

Catalyst 9800无线控制器常见无线客户端连接问题故障排除

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简介

本文档介绍最常见的无线客户端连接问题场景以及如何在Catalyst 9800无线控制器上解决这些问题。

先决条件

要求

Cisco 建议您了解以下主题：

- Cisco Catalyst 9800 系列无线控制器
- 无线控制器的命令行界面(CLI)访问

使用的组件

本文档中的信息基于Cisco IOS® XE Gibraltar 16.10或更高版本的软件和硬件版本。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

收集日志

WLC 9800 提供无间断跟踪功能。这可确保持续记录所有客户端连接相关的错误、警告和通知级别消息，并且您可以在发生事故或故障情况后查看其日志。

注：根据生成的日志量，您可以返回几小时到几天。

要查看9800 WLC默认收集的跟踪，可以通过SSH/Telnet连接到9800 WLC并遵循以下步骤（确保会话记录到文本文件）。

步骤1:检查控制器当前时间，以便您可以在问题发生之前的时间跟踪日志。

```
# show clock
```

第二步：根据系统配置的指示，从控制器缓冲区或外部系统日志收集系统日志。这样可以快速查看系统的运行状况和错误（如果有）。

```
# show logging
```

第三步：验证是否启用了任何调试条件。

```
# show debugging
IOSXE Conditional Debug Configs:

Conditional Debug Global State: Stop

IOSXE Packet Tracing Configs:
```

```
Packet Infra debugs:
```

```
Ip Address                               Port
-----|-----
```

注：如果看到列出了任何条件，则意味着遇到启用条件（mac地址、ip地址等）的所有进程的跟踪将记录到调试级别。这会增加日志量。因此，建议在非主动调试时清除所有条件。

第四步：假设在步骤3中，未将所测试的mac地址列为条件，请收集特定mac地址的始终在线通知级别跟踪。

```
# show logging profile wireless filter { mac | ip } { <aaaa.bbbb.cccc> | <a.b.c.d> } to-file  
always-on-<FILENAME.txt>
```

您可以显示会话内容，也可以将文件复制到外部 TFTP 服务器。

```
# more bootflash:always-on-<FILENAME.txt>  
or  
# copy bootflash:always-on-<FILENAME.txt> tftp://a.b.c.d/path/always-on-<FILENAME.txt>
```

条件调试和无线电活动跟踪：

如果永远在线(always-on)跟踪不能为您提供足够的信息来确定所调查问题的触发器，则可以启用条件调试并捕获无线活动(RA)跟踪，该跟踪为与指定条件（本例中为客户端MAC地址）交互的所有进程提供调试级别跟踪。要启用条件调试，请检查以下步骤。

第五步：确保未启用调试条件。

```
# clear platform condition all
```

第六步：为要监控的无线客户端MAC地址启用调试条件。

此命令开始监控提供的mac地址达30分钟（1800秒）。您可以选择延长监控时间，最多监控2085978494秒。

```
# debug wireless mac <aaaa.bbbb.cccc> {monitor-time <seconds>}
```

注意：要一次监控多个客户端，请运行debug wireless mac 命令。

注意：您不会在终端会话上看到客户端活动的输出，因为所有内容都在内部缓冲，供以后查看。

步骤 7.重现要监控的问题或行为。

步骤 8如果在默认或配置的监控器时间开启之前重现问题，则停止调试。

```
# no debug wireless mac <aaaa.bbbb.cccc>
```

一旦监控时间过长或调试无线停止，9800 WLC将生成一个本地文件，其名称为：

```
ra_trace_MAC_aaaabbbbcccc_HHMMSS.XXX_timezone_DayWeek_Month_Day_year.log
```

步骤 9 收集 MAC 地址活动的文件。 您可以复制 `ra trace .log` 或直接在屏幕上显示输出。

检查 RA 跟踪文件的名称。

```
# dir bootflash: | inc ra_trace
```

将文件复制到外部服务器：

```
# copy bootflash:ra_trace_MAC_aaaabbbbcccc_HHMMSS.XXX_timezone_DayWeek_Month_Day_year.log  
tftp://a.b.c.d/ra-FILENAME.txt
```

显示内容：

```
# more bootflash:ra_trace_MAC_aaaabbbbcccc_HHMMSS.XXX_timezone_DayWeek_Month_Day_year.log
```

步骤 10 如果根本原因仍不明显，请收集内部日志，这些日志是调试级别日志的更详细视图。您无需再次调试客户端，因为这样只是进一步详细查看已收集并内部存储的调试日志。

```
# show logging profile wireless internal filter { mac | ip } { <aaaa.bbbb.cccc> | <a.b.c.d> }  
to-file ra-internal-<FILENAME>.txt
```

注意：此命令输出返回所有进程的所有日志记录级别的跟踪，而且数量相当大。与Cisco TAC联系，以帮助分析这些跟踪。

您可以复制 `ra-internal-FILENAME.txt` 或直接在屏幕上显示输出。

将文件复制到外部服务器：

```
# copy bootflash:ra-internal-<FILENAME>.txt tftp://a.b.c.d/ra-internal-<FILENAME>.txt
```

显示内容：

```
# more bootflash:ra-internal-<FILENAME>.txt
```

步骤 11 删除调试条件。

```
# clear platform condition all
```

注意：请确保在进行故障排除会话后始终删除调试条件。

客户端无法连接时的场景

Web身份验证凭据无效

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [27915]: UUID: 100000000015b, ra: 15,  
(info): [e4b3.1851.90ff:capwap_90800003] Authc failure from WebAuth, Auth event fail
```

理由：

- 客户端未使用有效凭据
- 9800 WLC上未定义默认授权网络

可能的解决方案：

- 确保客户端正在使用有效的凭据
- 添加默认授权网络方法

GUI:

导航至 Configuration > Security > AAA > AAA Method List > Authorization > + Add 并使用这些参数创建新的授权方法。

Quick Setup: AAA Authorization

Method List Name*

Type*

Group Type

Available Server Groups: radius, ldap, tacacs+, ISF-KCG-grp

Assigned Server Groups:

Buttons: Cancel, Save & Apply to Device

CLI :

