

# Troubleshoot Wireless Devices from Catalyst Center Inventory

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## Introduction

This document describes procedures and guidelines for troubleshooting wireless devices inventory issues in Cisco Catalyst Center

## Known Issues

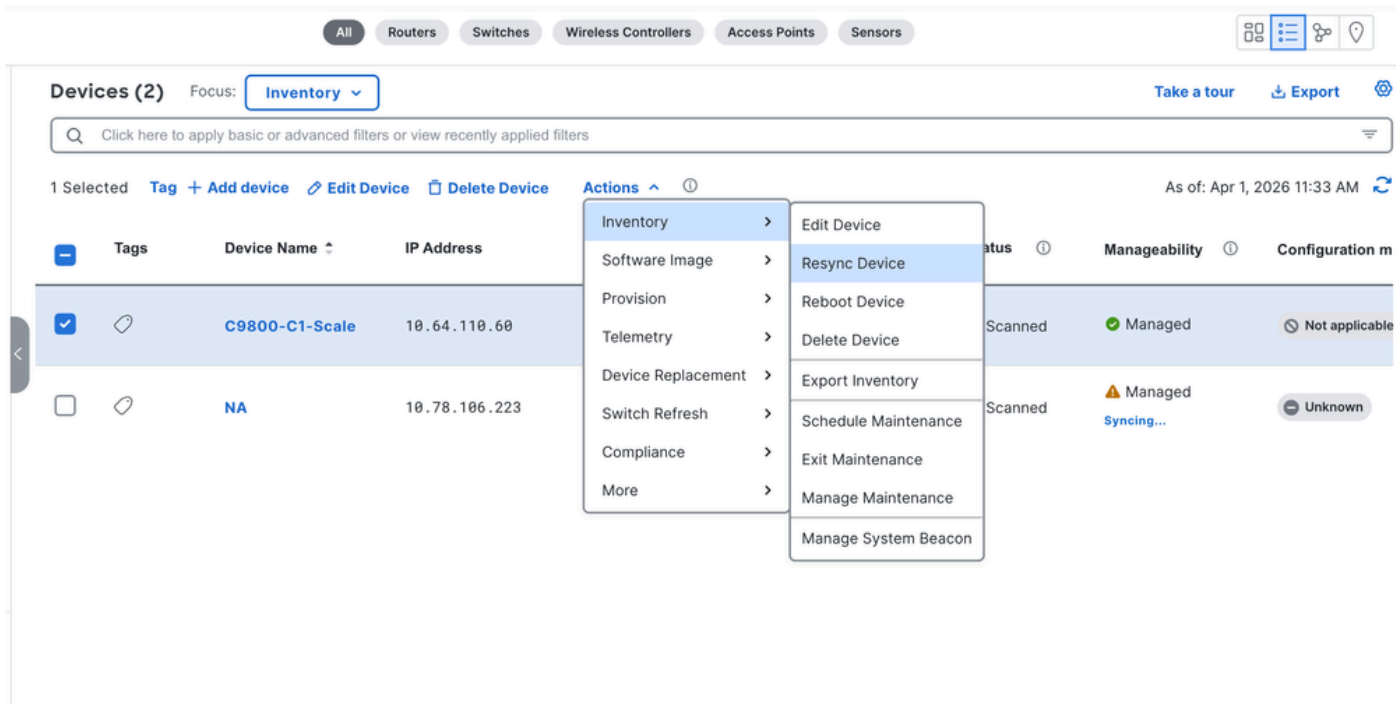
### Scenario 1. Device Manageability on Internal Error status.

#### Symptom:

Wireless controller on Internal Error state.

#### Possible Solution:

1. Perform a manual resync from Catalyst Center Inventory page, select the device and then select Actions > Inventory > Resync Device once.



2. Wait for sync completion.

3. Recheck status

### Expected Results:

Network device returns to Manage status.

