



CHAPTER 6

Troubleshooting and Diagnostics

This chapter provides information about diagnosing problems that might occur when you try to operate the client adapter.

The following topics are covered in this chapter:

- [Troubleshooting with Cisco Aironet Client Diagnostics, page 6-2](#)
- [Enabling Client Reporting, page 6-6](#)

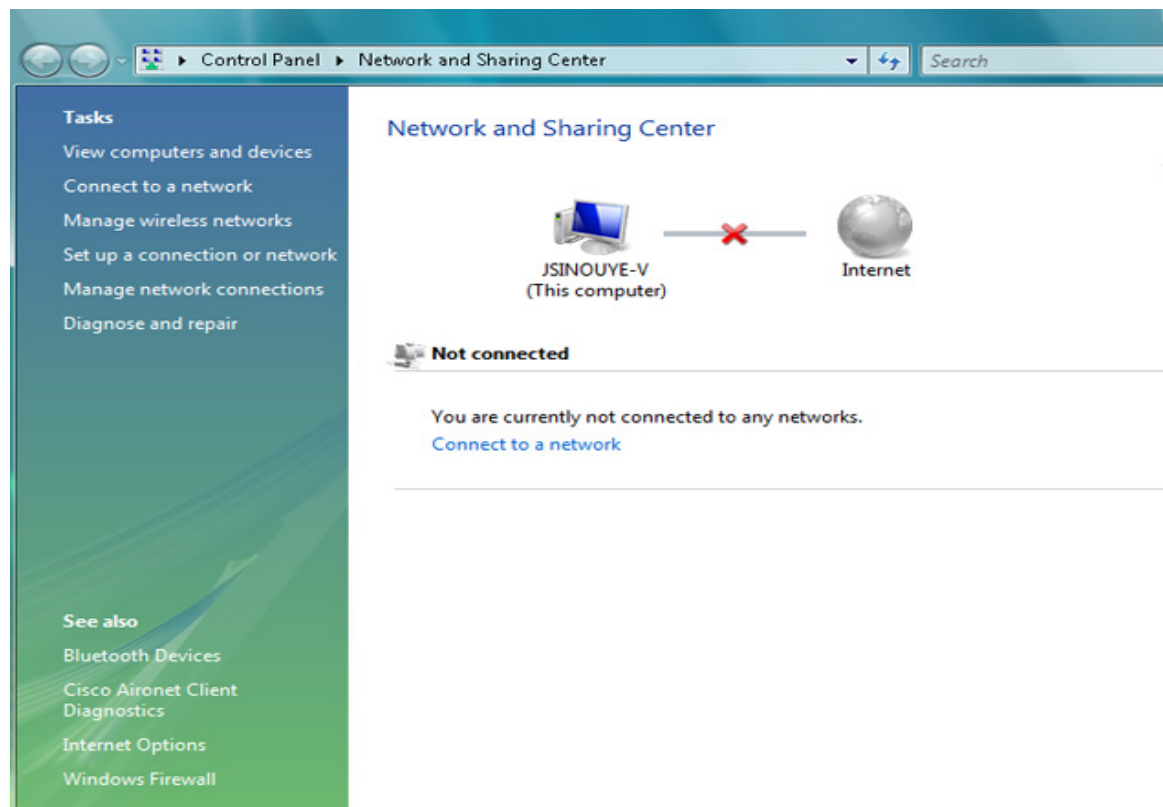
Troubleshooting with Cisco Aironet Client Diagnostics

Cisco Aironet Client Diagnostics is a mode that identifies communication problems between the client adapter and a wireless LAN infrastructure device. When in this mode, the client adapter and the infrastructure device proceed through a defined set of tests. The results of these tests can assist in isolating conditions that require troubleshooting.

