



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.

