



Managing Mesh Access Points with Cisco Prime Infrastructure

Cisco Prime Infrastructure is a complete platform for enterprise-wide WLAN systems management. It provides a wide range of tools for visualizing and controlling the mesh, including histograms of signal-to-noise ratio, mesh detail information, mesh access point neighbor and link information, seven-day temporal link information, and tools to identify and avoid RF interference.

This section addresses the following Prime Infrastructure monitoring capabilities:

- [Monitoring Mesh Networks Using Maps](#)
- [Monitoring Mesh Health](#)
- [Viewing Mesh Statistics for a Mesh Access Point](#)
- [Viewing the Mesh Network Hierarchy](#)
- [Using Mesh Filters to Modify Map Display of Maps and Mesh Links](#)

- [Adding Campus Maps, Outdoor Areas, and Buildings with Cisco Prime Infrastructure, on page 1](#)
- [Adding Mesh Access Points to Maps with Cisco Prime Infrastructure, on page 4](#)
- [Monitoring Mesh Access Points Using Google Earth, on page 5](#)
- [Adding Indoor Mesh Access Points to Cisco Prime Infrastructure, on page 8](#)
- [Managing Mesh Access Points with Cisco Prime Infrastructure, on page 9](#)
- [Monitoring Workgroup Bridges, on page 21](#)
- [Viewing AP Last Reboot Reason, on page 28](#)

Adding Campus Maps, Outdoor Areas, and Buildings with Cisco Prime Infrastructure

For mesh networks, maps and items on those maps (buildings and mesh access points) are added to Cisco Prime Infrastructure in the following order:

-
- Step 1** Add a campus map.
 - Step 2** Add an outdoor area map.

Step 3 Add buildings.

Step 4 Add mesh access points.

Detailed steps for adding these maps and components are noted below.

Adding Campus Maps

To add a single campus map to the Cisco Prime Infrastructure database, follow these steps:

Step 1 Save the map in .PNG, .JPG, .JPEG, or .GIF format.

Note The map can be any size because the Prime Infrastructure automatically resizes the map to fit its working areas.

Step 2 Browse to and import the map from anywhere in your file system.

Step 3 Choose **Monitor > Maps** to display the Maps page.

Step 4 From the Select a command drop-down list, choose **New Campus** and click **GO**.

Step 5 On the Maps > New Campus page, enter the campus name and campus contact name.

Step 6 Browse to and choose the image filename containing the map of the campus and click **Open**.

Step 7 Select the **Maintain Aspect Ratio** check box to prevent length and width distortion when the Prime Infrastructure resizes the map.

Step 8 Enter the horizontal and vertical span of the map in feet.

Note The horizontal and vertical span should be larger than any building or floor plan to be added to the campus.

Step 9 Click **OK** to add this campus map to the Prime Infrastructure database. The Prime Infrastructure displays the Maps page, which lists maps in the database, map types, and campus status.

Adding Outdoor Areas

To add an outdoor area to a campus map, follow these steps:



Note You can add outdoor areas to a campus map in the Cisco Prime Infrastructure database regardless of whether you outdoor area maps are in the database.

Step 1 If you want to add a map of the outdoor area to the database, save the map in .PNG, .JPG, .JPEG, or .GIF format. Then browse to and import the map from anywhere in your file system.

Note You do not need a map to add an outdoor area. You can simply define the dimensions of the area to add it to the database. The map can be any size because Cisco Prime Infrastructure automatically resizes the map to fit the workspace.

Step 2 Choose **Monitor > Maps** to display the Maps page.

- Step 3** Click the desired campus. Cisco Prime Infrastructure displays the Maps > Campus Name page.
- Step 4** From the Select a command drop-down list, choose **New Outdoor Area** and click **GO**.
- Step 5** On the Campus Name > New Outdoor Area page, follow these steps to create a manageable outdoor area:

- a) Enter the outdoor area name.
- b) Enter the outdoor area contact name.
- c) If desired, enter or browse to the filename of the outdoor area map.
- d) Enter an approximate outdoor horizontal span and vertical span (width and depth on the map) in feet.

Tip Tip You can also use **Ctrl-click** to resize the bounding area in the upper left corner of the campus map. As you change the size of the bounding area, the Horizontal Span and Vertical Span parameters of the outdoor area change to match your actions.

- e) Click **Place** to put the outdoor area on the campus map. Cisco Prime Infrastructure creates an outdoor area rectangle scaled to the size of the campus map.
- f) Click on the outdoor area rectangle and drag it to the desired position on the campus map.
- g) Click **Save** to save this outdoor area and its campus location to the database. Cisco Prime Infrastructure saves the outdoor area name in the outdoor area rectangle on the campus map.

Note A hyperlink associated with the outdoor area takes you to the corresponding Map page

- Step 6** Click **Save**.
-

Adding a Building to a Campus Map

You can add buildings to the Cisco Prime Infrastructure database regardless of whether you have added campus maps to the database. This section explains how to add a building to a campus map or a standalone building (one that is not part of a campus) to the Prime Infrastructure database.

To add a building to a campus map in the Prime Infrastructure database, follow these steps:

- Step 1** Choose **Monitor > Maps** to display the Maps page.
- Step 2** Click the desired campus. Cisco Prime Infrastructure displays the Maps > Campus Name page.
- Step 3** From the Select a command drop-down list, choose **New Building** and click **Go**.
- Step 4** On the Campus Name > New Building page, follow these steps to create a virtual building in which to organize related floor plan maps:
- a) Enter the building name.
 - b) Enter the building contact name.
 - c) Enter the number of floors and basements.
 - d) Enter an approximate building horizontal span and vertical span (width and depth on the map) in feet.
- Tip The horizontal and vertical span should be larger than or the same size as any floors that you might add later. You can also use **Ctrl-click** to resize the bounding area in the upper left corner of the campus map. As you change the size of the bounding area, the Horizontal Span and Vertical Span parameters of the building change to match your actions.
- e) Click **Place** to put the building on the campus map. Cisco Prime Infrastructure creates a building rectangle scaled to the size of the campus map.

- f) Click on the building rectangle and drag it to the desired position on the campus map.

Note After adding a new building, you can move it from one campus to another without having to recreate it.

- g) Click **Save** to save this building and its campus location to the database. Cisco Prime Infrastructure saves the building name in the building rectangle on the campus map.

Note A hyperlink associated with the building takes you to the corresponding Map page.

Step 5 Click **Save**.

