Mist 運用マニュアル 認証エラー 確認手順(拠点単位)

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- ◆ 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 2024年5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ください <u>https://www.mist.com/documentation/category/product-updates/</u>
- ◆ 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 <u>https://www.mist.com/documentation/</u>
- ◆ 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 <u>https://www.juniper.net/jp/ja/local/solution-technical-information/mist.html</u>
- ☆本資料の内容は資料作成時点におけるものであり事前の通告無しに内容を変更する場合があります また本資料に記載された構成や機能を提供することを条件として購入することはできません

■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







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、



SLE の達成率、SLE が低い原因を確認

3. [Successful Connects] から [Authorization] をクリックします



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

	Wirelass / Successful Connects /	
Monitor	Authorization	VIEW INSIGHTS site Live-Demo 🔹 Last 7 Days 👻
⊞ Marvis™		
Oclients	Service Level Metrics Classifiers	
	(Time to Connect 94%) Association <1%)	
	Successful Connects 76% Authorization 58%	
Switches	Coverage 92% DHCP 42%	
()	(Roaming 86%) ARP 0%)	
(+) WAN Edges	(Throughput >99%) DNS <1%)	
Mist Edges	Capacity 44%	
✓ Location	AP Health 90%	不具合の発生日時・回数を確認出来ます
D Analytics	Statistics Timeline Distribution Affected Items Location	
G Site	Timeline 🔾 🕀 Click or drag to zoom in	
Organization	Failures Attempts	Authorization
<u> </u>	20	
	Attempts	h have seen and
	10 Authorization 26.0 May 15, 2024 8:00:00 AM - 9:00:00 AM	
	May 13 May 14 May 15 May 16 May 1	may io May 19 May 20

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不具合に関する傾向分析

5. [Distribution] をクリックします

	Wireless / Successful Connects /							
Monitor	Authorization	ſ				VIEW INSI	IGHTS site Live-Demo	► Last 7 Days ▼
🕮 Marvis™								
	Root Cause analys	is Select a metric to analyze	<mark>%</mark> #	<u>•</u>				
~ Clients	Service Level Metrics		Classifiers					
• Access Points	Time to Connect	94%	Association	< 1%				
	Successful Connects	76%	Authorization	58%				
Switches	Coverage	92%	DHCP	4296				
	Roaming	86%	ARP	0%				
U WAN Luges	Throughput	> 99%	DNS	< 1%		Device OS	s、WLANs、V	Vireless Bands
Mist Edges	Capacity	44%				Accoss Do	inte Dovico	Typog (= \$1+Z
1	AP Health	90%				ALLESS PU		Types Land
Societion						電波干渉	『の発生傾向を	確認出来ます
□□□ Analytics	Statistics Timeline Dis	tribution Affected Items	Location					
	Distribution							
do ^{Site}	Distribution	Analyze service level failures by	attribute. Attributes are sorted	by most anomalous.				
Organization	WLANS	Q, Filter						
	Device OSs			Overall	Failure ⊗			
	Access Points		Name	Impact	Rate	Anomaly 0 1x		
	Device Types		Guest Wi-Fi	2%	100%	6.70x		
	Wireless Bands		NAC-demo-BYOD	< 1%	100%	6.70x		
	Servers	1.5	a dama da nat ramava	0004	2.404	2.26%		
	Mist Edges	LIV	re_aemo_ao_not_remove	80%	34%	2.20X		
	Mist Euges		WRA-OpenRoaming	2%	19%	1 24x		

7



6. [Affected Items] をクリックします

	Wireless / Successful Cor	nnects /										
Monitor	Authoriza	ation	1						VIEW INSIGHTS	site Live-Demo 🔻	Last 7 Days 🔻	
💷 Marvis™	/ 10/01/20											
O Clients	Root Cause a	nalysi	S Select a metric to analyze	Classifiers	% #	1						
Accors Points	Time to Connect	t	94%	- Associatio	n	< 1%						
	Successful Con	nects	76%	Authoriza	ition	58%						
Switches	Coverage		92%	DHCP		42%						
	Roaming		86%	ARP		0%						
(+) WAN Edges	Throughput		> 99%	- DNS		< 196						
Mist Edges	Capacity		44%									
🗸 Location	AP Health		90%	•				影響が	出ている	らクライアントを	把握出来ま	す
D Analytics	Statistics Timelin	ne Dist	ribution Affected Items	Location								
Site	Affected Ite	ems	Specific Items that failed to m	eet the service le	evel goal			L				
Organization	Users	31	Q Filter								A	
	Access Points	13	Name	Overall Impact	Failure Rate	✓ MAC Address	Device	os	Last AP	WLAN	Location	
	Applications	51	86:e8:b1:95:41:63	0.06%	100%	86:e8:b1:95:41:63	unknown	unknown	LD_Marvis	NAC-demo-BYOD	01 - Office	
			b8:27:eb:57:07:81	79.01%	100%	b8:27:eb:57:07:81	unknown	unknown	LD_MHMD	Live_demo_do_not_remove	01 - Office	
			e4:60:17:80:85:e5	0.06%	100%	e4:60:17:80:85:e5	unknown	Windows 10	LD_RS_Support	Guest Wi-Fi	01 - Office	
			00:ae:fa:64:c6:0a	0.32%	100%	00:ae:fa:64:c6:0a	Samsung Galaxy	Nougat	LD_DataScience	NAC-demo-1hr	01 - Office	
			dc:00:05:01:02:16	1 220/	100%	de:00:06:01:02:16	unknown	uskaous	LD Manuic	Cupet Wi Fi		

