

How to Unblock Blocked Clients in TP-Link Omada Controller

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Quick answer

In Omada Controller v6, open the correct site, go to Clients, select Blocked, find the device by MAC address, and choose Unblock. Older v5 interfaces may use Insight > Known Clients > Blocked. In the Omada app, open Controller Mode > select a controller > Clients and view blocked clients.

Key points

- Controller v6 lists blocked devices under Clients > Blocked .
- Some older v5 interfaces use Insight > Known Clients > Blocked .
- Confirm the device by its MAC address before unblocking it.
- If it still cannot connect, check MAC filtering, ACLs, Lock to AP, and the WIPS Dynamic Block List where supported.

If you blocked a device by mistake, remove it from Omada's Blocked client list. In Controller v6, open Clients and select Blocked. Older v5 interfaces may place the list under Insight > Known Clients > Blocked.

Check the device's MAC address before unblocking it. Device names can change, and several clients may have similar names.

Unblock a client in Omada Controller v6

1. Sign in to your Omada Controller and open the site where the device is managed.
2. Go to Clients and select the Blocked tab or filter.
3. Find the device and confirm its name and MAC address.
4. Select Unblock . Depending on the Controller version, the option may appear in the client details or an actions menu.
5. Return to the client list and check whether the device reconnects. If it does not, turn Wi-Fi off and on at the device or reconnect it to the network.

Controller v6 has separate Online, Offline, and Blocked client views. TP-Link explains the v6 menu changes in its Omada Controller v5-to-v6 guide.

Find blocked clients in an older Controller interface

In some Omada Controller v5 interfaces, open Insight, select Known Clients, and choose Blocked. Find the device by name or MAC address, then select Unblock.

If you do not see that option, check Clients. Menu names vary between Controller versions.

Unblock a client in the Omada app

1. Open the Omada app and switch to Controller Mode .
2. Select the controller that manages the network.

3. Tap Clients , then open the blocked-clients view or filter.
4. Select the device, confirm its MAC address, and tap Unblock .

TP-Link documents the app path as Controller Mode > select a controller > Clients in its Omada app client guide.

The client still cannot connect

Removing a client from the Blocked list may not remove a separate rule that also restricts it. Check the network settings that apply to the device:

- MAC filtering: Check whether the device is on a deny list for the relevant network or SSID.
- Access-control rules: A gateway, switch, or network ACL may still block the device.
- Lock to AP: A client locked to one access point may not connect through another.
- WIPS Dynamic Block List: On supported Controller v6.3 setups, check whether the device appears in this list and follow the controller's settings to clear the restriction.
- Correct site and device identity: Make sure you selected the site where the device was blocked. Search by MAC address as well as hostname.
- Private MAC address: Phones and other devices may use a private or randomized MAC address for each Wi-Fi network. Compare the address in the device's Wi-Fi settings with the one shown in Omada.

If the device connects to Wi-Fi but cannot reach the network, reconnect it and check whether it receives a valid IP address. TP-Link's wireless-client troubleshooting guide also recommends checking the Blocked list, MAC Filter, Lock to AP, and, on supported Controller versions, the WIPS Dynamic Block List.

Frequently asked questions

Why can't I find the blocked device under Clients?

Check that you selected the correct site and Controller. In older v5 interfaces, blocked clients may appear under Insight > Known Clients > Blocked. Searching by MAC address can also help.

Why can't the device connect after I unblocked it?

Another setting may still restrict it, such as a MAC filter, ACL, Lock to AP, or WIPS Dynamic Block List entry. Check those settings, then reconnect the device.

References

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