



# Troubleshooting

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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:

- [Faults, page 7-2](#)
- [Configure, page 7-2](#)
- [Reports, page 7-7](#)
- [Administration, page 7-9](#)

## Faults

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

## Configure

Feature	Symptom	Probable Cause	Possible Solution
<b>Configure &gt; Templates</b>	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 rebooted.	Cold reboot 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 <a href="#">Getting Started, page 1-3</a> .
<b>Configure &gt; Jobs</b>	The Undo function does not work.	Your job is SNMP-based, which is not supported by the Undo function.	None.

Feature	Symptom	Probable Cause	Possible Solution
Configure > Jobs	The Undo function does not work.	Your job includes the following Security options, which are not supported by the Undo function: <ul style="list-style-type: none"> <li>• Local Admin Authentication under the Local Admin Access</li> <li>• Encryption Key Values under Local AP/Client Security</li> <li>• Shared Secret under Server-Based Security.</li> <li>• Shared Secret under Accounting.</li> </ul>	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 <b>Administration &gt; Discover &gt; Device Credentials &gt; HTTP User/Password</b>
		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 <b>Administration &gt; Discover &gt; Device Credentials</b> .
			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 <b>Administration &gt; Discover &gt; Device Credentials</b> .
			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 <b>Administration &gt; Appliance &gt; Status &gt; View Log File</b> 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 <b>Job Run Detail &gt; Job Run Log</b> 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 <b>Administration &gt; Discover &gt; Device Credentials &gt; SNMP Communities</b> 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 <b>Job Run Detail &gt; Job Run Log</b> 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"> <li>1. Enter <b>services stop</b> to stop services.</li> <li>2. Enter the <b>clock</b> command to reset the time.</li> <li>3. Enter <b>services start</b> to restart the services.</li> </ol>

## Reports

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

Feature	Symptom	Probable Cause	Possible Solution
<b>Reports &gt; Wireless Clients</b>	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 <b>Administration &gt; Discover &gt; Managed Devices &gt; Manage/Unmanage</b> .
<b>Reports &gt; Current &gt; Summary</b> <b>Reports &gt; Current &gt; Detailed</b>	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 <b>Setup &gt; Security &gt; User Information</b> .  Make sure that the user corresponding to the SNMP community (which is set up in WLSE in <b>Discovery &gt; Device Credentials</b> ) has been granted rights for the following: Ident, firmware, admin, snmp, and write.  If not, click on the user and assign all these rights.

## Administration

Feature	Symptom	Probable Cause	Possible Solution
<b>Administration &gt; Discover &gt; Managed Devices</b>	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 <b>Administration &gt; Discover &gt; Managed Devices</b> . Move the devices from New or Unmanaged to Managed. See <a href="#">Manage Devices, page 5-13</a> .
<b>Administration &gt; Discover &gt; Discover</b>	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"> <li>1. Enter <b>services stop</b> to stop services.</li> <li>2. Enter the <b>clock</b> command to reset the time.</li> <li>3. Enter <b>services start</b> to restart the services.</li> </ol>
<b>Administration &gt; User Admin &gt; Manage Users</b>	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 <a href="#">Managing Users, page 5-62</a> .

Feature	Symptom	Probable Cause	Possible Solution
<b>Administration &gt; Discover &gt; Managed Devices</b>	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 <b>Administration &gt; Discover &gt; Discover &gt; Modify Discovery Settings</b> . Specify the device as a seed or increase the CDP distance. See <a href="#">Add Seed Devices and Schedule Discovery</a> , page 5-10.
		CDP is not enabled on the device.	For more information about device setup, see <a href="#">Set Up Devices</a> , page 5-4. If you are not using CDP, you can import devices from a file or from CiscoWorks2000; see <a href="#">Importing Devices</a> , page 5-21.
		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 <a href="#">Set Up Devices</a> , page 5-4.
		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 <a href="#">Set Up Devices</a> , page 5-4 or <a href="#">Setting Device Credentials</a> , page 5-17.
		The SNMP timeouts or retries are set too low.	Reset the timeouts and retries. See <a href="#">Setting Device Credentials</a> , page 5-17.
		The device is down.	None.
		The device is not supported.	None.