v4][capwap-12] 1 WLC(s) detected (unsupported)
```

```
| [2000-01-01 00:15:17.283]
```

```
[offline-migration][v4][capwap-12] - unsupported - 10.127.197.196 - 17.12.4.22
```

AP无法完成加入阶段

AP成功转换为CATALYST模式后，将使用与其他Catalyst AP相同的加入过程连接到9800无线LAN控制器。问题可能出现在三个阶段：

- CAPWAP发现阶段
- DTLS隧道建立阶段
- 加入阶段

通过参考以下内容，应用相同的故障排除方法
[了解 Catalyst 9800 WLC 的 AP 加入过程。](#)

AP管制域解析故障

CW917x系列AP没有预定义的管制范围。无法通过控制器在CW917x系列AP上手动配置国家/地区代码。相反，AP使用多种方法自动确定国家/地区代码，如接近检测（RF和CDP/LLDP）、GPS/GNSS和WLC上的RAF文件。

各个版本上的国家/地区的AP支持

在对管制域进行故障排除之前，请确认您要在9800控制器版本上配置的国家/地区支持特定的CW917x系列AP型号。如果不支持国家/地区，则两个无线电保持关闭。

您可以验证特定AP型号的技术参考中的国家/地区到信道映射，以及接入点功能表中的[WLC版本](#)，并确认特定控制器版本是否提供特定国家/地区对CW917x系列AP的支持。此外，您还可以查看文档，该文档概述了来自[Cisco CW917x Wi-Fi 7接入点国家/地区代码和阶段的CW917x AP在每个国家/地区的监管阶段](#)

一旦您确认WLC版本支持您所在国家/地区的CW917x系列接入点，请检查AP是否可以使用受支持的方法之一解析其管制域。如果AP无法解析管制域，您可以看到AP状态：

```
<#root>
```

```
WLC#
```

```
show ap summary
```

```
Number of APs: 2
```

```
CC = Country Code  
RD = Regulatory Domain
```

```
AP Name      Slots      AP Model      Ethernet MAC      Radio MAC
```

```
CC      RD
```

```
IP Address      State      Location
```

```
LAB-9136      4      C9136I-ROW      aaaa.bbbb.cccc      aaaa.bbbb.cccc  IN      -RW  10.127.197.153
LAB-CW9172    3      CW9172H        aaaa.bbbb.cccc      aaaa.bbbb.cccc
```

```
--      -UN
```

```
10.127.197.152  Registered  default location
```

```
<#root>
```

```
WLC#
```

```
show ap config general | in AP_NAME| Country
```

```
Cisco AP Name : AP_NAME
```

```
Regulatory Domain Allowed by Country : 802.11bg:-A^ 802.11a:-DN^ 802.11 6GHz:
```

```
AP Country Code
```

```
: - >> No Country Code resolved
```

使用接近度

全球模式下的Wi-Fi 7个AP可以从现有传统AP或连接到楼层相同WLC的Wi-Fi 7个AP或从发现为CDP/LLDP邻居的AP解析国家/地区代码。基于接近度的发现可以使用基于RF的检测或CDP/LLDP邻居检测。如果Wi-Fi 7 AP无法通过接近度发现相邻AP，则会看到错误：

```
<#root>
```

```
[*06/28/2026 15:24:36.7773]
```

```
Sending proximity_request payload
```

```
[*06/28/2026 15:24:36.7787]
```

```
SinglePID Proximity resolution: Country Code not available
```

```
[*06/28/2026 15:24:36.7795] SinglePID Regulatory Blob resolution: Country Code not available
```

```
[*06/28/2026 15:25:35.8011] Sending proximity_request payload
```

```
[*06/28/2026 15:25:35.8025] SinglePID Proximity resolution: Country Code not available
```

