



Release Notes for Cisco Aironet Client Utility and Driver, Version 3.0.1 for Mac OS

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Introduction

New features are not incorporated in this release. This document describes system requirements, installation and upgrade procedures, and caveats for Version 3.0.1 of the installer for the Cisco Aironet client utility and driver for the Macintosh operating system. Refer to the [“Caveats” section on page 5](#) for a list of the open and resolved caveats.

The client utilities, driver, and help files for both Mac OS X and Mac OS 9.x are released together in a single file entitled *MACOSInstallv301.sit*.

System Requirements

The Cisco Aironet client utility can only be used with the Cisco Aironet 340, 350, 4800, and CB20A wireless LAN client adapters.

Computer Requirements

This software requires a Macintosh system running Mac OS 9 or Mac OS X. The following systems are supported:

- Apple PowerMac G3 (Blue and White) or G4 (except G4 Cube)
- Apple PowerBook G3 Series 1998, G3 Series 1999, or G3 (with firewire)
- Apple PowerBook G4, or G4 (Gigabit Ethernet, 2nd and 3rd generations)



Note

See the [“Caveats” section on page 5](#) for operating system restrictions.

Client Adapter Firmware Requirements

Cisco recommends the following client adapter firmware versions for this release:

Table 1 *Recommended Firmware Versions*

Client Adapter	Recommended Firmware Version
CB20A (5 GHz)	5.30.17
340, 350, 4800 series (2.4 GHz)	5.30.17



Note

Using client adapters with earlier firmware versions may reduce functionality.

Upgrading to a New Software Release

This section describes how to upgrade to the latest client utility and driver release.

Determining the Client Utility Version


To determine the version of the utility that your client adapter is currently using, follow the procedures listed for your operating system:

- If you are using Mac OS 9.x, choose **Get Info** from the File drop-down menu. The utility and driver version are displayed in the Info Screen.
- If you are using Mac OS X, click **Client Utility** on the main menu bar and choose **About Aironet Client Utility** from the drop-down menu. The Client Utility About screen displays the client utility and driver version number.

Downloading New Software

The latest software version for your client adapter is available for download at the Cisco Software Center web site. A single software installer supports both Mac OS 9 and Mac OS X.

To obtain the latest client adapter software from the Cisco Web site, follow these steps:

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- Step 1** Use your web browser to access the Cisco Software Center at the following URL:
<http://www.cisco.com/public/sw-center/sw-wireless.shtml>
- Step 2** Using the onscreen instructions, navigate to the current release for your client adapter. For example, use the Aironet Wireless Software Selector to locate the files for your client adapter.
- Step 3** Click on the software file name, such as *MACOSInstallv301.sit*. The *301* identifies the software package version number.
-  **Note** Make sure to choose a software release that is compatible with your client adapter hardware and computer operating system. Each software version includes a description with compatibility information.
-
- Step 4** Read and accept the terms and conditions of the Software License Agreement.
- Step 5** Click on the filename in the Software Download page.
- Step 6** Save the file to your hard drive then exit the web browser.
- Step 7** Double-click the utility installer (.sit) file to expand (uncompress) it.
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Updating the Driver and Client Utility

Follow the instructions below to update the version of the client utilities and the client adapter driver for both the Mac OS 9 and the Mac OS X operating systems.



Note If a power failure occurs while you are loading new software, your client adapter can become inoperable. If this occurs, start the procedure again.

Step 1 Double-click **Cisco WLAN Install** to activate the installer.



Note You should keep the Cisco WLAN Install file. You can use it later to uninstall your client utility and driver for a clean install.

Step 2 For Mac OS X, when the Authenticate screen appears, enter your password in the Password field. Your Macintosh username appears in the Name field. Click **OK**.



Note For Mac OS X, you must have administrator privileges to install an updated client utility and driver.

Step 3 When the Cisco Aironet Wireless LAN Adapter Software screen appears, click **Continue**.

Step 4 Read the terms and conditions of the Software License Agreement and click **Accept** or **Decline**. If you decline the license agreement, the client utility installation ends.



Note You can print or save the software license agreement by clicking **Print** or **Save As**.

Step 5 Read the Read Me screen information and click **Continue**.



Note You can print or save the read-me information by clicking **Print** or **Save As**.

Step 6 When the Cisco WLAN Install screen appears, perform the following operations:

- a. Expand the software component list by clicking the right triangle to the left of name.



Note Both the PCI and PC Card drivers are normally installed by the installer. You can deselect one of the drivers by clicking the selection box to remove the X; for example, you can deselect the PCI driver when using a PowerBook, or you can deselect the PC Card driver when using a PowerMac.

