



CHAPTER 21

Troubleshooting Unjoined Access Points

When a lightweight access point initial starts up, it attempts to discover and join a wireless LAN controller. After joining the wireless controller, the access point updates its software image if needed and receives all the configuration details for the device and network. After successfully joining the wireless controller, the access point can be discovered and managed by Prime Infrastructure. Until the access point successfully joins a wireless controller the access point cannot be managed by Prime Infrastructure and does not contain the proper configuration settings to allow client access.

Prime Infrastructure provides you with a tool that diagnoses why an access point cannot join a controller and lists corrective actions.

The Unjoined AP page displays a list of access points that have not joined any wireless controllers. All gathered information about the unjoined access point is included in the page. This includes name, MAC address, IP address, controller name and IP address, switch and port that the access point is attached to, and any join failure reason if known.

To troubleshoot unjoined access points, do the following:

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- Step 1** Select **Operate > Wireless > Unjoined APs**. The Unjoined APs page appears containing a list of access points that have not been able to join a wireless controller.
 - Step 2** Select the access point that you wish to diagnose, then click **Troubleshoot**. An analysis is run on the access point to determine the reason why the access point was not able to join a wireless controller. After performing the analysis the Unjoined APs page displays the results.
 - Step 3** If the access point has tried to join multiple wireless controllers and has been unsuccessful, the controllers are listed in the left pane. Select a controller.
 - Step 4** In the middle pane you can view what the problem is. It will also list error messages and controller log information.
 - Step 5** In the right pane recommendations for solving the problems are listed. Perform the recommended action.
 - Step 6** If you need to further diagnose a problem, you can run RTTS through the Unjoined AP page. This allows you to see the debug messages from all the wireless controllers that the access point tried to join at one time.

To run RTTS, click the RTTS icon () located to the right of the table. The debug messages appear in the table. You can then examine the messages to see if you can determine a cause for the access point not being able to join the controllers.
