C H A P T E R **10**

# Troubleshooting

This chapter provides information for diagnosing and correcting common problems that may occur when you install and operate the client adapter.

The following topics are covered in this chapter:

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- Interpreting the Indicator LEDs, page 10-2
- Troubleshooting the Client Adapter, page 10-3
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# Accessing the Latest Troubleshooting Information

This chapter provides basic troubleshooting tips for your client adapter. For more up-to-date and detailed troubleshooting information, refer to the TAC web site. To access this site, go to Cisco.com, click **Technical Support** > **Product Support** > **Wireless**. Then choose your product and click **Troubleshooting** to find information on the problem you are experiencing.

**Note** We recommend that you use the latest firmware and the latest version of the Aironet Desktop Utility for all client adapters. You can download the latest versions at this URL:

http://tools.cisco.com/support/downloads/pub/MDFTree.x?butype=wireless

# Interpreting the Indicator LEDs

The client adapter shows messages through its two LEDs. Table 10-1 interprets the LED operating messages.

*Table 10-1        LED Operating Messages*

| Status LED (green) | Activity LED (amber) | Condition |
|---|---|---|
| Off | Off | Client adapter is not receiving power. |
| Blinking slowly | Off | Client adapter is in power save mode. |
| On | Off | Client adapter has awakened from power save mode. |
| Alternating blink: | | Client adapter is scanning for the wireless network for which it is configured. |
| On | Off | |
| Off | On | |
| Blinking slowly | Blinking slowly | Client adapter is associated to an access point (in infrastructure mode) or another client (in ad hoc mode). |
| Blinking quickly | Blinking quickly | Client adapter is transmitting or receiving data while associated to an access point (in infrastructure mode) or another client (in ad hoc mode). |

# Troubleshooting the Client Adapter

This section provides troubleshooting tips should you encounter problems with your client adapter. Use Table 10-2 to quickly find specific troubleshooting information.

*Table 10-2        Troubleshooting Information*

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# Using the Cisco Aironet Troubleshooting Utility

The Cisco Aironet Troubleshooting Utility enables you to identify and resolve configuration and association problems with your client adapter. It is meant to be used only when the client adapter is in infrastructure mode because it assesses the connection between the adapter and an access point.

Follow the instructions in one of the subsections below to use the utility to diagnosis your client adapter's operation, save a detailed report to a text file, or access online help.

# Diagnosing Your Client Adapter's Operation

**Step 1**    Perform one of the following to activate the troubleshooting utility:

- Open ADU; choose **Troubleshooting** from the Action drop-down menu.

- Open ADU; click the **Diagnostics** tab and **Troubleshooting**.

- Right-click the ASTU icon; choose **Troubleshooting** from the pop-up menu.

The Cisco Aironet Troubleshooting Utility window appears (see Figure 10-1).

*Figure 10-1        Troubleshooting Utility Window*

**Step 2**    Click **Run Test**. The utility performs the following series of seven tests to check the operation of your client adapter and to identify specific problems if they exist:

1.  Driver installation test

2.  Card insertion test

3.  Card enable test

4.  Radio test

5.  Association test

6.  Authentication test

7.  Network test

The utility runs and then displays the results for each test (see Figure 10-2).

**Figure 10-2    Troubleshooting Utility Window (with Test Results)**
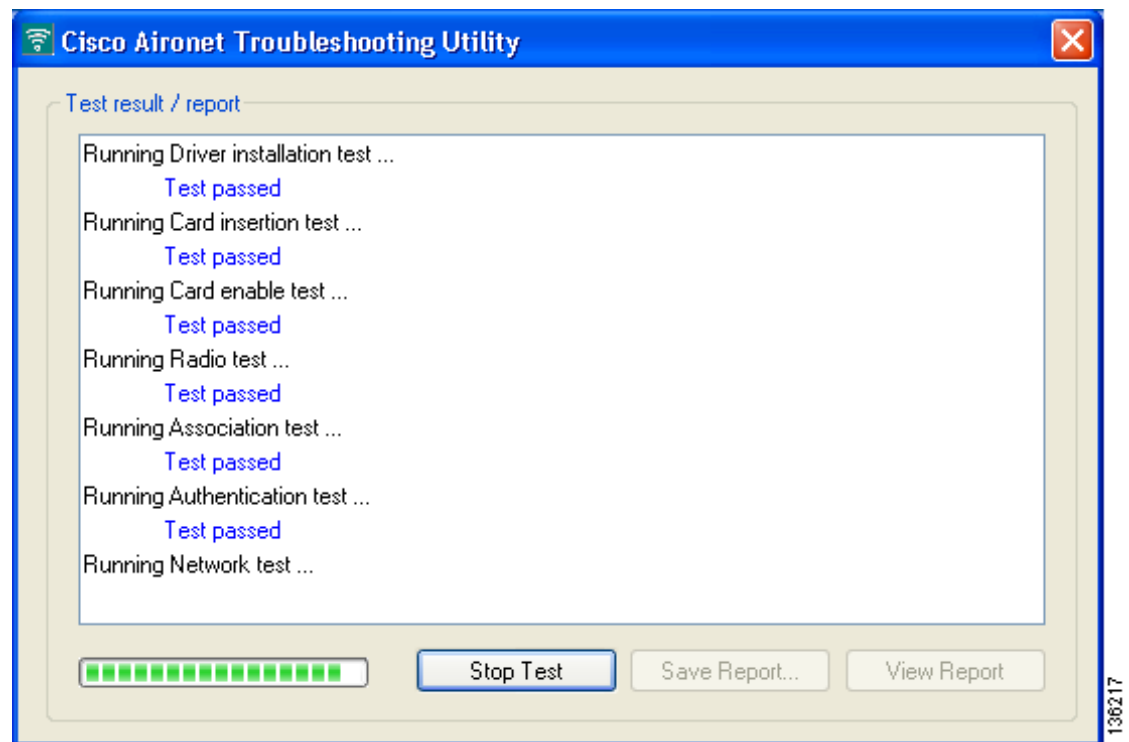


One of the following status messages appears for each test:

*   **Test passed**—The test completed successfully.