### If not fixed:

Open TAC case with these details: controller hostname/IP, error screenshot, resync timestamp, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

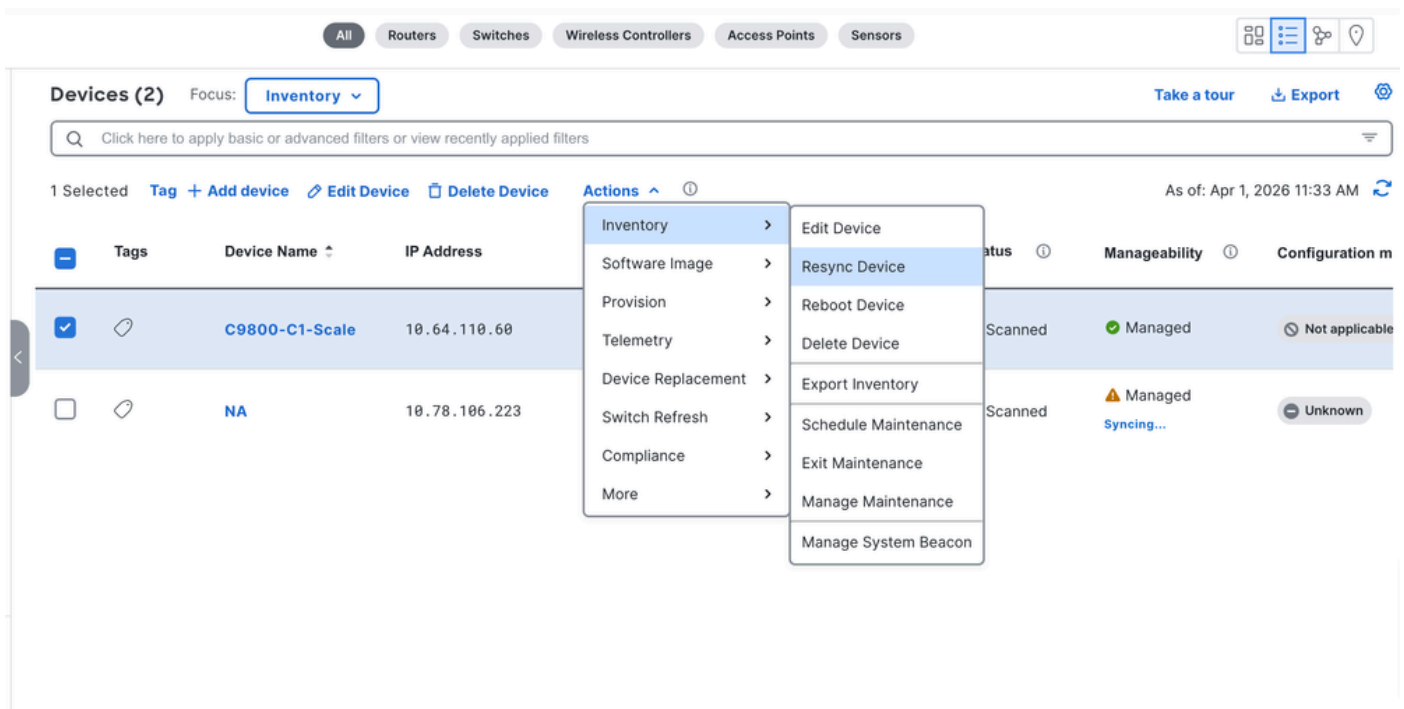
## Scenario 2. Device Manageability on Internal Error status due to DB Constraint Errors.

### Symptom:

Wireless controller shows Internal Error state as Scenario 1 and Inventory Status detail shows Unknown/DB-constraint-like behavior on the first section of Settings > System 360 > Log explorer > Inventory dashboard.

### Possible Solution:

1. Perform a manual resync from Catalyst Center Inventory page, select the device and then select Actions > Inventory > Resync Device once.



