



# Release Notes for the CiscoWorks 1105 Wireless LAN Solution Engine

---

These release notes are for use with the CiscoWorks 1105 Wireless LAN Solution Engine (WLSE).

These release notes provide:

- [New Features, page 2](#)
- [Documentation Roadmap, page 3](#)
- [Additional Information Online, page 4](#)
- [Documentation Updates, page 4](#)
- [Known and Resolved Problems, page 8](#)
- [Obtaining Documentation, page 15](#)
- [Obtaining Technical Assistance, page 17](#)



---

**Corporate Headquarters:**  
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

Copyright © 2002. Cisco Systems, Inc. All rights reserved.

# New Features

Release 1.3 of the WLSE contains the following new features:

- Configuration
  - Automatic AP initial configuration based on DHCP and specific configuration based on device type and software version.
  - Support for AP1200 11a radio.
  - Import AP configuration.
  - Undo support for SNMP configuration jobs.
- - Discovery
  - Limit discovery by subnet and IP address range.
  - On-demand Inventory polling for subset of devices.
  - Ability to automatically manage newly discovered access points.
- Firmware Management
  - Image download from Cisco.com.
  - Image download through a TFTP staging machine (for remote locations).
- Faults
  - Polling profiles for a set of devices.
  - New thresholds and policies to support latest access point firmware images.
- Reports
  - URL based export of XML data.
  - Trend reports for Top N access points.

# Documentation Roadmap

**Note**

---

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the WLSE documentation on Cisco.com for any updates.

---

The following documents are provided in PDF on your Recovery CD:

- *Hardware Installation and Configuration Guide for the CiscoWorks 1105 Wireless LAN Solution Engine*
- *User Guide for the CiscoWorks 1105 Wireless LAN Solution Engine*
- *Quick Start Guide for the CiscoWorks 1105 Wireless LAN Solution Engine*
- *Regulatory and Compliance Information for the CiscoWorks 1105 Wireless LAN Solution Engine*

**Note**

---

Adobe Acrobat Reader 4.0 or later is required.

---

Use these publications to learn how to install and use the WLSE:

- *Hardware Installation and Configuration Guide for the CiscoWorks 1105 Wireless LAN Solution Engine* (DOC-7814948=)—Includes extensive information about installing the WLSE and performing an initial configuration.
- *User Guide for the CiscoWorks 1105 Wireless LAN Solution Engine* (DOC-7814947=)—Includes information on configuring and using the WLSE.
- CiscoWorks 1105 Wireless LAN Solution Engine online help—Contains all of the information available in *User Guide for the CiscoWorks 1105 Wireless LAN Solution Engine*. This ensures that you have complete information even if you do not have the manual readily available while using the WLSE.

# Additional Information Online

For information about the WLSE supported devices, refer to the following URL, or check the documentation on Cisco.com for the correct location.

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw\\_1105/wlse/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/index.htm)

## Documentation Updates

The latest version of the online help or User Guide for the CiscoWorks 1105 Wireless LAN Solution Engine does not include additions and corrections to the following sections:

- [Using Reports, page 4](#)
- [Configuring Devices, page 7](#)
- [Updating Device Firmware, page 8](#)
- [Troubleshooting, page 8](#)

## Using Reports

The following changes and additions have been made to the Using Reports topics in the online help and user guide:

- [Using URL-Based Exporting Report Data, page 5](#)
- [Displaying Trend Reports, page 6](#)

## Using URL-Based Exporting Report Data

The following information is missing from the online help and user guide. This feature allows you to manually enter a URL in the WLSE to export report data, rather than using the GUI export function.

### Procedure

**Step 1** Log in to the WLSE.

**Step 2** In the browser, enter the following URL:

```
http://{WLSE name:port |
ipaddress:port}/servlet/com.cisco.nm.wlse.util.WLSEReportsExportServlet?
{parameters}
```

The parameters are as follows and are case sensitive:

**reporttype**={ **Wireless Client** | **group** | **device** }

**id**={ **group name** | **client macaddress** | **device name** | **device ip address** }

**family**= { **Router** | **Switch** | **AccessPoint** | **Wireless Client** | **EAP** | **RADIUS** | **EAP-MD5** | **group** }

**reportName** = { *name* } Enter the name of the report.

**filetype**= { **csv** | **xml** | **pdf** }

**reportcategory**={ **current** | **trends** }

**tzOffset**={ *time* } The time zone offset in minutes for GMT/UTC. Add a + (plus) or - (minus) as appropriate. For example, -300 minutes means 5 hours.

