Configure Catalyst 9800 Wireless Controller AP Authorization List

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Introduction

This document describes how to configure Catalyst 9800 Wireless LAN Controller Access Point (AP) authentication policy.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- 9800 WLC
- Command line Interface (CLI) access to the wireless controllers

Components Used

Cisco recommends these hardware and software versions:

- 9800 WLC v17.3
- AP 1810W
- AP 1700
- Identity Service Engine (ISE) v2.2

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, ensure that you understand the potential impact of any command.

Background Information

To authorize an Access Point (AP), Ethernet MAC address of the AP needs to be authorized against local database with 9800 Wireless LAN Controller or against an externalRemote Authentication Dial-In User Service (RADIUS) server.

This feature ensures that only authorized Access Points (APs) are able to join a Catalyst 9800 Wireless LAN Controller. This document does not cover the case of mesh (1500 series) APs which require a MAC filter entry to join the controller but do not trace the typical AP authorization flow (see references).

Configure

Network Diagram



Configurations

MAC AP authorization List - Local

The MAC address of the authorized APs are stored locally in the 9800 WLC.

Step 1. Create a local authorization credential-download method list.

Navigate to **Configuration > Security > AAA > AAA Method List > Authorization > + Add**.

Q Search Menu Items	Authentication Authorization	and Accounting		
Dashboard	+ AAA Wizard			
Monitoring >	AAA Method List	Servers / Groups	AAA Advanced	
$<$ Configuration \rightarrow	General			
() Administration >	Authentication	+ Add	d X Delete	
[™] Troubleshooting	Authorization	N	lame 🗸	Туре
Star Treasteen County	Accounting	di	efault	network
			uthZ-Netw-ISE	network
-				
Quick Setup: AAA Autho	orization			×
Method List Name*	AP-auth			
Type*	credential-download 🔻			
Group Type	local 🔻			
Available Server Groups	Assigned Serv	er Groups		
radius Idap tacacs+ ISE-KCG-grp ISE-grp-name	>			
Cancel			🖹 Save & Apply to D	evice

Step 2. Enable AP MAC authorization.

Navigate to **Configuration > Security > AAA > AAA Advanced > AP Policy**. Enable **Authorize APs against MAC** and select the **Authorization Method List** created in Step 1.

Authentication Authorization and Account + AAA Wizard	inting	
AAA Method List Servers / G	ircups AAA Advanced	
RADIUS Fallback Attribute List Name AP Authentication	Authorize APs against MAC Authorize APs against Serial Number	
AP Policy Password Policy		Apply to Device

Step 3. Add the AP ethernet MAC Address.

Navigate to Configuration > Security > AAA > AAA Advanced > Device Authentication > MAC Address > + Add.

Configuration - > Security - > AAA	
+ AAA Wizard	
Servers / Groups AAA Method List	AAA Advanced
Global Config	MAC Address Serial Number
RADIUS Fallback	+ Add × Delete
Attribute List Name	
Device Authentication	MAC Address
AP Policy	I≪ ≪ 0 ► ►I 10 v items per page
Password Policy	
AAA Interface	
-	
Quick Setup: MAC Filtering	×
MAC Address*	00:B0:E1:8C:49:E8
Attribute List Name	None 🔻
Cancel	Save & Apply to Device

Note: AP ethernet MAC address must be in one of these formats when entered in the web UI(xx:xx:xx:xx:xx (or) xxxx.xxxx (or) xx-xx-xx-xx) in version 16.12. In version 17.3, they have to be in format xxxxxxxx without any separator. The CLI format is always xxxxxxxxx in any version (in 16.12, the web UI removes the separators in the config). Cisco bug ID <u>CSCvv43870</u> allows the use of any format in CLI or web UI in later releases.

config t
aaa new-model
aaa authorization credential-download <AP-auth> local
ap auth-list authorize-mac
ap auth-list method-list <AP-auth>

username <aaaabbbbcccc> mac

CLI:

MAC AP Authorization List - External RADIUS Server

9800 WLC Config

The MAC address of the authorized APs are stored on an external RADIUS server, in this example ISE.