2. Wait for sync completion.

3. Recheck status

### Expected Results:

Network device returns to Manage status.

### If not fixed:

Open TAC case with these details: controller hostname/IP, error screenshot, resync timestamp, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

TAC engineer must collect Wireless Related DB Tables.

### Scenario 3. Device Manageability on Netconf Connection Failure error.

#### Symptom:

WLC shows Netconf Connection Failure error on Manageability.

Catalyst Center Provision / Inventory

Global

DEVICE WORK ITEMS

- Unreachable
- Unassigned
- Untagged
- Failed Provision
- Non Compliant
- Outdated Software Image
- No Standard Image
- Failed Image Prechecks
- Under Maintenance
- Security Advisories
- Marked for Replacement
- Marked for Refresh
- System Beacon Enabled

Devices (2) Focus: Inventory

0 Selected Tag + Add device Edit Device Delete Device Actions

As of: Apr 1, 2026 11:56

Tags	Device Name	IP Address	Vendor	Reachability	EoX Status	Manageability
	C9800-C1-Scale	10.64.110.60	Cisco	Reachable	Not Scanned	Managed
	EWLC-223.dns.com	10.78.106.223	Cisco	Reachable	Not Scanned	Managed Netconf Connection Failure

## Possible Solution:

### 1. Verify IP reachability

```

-----
venkchan@VENKCHAN-M-XXQ4 Code % ping 10.78.106.223
PING 10.78.106.223 (10.78.106.223): 56 data bytes
64 bytes from 10.78.106.223: icmp_seq=0 ttl=246 time=21.163 ms
64 bytes from 10.78.106.223: icmp_seq=1 ttl=246 time=59.802 ms
64 bytes from 10.78.106.223: icmp_seq=2 ttl=246 time=6.260 ms
-----

```

### 2. Verify NETCONF enabled + port open

```

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<capability>urn:ietf:params:xml:ns:yang:smiv2:SNMPv2-TC?module=SNMPv2-TC</capability>
<capability>urn:ietf:params:xml:ns:yang:smiv2:SONET-MIB?module=SONET-MIB&revision=2003-08-11</capability>
<capability>urn:ietf:params:xml:ns:yang:smiv2:TCP-MIB?module=TCP-MIB&revision=2005-02-18</capability>
<capability>urn:ietf:params:xml:ns:yang:smiv2:TOKEN-RING-RMON-MIB?module=TOKEN-RING-RMON-MIB</capability>
<capability>urn:ietf:params:xml:ns:yang:smiv2:TOKENRING-MIB?module=TOKENRING-MIB&revision=1994-10-23</capability>
<capability>urn:ietf:params:xml:ns:yang:smiv2:TUNNEL-MIB?module=TUNNEL-MIB&revision=2005-05-16</capability>
<capability>urn:ietf:params:xml:ns:yang:smiv2:UDP-MIB?module=UDP-MIB&revision=2005-05-20</capability>
<capability>urn:ietf:params:xml:ns:yang:smiv2:VPN-TC-STD-MIB?module=VPN-TC-STD-MIB&revision=2005-11-15</capability>
<capability>
  urn:ietf:params:netconf:capability:notification:1.1
</capability>
</capabilities>
<session-id>1116</session-id></hello>]]]>^CConnection to 10.78.106.223 closed.
venkchan@VENKCHAN-M-XXQ4 Code % ssh -p 830 admin@10.78.106.223
```

## Expected Results:

Connectivity validated and status updates.

## If not fixed:

Please Open a TAC Case in case direct NETCONF fails or if direct NETCONF passes but UI still shows the failure.

TAC engineer to collect controller details, NETCONF test result, UI screenshot and inventory debug logs.