*   **Test bypassed**—The test was skipped because it was not required for the active profile.

*   **Test failed**—The test failed. Follow the instructions in Step 3 to obtain more details.

**Note**    You can click **Stop Test** at any time to stop the testing process, or you can click **Start Test** after the testing process has stopped to run the test again.

**Step 3** To view more detailed information, click **View Report**. A report appears that provides more detailed results for your client adapter (see Figure 10-3).

*Figure 10-3        Troubleshooting Utility Window (Detailed Report)*



✎
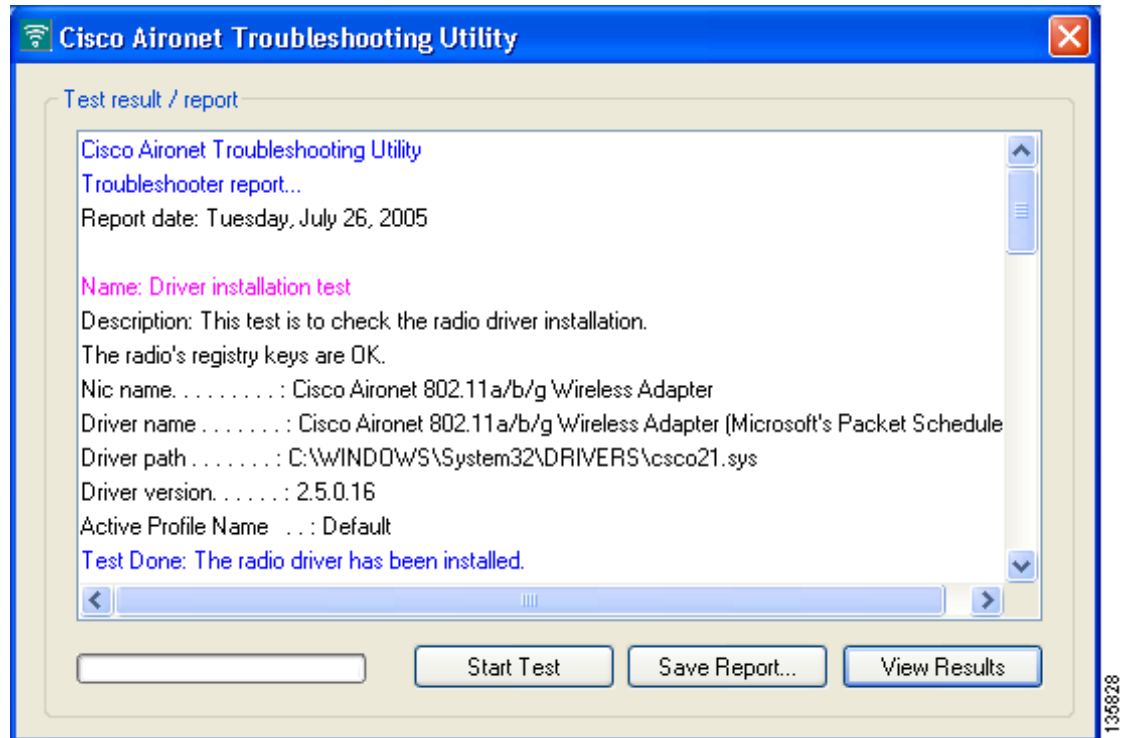
**Note** The report contains valuable information that, if necessary, could be used by your system administrator or TAC to analyze any problems. Follow the instructions in the next section if you want to save the report to a text file.

**Step 4** If a problem is discovered, the report provides some possible repair suggestions. Follow the repair instructions carefully and run the troubleshooting utility again.

## Saving the Detailed Report to a Text File

Follow the steps below to save the detailed troubleshooting report to your computer's hard drive.

**Step 1**    Click **Save Report**. The Save Report window appears (see Figure 10-4).

*Figure 10-4        Save Report Window*
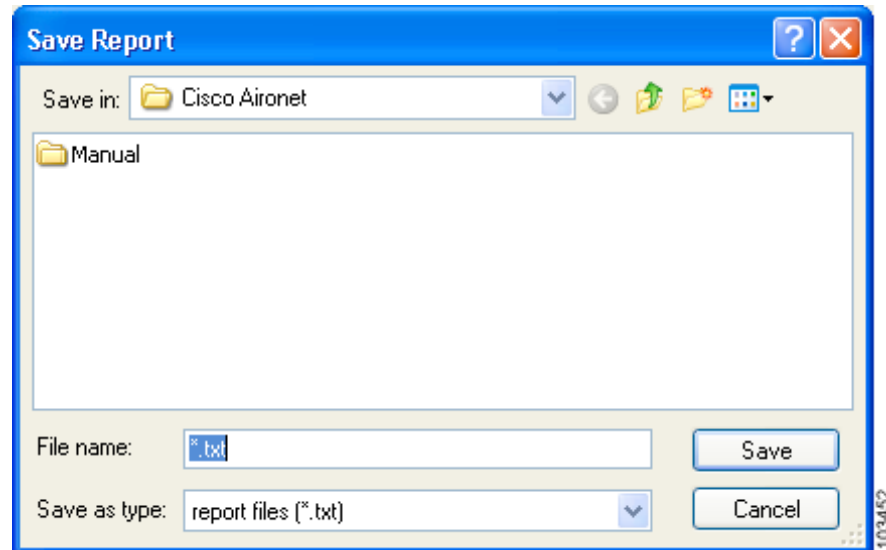


**Step 2**    Enter a name for the detailed report in the File name field. The report is saved as a *.txt file.

**Step 3**    Use the Save in box at the top of the window to specify the location on your computer's hard drive where the file will be saved.