Adding Mesh Access Points to Maps with Cisco Prime Infrastructure

After you add the .PNG, .JPG, .JPEG, or .GIF format floor plan and outdoor area maps to the Cisco Prime Infrastructure database, you can position mesh access point icons on the maps to show where they are installed in the buildings.

To add mesh access points to floor plan and outdoor area maps, follow these steps:

Step 1 Click the desired floor plan or outdoor area map in the Coverage Areas component of the **General** tab. Cisco Prime Infrastructure displays the associated coverage area map.

Step 2 From the Select a command drop-down list, choose **Add Access Points** and click **GO**.

Step 3 On the Add Access Points page, choose the mesh access points to add to the map.

Step 4 Click **OK** to add the mesh access points to the map and display the Position Access Points map.

Note The mesh access point icons appear in the upper left area of the map.

Step 5 Click and drag the icons to indicate their physical locations.

Step 6 Click each icon and choose the antenna orientation in the sidebar.

Figure 1: Antenna Sidebar



The antenna angle is relative to the map's X axis. Because the origin of the X (horizontal) and Y (vertical) axes is in the upper left corner of the map, 0 degrees points side A of the mesh access point to the right, 90 degrees points side A down, 180 degrees points side A to the left, and so on. The antenna elevation is used to move the antenna vertically, up or down, to a maximum of 90 degrees.

Make sure each mesh access point is in the correct location on the map and has the correct antenna orientation. Accurate mesh access point positioning is critical when you use the maps to find coverage holes and rogue access points.

See this location for further information about the antenna elevation and azimuth patterns:

http://www.cisco.com/en/US/products/hw/wireless/ps469/tsd_products_support_series_home.html

Step 7 Click **Save** to store the mesh access point locations and orientations. Cisco Prime Infrastructure computes the RF prediction for the coverage area. These RF predictions are popularly known as heat maps because they show the relative intensity of the RF signals on the coverage area map.

Note This display is only an approximation of the actual RF signal intensity because it does not take into account the attenuation of various building materials, such as drywall or metal objects. It also does not display the effects of RF signals bouncing off obstructions.

Monitoring Mesh Access Points Using Google Earth

Cisco Prime Infrastructure supports both Google Earth Map Plus or Pro and displays, when present, mesh access points and their links.

Launching Google Earth in Cisco Prime Infrastructure

Cisco Prime Infrastructure supports both Google Earth Map Plus or Pro and displays, when present, mesh access points and their links.

To launch Google Earth maps, follow these steps:

Step 1 Launch Google Earth plus or pro and add a new folder.

Step 2 Create a mesh access points placemark on Google Earth plus or pro.

Note You must use the exact name of the mesh access point when creating the placement mark to ensure Prime Infrastructure can recognize these mesh access points.

Step 3 Place the mesh access point placemarks in the new folder. Save the folder as a .KML file.

Step 4 In the Prime Infrastructure, choose **Monitor > Google Earth Maps**. Select Import Google KML from the Select a command drop-down list.

Step 5 Import the new Google KML folder. It displays in the folder name summary.

Figure 2: Importing New Folder into Google Earth



Step 6 Click the launch icon next to the new folder to launch the Google Earth map from the Prime Infrastructure.

Viewing Google Earth Maps

You can view campus maps, mesh access point and link information using Google maps.

To view Google Earth maps, follow these steps:

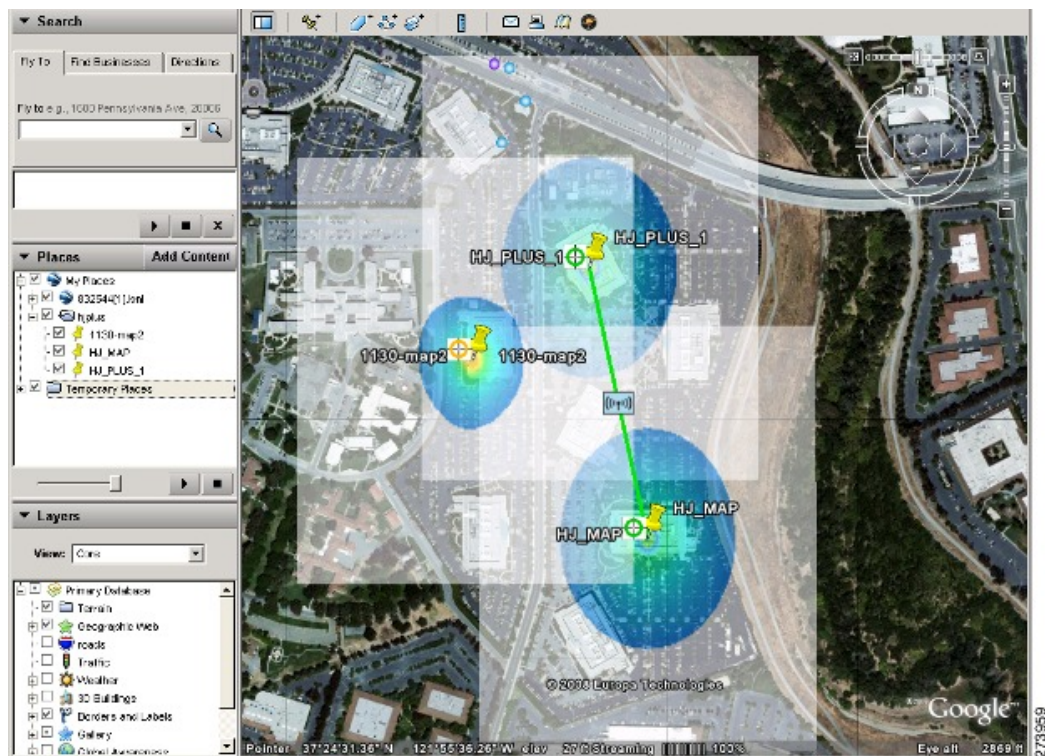
Step 1 Log on to Cisco Prime Infrastructure.

Step 2 Choose **Monitor > Google Earth Maps**. The Google Earth Maps page displays all folders and the number of mesh access points included within each folder.

Step 3 Click **Launch** for the map you want to view. Google Earth opens in a separate window and displays the location and its mesh access points.

Note To use this feature, you must have Google Earth installed on your computer and configured to auto-launch when data is sent from the server. You can download Google Earth from Google's website.

Figure 3: Google Earth Map Page



Step 4 Click **Launch** for the map you want to view. Google Earth opens in a separate window and displays the location and its mesh access points.

