Collect Logs and Debugs from AireOS Wireless LAN Controller (WLC)

Contents

Introduction

This document describes steps to collect important debugs or show commands from an AireOS Wireless LAN Controller (WLC).

Prerequisites

Requirements

Cisco recommends that you have knowledge of these technologies:

- Wireless LAN Controllers
- Telnet/SSH/console client

Components Used

The information in this document is based on this hardware/software versions:

- AireOS WLC version 8.0.140.0 or higher
- WLC Model 2504/5508/5520/7500/8500/8540/WISM

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Logs to be collected

Any WLC Issue

1. Document exact and detailed problem description.
2. **Config paging disable** - This command disables paging, so you could log the file without page break.
3. **Show run-config** – <u>This command provides wealth of data in terms of WLC config, Features enabled, RF stats of all the APs. This is most asked output from TAC</u> (or) **show run-config no-ap** – This command skips AP Information and can be taken if there are too many APs and you don't suspect issue related to AP
4. **Show traplog, show msglog** - Logs from WLC to monitor any significant ongoing issues.

 For component specific issues on WLC, you can also collect the [show/debug commands](#).

Alternatively, starting AireOS 8.3 onwards, you can also upload the [Diagnostic Support Bundle](#) from WLC which can give TAC all required data in one go.

WLC Crash

1. **Show tech-support**– This output is critical for all WLC crashes. TFTP transfer of crashfile is preferred and has complete crashfile in case tech-support is truncated. Command: **transfer upload datatype crashfile**
2. **Show coredump summary** – If you see a coredump file, please collect the same and upload it. Command: **transfer upload datatype coredump.** Detailed steps to trasfer file to TFTPserver using CLI/GUI upload can be seen here: upload

Client Connectivity Issues

For any client connectivity issues, please collect these:

1. Document exact and detailed problem description.
2. **show run-config** – Collect this command as documented in the "Any WLC issue" section. This command provides wealth of data in terms of WLC config, features enabled, RF stats of all the APs.
3. Name of the WLAN with issue.
4. Client Model (Hardware, Software, OS, Client Adapter Hw, Driver version)
5. Number of clients with issue.
6. If issue is always reproducible, collect **Debug client <mac>.** Else log the session and collect **Debug client <mac1> <mac2>** etc and note down timestamp of issue Note : **config session timeout 0**, **config serial timeout 0** - Ensures session does not timeout. To disable the debug, you can execute **debug disable-all**
7. New setup or existing?
8. Is site survey Done? If yes, attach the report as well.
9. For more detailed information on collecting the data, please refer to: Client-Tshoot