On ISE, you can register the MAC address of the APs either as usernames/password or as Endpoints. Along the steps you are instructed how to select to use one way or the other.

GUI:

Step 1. Declare RADIUS server.

Navigate to **Configuration > Security > AAA > Servers / Groups > RADIUS > Servers > + Add** and enter the RADIUS server information.

Q Search Menu Items	Authentication Authorization and Accounting				
戻 Dashboard	+ AAA Wizard				
Monitoring >	AAA Method List	Servers / Gro	AAA Advanced		
Configuration	+ Add × Dela				
Administration	RADIUS				
💥 Troubleshooting	TACACS+	Servers	Server Groups		
	LDAP	Name	- Address		

Ensure **Support for CoA** is enabled if you plan to use Central Web Authentication (or any kind of security that requires CoA) in the future.

Create AAA Radius Server				×
Name*	ISE-kcg	Clear PAC Key		
IPV4/IPv6 Server Address*	172.16.0.11	Set New PAC Key		
Shared Secret*]		
Confirm Shared Secret*]		
Auth Port	1812]		
Acct Port	1813]		
Server Timeout (seconds)	1-1000]		
Retry Count	0-100]		
Support for CoA				
Cancel			[Save & Apply to Device

Step 2. Add the RADIUS server to a RADIUS group.

Navigate to **Configuration > Security > AAA > Servers / Groups > RADIUS > Server Groups > + Add**.

To have ISE authenticate the AP MAC address as usernames, leave MAC-Filtering as none.

Create AAA Radius Ser	er Group	×
Name*	ISE-grp-name	
Group Type	RADIUS	
MAC-Delimiter	none 👻	
MAC-Filtering	none 👻	
Dead-Time (mins)	1-1440	
Available Servers	Assigned Serve	ers Ū
Cancel		Save & Apply to Device

To have ISE authenticate the AP MAC address as Endpoints, change MAC-Filtering to MAC.

Create AAA Radius Serve	r Group ه	8
Name*	ISE-grp-name	
Group Type	RADIUS	
MAC-Delimiter	none 🔻	
MAC-Filtering	mac 🔹	
Dead-Time (mins)	1-1440	
Available Servers	Assigned Servers	
	> ISE-KCG	
Cancel	Save & Apply to Device	

Step 3. Create an authorization credential-download method list.

Navigate to **Configuration > Security > AAA > AAA Method List > Authorization > + Add**.

Q Search Menu Items		Authentication Authorization and Accounting				
Dashboard		+ AAA Wizard				
Monitoring	>	AAA Method List	Servers / Gr	roups AAA Advance	d	
Configuration	>	General				
O Administration	>	Authentication				
🖉 Troubleshooting		Authorization		Name	×	Туре
S Treasterneeting		Accounting		default		network
		,		AuthZ-Netw-ISE		network

Quick Setup: AAA Authorizat	ion	6
Method List Name*	AP-ISE-auth	
Туре*	credential-download 🔻	
Group Type	group v	
Fallback to local		
Available Server Groups	Assigned Server Groups	
radius Idap tacacs+ ISE-KCG-grp	> ISE-grp-name	
Cancel	Save & Apply to Device	

Step 4. Enable AP MAC authorization.

Navigate to **Configuration > Security > AAA > AAA Advanced > AP Policy**. Enable **Authorize APs against MAC** and select the **Authorization Method List** created in Step 3.