⬛

**Note**    The default location is the directory where ADU is installed (such as C:\Program Files\Cisco Aironet).

**Step 4**    Click **Save**. The file is saved as a text file in the location specified.

# Disabling the Microsoft Wireless Configuration Manager (Windows XP Only)

If any conflicts arise between ADU and the Microsoft Wireless Configuration Manager on a computer running Windows XP, follow these steps to disable the Microsoft configuration manager.

> **Note** Disabling the Microsoft Wireless Configuration Manager on Windows XP also disables the Microsoft 802.1X supplicant. If you chose to configure your client adapter using ADU during installation, the Microsoft 802.1X supplicant should already be disabled.

**Step 1** Double-click **My Computer**, **Control Panel**, and **Network Connections**.

**Step 2** Right-click **Wireless Network Connection** and click **Properties**.

**Step 3** Click the **Wireless Networks** tab and uncheck the **Use Windows to configure my wireless network settings** check box.

**Step 4** Click **OK** to save your settings.

# Disabling the Microsoft 802.1X Supplicant (Windows 2000 Only)

The Microsoft 802.1X supplicant can be installed on a computer running Windows 2000 through either a Microsoft hot fix or Windows 2000 Service Pack 4. If any conflicts arise between ADU and the Microsoft 802.1X supplicant, follow these steps to disable the Microsoft supplicant on a Windows 2000 computer.

> **Note** The Microsoft 802.1X supplicant, if installed, should have been disabled during installation.

**Step 1** Double-click **My Computer**, **Control Panel**, and **Network and Dial-up Connections**. Right-click **Local Area Connection**. Click **Properties**. The Local Area Connection Properties window appears.

**Step 2** Click the **Authentication** tab.

**Step 3** Uncheck the **Enable network access control using IEEE 802.1X** or **Enable IEEE 802.1x authentication for this network** check box.

**Step 4** Click **OK** to save your settings.

# Client Adapter Recognition Problems

If your computer's PCMCIA adapter does not recognize your client adapter, check your computer's BIOS and make sure that the PC card controller mode is set to PCIC compatible.

> **Note** A computer's BIOS varies depending on the manufacturer. For support on BIOS-related issues, consult your computer's manufacturer.

# Resolving Resource Conflicts

If you encounter problems while installing your client adapter on a computer running a Windows operating system, you may need to specify a different interrupt request (IRQ) or I/O range for the adapter.

The default IRQ for the client adapter is IRQ 10, which may not work for all systems. Follow the steps for your specific operating system to obtain an available IRQ.

During installation the adapter's driver installation script scans for an unused I/O range. The installation can fail if the I/O range found by the driver installation script is occupied by another device but not reported by Windows. An I/O range might not be reported if a device is physically present in the system but not enabled under Windows. Follow the steps for your specific operating system to obtain an available I/O range.

## Resolving Resource Conflicts in Windows 2000

Step 1    Double-click **My Computer**, **Control Panel**, and **System**.

Step 2    Click the **Hardware** tab and **Device Manager**.

Step 3    Double-click **Network Adapters** and the Cisco Systems Wireless LAN Adapter.

Step 4    In the General window, the Device Status field indicates if a resource problem exists. If a problem is indicated, click the **Resources** tab.

Step 5    Uncheck the **Use automatic settings** check box.

Step 6    Under Resource Settings or Resource Type, click **Input/Output Range**.

Step 7    Look in the Conflicting Device list at the bottom of the window. If it indicates that the range is being used by another device, click the **Change Setting** button.

Step 8    Scroll through the ranges in the Value dialog box and choose one that does not conflict with another device. The Conflict Information window at the bottom of the window indicates if the range is already being used.

Step 9    Click **OK**.

Step 10   Under Resource Settings or Resource Type, click **Interrupt Request**.

Step 11   Look in the Conflicting Device list at the bottom of the window. If it indicates that the IRQ is being used by another device, click the **Change Setting** button.

Step 12   Scroll through the IRQs in the Value dialog box and choose one that does not conflict with another device. The Conflict Information window at the bottom of the window indicates if the IRQ is already being used.

Step 13   Click **OK**.

Step 14   Reboot your computer.

## Resolving Resource Conflicts in Windows XP

> **Note**    These instructions assume you are using the Windows XP classic view, not the category view.

**Step 1**    Double-click **My Computer**, **Control Panel**, and **System**.

**Step 2**    Click the **Hardware** tab and **Device Manager**.

**Step 3**    Under Network Adapters, double-click the Cisco Systems Wireless LAN Adapter.

**Step 4**    In the General window, the Device Status field indicates if a resource problem exists. If a problem is indicated, click the **Resources** tab.

