



Troubleshooting

This appendix provides troubleshooting information for the CiscoWorks 1105 and CiscoWorks 1130 WLSEs. It includes information about problems related to initial configuration, connecting to the WLSE, and starting the WLSE.

For more troubleshooting information, see the *FAQs and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine, 2.0* on Cisco.com.

The appendix contains information about the following problems:

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Cannot Download an Upgrade Image

Problem: Image downloads hang.

Possible Cause: Scanning software can cause the image download to hang for a long time if the software is configured to scan compressed download files.

Solution: Cisco has checked the image zip files and their contents against viruses, so you can turn off this property during image download from Cisco.com.

Cannot Correct Setup Entries

Problem: You entered incorrect text during the installation setup and want to fix the entry.

Resolution: Exit the installation by pressing **Ctrl-c**. Then run **erase config** to remove the incorrect installation information and re-run the setup program. If you use the erase config command to erase the previous WLSE configuration, and run the setup program again, you will be required to get a new certificate.

Cannot Log Into the System

Problem: You cannot log into the system.

Possible causes:

- You did not run the setup program to create an initial system configuration.
- You lost all the user account passwords.

Resolution:

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- Step 1** Did you run the setup program after booting the system for the first time?
If no, run the setup program as described in the [Using the Setup Program, page 3-2](#).
If yes, continue.

- Step 2** Do you know the password for any system user accounts?
- If no, reconfigure the system to create a new user account. Refer to the [“Recovering from the Loss of All Administrator Passwords”](#) section on page 4-17 for more information.
- If yes, continue.
- Step 3** If you are certain you entered a valid username and password, contact Cisco’s Technical Assistance Center for assistance.
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WLSE Cannot Connect to the Network

Problem: The system cannot connect to the network.

Possible causes:

- The network cable is not connected to the Ethernet 1 port.
- The Ethernet 1 interface is disabled or misconfigured.
- The system is configured correctly, but the network is down or misconfigured.

Resolution:

- Step 1** Verify that the network cable is connected to the Ethernet 1 port and the Ethernet indicator is lit.
- If the network cable is not connected, connect it.
 - If the network cable is connected but the Ethernet indicator is not lit, these are the probable causes:
 - The network cable is faulty.
 - The network cable is the wrong type (for example, a cross-over type, rather than the required straight-through type).
 - The port on the default gateway to which the system connects is down.

If the network cable is connected and the Ethernet indicator is on but the system cannot connect to the network, continue.

- Step 2** Use the **ping** command to perform the following tests:
- a.** Try to ping a well-known host on the network. A DNS server is a good target host.

If the ping command gets a response, the system is connected to the network. If it cannot connect to a particular host, the problem is either with the network configuration or that host. Contact your network administrator for assistance.

If the ping command does not get a response, continue.
 - b.** Attempt to connect to another host on the same subnet as the system.

If the ping command can connect to a host on the same subnet, but cannot connect to a host on a different subnet, the default gateway is probably down.

If the ping command cannot connect to any hosts, continue.
- Step 3** Use the **show interfaces** command to determine if the Ethernet 0 interface is disabled or misconfigured. For more information on the **show interfaces** command, see the *User Guide for the Wireless LAN Solution Engine*. You can access a PDF version of this guide by clicking **View PDF** in the WLSE's online help.
- If the Ethernet 1 interface is disabled, enable it. If it is misconfigured, configure it correctly. For more information, refer to [“Configuring the Ethernet Interfaces” section on page 4-11](#).
- If the interface is enabled and correctly configured, continue.
- Step 4** Contact your network administrator to verify that there are no conditions on the network that prevent the system from connecting to the network.
- If conditions prevent the system from connecting to the network, have your network administrator correct them.
- Step 5** If no conditions are preventing the system from connecting to the network, contact Cisco's Technical Assistance Center.
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Cannot Connect to the WLSE Using a Web Browser

Problem: You cannot connect to the system by entering its IP address in a Web browser.

Possible causes:

- The system cannot connect to the network.
- HTTP or HTTPS is not enabled
- If connecting via HTTP, the IP address was not appended with **:1741**.
- The client system is not configured. See [Configuring the Web Browser, page 3-8](#).

Resolution:

Step 1 Make sure that the system can connect to the network by following the procedure in [WLSE Cannot Connect to the Network, page A-3](#). Attempt to connect the system using a Web browser.

If you cannot connect, continue.

Step 2 If you are attempting to connect via HTTP, verify that the IP address is appended with **:1741**.