Step 5 From the Google Earth Map page, click the folder name to open the details page for this folder. The Google Earth Details page provides the mesh access point names and MAC or IP addresses.

Note To delete a mesh access point, select the applicable check box and click **Delete**. To delete the entire folder, select the check box next to Folder Name and click **Delete**. Deleting a folder also deletes all subfolders and mesh access points inside the folder.

Step 6 Click **Cancel** to close the details page.

Adding Indoor Mesh Access Points to Cisco Prime Infrastructure

You have a choice of ordering indoor access points directly into the bridge mode, so that these access points can be used directly as mesh access points. If you have these access points in a local mode (nonmesh), then you have to connect these access points to the controller and change the radio role to the bridge mode (mesh). This task can become cumbersome particularly if the volume of the access points being deployed is large and if the access points are already deployed in the local mode for a traditional nonmesh wireless coverage.

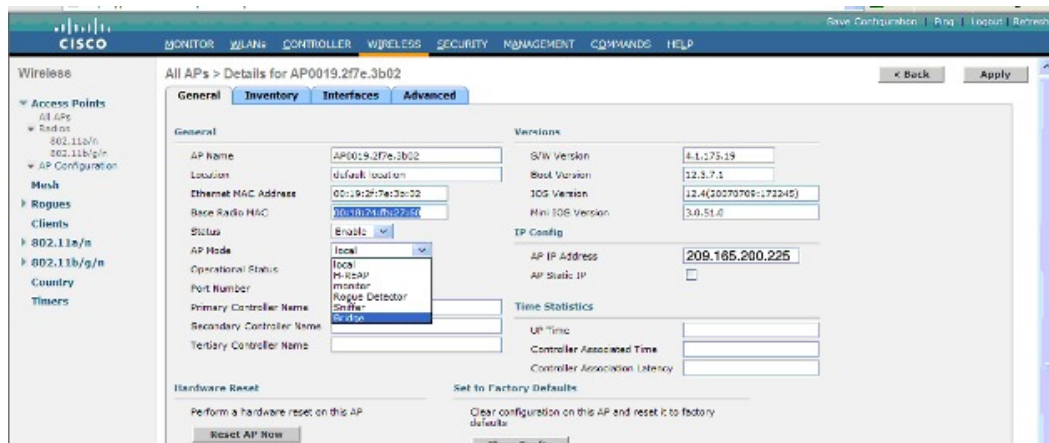
For local mode indoor access points prior to a mesh installation, you must first connect all indoor mesh access points to the controller and change the mode to *bridge* mode.

To do so, connect all the indoor access points to the Layer 3 network on the same subnet as the Management IP address.

Add the MAC address of the indoor mesh access points into the MAC filter list on the controller. All indoor access points will then join the controller in local mode.

You can then change local mode to bridge mode in the controller for every indoor access point.

Figure 6: All APs > AP Details Controller Page



After changing the indoor access points to bridge mode on the controller, add these indoor mesh access points into the Prime Infrastructure.

You cannot initially configure indoor mesh access points into bridge mode from the Prime Infrastructure.

Managing Mesh Access Points with Cisco Prime Infrastructure

Cisco Prime Infrastructure is a complete platform for enterprise-wide WLAN systems management. It provides a wide range of tools for visualizing and controlling the mesh, including histograms of signal-to-noise ratio, mesh detail information, mesh access point neighbor and link information, seven-day temporal link information, and tools to identify and avoid RF interference.

This section addresses the following Prime Infrastructure monitoring capabilities:

- [Monitoring Mesh Networks Using Maps](#)
- [Monitoring Mesh Health](#)
- [Viewing Mesh Statistics for a Mesh Access Point](#)
- [Viewing the Mesh Network Hierarchy](#)
- [Using Mesh Filters to Modify Map Display of Maps and Mesh Links](#)

Monitoring Mesh Networks Using Maps

You can access and view details for the following elements from a mesh network map in the Cisco Prime Infrastructure.:

- Mesh Link Statistics
- Mesh Access Points
- Mesh Access Point Neighbors

Details on how this information is accessed and the information displayed for each of these items is detailed in the following sections.

Monitoring Mesh Link Statistics Using Maps

You can view the SNR for a specific mesh network link, view the number of packets transmitted and received on that link, and initiate a link test from the Monitor > Maps display.

To view details on a specific mesh link between two mesh access points or a mesh access point and a root access point, follow these steps:

Step 1 In Cisco Prime Infrastructure, choose **Monitor > Maps**.

Step 2 Click the **Map Name** that corresponds to the outdoor area, campus, building, or floor you want to monitor.

Step 3 Move the cursor over the link arrow for the target link. A Mesh Link page appears.

Note The AP Mesh Info check box under the Layers drop-down list must be selected for links to appear on the map.

Step 4 Click either **Link Test, Child to Parent** or **Link Test, Parent to Child**. After the link test is complete, a results page appears.

Note A link test runs for 30 seconds.

Note You cannot run link tests for both links (child-to-parent and parent-to-child) at the same time.

Step 5 To view a graphical representation of SNR statistics over a period of time, click the arrow on the link. A page with multiple SNR graphs appears.

The following graphs are displayed for the link:

- SNR Up—Plots the RSSI values of the neighbor from the perspective of the mesh access point.
- SNR Down—Plots the RSSI values that the neighbor reports to the mesh access point.
- Link SNR—Plots a weighed and filtered measurement based on the SNR Up value.
- The Adjusted Link Metric —Plots the value used to determine the least cost path to the root mesh access point. This value is the ease to get to the rooftop access point and accounts for the number of hops. The lower the ease value, the less likely the path is used.
- The Unadjusted Link Metric —Plots the least cost path to get to the root access point unadjusted by the number of hops. The higher the value for the unadjusted link indicates the better the path.

Monitoring Mesh Access Points Using Maps

You can view the following summary information for a mesh access point from a mesh network map:

- Parent
- Number of children
- Hop count
- Role
- Group name
- Backhaul interface
- Data Rate
- Channel



Note This information is in addition to the information shown for all mesh access points (MAC address, mesh access point model, controller IP address, location, height of mesh access point, mesh access point up time, and CAPWAP up time).

To view summary and detailed configuration information for a mesh access point from a mesh network map, follow these steps:

Step 1 On the GUI of Cisco Prime Infrastructure, choose **Monitor > Maps**.

Step 2 Click the **Map Name** that corresponds to the outdoor area, campus, building, or floor location of the mesh access point you want to monitor.

