



Troubleshooting

This chapter provides information for diagnosing and correcting common problems that may be encountered when installing or operating the client adapter.

The following topics are covered in this chapter:

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Accessing the Latest Troubleshooting Information

This chapter provides basic troubleshooting tips for your client adapter. For more up-to-date and complex troubleshooting information, refer to the TAC web site. To access this site, go to Cisco.com, click **Technical Support > Hardware Support > Wireless Devices**. Then select your product and **Troubleshooting** to find information on the problem you are experiencing.

Interpreting the Indicator LEDs

The client adapter shows messages and error conditions through its two LEDs:

- **Link Integrity/Power LED (green)**—This LED lights when the client adapter is receiving power and blinks slowly when the adapter is linked with the network.
- **Link Activity LED (amber)**—This LED blinks quickly when the client adapter is receiving or transmitting data and blinks in a repeating pattern to indicate an error condition.

[Table 9-1](#) interprets the LED messages during normal operation. [Table 9-2](#) interprets the LED error condition messages.

Table 9-1 LED Normal Operating Messages

Green LED	Amber LED	Condition
Blinking quickly	Blinking quickly	Power is on, self-test is OK, and client adapter is scanning for a network.
Blinking slowly	Blinking quickly	Client adapter is associated to an access point.
Continuously on or blinking slowly	Blinking quickly	Client adapter is transmitting or receiving data while associated to an access point.
Off	Blinking quickly	Client adapter is in power save mode.
On continuously	Blinking quickly	Client adapter is in ad hoc mode.

Table 9-2 LED Error Condition Messages

Green LED	Amber LED	Condition/Recommended Action
Off	Off	Client adapter is not receiving power, or an error has occurred.
Off	1 blink at 2-second rate	RAM failure. Refer to the “ Obtaining Technical Assistance ” section in the Preface for technical support information.
Off	2-second pause, 2 fast blinks, 1-second pause, 1 blink	A configuration error has occurred (for example, static WEP is enabled in ACU, but the client adapter has not been programmed with a valid WEP key). Recheck your client adapter’s configuration settings.

Table 9-2 LED Error Condition Messages (continued)

Green LED	Amber LED	Condition/Recommended Action
Off	2 fast blinks, 2-second pause	Flash boot block checksum failure. Refer to the “Obtaining Technical Assistance” section in the Preface for technical support information.
Off	3 fast blinks, 2-second pause	Firmware checksum failure. Reload the firmware.
Off	4 fast blinks, 2-second pause	MAC address error (error reading MAC chip). Reload the firmware.
Off	5 fast blinks, 2-second pause	Physical layer (PHY) access error. Refer to the “Obtaining Technical Assistance” section in the Preface for technical support information.
Off	6 fast blinks, 2-second pause	Incompatible firmware. Load the correct firmware version.

Troubleshooting the Client Adapter

This section provides troubleshooting tips should you encounter problems with your client adapter.

Problems Obtaining an IP Address

If your network is set up to use DHCP to acquire an IP address, the DHCP lease renewal may fail, especially in suspend/resume situations. To force DHCP to try to reacquire an IP address, tap the **Renew** button on the ACU Status window, power your Windows CE device off and on, or eject and reinsert your client adapter.

Problems Associating to an Access Point

Follow the instructions below if your client adapter fails to associate to an access point.

- If possible, move your Windows CE device a few feet closer to an access point and try again.
- Make sure the client adapter is securely inserted in your device’s PC card slot.
- Make sure that the access point is turned on and operating.
- Ensure that all parameters are set properly for both the client adapter and the access point. These include the SSID, WEP activation, EAP activation, infrastructure mode, etc.
- If the client adapter still fails to establish contact, refer to the [“Obtaining Technical Assistance”](#) section in the Preface for technical support information.

Problems Authenticating to an Access Point

If your client adapter is a 40-bit card and EAP authentication is enabled, the adapter can associate to but not authenticate to access points using 128-bit encryption. To authenticate to an access point using 128-bit encryption, you have two options:

- Purchase a 128-bit client adapter. This is the most secure option.
- Disable static WEP for the client adapter and configure the adapter and the access point to associate to mixed cells. This option presents a security risk because your data is not encrypted as it is sent over the RF network.