Authentication Authorizatio	on and Accounting			
+ AAA Wizard				
AAA Method List	Servers / Groups	AAA Advanced		
RADIUS Fallback				
Attribute List Name	Authorize APs against MA			
AP Authentication	Authorize APs against Se Number	erial DISABLED		
AP Policy	Authorization Method List	t AP-ISE-auth	•	
Password Policy				Apply to Device

CLI:

```
# config t
# aaa new-model
# radius server <radius-server-name>
# address ipv4 <radius-server-ip> auth-port 1812 acct-port 1813
# timeout 300
# retransmit 3
# key <shared-key>
# exit
```

aaa group server radius <radius-grp-name>

```
# server name <radius-server-name>
# exit
# aaa server radius dynamic-author
# client <radius-server-ip> server-key <shared-key>
# aaa authorization credential-download <AP-auth> group <radius-grp-name>
# ap auth-list authorize-mac
# ap auth-list method-list <AP-ISE-auth>
```

ISE Config

Step 1. To add 9800 WLC to ISE:

Declare 9800 WLC on ISE

Choose to configure the AP's MAC address based on authentication with the required steps:

Configure USE to authenticate MAC address as endpoints

Configure ISE to authenticate MAC address as username/password

Configure ISE to Authenticate MAC Address as Endpoints

Step 2. (Optional) Create an identity group for Access Points.

Because the 9800 does not send the NAS-port-Type attribute with AP authorization (Cisco bug ID<u>CSCvy74904).</u>





ISE does not recognize an AP authorization as a MAB workflow. Therefore, it is not possible to authenticate an AP if the MAC address of the AP is placed in the endpoint list unless you modify the MAB workflows to not require the NAS-PORT-type attribute on ISE.

Navigate to **Administrator > Network device profile** and create a new device profile. Enable **RADIUS**, and add service-type=call-check for Wired MAB. You can copy the rest from the Cisco original profile. The idea is to have no nas-port-type condition for the Wired MAB.



Network Devices	Network Device Groups	Network Device Profiles	External RADIUS Servers
* Name	Ciscotemp		
Description			6
lcon	the change icon Set 1	To Default (i)	
Vendor	Cisco		
Supported Protoc	cols		
RADIUS			
TACACS+			
TrustSec			
RADIUS Dictionaries			
Templates			
Expand All / Collapse All			
✓ Authentication	n/Authorization		
✓ Flow Type C	onditions		
Wired MAB dete	ected if the following condition(s) are	met :	
Radius:S	ervice-Type 🗸 =	Call Check	<u>∼</u>

Go back to your network device entry for the 9800 and set its profile to the newly created device profile.

Navigate to Administration > Identity Management > Groups > Endpoint Identity Groups > + Add.

dentity Services Engine	Home >	Context Visibility	 Operations 	Policy	Administration
System	Network Res	ources	Portal Management	pxGrid Servi	ces Feed Service
Identities Groups External Identi	ty Sources I	dentity Source Sequ	ences		
Identity Groups		Endpoint Ide	ntity Groups		
•	Q				
⟨= ▼ E ▼	₩÷-	/ Edit 🕂 Add	Delete		
Endpoint Identity Groups		Name			 Description

Choose a name and click **Submit**.

Endpoint Identity Group List > New Endpoint Group Endpoint Identity Group						
* Name	AccessPoints					
Description						
Parent Group	T					
Submit	ncel					

Step 3. Add the AP ethernet MAC address to its endpoint identity group.

Navigate to Work Centers > Network Access > Identities > Endpoints > +.



Enter the needed information.

Add Endpoint

- General Attributes

Mac Address *	00:B0:E1:8C:49:E8			
Description	Access Point			
Static Assignment				
Policy Assignment	Unknown	Ŧ		
Static Group Assignment	×			
Identity Group Assignment	AccessPoints	Ŧ		
			Cancel	Save

Step 4. Verify the identity store used on your default authentication rule that contains the internal endpoints.

A. Navigate to **Policy > Authentication** and take note of the Identity store.

dentity	Services Engine	e Horr	ne ⊧C	Context Visibility	 Operations 	- Policy	Administration
Authentication	Authorization	Profiling	Posture	Client Provisioning	Policy Eler	nents	
Authenticatio	n Policy						
Define the Authen For Policy Export	tication Policy by go to Administration	selecting the on > System	> Backup	that ISE should use t & Restore > Policy E	o communicate xport Page	with the netwo	ork devices, and the ide
Policy Type	Simple 💿 Rul	e-Based					
	MAB		: If	Wired_MAB OR			
Wireless_MAE	BAllow Protocols :	Default Net	work Acce	ss and			
~	Default		:	use Internal Endpoir	nts		
	Dot1X		: If	Wired_802.1X OR			
Wireless_802.	1XAllow Protocols	s: Default N	letwork Ac	cess and			
	Default		:	use All_User_ID_St	ores		
	Default Rule (If n	o match)	: Allo	w Protocols : Defau	It Network Acces	s and use :	All_User_ID_Stores