- Step 3** To view summary configuration information for a mesh access point, move the cursor over the mesh access point that you want to monitor. A page with configuration information for the selected mesh access point appears.
- Step 4** To view detailed configuration information for a mesh access point, click the arrow portion of the mesh access point label. The configuration details for the mesh access point appears.
- Note** If the mesh access point has an IP address, a Run Ping Test link is also visible at the bottom of the mesh access point panel.
- Step 5** On the Access Point configuration page, follow these steps to view configuration details for the mesh access point:
- Choose the **General** tab to view the overall configuration of the mesh access point such as AP name, MAC address, AP Up time, associated controllers (registered and primary) operational status, and software version.
Note The software version for mesh access points is appended the letter *m* and the word *mesh* in parentheses.
 - Choose the **Interface** tab to view configuration details for the interfaces supported on the mesh access point. Interface options are radio and Ethernet.
 - Choose the **Mesh Links** tab to view parent and neighbors' details (name, MAC address, packet error rate, and link details) for the mesh access point. You can also initiate link tests from this panel.
 - Choose the **Mesh Statistics** tab to view details on the bridging, queue, and security statistics for the mesh access point. For more details on mesh statistics, see the [Viewing Mesh Statistics for a Mesh Access Point](#) section.

Monitoring Mesh Access Point Neighbors Using Maps

To view details on neighbors of a mesh access point from a mesh network map, follow these steps:

-
- Step 1** Choose **Monitor > Maps**.
- Step 2** Click the **Map Name** that corresponds to the outdoor area, campus, building, or floor you want to monitor.
- Step 3** To view detailed information on mesh links for a mesh access point, click the arrow portion of the access point label. The Access Points screen appears.
- Step 4** Click the **Mesh Links** tab.
- Note** You can also mesh link details for neighbors of a selected mesh access point by clicking on the View Mesh Neighbors link on the mesh access point configuration summary panel that displays when you mouse over a mesh access point on a map.
- Note** Signal-to-noise ratio (SNR) only appears on the View Mesh Neighbors panel.
- Note** In addition to listing the current and past neighbors in the panel that displays, labels are added to the mesh access points map icons to identify the selected mesh access point, the neighbor mesh access point, and the child mesh access point. Select the clear link of the selected mesh access point to remove the relationship labels from the map.
- Note** The drop-down lists at the top of the mesh neighbors page indicate the resolution of the map (100%) displayed and how often the information displayed is updated (5 minutes). You can modify these default values.
-

Monitoring Mesh Health

Mesh Health monitors the overall health of outdoor and indoor mesh access points, except as noted. Tracking this environmental information is particularly critical for mesh access points that are deployed outdoors. The following factors are monitored:

- Temperature—Displays the internal temperature of the mesh access point in Fahrenheit and Celsius (AP1500s only).
- Heater status—Displays the heater as on or off (AP1500s only).
- AP Up time—Displays how long the mesh access point has been active to receive and transmit.
- CAPWAP Join Taken Time—Displays how long it took to establish the CAPWAP connection.
- CAPWAP Up Time—Displays how long the CAPWAP connection has been active.

Mesh Health information is displayed in the General Properties panel for mesh access points.

To view the mesh health details for a specific mesh access point, follow these steps:

Step 1 Choose **Monitor > Access Points**. A listing of access points appears.

Note You can also use the New Search button to display the mesh access point summary shown below. With the New Search option, you can further define the criteria of the access points that display. Search criteria include AP Type, AP Mode, Radio Type, and 802.11n Support.

Step 2 Click the **AP Name** link to display details for that mesh access point. The General Properties panel for that mesh access point appears.



Note You can also access the General properties panel for a mesh access point from a Cisco Prime Infrastructure map page. To display the panel, click the arrow portion of the mesh access point label. A tabbed panel appears and displays the General properties panel for the selected access point.

To add, remove, or reorder columns in the table, click the **Edit View** link. [Table 1: Monitor Access Points Additional Search Results Parameters](#), on page 12 displays optional access point parameters available from the Edit View page.

Table 1: Monitor Access Points Additional Search Results Parameters

Column	Options
AP Type	Indicates the type of access point (unified or autonomous).
Antenna Azim. Angle	Indicates the horizontal angle of the antenna.

Column	Options
Antenna Diversity	Indicates if antenna diversity is enabled or disabled. Antenna diversity refers to the access point sampling the radio signal from two integrated antenna ports in order to choose the preferred antenna.
Antenna Elev. Angle	Indicates the elevation angle of the antenna.
Antenna Gain	Indicates the peak gain of the dBi of the antenna for directional antennas and the average gain in dBi for omnidirectional antennas connected to the wireless network adapter. The gain is in multiples of 0.5 dBm. An integer value 4 means 4 x 0.5 - 2 dBm of gain.
Antenna Mode	Indicates the antenna mode such as omni, directional, or nonapplicable.
Antenna Name	Indicates the antenna name or type.
Antenna Type	Indicates whether the antenna is internal or external.
Audit Status	Indicates one of the following audit statuses: <ul style="list-style-type: none"> • Mismatch—Config differences were found between Cisco Prime Infrastructure and controller during the last audit. • Identical—No config differences were found during the last audit. • Not Available—Audit status is unavailable.
Bridge Group Name	Indicates the name of the bridge group used to group the access points, if applicable.
CDP Neighbors	Indicates all directly connected Cisco devices.
Channel Control	Indicates whether the channel control is automatic or custom.
Channel Number	Indicates the channel on which the Cisco radio is broadcasting.
Controller Port	Indicates the number of controller ports.
Node Hops	Indicates the number of hops between access point.

Column	Options
POE Status	<p>Indicates the Power-over-Ethernet status of the access point. The possible values are as follows:</p> <ul style="list-style-type: none"> • Low—The access point draws low power from the Ethernet. • Lower than 15.4 volts—The access point draws lower than 15.4 V from the Ethernet. • Lower than 16.8 volts—The access point draws lower than 16.8 V from the Ethernet. • Normal—The power is high enough for the operation of the access point. • Not Applicable—The power source is not from the Ethernet.
Primary Controller	Indicates the name of the primary controller for this access point.
Radio MAC	Indicates the radio's MAC address.
Reg. Domain Supported	Indicates whether or not the regulatory domain is supported.
Serial Number	Indicates the access point's serial number.
Slot	Indicates the slot number.
Tx Power Control	Indicates whether the transmission power control is automatic or custom.
Tx Power Level	Indicates the transmission power level.
Up Time	Indicates how long the access point has been up in days, hours, minutes, and seconds.
WLAN Override Names	Indicates the WLAN override profile names.
WLAN Override	Indicates whether WLAN Override is enabled or disabled. Each access point is limited to 16 WLAN profiles. Each access point broadcasts all WLAN profiles unless the WLAN override feature is enabled. The WLAN override feature allows you to disable any of the 16 WLAN profiles per access point.