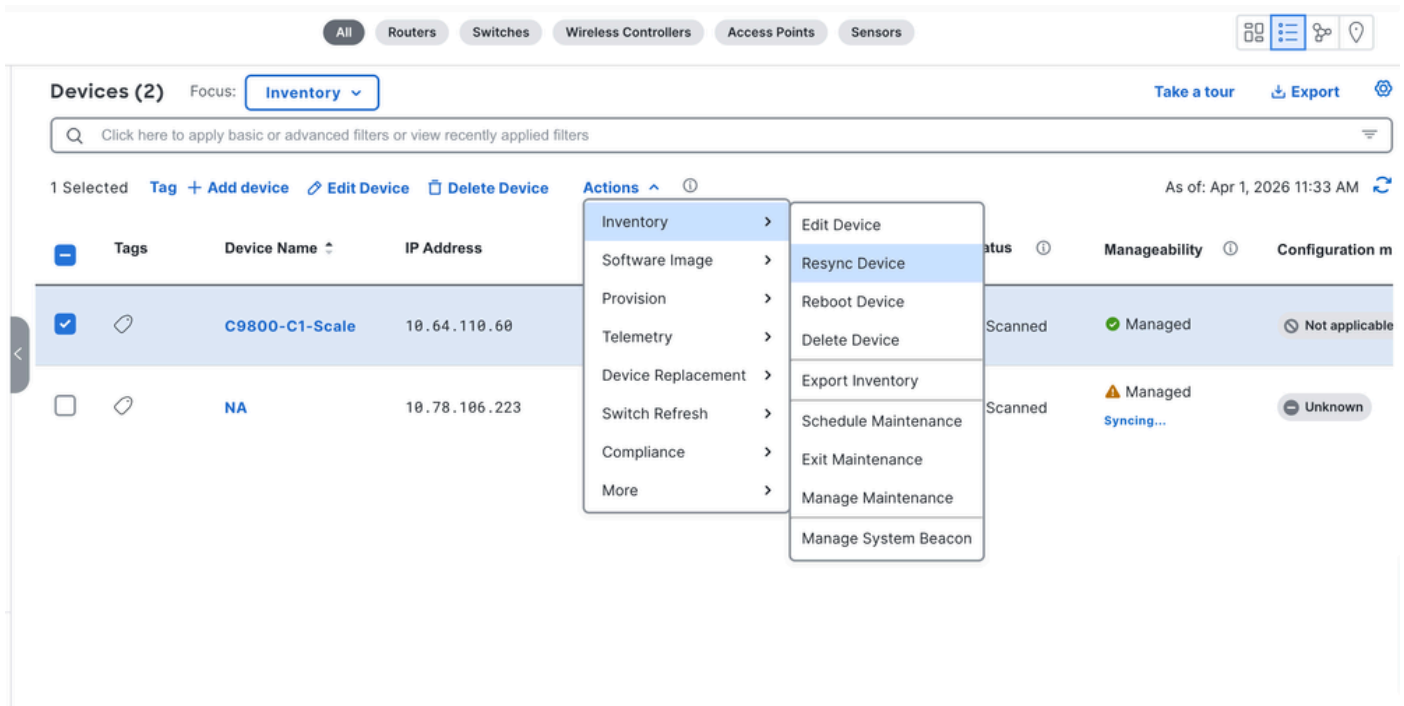
## Scenario 4. Device Manageability on Internal Error status due to RPC Errors.

### Symptom:

Wireless controller shows Internal Error state as Scenario 1 and Inventory Status detail shows RPC errors on the first section of Settings > System 360 > Log explorer > Inventory dashboard.

### Possible Solution:

1. Perform a manual resync from Catalyst Center Inventory page, select the device and then select Actions > Inventory > Resync Device once.



2. Wait for sync completion.

3. Recheck status

### Expected Results:

Network device returns to Manage status.