```
# config t  
# aaa authorization network default local
```

策略配置文件中未定义有效的VLAN

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [epm] [25054]: UUID: 1000000000019, ra: 15, (ERR):  
EPM_PLUGIN_VLAN_ERR: [HDL = 0x0] Unable to get active_feature_ctx for vlan group name YYYY/DD/MM  
HH:MM:SS.xxx {wncd_x_R0-0}{1}: [sanet-shim-miscellaneous] [25054]: UUID: 1000000000019, ra: 15,  
(ERR): MAC: 0874.0277.1345 Error in fetching vlans YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}:  
[sanet-shim-miscellaneous] [25054]: UUID: 1000000000019, ra: 15, (ERR): MAC: 0874.0277.1345  
building Mobile Announce Vlanid payload failed
```

理由：

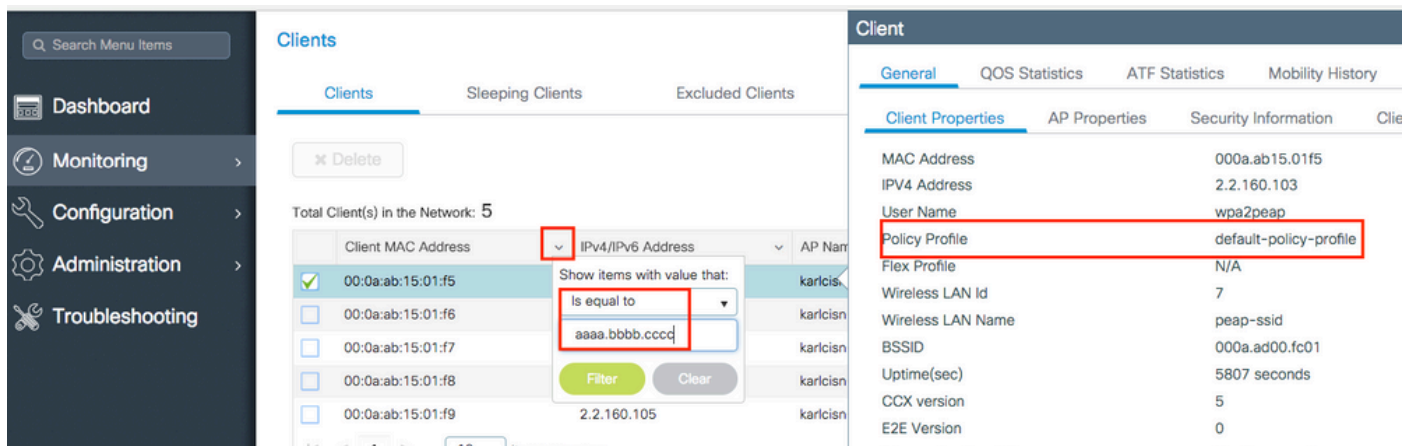
在分配给WLAN的策略配置文件中没有定义有效的VLAN。

解决方案：

1.验证客户端使用哪个策略配置文件。

GUI:

导航至 Monitoring > Wireless > Clients > Client row > Client Properties （使用特定客户端的mac地址进行可选搜索）。



The screenshot shows the GUI interface for monitoring wireless clients. On the left is a navigation menu with options like Dashboard, Monitoring, Configuration, Administration, and Troubleshooting. The main area is titled 'Clients' and shows a list of clients with columns for Client MAC Address, IPv4/IPv6 Address, and AP Name. A search filter is applied to the IPv4/IPv6 Address column with the value 'aaaa.bbbb.cccc'. On the right, the 'Client Properties' page is displayed, showing various attributes for the selected client. The 'Policy Profile' attribute is highlighted with a red box and shows the value 'default-policy-profile'.

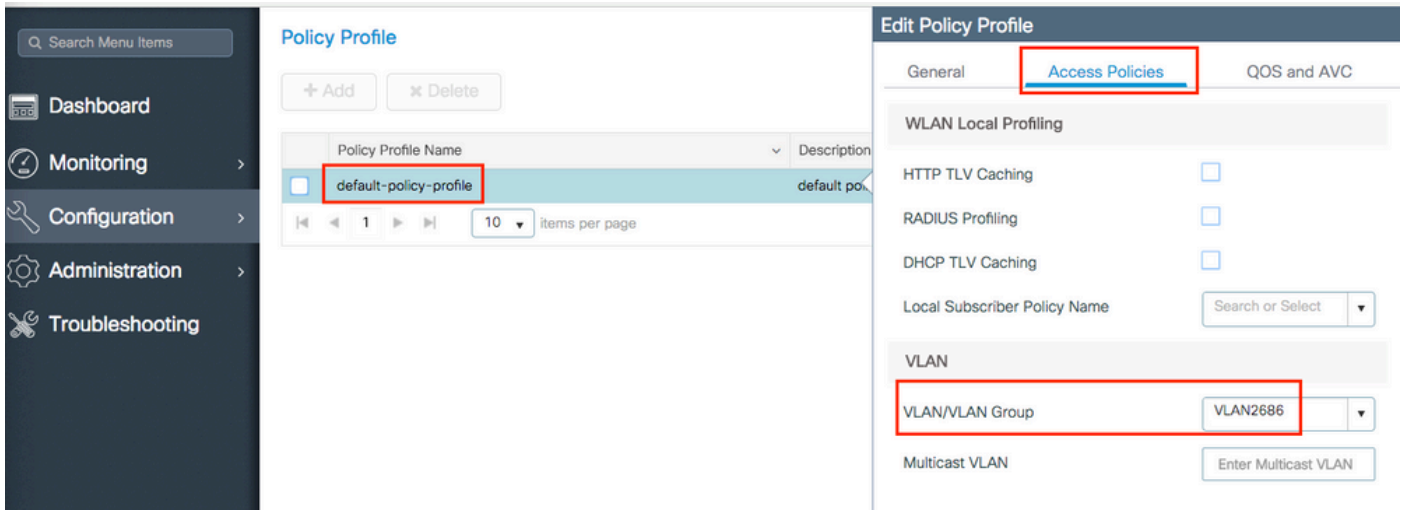
CLI：

```
# show wireless client mac-address <aaaa.bbbb.cccc> detail | inc Policy Profile  
Policy Profile : default-policy-profile
```

2.检验为该策略配置文件分配了哪个VLAN。

GUI:

导航至 Configuration > Tags & Profiles > Policy > Policy Profile row > Access Policies .