**Step 5**    Uncheck the **Use automatic settings** check box.

**Step 6**    Under Resource Settings, click **I/O Range**.

**Step 7**    Look in the Conflicting Device list at the bottom of the window. If it indicates that the range is being used by another device, click the **Change Setting** button.

**Step 8**    Scroll through the ranges in the Value dialog box and choose one that does not conflict with another device. The Conflict Information window at the bottom of the window indicates if the range is already being used.

**Step 9**    Click **OK**.

**Step 10**    Under Resource Settings, click **IRQ**.

**Step 11**    Look in the Conflicting Device list at the bottom of the window. If it indicates that the IRQ is being used by another device, click the **Change Setting** button.

**Step 12**    Scroll through the IRQs in the Value dialog box and choose one that does not conflict with another device. The Conflict Information window at the bottom of the window indicates if the IRQ is already being used.

**Step 13**    Click **OK**.

**Step 14**    Reboot your computer.

## Problems Associating to an Access Point

Follow the instructions below if your client adapter fails to associate to an access point.

- If possible, move your workstation a few feet closer to an access point and try again.
- Make sure that the client adapter is securely inserted into your computer's client adapter slot.
- If you are using a PCI card, make sure that the antenna is securely attached.
- Make sure that the access point is turned on and operating.
- Check that all parameters are set properly for both the client adapter and the access point. These include the SSID, EAP authentication, WEP activation, network type, channel, etc.
- Follow the instructions in the previous section to resolve any resource conflicts.
- If the client adapter still fails to establish contact, refer to the "Obtaining Technical Assistance" section in the Preface for technical support information.

Note    A client might not be able to associate with an AP if the client is using a very old version of the firmware and the client utility. Use the latest version of the firmware and the client utility for all client adapters, and ensure that all client adapters in the WLAN use the same version of firmware.

## Problems Connecting to the Network

After you have installed the appropriate driver and client utilities, contact your IS department if you have a problem connecting to the network. Proxy server, network protocols, and further authentication information might be needed to connect to the network.

Note    When using release 3.0, you might encounter a conflict with third-party supplicants (such as the Meetinghouse Aegis or the Juniper Odyssey) that causes the Cisco client adapter to lose connection. If you encounter such a conflict, disable third-party supplicants.

## Prioritizing Network Connections

If your computer has more than one network adapter enabled (such as a Cisco Aironet client adapter and an Ethernet card), you can choose which one to use by assigning a priority to your network connections.

Follow the steps below to prioritize your network connections.

Step 1    Right-click the **My Network Places** icon on your desktop.

Step 2    Click **Properties**.

Step 3    Choose the **Advanced** menu option at the top of the window.

Step 4    Click **Advanced Settings**. Your network connections are listed in the Connections box on the Adapters and Bindings tab.

Step 5    Use the arrows beside the Connections box to move the network connection that you want to use to the top.

Step 6    Click **OK**.

## Parameters Missing from Profile Management Windows

If some parameters are unavailable on the Profile Management windows, your system administrator may have used an administrative tool to deactivate these parameters. In this case, these parameters cannot be selected.

# Windows Wireless Network Connection Icon Shows Unavailable Connection (Windows XP Only)

If your computer is running Windows XP and you configured your client adapter using ADU, the Windows Wireless Network Connection icon in the Windows system tray may be marked with a red *X* and show an unavailable connection even though a wireless connection exists. This is caused by a conflict between the wireless network settings of ADU and Windows XP. Simply ignore the Windows icon and use the ASTU icon to check the status of your client adapter's wireless connection.

# Error Messages

This section provides a list of error messages that may appear during the installation, configuration, or use of your client adapter. The messages are listed in alphabetical order within each section, and an explanation as well as a recommended user action are provided for each message.

**Error Message**  `ADU can hold only 16 profiles. To add another profile, either delete an existing profile or modify an existing profile.`

**Explanation**  You attempted to create a new profile, import a profile, or activate a profile from the scan list on the Available Infrastructure and Ad Hoc Networks window after the maximum number of profiles had already been reached.

**Recommended Action**  Modify an existing profile or delete a profile and then create a new one.

**Error Message**  `An error occurred opening C:\`*directory*`\`*filename*

**Explanation**  You selected the wrong file type while attempting to open the AP scan list file in the site survey utility.

**Recommended Action**  Locate the AP scan list file (SST_APScanList.apsl) and open it.

**Error Message**  `Are you sure you want to delete this PAC from your local system? If deleted, you may disrupt authentication with the EAP-FAST profiles that use this PAC.`

**Explanation**  You are about to delete a PAC from either the Global or Private PAC store.

**Recommended Action**  If you want to delete the PAC, click **Yes**. Otherwise, click **No**.

**Error Message**  `At least one wireless checkbox must be selected.`

**Explanation**  You clicked **OK** or selected another Profile Management tab before selecting any Wireless Mode options on the Profile Management (Advanced) window.

**Recommended Action**  Choose at least one of the Wireless Mode options.

**Error Message**  `Authentication failed.`

**Explanation**  The domain logon failed for an unknown reason.

**Recommended Action**  Try again to authenticate. If this message reappears, verify that all of the proper certificates have been loaded onto your computer and that your client adapter's current profile has been configured properly. If the domain logon continues to fail, contact your system administrator.

**Error Message**  `Authentication failed because server rejected username or password.`

**Explanation**  The domain logon failed because your username or password is invalid.

**Recommended Action**  Re-enter your username and password on the Define PEAP (EAP-GTC) Configuration window or the Define PEAP (EAP-MSCHAP V2) Configuration window and save your settings. Then try again to authenticate.