### If not fixed:

Open TAC case with these details: controller hostname/IP, error screenshot, resync timestamp, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

## Scenario 5. Device Manageability on Internal Error status due to any other error.

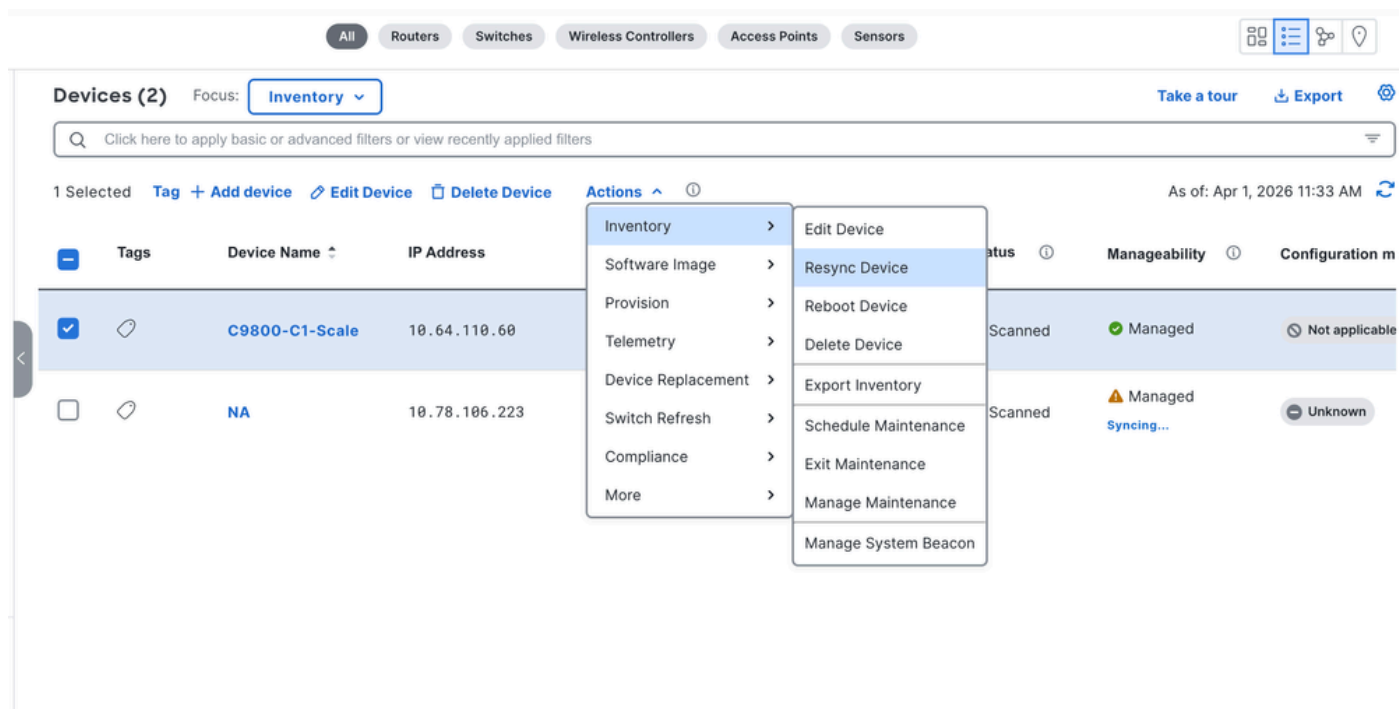
### Symptom:

Wireless controller shows Internal Error state as Scenario 1 and there is no specific error.

### Possible Solution:

1. Perform a manual resync from Catalyst Center Inventory page, select the device and then select Actions >

Inventory > Resync Deviceonce.



2. Wait for sync completion.

3. Recheck status

### Expected Results:

Network device returns to Manage status.

### If not fixed:

Open TAC case with these details: controller hostname/IP, error screenshot, resync timestamp, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

### Scenario 6. AP not discovered / wrong associated WLC.

#### Symptom:

APs are not showing on Catalyst Center Inventory after you added them to a managed WLC.

