



## Troubleshooting

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This chapter provides troubleshooting procedures for basic problems with the wireless device. For the most up-to-date, detailed troubleshooting information, refer to the Cisco TAC website at the following URL (select **Top Issues** and then select **Wireless Technologies**):

<http://www.cisco.com/cisco/web/support/index.html>

Sections in this chapter include:

- [Checking the Top Panel Indicators, page 22-2](#)
- [Checking Basic Settings, page 22-8](#)
- [The wireless device MAC address that appears on the Status page in the Aironet Client Utility \(ACU\) is the MAC address for the wireless device radio. Resetting to the Default Configuration, page 22-9](#)
- [Reloading the Image, page 22-11](#)

# Checking the Top Panel Indicators


**Note**

If your wireless device is not communicating, check the LED indicators to quickly assess the device status. The 1130AG access point has a status LED on the top of the unit and two LEDs inside the protective cover. See the “[Indicators on 1130AG Access Points](#)” section on page 22-3 for information on 1130AG access point indicators.

The indicator signals on the wireless device have the following meanings (for additional details refer to [Table 22-1](#)):

- The Ethernet indicator signals traffic on the wired LAN. This indicator is normally green when an Ethernet cable is connected, and blinks green when a packet is received or transmitted over the Ethernet infrastructure. The indicator is off when the Ethernet cable is not connected.
- The status indicator signals operational status. Steady green indicates that the wireless device is associated with at least one wireless client. Blinking green indicates that the wireless device is operating normally but is not associated with any wireless devices.
- The radio indicator blinks green to indicate radio traffic activity. The light is normally off, but it blinks whenever a packet is received or transmitted over the wireless device radio.

**Table 22-1**      *Indicator Signals*

Message type	Ethernet indicator	Status indicator	Radio indicator	Meaning
Boot loader status	Green	–	Green	DRAM memory test.
	–	Amber	Red	Board initialization test.
	–	Blinking green	Blinking green	Flash memory test.
	Amber	Green	–	Ethernet initialization test.
	Green	Green	Green	Starting Cisco IOS software.
Association status	–	Green	–	At least one wireless client device is associated with the unit.
	–	Blinking green	–	No client devices are associated; check the wireless device SSID and WEP settings.
Operating status	–	Green	Blinking green	Transmitting/receiving radio packets.
	Green	–	–	Ethernet link is operational.
	Blinking green	–	–	Transmitting/receiving Ethernet packets.
Boot Loader Errors	Red	–	Red	DRAM memory test failure.
	–	Red	Red	File system failure.
	Red	Red	–	Ethernet failure during image recovery.
	Amber	Green	Amber	Boot environment error.
	Red	Green	Red	No Cisco IOS image file.
	Amber	Amber	Amber	Boot failure.

**Table 22-1** Indicator Signals (continued)

Message type	Ethernet indicator	Status indicator	Radio indicator	Meaning
Operation Errors	–	Green	Blinking amber	Maximum retries or buffer full occurred on the radio.
	Blinking amber	–	–	Transmit/receive Ethernet errors.
	–	Blinking amber	–	General warning.
Configuration Reset	–	Amber	–	Resetting the configuration options to factory defaults.
Failures	Red	Red	Red	Firmware failure; try disconnecting and reconnecting unit power.
	Blinking red	–	–	Hardware failure. The wireless device must be replaced.
Firmware Upgrade	–	Red	–	Loading new firmware image.

## Indicators on 1130AG Access Points

If your access point is not working properly, check the LED ring on the top panel or the Ethernet and Radio LEDs in the cable bay area. You can use the LED indications to quickly assess the unit's status. [Figure 22-1](#) shows the access point LEDs.

**Figure 22-1** 1130AG Access Point LEDs

<b>1</b>	Status LED	<b>3</b>	Ethernet LED
<b>2</b>	Access point cover	<b>4</b>	Radio LED

**Note**

To view the Ethernet and Radio LEDs you must open the access point cover.

The LED signals are listed in [Table 22-2](#).