Problems Connecting to the Network

After you have installed the appropriate driver and client utilities, contact your IS department if you have a problem connecting to the network. Proxy server, DNS or WINS, and further authentication information might be needed to connect to the network.

Reauthenticating After LEAP or EAP-FAST Times Out

If your client adapter times out while trying to authenticate using LEAP or EAP-FAST, open WLM, enter your LEAP or EAP-FAST credentials, and try again to authenticate.



Note

If you use the same password for your laptop or PC as for your Windows CE device, your session may expire on your Windows CE device if you change the password on your laptop or PC. In this event, simply open WLM, enter your new password, and try again to authenticate.

Creating Strong Passwords

Cisco recommends the use of strong passwords for LEAP authentication. Because strong passwords are difficult to guess, they minimize the risk of successful attacks by rogue access points. Some characteristics of strong passwords include:

- A minimum of 10 characters
- A mixture of uppercase and lowercase letters
- At least one numeric character or one non-alphanumeric character, such as !#@\$%
- No form of your username or user ID
- A word that is not found in the dictionary (domestic or foreign)

Some examples of strong passwords include:

- cnw84FriDAY, which comes from “Cannot wait for Friday”
- 4yosc10cP!, which comes from “For your own safety, choose a 10-character password!”



Note

Cisco recommends that you create your own strong passwords rather than use these sample passwords.

Error Messages

This section provides a list of error messages that may appear during the installation, configuration, or use of your client adapter. The error messages are divided into six sections (general, installation, LEAP authentication, EAP-FAST authentication, EAP-TLS authentication, and PEAP authentication). The messages are listed in alphabetical order within each section, and an explanation as well as a recommended user action are provided for each message. [Table 9-3](#) enables you to quickly locate the error messages you need.

Table 9-3 Locating Error Messages

Error Message Category	Page Number
General	9-5
Installation	9-7
LEAP authentication	9-8
EAP-FAST authentication	9-10
EAP-TLS authentication	9-14
PEAP authentication	9-15

General Error Messages

This section lists general error messages that may appear at any time and are not related to installation or authentication attempts.

Error Message Can't delete active profile

Explanation An attempt was made to delete the active profile, which cannot be removed.

Recommended Action Tap **OK**. Then select a different active profile and delete the profile that you want to remove.

Error Message Cisco Wireless LAN Adapter Not Found!

Explanation ACU or WLM was activated without a client adapter being inserted in the Windows CE device, or the client adapter was ejected while ACU was running. WLM cannot execute if a client adapter is not running because it needs to be able to read from and write to the adapter.

Recommended Action Tap **OK** to acknowledge the message on WLM. Insert a client adapter into the Windows CE device.

Error Message Client adapter not found.

Explanation A client adapter is not inserted in the Windows CE device.

Recommended Action Insert a client adapter if you want to start wireless communications. If necessary, reset the Windows CE device.

Error Message File not valid for this radio! Firmware Upgrade Failed!

Explanation Your attempt to upgrade the client adapter firmware failed because an invalid file was selected. The firmware file should have a .img extension.

Recommended Action Tap the **Browse** button and select a new firmware image file.

Error Message An internal error has occurred.

Explanation An error has occurred.

Recommended Action Reset the Windows CE device and try the operation again.

Error Message This name already exists. Please use a different name.

Explanation An attempt was made to create or rename a profile using the name of an existing profile.

Recommended Action Tap **OK**. Then create or rename the profile using a unique name.

Error Message No profiles found. (Use ACU to create a profile.)

Explanation Profiles have not been created for your client adapter.

Recommended Action Create a profile in ACU for the client adapter to use. If necessary, reset the Windows CE device.

Error Message Please select one of the profiles.

Explanation The Edit, Rename, or Delete button on the ACU Profiles window was tapped before a profile was selected.

Recommended Action Tap **OK** to acknowledge the message. Then select a profile and tap the button for the action you want to take.

Error Message The selected profile does not support EAP. (Use ACU to modify the security settings.)

Explanation The Authentication Manager (AuthMgr) was activated although the current profile does not have host-based EAP enabled.

Recommended Action Tap **OK** twice. Then select a profile in ACU that uses host-based EAP and reactivate the Authentication Manager. If necessary, reset the Windows CE device.

Error Message WEP Key x must be 10 Hex digits!