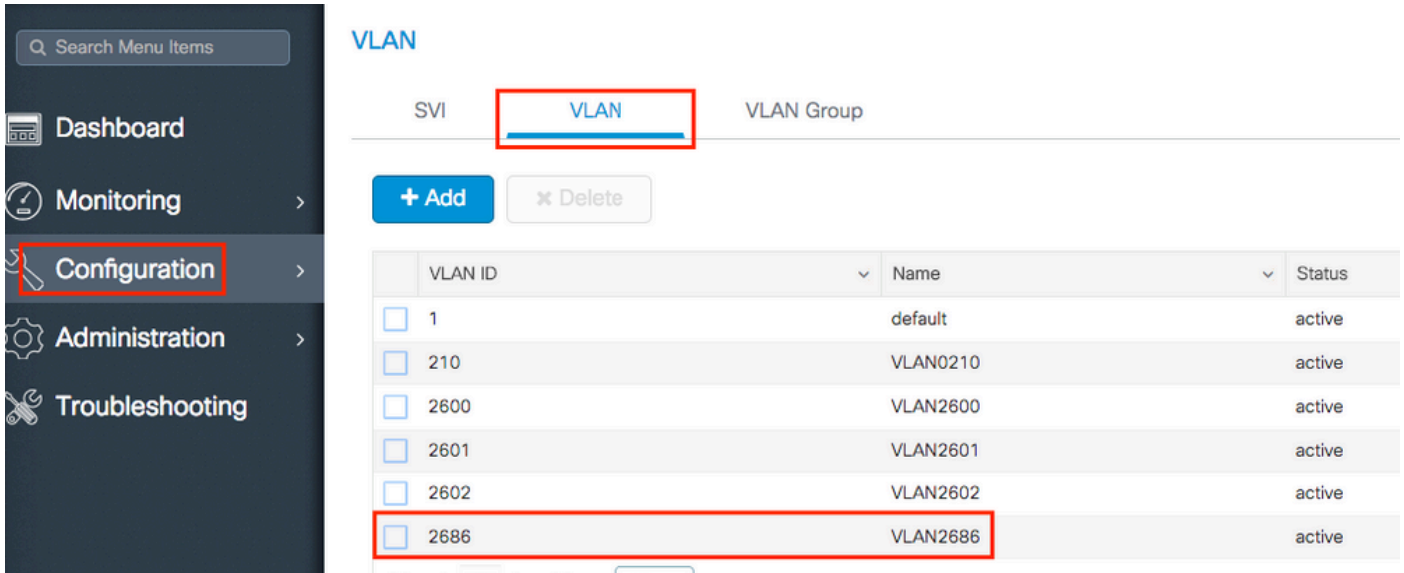
CLI :

```
# show wireless profile policy detailed default-policy-profile | inc VLAN
VLAN                               : VLAN2686
```

3.确保VLAN参数具有有效且活动的VLAN名称或VLAN ID。

GUI:

导航至 Configuration > Layer2 > VLAN > VLAN .



CLI :

```
# show vlan brief
```

```
VLAN Name                               Status      Ports
-----
1     default                                active     Te0/0/2, Te0/0/3
210   VLAN0210                               active
1002  fddi-default                            act/unsup
1003  token-ring-default                       act/unsup
```

```
1004 fddinet-default          act/unsup
1005 trnet-default            act/unsup
```

VLAN	Name	Status	Ports
2600	VLAN2600	active	
2601	VLAN2601	active	
2602	VLAN2602	active	
2686	VLAN2686	active	

注意： 如果使用VLAN名称，则它区分大小写，因此请确保其与 `show vlan brief` 命令。

4. 根据需要修复VLAN。

GUI:

导航回 Configuration > Tags & Profiles > Policy > Policy Profile row > Access Policies 并修复VLAN。

CLI :

```
# config t
# wireless profile policy default-policy-profile
# shutdown # vlan <vlan-# or vlan-name>
# no shutdown
```

错误密码

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-keymgmt] [27782]: UUID: 1000000000088, ra: 15,
(ERR): MAC: e4b3.187c.3058 Keymgmt: Failed to validate eapol mic. MIC mismatch. YYYY/DD/MM
HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-keymgmt] [27782]: UUID: 1000000000088, ra: 15, (ERR):
MAC: e4b3.187c.3058 Keymgmt: Failed to validate eapol key m2. MIC validation failed
```

理由：

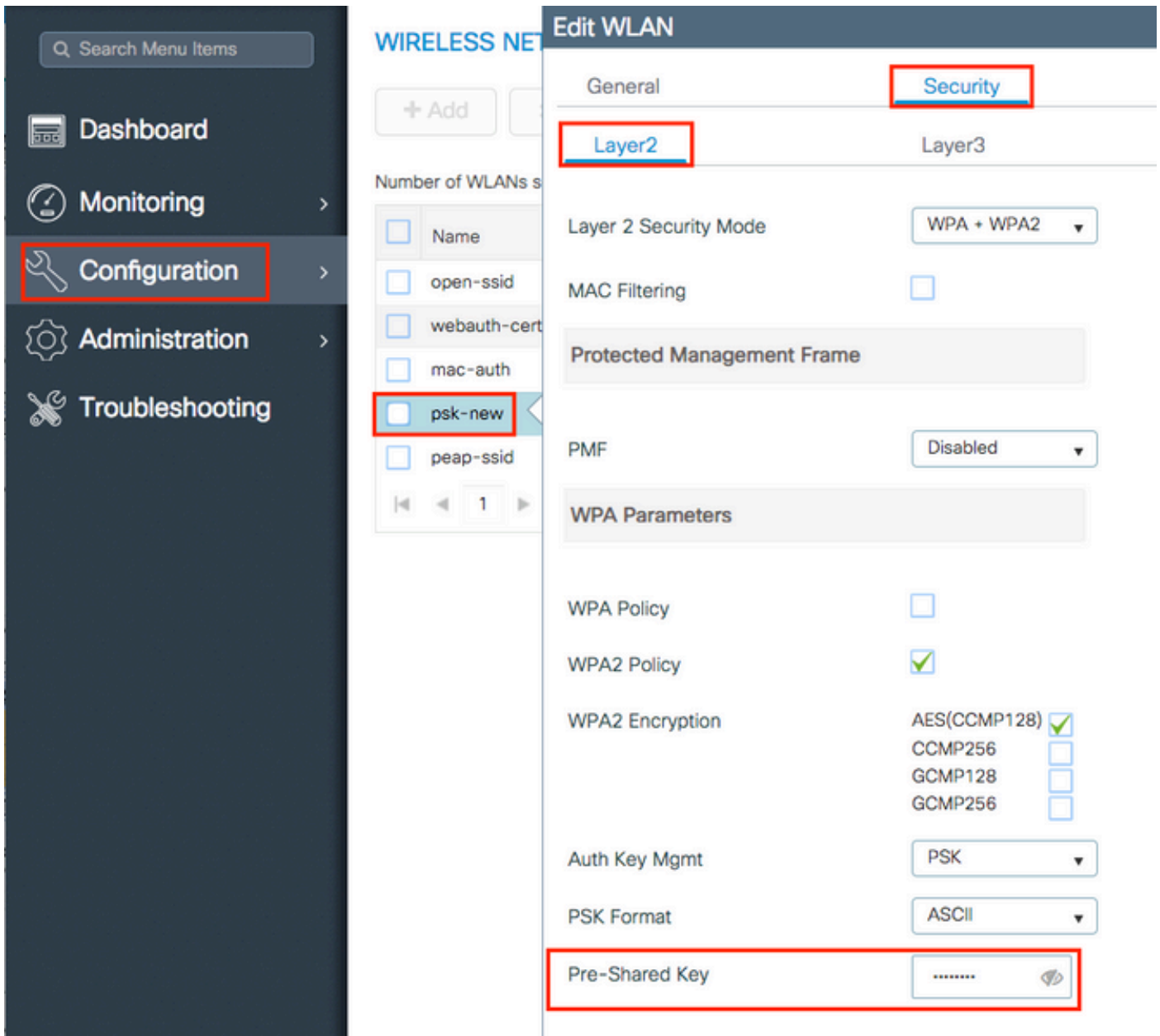
客户端输入了错误的密码。

可能的解决方案：

- 修复终端设备中的密码
- 修复SSID上的密码

GUI:

导航至 Configuration > Wireless > WLANs > WLAN name > Security > Layer2，并修复密码。



CLI :

