i-Share+ Product

Routine Maintenance and Troubleshooting

Contents

Preface

Audience

Ruijie business partners and customers who are responsible for configuring and maintaining Ruijie wireless devices.

Revision Record

Release Date	Change Contents	Reviser
2016.06	Initial publication V1.0	TAC Oversea

Note :

For more detail configuration , see configuration guide for each product . you can download configuration guide at http://www.ruijienetworks.com

For more technical enquiry , you can visit Ruijie Service portal at http://case.ruijienetworks.com . You need to sign up before submit a case.

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Routine Maintenance

Command used for routine maintenance:

You can run the **show ap-config summary slot** command on an access controller (AC) to display the online state of mini APs. The figure below shows that 1,879 mini APs are installed and 57 mini APs are offline currently.

```
JHC-AC#show ap-config summary slot
Radio: Radio ID
       E = enabled, D = disabled, N = Not exist
       Current Sta number
       Channel: * = Global
       Power Level = Percent

Total AP Number: 88
Total Install Slot Number: 1879
Total Online Slot Number: 1822
Total Offline Slot Number: 57

AP(TLL-06-2)'s Slots Information
Install Slot Number: 24
Online Slot Number: 24
Offline Slot Number: 0
AP mac         Slot ID Slot Name                      Model     Slot Mac       Radio              Radio              Up/Off time
 State
-------------- ------- ------------------------------ --------- -------------- ------------------ ------------------ -------------
 -------
5869.6c33.70af 1       5869.6c42.4a1a                 MAP552-W  5869.6c42.4a1a 1  E   0    6*  100 2  E   0  153*  100    0:08:41:35
 online
5869.6c33.70af 2       5869.6c41.b5f0                 MAP552-W  5869.6c41.b5f0 3  E   0   11*  100 4  E   0  157*  100    0:08:41:29
 online
5869.6c33.70af 3       5869.6c41.c757                 MAP552-W  5869.6c41.c757 5  E   0    1*  100 6  E   0  161*  100    0:08:40:05
 online
```

Command used for routine maintenance:

You can run the **show ap-config slot *apname*** command on an AC to display information about the mini APs connected to the corresponding master AP. The displayed information includes the online users, power level, channels, and online duration of each radio.

```
JHC-AC#show ap-config slot LCBY-01-N-1
Radio: Radio ID
       E = enabled, D = disabled, N = Not exist
       Current Sta number
       Channel: * = Global
       Power Level = Percent

Install Slot Number: 23
Online Slot Number: 23
Offline Slot Number: 0
```

Slot ID	Slot Name	Model	Slot Mac	Radio					Radio					Up/Off time	State
1	5869.6c40.8f3d	MAP552-W	5869.6c40.8f3d	1	E	0	6*	10	2	E	0	153*	20	7:05:49:46	online
2	5869.6c40.4db8	MAP552-W	5869.6c40.4db8	3	E	0	11*	10	4	E	0	157*	20	7:05:49:04	online
3	5869.6c40.560f	MAP552-W	5869.6c40.560f	5	E	0	1*	10	6	E	0	161*	20	7:05:48:32	online
4	5869.6c40.4f61	MAP552-W	5869.6c40.4f61	7	E	0	6*	10	8	E	0	149*	20	7:05:48:17	online
5	5869.6c40.575e	MAP552-W	5869.6c40.575e	9	E	0	11*	10	10	E	0	153*	20	7:05:48:12	online
7	5869.6c40.4dc7	MAP552-W	5869.6c40.4dc7	13	E	0	6*	10	14	E	0	161*	20	7:05:49:43	online
8	5869.6c40.4ed0	MAP552-W	5869.6c40.4ed0	15	E	0	11*	10	16	E	0	149*	20	7:05:48:27	online
9	5869.6c40.50a1	MAP552-W	5869.6c40.50a1	17	E	0	1*	10	18	E	0	153*	20	7:05:48:53	online
10	5869.6c40.5047	MAP552-W	5869.6c40.5047	19	E	0	6*	10	20	E	0	157*	20	7:05:49:39	online
11	5869.6c40.57a9	MAP552-W	5869.6c40.57a9	21	E	0	11*	10	22	E	0	161*	20	7:05:48:22	online
12	5869.6c40.4f70	MAP552-W	5869.6c40.4f70	23	E	0	1*	10	24	E	0	149*	20	7:05:49:47	online
13	5869.6c40.4d90	MAP552-W	5869.6c40.4d90	25	E	0	6*	10	26	E	0	153*	20	7:05:49:47	online
14	5869.6c40.5786	MAP552-W	5869.6c40.5786	27	E	0	11*	10	28	E	0	157*	20	7:05:49:02	online
15	5869.6c40.8fe7	MAP552-W	5869.6c40.8fe7	29	E	0	1*	10	30	E	0	161*	20	7:05:48:58	online
16	5869.6c40.4ebc	MAP552-W	5869.6c40.4ebc	31	E	0	6*	10	32	E	0	149*	20	7:05:49:47	online

Displaying the i-Share software version:

Check whether a master AP and connected mini APs have consistent versions. If the versions vary from each others, the APs may work abnormally.

```
JHC-AC#show ver all slot
AP(LCBY-03-N-2)'s version:
  Product ID            : AM5528
  System uptime         : 5:3:14:30
  Hardware version      : 1.00
  Software version      : AM_RGOS 11.1(5)B6, Release(02211702)
  Patch number          : NA
  Software number       : M02012909172015
  Serial number         : G1J81PN000879
  MAC address           : 5869.6c34.0a9a
  Module information:
    Slot 1: 5869.6c41.b497
      Hardware version    : 1.00
      Software version    : RGOS 11.1(5)B6, Release(02211701)
      Software number     : M01133409172015
      Serial number       : G1JD90Z051424
      MAC address         : 5869.6c41.b497
    Slot 2: 5869.6c41.b523
      Hardware version    : 1.00
      Software version    : RGOS 11.1(5)B6, Release(02211701)
      Software number     : M01133409172015
      Serial number       : G1JD90Z051707
      MAC address         : 5869.6c41.b523
```

Command used for routine maintenance:

You can log in to a master AP to display the connection state of corresponding mini APs. See the figure below:

```
Ruijie#show dvmg state
index  slot_id  type     fsm_state       dev_state  online time     system uptime   ifx  mac
------ -------- -------- --------------- ---------- --------------- --------------- ---- ------------------
1      1        CARD     Run             Online     7:5:22:2        7:5:22:42       17   5869.6c40.8f3d
2      2        CARD     Run             Online     7:5:21:20       7:5:22:41       18   5869.6c40.4db8
3      3        CARD     Run             Online     7:5:20:48       7:5:22:41       19   5869.6c40.560f
4      4        CARD     Run             Online     7:5:20:33       7:5:22:41       20   5869.6c40.4f61
5      5        CARD     Run             Online     7:5:20:28       7:5:22:41       21   5869.6c40.575e
6      7        CARD     Run             Online     7:5:21:59       7:5:22:42       23   5869.6c40.4dc7
7      8        CARD     Run             Online     7:5:20:43       7:5:22:41       24   5869.6c40.4ed0
8      9        CARD     Run             Online     7:5:21:8        7:5:22:41       1    5869.6c40.50a1
9      10       CARD     Run             Online     7:5:21:55       7:5:22:41       2    5869.6c40.5047
10     11       CARD     Run             Online     7:5:20:38       7:5:22:42       3    5869.6c40.57a9
11     12       CARD     Run             Online     7:5:22:4        7:5:22:42       4    5869.6c40.4f70
12     13       CARD     Run             Online     7:5:22:5        7:5:22:41       5    5869.6c40.4d90
13     14       CARD     Run             Online     7:5:21:17       7:5:22:41       6    5869.6c40.5786
14     15       CARD     Run             Online     7:5:21:14       7:5:22:42       7    5869.6c40.8fe7
15     16       CARD     Run             Online     7:5:22:9        7:5:22:42       8    5869.6c40.4ebc
16     17       CARD     Run             Online     7:5:21:8        7:5:22:41       9    5869.6c40.5655
17     18       CARD     Run             Online     7:5:21:23       7:5:22:41       10   5869.6c40.4f57
18     19       CARD     Run             Online     7:5:21:53       7:5:22:41       11   5869.6c40.8a6a
19     20       CARD     Run             Online     7:5:20:58       7:5:22:41       12   5869.6c40.89f2
20     21       CARD     Run             Online     7:5:22:14       7:5:22:42       13   5869.6c40.4e4e
21     22       CARD     Run             Online     7:5:21:50       7:5:22:41       14   5869.6c40.4f02
22     23       CARD     Run             Online     7:5:21:3        7:5:22:41       15   5869.6c40.4f66
23     24       CARD     Run             Online     7:5:20:53       7:5:22:41       16   5869.6c40.4eee
```

Command used for routine maintenance:

You can run the **show device cmd LINE** command on a master AP to display information about the connected mini APs. You do not need to log in to mini APs one by one. For example, running the **show device cmd exception** command on the master AP has the same effect as running the **show exception** command on mini APs one by one. **device cmd** in the former command can be considered to show relevant information of all mini APs , instead of logging to mini APs one by one.

```
Ruijie#show device cmd exception
slot 1
There is no exception storaged.

slot 2
There is no exception storaged.

slot 3
There is no exception storaged.

slot 4
There is no exception storaged.
```

```
Ruijie#show device cmd dot11 mbssid
slot 1
   name: Dot11radio 1/0.1
wlan id: 1
   ssid: JHC-WLAN
  bssid: 0a69.6c40.8f3f

   name: Dot11radio 2/0.1
wlan id: 1
   ssid: JHC-WLAN
  bssid: 0a69.6c40.8f40
```

Routine Maintenance Suggestions

FAQ:

Q: What is the transmit power and coverage range of a mini AP?
A: The transmit power is 15 dBm at 2.4 GHz, and 23 dBm at 5.8 G Hz. A mini AP can provide coverage in a dormitory room. The 10 m range is recommended in an unobstructed environment. The actual range can be 30 m. It is recommended that the power be adjusted to a smaller value in actual deployment to avoid interference.

Q: Does the power supply based on a micro-program control unit (MCU) that a master AP provides for connected mini APs adopt a proprietary or public protocol?
A: A proprietary protocol.

Q: By default, the i-Share solution enables the CAPWAP packet segmentation function. What is the default size of a fragment and in what conditions does the default size need to be modified?
A: The default size is 1,500 bytes, which needs to be modified when the gateway of AM5528 is configured with the IP maximum transmission unit (MTU).

Q: A gigabit electrical port supports the maximum 100 m transmission distance, but the transmission distance may exceed 100 m in some cabling environments. In this case, can 10GB optical ports be interconnected using gigabit modules?
A: If the transmission distance exceeds 100 m, you are advised to adjust the master AP deployment position or increase the number of master APs. 10 gigabit optical ports do not support multiplexing but can be downward compatible with gigabit modules.