Explanation An invalid number of characters or an incorrect character was entered for the WEP key indicated. 40-bit keys must have 10 characters.

Recommended Action Tap **OK** to acknowledge the message; then re-enter the characters for the invalid key.

Error Message WEP Key x must be 26 Hex digits!

Explanation An invalid number of characters or an incorrect character was entered for the WEP key indicated. 128-bit keys must have 26 characters.

Recommended Action Tap **OK** to acknowledge the message; then re-enter the characters for the invalid key.

Error Message You must enter a WEP Key!

Explanation A WEP key was not entered on the WEP Keys window.

Recommended Action Tap **OK** to acknowledge the message. Then enter a WEP key on the WEP Keys window and tap **OK** to save the WEP key settings or tap **Cancel** to exit the WEP Keys window without entering a WEP key.

Installation Error Messages

This section lists error messages that may appear during installation of the client adapter's software components.

Error Message Cisco Aironet Wireless LAN Adapter does not support the connected device type. Application Manager will make the application available for installation when a supported device type is connected.

Explanation The client adapter software does not support the Windows CE device on which the adapter is being installed. Refer to the "[System Requirements](#)" section on page 2-4 for the list of Windows CE devices that are supported by the client adapter.

Recommended Action Tap **OK** to acknowledge the message and terminate the installation process. To install the client adapter's driver and client utilities on a supported Windows CE device, follow the instructions in the "[Installing the Driver and Client Utilities](#)" section on page 3-2.

Error Message Could NOT find all of the appropriate files for this installation. Make sure that all of the files are installed to the same directory.

Explanation Some of the client adapter installation files could not be found.

Recommended Action Download the **WinCE-PCMCIA-LMC-v250.exe** file again and extract its files to a folder, making sure that you keep all of the extracted files together in the one folder.

Error Message No CE services are currently running on this computer. Please run ActiveSync and make sure you are connected to a supported device. NOTE: This Install is for 3.0 CE devices and greater.

Explanation An attempt was made to install the client adapter installation file without an ActiveSync connection established between your laptop or PC and your Windows CE device.

Recommended Action Follow the instructions in the [“Installing the Driver and Client Utilities”](#) section on page 3-2 to establish an ActiveSync connection.

Error Message Unable to load the Wireless Zero Configuration interface.

Explanation An error occurred during installation, or the system is not working properly.

Recommended Action Reset the Windows CE device; then reinstall the client adapter software.

Error Message Windows CE Services not found on this computer. Setup cannot continue and will now exit.

Explanation The driver installation utility cannot locate the ActiveSync directory on the laptop or PC. This directory and the files it contains are needed to copy the client adapter’s driver and client utility files from the laptop or PC to a Windows CE device.

Recommended Action Tap **OK** to acknowledge the message and terminate the installation utility. Then install Windows CE Services on the laptop or PC and start the driver installation procedure again.



Note Windows CE Services can be obtained from the CD that shipped with your Windows CE device or from the device manufacturer.

LEAP Authentication Error Messages

This section lists error messages that may occur during LEAP authentication.

Error Message Authentication attempt timed out. Rerun WLM and try again.

Explanation The client adapter was unable to authenticate within a specified amount of time.

Recommended Action Tap **OK**. Then open WLM, enter your LEAP credentials, and try to authenticate again.

Error Message First Authentication Attempt Timed Out. Radio Will Continue Trying.

Explanation The client adapter timed out while trying to authenticate, possibly because it is out of range of an access point. The client adapter continues trying to authenticate.

Recommended Action Tap **OK** to acknowledge the message and terminate WLM. Then perform one of the following: 1) move the Windows CE device closer to an access point so that WLM will continue trying to authenticate or 2) enter a different saved or temporary LEAP username and password.

Error Message Incorrect Login -- Please Re-Enter

Explanation The LEAP username or password was entered incorrectly in the Wireless Login Module window or was not valid for the RADIUS server on the network.

Recommended Action Re-enter the LEAP username and password and tap **OK**.

Error Message LEAP or EAP-FAST Not Enabled on the Cisco Wireless LAN Adapter! Start ACU and Enable LEAP or EAP-FAST First.

Explanation An attempt was made to start WLM before LEAP was enabled on the client adapter.