```
# config t
# wlan <wlan-name>
# shut
# security wpa psk set-key ascii 0 <clear-text-password>
# no shut
```

9800 WLC上不存在RADIUS发送的访问控制列表(ACL)

日志示例 :

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [epm-acl] [8104]: (ERR): ACL acl-sent-by-ise is
missing in configuration for mac e4b3.187c.3058
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [epm-acl] [8104]: (ERR): Unable to parse EPM
attributes
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [wncd_0] [8104]: (info): Sanet App Event
```

```
EV_PLUGIN_CONF
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [epm] [8104]: (ERR): Error in activating feature (EPM
ACL PLUG-IN)
.
.
.
EPM Data Base:
Number of Authz_info: 2
Authz info 1 details
Number of feat info: 2, State: Success, Priority: 254
EPM Vlan PLUG-IN Status: Success
VLAN Group: VLAN2602
VLAN-ID: 2602
SM Reauth PLUG-IN Status: Success
Authz info 2 details
Number of feat info: 4, State: Fail, Priority: 100
EPM MISC PLUG-IN Status: Success
Anchor Vlan: 0
EPM ACL PLUG-IN Status: Activate Failure
SM ACCOUNTING PLUG-IN Status: Success
linksec Status: Success
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [9800 WLC-infra-evq-lib] [8104]: (note): already
started radioactive trace on key:[e4b3.187c.3058]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [wncd_0] [8104]: (info): Sanet App Event
EV_SVM_APPLY_UP_FAIL
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [auth-mgr] [8104]: (ERR):
[e4b3.187c.3058:capwap_90000003] SM unable to apply User Profile for 0x1A000004 - 'Subsystem(4)'
detected the 'fatal' condition 'Code(47)'
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [auth-mgr] [8104]: (ERR):
[e4b3.187c.3058:capwap_90000003] Unable to process authc result for 0x1A000004 - success
handling failed
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [wncd_0] [8104]: (info): Sanet eventQ: AUTH_MGR_MQ,
message:3
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-auth] [8104]: (ERR): MAC: e4b3.187c.3058
client authz result: FAILURE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-exclusion] [8104]: (info): MAC:
e4b3.187c.3058 Add client to exclusionlist, sending ipc to add client to client exclusion
table, reason: ACL failure, timeout: 60, AP: MAC: f07f.06ee.f590
```

理由：

9800 WLC上不存在RADIUS服务器发送的ACL。

可能的解决方案：

- 修复RADIUS服务器配置以发送正确的ACL名称
- 将缺少的ACL添加到9800 WLC

RADIUS发送的VLAN在9800 WLC上不存在

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [epm] [8104]: (ERR): Error in activating feature (EPM
Vlan PLUG-IN)
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [wncd_0] [8104]: (info): Sanet App Event EV_START_CALL
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [9800 WLC-infra-evq] [8104]: (ERR):
EPM Data Base:
```

