



Troubleshooting

This section provides suggestions for troubleshooting the Wireless LAN Solution Engine components. If the suggestions do not resolve the error, check the release notes for a possible work around, or contact the Cisco TAC or your customer support.

This section includes troubleshooting suggestions for the following:

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Faults

Feature	Symptom	Probable Cause	Possible Solution
Faults > Display Faults	The Display Fault view is blank.	There are no faults to report based on the filtering criteria you entered.	Not applicable.
Faults > Fault Forwarding	Email fails to arrive at destination.	The SMTP server is not configured properly.	Configure the SMTP server using the mailroute command. For information on the mailroute command, select Help > View PDF , then select the Command Reference appendix.

Configure

Feature	Symptom	Probable Cause	Possible Solution
Configure > Templates	The access point is inaccessible through the HTTP port set through template configuration job.	The HTTP port setting does not take effect until the access point is cold restarted.	Cold restart the access point.
	Template configuration job fails every time.	The access point is not set up properly.	Make sure the WLSE is configured as a TFTP server for the access point. For additional information, see Getting Started, page 1-3 .

Feature	Symptom	Probable Cause	Possible Solution
Configure > Jobs	The Undo function does not work.	Your job is SNMP-based, which is not supported by the Undo function.	None.
		Your job includes the following Security options, which are not supported by the Undo function: <ul style="list-style-type: none"> • Local Admin Authentication under the Local Admin Access • Encryption Key Values under Local AP/Client Security • Shared Secret under Server-Based Security. • Shared Secret under Accounting. 	None.
		Your job includes the FTP Username and password.	None.
		You are trying to Undo a job that has already been undone.	None.
		Your job is HTTP-based but you have not set up the HTTP credentials.	Add HTTP credentials using Administration >Discover >Device Credentials >HTTP User/Password
		You are trying to Undo a job that contains Custom values, which are not supported by the Undo function.	None.

Feature	Symptom	Probable Cause	Possible Solution
Configure > Jobs	HTTP job does not run or fails.	The credentials are not set properly.	Make sure the credentials on the WLSE are the same as the credentials on the access point or bridge using Administration > Discover > Device Credentials .
			Make sure the credentials on the access point or bridge have firmware rights.
	The TFTP server is not set up correctly.	The TFTP setting on the access point should point to the WLSE as its TFTP server. This can be done by applying a template configuration, containing TFTP server settings, through an SNMP job (only 11.08T and higher)	
	The device is not responding to HTTP jobs.	HTTP browsing is disabled on the AP because of this job run.	At the access point console, turn on non-console browsing, or schedule an SNMP job for the device if its version is 11.08T or higher.
SNMP job does not run or fails.	The community string is not set properly.		Make sure the SNMP community string set on the WLSE is the same as the string set on the access point or bridge using Administration > Discover > Device Credentials .
			Make sure the SNMP community string on the access point or bridge has firmware rights.

Feature	Symptom	Probable Cause	Possible Solution
Configure > Jobs	The job failed.	There are multiple reasons a job may have failed.	Make sure all the bootstrapping steps have been performed correctly on the access point. Check the jobvm.log by selecting Administration > Appliance > Status > View Log File to further identify and report the problem.
		If after applying a configuration template on a device, the device reboots, the job will be categorized as Failed. When applying a configuration template on a job with multiple devices, if the job fails on even one of the devices, the job is categorized as Failed.	Check if “Verification could not be completed” appears in the Job Run Detail > Job Run Log to identify this problem.
	The job is reported as failed, but the configuration was applied successfully to the devices.	The SNMP timeout to the device is too short.	Select Administration > Discover > Device Credentials > SNMP Communities and increase the SNMP timeout.

Feature	Symptom	Probable Cause	Possible Solution
Configure > Jobs	The job completed with errors.	This error can be seen in jobs where pre- or post-configuration backups before or after applying the new configuration fail, but the new configuration is applied successfully.	Check if “Completed with errors” appears in the Job Run Detail > Job Run Log to identify this problem.
	There is a time discrepancy in scheduled jobs.	The time is not set correctly on the WLSE.	Using CLI commands, reset the time to Universal Coordinated Time (UTC) as follows: <ol style="list-style-type: none"> 1. Enter services stop to stop services. 2. Enter the clock command to reset the time. 3. Enter services start to restart the services.

Firmware

Feature	Symptom	Probable Cause	Possible Solution
Firmware > Jobs	There is a time discrepancy in scheduled jobs.	The time was not set correctly on the WLSE.	Using CLI commands, reset the time to Universal Coordinated Time (UTC) as follows: <ol style="list-style-type: none">1. Enter services stop to stop services.2. Enter the clock command to reset the time.3. Enter services start to restart the services.

