

Ruijie Cloud

Troubleshooting Guide(V1.0)

Preface

Thank you for using our products.

Audience

This manual is intended for:

- Network engineers
- Technical support and servicing engineers
- Network administrators

Obtaining Technical Assistance

- Ruijie Networks Website: <u>https://www.ruijienetworks.com/</u>
- Technical Support Website: <u>https://ruijienetworks.com/support</u>
- Case Portal: <u>http://caseportal.ruijienetworks.com</u>
- Community: <u>http://community.ruijienetworks.com</u>
- Technical Support Email: <u>service_rj@ruijienetworks.com</u>
- Skype: <u>service_rj@ruijienetworks.com</u>

Symbols

Important information. Contains helpful suggestions or references.

Use caution. Could result in equipment damage or data loss.

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2. Ruijie Cloud Service Overview

Ruijie Cloud Service is Ruijie's easy and efficient cloud solutions for chain stores, small and medium-sized businesses and boutique hotels. The solutions include equipment deployment, monitoring, network optimization and operational lifecycle management; enabling customers with simple plug and play deployment and operation and maintenance. Meeting the needs for automatic cloud RF planning and user experience monitoring, it also supports mobile monitoring and alert, and fast provisioning by QR-Code scanning. At the same time, it provides flexible wireless user access control features, including high security "One person, one machine and one password" PPSK, built-in cloud Portal and Facebook certification.

KEY FEATURES

- Unified Device Management
- Fast Provisioning by Mobile APP
- Secure PPSK Authentication for Staff
- Captive Portal & Social Authentication for Guest
- Mobile APP Monitoring & Alert

Ruijie Cloud Service Overview



Ruijie Cloud Solution Highlights

Ruijie Cloud Service Feature List:

Deployment	Monitoring			
- Seamless Provisioning with Mobile APP	- Global Google Map Dashboard			
- Startup Wizard Guide for Initial Setup	- Network/Site Overview (Network total user, total traffic)			
- Batch Import for Device Activation	- Device Real-time Monitoring and Alert			
- Device Activation by QR-Code Scanning	- User Experience & Summary Report			
- Flexible Device Group Architecture	- Mobile Network Monitoring and Alert (Mobile APP)			
Optimization	Troubleshooting			
- Auto RF Planning (Power & Channel Optimization) - Band Steering	- Web-Cli Remote Debugging Tool			
Authentication	Advanced Features			
- Hotspot WiFi Portal (1-Click Authentication) - Facebook Login - PPSK Authentication for Staff	- Load Balancing - Wireless L2&L3 Roaming - Multi-level Account Management - Firmware Auto Upgrade			

3. Quick Start

3.1 What can I do if the device shows offline status on Ruijie Cloud

- 1) There are several steps needed to be checked, the contents are shown as below:
 - <u>Network Connectivity</u>
 - Device Running Mode(Wireless only)
 - Ruijie Cloud Hosting(Asia or Europe)
 - Device Firmware
 - Serial Number

Network Connectivity

1) Whether your device's IP address, gateway, DNS server are configured:

Ruijie-Switch#conf t Ruijie-Switch (config)#ip name-server 8.8.8.8

For how to configure those basic network settings, you can refer Ruijie Cloud Cookbook: https://www.ruijienetworks.com/support/documents/slide_73922

2) Verify the connectivity between Ruijie device and Ruijie Cloud. Execute **ping cloud.ruijienetworks.com** on device CLI.

3) Following ports are used for Ruijie Cloud management. Ensure these ports are available and data stream is permitted.

DST.IP	DST.TCP	DST.UDP
cloud-as.ruijienetworks.com	80,443	3478,3479
cloud-eu.ruijienetworks.com	80,443	3478,3479
portal.ruijienetworks.com(Captive Portal) portal-eu.ruijienetworks.com(Captive Portal)	80	

Note: AP and SMB switch have default CWMP setting which allows devices can look for Ruijie Cloud automatically. But for enterprise switch (RG-S29 series), it needs to configure CWMP URL on CLI manually. For more details, please refer Ruijie Cloud Cookbook: https://www.ruijienetworks.com/support/documents/slide_73922.

Device Running Mode (Wireless only)

Verify whether the AP is running in FAT mode, if the device is working in FAT mode, it needs to switch AP into macc mode on WEB or CLI for Ruijie Cloud registration. Command is shown as below:

Ruijie-Switch#ap-mode macc

Note: By default AP is running in FIT Mode and will convert MACC mode automatically once it has Internet access.