```
Number of Authz_info: 2
Authz info 1 details
Number of feat info: 2, State: Success, Priority: 254
EPM Vlan PLUG-IN Status: Conflict
SM Reauth PLUG-IN Status: Success
Authz info 2 details
Number of feat info: 4, State: Activate, Priority: 100
EPM MISC PLUG-IN Status: Success
Anchor Vlan: 0
SM ACCOUNTING PLUG-IN Status: Success
EPM Vlan PLUG-IN Status: Activate Failure
VLAN Group: vlan-sent-by-ise
VLAN-ID: 0
linksec Status: Success
.
.
.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [wncd_0] [8104]: (info): Sanet App Event
EV_SVM_APPLY_UP_FAIL
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [auth-mgr] [8104]: (ERR):
[e4b3.187c.3058:capwap_90000003] SM unable to apply User Profile for 0x0E000005 - 'Subsystem(4)'
detected the 'fatal' condition 'Code(47)'
```

理由：

9800 WLC上不存在RADIUS服务器发送的VLAN。

可能的解决方案：

- 修复RADIUS服务器配置以发送正确的VLAN名称/ID
- 将缺少的VLAN添加到9800 WLC

由于WLAN或策略配置文件中的更改而断开连接

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [9800 WLC-infra-evq] [8522]: (note): Mcast: Sent L2
MGID 2602 DEL to AP vap_id 2
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [apmgr-bssid] [8522]: (ERR): 00c8.8b26.d790 Radio:0
BSSID:1 - Bssid ifid is not created so no need to push data to fman
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [8522]: (info): MAC: e4b3.187c.3058
Deleting the client, reason: 5, CO_CLIENT_DELETE_REASON_BSSID_DOWN, Client state S_CO_RUN
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [8522]: (note): MAC: e4b3.187c.3058
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_BSSID_DOWN
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-state] [8522]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_RUN -> S_CO_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [9800 WLC-qos-client] [8522]: (ERR): MAC:
```

```
e4b3.187c.3058 Fail to get qos lib ctxt while handle sip cac on client delete
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [multicast-main] [8522]: (info): MAC: e4b3.187c.3058
No Flex/Fabric main record exists for client
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-iplearn] [8522]: (info): MAC: e4b3.187c.3058
IP-learn state transition: S_IPLEARN_COMPLETE -> S_IPLEARN_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {mobilityd_R0-0}{1}: [mm-transition] [19496]: (info): MAC:
e4b3.187c.3058 MMFSM transition: S_MC_RUN -> S_MC_HANDOFF_END_RCVD_TR on E_MC_HANDOFF_END_RCVD
from WNCd[0]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dpath_svc] [8522]: (note): MAC: e4b3.187c.3058 Client
datapath entry deleted for ifid 0xfa000001
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [mm-transition] [8522]: (info): MAC: e4b3.187c.3058
MMIF FSM transition: S_MA_LOCAL -> S_MA_DELETE_PROCESSED_TR on E_MA_CO_DELETE_RCVD
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [mm-client] [8522]: (ERR): MAC: e4b3.187c.3058 Invalid
transmitter ip in build client context
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [wncd_0] [8522]: (info): Sanet App Event
EV_SESSION_DELETE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [auth-mgr] [8522]: (info):
[e4b3.187c.3058:capwap_90000003] Disconnect request from SANET-SHIM (12) for e4b3.187c.3058 /
0xfb600001 - term: service-unavailable, abort: Unknown, disc: session disconnect
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [aaa-attr-inf] [8522]: (info): [ Applied attribute
:bsn-vlan-interface-name 0 "VLAN2602" ]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [aaa-attr-inf] [8522]: (info): [ Applied attribute :
timeout 0 1800 (0x708) ]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-auth] [8522]: (info): MAC: e4b3.187c.3058
Client auth-interface state transition: S_AUTHIF_PSK_AUTH_DONE -> S_SANET_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dot11] [8522]: (info): MAC: e4b3.187c.3058 Sent
deauth to client, deauth reason: 252, CLIENT_DEAUTH_REASON_ADMIN_RESET delete reason: 5,
CO_CLIENT_DELETE_REASON_BSSID_DOWN.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dot11] [8522]: (info): MAC: e4b3.187c.3058 DOT11
state transition: S_DOT11_ASSOCIATED -> S_DOT11_DELETED
```

理由：

在GUI中进行了更改，或者手动禁用了SSID或策略配置文件。

解决方案：

这是正常行为，请避免在生产时间更改SSID或策略配置文件。

从网络中手动删除客户端

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [8522]: (info): MAC: e4b3.187c.3058
Deleting the client, reason: 12, CO_CLIENT_DELETE_REASON_ADMIN_RESET, Client state S_CO_RUN
YYYY/DD/MM HH:MM:SS.xxx {mobilityd_R0-0}{1}: [mm-transition] [19496]: (info): MAC:
e4b3.187c.3058 MMFSM transition: S_MC_RUN -> S_MC_HANDOFF_END_RCVD_TR on E_MC_HANDOFF_END_RCVD
from WNCd[0]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [8522]: (note): MAC: e4b3.187c.3058
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_ADMIN_RESET
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-state] [8522]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_RUN -> S_CO_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [9800 WLC-qos-client] [8522]: (ERR): MAC:
e4b3.187c.3058 Fail to get qos lib ctxt while handle sip cac on client delete
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [multicast-main] [8522]: (info): MAC: e4b3.187c.3058
No Flex/Fabric main record exists for client
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-iplearn] [8522]: (info): MAC: e4b3.187c.3058
IP-learn state transition: S_IPLEARN_COMPLETE -> S_IPLEARN_DELETE_IN_PROGRESS
```

```

YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dpath_svc] [8522]: (note): MAC: e4b3.187c.3058 Client
datapath entry deleted for ifid 0xfa000001
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [mm-transition] [8522]: (info): MAC: e4b3.187c.3058
MMIF FSM transition: S_MA_LOCAL -> S_MA_DELETE_PROCESSED_TR on E_MA_CO_DELETE_RCVD
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [mm-client] [8522]: (ERR): MAC: e4b3.187c.3058 Invalid
transmitter ip in build client context
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [wncd_0] [8522]: (info): Sanet App Event
EV_SESSION_DELETE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [auth-mgr] [8522]: (info):
[e4b3.187c.3058:capwap_90000003] Disconnect request from SANET-SHIM (12) for e4b3.187c.3058 /
0x30000003 - term: admin-reset, abort: Unknown, disc: session disconnect
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [aaa-attr-inf] [8522]: (info): [ Applied attribute
:bsn-vlan-interface-name 0 "VLAN2602" ]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [aaa-attr-inf] [8522]: (info): [ Applied attribute :
timeout 0 1800 (0x708) ]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-auth] [8522]: (info): MAC: e4b3.187c.3058
Client auth-interface state transition: S_AUTHIF_PSK_AUTH_DONE -> S_SANET_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dot11] [8522]: (info): MAC: e4b3.187c.3058 Sent
deauth to client, deauth reason: 252, CLIENT_DEAUTH_REASON_ADMIN_RESET delete reason: 12,
CO_CLIENT_DELETE_REASON_ADMIN_RESET.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dot11] [8522]: (info): MAC: e4b3.187c.3058 DOT11
state transition: S_DOT11_ASSOCIATED -> S_DOT11_DELETED

```

理由：

客户端已通过CLI从网络中手动删除：