B. Navigate to Administration > Identity Management > Identity Source Sequences > Identity Name.

denti	ty Service	s Engine	Home	► Context	Visibility	▶ Ope	rations	Policy	▼ Adm	inistration] →
System	◄ Identity N	Management	Network F	Resources	Device	Portal M	anagement	pxGrid S	Services	► Feed S	Service
Identities	Groups	External Iden	tity Sources	Identity S	ource Sequ	uences	Settings				

Identity Source Sequences For Policy Export go to Administration > System > Backup & Restore > Policy Export Page

1	Edit 🕂 Add 🖹 Duplicate 🗙 Delete		
	Name 🔺	Description	Identit
	All_User_ID_Stores	A built-in Identity Sequence to include all User Identity Stores	Preload
	Certificate_Request_Sequence	A built-in Identity Sequence for Certificate Request APIs	Interna
	Guest_Portal_Sequence	A built-in Identity Sequence for the Guest Portal	Interna
	MyDevices_Portal_Sequence	A built-in Identity Sequence for the My Devices Portal	Interna
	Sponsor_Portal_Sequence	A built-in Identity Sequence for the Sponsor Portal	Interna

C. Ensure Internal Endpoints belong to it. Otherwise, add them.

Identity Source Sequences List > All_User_ID_Stores

Identity Source Sequence

Identity Source Sequence

-	•
* Name	All_User_ID_Stores
Description	A built-in Identity Sequence to include all User Identity Stores
	//

Certificate Based Authentication

Select Certificate Authentication Profile Preloaded_Certificate_P

Authentication Search List

A set of identity sources that will be accessed in sequence until first authentication succeeds

Available		Selected	
Internal Endpoints	> < >	Internal Users All_AD_Join_Points Guest Users	 ⊼ ∧ ∨ ⊻

Advanced Search List Settings

If a selected identity store cannot be accessed for authentication

- O not access other stores in the sequence and set the "AuthenticationStatus" attribute to "ProcessError"
- Treat as if the user was not found and proceed to the next store in the sequence

Save	Reset
------	-------

Configure ISE to Authenticate MAC Address as Username/Password

This method is not advised as it requires lower password policies to allow the same password as the username.

It can, however, be a workaround in case you cannot modify your Network device profile.

Step 2. (Optional) Create an identity group for Access Points.

Navigate to Administration > Identity Management > Groups > User Identity Groups > + Add.

cisco Identity Services Engine	Home	Context Visibility	 Operations 	▶ Policy	 Administration 	
System	Network Re	esources	Portal Managemen	t pxGrid Se	ervices	vice
Identities Groups External Identity	Sources	Identity Source Seque	ences F Setting	S		
Identity Groups		User Identity	Groups			
•	Q		_			
* * E *	ŵ. -	🥖 Edit 🕂 Add	d 🗙 Delete 👻	🕞 Import	🕞 Export 👻	
Endpoint Identity Groups		Name			▲ Descripti	on
User Identity Groups		🗌 👰 ALL_AC	COUNTS (default)	Default A	۹LL

Choose a name and click **Submit**.

User Identity Groups > New User Identity Group							
Identity Gro	Identity Group						
* Name AccessPoints							
Description							
Submit	Cancel						

Step 3. Verify that your current password policy allows you to add a MAC address as username and password.