**Error Message**  `Authentication failed due to invalid client attributes (e.g., Login Name).`

**Explanation**  The domain logon failed because of an invalid client configuration setting, such as a mistyped login name.

**Recommended Action**  Return to the PEAP configuration windows, verify your settings, and make any necessary modifications.

**Error Message**  `Authentication failed due to invalid client certificate.`

**Explanation**  The domain logon failed because of an invalid client certificate.

**Recommended Action**  Contact your system administrator to obtain a valid certificate.

**Error Message**  `Authentication failed due to invalid server certificate.`

**Explanation**  The domain logon failed because of an invalid server certificate.

**Recommended Action**  Contact your system administrator.

**Error Message**  `Authentication failed due to invalid server/domain name.`

**Explanation**  The domain logon failed because of an invalid server/domain name.

**Recommended Action**  Make sure the Specific Server or Domain field is blank on the Advanced Configuration window for PEAP (EAP-GTC) or PEAP (EAP-MSCHAP V2). Then follow the instructions in the "Enabling PEAP (EAP-GTC)" section on page 5-48 or the "Enabling PEAP (EAP-MSCHAP V2) Machine Authentication with Machine Credentials" section on page 5-55 to correctly enter your username in the Login Name field.

**Error Message**  `Authentication timed out. Do you want to retry?`

**Explanation**  LEAP or EAP-FAST authentication failed because the authentication server is down.

**Recommended Action**  Click **Retry** to try to authenticate again using the same credentials or click **Cancel** to cancel the operation.

**Error Message**  `Cannot load oemres.dll.`

**Explanation**  The oemres.dll file cannot be installed.

**Recommended Action**  Uninstall the current client adapter software; then install the latest release.

**Error Message**  `Cisco Aironet 802.11a/b/g wireless adapter software update can't proceed. Please insert the adapter in the system and try again.`

**Explanation**  You attempted to upgrade your client adapter's software when the adapter was not inserted into your computer.

**Recommended Action**  Click **OK**, insert your client adapter, and start the upgrade process again.

**Error Message**  `DHCP failure.`

**Explanation**  The domain logon failed because of a DHCP failure.

**Recommended Action**  Try again to authenticate. If this message reappears, contact your system administrator.

**Error Message**  `During installation, you chose not to use Microsoft Wireless Configuration Manager to control your Cisco Aironet Wireless LAN Client Adapter. However, it is currently enabled for this device. Do you want to disable it?`

**Explanation**  The Microsoft Wireless Configuration Manager is enabled and can be used to control your client adapter.

**Recommended Action**  If you want to switch control from the Microsoft Wireless Configuration Manager to ADU, click **Yes**. Otherwise, click **No**.

**Error Message**  `Entry must be xx characters long. Please enter xx more characters.`

**Explanation**  The static WEP key that you entered on the Define Pre-Shared Keys window does not contain the correct number of characters.

**Recommended Action**  Re-enter the static WEP key following the guidelines in the "Enabling Static WEP" section on page 5-26.

**Error Message**  `Error importing the EAP-FAST PAC file.`

**Explanation**  An error occurred while a PAC file was being imported. The operation was not completed.

**Recommended Action**  Try again to import the PAC file. If the same message appears, obtain a new PAC file from your system administrator and import it.

**Error Message**  `Failed to initialize supplicant. This error may be due to the absence of a valid machine certificate or the incomplete configuration of profiles.`

**Explanation**  The domain logon failed because the EAP supplicant could not be initialized.

**Recommended Action**  Verify that a valid machine certificate has been loaded onto your computer and that your client adapter's current profile has been configured properly.

**Error Message**  `Failed to open PAC stores.`

**Explanation**  An error occurred when you attempted to access the global or private PAC store.

**Recommended Action**  Try again. If the second attempt fails, contact your system administrator.

**Error Message**  `Gina error on bootup`

**Explanation**  A GINA error appears upon bootup.

**Recommended Action**  Boot to the safe mode command prompt. Then copy the msgina.dll file in the WinNT\System32 directory (Windows 2000) or Windows\System32 directory (Windows XP) over to a file named cscogina.dll. The **copy** command enables you to copy a source file (msgina.dll) to a destination file (cscogina.dll) within the same directory.

**Error Message**  `In order to select an Ad Hoc network, you must have a Network Name. Do you want to enter a Network Name?`

**Explanation**  You chose Ad Hoc for Network Type on the Profile Management (Advanced) window, but a network name was not entered on the Profile Management (General) window.

**Recommended Action**  If you want to set up an ad hoc network, click **Yes** and enter a network name in the SSID1 field on the Profile Management (General) window. Otherwise, click **No**.

**Error Message**  `Invalid profile data. Please enter valid profile data.`

**Explanation**  You improperly configured a profile (for example, you set up the profile to use EAP-TLS authentication, but no certificates are installed on your computer).

**Recommended Action**  Modify the profile's configuration settings.

**Error Message**  `Make sure the same new password is entered twice.`

**Explanation**  You did not enter the same EAP-FAST password in both the New Password and Verify New Password fields on the Please Change Password window.

**Recommended Action**  Carefully re-enter your new EAP-FAST password in both the New Password and Verify New Password fields on the Please Change Password window.

**Error Message** `No user certificates were found on your computer. Machine certificates will be used for Domain Logon if "Use Machine Information For Domain Logon" check box is checked.`

**Explanation**  You chose the EAP-TLS option on the Profile Management (Security) window, but no user certificates were found on your computer.