```
# wireless client mac-address aaaa.bbbb.cccc deauthenticate
```

或通过GUI:

The screenshot shows a network management interface. On the left is a dark sidebar with menu items: Dashboard, Monitoring (highlighted with a red box), Configuration, Administration, and Troubleshooting. The main content area is titled 'Clients' and has three tabs: 'Clients' (highlighted with a red box), 'Sleeping Clients', and 'Excluded Clients'. Below the tabs is a blue 'Delete' button (highlighted with a red box). The text 'Total Client(s) in the Network: 1' is displayed above a table. The table has columns for 'Client MAC Address', 'IPv4/IPv6 Address', and 'AP Name'. One row is shown with MAC address 'e4:b3:18:7c:30:58', IP address '172.16.1.253', and AP name '3702-02'. A green checkmark icon is in the first column of this row (highlighted with a red box). At the bottom, there are navigation arrows and a dropdown menu set to '10 items per page'.

解决方案：

无，用户发起的正常行为。

由于EAP超时而断开连接

日志示例：

```

YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [errmsg] [8681]: (note): %DOT1X-5-FAIL: Authentication
failed for client (0874.0277.1345) with reason (Timeout) on Interface capwap_90800003
AuditSessionID 34AD580A0000000D7F735399
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] Authc failure from Dot1X, Auth event timeout
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] (Re)try failed method Dot1X - 0874.0277.1345
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] Retrying (count 3) method dot1x
.
.
.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-orch-sm] [8681]: (info): MAC: 0874.0277.1345
Deleting the client, reason: 7, CO_CLIENT_DELETE_REASON_CONNECT_TIMEOUT, Client state
S_CO_L2_AUTH_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-orch-sm] [8681]: (note): MAC: 0874.0277.1345
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_CONNECT_TIMEOUT
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-orch-state] [8681]: (note): MAC:
0874.0277.1345 Client state transition: S_CO_L2_AUTH_IN_PROGRESS -> S_CO_DELETE_IN_PROGRESS
.
.
.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [mm-transition] [8681]: (info): MAC: 0874.0277.1345
MMIF FSM transition: S_MA_INIT -> S_MA_LOCAL_DELETE_PROCESSED_TR on E_MA_CO_DELETE_RCVD
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [mm-client] [8681]: (ERR): MAC: 0874.0277.1345 Client
not present in DB. Responding to CO with Delete Ack
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [wncd_2] [8681]: (info): Sanet App Event
EV_SESSION_DELETE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] Disconnect request from SANET-SHIM (12) for 0874.0277.1345 /
0x30000003 - term: supplicant-restart, abort: Unknown, disc: authorization failure
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-auth] [8681]: (info): MAC: 0874.0277.1345
Client auth-interface state transition: S_AUTHIF_DOT1XAUTH_PENDING -> S_SANET_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [dot11] [8681]: (info): MAC: 0874.0277.1345 Sent
deauth to client, deauth reason: 252, CLIENT_DEAUTH_REASON_ADMIN_RESET delete reason: 7,
CO_CLIENT_DELETE_REASON_CONNECT_TIMEOUT.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [dot11] [8681]: (info): MAC: 0874.0277.1345 DOT11
state transition: S_DOT11_ASSOCIATED -> S_DOT11_DELETED
.
.
.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-auth] [8681]: (info): MAC: 0874.0277.1345
Client auth-interface state transition: S_SANET_DELETE_IN_PROGRESS -> S_AUTHIF_DELETED
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [wncd_2] [8681]: (info): Sanet eventQ: EAP_CORE_MQ,
message:2
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-orch-state] [8681]: (note): MAC:
0874.0277.1345 Client state transition: S_CO_DELETE_IN_PROGRESS -> S_CO_DELETED

```

理由：

在EAP-Request Timeout间隔内和EAP-Request Max Retries时间内，客户端未响应9800 WLC发送的可扩展身份验证协议(EAP)数据包。

可能的解决方案：

- 将无线客户端驱动程序更新为最新驱动程序
- 确保无线客户端信任RADIUS的证书
- 增加EAP-Request Timeout和/或EAP-Request Max Retries

CLI：

```
# config t
# wireless security dot1x request retries <0-20>
# wireless security dot1x timeout <1-120 seconds>
```

GUI:

导航至 Configuration > Security > Advanced EAP 并自定义所需的设置。

由于AP无线电重置，已断开连接

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [apmgr-capwap-config] [8621]: (info): f07f.06ee.f590
Radio: 1 is Operationally DOWN.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [apmgr-db] [8621]: (note): MAC: f07f.06ee.f590 Radio 1
is disabled, on receiving change state event message from AP
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [radio-history-reset] [8621]: (info): Radio reset of
the AP f07f.06ee.f590 Slot:1 Band:802.11a due to Cause:0, Detailed Cause : 56 - Interface UP for
Channel Change
YYYY/DD/MM HH:MM:SS.xxx {mobilityd_R0-0}{1}: [mm-transition] [19496]: (info): MAC:
e4b3.187c.3058 MMFSM transition: S_MC_RUN -> S_MC_HANDOFF_END_RCVD_TR on E_MC_HANDOFF_END_RCVD
from WNCd[1]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-sm] [8621]: (info): MAC: e4b3.187c.3058
Deleting the client, reason: 5, CO_CLIENT_DELETE_REASON_BSSID_DOWN, Client state S_CO_RUN
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-sm] [8621]: (note): MAC: e4b3.187c.3058
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_BSSID_DOWN
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-state] [8621]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_RUN -> S_CO_DELETE_IN_PROGRESS
.
.
.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [dpath_svc] [8621]: (note): MAC: e4b3.187c.3058 Client
datapath entry deleted for ifid 0xfa000001
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [mm-transition] [8621]: (info): MAC: e4b3.187c.3058
MMIF FSM transition: S_MA_LOCAL -> S_MA_DELETE_PROCESSED_TR on E_MA_CO_DELETE_RCVD
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [mm-client] [8621]: (ERR): MAC: e4b3.187c.3058 Invalid
transmitter ip in build client context
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [wncd_1] [8621]: (info): Sanet App Event
EV_SESSION_DELETE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [auth-mgr] [8621]: (info):
[e4b3.187c.3058:capwap_90400003] Disconnect request from SANET-SHIM (12) for e4b3.187c.3058 /
0xf89000008 - term: service-unavailable, abort: Unknown, disc: session disconnect
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-auth] [8621]: (info): MAC: e4b3.187c.3058
Client auth-interface state transition: S_AUTHIF_PSK_AUTH_DONE -> S_SANET_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [dot11] [8621]: (info): MAC: e4b3.187c.3058 Sent
deauth to client, deauth reason: 252, CLIENT_DEAUTH_REASON_ADMIN_RESET delete reason: 5,
CO_CLIENT_DELETE_REASON_BSSID_DOWN.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [dot11] [8621]: (info): MAC: e4b3.187c.3058 DOT11
state transition: S_DOT11_ASSOCIATED -> S_DOT11_DELETED
```