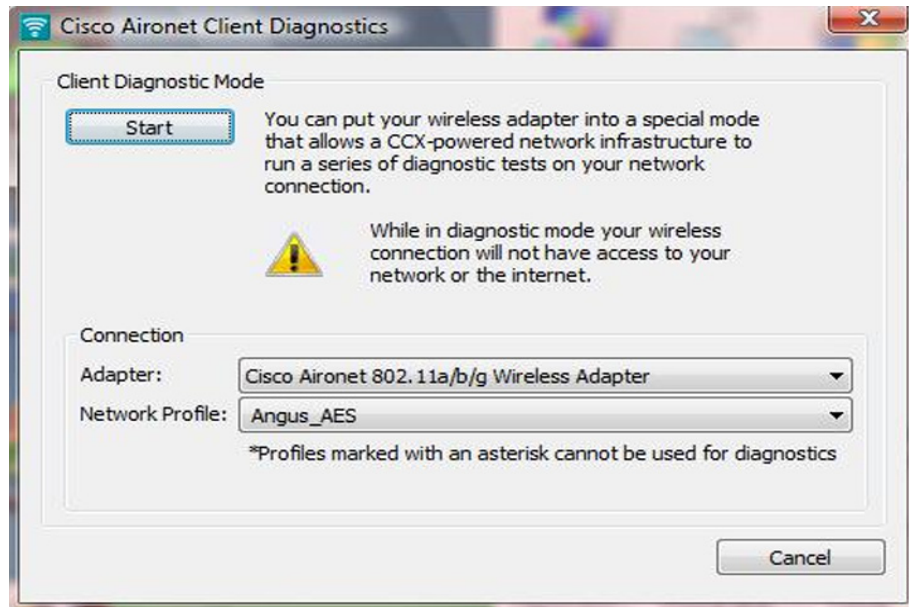
Cisco Aironet Client Diagnostics can only be started manually. To start this mode, follow these steps:

- Step 1** Verify that the client adapter radio is enabled. If the radio is not enabled, enable it.
- Step 2** Choose **Start > Control Panel > Network and Sharing Center**. The Network and Sharing Center window opens (see [Figure 6-1](#)).

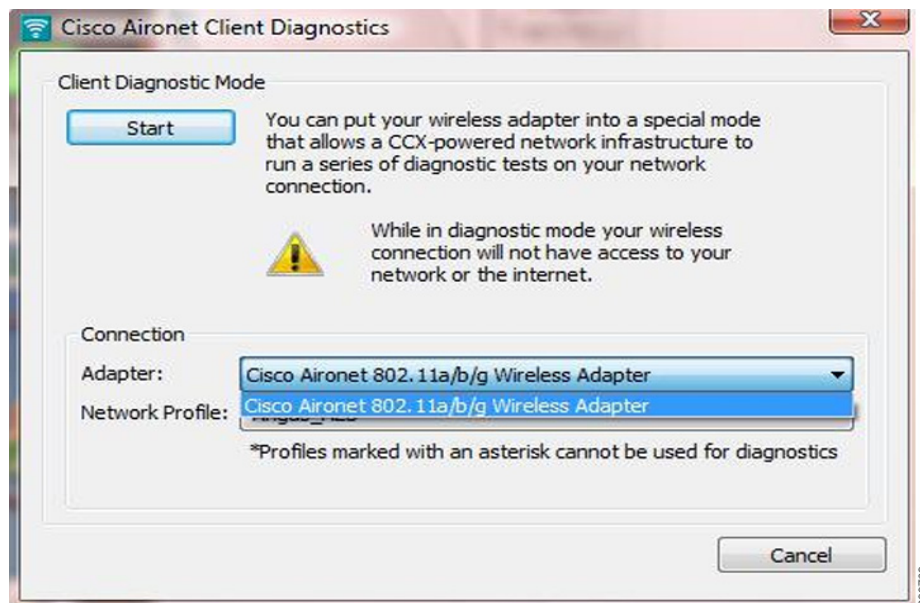
Figure 6-1 Network and Sharing Center Window



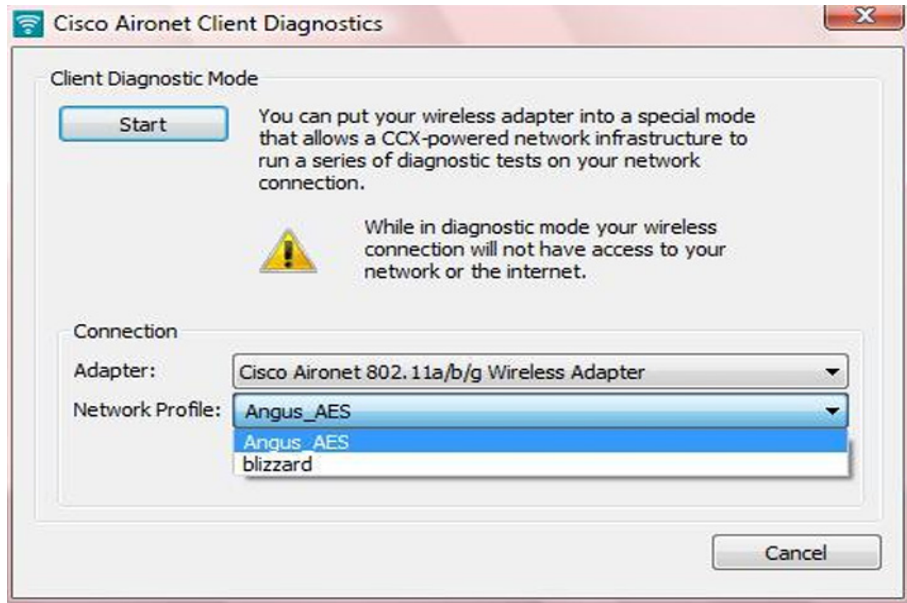
- Step 3** Click **Cisco Aironet Client Diagnostics**. The Cisco Aironet Client Diagnostics dialog box appears (see [Figure 6-2](#)).