影響を受ける AP の位置確認

7. [Location] をクリックします

Nonitor	Wireless / Successful Connects /				VIEW INS	GHTS	site Live-Demo 🔹	st 7 Days 🔻	
I Marvis™									- 11
On Clients	Root Cause analysis se	elect a metric to analyze	% #	T					- 1
Access Points	Time to Connect	94%	- Association	< 196					- 18
	Successful Connects	76%	Authorization	58%					- 18
Switches	Coverage	92%	DHCP	42%					- 18
+) WAN Edges	Roaming	86%	ARP	0%					- 18
Ç ü	Throughput	> 99%	- DNS	< 196					. 18
Mist Edges	Capacity	44%			ΔPの配置	場所	をフロアプラン	トで	
🗸 Location	AP Health	90%							
on Analytics	Statistics Timeline Distributio	on Affected Items	Location			王認日	5米よ9	_	
Site						01 - Office	▼ APs on Floorplan		
							LD_Conf2 a8:f7:d9:81:77:50	88%	1 1
Organization							LD_MCB_AP ac:23:16:fc:05:e6	91%	
							LD_IDF_B_AP-3rd-Pa 5c:5b:35:3e:4e:ca	94%	
							LD_Kitchen 00:3e:73:07:e4:46	95%	
				Moree Rose			LD_Bad_cable_AP 5c:5b:35:1e:c0:2b	%	
							LD_MHMD d4:20:b0:f1:05:4b	31%	
					 		LD_APEng ac:23:16:fc:03:7f	54%	•••



8. 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、 対象クライアント名 or Mac アドレスをクリックします

	Wireless / Successful Conr	nects /							
	Authoriza	tior	ו						
🖽 Marvis™									
	Root Cause ar	nalysi	is Select	a metric to analyze		% #			
Clients	Service Level Metrics				Classifiers				
	Time to Connect			94%	- Association				
	Successful Connects 76% Authorization								
Switches	Coverage			92%	DHCP				
	Roaming			86%	ARP				
(+) WAN Edges	(Throughput > 99%) DNS								
Mist Edges	Capacity			44%					
🗸 Location	AP Health			90%					
D Analytics	Statistics Timeline	e Dist	tribution	Affected Items	Location				
Site	Affected Iter	ms	Specific It	ems that failed to n	neet the service lev	el goal			
	Users	31	Q. Filt	er					
	Access Points	13							
	Applications	51	Name		Overall Impact	Failure Rate			
	Applications	51	86:e8:b	1:95:41:63	0.06%	100%			
			b8:27:e	b:57:07:81	79.01%	100%			
			e4:60:1	7:80:85:e5	0.06%	100%			
			00:ae:fa	a:64:c6:0a	0.32%	100%			
			de:00.0	601.02.16	1 22%	100%			

9. [VIEW INSIGHTS] をクリックします

Honitor	Wireless / Successful Conr	hects		VIEW INSIGHTS
⊞ Marvis™	Root Cause analysis se	elect a metric to analyze	% #	
	Service Level Metrics	,	Classifiers	
• Access Points	Time to Connect	%	 Association 	0%
	Successful Connects	0%	Authorization	100%
Switches	Coverage	%	DHCP	0%
	Roaming	%	ARP	0%
(+) WAN Edges	Throughput	%	DNS	0%
Mist Edges	Capacity	%		

不具合時のログ・パケットデータを確認

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

Juniper Mist	LIVE DEMO									
Monitor										
⊞ Marvis™										
O) Clients		And	onymous							
• Access Points		Live-Den	10							
Switches	12:00 AM May 13 -	3:16 PM May 20	May 15	May 16	May 1	7 May 18	Ma	y 19 May 20 Data Rate		
※カートップ	イ マークが	「具合[あるログ	」グを確認出来 ブはパケットキャ	ます プチャー	が取れ	7≢₫	言ろ	ニュージョン こう	の当時の状況・エ プチャーを確認出来	ラーコード・ そます
	Client Ever		al 0 Good 22161 Neutral 13228 I	Bad	75 - 121 1			1,000 of 13,228 > =		
General Site	Authorization Failure 🕅	LD_MHMD	3:13:41.279 PM May 20, 2024	▲ N	AC Address	b8:27:eb:57:07:81	Number of Stream	ns 1		
Organization	Authorization Failure 🕅	LD_MHMD	3:13:32.783 PM May 20, 2024	L	st Association	4.0 sec ago	Band	5 GHz		
	Authorization Failure @	LD_MHMD	3:13:11.279 PM May 20, 2024	R	eason	2	Description	Reason code 2 "Previous authentication no longer valid" MIC Failure - possible		
	Authorization	LD_MHMD	3:13:03.910 PM May 20, 2024	B	SID	d4:20:b0:t1:56:a9 -69 dBm		PSK mismatch(14).		
	Authorization Failure 🕅	LD_MHMD	3:08:20.858 PM May 20, 2024	S	ID	Live_demo_do_not_remove		Wireshar	k ICT	
	Authorization Failure 🕅	LD_MHMD	3:07:59.358 PM May 20, 2024	•	🛓 Download Packet	Capture	1認証	Lラー時のバケット	~を確認出来ます	

Thank you