For trend reports, you must add the following parameters:

**startdate**={ *YYYY-MM-DD-hh-mm-ss* }

**enddate**={ *YYYY-MM-DD-hh-mm-ss* }



**Note** The start date and end date are interpreted relative to the time zone offset provided.

**topNVal** This is required only to display Top N Reports.

An example of a URL to generate CSV output for Group Performance Report: RF Utilization, for a group of 350 access points, with start date and time of December 21 00:00:00 GMT+05:30 2002, and an end date and time of December 21 23:59:59 GMT+05:30 2002 is as follows:

```
http://172.10.29.117:1741/servlet/com.cisco.nm.wlse.util.WLSEReportsExportServlet?id=350%20AP&reporttype=group&family=group&reportName=Group%20Performance%20Report%20%3A%20RF%20Utilization&tzOffset=330&filetype=csv&reportcategory=trends&startdate=2002-12-21-00-00-00&enddate=2002-12-21-23-59-59
```

## Displaying Trend Reports

The following sections in the Displaying Trends section of the online help and user guide are missing information:

- [Required Aggregation Cycles for Displaying Reports, page 6](#)
- [Displaying a Group Report, page 7](#)
- [Displaying the Server Response Time Graph, page 7](#)

### Required Aggregation Cycles for Displaying Reports

A minimum number of aggregation cycles are required for the following trend reports to display data:

Report	Minimum Aggregation Cycle Required
Group Performance Report: RF Utilization	One cycle <sup>1</sup>
Group Performance Report: Ethernet Utilization	
Top N Number of Associations	
Top N Percentage Errors	
AP and Bridge Performance: Tabular	Two cycles
AP and Bridge Performance: Graph	
AP and Bridge Ethernet Transmission Statistics	
AP and Bridge RF Transmission Statistics	

1. Dual-mode 1200 series access points require 4 (four) aggregation cycles.

## Displaying a Group Report

The group report for a group containing 100 or more access points might take several minutes to appear due to the amount of trend data that must be retrieved.

## Displaying the Server Response Time Graph

The Server Response Time graph has been modified in the following ways:

- It is no longer a graph; it is a bar chart.
- It displays a -1 value when the server cannot be reached.
- It displays a 0 value when the value is less than 0.5.
- The time is displayed in seconds; not milliseconds.

## Configuring Devices

The following changes and additions have been made to the Configuring Devices topics in the online help and user guide:

- [Using Express Template, page 7](#)
- [Importing a Template, page 7](#)
- [Automating Configurations, page 8](#)

## Using Express Template

The following information has changed in the Using Express Template section:

- The field **Ensure Compatibility with Cisco** has been changed to **Ensure Compatibility with non-Aironet**.
- The field **Ensure Compatibility with 1MB/sec Clients** has been added.

## Importing a Template

The following information is missing from the Importing a Template section: When importing a template from a file, if no template name is entered in the **Template Name** field, the existing file name will appear as the default template name.

## Automating Configurations

The following information is missing from the Assigning an Auto-Managed Configuration section: Auto-managed templates that are uploaded to access points using SNMP protocol will work only for software versions 11.08T or later. Earlier versions do not support configuration updates using SNMP protocol.

## Updating Device Firmware

The Updating Device Firmware section incorrectly states that you can enter a hostname in the field under Proxy Information called **Proxy IP**. You can only enter the IP address of the proxy server.

## Troubleshooting

The Troubleshooting section is missing the following information for Configuration:

Symptom	Probable Cause	Possible Solution
A configuration undo job for adding a user shows as successful but the user is not removed from the access point.	Because there is no way to get user table information from the access point, the WLSE can undo only newly added users. If an existing user is modified, the undo function will not be able to restore the previous settings for the user.	Not applicable.

## Known and Resolved Problems

This section contains the following tables:

- [Table 1](#) describes the problems known to exist in this release.
- [Table 2](#) describes the browser-related problems known to exist in this release.
- [Table 3](#) describes problems resolved since the last release of WLSE.

**Note**

To obtain more information about known problems, access the Cisco Software bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

## Known Problems

**Table 1** *WLSE Known Problems*

Bug ID	Summary	Explanation
CSCdx51276	Two roles with the same name can be created, but only one role will be allowed tab and subtab access.	Two user roles with the same name, each given different tab and subtab access privileges, can be created. However, only one of the roles will be assigned all the access privileges; the other role will be empty.  To work around this problem, give each user role a unique name.
CSCdy67138	Large configuration files cause SNMP jobs to fail on versions prior to 12.00T.	Access points fail to upload configuration files greater than 4Kbytes.  To work around this problem create several small configuration templates to upload.
CSCdz19851	The values for the 11a radio data rates in a template imported from an AP1200 are blank.	When you import a configuration from a 1200 AP, the 11a radio's data rates are not imported correctly, and are displayed as blank.  There is no workaround for this problem.

