



Troubleshooting Common Issues

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Troubleshooting Common Issues

Problem Client cannot connect because there is no valid VLAN defined in the Policy profile.

Possible Cause There is no valid VLAN defined on the Policy profile assigned to the WLAN.

1. **Solution** Verify the Policy profile used by the client.

- **Solution CLI:**

```
Device # show wireless client mac-address <aaaa.bbbb.cccc> detail | inc Policy Profile  
  
Policy Profile : default-policy-profile
```

Solution Optionally search for a specific client by using its MAC address.

- **Solution GUI:** Navigate to **Monitoring > Wireless > Clients > Client row > Client Properties**.

Solution Optionally search for a specific client by using its MAC address.

2. **Solution** Verify the VLAN that is assigned to the Policy profile.

- **Solution CLI:**

```
Device # show wireless profile policy detailed default-policy-profile | inc VLAN
```

```
VLAN                               : VLAN2686
```

- **Solution GUI:** Navigate to **Configuration > Tags & Profiles > Policy > Policy Profile row > Access Policies**.

3. **Solution** Ensure that the VLAN parameter has a VLAN name or VLAN ID that is valid and active.

- **Solution CLI:**

```
Device# show vlan brief
```

VLAN	Name	Status	Ports
1	default	active	Te0/0/2, Te0/0/3
210	VLAN0210	active	

```
1002 fddi-default          act/unsup
1003 token-ring-default    act/unsup
1004 fddinet-default       act/unsup
1005 trnet-default         act/unsup
```

VLAN	Name	Status	Ports
2600	VLAN2600	active	
2601	VLAN2601	active	
2602	VLAN2602	active	
2686	VLAN2686	active	



Note VLAN names are case sensitive, so ensure that the name is exactly the same as seen in the output of the **show vlan brief** command.

- **Solution** GUI: Navigate to **Configuration > Layer2 > VLAN > VLAN**.

4. **Solution** Fix the VLAN as required.

- **Solution** CLI:

```
Device> enable
Device# configure terminal
Device(config)# wireless profile policy default-policy-profile
Device(config)# shutdown
Device(config)# vlan <vlan-# or vlan-name>
Device(config)# no shutdown
Device(config)# end
Device#
```

- **Solution** GUI: Navigate back to **Configuration > Tags & Profiles > Policy > Policy Profile row > Access Policies** and fix the VLAN.

Problem Client gets disconnected due to changes in the WLAN or Policy profile.

Possible Cause Changes were made in the GUI or the SSID, or the Policy profile was manually disabled.

Solution Normal behavior. Avoid making changes to the SSIDs or Policy profiles during production hours.

Problem Client disconnected due to session timeout.

Possible Cause Client reached its session timeout.

Solution Normal behavior. Increase the Policy-profile session timeout associated with the SSID.

- **Solution** CLI:

```
Device> enable
Device# configure terminal
Device(config)# wireless profile policy <policy-profile-name>
Device(config)# shutdown
Device(config)# session-timeout <20-86400 seconds>
Device(config)# no shutdown
Device(config)# end
Device#
```

- **Solution** GUI: Navigate to **Configuration > Tags & Profiles > Policy > Policy Profile Name > Advanced > WLAN Timeout**, and customize timers as needed.

Problem Client disconnected due to Idle Timeout.

Possible Cause Client did not send traffic (or enough traffic) within the configured idle timeout interval.

Solution Normal behavior. Customize the Policy profile idle settings associated with the SSID.

- **Solution CLI:**

```
Device> enable
Device# configure terminal
Device(config)# wireless profile policy <policy-profile-name>
Device(config)# shutdown
Device(config)# idle-timeout <15-100000 seconds>
Device(config)# idle-threshold <0-4294967295 bytes>
Device(config)# no shutdown
Device(config)# end
Device#
```

- **Solution** GUI: Navigate to **Configuration > Tags & Profiles > Policy > Policy Profile Name > Advanced > WLAN Timeout**, and customize idle setting as needed.

Problem Client moved between SSIDs.

Possible Cause Client was connected to one SSID and moved to a different one.

Solution Normal behavior. Remove the second SSID from the client.