Navigate to Administration > Identity Management > Settings > User Authentication Settings > Password Policy and ensure that at least these options are disabled:

cisco lo	dentity Services Engine	Home	Context Visibility	 Operations 	▶ Policy	 Administration 	Work Centers			
System	n	Network F	Resources + Device I	Portal Management	pxGrid Se	rvices Feed Ser	vice			
Identiti	es Groups External Identi	ty Sources	Identity Source Seque	ences - Settings	1					
	G									
User Custo	om Attributes	Pa	ssword Policy	Account Disable Pol	icy					
User Authe	entication Settings	Passwo	ord Policy							
Endpoint P	Purge	* Mi	nimum Length: 4	characters (Valid I	Range 4 to 1	27)				
Endpoint C	Custom Attributes	Passwo	Password must not contain:							
		Us	er name or its characte	rs in reverse order						
			sco" or its characters in	reverse order						
		🗌 Th	is word or its characters	s in reverse order:						
		Re	peated characters four	or more times conse	cutively					
		Die Die	ctionary words, their cha	aracters in reverse or	der or their le	etters replaced with o	ther characters (j)			
		Ċ	Default Dictionary							
			Custom Dictionary	i) Choose	File No file	chosen				
			The newly added cust	om dictionary file w	vill replace t	he existing custom	dictionary file.			
		Passwo	ord must contain at lea	ast one character of	feach of the	selected types:				
		Lo	wercase alphabetic cha	racters						
		🗌 Up	percase alphabetic cha	racters						
		Nu Nu	meric characters							
		No.	n-alphanumeric charact	ters						
		Passwo	ord History							
		* Pa	ssword must be differer	nt from the previous	3 versi	ons (Valid Range 1 to	o 10)			
		🗌 Pa	ssword change delta 3	characters (\	/alid Range 3	3 to 10)				
		* Ca	nnot reuse password w	ithin 15 days	(Valid Range	e 0 to 365)				
		Passwo	ord Lifetime							
		Us	ers can be required to p	periodically change p	assword					
			Disable user account a	after 60	days if pa	assword was not char	nged (valid range 1 to 3650)			
			Display reminder 30	days	prior to pass	word expiration (valid	range 1 to 3650)			
		Loc	k/Suspend Account w	ith Incorrect Login	Attempts					
		* #	3 (Valid Range 3	to 20)						
		۲	Suspend account for	15 minutes (V	alid Range 1	5 to 1440) 🔵 Disab	ble account			

Note: You can also want to disable the option **Disable user account after** XX **days if password was not changed.** As this is a MAC address, the password never changes.

Step 4. Add the AP ethernet MAC address.

Navigate to Administration > Identity Management > Identities > Users > + Add.

cisco Identity Services Engine	Home > C	ontext Visibility	Operations	Policy	Administration			
System Identity Management	Network Resou	rces Device Porta	al Management	pxGrid Servi	ces Feed Servic			
✓ Identities Groups External Identity	y Sources Ider	ntity Source Sequence	s • Settings					
Users Network Access Users								
Latest Manual Network Scan Results	/ Edit	dd 🔀 Change Statu	ıs 👻 💽 Import	Export -	X Delete 👻 🖻			
	Status	Indifie	-	Description	FIISUN			

Enter the needed information.

Network Access Users List > New Network Access User

 Network Access 	s User			
* Name aaaabbbb	22230			
Status 🗹 Enab	oled 💌			
Email				
 Passwords 				
Password Type:	Internal Users			
	Password	Re-Enter Passy	word	
* Login Password	•••••	•••••		Generate Password (i)
Enable Password				Generate Password (i)
▼ User Informat	ion			
First Name				
Last Name				
Account Optio	ns			
	Description			
Change password	on next login			
 Account Disab 	le Policy			
Disable accou	unt if date exceeds 2018-11-09		(yyyy-mm-dd)	
▼ User Groups				
AccessPoints	♥ — ф			
Submit Cancel)			

Note: Name and Login Password fields must be the ethernet MAC address of the AP, all lower case and no separators.