Viewing Mesh Statistics for a Mesh Access Point

Mesh Statistics are reported when a child mesh access point authenticates or associates with a parent mesh access point.

Security entries are removed and no longer displayed when the child mesh access point disassociates from the controller.

The following mesh security statistics are displayed for mesh access points:

- Bridging
- Queue
- Security

To view the mesh statistics for a specific mesh access point, follow these steps:

Step 1 Choose **Monitor > Access Points**. A listing of access points appears.

Note You can also use the New Search button to display the access point summary. With the New Search option, you can further define the criteria of the access points that display. Search criteria include AP Name, IP address, MAC address, Controller IP or Name, Radio type, and Outdoor area.

Step 2 Click the **AP Name** link of the target mesh access point.

A tabbed panel appears and displays the General Properties page for the selected mesh access point.

Step 3 Click the **Mesh Statistics** tab. A three-tabbed Mesh Statistics panel appears.

Note The Mesh Statistics tab and its subordinate tabs (Bridging, Queue and Security) only appear for mesh access points. The Mesh Link Alarms and Mesh Link Events links are accessible from each of the three tabbed panels.

Note You can also access the Mesh Securities panel for a mesh access point from a Cisco Prime Infrastructure map. To display the panel, click the arrow portion of the mesh access point label.

Summaries of the Bridging, Queue and Security Statistics and their definitions are provided in the following tables.

Table 2: Bridging Mesh Statistics

Parameter	Description
Role	The role of the mesh access point. Options are mesh access points (MAPs) and root access points (RAPs).
Bridge Group Name (BGN)	The name of the bridge group to which the MAP or RAP is a member. Assigning membership in a BGN is recommended. If one is not assigned, a MAP is by default assigned to a default BGN.
Backhaul Interface	The radio backhaul for the mesh access point.
Routing State	The state of parent selection. Values that display are seek, scan, and maint. Maint displays when parent selection is complete.
Malformed Neighbor Packets	The number of malformed packets received from the neighbor. Examples of malformed packets include malicious floods of traffic such as malformed or short DNS packets and malformed DNS replies.

Parameter	Description
Poor Neighbor SNR	The number of times the signal-to-noise ratio falls below 12 dB on the backhaul link.
Excluded Packets	The number of packets received from excluded neighbor mesh access points.
Insufficient Memory	The number of insufficient memory conditions.
RX Neighbor Requests	The number of broadcast and unicast requests received from the neighbor mesh access points.
RX Neighbor Responses	The number of responses received from the neighbor mesh access points.
TX Neighbor Requests	The number of unicast and broadcast requests sent to the neighbor mesh access points.
TX Neighbor Responses	The number of responses sent to the neighbor mesh access points.
Parent Changes	The number of times a mesh access point (child) moves to another parent.
Neighbor Timeouts	The number of neighbor timeouts.
Node Hops	The number of hops between the MAP and the RAP. Click the value link to display a subpanel that enables you to configure details of what is reported, how often the node hop value is updated, and view a graphical representation of the report.

Table 3: Queue Mesh Statistics

Parameter	Description
Silver Queue	The average and peak number of packets waiting in the silver (best effort) queue during the defined statistics time interval. Packets dropped and queue size are also summarized.
Gold Queue	The average and peak number of packets waiting in the gold (video) queue during the defined statistics time interval. Packets dropped and queue size are also summarized.
Platinum Queue	The average and peak number of packets waiting in the platinum (voice) queue during the defined statistics time interval. Packets dropped and queue size are also summarized.

Parameter	Description
Bronze Queue	The average and peak number of packets waiting in the bronze (background) queue during the defined statistics time interval. Packets dropped and queue size are also summarized.
Management Queue	The average and peak number of packets waiting in the management queue during the defined statistics time interval. Packets dropped and queue size are also summarized.

Table 4: Security Mesh Statistics

Parameter	Description
Association Request Failures	Summarizes the total number of association request failures that occur between the selected mesh access point and its parent.
Association Request Success	Summarizes the total number of successful association requests that occur between the selected mesh access point and its parent.
Association Request Timeouts	Summarizes the total number of association request timeouts that occur between the selected mesh access point and its parent.
Authentication Request Failures	Summarizes the total number of failed authentication requests that occur between the selected mesh access point and its parent.
Authentication Request Success	Summarizes the total number of successful authentication requests between the selected mesh access point and its parent mesh node.
Authentication Request Timeouts	Summarizes the total number of authentication request timeouts that occur between the selected mesh access point and its parent.
Invalid Association Request	Summarizes the total number of invalid association requests received by the parent mesh access point from the selected child mesh access point. This state might occur when the selected child is a valid neighbor but is not in a state that allows association.
Invalid Reassociation Request	Summarizes the total number of invalid reassociation requests received by the parent mesh access point from a child. This state might occur when a child is a valid neighbor but is not in a proper state for reassociation.

Parameter	Description
Invalid Reauthentication Request	Summarizes the total number of invalid reauthentication requests received by the parent mesh access point from a child. This state might occur when a child is a valid neighbor but is not in a proper state for reauthentication.
Packets Received	Summarizes the total number of packets received during security negotiations by the selected mesh access point.
Packets Transmitted	Summarizes the total number of packets transmitted during security negotiations by the selected mesh access point.
Reassociation Request Failures	Summarizes the total number of failed reassociation requests between the selected mesh access point and its parent.
Reassociation Request Success	Summarizes the total number of successful reassociation requests between the selected mesh access point and its parent.
Reassociation Request Timeouts	Summarizes the total number of reassociation request timeouts between the selected mesh access point and its parent.
Reauthentication Request Failures	Summarizes the total number of failed reauthentication requests between the selected mesh access point and its parent.
Reauthentication Request Success	Summarizes the total number of successful reauthentication requests that occurred between the selected mesh access point and its parent.
Reauthentication Request Timeouts	Summarizes the total number of reauthentication request timeouts that occurred between the selected mesh access point and its parent.
Unknown Association Requests	Summarizes the total number of unknown association requests received by the parent mesh access point from its child. The unknown association requests often occur when a child is an unknown neighbor mesh access point.
Unknown Reassociation Request	Summarizes the total number of unknown reassociation requests received by the parent mesh access point from a child. This state might occur when a child mesh access point is an unknown neighbor.
Unknown Reauthentication Request	Summarizes the total number of unknown reauthentication requests received by the parent mesh access point node from its child. This state might occur when a child mesh access point is an unknown neighbor.