**Table 22-2**     **LED Signals**

Message type	Cable Bay Area		Top of Unit	Meaning
	Ethernet LED	Radio LED	Status LED	
Boot loader status	Green	Green	Green	DRAM memory test ok.
	Off	Blinking green	Light blue	Initialize Flash file system.
	Off	Green	Pink	Flash memory test ok.
	Green	Off	Blue	Ethernet test ok.
	Green	Green	Green	Starting Cisco IOS.
Association status	n/a	n/a	Light green	Normal operating condition, but no wireless client devices are associated with the unit.
	n/a	n/a	Light blue	Normal operating condition, at least one wireless client device is associated with the unit.
Operating status	Green	n/a	n/a	Ethernet link is operational.
	Blinking green	n/a	n/a	Transmitting or receiving Ethernet packets.
	n/a	Blinking green	n/a	Transmitting or receiving radio packets.
	n/a	n/a	Blinking dark blue	Software upgrade in progress
Boot loader warnings	Off	Off	Yellow	Ethernet link not operational.
	Red	Off	Yellow	Ethernet failure.
	Amber	Off	Yellow	Configuration recovery in progress (Mode button pressed for 2 to 3 seconds).
	Off	Red	Pink	Image recovery (Mode button pressed for 20 to 30 seconds)
	Blinking green	Red	Blinking pink and off	Image recovery in progress and Mode button is released.

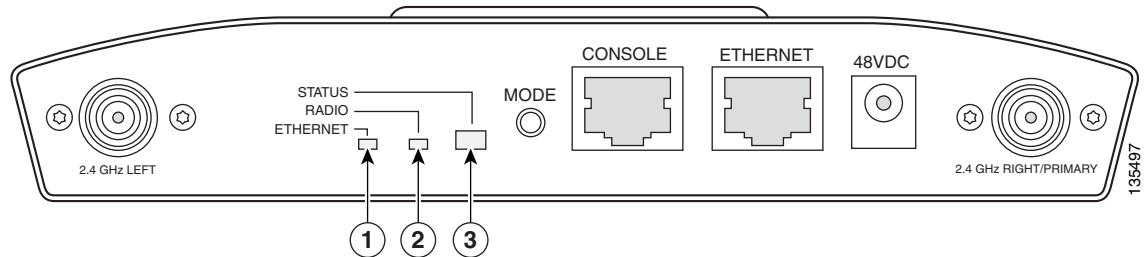
Table 22-2 LED Signals (continued)

Message type	Cable Bay Area		Top of Unit	Meaning
	Ethernet LED	Radio LED	Status LED	
Boot loader errors	Red	Red	Red	DRAM memory test failure.
	Off	Red	Blinking red and blue	Flash file system failure.
	Off	Amber	Blinking red and light blue	Environment variable (ENVAR) failure.
	Amber	Off	Blinking red and yellow	Bad MAC address.
	Red	Off	Blinking red and off	Ethernet failure during image recovery.
	Amber	Amber	Blinking red and off	Boot environment error.
	Red	Amber	Blinking red and off	No Cisco IOS image file.
	Amber	Amber	Blinking red and off	Boot failure.
Cisco IOS errors	Blinking amber	n/a	n/a	Transmit or receive Ethernet errors.
	n/a	Blinking amber	n/a	Maximum retries or buffer full occurred on the radio.
	Red	Red	Orange	Software failure; try disconnecting and reconnecting unit power.
	n/a	n/a	Orange	General warning, insufficient inline power.
	Blinking green	Blinking green	Blinking green	User activation of location indicator.

## Indicators on 1240AG Access Points

If your access point is not working properly, check the Status, Ethernet, and Radio LEDs on the 2.4 GHz end of the unit. You can use the LED indications to quickly assess the unit's status. [Figure 22-2](#) shows the access point LEDs (for additional information refer to the Event Log using the access point browser interface).

**Figure 22-2** 1240AG Access Point LEDs



<b>1</b>	Ethernet LED	<b>3</b>	Radio LED
<b>2</b>	Radio LED		

The LED signals are listed in [Table 22-3](#).