Ruijie Cloud Hosting (Asia or Europe)

 In order to provide smooth access and reduce Internet latency for users in Ruijie Cloud solution. There are 2 Ruijie Cloud hosting installed for global service. The dynamic hosting selection for regions or countries shows as below:

Domain	Area/Country	Hosting
	Default	Asia
	Aisa	Asia
	Europe	Europe
	Asia_Turkey	Europe
Cloud.ruijienetworks.com	Russian	Asia
Asia:35.197.150.240	Aisa_Cambodia	Asia
Europe:35.234.108.108	Asia_Israel	Europe
	Asia_Lebanon	Europe
	Asia_The United Arab	
	Emirates	Europe
	Aisa_Saudi Arabia	Europe

Europe Cloud



Asia Cloud	I	
	Platform	Area/Country
	Entry: https://cloud.ruijienetworks.com	All (except those listed in EU hosting)
	IP:35.197.150.240	Asia
	Browser https://cloud.ruijienetworks.com	
	DNS look up region belonging	Powered by MACC
		Redirect to https://cloud-as.ruijienetworks.com
		Ruíjie

2) As 2 hosting databases are isolated, if the serial number you input on and the device DNS resolution is not the same hosting, device will not show online. First, verify which hosting you are accessing in browser. Simply login your Ruijie Cloud account, and check the URL link.Cloud-as represents Asia cloud and cloud-eu is Europe Cloud. Then, login device's cli and execute **ping cloud.ruijienetworks.com** and check which IP address is resolved. (Asia-35.197.150.240, Europe-35.234.108.108). Please the cloud hosting you are accessing is same as the one device registered.

Device Firmware

Whether the device is running the latest firmware as Ruijie Cloud recommended, if the firmware version is too old, it may not be compatible with Ruijie Cloud. User can login device's web or cli and upgrade to latest firmware version. Please refer Ruijie Cloud Supported Model and Recommended Firmware Version:

https://www.ruijienetworks.com/support/documents/slide_73633

Serial Number

Whether the device's serial number is matched with the one displayed on Ruijie Cloud. The serial number can be found on device back panel or exec "show version" on CLI.

3.2 What can I do if Ruijie Cloud shows "AP was bound by other account" while adding new AP.

Message	×
The device is bound with	
accoun	

Solution:

If you are facing devices bound /used by others account issue. Please Ruijie Online technical support at Skype: <u>service_rj@ruijienetworks.com</u> and list down which **SN and MAC** need to be unbound, and the device's pictures (back panel) should be attached. We will help you to fix this within one workday.

3.3 What can I do if The AP is online but stuck on "Not Synced" status

There are several steps needed to be checked, the contents are shown as below:

Device Firmware

CWMP Configuration

Config Status

Device Firmware

Ensure devices (AP and Switch)'s versions are up to date.

Ruíjie 🍊	MONITORING CONFIGURATION MAINTENAM	NCE • 🗳 🗘 🙆 🚱 🤇
	ALL~ Q	Time Zone: (GMT+8:00)Asia/Shanghai
🗹 LOGS		AP_RGOS 11.1(5)B9P11, Release(05151211) 3
Operation Log		EG_RGOS 11.1(6)819 3
Config Log		
Upgrade Log		Previous Page 1 of 6 Next
Client Log		and the second sec
Connection Log	Device List	⊕ #- %
UPGRADE	Upgrade Upgrade All 1 Selected	SN, Alias, Description Q Advanced Search ~
Upgrade	Status SN Group Alias	Model Hardware Version Current Version Recommended Version Descrip
Firmware	Online AP740-1	AP740-I 1.00 AP_RGOS 11.1(5)B40P2, Release(05161917) AP_RGOS 11.1(5)B40P9, Release(05230211)
	Online Callebration Statements 520w2	AP520(W2) 1.00 AP_RGOS 11.1(5)B40P2, Release(05171110) AP_RGOS 11.1(5)B40P9, Release(05230211)

Notes: Cloud configure Facebook Auth or external portal auth with HTTPS URL, this requires to upgrade AP firmware to B40P9 or later.

CWMP Configuration

Use command "show cwmp config" on device's CLI and check whether the CWMP URL and CWMP Interval(180s) are correct.

