



Dallas, Texas
2011

RAP Debugging



RAP Console – How-to Access

Either bridge mode or split-tunnel mode can use the RAP Console screens in the WebUI to troubleshoot AP connectivity issues.

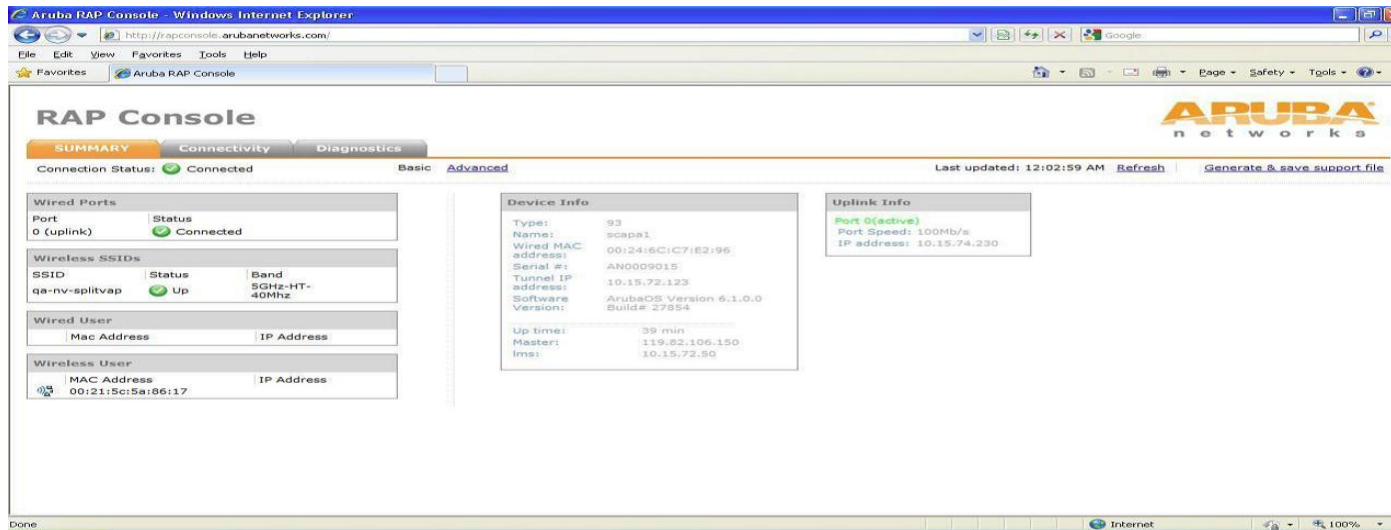
To access the RAP console:

1. Connect a PC to the RAP and open a Web browser.
2. Point the browser to the following URL:

<http://rapconsole.arubanetworks.com>

RAP Console – Summary Tab

This displays the summary status of RAP and details such as associated clients, connectivity status, etc. The Advanced option displays further details on AP wireless stats and wired port stats. This page also has a link to generate support file (Generate and save support file link). These logs will be needed for all issues where LD logs are requested.



The screenshot shows the Aruba RAP Console interface in Internet Explorer. The browser address bar shows <http://apconsole.arubanetworks.com/>. The page title is "RAP Console" and the Aruba Networks logo is in the top right. The interface has three tabs: "SUMMARY" (selected), "Connectivity", and "Diagnostics". Below the tabs, it shows "Connection Status: Connected" with a green checkmark. There are links for "Basic" and "Advanced" views, and a "Last updated: 12:02:59 AM" timestamp with "Refresh" and "Generate & save support file" links.

Wired Ports	
Port 0 (uplink)	Status: Connected

Wireless SSIDs		
SSID	Status	Band
qa-nv-splitvap	Up	5GHz-HT-40MHz

Wired User	
Mac Address	IP Address

Wireless User	
MAC Address	IP Address
00:21:5c:5a:86:17	

Device Info	
Type:	93
Name:	scape1
Wired MAC address:	00:24:6C:C7:E2:96
Serial #:	AN0009015
Tunnel IP address:	10.15.72.123
Software Version:	ArubaOS Version 6.1.0.0 Build# 27854
Up time:	39 min
Master:	119.82.106.150
lms:	10.15.72.50

Uplink Info	
Port 0(Active)	
Port Speed:	100Mb/s
IP address:	10.15.74.230



RAP Console – Connectivity Tab

CONNECTIVITY TAB

The Connectivity tab indicates status of RAP connectivity to master controller. This page also indicates if there are any errors with connectivity and **appropriate error codes**.