Recommended Action Tap **OK** to acknowledge the message and terminate the utility. Then enable LEAP in ACU. WLM restarts automatically, provided you are using a temporary LEAP username and password.

Error Message Must set a User Name

Explanation A password was entered in the Wireless Login Module window, but a username was not entered. The password is an optional entry, but if a password is entered, a username must also be entered.

Recommended Action Tap **OK** to acknowledge the message. Then enter your LEAP username in the User Name field on the Wireless Login Module window and tap **OK**.

Error Message Name and Domain length is greater than the maximum allowable size of xx.

Explanation The combination of characters entered for the LEAP username and domain name in the Wireless Login Module window exceeds the maximum number supported by LEAP, which is 64.

Recommended Action Enter a username and domain name with fewer characters.

EAP-FAST Authentication Error Messages

This section lists error messages that may occur during EAP-FAST authentication.

Error Message Authentication Attempt Timed Out. Rerun WLM and try again.

Explanation The client adapter was unable to authenticate within a specified amount of time.

Recommended Action Tap **OK**. Then open WLM, enter your EAP-FAST credentials, and try to authenticate again.

Error Message Can't validate PAC! Either retry your credentials, change the PAC with the ACU or auto-provision a new PAC (if it is enabled to do so in the ACU).

Explanation Either your username or password was entered incorrectly or the profile is not properly configured for automatic or manual provisioning (for example, a PAC authority was not selected for manual provisioning).

Recommended Action Perform one of the following:

- Tap **Retry** to attempt to authenticate again using your current username and password.
- Tap **Auto-Provision** to automatically provision a new PAC if the profile is set for automatic provisioning. After a new PAC is provisioned, the client adapter tries again to authenticate. If a message appears indicating that your password has expired, follow the instructions in the [“After Your EAP-FAST Credentials Expire”](#) section on page 6-4 to change your password.
- Tap **Cancel** to acknowledge the message. Then select a different PAC authority or import a new PAC file in ACU and try again to authenticate.

Error Message Current PAC doesn't match the server you are trying to authenticate to. There is one available that does match the server, would you like to try to authenticate with it?

Explanation The current PAC does not match the server to which the client adapter is attempting to authenticate, but another PAC is available to try.

Recommended Action Tap **OK** to attempt to authenticate using the PAC that matches the server or tap **Cancel** to cancel the operation. If you tap **Cancel**, the client adapter is unable to authenticate using the existing profile.

Error Message Error Changing Password!!!!

Explanation An error occurred when you attempted to change your EAP-FAST password.

Recommended Action Re-enter your password on the Password Expired window.

Error Message Error Changing Password! Could be system policy, check with your system administrator.

Explanation The Cisco Secure ACS server reported an error when you attempted to change your EAP-FAST password.

Recommended Action Re-enter your password on the Password Expired window. If the error occurs again, contact your system administrator to discuss your organization's policy on changing passwords.

Error Message Error opening file: <filename>.

Explanation An error occurred while a PAC file was being imported. The operation was not completed.

Recommended Action Try again to import the PAC file. If the same message appears, obtain a new PAC file from your system administrator and import it.

Error Message Error reading file: <filename>.

Explanation An error occurred while a PAC file was being imported. The operation was not completed.

Recommended Action Try again to import the PAC file. If the same message appears, obtain a new PAC file from your system administrator and import it.

Error Message Error!! This version of WLM requires version 5.40.xx or newer to support EAP-FAST!

Explanation You enabled the client adapter for EAP-FAST authentication; however, WLM detected a firmware version that does not support this authentication type.

Recommended Action Follow the instructions in [Chapter 8](#) to upgrade the client adapter's firmware to version 5.40.10.

Error Message The file contains a PAC that will replace an existing PAC already provisioned on your system. Would you like to replace the existing PAC?

Explanation You tried to import a PAC file with the same PAC ID as a previously imported PAC file.

Recommended Action Tap **Yes** to replace the existing PAC with the new one from the imported file or tap **No** to cancel the operation.

Error Message The file does not contain a valid PAC: <filename>.

Explanation An error occurred while a PAC file was being imported. The operation was not completed.

Recommended Action Try again to import the PAC file. If the same message appears, obtain a new PAC file from your system administrator and import it.

Error Message The file is not a valid PAC file: <filename>.

Explanation The PAC file that you tried to import has an incorrect format or cannot be decrypted.