Figure 6-2 Cisco Aironet Client Diagnostics Dialog Box

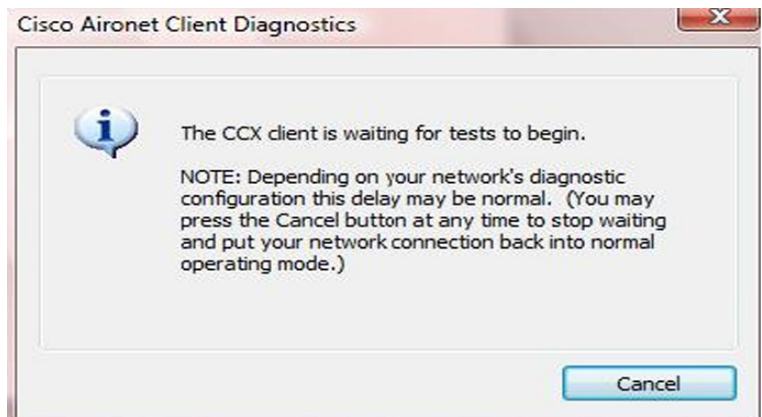
- Step 4** In the Cisco Aironet Client Diagnostics dialog box, choose **Cisco Aironet 80.211a/b/g Wireless Adapter** in the Adapter field (see [Figure 6-3](#)).

Figure 6-3 Cisco Aironet Client Diagnostics Dialog Box—Choose Adapter

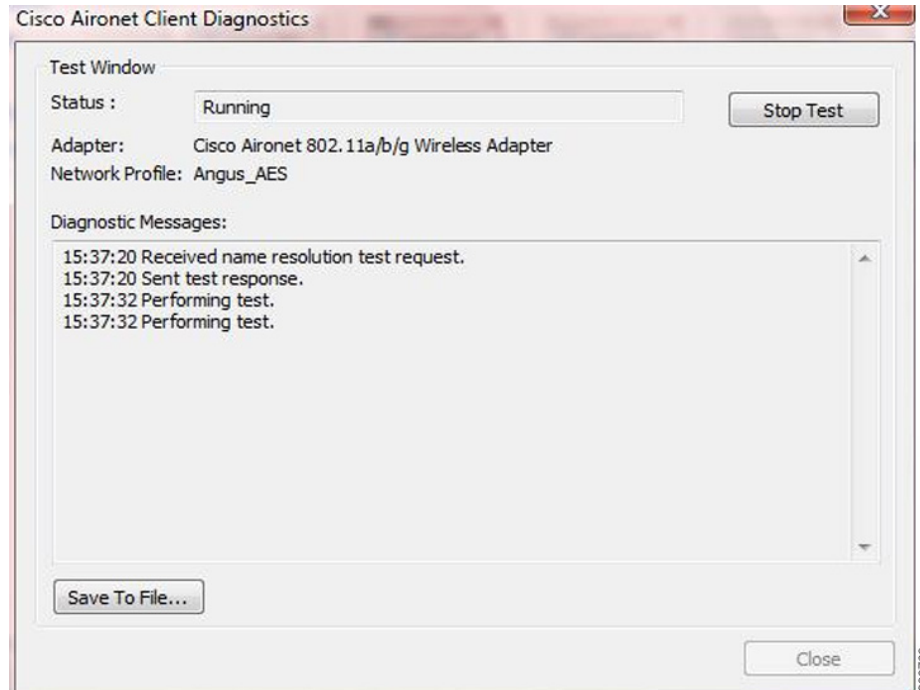
- Step 5** Choose the profile for diagnostics testing in the Network Profile field (see [Figure 6-4](#)).

