5GHz Radio Beacons, But Does Not Accept Clients

7SIGNAL'S Wi-Fi Performance Management System reveals known Cisco issue CSCus83638. The problem is intermittent, undetectable in Cisco Prime™ and significantly impacts the Wi-Fi experience.

7SIGNAL Findings

- 5GHz Radio Attach Failure Alarms generated by 7SIGNAL indicating that clients cannot connect to the 5GHz Wi-Fi network.

- At the same time, 2.4GHz usage spikes and performance rapidly decreases due to congestion.

Description of the Issue

- An over the air capture shows the AP transmitting beacons. However, it does not transmit probe responses.

- If the client sends unicasts to the AP (unicast probe requests or auth packets), the AP does not acknowledge them.

- The problem is seen on Cisco 1550, 1570, 2600, 2700, 3600 and 3700 series access points.

- Cisco also states that a reboot of the AP temporarily fixes the issue, but that it may come back again after some time.