Viewing the Mesh Network Hierarchy

You can view the parent-child relationship of mesh access points within a mesh network in an easily navigable display. You can also filter which mesh access points display on the Map view, by selecting only mesh access points of interest.

To view the mesh network hierarchy for a selected network, follow these steps:

Step 1 Choose **Monitor > Maps**.

Step 2 Select the map that you want to be displayed.

Step 3 Click the Layers arrow to expand that menu.

Step 4 Select the **AP Mesh Info** check box if it is not already checked.

Note The AP Mesh Info check box can be selected only if mesh access points are present on the map. It must be checked to view the mesh hierarchy.

Step 5 Click the AP Mesh Info arrow to display the mesh parent-child hierarchy.

Step 6 Click the plus (+) sign next to a mesh access point to display its children.

All subordinate mesh access points are displayed when a negative (-) sign displays next to the parent mesh access point entry.

Step 7 Move the cursor over the colored dot next to each mesh access point child to view details on the link between it and its parent. [Table 5: Bridging Link Information, on page 19](#) summarizes the parameters that display.

The color of the dot also provides a quick reference point of the SNR strength.

- A green dot represents a high SNR (above 25 dB).
- An amber dot represents an acceptable SNR (20 to 25 dB).
- A red dot represents a low SNR (below 20 dB).
- A black dot indicates a root access point.

Table 5: Bridging Link Information

Parameter	Description
Information fetched on	Date and time that information was compiled.
Link SNR	Link signal-to-noise ratio (SNR).
Link Type	Hierarchical link relationship.
SNR Up	Signal-to-noise ratio for the uplink (dB).
SNR Down	Signal-to-noise ratio for the downlink (dB).
PER	Packet error rate for the link.
Tx Parent Packets	TX packets to a node while acting as a parent.
Rx Parent Packets	RX packets to a node while acting as a parent.

Parameter	Description
Time of Last Hello	Date and time of last hello.

Using Mesh Filters to Modify Map Display of Maps and Mesh Links

In the mesh hierarchical page, you can also define mesh filters to determine which mesh access points display on the map based on hop values as well as what labels display for mesh links.

Mesh access points are filtered by the number of hops between them and their root access point.

To use mesh filtering, follow these steps:

Step 1 To modify what label and color displays for a mesh link, do the following:

In the Mesh Parent-Child Hierarchical View, select an option from the Link Label drop-down list. Options are None, Link SNR, and Packet Error Rate.

In the Mesh Parent-Child Hierarchical View, select an option from the Link Color drop-down list to define which parameter (Link SNR or Packet Error Rate) determines the color of the mesh link on the map.

Note The color of the link provides a quick reference point of the SNR strength or Packet Error Rate.

Table 6: Definition for SNR and Packet Error Rate Link Color

Link Color	Link SNR	Packet Error Rate (PER)
Green	Represents an SNR above 25 dB (high value)	Represents a PER of one percent (1%) or lower
Amber	Represents an SNR between 20 and 25 dB (acceptable value)	Represents a PER that is less than ten percent (10%) and greater than one percent (1%)
Red	Represents an SNR below 20 dB (low value)	Represents a PER that is greater than ten percent (10%)

Note The Link label and color settings are reflected on the map immediately. You can display both SNR and PER values simultaneously.

Step 2 To modify which mesh access points display based on the number of hops between them and their parents, do the following:

In the Mesh Parent-Child Hierarchical View, click the Quick Selections drop-down list.

Select the appropriate option from the list.

Table 7: Quick Selection Options

Parameter	Description
-----------	-------------

Select only Root APs	Choose this setting if you want the map view to display root access points only.
Select up to 1st hops	Choose this setting if you want the map view to display 1st hops only.
Select up to 2nd hops	Choose this setting if you want the map view to display 2nd hops only.
Select up to 3rd hops	Choose this setting if you want the map view to display 3rd hops only.
Select up to 4th hops	Choose this setting if you want the map view to display 4th hops only.
Select All	Select this setting if you want the map view to display all access points.

Click Update Map View to refresh the screen and redisplay the map view with the selected options.

Note Map view information is retrieved from the Cisco Prime Infrastructure database and is updated every 15 minutes.

Note You can also select or deselect the check boxes of mesh access points in the mesh hierarchical view to modify which mesh access points are displayed. For a child access point to be visible, the parent access point to root access point must be selected.

Monitoring Workgroup Bridges

You can monitor workgroup bridge (WGB) clients separately.

Step 1 On the Cisco Prime Infrastructure GUI, choose **Monitor > WGBs**.

Figure 7: Monitor > WGBs

The screenshot shows the Cisco Prime Infrastructure interface for monitoring a Workgroup Bridge (WGB). The breadcrumb navigation is Monitor > Reports > Configure > Location > Administration > Help. The client is identified as Cisco:5c:05:10. The 'WGB Clients' tab is selected, showing a 'Capture Selected Area' button. The page is divided into three main sections: Client Properties, RF Properties, and WGB SNMP Monitoring.

Client Properties		RF Properties	
Client User Name		AP Name	SJC14-42A-AP-C2
Client IP Address	209.165.200.226	AP Type	Cisco AP
Client MAC Address	00:17:94:5c:05:10	AP Base Radio MAC	00:14:1b:58:42:00
Client Vendor	Cisco	Protocol	802.11g
Controller	209.165.200.240	AP Mode	local
Port	1	Profile Name	wgbme
Interface	management	SSID	wgbme
VLAN ID	70	Security Policy	
802.11 State	Associated	Association Id	90
Mobility Role	Unassociated	Reason Code	None
Policy Manager State	RUN	802.11 Authentication	OPENSYSM
Anchor Address	0.0.0.0		
Mirror Mode	Disable	Security	
CCX	V5	Authenticated	Yes
E2E	Not Supported	Policy Type	Unknown
WGB Status	WGB	Encryption Cipher	NONE
		EAP Type	Unknown

WGB SNMP Monitoring

SNMP Status: Unreachable

This WGB is monitored by WCS as Autonomous AP [Click for more details](#)

205754

Step 2 Click the WGB Clients tab to see a summary of WGB clients.