**Table 1** *WLSE Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdz23682	Some characters used in text entry fields for creating a template cause errors.	<p>When creating a template, use of the following characters in any of the text entry fields could cause errors:</p> <ul style="list-style-type: none"> <li>• + (plus)</li> <li>• # (pound)</li> <li>• &amp; (ampersand)</li> <li>• \ (slash)</li> </ul> <p>To work around this problem, do not use these characters in any text entry fields.</p>
CSCdz24905	Substituting devices on the network creates duplicate entries for the devices.	<p>When you:</p> <ol style="list-style-type: none"> <li>1. Perform an initial discovery of an access point and manage it with the WLSE.</li> <li>2. Replace that device with another access point using the same IP address.</li> <li>3. Run discovery again.</li> </ol> <p>The new access point shows up as part of the new devices group and the old access point remains listed in the managed group.</p> <p>To work around this problem:</p> <ol style="list-style-type: none"> <li>1. Delete the device from the managed list before replacing it.</li> <li>2. Clear arp cache on the connected switches/routers for network connectivity.</li> </ol>

**Table 1** *WLSE Known Problems (continued)*

Bug ID	Summary	Explanation
CSCdz34064	Data in the Current Client Association Reports is inaccurate.	<p>When a client associates with an access point, it is reflected in the Current Client Association Report. However, when the client subsequently disassociates from the access point, the client will still show up as associated in the report.</p> <p>To work around this problem, you must view the information for the access point in the Group Report, which displays accurate data. Note the value listed in the Number of Clients connected column and the timestamp in the As Of column.</p> <p>You can then view the Current Client Association Report, and based on the timestamp you got from the Group Reports be able to discern which clients are currently associated.</p>
CSCdz37464	You cannot add a new policy group to an access point with version 12.00T.	<p>This is a bug in the 12.00T software; not the WLSE. When you try to add a new policy group to an access point with version 12.00T it returns errors.</p> <p>There is no workaround for this problem.</p>

**Table 1** WLSE Known Problems (continued)

Bug ID	Summary	Explanation
CSCdz41224	Unmanaging or deleting a device while running a firmware job will leave the job pending for that device.	<p>If you create and run a firmware job for a group of devices, then delete or unmanage a device within the group when the job is only partially complete, the job will be listed as completed with a start and end time. However, the device that was unmanaged or deleted will show a status of "not verified" with a blank end time, and the job remains pending.</p> <p>There is no workaround for this problem.</p>
CSCdz42008	When upgrading from Release 1.1 to 1.3, the login screen does not accept a valid username and password. It refreshes without any error message.	<p>When upgrading from Release 1.1 to Release 1.3 using a 1.3 recovery CD on a Windows PC with Microsoft Internet Explorer 6.0, the login screen does not accept a valid username and password.</p> <p>To work around this problem:</p> <ol style="list-style-type: none"> <li>1. Select <b>Tools &gt; Internet Options &gt; Privacy</b>.</li> <li>2. Change privacy setting to Low.</li> </ol>

## Browser-Related Problems

**Table 2** *Browser-Related Known Problems*

Bug ID	Summary	Explanation
CSCdy60275	Tabs disappear sporadically.	<p>When you click on a tab, then a subtab, all the other tabs disappear.</p> <p>To work around this problem, close the browser and log in again.</p>
CSCdx10989	Configuration job fails using Netscape Navigator	<p>The first job created using Netscape Navigator is successful, but subsequent jobs may not be.</p> <p>To work around this problem, disable cache on your browser as follows:</p> <ol style="list-style-type: none"> <li>1. Select <b>Edit &gt; Preferences &gt; Advanced &gt; Cache</b>.</li> <li>2. Select <b>Every Time</b> in the Document in cache compared to document on network.</li> </ol>
CSCdy85555	Resizing the Import or Export window on Netscape 4.79 causes the screen to revert to the main Templates window.	<p>When the <b>Configure &gt; Templates &gt; Import</b> and <b>Configure &gt; Templates &gt; Export</b> windows are resized in Netscape 4.79, it causes the browser to revert to the main Templates window and will not relaunch the Import or Export window when the <b>Import</b> and <b>Export</b> buttons are clicked.</p> <p>To work around this problem, close the browser and log in again.</p>

