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Introduction

This document describes how to resolve the IDLE client issues while using 5760/3850/3650 next generation Wireless LAN Controllers (WLCs) in the network as when a client sticks in the IDLE state, they are unable to reconnect back.

Prerequisites

Requirements

There are no specific requirements for this document.

Components Used

The information in this document is based on these hardware versions:

- Cisco Wireless LAN Controller 5760 Release 3.3.2 (Next Generation Wiring Closet [NGWC])
- Cisco 3702 Series Lightweight Access Point
- Cisco Catalyst 3560 Series Switch

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, make sure that you understand the potential impact of any command.

Problem: Clients are Stuck in IDLE State

Clients are unable to connect through the wireless network. Over 2000 clients are stuck in the IDLE state on **show wireless client summary** command. This issue occurred twice within the ten hours and the only way to restore the network is to reboot the WLC.

Solution

TAC provides the script to collect the data from all components of the product to identify the one, in which the client is in the IDLE state.

After the analysis of logs, it is found that this was due to the memory leak in AVC (Application Visibility and Control) feature. This bug is filed to track the issue and is fixed on the latest release.

Cisco bug ID [CSCun96020](#)

As a quick workaround you can also disable the AVC on the WLC.