Authorization Policy to Authenticate APs

Navigate to**Policy > Authorization** as shown in the image.

es Engine	e Hom	ne ⊧C	ontext Visibility	▶ Operations	▼Policy	Administration	Work Centers
norization	Profiling	Posture	Client Provisionin	ng 🔹 🕨 Policy Ele	Authentication		Authorization
					Profiling		Posture
V Bolicy by c	opfiqueing eu	loc boood	on identity groups o	nd/or other condi	Client Pro	wisioning	Policy Elements
dministrati	on > System	> Backup (& Restore > Policy E	Export Page			Dictionaries Conditions
olies	*						Results

Insert a new rule as shown in the image.

cisco	Identity	Services Engine	Home	Context Visibility	• Operations	+ Policy	Administration	• Work Centers	License \
Auth	entication	Authorization Pro	filing Postu	re Client Provisioning	Policy Eleme	ents			
ifiguring r ≻ System	ules based i > Backup {	on identity groups and & Restore > Policy Exp	l/or other cond ort Page	itions. Drag and drop ru	les to change the	order.			
-									
		Conditions (ide	ntity groups ar	nd other conditions)			Permissions		
									Insert New Rule Above
									Duplicate Below

First, select a name for the rule and the Identity group where the Access Point is stored (AccessPoints). Select **User Identity Groups** if you decided to authenticate the MAC address as username password or **Endpoint Identity Groups** if you choose to authenticate the AP MAC address as endpoints.

	AP authentication	if	Acc Acc Radius:Service-Type EQUALS Cal	then
	Lot and com	if Rac	ad	
		if <mark>(</mark> Ra Acc	AccessPoints Content of the second se	
~	00000000000000	if Rad	ad	
~	Nd	if <mark>(W</mark> i	vir	24
~	11 X 101. 17 1 7 101 X 111	if (Ra Acc	Co GuestType_Weekly (default)	
~	·····	if Rac	ad GROUP_ACCOUNTS (default)	
	Standard Rule 2_copy	if <mark>(</mark> Ra Acc	tadius:Called-Station-ID ENDS_WITH 6827 ccess:UseCase EQUALS Guest Flow)	
	Standard Rule 2	if Rac	adius:Called-Station-ID ENDS_WITH 6827:	
~	Wireless Black List Default	if Bla	acklist AND Wireless_Access ALL_ACCOUNTS (default)	

After that, select other conditions that cause the authorization process to fall under this rule. In this example, the authorization process hits this rule if it uses service-type Call Check and the authentication request comes from the IP address 10.88.173.52.

	Radius:Ser	vice-Type EQUALS Ca	I O then	AuthZ Pr	¢				
2	💾 Add /	All Conditions Below to	Library						
ι	Cond	lition Name	Description				AND -		
5	٥		Radius:Service-Type	Equals	*	Call Check	0	AND	÷
J.	٥		Radius:NAS-IP-Ad	Equals	•	10.88.173.52	0		÷
c									

Finally, select the Authorization profile that is assigned to the clients that hit that rule, click**Done**and **save** it as shown in the image.

	Status	Rule Name	Conditions (identity groups and other conditions)	Permissions
-		AP authentication if	AccessPoints AND (Radius:Service-Type EQUALS Call Check AND Radius:NAS-IP-Address EQUALS 10.88.173.52)	then PermitAccess

Note: APs that already joined in the controller do not lose their association. If, however, after authorization list is enabled, they lose communication with the controller and attempt to rejoin, they go through the authentication process. If their MAC addresses are not listed locally or in the RADIUS server, they are not be able to rejoin the controller.

Verify

Verify if 9800 WLC has enabled the AP authentication list.

<#root>

```
# show ap auth-list
```

```
Authorize APs against MAC : Disabled
Authorize APs against Serial Num : Enabled
Authorization Method List : <auth-list-name>
```

Verify radius configuration:

<#root>

#

show run aaa

Troubleshoot

WLC 9800 provides ALWAYS-ON trace capabilities. This ensures all AP join-related errors, warning and notice level messages are constantly logged and you can view logs for an incident or failure condition after it has occurred.

Note: Volume of logs generated vary retroactively from a few hours to several days.

To view the traces that 9800 WLC collected by default, you can connect via SSH/Telnet to the 9800 WLC through these steps. (Ensure that you log the session to a text file).

