

Mist 運用マニュアル

認証エラー 確認手順(拠点単位)

ジュニパーネットワークス株式会社
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JUNIPER 
driven by Mist AI

はじめに

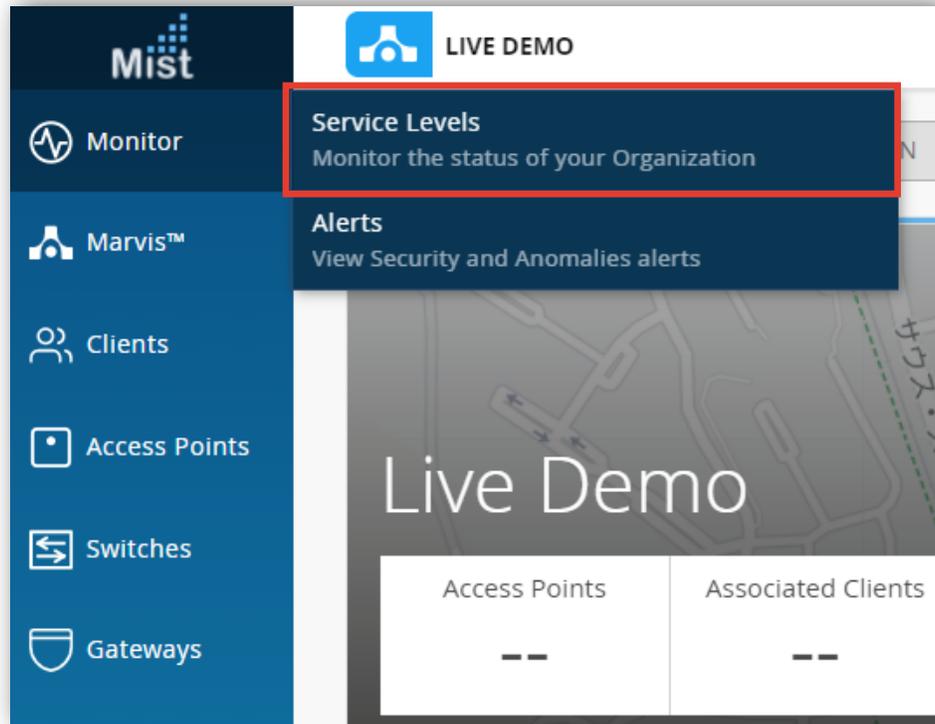
- ❖ 本マニュアルは、『認証エラー 確認手順(拠点単位)』について説明します
- ❖ 手順内容は 2021年7月 時点の Mist Cloud にて確認を実施しております
実際の画面と表示が異なる場合は以下のアップデート情報をご確認下さい
<https://www.mist.com/documentation/category/product-updates/>
- ❖ 設定内容やパラメータは導入する環境や構成によって異なります
各種設定内容の詳細は下記リンクよりご確認ください
<https://www.mist.com/documentation/>
- ❖ 他にも多数の Mist 日本語マニュアルを「ソリューション & テクニカル情報サイト」に掲載しております
<https://www.juniper.net/jp/ja/local/solution-technical-information/mist.html>

■ 運用ケース(例)

