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Troubleshooting Cisco Wireless Enterprise Networks

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QUESTION 1

A user reports being unable to connect to a server with a certain program while connected to wireless. Which troubleshooting methodology can be used to begin the troubleshooting process?

A. top-down

B. shoot from the hip

C. follow the path

D. bottom-up

E. divide and conquer

Correct Answer: A

References:

QUESTION 2

Refer to the exhibit.

RAP1	RAP2
dot11 ssid wlan1	dot11 ssid wlan1
authentication open eap eap	authentication open eap eap
authentication network-eap eap	authentication network-eap eap
authentication key-management wpa	authentication key-management wpa
version 2	version 2
dot1x credentials wgb	dot1x credentials wgb
dot1x eap profile eap1	dot1x eap profile eap1
no ids mfp client	no ids mfp client
eap profile eap1	eap profile eap1
method fast	method fast
eap profile eap11	eap profile eap11
method tls	method tls
dot1x credentials wgb	dot1x credentials wgb
username cisco	username cisco
password 7 1511021F0725	password 7 1511021F0725
interface Dot11Radio0	interface Dot11Radio0
encryption mode ciphers aes-ccm	encryption mode ciphers aes-ccm
ssid wlan1	ssid wlan1

A mobile station in a factory contains an AP configured as a work group bridge that authenticates to a root AP using EAP-FAST. To be able to use the mobile station in further parts of the factory, another root AP is installed and also configured for EAP-FAST. When the mobile station is attempting to roam to the other AP, it loses connection yet can still authenticate to the first one. What is the cause for the failed authentication on RAP2?

A. RAP1 is using a different authentication protocol than RAP2.

B. RAP2 has a different SSID than RAP1.

C. RAP1 is using a different encryption than RAP2.

D. The authentication username and password is different.

Correct Answer: A

QUESTION 3

Refer to the exhibit.

```
(Cisco Controller) > show ap join state detailed 00:ab:00:ab:00:ab

Discovery phase statistics                              Configuration phase statistics
- Discovery requests received ......................... 10    - Configuration requests received..................... 0
- Successful discovery responses sent ................. 5     - Successful configuration responses sent ............. 0
- Unsuccessful discovery request processing............ 2113123   - Unsuccessful configuration request processing........ 0
- Reason for last unsuccessful discovery attempt.......        - Reason for last unsuccessful configuration attempt....
    Discovery request received on unsupported VLAN               Not applicable
- Time at last successful discovery attempt............        - Time at last successful configuration attempt........
    Jan 30 14:30:12.284                                          Not applicable
- Time at last unsuccessful discovery attempt..........        - Time at last unsuccessful configuration attempt.......
    Jan 30 14:30:12.288                                          Not applicable

Join phase statistics                                   Last AP message decryption failure details
- Join requests received.............................. 4      - Reason for last message decryption failure...........
- Successful join responses sent...................... 0           Not applicable
- Unsuccessful join request processing................ 4
- Reason for last unsuccessful join attempt...........        Last AP disconnect details
    Certificate payload in join request contains invalid        - Reason for last AP connection failure................
    certificate                                                   Not applicable
- Time at last successful join attempt................
    Not applicable                                       Last join error summary
- Time at last unsuccessful join attempt..............        - Type of error that occured last......................
    Mar 06 19:19:03.345                                          Failed to send Lvapp discovery response
                                                              - Reason for error that occured last...................
                                                                  Discovery request received on unsopported VLAN
                                                              - Time at which the last join error occurred...........
                                                                  Jan 30 14:30:12:288
```

Which statement about the join process of the access point is true?

A. The time on the controller is outside of the certificates validity time interval, so the join phase failed.

B. The AP moved from this controller to its primary controller.

C. The controller rejected most of the discovery requests from the AP because they were not received on the management interface subnet. The AP failed to join the controller.

D. The AP successfully joined the controller.

E. The AP failed to join because the self-signed certificate of the AP on the controller was not correct.

Correct Answer: C

QUESTION 4

Scenario The big Engineering IT team has been in the lab to test some new features that the existing network does not support. The AP Groups, AP Failover, and Local Web Auth features are having problems. In this test environment, the controllers support the only Composite Structural Engineering and Aerodynamic Engineering groups. All SSIDs must omit the department name.

Refer to the exhibit. The diagram is the floor plan for the Big Engineering office and the distribution of the departments. These tables show how the controllers have been configured.