**Table 22-3** LED Signals

Message type	Ethernet LED	Radio LED	Status LED	Meaning
Boot loader status	Green	Green	Green	DRAM memory test ok.
	Off	Blinking green	Blue-green	Initialize Flash file system.
	Off	Green	Pink	Flash memory test ok.
	Green	Off	Dark blue	Ethernet test ok.
	Green	Green	Green	Starting Cisco IOS.
Association status	—	—	Light green	Normal operating condition, but no wireless client devices are associated with the unit.
	—	—	Blue	Normal operating condition, at least one wireless client device is associated with the unit.
Operating status	Green	—	—	Ethernet link is operational.
	Blinking green	—	—	Transmitting or receiving Ethernet packets.
	—	Blinking green	—	Transmitting or receiving radio packets.
	—	—	Blinking dark blue	Software upgrade in progress

Message type	Ethernet LED	Radio LED	Status LED	Meaning
Boot loader warnings	Off	Off	Yellow	Ethernet link not operational.
	Red	Off	Yellow	Ethernet failure.
	Amber	Off	Yellow	Configuration recovery in progress (Mode button pressed for 2 to 3 seconds).
	Off	Red	Pink	Image recovery (Mode button pressed for 20 to 30 seconds)
	Blinking green	Red	Blinking pink and off	Image recovery in progress and Mode button is released.
Boot loader errors	Red	Red	Red	DRAM memory test failure.
	Off	Red	Blinking red and blue	Flash file system failure.
	Off	Amber	Blinking red and blue-green	Environment variable (ENVAR) failure.
	Amber	Off	Blinking red and yellow	Bad MAC address.
	Red	Off	Blinking red and off	Ethernet failure during image recovery.
	Amber	Amber	Blinking red and off	Boot environment error.
	Red	Amber	Blinking red and off	No Cisco IOS image file.
	Amber	Amber	Blinking red and off	Boot failure.
Cisco IOS errors	Blinking amber	—	—	Transmit or receive Ethernet errors.
	—	Blinking amber	—	Maximum retries or buffer full occurred on the radio.
	Red	Red	Amber	Software failure; try disconnecting and reconnecting unit power.
	—	—	Amber	General warning, insufficient inline power (see the <a href="#">Low Power Condition</a> section).

## Low Power Condition

Access points can be powered from the 48-VDC power module or from an in-line power source. The 1130AG and 1240AG access points support the IEEE 802.3af power standard, Cisco Pre-Standard PoE protocol, and Cisco Intelligent Power Management for in-line power sources.

For full operation, the 1130AG and 1240AG series access points require **12.95 W** of power. The power module and Cisco Aironet power injectors are capable of supplying the required power for full operation, but some inline power sources are not capable of supplying **12.95 W**. Also, some high-power inline power sources, might not be able to provide **12.95 W** of power to all ports at the same time.

**Note**

An 802.3af compliant switch (Cisco or non-Cisco) is capable of supplying sufficient power for full operation.

On power up, the 1130AG and 1240AG series access points are placed into low power mode (both radios are disabled), Cisco IOS software loads and runs, and power negotiation determines if sufficient power is available. If there is sufficient power then the radios are turned on; otherwise, the access point remains in low power mode with the radios disabled to prevent a possible over-current condition. In low power mode, the access point activates the Status LED low power error indication, displays a low power message on the browser and serial interfaces, and creates an event log entry.

## Checking Basic Settings

Mismatched basic settings are the most common causes of lost connectivity with wireless clients. If the wireless device does not communicate with client devices, check the areas described in this section.

### SSID

Wireless clients attempting to associate with the wireless device must use the same SSID as the wireless device. If a client device SSID does not match the SSID of an wireless device in radio range, the client device will not associate. The wireless device default SSID is *tsunami*.

### WEP Keys

The WEP key you use to transmit data must be set up exactly the same on the wireless device and any wireless devices with which it associates. For example, if you set WEP Key 3 on your client adapter to 0987654321 and select it as the transmit key, you must set WEP Key 3 on the wireless device to exactly the same value. The wireless device does not need to use Key 3 as its transmit key, however.