**Table 2** *Browser-Related Known Problems*

Bug ID	Summary	Explanation
None	Window resizing in Netscape Navigator causes page reloads.	<p>When a window whose content is not cached is resized, Netscape Navigator sends a page request to the server.</p> <p>This can cause any of the following problems:</p> <ul style="list-style-type: none"> <li>• Work that is in progress could be interrupted, and the default page of the last module accessed from the navigation bar could be displayed.</li> <li>• Any data that was being entered in a dialog box could be lost.</li> <li>• Some of the pages may not show correct information, particularly those containing the date and time.</li> </ul>
CSCdz17889	Trend data displayed under <b>Reports &gt; Device Center</b> using Netscape 4.79 does not show up.	<p>Trend reports display correctly from <b>Reports &gt; Trends</b>.</p> <p>To work around this problem do one of the following:</p> <ul style="list-style-type: none"> <li>• Use Microsoft Internet Explorer to view trend data from <b>Reports &gt; Device Center</b>.</li> <li>• If using Netscape 4.79 to view trend reports, use <b>Reports &gt; Trends</b>.</li> </ul>

## Resolved Problems

**Table 3** *Resolved Problems*

Bug ID	Summary	Explanation
CSCdx31060	No warning is given when you configure an incorrect location for a backup, or when the server you have designated for the backup location is down or unavailable.	When you perform a backup, no warning is issued and no data is saved if you have configured the backup location incorrectly.  However, if you have configured the location correctly, you can use the Test button to verify that the location is accessible.
CSCdx38842	Erasing a configuration and running the setup program will require you to get a new certificate.	If you use the erase config command to erase the previous WLSE configuration, and run the setup program again, you will be required to get a new certificate.

## Obtaining Documentation

These sections explain how to obtain documentation from Cisco Systems.

### World Wide Web

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

<http://www.cisco.com>

Translated documentation is available at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](http://www.cisco.com/public/countries_languages.shtml)

## Ordering Documentation

Cisco documentation is available in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:  
[http://www.cisco.com/cgi-bin/order/order\\_root.pl](http://www.cisco.com/cgi-bin/order/order_root.pl)
- Registered Cisco.com users can order the Documentation CD-ROM through the online Subscription Store:  
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco corporate headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

## Documentation Feedback

You can submit comments electronically on Cisco.com. In the Cisco Documentation home page, click the **Fax** or **Email** option in the “Leave Feedback” section at the bottom of the page.

You can e-mail your comments to [bug-doc@cisco.com](mailto:bug-doc@cisco.com).

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

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

We appreciate your comments.

# Obtaining Technical Assistance

Cisco provides Cisco.com as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample configurations from online tools by using the Cisco Technical Assistance Center (TAC) Web Site. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC Web Site.

## Cisco.com

Cisco.com is the foundation of a suite of interactive, networked services that provides immediate, open access to Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com is a highly integrated Internet application and a powerful, easy-to-use tool that provides a broad range of features and services to help you to

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

You can self-register on Cisco.com to obtain customized information and service. To access Cisco.com, go to this URL:

<http://www.cisco.com>

## Technical Assistance Center

The Cisco Technical Assistance Center (TAC) is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC Web Site and the Cisco TAC Escalation Center.

Cisco TAC inquiries are categorized according to the urgency of the issue:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.
- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Which Cisco TAC resource you choose is based on the priority of the problem and the conditions of service contracts, when applicable.

## Cisco TAC Web Site

You can use the Cisco TAC Web Site to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC Web Site, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC Web Site. The Cisco TAC Web Site requires a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC Web Site, you can open a case online by using the TAC Case Open tool at this URL:

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

If you have Internet access, it is recommended that you open P3 and P4 cases through the Cisco TAC Web Site.

## Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

---

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

CCVP, the Cisco logo, and the Cisco Square Bridge logo are trademarks of Cisco Systems, Inc.; Changing the Way We Work, Live, Play, and Learn is a service mark of Cisco Systems, Inc.; and Access Registrar, Aironet, BPX, Catalyst, CCDA, CCDP, CCIE, CCIP, CCNA, CCNP, CCSP, Cisco, the Cisco Certified Internetwork Expert logo, Cisco IOS, Cisco Press, Cisco Systems, Cisco Systems Capital, the Cisco Systems logo, Cisco Unity, Enterprise/Solver, EtherChannel, EtherFast, EtherSwitch, Fast Step, Follow Me Browsing, FormShare, GigaDrive, HomeLink, Internet Quotient, IOS, iPhone, IP/TV, iQ Expertise, the iQ logo, iQ Net Readiness Scorecard, iQuick Study, LightStream, Linksys, MeetingPlace, MGX, Networking Academy, Network Registrar, PIX, ProConnect, ScriptShare, SMARTnet, StackWise, The Fastest Way to Increase Your Internet Quotient, and TransPath are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the United States and certain other countries.

All other trademarks mentioned in this document or Website are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (0709R)

Copyright © 2002, Cisco Systems, Inc.  
All rights reserved.