Figure 6-4 Cisco Aironet Client Diagnostics Dialog Box—Choose Network Profile

- Step 6** Click **Start** to run the diagnostics. If testing does not begin immediately, a message appears to explain the delay (see [Figure 6-5](#)).

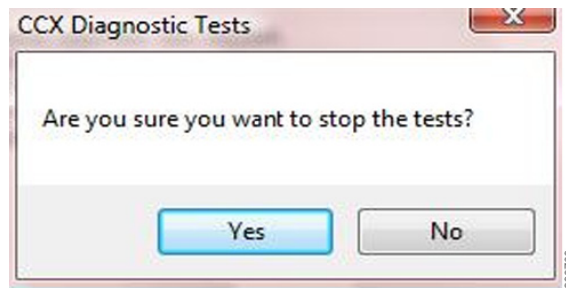
Figure 6-5 Cisco Aironet Client Diagnostics Dialog Box—Testing Delay

- Step 7** Monitor the status of diagnostics testing in the Cisco Aironet Client Diagnostics Test Window (see [Figure 6-6](#)).

Figure 6-6 Cisco Aironet Client Diagnostics Dialog Box—Test Window

You can stop diagnostics testing at any time by clicking on the **Stop Test** button.

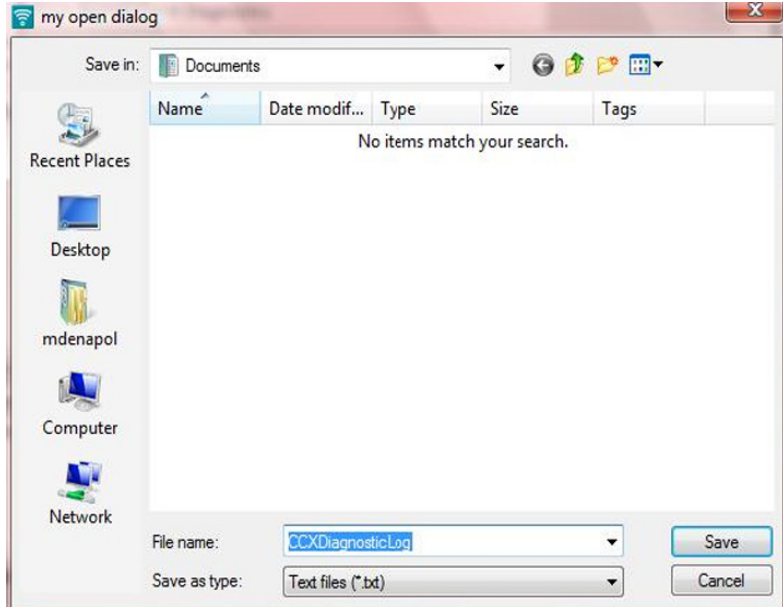
While the client is in diagnostics testing mode, if you click on the **Close** button, an Aironet Desktop Utility window appears to confirm that you want to stop running in DC mode (see [Figure 6-7](#)).

Figure 6-7 Aironet Desktop Utility—Stop Running Diagnostics

Click the **Yes** button to disconnect, or click the **No** button to continue.

- Step 8** When diagnostic testing is complete, you can click the **Save To File** button to save the test results. Clicking this button generates a text file that contains the results. You can save this file to the desired folder on your PC (see [Figure 6-8](#)). Your network administrator can then use the test results in this report to troubleshoot any issues between the client adapter and the infrastructure device.

Figure 6-8 Saving Diagnostics Testing Report—Documents Window



Enabling Client Reporting

A network administrator must enable a profile for client reporting so that the profile can participate in Cisco Aironet Client Diagnostics.

To enable a profile for client reporting, follow these steps:

-
- Step 1** With the Microsoft Group Policy Object Editor, locate the XML portion of the profile that is related to client reporting. Here is a sample CCX profile section that shows the XML element for client reporting:
- ```
<Diagnostics>
 <AuthorizedProfile>true</AuthorizedProfile>
 <Channel>
 <EnableClientReporting>true</EnableClientReporting>
 </Channel>
</Diagnostics>
```
- Step 2** For the EnableClientReporting XML element, change the value to **true** to enable client reporting. Change the value to **false** to disable client reporting.
- 

For more information about Microsoft Group Policy Objects, see the “[Using Microsoft Tools to Perform Administrative Tasks](#)” section of Chapter 4, “Performing Administrative Tasks.”