### Security Settings

Wireless clients attempting to authenticate with the wireless device must support the same security options configured in the wireless device, such as EAP or LEAP, MAC address authentication, Message Integrity Check (MIC), WEP key hashing, and 802.1X protocol versions.

If a wireless client is unable to authenticate with the wireless device, contact the system administrator for proper security settings in the client adapter and for the client adapter driver and firmware versions that are compatible with the wireless device settings.



The wireless device MAC address that appears on the Status page in the Aironet Client Utility (ACU) is the MAC address for the wireless device radio.

## Resetting to the Default Configuration

**Note**

If you forget the password that allows you to configure the wireless device, you may need to completely reset the configuration. The following steps reset *all* configuration settings to factory defaults, including passwords, WEP keys, the IP address, and the SSID. The default username and password are both **Cisco**, which is case-sensitive.

## Using the Web Browser Interface

Follow these steps to delete the current configuration and return all wireless device settings to the factory defaults using the web browser interface:

- Step 1** Open your Internet browser. You must use Microsoft Internet Explorer (version 5.x or later) or Netscape Navigator (version 4.x).
- Step 2** Enter the wireless device IP address in the browser address line and press **Enter**. An Enter Network Password screen appears.
- Step 3** Enter your username in the User Name field.
- Step 4** Enter the wireless device password in the Password field and press **Enter**. The Summary Status page appears.
- Step 5** Click **System Software** and the System Software screen appears.
- Step 6** Click **System Configuration** and the System Configuration screen appears.
- Step 7** Click the **Reset to Defaults** button.

**Note**

If the wireless device is configured with a static IP address, the IP address does not change.

- Step 8** After the wireless device reboots, you must reconfigure the wireless device by using the Web-browser interface or the CLI. The default username and password are **Cisco**, which is case-sensitive.

## Using the CLI

Follow the steps below to delete the current configuration and return all wireless device settings to the factory defaults using the CLI.

- Step 1** Open the CLI using a Telnet session or a connection to the wireless device console port.
- Step 2** Reboot the wireless device by removing power and reapplying power.
- Step 3** Let the wireless device boot until the command prompt appears and the wireless device begins to inflate the image. When you see these lines on the CLI, press **Esc**:

The wireless device MAC address that appears on the Status page in the Aironet Client Utility (ACU) is the MAC

```

Loading "flash:/c350-k9w7-mx.v122_13_ja.20031010/c350-k9w7-mx.v122_13_ja.20031010"
..#####
#####
#####
#####
#####

```

**Step 4** At the ap: prompt, enter the **flash\_init** command to initialize the Flash.

```

ap: flash_init
Initializing Flash...
flashfs[0]: 142 files, 6 directories
flashfs[0]: 0 orphaned files, 0 orphaned directories
flashfs[0]: Total bytes: 7612416
flashfs[0]: Bytes used: 3407360
flashfs[0]: Bytes available: 4205056
flashfs[0]: flashfs fsck took 0 seconds.
...done initializing Flash.

```

**Step 5** Use the **dir flash:** command to display the contents of Flash and find the config.txt configuration file.

```

ap: dir flash:
Directory of flash:/
 3 .rwx 223 <date> env_vars
 4 .rwx 2190 <date> config.txt
 5 .rwx 27 <date> private.config
150 drwx 320 <date> c350.k9w7.mx.122.13.JA
4207616 bytes available (3404800 bytes used)

```

**Step 6** Use the **rename** command to change the name of the config.txt file to config.old.

```

ap: rename flash:config.txt flash:config.old

```

**Step 7** Use the **reset** command to reboot the wireless device.

```

ap: reset
Are you sure you want to reset the system (y/n)?y
System resetting..Xmodem file system is available.
flashfs[0]: 142 files, 6 directories
flashfs[0]: 0 orphaned files, 0 orphaned directories
flashfs[0]: Total bytes: 7612416
flashfs[0]: Bytes used: 3407360
flashfs[0]: Bytes available: 4205056
flashfs[0]: flashfs fsck took 0 seconds.
Reading cookie from flash parameter block...done.
Base ethernet MAC Address: 00:40:96:41:e4:df
Loading "flash:/c350.k9w7.mx.122.13.JA/c350.k9w7.mx.122.13.JA"..##### . . .

