



FAQs for the Cisco Aironet Conversion Tool Version 2.1 for Cisco IOS Software

This document contains frequently asked questions (FAQs) for the Cisco Aironet Conversion Tool version 2.1 (hereafter called the conversion tool).

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Conversion FAQs

This section contains FAQs for the conversion tool.

Q. Which VxWorks access point versions does the conversion tool support?

A. [Table 1](#) lists the supported VxWorks access points and operating system versions:

Table 1 Supported Access Points, VxWorks Versions, and Images

Access Points	VxWorks Versions	Helper Image Filename	Cisco IOS Version (after conversion)
AP1200 AP1220	12.03T, 12.02T1, 12.01T1, 12.00T, 11.56, or 11.54T	AP1200-Cisco-IOS-Upgrade-Image-v3.img	12.2(11)JA3
AP350	12.03T, 12.02T1, 12.01T1, 12.00T, 11.23T, or 11.21	AP350-Cisco-IOS-Upgrade-Image-v2.img	12.2(13)JA1

Q. What are other conversion tool requirements for converting VxWorks access points?

A. Conversion tool requirements are given here:

1. A PC running the Windows 2000 or XP operating system and is not supported if Terminal Services is installed.
2. Minimum PC hardware:
 - Processor: Pentium III or equivalent
 - Speed: 850 MHz
 - RAM: 128 MB
 - Hard disk free space: 250 MB (4 MB for each helper image upgrade task)
3. The person installing and running the conversion tool must be logged in and must be the administrator of the PC.
4. All the access points (source and target) must have a user enabled with full access privileges (Write, SNMP, Ident, Firmware, and Admin).
 - Use the User Information page to configure user privileges (Setup > Security > User Information)
5. SNMP must be enabled on the source and target access points (Setup > SNMP > Simple Network Management Protocol (SNMP): Enabled).
6. The conversion tool uses SNMP commands to obtain configuration data from the source access point, but some security information cannot be accessed using SNMP. Before you use the conversion tool, you should obtain the following source access point security information:
 - The WEP keys used for the radio interfaces and VLANs
 - The LEAP passwords for repeater access points
 - The passwords used with the User Manager Configuration
 - AAA Server Configuration Secret Keys

7. Your VxWorks access points must have the following minimum contiguous free space to be successful:
 - 4.0 MB for 1200 series access points
 - 4.2 MB for 350 series access points



Note You can verify the amount of contiguous free memory in your access point by connecting to your access point using the console port or a Telnet session and entering the VxWorks command `:vxdiag_memshow`. The contiguous free memory is listed under the *max block* column.



Note For additional information on how to increase your contiguous free memory, refer to the *Cisco Aironet Conversion Tool for Cisco IOS Software, 2.1 Administrator Guide for Windows*.

8. The conversion tool should be used over Ethernet LANs and not over slower networks.



Caution

You must ensure that the same Ethernet and duplex settings are configured on all VxWorks access points and network switches before beginning the conversion process. Different settings can result in inoperable access points that constantly power off and on.

9. If a VLAN is configured, a Native VLAN must also be configured in the access point.
 10. If an Infrastructure SSID is configured, it must be mapped to the Native VLAN.
 11. If BOOTP is configured, you must change to DHCP before running the conversion tool.
 12. Use an IP address rather than a hostname for your authentication, accounting, and NTP servers.
 13. You must ensure that your access points do not contain an 802.11g radio because the conversion tool supports only 802.11a and 802.11b radios.
 14. You must use the correct helper image file identified in [Table 1](#) for your access point.
- Q. How many access point conversion processes can be supported at the same time?
- A. The conversion tool supports a maximum of 20 conversion processes, but Cisco recommends using only 14 processes.
- Q. Does the conversion tool support conversion of repeater access points?
- A. Yes, the conversion tool supports repeater access points, but repeater and root access points (parent of the repeater access point) should not be converted at the same time.
- Q. What is the minimum time for an access point conversion?
- A. Under ideal conditions, the conversion process takes approximately 15 to 20 minutes for 1200 series access points and 20 to 25 minutes for 350 series access points. Actual conversion times might vary depending on your communication network, the number of access points being converted simultaneously, and other factors.

- Q. What are the steps in the conversion process?
- A. The conversion process performs these steps:
- a. Learning Configuration process:
 - Obtains the VxWorks configuration from your source access point using SNMP query commands.
 - Converts the VxWorks configuration to a Cisco IOS configuration.
 - b. Uploading Image process:
 - Encapsulates the Cisco IOS configuration with the upgrade image
 - Sets up some of the MIB objects to clear more access point memory
 - Uploads the special image to your target access point
 - c. Checking Device Status process:
 - After the special image is uploaded, reboots the target access point
 - While rebooting, installs the Cisco IOS software
 - When the target access point is powered up, the conversion tool saves the running configuration to the start-up configuration.
- Q. Why does the conversion process take so much time?
- A. The conversion process is different from a normal firmware upgrade. It takes extra time because the upgrade image is larger and extra steps are required in the conversion process.
- Q. Why did I receive the following error message during installation? Error: Setup has detected that unInstallShield is in use. Please close unInstallShield and restart setup. Error 432.
- A. This error occurs when InstallShield tries to delete UNINST.EXE from the WINNT directory (so that it can install the latest version of the file) and you don't have administrative privileges on the PC or the file has already been deleted. You must ensure the following:
- You have administrative privileges on the PC before installing the conversion tool.
 - Only one instance of the InstallShield is running by only double-clicking the installation file **Aironet-AP-Cisco-IOS-Conversion-Tool-v2.1.exe**.
- Q. Why did I receive the following error message during installation? Error: Uninstaller setup failed to initialize. You may not be able to uninstall this product.
- A. This error occurs when you do not have administrative privileges on the PC and the conversion tool installation software attempts to save uninstall information in your Windows directory. You must ensure that you have administrative privileges on the PC before installing the conversion tool.

Related Documentation

For more information about access points, refer to the following publications:

- *Cisco Aironet Conversion Tool for Cisco IOS Software, 2.1 Administrator Guide for Windows* describes the conversion tool and provides instructions for upgrading VxWorks 350 and 1200 series access points to Cisco IOS operation. This publication also provides instructions for obtaining and installing the conversion tool software on your PC.
- *Release Notes for Cisco Aironet Conversion Tool for Cisco IOS Software, 2.1 for Windows* describes the features and caveats for the conversion tool.
- *Cisco IOS Software Configuration Guide for Cisco Aironet Access Points* provides configuration information.
- *Cisco Aironet 1200 Series Access Point Hardware Installation Guide* provides hardware installation information.
- *Cisco IOS Command Reference for Cisco Aironet Access Points and Bridges* provides a description of Cisco IOS commands supported by the 1200 and 350 series access points.
- *Cisco Aironet 350 Series Access Point Hardware Installation Guide* provides hardware installation information.

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- The Cisco *Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>

- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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