Ruíjie	MON	TORING	CONFIGURATION	MAINTENANCE	
	ALL V	Web Cli		× ie Zone: (GMT+8:00))Asia/Shangha
		SN:G1KD9HH02	861B	Background color: Clear	
ALARM	LAPI	General >	Web Cli	Please select the target operation on the left	
		Connecti >		show cwmp configuration	- ==
	Add	Den se la se		CWMP status : enable	
	1000	Running >		ACS URL : http://cioud-as.ruijienetworks.com/service/trub9serviet	Offline Tin
		User >		ACS password :	Officie Till
				CPE URL : http://192.168.137.199:7547/ (DYNAMIC) 2.Release(05171110)	2018-11-14 16
		WLAN >		CPE username : 2. Release(05161917)	2018-11-23 10
		Wireless >		CPE password : CPE inform status - enable 2. Release(05161917)	2018-11-20.14
	100			CPE inform interval : 180s	2018-11-20 16
		Web Cli >		CPE Inform start-time : 0:0:0 0 0 0	
				CPE wait timeout : 90s	2010-11-20 14
				CPE download status : enable 9, Relense(05230211) CPE unload status : enable	2018-11-15.18
				CPE back up status : disable 1, Release(05151213)	2018-11-14 17
				CPE back up delay time : 60s 1, Release(05151211)	2018-11-14 17
	100			CPE STUN port-adaptive : disable	2019.06.25.17
				CPE STUN port : 3478	2010-00-23 11
				CPE STUN min-period :20s	2018-09-18 17
				520w2#	
				10-	32 in total
				Command: Send	

Config Status

Go to MONITORING -> DEVICE ->Access Point, select the device which showing synced fail, click "synced fail" to check the details.

ĺ	AP Lis	st New fire	mware available	for 3 devices							Ð	# - X
	Add A	AP More	1 Selected								SN, Alias, Description	
		Status	SN	Config Status	MAC	Alias	MGMT IP	Public IP	Clients	Group	Firmware Version	Offline
		🔵 Online	G1LQ7JR480762	Sync Failed	0074.9c2f.e29c	520W2	10.0.1.37	58.152.136.143	•	default	AP_RGOS 11.1(5)B40P2, Release(05171110)	2018-11-1

To synchronize all configurations to the AP, please click Manually Deliver. If a configuration fails to be synchronized, please click in the Action column to deliver it again.

To synch	ronize all configurations to the AP ple	ase click Manually De	liver. If a configuration	on fails to be synch	ronized, please click 🚯 in the Action
column t	o deliver it again.		-		
& Manual	ly Deliver 🕂 Refresh				
	Config		Status		Action
+	CWMP Interval Settings		Synced	Ŀ	
+	NAT Address Pool Settings		Synced	₽ ₿	
-	SSID Settings		Synced	F.	
	Config	Description	Status	Remarks	Updated at
WLAN ID[1],name[CCC_JebelAli_Camp],radio[1, B		Batch Deliver	Success	Success	2018-09-12 00:07:29
WLAN ID[2],name[CCC_new],radio[1,2],encrypti		Undate	Success	Success	2018-11-08 17:04:10

If above steps cannot solve the problem, you can use command perform factory-reset for testing.

Command:

AP(config)#apm factory-reset

What can I do if Gateway always in unauthorized list

- Ensure user input correct WEB password and Gateway access cloud successfully (CWMP Config and Status OK), until Gateway online then Ruijie Cloud will check SN and Password whether correct.
- If WEB password is not correct, please re-input password again at un-authorized list.
- Try Ping Cloud at EG eWEB and check CWMP status as below:

Test1# Test1#sh cw Test1#sh cwmp status CWMP status Session status Last success session Last success session time	: enable : Idle : 2 PERIODIC : Thu Nov 22 11:14:42 2018
Last fail session Last fail session time	: Retry Session : Thu Nov 22 08:40:54 2018
Session retry times Test1# Test1# Test1#	(: •)> Success

4. Configuration

Ruijie Cloud 3.1 can manage wireless and switch device as listed in release note. And this chapter will introduce configuration examples for each function.

4.1 What can I do if PPSK Authentication fails?

PPSK provides high security by using different passwords for each user and device at individual SSID. The PPSK consists with 2 components:

There are several steps needed to be checked, the contents are shown as below:

- Baisc Configuration
- Function Limitation
- Further Troubleshooting

Basic Configuration

1) Choose CONFIGURATION->PPSK.