The screenshot shows the Aruba RAP Console web interface in Internet Explorer. The browser address bar shows <http://rapconsole.arubanetworks.com/>. The page title is "RAP Console". The navigation tabs are "Summary", "CONNECTIVITY", and "Diagnostics". The "CONNECTIVITY" tab is selected. The "Connection Status" is "Connected" with a green checkmark. The "Last updated" time is "12:03:54 AM". There are links for "Refresh" and "Generate & save support file".

The "Connected" section contains the following diagnostic results:

Uplink status.....	✓ Successful: eth0 interface is up
IP information.....	✓ Successful: IP:10.15.74.230 Mask:255.255.255.0 Gateway:10.15.74.254
Gateway Ping.....	✓ Successful: Packet Loss 0%
TPM Certificates.....	✓ Successful
Master Connectivity.....	✓ Successful: IP 119.82.106.150 using Ethernet

At the bottom, there is a "Last reboot" message: "Last reboot: AP rebooted Fri Dec 31 18:13:19 PST 1999 Reason: Unable to set up IPsec tunnel after 360 tries". A "RebootRAP Now" button is present. A note states: "Note: Please refer to user manual on how to set RAP to the factory default state. That will cause the initial provisioning sequence to be initiated."

RAP Console – Diagnostics Tab



DIAGNOSTICS

Aruba RAP Console - Windows Internet Explorer

http://rapconsole.arubanetworks.com/

File Edit View Favorites Tools Help

Aruba RAP Console

RAP Console ARUBA networks

Summary Connectivity **DIAGNOSTICS**

Connection Status: ✔ Connected Last updated: 12:06:47 AM [Refresh](#) [Generate & save support file](#)

Diagnostics

Test: Ping Destination: 8.8.8.8 bridge OK Clear Abort Logs

```
===== Sending (12:04:34 UTC+0530): ping 8.8.8.8 =====
PING 8.8.8.8 (8.8.8.8): 56 data bytes
64 bytes from 8.8.8.8: icmp_seq=0 ttl=49 time=55.5 ms
64 bytes from 8.8.8.8: icmp_seq=1 ttl=49 time=49.2 ms
64 bytes from 8.8.8.8: icmp_seq=2 ttl=49 time=51.5 ms
64 bytes from 8.8.8.8: icmp_seq=3 ttl=49 time=51.9 ms
--- 8.8.8.8 ping statistics ---
4 packets transmitted, 4 packets received, 0% packet loss
round-trip min/avg/max = 49.2/52.0/55.5 ms
===== END (12:04:41 UTC+0530ping) =====
```

[Reboot RAP Now](#) Note: Please refer to user manual on how to reset RAP to factory default.

Done Internet 100%



RAP Console – Dig Tab w/ Logs

DIAGNOSTICS PAGE WITH LOGS:

You have an option to view multiple logs AND generate a support file which will have all RAP related logs which would give very useful information on debugging issues from the RAP side.

Aruba RAP Console - Windows Internet Explorer
http://rapconsole.arubanetworks.com/

RAP Console

Summary Connectivity **DIAGNOSTICS**

Connection Status: ✔ Connected Last updated: 12:07:17 AM Refresh [Generate & save support file](#)

Diagnostics

Test: Ping Destination: 8.8.8.8 bridge OK Clear Abort

Logs

- sapid_debug
- dmesg
- rapper
- driver_log
- connectivity_log

RebootRAP Now Note: Please refer to user manual on how to reset RAP to factory default.

USE THE VBN TROUBLESHOOTING SECTION MENTIONED IN THE VBN VRD TO HAVE INITIAL TROUBLESHOOTING DONE

This Guide has to great detail tried breaking down the different phases and illustrated with the use of commands and flowcharts some great troubleshooting tips.

Go to the Aruba Networks public website:

<http://www.arubanetworks.com/>

Navigate to Technology>Design Guides

**Design Guide: Virtual Branch Networks Validated Reference
Design v3.0RN**

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RAP's bootstrapping due to heartbeat misses



One, or more reasons below:

- Heartbeats not reaching the controller
- Heartbeat are reaching the controller and are being dropped at controller.
- RAP is not receiving the heartbeat replies which are sent from controller. (might be dropped in network).
- Heartbeats getting dropped at the RAP itself