理由：

与客户端关联的AP更改了信道或电源，导致无线电重置。

可能的解决方案：

- 这是正常行为
- 您可以配置9800 WLC进行信道更改的频率

CLI：

```
# config t
# ap dot11 { 5ghz | 24ghz } rrm channel dca interval <0-24>

Valid values 1,2,3,4,6,8,12 and 24 hours, 0 = 10 minutes (default)
```

GUI:

导航至 **Configuration > Radio Configurations > RRM > 5 GHz Band/2.4 GHz Band > DCA > Increase Interval Setting.**

由于Web身份验证超时而断开连接

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] Authc failure from WebAuth, Auth event no-response
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [wncd_2] [8681]: (info): Sanet eventQ: AUTH_MGR_MQ,
message:6
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [wncd_2] [8681]: (info): Sanet App Event
EV_SESSION_AUTHC_FAILED
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] AUTHC_FAIL - unauthorize by default
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [9800 WLC-infra-evq] [8681]: (ERR): Authc failure for
mac 0874.0277.1345, username , audit session id 34AD580A0000000E7FFA4ED8, Failure reason: No
Response from Client
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] Signalling Authc fail for client 0874.0277.1345
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [errmsg] [8681]: (note): %SESSION_MGR-5-FAIL:
Authorization failed or unapplied for client (0874.0277.1345) on Interface capwap_90800003
AuditSessionID 34AD580A0000000E7FFA4ED8. Failure reason: Authc fail. Authc failure reason: No
Response from Client.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] Authz failed/unapplied for 0x08000004 (0874.0277.1345), method:
webauth. Signal switch PI.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [wncd_2] [8681]: (info): Sanet App Event
EV_SESSION_AUTHZ_FAILED
.
.
.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-auth] [8681]: (info): MAC: 0874.0277.1345
Client auth-interface state transition: S_AUTHIF_WEBAUTH_PENDING -> S_AUTHIF_WEBAUTH_PENDING
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-auth] [8681]: (ERR): MAC: 0874.0277.1345 L3
Authentication FAIL.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-auth] [8681]: (info): MAC: 0874.0277.1345
Client auth-interface state transition: S_AUTHIF_WEBAUTH_PENDING -> S_WAIT_FOR_CO_DELETE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [9800 WLC-infra-evq] [8681]: (ERR): WLAN profile =
prof-name, Policy profile = default-policy-profile, AP name = AP1702-05
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-orch-sm] [8681]: (info): MAC: 0874.0277.1345
Deleting the client, reason: 0, CO_CLIENT_DELETE_REASON_NONE, Client state
S_CO_L3_AUTH_IN_PROGRESS
```



```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-orch-sm] [8681]: (note): MAC: 0874.0277.1345
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_NONE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-orch-state] [8681]: (note): MAC:
0874.0277.1345 Client state transition: S_CO_L3_AUTH_IN_PROGRESS -> S_CO_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [9800 WLC-qos-client] [8681]: (ERR): MAC:
0874.0277.1345 Fail to get qos lib ctxt while handle sip cac on client delete
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [multicast-main] [8681]: (info): MAC: 0874.0277.1345
No Flex/Fabric main record exists for client
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-iplearn] [8681]: (info): MAC: 0874.0277.1345
IP-learn state transition: S_IPLEARN_COMPLETE -> S_IPLEARN_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [dpath_svc] [8681]: (note): MAC: 0874.0277.1345 Client
datapath entry deleted for ifid 0xfa000002
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [mm-transition] [8681]: (info): MAC: 0874.0277.1345
MMIF FSM transition: S_MA_LOCAL -> S_MA_DELETE_PROCESSED_TR on E_MA_CO_DELETE_RCVD
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [mm-client] [8681]: (ERR): MAC: 0874.0277.1345 Invalid
transmitter ip in build client context
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [wncd_2] [8681]: (info): Sanet App Event
EV_SESSION_DELETE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [auth-mgr] [8681]: (info):
[0874.0277.1345:capwap_90800003] Disconnect request from SANET-SHIM (12) for 0874.0277.1345 /
0x08000004 - term: none, abort: Unknown, disc: (default)
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [aaa-attr-inf] [8681]: (info): [ Applied attribute
:bsn-vlan-interface-name 0 "VLAN2602" ]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [aaa-attr-inf] [8681]: (info): [ Applied attribute :
timeout 0 1800 (0x708) ]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [client-auth] [8681]: (info): MAC: 0874.0277.1345
Client auth-interface state transition: S_WAIT_FOR_CO_DELETE -> S_SANET_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {mobilityd_R0-0}{1}: [mm-transition] [19496]: (info): MAC:
0874.0277.1345 MMFSM transition: S_MC_RUN -> S_MC_HANDOFF_END_RCVD_TR on E_MC_HANDOFF_END_RCVD
from WNCd[2]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-2}{1}: [dot11] [8681]: (info): MAC: 0874.0277.1345 DOT11
state transition: S_DOT11_ASSOCIATED -> S_DOT11_DELETED
```

理由：

客户端未在允许的时间（约120秒）内完成Web身份验证。

解决方案：

确保客户端在120秒内完成Web身份验证。

由于会话超时，已断开连接

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-auth] [8621]: (info): MAC: e4b3.187c.3058
Client auth-interface state transition: S_AUTHIF_PSK_AUTH_DONE -> S_SANET_DELETED
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-sm] [8621]: (info): MAC: e4b3.187c.3058
Deleting the client, reason: 23, CO_CLIENT_DELETE_REASON_SESSION_TIMEOUT, Client state S_CO_RUN
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-sm] [8621]: (note): MAC: e4b3.187c.3058
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_SESSION_TIMEOUT
YYYY/DD/MM HH:MM:SS.xxx {mobilityd_R0-0}{1}: [mm-transition] [19496]: (info): MAC:
e4b3.187c.3058 MMFSM transition: S_MC_RUN -> S_MC_HANDOFF_END_RCVD_TR on E_MC_HANDOFF_END_RCVD
from WNCd[1]
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-state] [8621]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_RUN -> S_CO_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [9800 WLC-qos-client] [8621]: (ERR): MAC:
e4b3.187c.3058 Fail to get qos lib ctxt while handle sip cac on client delete
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [multicast-main] [8621]: (info): MAC: e4b3.187c.3058
```

```
No Flex/Fabric main record exists for client
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-ipllearn] [8621]: (info): MAC: e4b3.187c.3058
IP-learn state transition: S_IPLEARN_COMPLETE -> S_IPLEARN_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [dpath_svc] [8621]: (note): MAC: e4b3.187c.3058 Client
datapath entry deleted for ifid 0xfa0000001
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [mm-transition] [8621]: (info): MAC: e4b3.187c.3058
MMIF FSM transition: S_MA_LOCAL -> S_MA_DELETE_PROCESSED_TR on E_MA_CO_DELETE_RCVD
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [mm-client] [8621]: (ERR): MAC: e4b3.187c.3058 Invalid
transmitter ip in build client context
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-auth] [8621]: (info): MAC: e4b3.187c.3058
Client auth-interface state transition: S_SANET_DELETED -> S_AUTHIF_DELETED
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [dot11] [8621]: (info): MAC: e4b3.187c.3058 Sent
deauth to client, deauth reason: 252, CLIENT_DEAUTH_REASON_ADMIN_RESET delete reason: 23,
CO_CLIENT_DELETE_REASON_SESSION_TIMEOUT.
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [dot11] [8621]: (info): MAC: e4b3.187c.3058 DOT11
state transition: S_DOT11_ASSOCIATED -> S_DOT11_DELETED
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-state] [8621]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_DELETE_IN_PROGRESS -> S_CO_DELETED
```