		IFIGURATION MAINTENANC	E		8 0 0 0
க் GROUPS	Ruijie_demo ∨ Q			Time Zone	:: (GMT+8:00)Asia/Shanghai
🙁 WIRELESS	PPSK				0 2
Basic Lavout	Add Account Delete 12 S	Selected		[/	account, Client MAC
Load Balance	Account	Client MAC	WiFi Key	Created On	Action
RF Planning	-		No matching records found		
Roaming		First Previous Pag	e 0 te of 0 Next Last		30 🔺 0 in total
BlueTooth	2				
		and the second			-
Voucher	Contraction and	and the second			
PPSK			- Constant	CORDER OF STREET	THE ALL AND
			- and	- ala	
					- in the second

2) Select designated group for PPSK authentication.

		FIGURATION MAINTENANCE	ANS AND		6 9 9 9
க் groups	Ruijie_demo			Time Zone	: (GMT+8:00)Asia/Shanghai
Basic	Cloud20180712	lected		Þ	€ ピ 🗰 + 💥 ccount, Client MAC Q
Layout Load Balance RF Planning	Account	Client MAC N	WiFi Key to matching records found	Created On	Action
Roaming BlueTooth	5	First Previous Page	0 Heliof 0 Next Last]	30 🔺 0 in total
AUTHENTICATION Voucher	-	- March	-		
PPSK			- Colorador		The ar
					II Barris

3) Click **Add Account** to initialize Wi-Fi keys for your guest to login your network.

Add Account

Download and fill in the template.Up to 1500 records can be imported

X

	'.xls' File download template	
Add Account		Close

4) After Wi-Fi keys are generated, you can view all the keys for your users. And it will be mapped to specific mac address after the user first time login or binding manually.

		GURATION MAINTENANCE	Contraction of the	6 9 9 9
க் groups	Ruijie_demo 🗸 📿			Time Zone: (GMT+8:00)Asia/Shanghai
Basic	Add Account Delete 12 Sele	ted		↔ 🖄 👫 + 🔀 Account, Client MAC – Q
Layout Load Balance RF Planning	Account RuijieDemo	Client MAC Format:ffff.ffff Bind	WiFi Key 669scyrq	Created On Action 2018-08-23 20:01:49 Im
Roaming BlueTooth		First Previous Page 1 = of 1	Next Last	30 🔺 1 in total
AUTHENTICATION Voucher		and the second	and the sea	
PPSK				Hadde and

5) Go to **CONFIGURATION->Basic** and create a PPSK SSID as below.

	Ruíjie	MONITORING	CONFIGURATION	MAINTENANCE				1 0 0 0 0
		SSID					×	
	GROUPS	WLAN ID	2	~	Hidden	No	~	IT+8:00)Asia/Shanghai
	WIRELESS	SSID	PPSK		Forward Mode Ø	NAT	~	Save: More -
	Basic					[NAT Address Pool Configuration]		
	Layout	Encryption Mode	PPSK	~	Radio	🛃 Radio1(2.4GHz) 🛃 Radio2(5GHz)		~
	Load Balance					Radio3 @ (2.4GHz or 5GHz)		
	RF Planning							
	Roaming	Band Steering @						Action
	BlueTooth	Rate limit per Client	0					
0	AUTHENTICATION	Rate limit by SSID	0					0 . 1 in total
	Voucher	Auth						
	PPSK			OK	el			can O Access
		ON/OFF		ONVOEE	-	ONVOEE	CO.	
		ON/OFF					[
		Max Clients	128	Max Clients	128	Max Clients	128	

Function Limitation

- The PPSK function only supports importing **1500** passwords.
- PPSK is based on MAC address binding of terminals, and multiple devices under the same user also need to login with different passwords.
- Each AP can only configure a **PPSK authentication SSID**.
- The PPSK password is generated randomly and does not support custom password format.
- The AP can support PPSK only after upgrade to **B40P2** or later version.
- There is no validity date for PPSK, which could be used all the time once created.
- The PPSK could be created manually or by batch import;

- The AP130(L) does not support PPSK;
- Only the Sub account user who is assigned with the root group is able to configure PPSK.