```



**Note**

The wireless device is configured with factory default values, including the IP address (set to receive an IP address using DHCP) and the default username and password (**Cisco**).

**Step 8** When IOS software is loaded, you can use the **del** privileged EXEC command to delete the config.old file from Flash.

```

ap# del flash:config.old
Delete filename [config.old]
Delete flash:config.old [confirm]
ap#

```

## Reloading the Image

If the wireless device has a firmware failure, you must reload the image file using the Web browser interface. You can use the browser interface if the wireless device firmware is still fully operational and you want to upgrade the firmware image.

If the wireless device experiences a firmware failure or a corrupt firmware image, indicated by three red LED indicators, you must reload the image from a connected TFTP server.

**Note**

This process resets *all* configuration settings to factory defaults, including passwords, WEP keys, the wireless device IP address, and SSIDs.

## Using the Web Browser Interface

You can also use the Web browser interface to reload the wireless device image file. The Web browser interface supports loading the image file using HTTP or TFTP interfaces.

**Note**

Your wireless device configuration does not change when you use the browser to reload the image file.

## Browser HTTP Interface

The HTTP interface enables you to browse to the wireless device image file on your PC and download the image to the wireless device. Follow the instructions below to use the HTTP interface:

- Step 1** Open your Internet browser. You must use Microsoft Internet Explorer (version 5.x or later) or Netscape Navigator (version 4.x).
- Step 2** Enter the wireless device IP address in the browser address line and press **Enter**. An Enter Network Password screen appears.
- Step 3** Enter your username in the User Name field.
- Step 4** Enter the wireless device password in the Password field and press **Enter**. The Summary Status page appears.
- Step 5** Click the **System Software** tab and then click **Software Upgrade**. The HTTP Upgrade screen appears.
- Step 6** Click **Browse** to find the image file on your PC.
- Step 7** Click **Upload**.

For additional information, click the **Help** icon on the Software Upgrade screen.

## Browser TFTP Interface

The TFTP interface allows you to use a TFTP server on a network device to load the wireless device image file. Follow the instructions below to use a TFTP server:

- 
- Step 1** Open your Internet browser. You must use Microsoft Internet Explorer (version 5.x or later) or Netscape Navigator (version 4.x).
  - Step 2** Enter the wireless device IP address in the browser address line and press **Enter**. An Enter Network Password screen appears.
  - Step 3** Enter your username in the User Name field.
  - Step 4** Enter the wireless device password in the Password field and press **Enter**. The Summary Status page appears.
  - Step 5** Click the **System Software** tab and then click **Software Upgrade**. The HTTP Upgrade screen appears.
  - Step 6** Click the **TFTP Upgrade** tab.
  - Step 7** Enter the IP address for the TFTP server in the TFTP Server field.
  - Step 8** Enter the file name for the image file in the Upload New System Image Tar File field. If the file is located in a subdirectory of the TFTP server root directory, include the relative path of the TFTP server root directory with the filename. If the file is located in the TFTP root directory, enter only the filename.
  - Step 9** Click **Upload**.

For additional information click the **Help** icon on the Software Upgrade screen.

---

## Using the CLI

Follow the steps below to reload the wireless device image using the CLI. When the wireless device begins to boot, interrupt the boot process and use boot loader commands to load an image from a TFTP server to replace the image in the wireless device.



**Note** Your wireless device configuration is not changed when using the CLI to reload the image file.

---

- Step 1** Open the CLI using a Telnet session or a connection to the wireless device console port.
- Step 2** Reboot the wireless device by removing power and reapplying power.
- Step 3** Let the wireless device boot until it begins to inflate the image. When you see these lines on the CLI, press **Esc**:

```

Loading "flash:/c350-k9w7-mx.v122_13_ja.20031010/c350-k9w7-mx.v122_13_ja.20031010"
...#####
#####
#####
#####
#####

```

- Step 4** When the `ap:` command prompt appears, enter the `set` command to assign an IP address, subnet mask, and default gateway to the wireless device.