Note, not all menu items, text boxes, or radio buttons are active.
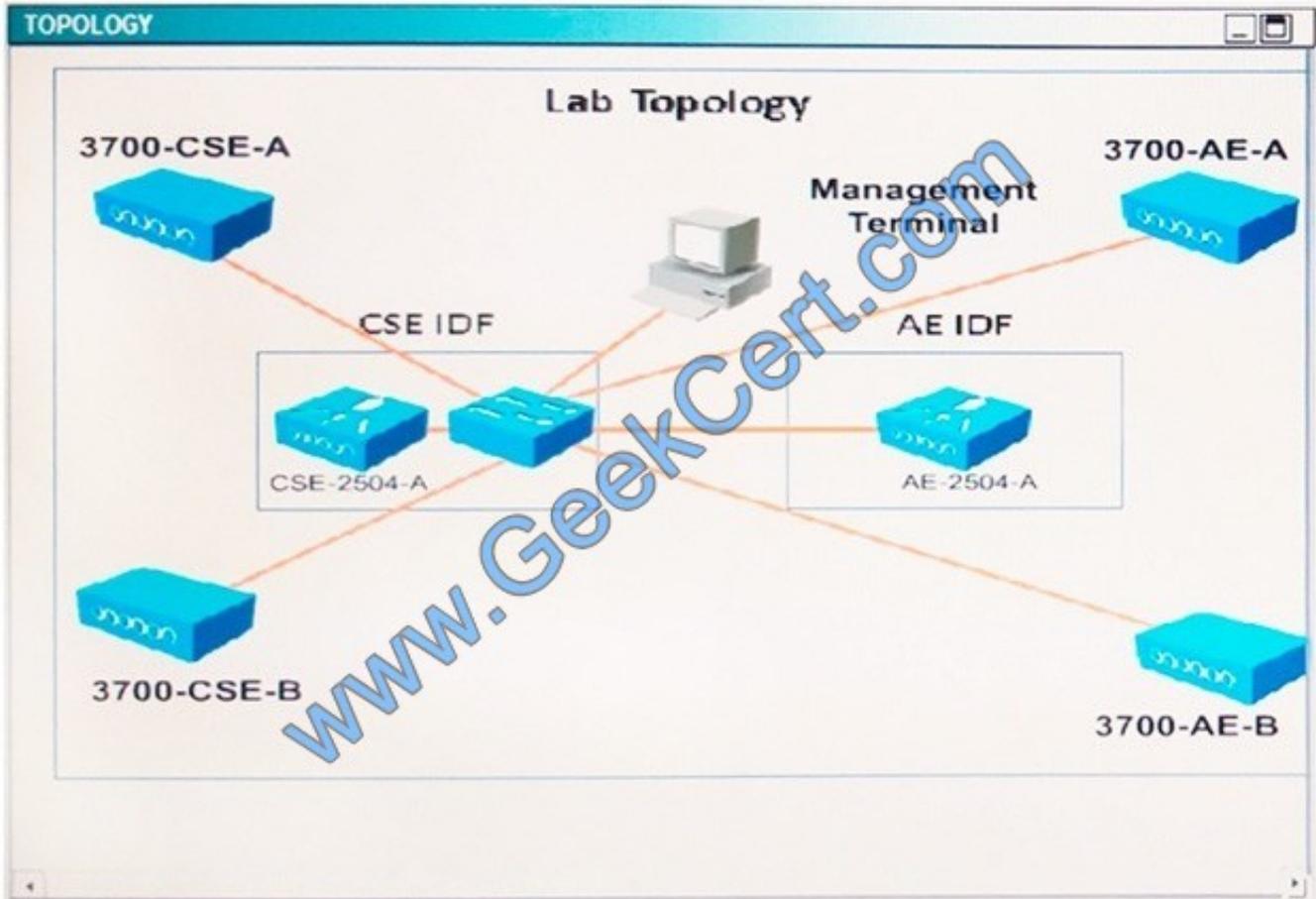
BE-GA Controller Management Interfaces

Name	IP address	Gateway	DHCP Interface
CSE-2504A	192.168.2.98/24	192.168.2.1	192.168.2.98
AE-2504A	192.168.3.98/24	192.168.3.1	192.168.3.98
HF-2504A	192.168.4.98/24	192.168.4.1	192.168.4.98

Composite and Structural Engineering (CSE) WLANs

Profile Name	SSID
CSE-Engineering	CSE-Engineering
CSE-Contractors	CSE-Contractors
CSE-Employees	CSE-Employees

AP Groups-CSE-WLANs

WLANs	APs
CSE-Engineering	3700-CSE-A
CSE-Contractors	3700-CSE-B
CSE-Employees	

AE-User Names and Passwords

User Name	Password
Joan Smith	aetest
Carol Black	aetest

You review the configuration of the test network controller. Which four changes must be made to resolve the problems? (Choose four.)

A. Change the High Availability Primary Controller Management Interfaces IP address for access point 3700-CSE-A.

B. Remove the current WLANs and replace them with WLANs that have the same SSID names as on the AE-2504A controller.

C. Add the Local Net User names and passwords.

D. Change the Layer2 security to none and Layer3 Security to Web Policy for the CSE-Contractors WLAN.

E. Remove the current WLAN from the CSE-WLAN AP Group and add all three of the WLANs configured in the CSE-2504A.

F. Add the CSE APs to the CSE-WLANs AP-Group.

G. Change the High Availability Secondary Controller management Interface IP address for access point 3700-CSE-B.

H. Change the High Availability Primary Controller Name for access point 3700-CSE-B.

Correct Answer: BCDF

QUESTION 5

An engineer has discovered that a number of new access points are failing to join the wireless controller module that has been recently enabled on a switch stack of three Cisco Catalyst 3850 switches running 3.02.03 SE version of Cisco IOS-XE. All cables have been verified and all access point switch port configurations are identical.

Which options is the likely root cause of the issue?

A. Stacked Cisco Catalyst 3850 switches only support 100 CAPWAP termination licences.

B. Cisco IOS-XE version 3.02.03 SE supports only access points on the master switch.

C. The EULA has not been accepted on the switch wireless controller module.

D. When stacked, the Cisco Catalyst 3850 cannot use the wireless controller module.

Correct Answer: D

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