



Troubleshooting Lightweight Access Points

-
- [Support resources for technical issue resolution, on page 1](#)
- [Support articles, on page 1](#)
- [Provide feedback on support documents, on page 2](#)
- [Disclaimer and caution, on page 2](#)

Support resources for technical issue resolution

These resources help you resolve problems quickly and provide guidance if you need to escalate the issue.

We offer a variety of SME-authored support documents to help you resolve technical issues without opening a support ticket.

- You can access curated documents written by Cisco SMEs for common technical concerns.
- If a document resolves your issue, no support ticket is required.
- If you need additional help, visit the [Cisco Community](#) for solutions provided by other Cisco users. You can find information and advice from Cisco customers who have had similar issues and shared their solutions.
- If your issue persists, open a support ticket at [Cisco Support](#).



Note When you need to open a support ticket, these documents explain what information you should collect and include in your request. Specify the support document you consulted, and TAC can create an improvement request with the document owner.

Support articles

This section includes documents with use cases that explain why a tunnel break occurs between the Wireless Controller and the APs.

You can apply these documents to different software and hardware listed in the **Components Used** section of each article. However, this does not mean these documents are limited to the items listed in **Components Used**, even if the listed components are for earlier releases.

- Be aware that changes in software or hardware may affect commands to stop working, syntax to change, or GUIs and CLIs to look different between releases.
- The [Troubleshoot Access Point Disassociation from Controller](#) explains why a Control and Provisioning of Wireless Access Points (CAPWAP) or Lightweight Access Point Protocol (LWAPP) tunnel may break between Access Points (APs) and the Wireless Controller.

Provide feedback on support documents

You can help improve Cisco support documents by submitting feedback.

Your input helps. A key aspect to improving these support documents is customer feedback. Note that multiple teams maintain and update these documents within Cisco. If you find an issue specific to the document, such as unclear information, confusing sections, or missing information

- provide feedback using the **Feedback** button located in the right panel of the article. The document owner is notified and will either update the article or flag it for removal, and
- include information about the section, area, or issue you had with the document, and suggest what could be improved. Provide detailed information to help us understand your feedback.

Disclaimer and caution

Read this disclaimer and caution about default device configurations so you understand the potential impact of any command.

The information in this document is based on tests performed in a specific lab environment.

- All devices in the lab started with a cleared (default) configuration.
- If you are working on a live network, understand the potential impact of each command before you use it.