Further Troubleshooting

Double check the basic configuration, especially the group you create PPSK;

Perf	Q			Т	ime Zone: (GMT+8:00)PRC
DDOV		A CARL REAL PROPERTY AND A CARL REAL PROPERTY			
Add Ao	count Delete	0 Selected		Ac	ତ ⊿ 📭 - 🕅
	Account	Client MAC	WiFi Key	Created at	Action
	zmn3	Format:fff.ffff Bind	9evzaph3	2018-08-07 16:56:49	80
	G1	Format:ffff.ffff Bind	i5azx7yc	2018-10-12 14:30:57	e
		First Previous Page 1 of 1	Next Last		10 a 2 in total

 Check if the WIFI key has been occupied by other terminals, if yes, the client mac should be bind.

Perf ∨	Q			Tir	ne Zone: (GMT+8:00)PRC				
	/								
Add Ad	Add Account Delete 0 Selected								
	Account	Client MAC	WiFi Key	Created at	Action				
	zmn3	Format:fff.ffff.ffff Bind	9evzaph3	2018-08-07 16:56:49	ē 🗉				
	G1	Format:fff.ffff Bind	i5azx7yc	2018-10-12 14:30:57	Ē				
	First Previous Page 1 of 1 Next Last 10 A 2 in total								

• Check if the WIFI key has been removed or deleted from Ruijie cloud.

How to configure the Voucher Authentication

Voucher authentication on Ruijie Cloud allows you to charge users for wireless network access using access codes. Concurrent users, time period and data quota limit can be customized and offer to your guests.

Configuration Steps

- 1) Navigate to **CONFIGURATION->AUTHENTICATION->Voucher**.
- 2) Click Manage Profile and Add Profile to define a voucher type for your guests.

Add Package		×
Package Name	•	
Description		
Price		
Max Concurrent Devices	3 •	
Bind MAC		
Period	30 Minutes •	
Data Quota	100 MB •	
Max Download Rate	Unlimited •	
Max Upload Rate	Unlimited •	
	OK Cancel	

Note: Max Concurrent Devices: If disabled bind MAC, means MAX concurrent online mobiles; if enabled bind MAC, means MAX bound mobile MAC address even user offline also counted. MAC will be bound at first time login in with Voucher.

3) Back to voucher page and click Print Voucher

Vouch	her						Ð	⊿ # - 8
Print V	oucher Manage Prof	file More 👻	Total Voucher:	0 🕒 Voucher	In Use: 0 🛛 🔴 Deplet	ed Voucher: 0	Voucher Code, Name/Ref Q Adva	anced Search \vee
	Voucher Code	Name/Ref	Time Period	Created At	Expired At	No. of Devices (Current/Max)	Used Data/Data Limit (MB)	Status
	No matching records found							
			First	Previous	Page 0 of 0	Next	10	▲ 0 in total

4) Select the way you want to print voucher codes and fill the quantity if you are selecting Multiple Vouchers.

ሔ	GROUPS	Cloud20180712 ~ Q	Time Zone: (GMT+8:00)Asia/Ho	ong_Kong
٢	WIRELESS Basic	Voucher > Print Voucher	Please enter a positive integer: 1~100	
	Load Balance RF Planning	Single Voucher	Quantity 60 Profile Details Profile Name Guest-Type 1 No. of Devices (Max): 3 Time Period: 1 Day Data Quant (MB): 500	
	Roaming BlueTooth	Multiple Vouchers	Print Method Print (44) ONE COLLOM *	
S	AUTHENTICATION Voucher PPSK	Reprint Voucher		

5) Click the **Print** button

6)	Create an SSID	with voucher inne	portal on	CONFIGURATION-	>WIRELESS->Basic
----	----------------	-------------------	-----------	----------------	------------------

SSID		×
WLAN ID	2 Hidden No	~
SSID	Voucher-Login Forward Mode @ NAT	~
	[NAT Address Pool Configuration]	
Encryption Mode	OPEN Radio Radio1(2.4GHz) Radio2(5GHz) Radio3 @ (2.4GHz or 5GHz) 	
Band Steering @		
Rate limit per Client		
Rate limit by SSID		
Auth		
Mode	Inner Portal ~	
Seamless Online @	C Enable Day ~	
Login Options	O Social Login	
	O One-click Login 🛛	
	Voucher	
	Status Balance Page 🛛 🔍	

7) *(Optional)* Click **Sub Account** on top right corner and create an account as voucher operator role who can only view the voucher page.