**Note** You must use upper-case characters when you enter the `IP-ADDR`, `NETMASK`, and `DEFAULT_ROUTER` options with the `set` command.

Your entries might look like this example:

```
ap: set IP_ADDR 192.168.133.160
ap: set NETMASK 255.255.255.0
ap: set DEFAULT_ROUTER 192.168.133.1
```

- Step 5** Enter the `tftp_init` command to prepare the wireless device for TFTP.

```
ap: tftp_init
```

- Step 6** Enter the `tar` command to load and inflate the new image from your TFTP server. The command must include this information:

- the `-xtract` option, which inflates the image when it is loaded
- the IP address of your TFTP server
- the directory on the TFTP server that contains the image
- the name of the image
- the destination for the image (the wireless device Flash)

Your entry might look like this example:

```
ap: tar -xtract tftp://192.168.130.222/images/c350-k9w7-tar.122-13.JA1 flash:
```

- Step 7** When the display becomes full, the CLI pauses and displays `--MORE--`. Press the spacebar to continue.

```
extracting info (229 bytes)
c350-k9w7-mx.122-13.JA1/ (directory) 0 (bytes)
c350-k9w7-mx.122-13.JA1/html/ (directory) 0 (bytes)
c350-k9w7-mx.122-13.JA1/html/level1/ (directory) 0 (bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/appsui.js (558 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/back.htm (205 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/cookies.js (5027 bytes).
extracting c350-k9w7-mx.122-13.JA1/html/level1/forms.js (15704 bytes)...
extracting c350-k9w7-mx.122-13.JA1/html/level1/sitewide.js (14621 bytes)...
extracting c350-k9w7-mx.122-13.JA1/html/level1/config.js (2554 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/stylesheet.css (3215 bytes)
c350-k9w7-mx.122-13.JA1/html/level1/images/ (directory) 0 (bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/ap_title_appname.gif (1422 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_button_1st.gif (1171 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_button_cbottom.gif (318 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_button_current.gif (348 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_button_last.gif (386 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_button_last_filler.gif (327
bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_button_last_flat.gif (318
bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_button_nth.gif (1177 bytes)
extracting c350-k9w7-mx.122-13.JA1/html/level1/images/apps_leftnav_dkgreen.gif (869 bytes)
-- MORE --
```




---

**Note** If you do not press the spacebar to continue, the process eventually times out and the wireless device stops inflating the image.

---

**Step 8** Enter the **set BOOT** command to designate the new image as the image that the wireless device uses when it reboots. The wireless device creates a directory for the image that has the same name as the image, and you must include the directory in the command. Your entry might look like this example:

```
ap: set BOOT flash:/c350-k9w7-mx.122-13.JA1/c350-k9w7-mx.122-13.JA1
```

**Step 9** Enter the **set** command to check your bootloader entries.

```
ap: set
BOOT=flash:/c350-k9w7-mx.122-13.JA1/c350-k9w7-mx.122-13.JA1
DEFAULT_ROUTER=192.168.133.1
IP_ADDR=192.168.133.160
NETMASK=255.255.255.0
```

**Step 10** Enter the **boot** command to reboot the wireless device. When the wireless device reboots, it loads the new image.

```
ap: boot
```

---

## Obtaining the Image File

You can obtain the wireless device image file from the Cisco.com software center by following these steps:

- 
- Step 1** Use your Internet browser to access the Cisco Software Center at the following URL:  
<http://www.cisco.com/cisco/software/navigator.html>
  - Step 2** Find the wireless device firmware and utilities section and click on the link for the wireless device.
  - Step 3** Double-click the latest firmware image file for wireless devices.
  - Step 4** Download the image file to a directory on your PC hard drive.
- 

## Obtaining TFTP Server Software

You can download TFTP server software from several websites. Cisco recommends the shareware TFTP utility available at this URL:

<http://tftpd32.jounin.net>

Follow the instructions on the website for installing and using the utility.