Recommended Action Try again to import the PAC file. If the same message appears, obtain a new PAC file from your system administrator and import it.

Error Message Insufficient memory or other system error.

Explanation An error occurred while a PAC file was being imported. The operation was not completed.

Recommended Action Try again to import the PAC file. If the same message appears, obtain a new PAC file from your system administrator and import it.

Error Message An internal error occurred.

Explanation An error occurred while a PAC file was being imported. The operation was not completed.

Recommended Action Try again to import the PAC file. If the same message appears, obtain a new PAC file from your system administrator and import it.

Error Message Invalid PAC found for one or more authorities listed in the local PAC database.

Explanation An error occurred while the PAC authority drop-down list was being initialized. One or more PAC files could not be read successfully.

Recommended Action Obtain new PAC files from your system administrator and import them.

Error Message LEAP or EAP-FAST Not Enabled on the Cisco Wireless LAN Adapter! Start ACU and Enable LEAP or EAP-FAST First.

Explanation An attempt was made to start WLM before EAP-FAST was enabled on the client adapter.

Recommended Action Tap **OK** to acknowledge the message and terminate the utility. Then enable EAP-FAST in ACU. WLM restarts automatically, provided you are using a temporary EAP-FAST username and password.

Error Message Must set a User Name

Explanation A password was entered in the Wireless Login Module window, but a username was not entered. The password is an optional entry, but if a password is entered, a username must also be entered.

Recommended Action Tap **OK** to acknowledge the message. Then enter your EAP-FAST username in the User Name field on the Wireless Login Module window and tap **OK**.

Error Message Name and Domain length is greater than the maximum allowable size of xx.

Explanation The combination of characters entered for the EAP-FAST username and domain name in the Wireless Login Module window exceeds the maximum number supported by EAP-FAST, which is 64.

Recommended Action Enter a username and domain name with fewer characters.

Error Message The password is incorrect.

Explanation You entered an incorrect password for a password-protected PAC file.

Recommended Action Re-enter the password.

Error Message Provisioning Exit Value xx

Explanation An error occurred during automatic PAC provisioning. No PAC has been provisioned for this profile.

Recommended Action Contact your system administrator for assistance.

Error Message Timed out Provisioning!!!!

Explanation Automatic PAC provisioning is enabled, but a PAC was not successfully provisioned within 90 seconds.

Recommended Action Try again to authenticate using this profile or switch to manual PAC provisioning.

Error Message Unable to access a PAC for one or more authorities listed in the local PAC database.

Explanation An error occurred while the PAC authority drop-down list was being initialized. One or more PAC files could not be read successfully.

Recommended Action Obtain new PAC files from your system administrator and import them.

Error Message Warning: This version of WLM requires driver 2.50.xx or higher to work properly. Current driver version is xx.yy.zz.

Explanation Your client adapter's driver does not support this version of WLM.

Recommended Action Follow the instructions in [Chapter 8](#) to uninstall the client adapter's existing driver and client utilities; then follow the instructions in [Chapter 3](#) to upgrade to the latest client adapter software.

Error Message You must select a PAC Authority when using manual PAC provisioning.

Explanation You tapped **OK** on the Properties window when automatic provisioning was disabled and no PAC authority was selected.

Recommended Action Either enable automatic provisioning or select a PAC authority from the drop-down list. If the list is empty, import a PAC file.

Error Message You must specify an SSID for Ad Hoc mode.

Explanation You tapped **OK** on the Properties window when Infrastructure Mode was set to No and the SSID was blank.

Recommended Action Enter an SSID or set the Infrastructure Mode to Yes.

EAP-TLS Authentication Error Messages

This section lists error messages that may occur during EAP-TLS authentication.

Error Message Certificate enrollment failed.

Explanation Your attempt to import a user certificate failed.

Recommended Action Re-enter your username, password, and server name for your certificate server on the Certificate Enrollment window and tap the **Enroll** button. If the second attempt also fails, try to import a new certificate.

Error Message The certificate server was not found.

Explanation A certificate server could not be found during certificate enrollment.

Recommended Action Re-enter your username, password, and server name for your certificate server on the Certificate Enrollment window and tap the **Enroll** button. If the second attempt also fails, enter your credentials for a different certificate server on your network.

Error Message The object or property already exists.

