



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).

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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.



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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-7814089=)—Includes extensive information about installing the WLSE and performing an initial configuration.
- *User Guide for the CiscoWorks 1105 Wireless LAN Solution Engine* (DOC-7814092=)—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/index.htm

Documentation Updates

Viewing Database Status

You can verify that the WLSE database is running using the CLI command, **show process**. After you enter the command, verify whether the db2sync process is listed, which indicates the database is running.

Display of Device Names in WLSE

Many WLSE displays include a field for the device name. If reverse DNS lookup is enabled on the WLSE, and the name is configured on the DNS server, the DNS name is displayed in this field. If the DNS name is not available, the sysname SNMP variable is displayed instead. If neither the DNS name nor the sysname is available, the device's IP address is displayed. Therefore, the order of preference is:

1. DNS name
2. sysName
3. IP address

This affects displays in Reports, Faults, and Administration. In some displays, both a name and an IP address are displayed. Also, in some displays there are separate fields for the DNS name, sysName, and IP address.

To enable reverse DNS lookup, select **Administration > Discover > Device Credentials**, then select **Use reverse DNS lookup**.

Known Problems

Known problems (bugs) in WLSE are graded according to severity level. These release notes contain descriptions of:

- All severity level 1 or 2 bugs.
- Significant severity level 3 bugs.

You can search for problems using the Cisco Software Bug Toolkit. To access the Software Bug Toolkit:

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- Step 1** Log into Cisco.com.
- Step 2** Select **Service & Support > Technical Support Help—Cisco TAC > Tool Index**.
- Step 3** In the Jump to: links at the top of the page, click the letter **S**, then select **Software Bug Toolkit**.
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You can also access the Software Bug Toolkit by entering the following URL in your web browser:

<http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>.

This section contains two tables:

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

Table 1 WLSE Known Problems

Bug ID (Severity)	Summary	Explanation
CSCdx48146 (2)	Cannot print a report for a user-defined group that contains a system-defined or a user-defined group as a member.	<p>If you create a user-defined group that contains a system-defined group or user-defined group as a member, you cannot print a Current report for the group.</p> <p>To work around this problem view reports for the the sub-groups or devices within the user-defined group individually.</p>
CSCdx47250 (2)	The following message “Device(s) not selected” is displayed when you try to save a configuration job for a large number of devices.	<p>When you try to save a configuration job that contains a large number of individually selected devices, an error is displayed in the GUI, and an error appears in the log file.</p> <p>To work around this problem:</p> <ul style="list-style-type: none"> • If all the devices are in one group, select the group name instead of the individual devices, then save the job. • If the devices are in different groups, create a group containing all the devices you want, then save the job.
CSCdx06514 (3)	Authentication module configuration reverts to the default after a backup and restore operation.	<p>When you back up a configuration, then restore it from the backup image, the authentication module setting reverts to the default Local authentication value.</p> <p>To work around this problem:</p> <ol style="list-style-type: none"> 1. Select Administration > Appliance > Security > Authentication Modules. 2. From the list, select the authentication module value you had before the backup and restore operation, then click Submit.

Table 1 WLSE Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
CSCdx06525 (3)	Telnet configuration reverts to the default value after a backup and restore operation.	<p>When you back up a configuration, then restore from the backup image, the Telnet setting reverts to the default enable value.</p> <p>To work around this problem:</p> <ol style="list-style-type: none"> 1. Select Administration > Appliance > Security > SSH and Telnet. 2. From the list, select disable, then click Configure.
CSCdx42974 (3)	Validation for Cisco Aironet 1200 series access points version 11.40T is displayed under AP340, AP350, and BR350.	<p>When you validate a configuration template for Cisco Aironet 1200 series access points, the 11.40T device version is displayed in the Configuration Validation Summary window under AP340, AP350, and BR350. There is no entry under Device Type for the 1200 AP.</p> <p>There is no workaround at this time.</p>
CSCdx48180 (3)	If devices which are in a user-defined group are moved from the Managed to the Unmanaged folder, they are not removed from user-defined group.	<p>If you move devices, which are members of a user-defined group, from a managed to an unmanaged state, the devices will still appear in the user-defined groups.</p> <p>To work around this problem do the following:</p> <ol style="list-style-type: none"> 1. Select Administration > Group Management. 2. Select the user-defined group that contains the unmanaged devices, then click Edit. 3. Select the unmanaged devices from the Devices in Group list, then click Remove. 4. Click Save.