Reports

Feature	Symptom	Probable Cause	Possible Solution
Reports	After running a job, the updated data does not appear in a report.	A full polling cycle has not completed and the new data has not been entered in the database.	Verify that the polling cycle has completed as follows: <ol style="list-style-type: none"> 1. Select Administration > Appliance > Status > View Log File. 2. Click jobvm.log. 3. Scroll through the log to find the message: “Finished Inventory” for your particular job.
Reports > Scheduled Email Jobs	Email fails to arrive at its destination.	The SMTP server is not configured properly.	Configure the SMTP server using the mailroute command. For information on the mailroute command, select Help > View PDF , then, click Command Reference in the table of contents.
	There is a time discrepancy in the scheduled email jobs.	The time is not set correctly on the WLSE.	Using CLI commands, reset the time to Universal Coordinated Time (UTC) as follows: <ol style="list-style-type: none"> 1. Enter services stop to stop services. 2. Enter the clock command to reset the time. 3. Enter services start to restart the services.

Feature	Symptom	Probable Cause	Possible Solution
Reports > Wireless Clients	The access point data in the Historical Associations report is not accurate.	The wireless client was associated with an access point managed by the WLSE, but it subsequently associated with an access point that was added to the network, but not yet managed by the WLSE.	Verify that the associated access points are in the managed devices folder by selecting Administration > Discover > Managed Devices > Manage/Unmanage .
Reports > Current > Summary Reports > Current > Detailed	The report for access points is empty.	The SNMP user may not have the correct rights assigned.	Open a browser window to the access point, and select Setup > Security > User Information . Make sure that the user corresponding to the SNMP community (which is set up in WLSE in Discovery > Device Credentials) has been granted rights for the following: Ident, firmware, admin, snmp, and write. If not, click on the user and assign all these rights.
Reports > Current	The report is empty for a group report on a user-defined group.	Reports cannot be displayed for a user-defined group that contains another group.	Display individual reports for the sub-groups or devices within the user-defined group.

Administration

Feature	Symptom	Probable Cause	Possible Solution
Administration > Discover > Managed Devices	Devices were discovered but are not displayed in the GUI; for example, in reports.	The devices have not been moved to the Managed state.	Select Administration > Discover > Managed Devices . Move the devices from New or Unmanaged to Managed. See Manage Devices, page 6-13 .
Administration > Discover > Discover	There is a time discrepancy in the scheduled discovery jobs.	The time is not set correctly on the WLSE.	Using CLI commands, reset the time to Universal Coordinated Time (UTC) as follows: <ol style="list-style-type: none"> 1. Enter services stop to stop services. 2. Enter the clock command to reset the time. 3. Enter services start to restart the services.
Administration > User Admin > Manage Users	Users are not visible in the list of users.	Only the user who created a given user can view that user's name in the list of users, although the admin user can view all users.	None. For more information, see Managing Users, page 6-63 .

Feature	Symptom	Probable Cause	Possible Solution
Administration > Discover > Managed Devices	Devices were not discovered.	The device is not specified as a seed and the CDP distance is not high enough to reach the device.	Select Administration > Discover > Discover > Modify Discovery Settings . Specify the device as a seed or increase the CDP distance. See Add Seed Devices and Schedule Discovery , page 6-10.
		CDP is not enabled on the device.	For more information about device setup, see Set Up Devices , page 6-4. If you are not using CDP, you can import devices from a file or from CiscoWorks2000; see Importing Devices , page 6-21.
		A switch is not discovered unless it has an access point attached to it. Discovery can proceed beyond the switch, but the switch itself is not discovered.	Make sure a properly configured access point is attached to the switch. See Set Up Devices , page 6-4.
		SNMP is not enabled on the device or SNMP community strings are not entered on the WLSE.	SNMP must be enabled on the device and credentials must be entered on the WLSE. See Set Up Devices , page 6-4 or Setting Device Credentials , page 6-17.
		The SNMP timeouts or retries are set too low.	Reset the timeouts and retries. See Setting Device Credentials , page 6-17.
		The device is down.	None.
		The device is not supported.	None.

Feature	Symptom	Probable Cause	Possible Solution
Administration > Appliance > Backup and Restore > Restore	Authentication module configuration reverts to the default after a backup and restore operation.	After restoring from a backup image, the authentication module setting reverts to the default Local authentication value.	<ol style="list-style-type: none"> 1. Select Administration > Appliance > Security > Authentication Modules. 2. From the list, select the authentication module value you had before the backup and restore operation, then click Submit.
	Telnet configuration reverts to the default value after a backup and restore operation.	After restoring from a backup image, the Telnet setting reverts to the default enable value.	<ol style="list-style-type: none"> 1. Select Administration > Appliance > Security > SSH and Telnet. 2. From the list, select disable, then click Configure.