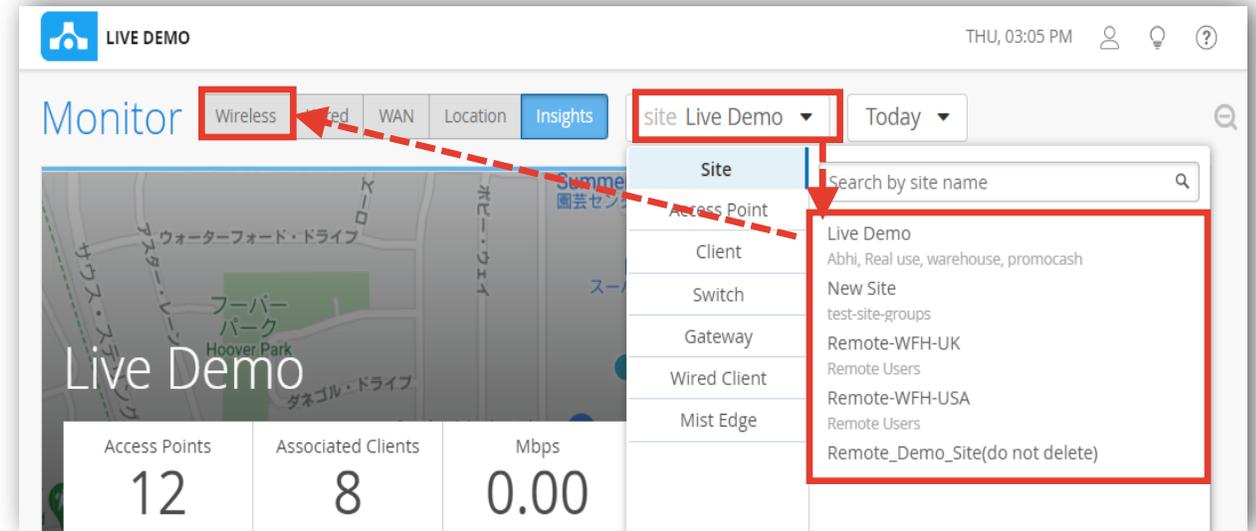
同一拠点の複数のクライアントから「認証が出来ない」という問合せを受領した時

対象拠点を選択

1. [Monitor] から [Service Levels]をクリックします



2. [site] から 対象拠点(site name)を選択し、
[Wireless]をクリックします



SLEの達成率、SLEが低い原因を確認

3. [Authorization] をクリックします

The screenshot displays the Mist Monitor dashboard. The 'Monitor' tab is active, showing various performance metrics. A callout box highlights the 'Last 7 Days' time range selector. Another callout box points to the 'Authorization' section in the 'Service Level' table, which is also highlighted with a red box. A third callout box points to the 'Authorization' row in the detailed table on the right, which is also highlighted with a red box.