**Recommended Action**  Perform one of the following:

– If you want the client to attempt to log into a domain using machine authentication with a machine certificate and machine credentials, check the **Use Machine Information For Domain Logon** check box when the Define Certificate window appears.

– If you want the client to authenticate using user credentials, install the appropriate user certificate on your computer.

**Error Message** `Please enter a Passphrase.`

**Explanation**  You clicked **OK** on the Define WPA/WPA2 Pre-Shared Key window before entering a passphrase.

**Recommended Action**  Enter a WPA/WPA2 passphrase on the Define WPA/WPA2 Pre-Shared Key window and then click **OK**.

**Error Message** `Please enter a profile name.`

**Explanation**  While creating a new profile, you clicked **OK** or chose another Profile Management tab before entering a profile name on the Profile Management (General) window.

**Recommended Action**  Enter a profile name.

**Error Message** `Please enter at least one Pre-Shared Key.`

**Explanation**  You clicked **OK** on the Define Pre-Shared Keys window before entering a static WEP key.

**Recommended Action**  Enter at least one static WEP key on the Define Pre-Shared Keys window.

**Error Message** `Please enter exactly 12 characters, or leave the entry field empty.`

**Explanation**  You entered fewer than 12 characters in one of the fields on the Preferred Access Points window.

**Recommended Action**  Leave the fields on the Preferred Access Points window empty or re-enter the MAC address for the specified access point, which must be exactly 12 characters.

**Error Message** `The configuration name you entered is already being used. Enter a`
`unique name.`

> **Explanation**   While creating a new profile, you entered a profile name on the Profile Management
> (General) window that already exists.

> **Recommended Action**   Enter a new profile name.

**Error Message** `The current EAP-FAST profile does not have a PAC or the configured PAC`
`does not match the authentication server. Do you want to use another PAC found on`
`your local system that matches the authentication server without reconfiguring the`
`current EAP-FAST profile?`

> **Explanation**   The client adapter's authentication attempt failed because a valid PAC was not found.
> ADU matches the username and server name that it is trying to use with those in the PAC. If they do not
> match or the configured PAC does not exist, ADU searches the private and global stores. If a matching
> PAC is found, the user is prompted with this message before the PAC is used .

> **Recommended Action**   Click **Yes** to attempt to authenticate using another PAC on your system without
> having to reconfigure your profile.

**Error Message** `The device may not be present or could have been ejected/unplugged from`
`the system. Insert or reinsert it now.`

> **Explanation**   You attempted to install the client adapter software without the adapter being inserted
> into your computer.

> **Recommended Action**   Insert the client adapter and click **OK**. If you proceed without the client adapter
> inserted, the installation continues, but the driver installation is incomplete. You must manually
> install the driver later using the Update Device Driver Wizard. See the "Manually Installing or
> Upgrading the Client Adapter Driver" section on page 9-6 for instructions.

**Error Message** `The driver files you wish to remove will not be removed as the`
`corresponding card is not inserted.`

> **Explanation**   You attempted to uninstall the client adapter software without the adapter being inserted
> into your computer.

> **Recommended Action**   Insert the client adapter and click **OK**.

**Error Message** `The EAP-FAST auto provisioning or PAC updating failed. The current`
`profile is disabled until you correct the PAC configuration in the profile and`
`reauthenticate.`

> **Explanation**   PAC provisioning has failed. No PAC has been provisioned, and the profile is disabled.

> **Recommended Action**   Try again to authenticate using the existing profile. If automatic PAC
> provisioning is enabled, make sure to allow a PAC to be provisioned if prompted. If the
> authentication attempt fails again, modify the profile's PAC configuration settings.

**Error Message**  `The entered password was incorrect. Please try again.`

**Explanation**  You incorrectly entered the PAC file password.

**Recommended Action**  Carefully re-enter the PAC file password.

**Error Message**  `The imported PAC already exists on your local machine. Do you want to update it anyway?`

**Explanation**  You tried to import a PAC file with the same PAC ID as a previously imported PAC file.

**Recommended Action**  Click **Yes** to replace the existing PAC with the new one from the imported file or click **No** to cancel the operation.

**Error Message**  `The new password must be different from the old password.`

**Explanation**  You entered your old EAP-FAST password in the New Password and/or Verify New Password fields on the Please Change Password window.

**Recommended Action**  Enter your new EAP-FAST password in the New Password and/or Verify New Password fields on the Please Change Password window.

**Error Message**  `The Passphrase must be between 8 and 64 characters.`

**Explanation**  The WPA/WPA2 passphrase that you entered on the Define WPA/WPA2 Pre-Shared Key window did not contain the correct number of characters.

**Recommended Action**  Enter a WPA/WPA2 passphrase with 8 to 63 ASCII text characters or 64 hexadecimal characters.

**Error Message**  `The password is empty. Please enter a password.`

**Explanation**  You chose the Use Saved User Name and Password option on the LEAP or EAP-FAST Settings window but did not enter a password, or you did not enter a password on the Enter Wireless Network Password window.

**Recommended Action**  Enter your LEAP or EAP-FAST password in the Password field.

**Error Message**  `The passwords you entered do not match. Please enter them again.`

**Explanation**  The passwords that you entered in the Password and Confirm Password fields on the LEAP or EAP-FAST Settings window do not match.

**Recommended Action**  Re-enter your LEAP or EAP-FAST password in both fields.

**Error Message** The profile will be disabled until you select the Reauthentication option, Windows restarts, or the card is ejected and reinserted. Are you sure?