#### Possible Solution:

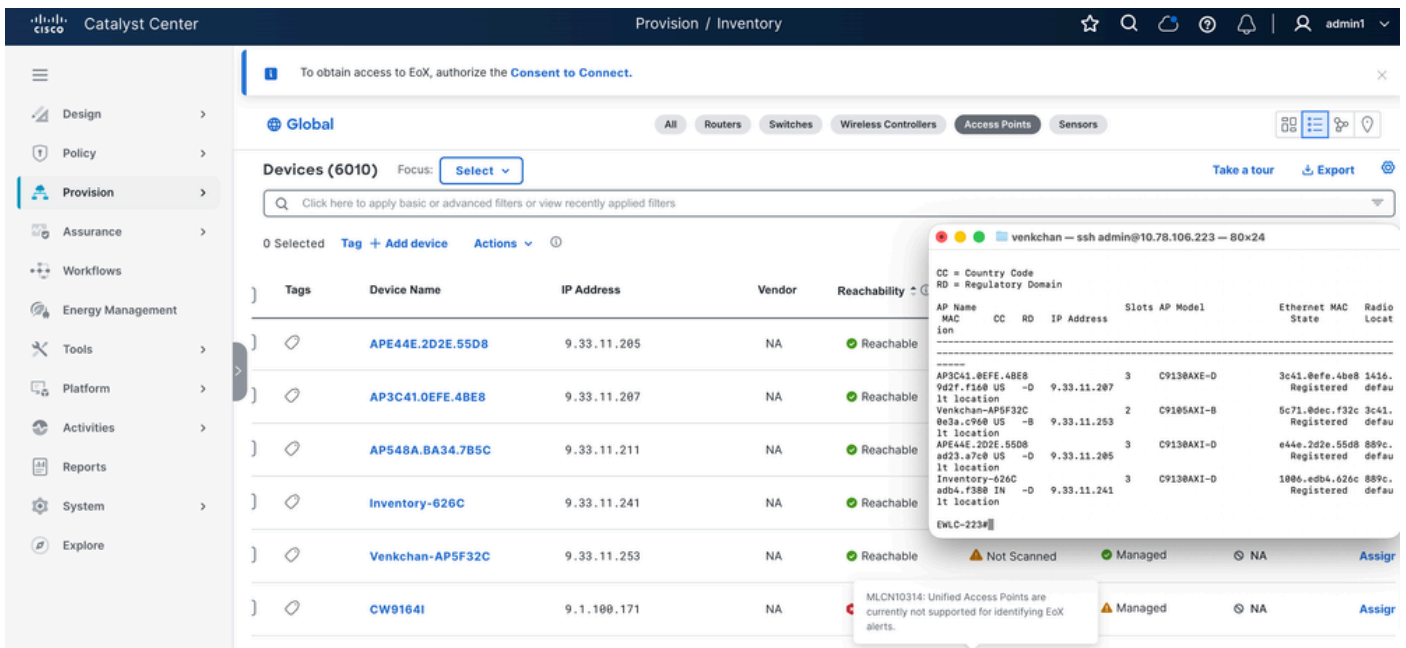
1. Verify AP is present on WLC CLI with command **show ap summary**.

```
EWLC-223#show ap sum
EWLC-223#show ap summary
Number of APs: 4

CC = Country Code
RD = Regulatory Domain

AP Name                               Slots AP Model      Ethernet MAC         Radio MAC           CC  RD  IP Address           State      Location
-----
AP3C41.0EFE.4BE8                       3  C9130AXE-D         3c41.0efe.4be8     1416.9d2f.f160  US  -D  9.33.11.207         Registered default location
Venkchan-AP5F32C                       2  C9105AXI-B         5c71.0dec.f32c    3c41.0e3a.c960  US  -B  9.33.11.253         Registered default location
APE44E.2D2E.55D8                       3  C9130AXI-D         e44e.2d2e.55d8    889c.ad23.a7c0  US  -D  9.33.11.205         Registered default location
Inventory-626C                         3  C9130AXI-D         1006.edb4.626c    889c.adb4.f300  IN  -D  9.33.11.241         Registered default location
```

2. Compare with Catalyst Center Inventory page.



3. Wait for one AP sync cycle.

4. Recheck mapping.

**Expected Results:**

AP status and associated WLC align.