```
[*06/28/2026 15:25:35.8031] SinglePID Regulatory Blob resolution: Country Code not available
```

基于RF

要使用此方法，请将具有已解析国家/地区代码和Wi-Fi 7 AP管制域的AP放置在附近，以便它们可以交换邻居发现数据包。此AP必须连接到已解析其国家/地区代码的同一WLC。这些数据包使用2.4GHz无线电进行交换，因此请确保目标AP（您希望解析国家/地区代码的AP）上启用了2.4GHz无线电功能。

基于CDP/LLDP

当具有解析国家/地区代码的全功能AP和全球模式（无国家/地区代码）的Wi-Fi 7 AP连接到同一台交换机和同一WLC时，使用基于CDP/LLDP的发现机制。

要使用此方法，请确保：

- 两个AP连接到同一台交换机。
- 两个AP连接到同一个WLC。
- 一个AP具有已解析的国家/地区代码，并且正在积极为客户端提供服务。
- Wi-Fi 7 AP处于全球模式，需要国家/地区代码。



注意：从Cisco IOS XE版本17.15.4和17.18.1开始，支持基于CDP/LLDP的发现。请验证WLC是否正在运行这些受支持的版本之一或更高版本。

使用RAF文件

如果Proximity方法无法解析监管域，您可以从Meraki控制面板使用RAF（监管域授权文件）作为替代方法。任务：

1. 使用云AP声明Wi-Fi 7 AP并将其添加到您的网络。请注意，AP无需具备要添加的Meraki控制面板的网络连接。
2. 为声明该AP的网络中的AP配置所需的国家/地区代码。
3. 从控制器下载并上传管制域文件。文件必须包含AP序列号、MAC地址和国家/地区代码。

```
<#root>
```

```
!! Verify the data on RAF File !!  
WLC#
```

```
show ap regulatory activation all
```

Regulatory Activation file Meta-data

Date Created : 06/30/2026 08:12:41
Created By : shchoube@cisco.com
Device count : 2
Organization Id : 1780642

AP MAC	Serial Number	Country code
AP1_MAC	AP1_SN	IN
AP2_MAC	AP2_SN	US

4. 当向同一控制器添加需要不同国家/地区代码的新AP时，请将其放在Meraki控制面板中的独立网络中。这样可以确保其各自国家/地区代码设置不会相互覆盖。

由于许可证问题，AP不兼容

一旦AP使用正确的国家/地区代码加入，如果未获得许可，它仍可以报告合规性问题。Wi-Fi 7个AP将进行合规性检查并需要思科无线(CW)许可证。相反，早期的非Wi-Fi 7 AP使用AIR许可证，不需要合规性检查。

```
<#root>
```

```
WLC#
```

```
show ap summary license
```

```
For AIR licenses, per AP tracking of license state is unavailable. Please use "show license summary" to  
Policy allowed state means device is deemed compliant due to a policy downloaded from licensing authori
```

AP Name	AP Model	AP MAC	License Type	License State	Non Compliance Reason
AP1	CW9172H	xxxx.xxxx.xxxx	CW	Non Compliant	Never Licensed
AP2	CW9176I	xxxx.xxxx.xxxx	CW	Non Compliant	Never License

```
WLC#
```

```
show license summary
```

```
Account Information:
```

```
Smart Account: <none>
```

```
Virtual Account: <none>
```

```
License Usage:
```

```
License Entitlement Tag Count Status
```

```
-----  
cisco-wireless-advan... (CNS_CW_A) 2 IN USE
```

```
!! Check the current level of license configured on WLC for WiFi7AP !!
```

WLC#