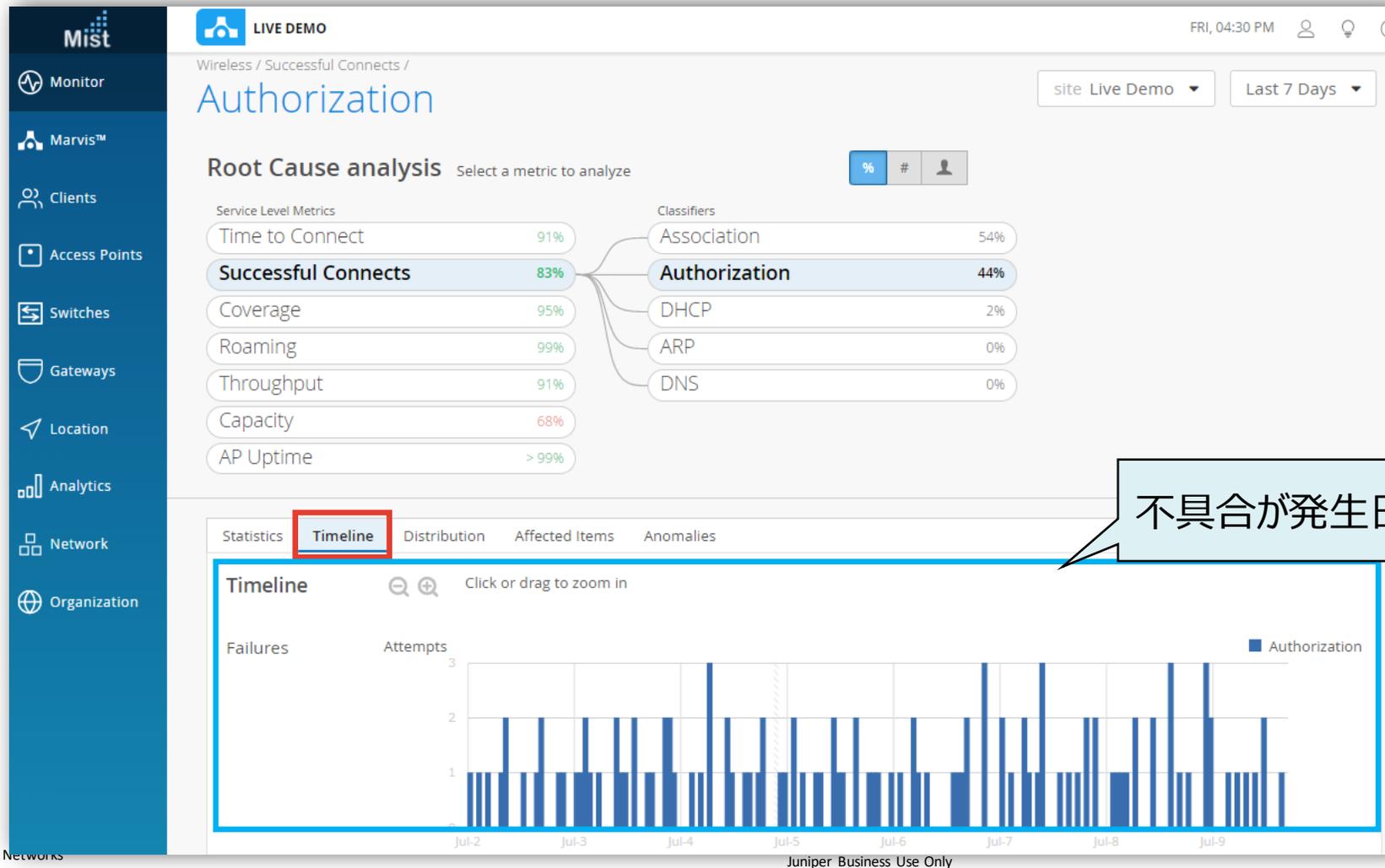
時間帯を絞る事も可能です

指標	目標値に対する達成率	サービスレベルの推移	サービスレベル低下原因
Time to Connect	91% success		Authorization 1% Internet Services 0% Association 94% DHCP 5%
Successful Connects	83% success		Association 54% Authorization 44% ARP 2% DNS 0%
Coverage	95% success		Asymmetry Uplink 12% Asymmetry Downlink 0% Weak Signal 88%
Roaming	99% success		Slow Standard Roams 100% Slow OKC Roams 0% Failed To Fast Roam 0% Slow 11r Roams 0%
Throughput	91% success		Device Capability 0% Coverage 0% Network Issues 1% Capacity 99%
Capacity	68% success		Client Count < 1% Non WiFi Interference < 1% WiFi Interference > 99% Client Usage < 1%
AP Uptime	> 99% success		AP Reboot 0% Switch Down 95% AP Unreachable 5% Site Down 0%

Association	54%
Authorization	44%
DHCP	2%
ARP	0%
DNS	0%

不具合が発生している時間帯を特定

4. [Timeline] をクリックします



不具合に関する傾向分析

5. [Distribution] をクリックします

The screenshot displays the Mist network management interface. The main content area shows a 'Root Cause analysis' for 'Authorization' with a success rate of 83%. Below this, the 'Distribution' tab is selected, showing a table of service level failures by attribute. The table lists attributes such as Device OSs, Device Types, Access Points, Wireless Bands, and WLANs, along with their overall impact, failure rate, and anomaly score. A callout box points to the 'Distribution' tab, stating that it allows for identifying trends in anomalies across various attributes like Wireless Bands, OS, and Device Types.

Attribute	Name	Overall Impact	Failure Rate	Anomaly
Device OSs				
Device Types	Sierra	75%	41%	4.49x
Access Points	unknown	25%	3%	0.30x
Wireless Bands				
WLANs				

どのWireless Bands、OS、アクセスポイント、WLAN(SSID)、Device Typesで不具合が発生しているか傾向を確認出来ます

影響範囲の調査

6. [Affected Items] をクリックします

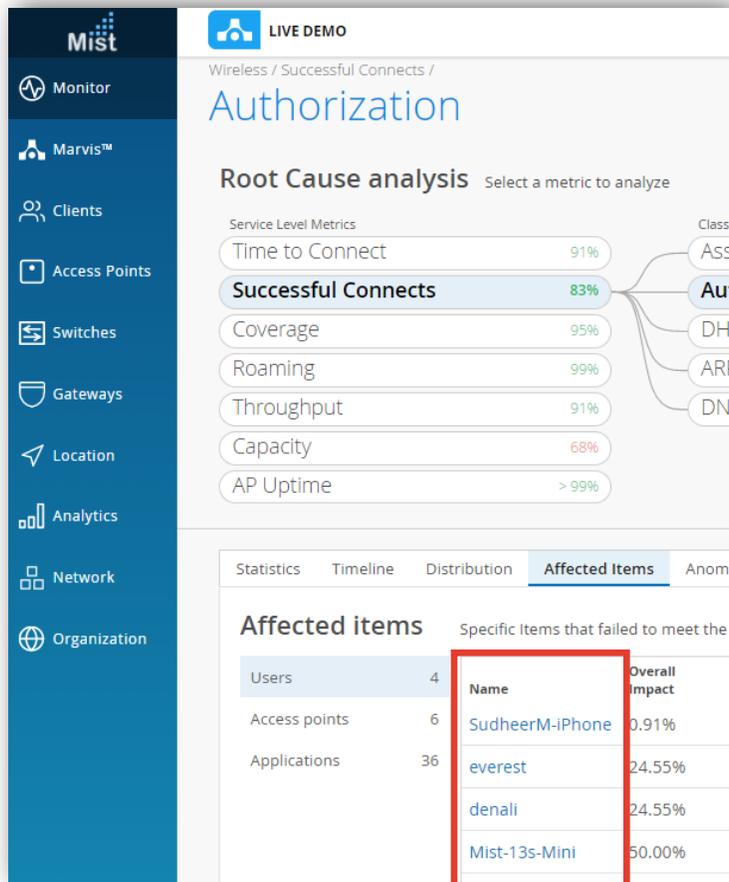
The screenshot shows the Mist network management interface. The left sidebar contains navigation options: Monitor, Marvis™, Clients, Access Points, Switches, Gateways, Location, Analytics, Network, and Organization. The main content area is titled 'Authorization' and shows 'Root Cause analysis' for 'Successful Connects' at 83%. The 'Classifiers' section shows 'Authorization' at 44%. Below this, the 'Affected items' section is highlighted with a red box and a callout bubble. The 'Affected items' table lists specific items that failed to meet the service level goal.