Figure 8: Monitor > WGBs > WGB Clients Panel

The screenshot shows the Cisco Prime Infrastructure interface for monitoring WGB Clients. The breadcrumb navigation is Monitor > WLANs > CONTROLLER > WIRELESS > SECURITY > MANAGEMENT > COMMANDS > HELP. The 'WGB Clients' panel is displayed, showing a list of clients and their properties. The 'Client Properties' and 'AP Properties' sections are visible.

Client Properties		AP Properties	
MAC Address	00:1b:03:ad:a7:0f	AP Address	00:1e:14:40:ec:00
IP Address	209.165.200.235	AP Name	MAP2-001e.1448.ec00Hr
Client Type	WGB Client	AP Type	802.11a
WGB MAC Address	00:1d:45:95:74:44	WLAN Profile	WLAN5
User Name		Status	Associated
Port Number	29	Association ID	0
Interface	management	802.11 Authentication	Open System
VLAN ID	70	Reason Code	0
CCX Version	Not Supported	Status Code	0
E2E Version	Not Supported	CF Pollable	Not Implemented
Mobility Role	Local	CF Poll Request	Not Implemented
Mobility Peer IP Address	N/A	Short Preamble	Implemented
Policy Manager State	RUN	PRCC	Not Implemented
Mirror Mode	Disable	Channel Agility	Not Implemented
Management Frame Protection	No	Timeout	0
		WEP State	WEP Disable

273964

Multiple VLAN and QoS Support for WGB Wired Clients

A WGB is a small standalone unit that can provide a wireless infrastructure connection for Ethernet-enabled devices. Devices that do not have a wireless client adapter to connect to the wireless network can be connected to the WGB through the Ethernet port. The WGB associates with the root AP through the wireless interface, which means that wired clients get access to the wireless network.

This feature provides the segregation of traffic based on VLANs for different applications running on different devices connected to a switch behind a WGB. Traffic from WGB clients are sent in the right priority queue in the mesh backhaul based on DSCP/dot1p values.



Note You need a special autonomous image on the autonomous access points being used as a WGB for interoperability with the Unified CAPWAP infrastructure. This image will be merged with the next official autonomous release.

The WGB informs the WLC about the wired-client VLAN information in an IAPP association message. The WGB removes the 802.1Q header from the packet while sending to the WLC. The WLC sends the packet to the WGB without the 802.1Q tag and the WGB adds 802.1Q header to packets that go to the wired switch based on the destination MAC address.

The WLC treats the WGB client as a VLAN client and forwards the packet in the right VLAN interface based on the source MAC address.

You must enable the WGB unified client for multiple VLAN support on the WGB by entering the `workgroup-bridge unified-VLAN-client` command. This WGB unified client is disabled by default.

You have to configure subinterfaces on the WGB that corresponds to the VLANs on the switch ports to which the wired clients are connected.

Workgroup Bridge Guidelines

Follow these guidelines when configuring WGBs:

- A dynamic interface should be created in the controller for each VLAN that is configured in the WGB.
- Only one WLAN (SSID) for a wireless association of the WGB to the access point infrastructure is supported. This SSID should be configured as an infrastructure SSID and should be mapped to the native VLAN. The WGB drops everything that is not in the native VLAN in the mesh infrastructure.
- We recommend that you configure the same native VLAN in the switch that connects the WLC, WGB, and in the switch behind the WGB.

All native VLAN clients on the WGB Ethernet side are part of the same VLAN in which the WGB is associated. The WGB is part of the VLAN to which the WLAN (in which the WGB has associated) is mapped.

For example, if in the WGB, the 5-GHz radio (dot11radio 1) is mapped to a native VLAN 184, and the switch behind WGB has wired clients only in VLAN 185 and 186, then you may not require the native VLAN to be identical to the native VLAN on the WGB (VLAN 184).

But, if you add one wired client in VLAN 184 and this VLAN client in the WGB belongs to a native VLAN, you must define the same native VLAN on the switch.

- Intersubnet mobility is supported with this feature for VLAN clients behind the WGB with a limitation that the dynamic interface for all VLANs of the WGB should be configured in all the controllers.

- Interoperability with a VLAN-pooling feature is not supported. When the VLAN-pooling feature is enabled, the WGB and its native VLAN clients become part of the same VLAN.
- AAA-override for WGB clients is not supported, but AAA-override for the WGB is supported.
- Only Layer 3 multicast is provided for WGB VLAN clients and there is no support for Layer 2 multicast.
- There is a 20-client limitation in WGB that includes wireless clients.
- Link testing for WGB wired clients is not supported.
- Roaming is supported for wireless and wired clients behind WGB.
- Multicast is supported for wired clients behind WGB.
- Broadcast is supported.
- Non-Cisco workgroup bridges are supported on Mesh access points.

Configuring VLAN and QoS Support (CLI)

In the following example, VLANs 184 and 185 exist on the wired switch behind WGB. WGB's native VLAN is 184. SSID is auto-wgb mapped to native VLAN 184. Radio 1 (5 GHz) radio is used to connect to the CAPWAP infrastructure using this SSID.

```

ap#config t
ap(config)#workgroup-bridge unified-VLAN-client
ap(config)#int FastEthernet0.184
ap(config-subif)#encapsulation dot1q 184 native
ap(config-subif)#bridge-group 1
ap(config-subif)#exit
ap(config)#int FastEthernet0.185
ap(config-subif)#encapsulation dot1q 185
ap(config-subif)#bridge-group 185
ap(config-subif)#exit
ap(config)#int Dot11Radio 1.185
ap(config-subif)#encapsulation dot1q 185
ap(config-subif)#bridge-group 185
ap(config-subif)#exit
ap(config)#int Dot11Radio 1.184
ap(config-subif)#encapsulation dot1q 184 native
ap(config-subif)#bridge-group 1
ap(config-subif)#exit
ap(config)#dot11 ssid auto-wgb
ap(config-ssid)#authentication open
ap(config-ssid)#infrastructure-ssid
ap(config-ssid)#VLAN 184
ap(config-ssid)#exit
ap(config)#int Dot11Radio 1
ap(config-if)#station-role workgroup-bridge
ap(config-if)#ssid auto-wgb
ap(config-if)#exit
ap(config)#bridge irb

```



```
ap(config)#hostname WGB
```

The **bridge irb** command is used to enable integrated routing and bridging, which the Auto AP code has retained from other higher end platforms.