	CONFIGURATION	MAINTENANCE .		1 0000
	Add Account		×	
ALL 🗸 🔵 Ruijie_demo 🗸 📿	Group :	Ruijie_demo		Time Zone: (GMT+8:00)Asia/Shanghai
Account List	Username :			0
Username.Full Name,Mobile,Err Q Search	Security Code :	Get Security Code	•	
Username Role	Password :		•	Email Action
	Language :	English 🔻		
	Description :			10 🔺 0 in total
	Expired :	2999-01-01		
	Mobile :			
	Role :	Voucher Operator 🔹	0	
		Save	Cancel	

8) (Optional) Bind/Unbind MAC

If **Bind MAC** is enabled for the package, the voucher code used by a device will be bound with its MAC address. The number of bound MAC can be set in **Max Concurrent Devices**. When the **Status** is **Activated** or **Depleted**, you can click

in the **Bind MAC** column to unbind MAC addresses.

Vou	ICher t Voucher Ma	inage Package	e More +	Total V	/ouchers: 10	Activated Vouchers: 0	Depleted Vouchers	9 : 1		nd3uz5	ی ک Advar	2 III - ∑3 nced Search ∨
	Voucher Code	Name/Ref	Package Name	Price	Period	Created at	Expired at	Devices Bind N	MAC Data Usage	Max Download Rate	Max Upload Rat	e Status 🖌
	nd3uz5	-	Jack01	10.00	30 Minutes	2018-11-14 10:21:27	2018-11-14 10:55:17	0/9 Yes	3 MB/100 MB	B Unlimited	Unlimited	Depleted
	First Previous Page 1 of 1 Next Last								10 -	⊾ 1 in total		
Во	und MA	C Addre	ess List									×
		N	IAC		B	ound at		Total Online	Time	Total	Traffic /	Action
		044b.e	d3d.c411		2018-11	1-14 10:25:17	0Days	0Hours 8Minu	ites 8seconds	2	2M	-
		First Previous Page 1			of 1 Ne	ext La	ast		10 🔺 1 ir	n total		

What can I do if Wireless STA shows IP address "0.0.0.0" on Client List

There are 2 possibilities may cause this problem:

- No traffic flow upload to AP after client connected
- It will take around 5 minutes to refresh the data on Ruijie Cloud

How to choose 2.4GHz and 5GHz Radio interface for Access Point?

WLAN ID	1	Hidden	No	▼
SSID		Forward Mode @	NAT	•
			NAT Address Pool Configuration	
Encryption Mode	OPEN 🔻	Radio	🗸 Radio1 🔽 Radio2 🗌 Radio3	

• Radio 2 represent 5GHz

How to disable WEB portal page after user roaming to other APs?

In WEB authentication scenario, user can enable "Seamless Online" function on SSID page for seamless roaming.

SSID			
WLAN ID	1 *	Hidden	No
SSID	BJ-Voucher	Forward Mode @	Bridge
		VLAN ID	1
Encryption Mode	OPEN •	Radio	🗹 Radio1(2.4GHz) 🗹 Radio2(5GHz)
			☑ Radio3 ❷ (2.4GHz or 5GHz)
Band Steering 🛛			
Rate Limit per Client			
Rate Limit by SSID			
Auth			
Mode	Inner Portal 🔹		
Seamless Online 🕜	C Enable		
Login Options	Social Login		
	One-click Login @		
	✓ Voucher		
	Status Balance Page 🛛		

How to configure idle-timeout on Ruijie cloud

• If the auth mode is external portal, you could go to CONFIGURTION -> Basic, edit SSID, and set the idle client timeout on advanced setting;

Auth	
Mode	External Portal
Portal Server URL @	
Portal IP @	
Portal Port(Optional)	
Gateway ID(Optional)	
Seamless Online	Enable(Available only when supported by Auth server)
Idle Client Timeout	 Enable Advanced Settings ^ In (1~65535)minutes, client with traffic cost less than (0~4294967294Bytes) will be kicked off.
	OK

• If your auth mode is inner portal, you could execute command on CLI page, the example is shown as below:

AP(config)#wlansec 1

AP(config-wlansec)#web-auth offline-detect interval ?

<1-65535> In Minutes, default 15

How many language supported on portal page?