Step 3 If you are attempting to connect via HTTP, verify that HTTP is enabled. If you are attempting to connect via HTTPS, verify that HTTPS is enabled. For more information, see [Configuring the Ethernet Interfaces, page 4-11](#).

Step 4 Verify that the browser is configured correctly, and attempt to connect to the WLSE. For more information, see [Configuring the Web Browser, page 3-8](#). If you cannot connect, continue to step 5.

Step 5 At the system console, or through Telnet, verify that the Web Server and tomcat are running by entering the following:

```
# services status
```

If they are running, go to step 7. If they are not running continue to step 6.

If you are using the console:

- For the WLSE 1105, use the serial port on the front panel; do not use the serial port on the back panel as the console port.
- For the WLSE 1130, use the serial port on the back panel as the console port.

- Step 6** Stop the system services by entering the following:
- ```
services stop
```
- Step 7** Restart the system services by entering the following:
- ```
# services start
```
- Step 8** Try to connect the system using a Web browser.
If you cannot connect, continue to step 9.
- Step 9** Reboot the system by entering the **reload** command.
For more information on the **reload** command, see the *User Guide for the Wireless LAN Solution Engine*. You can access a PDF version of this guide by clicking **View PDF** in the WLSE's online help.
- Step 10** If you still cannot connect to the system using a Web browser, contact Cisco's Technical Assistance Center for assistance.
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System Time or Date Is Incorrect

Problem: The system time or date is incorrect.

Possible causes:

- NTP is misconfigured.
- The system clock is set incorrectly.

Resolution: Refer to the [“Setting WLSE Date and Time” section on page 4-9](#) for information about maintaining the system time and date.

System Cannot Boot from the Hard Drive

Problem: The system cannot boot from the hard drive during a reboot.

Possible causes:

- The disk has a physical error.
- The disk image is corrupted.

Resolution: If the WLSE cannot boot from the hard drive, the hard drive needs to be reimaged. Use the Recovery CD to reimage your WLSE. For more information, see [Using the Recovery CD, page 4-20](#).

Cannot Connect to System with Telnet or Telnet Interaction Is Slow

Problem: You cannot connect to the system using Telnet or Telnet interaction is slow, even though the system is connected to the network.

Possible causes:

- Telnet is disabled or configured incorrectly.
- The WLSE cannot recognize host names.



Note

If you are not using name recognition, slow or non-existent telnet interaction is an expected problem. For more information, see [Configuring Name Resolution, page 3-6](#).

Resolution: If the problem is not the network, perform the following steps. Connect to the console port if you cannot Telnet to the WLSE.

If you are using the console:

- For the WLSE 1105, use the serial port on the front panel; do not use the serial port on the back panel as the console port.
- For the WLSE 1130, use the serial port on the back panel as the console port.

Step 1 Check the Telnet settings to be sure Telnet is enabled and configured correctly. For more information, see the following:

- To check the Telnet settings, or to enable or disable Telnet on specific domains or IP addresses, use the **telnet** CLI command. For more information on this command, see the *User Guide for the Wireless LAN Solution Engine*. You can access a PDF version of this guide by clicking **View PDF** in the WLSE's online help.

- To enable or disable Telnet on individual ports, use the **firewall CLI** command. For more information on this command, see the *User Guide for the Wireless LAN Solution Engine*. You can access a PDF version of this guide by clicking **View PDF** in the WLSE's online help.

Step 2 If you have specified hosts using the **telnetenable** CLI command, make sure the host from which you are attempting to Telnet is on the list.

Step 3 If you are using a DNS server, perform the steps

- a.** Configure the system to use a functioning DNS server by entering:

```
# ip name-server ip-address
```

where *ip-address* is the IP address of the DNS server.

If you are using the **import** CLI command, proceed to step 4.

- b.** Verify that the system can get DNS services from the network by entering the following command:

```
# nslookup dns-name {hostname | ip-address}
```

where *dns-name* is the DNS name of a host on the network that is registered in DNS and *hostname* and *ip-address* is the same IP address specified in [Step 2](#). The command returns the IP address of the host.

- c.** If the system cannot resolve DNS names to IP addresses, the DNS server it is using is not working properly.

Resolve the network DNS problem, then continue.

Step 4 If you are using the **import** CLI command to resolve host names, verify that the WLSE can resolve host names by entering the following command:

```
ping hostname
```

where *hostname* is a host name that has been mapped to an IP address, or imported in a host file, using the **import** command.

Step 5 If the system can resolve DNS names to IP addresses but you still cannot connect to the system using Telnet, or Telnet interaction with the system is extremely slow, contact Cisco's Technical Assistance Center.