Table 1 *WLSE Known Problems (continued)*

Bug ID (Severity)	Summary	Explanation
CSCdx51276 (3)	Two roles with the same name can be created, but only one role will be allowed tab and subtab access.	<p>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.</p> <p>To work around this problem, give each user role a unique name.</p>
CSCdx52994 (3)	A single quote used in a user role name will cause the right pane to go blank.	<p>The field for entering user role names accepts a single quote, which is an invalid character. This causes the right pane to go blank.</p> <p>When this happens, the user role is not created. You must navigate to another page, navigate back, then begin the procedure again.</p> <p>To work around this problem, do not use a single quote in a user role name.</p>

Table 1 WLSE Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
CSCdx31060 (3)	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.	<p>When you perform a backup, no warning is issued and no data is saved if:</p> <ul style="list-style-type: none"> • You have configured the backup location incorrectly. • You have configured the location correctly, but the server you have designated as the backup location is down or unavailable. <p>To work around this problem, before you perform a backup operation, verify that the backup location is configured correctly, and verify that the server with the backup location is up and/or available.</p>

Table 1 WLSE Known Problems (continued)

Bug ID (Severity)	Summary	Explanation
CSCdx72788 (3)	You cannot restore a backup image made to an FTP server running on a Windows platform (NT, 2000, XP) using the GUI.	<p>If you backed up an image to an FTP server on a Windows platform, you will not see it listed when you select Administration > Appliance > Backup and Restore > Restore Backup.</p> <p>To work around this problem you must use the command line interface (CLI) to restore a backed up image. Restore the image as follows:</p> <ol style="list-style-type: none"> 1. Get the name of the image to be restored from the FTP server. (You can retrieve the name by browsing the <code>_ftproot_\BACKUP</code> directory on the server, or by using an FTP client to connect to the server and entering the <code>ls</code> command.) The name appears as <code>hostname_datestamp_timestamp</code>. This name is the name of the DIRECTORY residing under <code>_ftproot_\BACKUP\</code>. For example, <code>C:\inetpub\ftproot\BACKUP\wlse_05312002_2056</code>. 2. At the command line, enter <code>restore backupname</code>.

Table 2 *Browser-Related Known Problems*

Bug ID (Severity)	Summary	Explanation
CSCdx10989 (2)	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"> 1. Select Edit > Preferences > Advanced > Cache. 2. Select Every Time in the Document in cache compared to document on network.
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"> • Work that is in progress could be interrupted, and the default page of the last module accessed from the navigation bar could be displayed. • Any data that was being entered in a dialog box could be lost. • Some of the pages may not show correct information, particularly those containing the date and time.
None	Some background colors and fonts displayed in the WLSE GUI are not always set by the WLSE, but by the browser.	When the WLSE is first installed, the colors and fonts in the GUI are based on settings from the WLSE. However, if the fonts and colors are changed in the browser, they may change on some screens in the WLSE.

Obtaining Documentation

The following 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 the following URL:

<http://www.cisco.com>

Translated documentation is available at the following URL:

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

Ordering Documentation

Cisco documentation is available in the following ways:

- Registered Cisco Direct Customers can order Cisco product documentation from the Networking Products Marketplace:
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

If you are reading Cisco product documentation on Cisco.com, you can submit technical comments electronically. Click **Feedback** at the top of the Cisco Documentation home page. After you complete the form, print it out and fax it to Cisco at 408 527-0730.

You can e-mail your comments to bug-doc@cisco.com.

To submit your comments by mail, use the response card behind the front cover of your document, or write 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 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 the following URL:

<http://www.cisco.com>

Technical Assistance Center

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

Inquiries to Cisco TAC 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

The Cisco TAC Web Site allows you 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 the following URL:

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

All customers, partners, and resellers who have a valid Cisco services 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 the following URL to register:

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

If you cannot resolve your technical issues by using the Cisco TAC Web Site, and you are a Cisco.com registered user, you can open a case online by using the TAC Case Open tool at the following 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 issues that are classified as priority level 1 or priority level 2; 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 will automatically open a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to the following 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). In addition, 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.

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