- 10 Languages Supported: English, Indonesia, Malay, Thai, Turkish, Vietnamese, Russian, etc.
- 3 Languages Selected at Each Time: can select 3 language for one portal page.

Post Login URL	http://www.baidu.com			
Language	× Chinese (Traditional) × Englis	h	(Three languages at most)	
Portal Page Ø	Chinese (Simplified)			
i ortain age o	Chinese (Traditional)			
	English		Change	
	Indonesian			69 ar
	Japanese		56 characters remain	Dutto
	Malay			Powered by MACE
	Russian		Change Clear	Test
	Marketing Message	testdddd		
			52 characters remain	Summer and State
	Terms & Conditions	testdddd		There is
				testdddd

5. Maintenance

How to use WEB CLI for device on Ruijie Cloud?

Choose designated device and click More->Diagnosis Tool

	DASHBOARD	$ALL \sim$	>	demo_1 ~ Q								Time Zone: (GMT+8:	00)PRC
	ALARM	AP Li	ist									0 #	- 20
Ш	ANALYSIS	Add	AP	More - 1 Selected								SN, Device Alias, Descript	tion Q
	Quality		Sta	Move To	Config Status	MAC	Device Alias	MGMT IP	Public IP	Clients	Group	Firmware Version	¢
	Traffic		00	Delete	Synced	58:69:6C:BE:AB:10	740	172.17.207.82	111.204.215.184	-	demo_1	AP_RGOS 11.1(5)B9P5, Release(04180410)	2018-
	Access Point		00	Diagnosis Tool	Not Synced	58:69:6C:99:08:F5	Ruijie	172.17.185.122	111.204.215.182	2	QA_lab	AP_RGOS 11.1(5)B01	2018-
	Switch	_	_	Diagnosis roor							_		
	Client	2			First	Previous	Page 1	of 1	Next	t		10 - 2 ir	n total
4	DEVICE	-		and the second	F	-		-		-	-		
	Access Point			-				-	_	-	-	and the second second	
	Switch				-								

How to configure the function which Ruijie Cloud doesn't support?

Click **CLI Command** on **CONFIGUATION**->**Basic** and add the command that needs to be configured.

🔓 a	Hi, this is MACO-BASE	MONITORING CONFIGURATION MAINTENANCE
Time Zone: (GMT+10:30)Austre		Beijing,Ruijie × 🛛 Q
Import		Beijing_Ruijie
10 = 0 in to	d Previsor Page 0 of 0 Next Last	
		Radio 🖸
	Radio2	Radio1
	ON/OFF	ON/OFF
	Max Clicots 64	Max Clients 64
		Security
G Fackboo		Whitelist O
Action	Description	Address
	No matching records found	
5 🔺 0 in tota	t Previous Page 0 of 0 Next Last	
Artico	Description	CLI Command Model
	No matching records found	

Why there is no traffic displaying on analysis->traffic page?

Only the sub account of layer-1 group can view statistics in Analysis.

Ruíjie	MONITORING	CONFIGURATION MA	
DASHBOARD	Office1 Y Q		Time Zone: (GMT+8:00)Asia/Hong_Kong
! ALARM			
LL ANALYSIS			
Quality			
Traffic	4		
Access Point		Office1 is a sub o	o group which does not support the report analysis. Please contact the Administrator for the report data.
Switch			

How to move AP from group 1 to other group?

Go to MONITORING -> DEVICE -> Access Point page, select AP, click More, choose move to on the dropdown list to move the AP to the other group as required.

$\leftrightarrow \rightarrow \mathbf{C}$ Secure http:	os://cloud-as.ruijienetwor	ks.com/admin3/	
	MONITORING	CONFIGURATION	MAINTENAN
DASHBOARD	ALL \lor) Beijing_La	b_E ∽ Q	
! ALARM	AP List New firm	ware available for 10 device:	5
	Add AP More -	1 Selected	
Quality	Status	re to nfig Status	MAC
Traffic	Dele 🖉 🖉 Onli	ete ync Failed	-
Access Point	Res Onli	tart Synced	5000000
Switch	Diag	gnosis Tool ync Failed	5

Why Cannot See Recommended Firmware?

- Every day 4:00 AM (Aisia Cloud UTC+8 4:00AM, Europe Cloud UTC+1 4:00 AM) cloud will check latest firmware and recommend to upgrade.
- If urgently need upgrade the AP, please download the firmware from official website or get from TAC team, then upload firmware by yourself to upgrade.