Category	Count	Name	Overall Impact	Failure Rate	MAC Address	Device	OS	Last AP	WLAN
Users	4								
Access points	6	SudheerM-iPhone	0.91%	20%	42:2d:af:5e:d9:74	unknown	unknown	LD_Sales_area	Live_demo_do_not_remove
Applications	36	everest	24.55%	33%	50:32:37:e8:72:7e	unknown	unknown	LD_GPS_AP	Live_demo_do_not_remove
		denali	24.55%	38%	50:32:37:ea:c3:c2	Mac	Sierra	LD_Sales_area	Live_demo_do_not_remove
		Mist-13s-Mini	50.00%	43%	50:32:37:e8:70:74	Mac	Sierra	LD_MCB_AP	Live_demo_do_not_remove

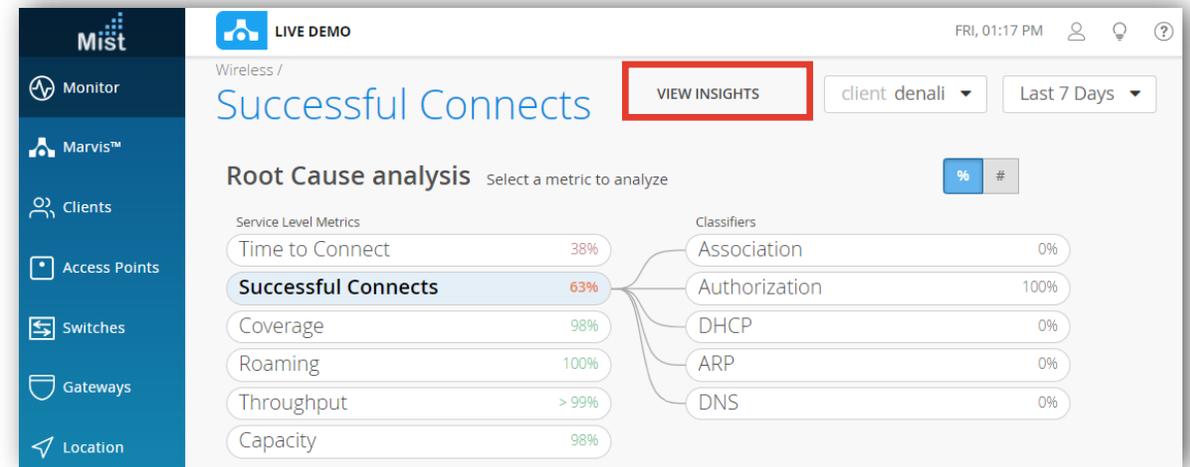
影響が出ている
クライアントを把握出来ます

影響範囲の調査

7. 影響が出ているクライアントの詳細を確認したい場合は、対象クライアントのホスト名 or Macアドレスをクリックする



8. [VIEW INSIGHTS] をクリックします



不具合時のログ・パケットデータを確認

9. Client Eventsの[Bad]タブをクリックし、ログを確認します

The screenshot shows the Mist Monitor interface for a client named 'denali'. The 'Client Events' section is active, showing a summary of 999 total events, with 150 Good, 233 Neutral, and 616 Bad. A table of events is displayed, with the first row highlighted in red. The 'Bad' status is highlighted with a red box. A callout box points to the 'Download Packet Capture' button, which is also highlighted with a red box.

Event Type	Location	Time
Authorization Failure	LD_Sales_area	09:16:32.315 AM, Jun 3
Authorization Failure	LD_Sales_area	09:15:31.929 AM, Jun 3
Authorization Failure	LD_Sales_area	09:15:28.335 AM, Jun 3
Authorization Failure	LD_Sales_area	09:15:23.838 AM, Jun 3
Authorization Failure	LD_Sales_area	09:15:20.241 AM, Jun 3
Authorization Failure	LD_Sales_area	09:15:15.468 AM, Jun 3
Authorization Failure	LD_Sales_area	09:15:11.778 AM, Jun 3

不具合ログを確認出来ます
※クリップマークがあるログは、パケットキャプチャが取れております

認証エラー発生時の当時の状況・エラーコード・パケットキャプチャを確認出来ます

Wiresharkにて
認証エラー時のパケットを確認出来ます

Thank you

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