**Explanation** The username and password for your current profile have expired or are no longer valid. When the Enter Network Password window appeared, prompting you to enter your new username and password, you chose Cancel. The profile was disabled to prevent accidental authentication attempts in the future.

**Recommended Action** Click **No**, enter your username and password when the Enter Wireless Network Password window reappears, and click **OK**. The client adapter should authenticate using your new credentials. If the profile uses saved credentials, edit the profile in ADU by changing the username and password on the LEAP or EAP-FAST Settings window and save your changes. (If you click **Yes**, the profile is disabled until you choose Reauthenticate from ASTU or the Action drop-down menu in ADU, reboot your system, or eject and reinsert the card.)

**Error Message** The specified path does not exist. Please enter another path.

**Explanation** You chose the **Make Driver Installation Diskette(s)** option during installation, but a diskette was not inserted in the computer's A: drive.

**Recommended Action** Insert a floppy diskette into your computer's floppy disk drive, and choose the **Make Driver Installation Diskette(s)** option again.

**Error Message** The user name is empty. Please enter a user name.

**Explanation** You chose the Use Saved User Name and Password option on the LEAP or EAP-FAST Settings window but did not enter a username, or you did not enter a username on the Enter Wireless Network Password window.

**Recommended Action** Enter your LEAP or EAP-FAST username in the User Name field.

**Error Message** This Device is controlled by the Windows XP Automatic Wireless Network Configuration. It may override Network Name, Security and other settings from this profile.

**Explanation** You attempted to activate ADU while the Microsoft Wireless Configuration Manager in Windows XP was enabled. When a message appeared asking if you wanted to disable the Microsoft configuration manager, you chose No.

**Recommended Action** If you want to use ADU to configure your client adapter, disable the Microsoft Wireless Configuration Manager.

**Error Message** This Product does not support this version of Windows. Please check the product documentation for the system requirements.

**Explanation** You tried to install the CB21AG and PI21AG client adapter software on an unsupported Windows operating system.

**Recommended Action** Install the CB21AG and PI21AG client adapter software on a computer running Windows 2000 or XP.

**Error Message**  `Unable to authenticate wireless user. Please make sure you have entered the right user name and password and try again. If you are using an old PAC with this profile and have not logged on to the network for a long period of time, you may also want to make sure the PAC you are using is not expired by either import a new PAC manually or delete the old PAC if auto provisioning is enabled.`

**Explanation**  The client adapter's authentication attempt failed either because the wrong user credentials were entered or the profile is using an old PAC.

**Recommended Action**  Try to authenticate again using the existing profile. Make sure to enter your username and password correctly. If the authentication attempt fails again, import a new PAC or delete the old PAC is automatic PAC provisioning is enabled.

**Error Message**  `Unable to copy PAC data. Make sure you have access rights.`

**Explanation**  Your attempt to copy a PAC from the private store to the global store failed. You may not have the necessary permissions.

**Recommended Action**  Try again. If your second attempt fails, contact your system administrator.

**Error Message**  `Unable to delete the PAC from the local system.`

**Explanation**  Your attempt to delete a PAC failed.

**Recommended Action**  Try again. If your second attempt fails, contact your system administrator.

**Error Message**  `Unable to EAP-FAST authenticate the wireless user in the specified amount of time. Network infrastructure might be down. You may also want to increase the timeout value for this profile.`

**Explanation**  The client adapter was unable to EAP-FAST authenticate within the amount of time specified by the EAP-FAST authentication timeout value.

**Recommended Action**  Try again to authenticate using the existing profile. If automatic PAC provisioning is enabled, make sure to allow a PAC to be provisioned if prompted. If the authentication attempt fails again, increase the authentication timeout value on the EAP-FAST Settings window and try again.

**Error Message**  `Unable to save imported PAC data. Access denied.`

**Explanation**  Your attempt to save an imported PAC file has failed. You may not have the necessary permissions.

**Recommended Action**  Try again. If your second attempt fails, contact your system administrator.

**Error Message**  WEP Key *x* must be *y* characters long. Please enter *z* more characters.

**Explanation**  You entered an incomplete static WEP key on the Define Pre-Shared Keys window and clicked **OK**.

**Recommended Action**  Re-enter the static WEP key, making sure to enter the correct number of characters and click **OK**.

**Error Message**  '*x*' is not a hexadecimal character.

**Explanation**  The character you entered on the Define Pre-Shared Keys window is not a hexadecimal character.

**Recommended Action**  Re-enter the static WEP key following the guidelines in the "Enabling Static WEP" section on page 5-26.

**Error Message**  You are not registered with the authentication server. A security credential is required to register this device. Do you want to obtain a security credential?

**Explanation**  Automatic PAC provisioning is enabled for this profile. However, a valid PAC matching the server to which the client adapter is connecting could not be found.

**Recommended Action**  Click **Yes** to provision a new PAC for this server using your existing credentials or click **No** to cancel the operation. If you click No, the client adapter is unable to authenticate using the existing profile.

**Error Message**  You can have only one SSID in an Ad Hoc Network. The SSID selections on the General Page will be adjusted.

**Explanation**  You chose the Ad Hoc option on the Profile Editor (Advanced) window when multiple SSIDs were specified on the Profile Editor (General) window.

**Recommended Action**  Click **OK**. Only SSID1 now appears on the Profile Editor (General) window. If you want to specify multiple SSIDs, choose **Infrastructure** for the Network Type parameter on the Profile Editor (Advanced) window.