Se	lect Firmware				×
	Cloud Firmware Private Firm	ware			
	Firmware Version, Release Note	Q Search			
	Firmware Version	File Size (MB)	Applicable Model	Released at	Release Note
		Nor	matching records found		
	First	Previous Page 0	of 0 Next La	ist	10 🔺 0 in total
			Pl	ease select a firmware.	Finish Cancel

	MONITORING	CONFIGURATION	MAINTENANCE				e 🖞	?	® 8
🖉 logs	Version Details	Private Firmware							
Operation Log Config Log	Firmware Version, A	Applicable Q Search				Upload Firmware Delete	e 0 Selected 📀	!! •	×
Upgrade Log	Firm	ware Version File	File Size (MB)	Applicable Model	Uploaded at	Released at	Description	Ac	tion
Client Log				No matching records found					
Connection Log			First Previous	Page 0 of 0 Next	Last		10 .	0 in	total
UPGRADE	4								
Upgrade Firmware					"ne	-			

6. Appendix-- Common Troubleshooting & Debugging Command

Check STA Traffic on AP: show wqos control flow sta ipv4

520w2#sh wqos control flow sta ipv4 wqos fs sta cnt: 1											
mac	up/down	last	sec <pkts,b< th=""><th>oytes></th><th>last</th><th>min<pk< th=""><th>kts,byt</th><th>es></th><th>tota</th><th>l<pkts,bytes></pkts,bytes></th><th></th></pk<></th></pkts,b<>	oytes>	last	min <pk< th=""><th>kts,byt</th><th>es></th><th>tota</th><th>l<pkts,bytes></pkts,bytes></th><th></th></pk<>	kts,byt	es>	tota	l <pkts,bytes></pkts,bytes>	
8C85.90B2.0D21	up down	<	0, 0 0, 0	> >		35, 27,	4500 9214	× ×	< < <	612, 72488 435, 76404	× ۲
520w2#											

AP not traffic display on Cloud: *debug macc log info*

Debug WiFidog Authentication Interaction: *debug web wifidog*

Debug Print More: *debug syslog limit numbers 0 time 0 > y*

Check STA Speed Limit Status: show wqos con rate-limit sta-info

520W2 wqos mac	#show wqo: rl sta cn : address	s con t:1 wlan	rate-1	imit sta-info rate-limit-t∨pe	up-avo	up-burst	down-avo	down-burst
9/195	0082 0D21			static		0		
0000.	5062.0021			dynamic	640	640	640	640
52.0W2	#							

Check Root Cause of Facebook Login fail: *debug acl efacl acl-show all*

Web Cli	×
SN:G1LQ7JR278395	Background color: 🗾 🔲 🗌 Clear
General > Web Cli	sn0xf3000223 etype0x86dd emask0xffff protocol17 dop3 dpo1547 dpo20 act P K-
Connecti >	type: 7 Web_Redirect, the number of list: 4
Running >	sn-0x1a4 etype-0x800 emask-0xffff dstip-31.13.95.12 dstipmask-255.255.255.255 act P
User >	 sn0x1ae etype0x800 emask0xffff dstip203.80.102.17 dstipmask255.255.255.255 act
WLAN >	P sn0x1b8 etype0x800 emask0xffff dstip31.13.95.36 dstipmask255.255.255.255 act P
Wireless >	 sn0x1c2 etype0x800 emask0xffff dstip157.240.15.16 dstipmask255.255.255.255 act
Web Cli >	P sn0x1cc etype0x800 emask0xffff dstip31.13.95.8 dstipmask255.255.255.255 act P
	sn0x1d6 etype0x800 emask0xffff dstip203.80.102.18 dstipmask255.255.255.255 act P
	sn0x1e0 etype0x800 emask0xffff dstip157.240.15.35 dstipmask255.255.255.255 act P
	sn0x1ea etype0x800 emask0xffff dstip157.240.15.36 dstipmask255.255.255.255 act P
	sn0x1f4 etype0x800 emask0xffff dstip31.13.95.37 dstipmask255.255.255.255 act P
	sn0x1fe etype0x800 emask0xffff dstip31.13.95.5 dstipmask255.255.255 act P
	Command: debug acl efacl acl-show all Send