理由：

客户端已达到其会话超时。

可能的解决方案：

- 这是正常行为
- 增加与SSID关联的策略配置文件会话超时

CLI：

```
# config t
# wireless profile policy <policy-profile-name>
# shudow
# session-timeout <20-86400 seconds>
# no shutdown
```

GUI:

导航至 Configuration > Tags & Profiles > Policy > Policy Profile Name > Advanced > WLAN Timeout 并根据需要自定义计时器。

由于空闲超时而断开连接

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [7807]: (note): MAC: e4b3.187c.3058
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_MN_IDLE_TIMEOUT
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-state] [7807]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_RUN -> S_CO_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [9800 WLC-qos-client] [7807]: (ERR): MAC:
e4b3.187c.3058 Fail to get qos lib ctxt while handle sip cac on client delete
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dpath_svc] [7807]: (note): MAC: e4b3.187c.3058 Client
datapath entry deleted for ifid 0xfa0000002
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [mm-client] [7807]: (ERR): MAC: e4b3.187c.3058 Invalid
```

```
transmitter ip in build client context
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-state] [7807]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_DELETE_IN_PROGRESS -> S_CO_DELETED
```

理由：

客户端在配置的空闲超时间隔内未发送流量（或足够流量）。

可能的解决方案：

- 这是正常行为
- 自定义与SSID关联的策略配置文件空闲设置

CLI：

```
# config t
# wireless profile policy <policy-profile-name>
# shutdown
# idle-timeout <15-100000 seconds>
# idle-threshold <0-4294967295 bytes>
# no shutdown
```

GUI:

导航至 Configuration > Tags & Profiles > Policy > Policy Profile Name > Advanced > WLAN Timeout 并根据需要自定义空闲设置。

注:如果不配置空闲阈值，则客户端需要发送空闲超时期限内的任意流量量才能不断开连接。如果配置空闲阈值，则客户端必须在空闲超时内发送该数量的字节才能不断开连接（即，将空闲阈值配置为10个字节，空闲超时配置为30秒，无线客户端需要每30秒至少发送10个字节的流量才能不与网络断开连接）。

客户端在SSID之间移动

日志示例：

```
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [7807]: (note): MAC: e4b3.187c.3058
Association received. BSSID f07f.06ee.f59d, old BSSID f07f.06ee.f59e, WLAN 1, Slot 1 AP
f07f.06ee.f590, 3702-02
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [7807]: (ERR): MAC: e4b3.187c.3058
Failed to start dot11 processing. Failed to populate client record in DB
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-state] [7807]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_RUN -> S_CO_RUN
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-sm] [7807]: (note): MAC: e4b3.187c.3058
Client delete initiated. Reason: CO_CLIENT_DELETE_REASON_WLAN_CHANGE
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-state] [7807]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_RUN -> S_CO_DELETE_IN_PROGRESS
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [9800 WLC-qos-client] [7807]: (ERR): MAC:
e4b3.187c.3058 Fail to get qos lib ctxt while handle sip cac on client delete
YYYY/DD/MM HH:MM:SS.xxx {fman_fp_F0-0}{1}: [wireless-client] [10254]: UUID: 1000000006930, ra: 5
(note): WLCLIENT 0xa0000002 pd_hdl 0x33 AOM delete succeeded
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [dpath_svc] [7807]: (note): MAC: e4b3.187c.3058 Client
```

```
datapath entry deleted for ifid 0xfa0000002
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [mm-client] [7807]: (ERR): MAC: e4b3.187c.3058 Invalid
transmitter ip in build client context
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-0}{1}: [client-orch-state] [7807]: (note): MAC:
e4b3.187c.3058 Client state transition: S_CO_DELETE_IN_PROGRESS -> S_CO_DELETED
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-sm] [8009]: (note): MAC: e4b3.187c.3058
Association received. BSSID 00c8.8b26.d79d, old BSSID 0000.0000.0000, WLAN 1, Slot 1 AP
00c8.8b26.d790, AP-1700-x
YYYY/DD/MM HH:MM:SS.xxx {wncd_x_R0-1}{1}: [client-orch-state] [8009]: (note): MAC:
e4b3.187c.3058 Client state transition: client_orch_sm_state__none -> S_CO_ASSOCIATING
```

理由：

客户端已连接到SSID并移至其他地址。

可能的解决方案：

- 正常行为
- 从客户端删除第2个SSID

关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

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