**If not fixed:**

Open TAC case with these details: AP name, AP MAC Address, WLC details, event timestamp, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

**Scenario 7. AP PnP Onboarding issues.**

**Symptom:**

PnP AP onboarding fails or incompletes.

**Possible Solution:**

1. Validate the PnP workflow was successfully completed.
2. Retry onboarding validation once.

**Expected Results:**

Device/AP onboarding completes.

**If not fixed:**

Open TAC case with these details: PnP job logs, AP serial Number, Onboarding timestamp, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

**Scenario 8. AP updates delays due to image download more than 5 minutes.****Symptom:**

AP discovery is delayed if the image download is suspected.

**Possible Solution:**

1. Check AP join time on controller.
2. Confirm prolonged image download.
3. Check CAPWAP-related constraints.

**Expected Results:**

AP status and associated WLC align.

**If not fixed:**

Open TAC case with these details: AP join timestamps, Controller evidence of image download delay, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

## **Scenario 9. AP status stale after provisioning.**

### **Symptom:**

Provision job for an AP is other state than completed.

### **Possible Solution:**

1. Confirm AP provisioning workflow is success.
2. Refresh AP/Inventory page.
3. Trigger one manual sync/refresh.

### **Expected Results:**

AP fields update correctly.

### **If not fixed:**

Open TAC case with these details: Provisioning job ID, AP details, missing fields, timestamps, screenshots, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

## **Scenario 10. AP deletion failure.**

### **Symptom:**

AP delete attempt fails in UI or the deleted AP remains stale in Catalyst Center Inventory.

### **Possible Solution:**

1. Retry deletion once.
2. Capture exact error

3. Record task/subtask IDs

**Expected Results:**

AP deleted and removed from inventory.

**If not fixed:**

Open TAC case with these details: AP details, task/subtask IDs, failure screenshot, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

**Scenario 11. WLC deletion failure.**

**Symptom:**

Controller cannot be deleted from Catalyst Center.

**Possible Solution:**

1. Confirm no dependent workflow is active.

## Delete 1 device(s)



Task INVENTORY

Completed ● Success

Start Apr 6, 2026 12:02 PM End Apr 6, 2026 12:02 PM

As of: 12:33:23 PM

This task was created to deploy configuration that was previously previewed as a work item. [View Work Item Details](#)

Hostname: EWLC-223.dns.com  
IP Address: 10.78.106.223

> <span style="color: green;">●</span> Pre Validations For Delete Device	0 second
> <span style="color: green;">●</span> Intent Config Cleanup	1 second
> <span style="color: green;">●</span> Device Intent Configuration Cleanup	0 second
> <span style="color: green;">●</span> Telemetry & Other Catalyst Center Settings Cleanup	0 second
> <span style="color: green;">●</span> Delete Device	22 seconds

2. Retry deletion once.

3. Capture error details.

### Expected Results:

Controller deletion succeeds.

### If not fixed:

Open TAC case with these details: Controller details, Deletion task ID, Error screenshot, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.