```
show version | in License Level
```

```
License Level: adventerprise
AIR License Level: AIR Network Essentials addon AIR DNA Essentials
Next reload AIR License Level: AIR Network Essentials addon AIR DNA Essentials
Cisco Wireless License Level: Cisco Wireless Advantage
Next reload Cisco Wireless License Level: Cisco Wireless Advantage
```

对于此问题，请确保在9800 WLC上配置了用于Wifi7 AP的正确许可级别。Wifi7 AP需要CW许可证：

1. Cisco Wireless Essentials
2. 思科无线的优势

如果AP未获得许可，请通过[在Catalyst 9800上配置和排除智能许可故障](#)排除9800 WLC上的智能许可问题

日志收集

来自WLC的日志

- 启用term exec prompt timestamp，以便为所有命令提供时间参考。
- 显示命令：
 - show ap summary | i AP数量
 - sh log | i AP Event:
 - show ap uptime
 - show ap cdp neighbor
 - show wireless stats ap history
 - show wireless stats ap discovery
 - show wireless stats ap join summary
 - show wireless certification config
 - show wireless management trustpoint
 - show wireless dtls connections
 - show logging profile wireless start last X days filter mac <radio-or-ethernet-AP-mac>
 - show ap regulatory activation all
 - show ap config general
 - show tech-support wireless
- 无线电活动跟踪：
 - debug wireless AP_MAC {aaaa.bbbb.cccc} {monitor-time} {N seconds} !!设置时间允许我们启用最多24天的跟踪。
 - no debug wireless AP_MAC {aaa.bbbb.cccc} !!禁用调试

WLC使用Client_info生成调试跟踪文件，命令检查生成的调试跟踪文件dir bootflash: | i debug !!



警告：条件调试启用调试级别日志记录，从而增加生成的日志量。持续运行条件调试会缩短可以回溯查看的日志的时间范围。因此，建议在故障排除会话结束时始终禁用调试。

- 要禁用所有调试，请运行以下命令：

```
# clear platform condition all !!
```

```
# undebug all !!
```

通过GUI:

步骤1.导航到故障排除>放射性跟踪。

步骤2.单击Add并输入AP MAC Address

步骤3.准备好开始放射性示踪后，单击开始。启动后，调试日志记录会写入磁盘，记录与跟踪的MAC地址相关的任何控制平面处理。

步骤4.重现要排除故障的问题时，单击Stop。

步骤5.对于已调试的每个MAC地址，您可以通过点击Generate来生成log file，该文件整理与该MAC地址相关的所有日志。

第6步：选择想要经过整理的日志文件回溯多长时间，然后点击应用到设备。

步骤7.现在可以通过点击文件名旁边的小图标来下载文件。此文件存在于控制器的引导闪存驱动器中，也可以通过CLI从盒中复制。

- 通过AP IP地址ACL过滤的嵌入式数据包捕获：

!!创建ACL配!!

```
ip access-list extended CAP-FILTER
```

```
permit ip host <AP_IP> any
```

```
permit ip any host <AP_IP>
```

!!配置数据包捕获!!

monitor capture MYCAP interface Po1 both

monitor capture MYCAP buffer circular size 100

monitor capture MYCAP access-list CAP-FILTER monitor capture MYCAP match any/ipv4/ipv6.MAC !!

monitor capture MYCAP start !!

!! 重现

monitor capture MYCAP stop

monitor capture MYCAP export flash:|tftp:|http:.../filename.pcap

AP 的日志

Meraki模式下的AP

- offline-migration-info , 获取当前日志和迁移尝试的状态。

Catalyst模式下的AP

- show tech !!收集 show tech 输出以获取 AP 的所有配置详细信息和无线电统计信息。
- show dtls connection !!查看 DTLS 的证书、端口和密码、版本
- 终端监控和logging console if SSH访问 , 启用控制台日志记录和日志显示
- 基本调试
 - debug capwap client event
 - debug capwap client error
 - debug dtls client error
 - debug dtls client event
- 高级调试
 - debug capwap client keepalive
 - debug capwap client pmtu
 - debug capwap client payload
 - debug capwap client details

来自无线接入点连接的上行链路交换机的日志

- AP连接的端口上的嵌入式数据包捕获
 - monitor capture mycap interface <AP_Connected_Port> both

- monitor capture mycap match any
 - monitor capture buffer size 50
 - monitor capture mycap file location flash:mycap.pcap
 - monitor capture mycap start/stop
 - show monitor capture file flash:mycap.pcap
-
- 交换端口分析器 (SPAN捕获)
 - monitor session 1 source interface <AP_Connected_Port>
 - monitor session 1 destination interface x/x/x encapsulation replicate >>>> — 运行wireshark时与PC连接的端口。
-



注意：如果使用第三方交换机，请收集上行链路交换机端口上的端口SPAN或等效数据包捕获。

相关信息

- [思科无线CW917x系列接入点部署指南](#)

关于此翻译

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