



Finding Documentation for the 1030 CiscoWorks Wireless LAN Solution Engine Express, 2.12

Product Documentation

[Table 1](#) provides a brief summary of WLSE Express documentation. [Table 2 on page 2](#) provides more details.

Table 1 *Product Documentation*

Document	Shipped with Product	On Cisco.com	On Recovery CD
Release notes		X	
Installation and configuration guide	X	X	X
User guide ¹		X	X
FAQs and troubleshooting ²		X	
Supported device table		X	
Compliance and safety information	X	X	X
Device configuration guide		X	

1. Also accessible from the WLSE online help by clicking **View PDF**.



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2. Also accessible from the WLSE online help by clicking **Troubleshooting**.

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the online documentation for any updates. Online documentation is available at the URLs listed in [Table 2](#). Or, from the Cisco.com homepage select **Technical Support and Documentation > Network Management > Wireless Access Management > CiscoWorks Wireless LAN Solution Engine Express**.

[Table 2](#) describes the WLSE Express documentation.

Table 2 *Product Documentation Details*

Document Title and Description	Available Formats
<p><i>Release Notes for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>New features, documentation updates, known problems, and resolved problems.</p>	<p>Online:</p> <p>http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_12/index.htm</p>
<p><i>Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine Express</i></p> <p>Details on WLSE Express hardware and hardware installation and initial software configuration.</p>	<ul style="list-style-type: none"> Printed document included with the product. PDF on the WLSE Recovery CD-ROM. Online: <p>http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_12/index.htm</p>
<p>Context-sensitive online help.</p> <p>Help topics for all pages in the UI (also provides access to PDFs of the user guide and the troubleshooting guide).</p>	<p>Select an option from the WLSE navigation tree, then click Help.</p>
<p><i>User Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>WLSE functionality and procedures for using the WLSE. Contains all of the information in the online help.</p>	<ul style="list-style-type: none"> From the WLSE online help. PDF on the WLSE Recovery CD-ROM. Online: <p>http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_12/index.htm</p>

Table 2 **Product Documentation Details (continued)**

Document Title and Description	Available Formats
<i>Supported Devices Table for the CiscoWorks Wireless LAN Solution Engine</i> Supported devices and firmware versions for all WLSE features.	Online: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_12/index.htm
<i>FAQ and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine</i> Frequently asked questions and troubleshooting.	<ul style="list-style-type: none"> • From the WLSE online help. • Online: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_12/index.htm
<i>Regulatory Compliance and Safety Information for the CiscoWorks 1030 Wireless LAN Solution Engine Express</i> Translated safety warnings and compliance information.	<ul style="list-style-type: none"> • Printed document included with the product. • PDF on the WLSE Recovery CD-ROM. • Online: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_12/index.htm
<i>Configuring Devices for Management by the CiscoWorks Wireless LAN Solution Engine</i> Configuring devices for management by the WLSE.	Online: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_12/index.htm

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Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

<http://www.cisco.com/go/psirt>

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com

An emergency is either a condition in which a system is under active attack or a condition for which a severe and urgent security vulnerability should be reported. All other conditions are considered nonemergencies.

- Nonemergencies—psirt@cisco.com

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one linked in the Contact Summary section of the Security Vulnerability Policy page at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

The link on this page has the current PGP key ID in use.

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Cisco Technical Support & Documentation Website

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



Note

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support & Documentation website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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

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<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

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<http://www.cisco.com/go/iqmagazine>

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