**Error Message**  You can have only one SSID in a WPA Passphrase network. The other SSIDs on the General tab will be disabled. Do you want to continue?

**Explanation**  You chose the WPA/WPA2 Passphrase security option on the Profile Management (Security) window when multiple SSIDs were specified on the Profile Management (General) window.

**Recommended Action**  Click **Yes** to allow SSID2 and SSID3 to be disabled for this profile or click **No** to cancel the operation.

**Error Message**  `You chose not to copy your private PAC. If you experience wireless connection problems during Windows domain logon or logged off stage, you must reconfigure the profile to use a global PAC.`

**Explanation**  When you were prompted to copy your PAC to the global store so that it will be available when you are not logged on, you clicked No.

**Recommended Action**  The profile will use the private PAC for authentication. However, if you experience any wireless connection problems, you may need to reconfigure your profile to use a global PAC.

**Error Message**  `You do not have a valid Protected Access Credentials (PAC), the PAC you provided does not match the authentication server, or the PAC is expired. You may proceed with authenticating if the server supports auto provisioning. Do you want to proceed and accept auto provisioning?`

**Explanation**  You activated an EAP-FAST profile that is configured for automatic PAC provisioning and does not specify a PAC authority for which you have a current valid PAC.

**Recommended Action**  If you want to attempt to auto-provision a PAC from the server, click **Yes**. Otherwise, click **No**. If you choose No, a message appears indicating that the client adapter was unable to EAP-FAST authenticate.

**Error Message**  `You failed to change your EAP-FAST domain/network password. Make sure you enter a new password that complies with the password policy and try again. Do you want to retry now?`

**Explanation**  An error occurred when you attempted to change your EAP-FAST password.

**Recommended Action**  Click **Yes** to try again. When the Enter Wireless Network Password window appears, enter your new password. Otherwise, click **No** to cancel the operation.

**Error Message**  `You have just changed your network password. You must change your saved password settings in the EAP-FAST profiles before connecting again.`

**Explanation**  Your network password has changed.

**Recommended Action**  Update your EAP-FAST password on the EAP-FAST Settings window for any EAP-FAST profiles that are configured with a saved username and password.

**Error Message**  `You must configure the PEAP-GTC settings properly. User information, password, or machine information is incomplete.`

**Explanation**  You improperly configured a PEAP (EAP-GTC) profile.

**Recommended Action**  Modify the profile's configuration settings, making sure to enter all necessary information.

**Error Message** `You must define a certificate to use EAP-TLS. Click Configure to select a certificate.`

**Explanation**  You chose the EAP-TLS option on the Profile Management (Security) window and clicked **OK** without selecting a certificate.

**Recommended Action**  Click **Configure** and select a certificate on the Define Certificate window.

**Error Message** `You must enter a valid login name to use EAP-TLS. Click Configure to enter a login name.`

**Explanation**  You chose the EAP-TLS option on the Profile Management (Security) window and clicked **OK** without entering your EAP-TLS login name.

**Recommended Action**  Click **Configure** and enter your EAP-TLS login name on the Define Certificate window.

**Error Message** `You must enter the correct old password in order to change the new password.`

**Explanation**  You incorrectly entered your old EAP-FAST password on the Please Change Password window.

**Recommended Action**  Carefully re-enter your old EAP-FAST password on the Please Change Password window.

**Error Message** `You must select a PAC or enable Allow Automatic PAC Provisioning.`

**Explanation**  While configuring a profile for EAP-FAST, you did not enable automatic PAC provisioning or select a PAC authority from the drop-down list on the EAP-FAST Settings window.

**Recommended Action**  Choose a PAC authority from the drop-down list on the EAP-FAST Settings window. If the list is empty, import a PAC file.

**Error Message** `You must select a Passphrase to use WPA/WPA2.`

**Explanation**  You chose the WPA/WPA2 Passphrase option on the Profile Management (Security) window and clicked **OK** without entering a passphrase.

**Recommended Action**  Enter a WPA/WPA2 passphrase on the Define WPA/WPA2 Pre-Shared Key window.

**Error Message** `You must set at least one Pre-Shared Key.`

**Explanation**  You chose the Pre-Shared Key (Static WEP) option on the Profile Management (Security) window and clicked **OK** without entering a static WEP key.

**Recommended Action**  Enter a static WEP key on the Define Pre-Shared Keys window and then click **OK**.

**Error Message**  `Your security setting is invalid for an Ad Hoc network. If you want, security will be disabled for you. You can also configure security to Pre-shared keys. Do you want to disable security?`

**Explanation**  Pre-Shared Key (Static WEP) is the only valid security option for an ad hoc network. You chose Ad Hoc for Network Type on the Profile Management (Advanced) window when a security option other than static WEP was already selected.

**Recommended Action**  If you want to configure this profile for use in an ad hoc network, click **Yes** to disable security. Otherwise, click **No**.

**Error Message**  `You selected a private PAC for EAP-FAST authentication. It may not be accessible when the user is logged off or during the domain logon process. Confirm if you want to copy the selected PAC into the global PAC store.`

**Explanation**  You selected a private PAC and the No Network Connection Unless User Is Logged In check box is unchecked. Therefore, the PAC may not be accessible during domain logon or when you are logged off.

**Recommended Action**  If you want a copy of the PAC to be added to the global store so that it will be available when you are not logged on, click **Yes**. If you do not want a copy of the PAC to be added to the global store, click **No**.