

View Failed Authentication Clients in Captive Portal on WAP551 and WAP561 Access Points

Objective

The captive portal allows an administrator to block clients connected to the WAP network. Clients see a special web page for authentication purposes before they are allowed to use the internet normally. Captive Portal verification is for both guests and authenticated users. Captive portal makes use of the web browser and turns it into an authentication device. Captive portals are specially used at many Wi-Fi hotspots to charge users to get access to the internet.

This article guides on how to view failed authenticated clients on Captive Portal (CP) on the WAP551 and WAP561 access points.

Note: To know which clients are authenticated by captive portal refer to the article, [View Authenticated Clients in Captive Portal on WAP551 and WAP561 Access Points](#).

Applicable Devices

- WAP551
- WAP561

Software Version

- 1.0.4.2

Failed Authentication Clients

Step 1. Log in to the web configuration utility to choose **Captive Portal > Failed Authentication Clients**. The *Failed Authentication Clients* page opens.

Failed Authentication Clients								
<input type="button" value="Refresh"/>								
Total Number of Authenticated Clients: 1								
Failed Authentication Clients								
MAC Address	IP Address	User Name	Protocol	Verification	VAP ID	Radio ID	Captive Portal ID	Failure Time
98:6E:00:00:00:00	192.168.25.100	win7CPuser1	HTTPS	LOCAL	1	1	1	Jan 3 2000 11:59:38

In the Failed Authentication Clients, this information is available:

- Total Number of Fail Authenticated Clients — Displays the number of clients that have failed to gain authentication.
- MAC Address — Displays the MAC address of the failed authentication client.
- IP Address — Displays the IP address of the failed authentication client.

- User Name — Displays the Captive Portal user name of the Failed Authentication clients.
- Verification — Displays the method in which the client attempted to authenticate on the Captive Portal. It has these values:
 - Guest — The user does not require authentication.
 - Local — The WAP device uses a local database to authenticate users.
 - RADIUS — The WAP device uses a remote RADIUS server to authenticate users.
- VAP ID — Displays the Virtual Access Point to which the client is associated.
- Radio ID — Displays the identification number of the radio.
- Captive Portal ID — Displays the instance of the Captive Portal to which the client is associated.
- Failure Time — Displays a time stamp that shows the time the authentication was failed.

Step 2 (Optional). To get the most recent data, click **Refresh**.