You have to create dynamic interfaces 184 and 185 on the WLC for the above configuration to work. The WGB updates the WLC about the wired-client VLAN information in the IAPP association message. The WLC treats the WGB client as a VLAN-client and forwards the packet in the right VLAN interface based on the source MAC address. In the upstream direction, the WGB removes the 802.1Q header from the packet and sends it to the WLC. In the downstream direction, the WLC sends the packet to the WGB without the 802.1Q tag and the WGB adds the 802.1Q header based on the destination MAC address, while forwarding the packet to the switch that connects the wired client.

Workgroup Bridge Output

Enter the following command:

```
WGB#sh bridge
Total of 300 station blocks, 292 free
Codes: P - permanent, S - self
```

Bridge Group 1:

Address	Action	Interface	Age	RX count	TX count
0023.049a.0b12	forward	Fa0.184	0	2	0
0016.c75d.b48f	forward	Fa0.184	0	21	0
0021.91f8.e9ae	forward	Fa0.184	0	110	16
0017.59ff.47c2	forward	Vi0.184	0	23	22
0021.5504.07b5	forward	Fa0.184	0	18	6
0021.1c7b.38e0	forward	Vi0.184	0	6	0

Bridge Group 185:

0016.c75d.b48f	forward	Fa0.185	0	10	0
001e.5831.c74a	forward	Fa0.185	0	9	0

WGB Detail on Controller

To display WGB details about the controller, enter the following command:

(Cisco Controller) > **show wgb summary**
 Number of WGBs..... 2

MAC Address	IP Address	AP Name	Status	WLAN	Auth	Protocol	Clients
00:1d:70:97:1d:e8	209.165.200.225	c1240	Assoc	2	Yes	802.11a	2
00:1e:be:27:5f:e2	209.165.200.226	c1240	Assoc	2	Yes	802.11a	5

Cisco Controller) > **show client summary**
 Number of Clients..... 7

MAC Address	AP Name	Status	WLAN/Guest-Lan	Auth	Protocol	Port	Wired
00:00:24:ca:a9:b4	R14	Associated	1	Yes	N/A	29	No
00:24:c4:a0:61:3a	R14	Associated	1	Yes	802.11a	29	No
00:24:c4:a0:61:f4	R14	Associated	1	Yes	802.11a	29	No
00:24:c4:a0:61:f8	R14	Associated	1	Yes	802.11a	29	No
00:24:c4:a0:62:0a	R14	Associated	1	Yes	802.11a	29	No
00:24:c4:a0:62:42	R14	Associated	1	Yes	802.11a	29	No
00:24:c4:a0:71:d2	R14	Associated	1	Yes	802.11a	29	No

(Cisco Controller) > **show wgb detail 00:1e:be:27:5f:e2**
 Number of wired client(s): 5

MAC Address	IP Address	AP Name	Mobility	WLAN	Auth
00:16:c7:5d:b4:8f	Unknown	c1240	Local	2	No
00:21:91:f8:e9:ae	209.165.200.232	c1240	Local	2	Yes
00:21:55:04:07:b5	209.165.200.234	c1240	Local	2	Yes
00:1e:58:31:c7:4a	209.165.200.236	c1240	Local	2	Yes
00:23:04:9a:0b:12	Unknown	c1240	Local	2	No

```
WGB_1#sh ip int brief
```

Interface	IP Address	OK?	Method	Status	Protocol
BVI1	209.165.200.225	YES	DHCP	up	up
Dot11Radio0	unassigned	YES	unset	admindown	down
Dot11Radio1	unassigned	YES	TFTP	up	up
Dot11Radio1.184	unassigned	YES	other	up	up
Dot11Radio1.185	unassigned	YES	unset	up	up
FastEthernet0	unassigned	YES	other	up	up
FastEthernet0.184	unassigned	YES	unset	up	up
FastEthernet0.185	unassigned	YES	unset	up	up
Virtual-Dot11Radio0	unassigned	YES	TFTP	up	up
Virtual-Dot11Radio0.184	unassigned	YES	unset	up	up
Virtual-Dot11Radio0.185	unassigned	YES	unset	up	up

Troubleshooting Tips

If a WGB client does not associate with the WGB, note these tips to troubleshoot the problem:

- The native VLAN that is configured on the WGB needs to be the same VLAN on the switch to which the WGB is connected. The switch port connected to the WGB should be Trunk.
- Verify the client configuration and ensure that the client configuration is correct.
- Check the show bridge command output in the autonomous AP and confirm that the AP is reading the client MAC address in the right interface.
- Confirm that the subinterfaces that correspond to specific VLANs and different subinterfaces are mapped to the bridge group.
- WGB reads the switch port behind as a client in its MAC address table.
- If required, clear the bridge entry using the clear bridge command (remember that this command will remove all the wired and wireless clients associated with the WGB and make them associated again).
- Ensure that the WGB has not exceeded its 20-client limitation.

Viewing AP Last Reboot Reason

Cisco Prime Infrastructure reports the reason for the most recent reboot on the general panel of the access point details page (**Monitor** > **Access Points** > *AP Name*).

Listed below is a summary of each of the possible Last Reboot Reasons that might be reported and its definition:

- none–Access point reported a reboot reason unknown to the controller
- dot11gModeChange–Change of 802.11g mode change occurred
- ipAddressSet–Set of static IP address
- ip AddressReset–Reset of static IP address
- rebootFromController–Reboot of access point initiated from the controller
- dhcpFallbackFail–Fallback to DHCP did not occur
- discoveryFail–Discovery was not sent
- noJoinResponse–Join response was not received
- denyJoin–Join attempt at the controller was denied
- noConfigResponse–Config Response was not received
- configController–Configured or primary controller found
- imageUpgrade Success–Upgrade of image successful
- imageOpcodeInvalid–Invalid image data opcode
- imageChecksumInvalid–Invalid image md 5 checksum
- imageDataTimeout–Image data message timed-out
- configFileInvalid–Invalid config file
- imageDownloadError–Process error during the image download
- rebootFromConsole–Reboot command initiated from AP console
- rapOverAir–Root access point (RAP) is connected over the air
- brownout–Power failure caused reboot
- powerLow–Low power caused a reboot
- crash–Software failure caused crash
- powerHigh–Power spike caused reboot
- powerLoss–Power loss caused reboot
- powerCharge–Change in power source caused reboot
- componentFailure–Component failure caused reboot
- watchdog–Watch dog timer reset caused reboot