Explanation An attempt was made to import a certificate file that was already installed.

Recommended Action Tap **OK** and select a different certificate to import.

Error Message Unable to configure connection settings.

Explanation An error occurred after you tapped the Connect button on the Authentication window.

Recommended Action Reset the Windows CE device and try the operation again.

Error Message You have connected to a server that is signed by Root Certification Authority xxx, which is different than the specified trusted CA. Do you want to accept this connection? Warning: Connecting to a server signed with untrusted CA might compromise your security.

Explanation The client adapter has established a connection to a certificate server other than the specified trusted CA.

Recommended Action If you want the client adapter to connect to this server although it may present a security risk, tap **Yes**. Otherwise, tap **No**.

Error Message You have connected to server xxx. Do you want to accept the connection? Warning: Connecting to an unsecured server might compromise your security.

Explanation The client adapter has established a connection to the server specified.

Recommended Action If you want the client adapter to connect to this server although it may present a security risk, tap **Yes**. Otherwise, tap **No**.

PEAP Authentication Error Messages

This section lists error messages that may occur during PEAP authentication.

Error Message The combination of the domain name and user name is too long. It exceeds the maximum of 255 characters allowed. Please use shorter ones.

Explanation The combination of characters entered for the username and domain name in the Static Password window exceeds the maximum number supported by PEAP, which is 255.

Recommended Action Enter a set of credentials (username, password, and domain name) with fewer characters.

Error Message New Password and Confirm New Password entered do not match. Please try it again.

Explanation Different values were entered in the New Password and Confirm New Password fields on the Change Password window. They must be identical.

Recommended Action Re-enter your new password in both fields.

Error Message The object or property already exists.

Explanation An attempt was made to import a certificate file that was already installed.

Recommended Action Tap **OK** and select a different certificate to import.

Error Message The old password you supplied doesn't match what you entered previously. Please try it again.

Explanation The password entered in the Old Password field on the Change Password window does not match the password that was used previously.

Recommended Action Re-enter your old password in the Old Password field.

Error Message PEAP failed initialization. Please make sure that PEAP is installed correctly and Trusted Root Certificate Authority certificate is installed correctly.

Explanation The PEAP authentication process failed during initialization, most likely because the specified root certificate is missing from the system.

Recommended Action Make sure that PEAP and the Trusted Root Certificate Authority certificate are installed correctly.

Error Message Unable to configure connection settings.

Explanation An error occurred after you tapped the Connect button on the Authentication window.

Recommended Action Reset the Windows CE device and try the operation again.

Error Message You have connected to a server that is signed by Root Certification Authority xxx, which is different than the specified trusted CA. Do you want to accept this connection? Warning: Connecting to a server signed with untrusted CA might compromise your security.

Explanation The client adapter has established a connection to a certificate server other than the specified trusted CA.

Recommended Action If you want the client adapter to connect to this server although it may present a security risk, tap **Yes**. Otherwise, tap **No**.

Error Message You have connected to server xxx. Do you want to accept the connection? Warning: Connecting to an unsecured server might compromise your security.

Explanation The client adapter has established a connection to the server specified.

Recommended Action If you want the client adapter to connect to this server although it may present a security risk, tap **Yes**. Otherwise, tap **No**.

Error Message You must enter a server name.

Explanation The server name for your certificate server was not entered on the Certificate Enrollment window.

Recommended Action Enter the server name for your certificate server. Then tap the **Enroll** button.

Error Message You must enter a user name.

Explanation Your username for your certificate server was not entered on the Certificate Enrollment window.

Recommended Action Enter your username for your certificate server. Then tap the **Enroll** button.

Error Message Your password has expired. Please enter a new one.

Explanation The password that you have been using to PEAP authenticate has expired.

Recommended Action Follow the instructions in the [“After Your Password Expires \(Windows NT or 2000 Domain Databases Only\)”](#) section on page 6-8 to change your password.

Getting Help

To access online help for ACU, follow the instructions below for your specific Windows CE device.

PPC Devices

To access help related to ACU on a PPC device, open ACU and select **Start > Help**. Select the topic for which you want information.

HPC and Windows CE .NET Devices

To access help related to ACU on an HPC or Windows CE .NET device, open ACU and tap the ? button on the top of the window. Select the topic for which you want information.