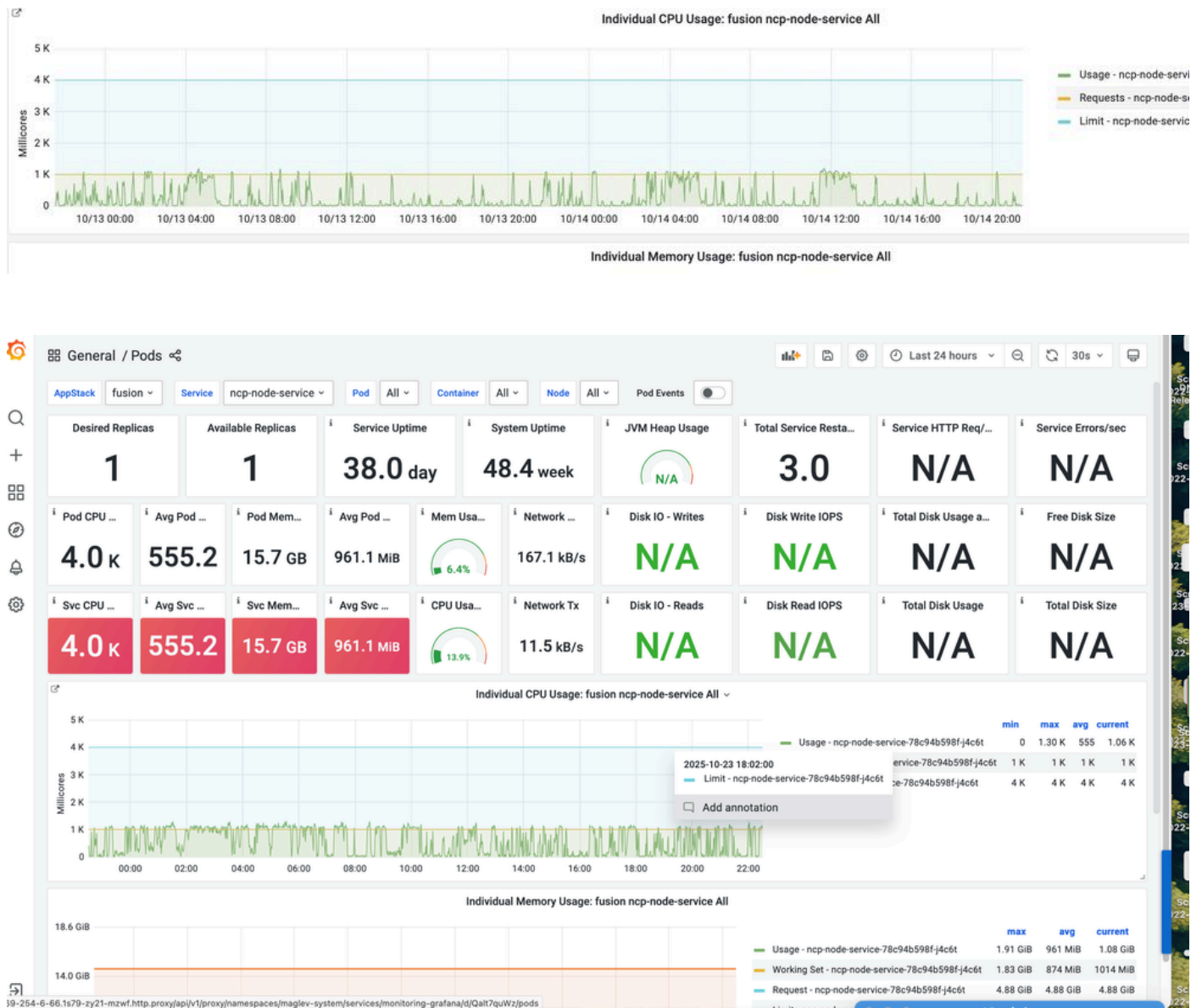
## Scenario 12. Inventory UI sluggishness.

### Symptom:

Navigate over Catalyst Center Inventory UI feels slow or page are not even loading.

## Possible Solution:

1. Record start/end time and frequency.
2. From System 360 page select Monitor and explore CPU and Memory utilization.



3. Re-test after short interval and try to use an incognito window.

## Expected Results:

UI response returns to normal.

## If not fixed:

Open TAC case with these details: Time range, screenshots/video, monitoring snapshots, Support Bundle from Catalyst Center GUI About icon > Support Bundle > Create Support Bundle.