Step 1. Check the controller current time so you can track the logs in the time back to when the issue happened.

show clock

Step 2. Collect syslogs from the controller buffer or the external syslog as dictated by the system configuration. This provides a quick view into the system health and errors, if any.

show logging

Step 3. Verify if any debug conditions are enabled.

```
# show debugging
IOSXE Conditional Debug Configs:
Conditional Debug Global State: Stop
IOSXE Packet Trace Configs:
Packet Infra debugs:
Ip Address Port
```

Note: If you see any condition listed, it means the traces are logged up to debug level for all the processes that encounter the enabled conditions (MAC address, IP address etc). This would increase the volume of logs. Therefore, it is recommended to clear all conditions when not actively debugging.

Step 4. Assume the tested MAC address was not listed as a condition. in Step 3, collect the always-on notice level traces for the specific radio MAC address.

show logging profile wireless filter { mac | ip } { <aaaa.bbbb.cccc> | <a.b.c.d> } to-file always-on-

You can either display the content in the session or you can copy the file to an external TFTP server.

more bootflash:always-on-<FILENAME.txt>
or
copy bootflash:always-on-<FILENAME.txt> tftp://a.b.c.d/path/always-on-<FILENAME.txt>

Conditional Debugging and Radio Active Tracing

If the always-on traces do not give you enough information to determine the trigger for the problem under investigation, you can enable conditional debugging and capture the Radio Active (RA) trace, which provides debug level traces for all processes that interact with the specified condition (client mac address in this case).

Step 5. Ensure there are no debug conditions enabled.

clear platform condition all

Step 6. Enable the debug condition for the wireless client MAC address that you want to monitor.

This commands starts to monitor the provided MAC address for 30 minutes (1800 seconds). You can optionally increase this time to up to 2085978494 seconds.

debug wireless mac <aaaa.bbbb.cccc> {monitor-time <seconds>}

Note: In order to monitor more than one client at a time, run debug wireless MAC <aaaa.bbbb.cccc> command per MAC address.

Note: You do not see the output of the client activity in the terminal session, as everything is buffered internally to be viewed later.

Step 7. Reproduce the issue or behavior that you want to monitor.

Step 8. Stop the debugs if the issue is reproduced before the default or configured monitor time is up.

no debug wireless mac <aaaa.bbbb.cccc>

Once the monitor time has elapsed or the debug wireless has been stopped, the 9800 WLC generates a local file with the name:

ra_trace_MAC_aaaabbbbcccc_HHMMSS.XXX_timezone_DayWeek_Month_Day_year.log

Step 9. Collect the file of the MAC address activity. You can either copy the ra trace .log to an external server or display the output directly on the screen.

Check the name of the RA traces file:

dir bootflash: | inc ra_trace

Copy the file to an external server:

copy bootflash:ra_trace_MAC_aaaabbbbcccc_HHMMSS.XXX_timezone_DayWeek_Month_Day_year.log tftp://a.b.c.

Display the content:

more bootflash:ra_trace_MAC_aaaabbbbcccc_HHMMSS.XXX_timezone_DayWeek_Month_Day_year.log

Step 10. If the root cause is still not obvious, collect the internal logs which are a more verbose view of debug level logs. You do not need to debug the client again as you only take a further detailed look at debug logs that have been already collected and internally stored.

show logging profile wireless internal filter { mac | ip } { <aaaa.bbbb.cccc> | <a.b.c.d> } to-file r

Note: This command output returns traces for all logging levels for all processes and is quite voluminous. Please engage Cisco TAC to help parse through these traces.

You can either copy the ra-internal-FILENAME.txt to an external server or display the output directly on the screen.

Copy the file to an external server:

copy bootflash:ra-internal-<FILENAME>.txt tftp://a.b.c.d/ra-internal-<FILENAME>.txt

Display the content:

```
# more bootflash:ra-internal-<FILENAME>.txt
```

Step 11. Remove the debug conditions:

clear platform condition all

Note: Ensure that you always remove the debug conditions after a troubleshooting session.

References

Join mesh APs to 9800 WLC