- b. Click **Install** to begin the installation process.

Step 7 When a screen appears indicating that you must restart your computer after installing the software, click **Continue**.



Note You can click **Cancel** to terminate the installation process.

- Step 8** A message appears indicating “One moment please...” then a screen appears that shows the installation progress. After the files are copied to the designated folder on the Macintosh hard disk, a screen appears:
- Step 9** If a message appears indicating that the installation was successful, click **Restart** to restart your computer and finish the client utility installation.



Note The installer program installs the client utility, the help files, and the drivers.

For client adapter configuration instructions, refer to the *Cisco Aironet Wireless LAN Client Adapters Installation and Configuration Guide for Mac OS*. For instructions on obtaining the document, refer to the “[Related Documentation](#)” section on page 7.

- Step 10** If a message appears indicating that the installation is not necessary, click **Quit**. The installer has detected that your installed software is the same version as the software to be installed. To force the installer to install the new software, uninstall the current software and then repeat this procedure.
-

Caveats

Open Caveats

These caveats have not been resolved:

- CSCin25042—Not getting DHCP address after resuming from sleep mode

When you are using the Mac OS 9.2.2 operating system, client adapters may not obtain an IP address using DHCP when resuming from sleep mode. This problem is caused by a design limitation in the operating system which causes potential DHCP timeouts to occur.

Workaround: You must manually reset the DHCP settings as shown below:

- Open the TCP/IP Control Panel
- In the popup menu, choose a type other than Using DHCP Server.
- In the popup menu, choose **Using DHCP Server**.
- Close the TCP/IP Control Panel.

- CSCin27041—Transmit powers shown incorrectly for PCI340

When you are using the ACU on the Mac OS 10.2 operating system, the transmit power levels are shown incorrectly for PCI 340 client adapters, but the power levels are shown correctly when you are using the Setup Assistant.

If you choose an incorrect power setting above 30 mW, the PCI 340 client adapter is limited to its maximum output power of 30 mW.

- CSCin28845—Not getting Gateway IP address when switching from AdHoc to Infrastructure

When you are using the Mac OS 9.2.2 operating system, the gateway IP address is not configured when changing a client adapter from AdHoc to Infrastructure mode.

Workaround: You must manually configure the Gateway IP address or reboot the Macintosh.

Resolved Caveats

These caveats have been resolved for this release:

- CSCin26194—PCM 350 does not get IP address from DHCP with MIC
This is a duplicate of CSCin25042.
- CSCin28319—Client does not get IP address with MIC and different transmit key
When you are using the Mac OS 10.1.3 or 10.2 operating system, client adapters do not get an IP address from the DHCP server with MIC enabled and using different transmit keys on the client adapter and access point.
- CSCin28920—Resetting CB20A with WEP causes traffic to stop
When you are using the Mac OS 9.2.2 operating system, resetting the CB20A client adapter with WEP enable causes packet traffic to stop.
- CSCea38510—Memory leak in Mac OS X utilities
The memory leaks in the status and background utilities can cause the system to become very sluggish.
- CSCea86403—Macintosh drivers don't support 17 PowerBook series
The Macintosh driver and utility (version 3.0) do not work with the 17 inch PowerBook series products and can cause the system to lock-up.

Getting Bug Information on Cisco.com

If you are a Cisco registered user, you can use the Cisco TAC Software Bug Toolkit, which consists of three tools (Bug Navigator, Bug Watcher, and Search by Bug ID Number) that help you identify existing bugs (or caveats) in Cisco software products.

Access the TAC Software Bug Toolkit today at the following URL:

<http://www.cisco.com/support/bugtools/>

Troubleshooting

For the most up-to-date, detailed troubleshooting information, refer to the Cisco TAC website at <http://www.cisco.com/tac>. Click **Hardware Support** then click **Wireless Devices** on the left side of the screen.

The Aironet Client Adapter includes a troubleshooting tool that helps resolve common problems. For troubleshooting instructions, refer to the *Cisco Aironet Wireless LAN Client Adapters Installation and Configuration Guide for Mac OS*.

Related Documentation

For more information about Cisco Aironet client adapters, refer to the following documents:

- *Cisco Aironet Wireless LAN Client Adapters Installation and Configuration Guide for Mac OS*

You can access this document on the Cisco web site at the following URL:

http://www.cisco.com/univercd/cc/td/doc/product/wireless/airo_350/350cards/mac/index.htm

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_inpck/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>

This document is to be used in conjunction with the documents listed in the “[Related Documentation](#)” section.



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