



Managing the WLSE System

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Note

Some of the Admin subtabs may not be visible to some users; what you see under the Admin tab depends on the roles assigned to your login.



Note

WLSE 2.13 does not support MS NT Domain authentication.

Ports and Protocols

For information by the ports hosted by and used by the WLSE and the protocols used for network management functions, see [Appendix C, “Ports and Protocols.”](#)

Overview of the Admin Tab

Table 16-1 describes the subtabs and options that are displayed under the Admin tab.

Table 16-1 Functions of the Admin Tab

| Subtab | Description | Reference |
|--|---|---|
| Appliance | Manage WLSE system. | Managing the Appliance, page 16-2 |
| System | View and manage supported AP firmware versions. | Managing Firmware Version Support, page 16-49 |
| AAA Administration (WLSE Express only) | Internal authentication and authorization server. | Chapter 18, “Using the Internal AAA Server (WLSE Express Only)” |
| User Admin | Manage users and user roles. | Managing GUI Users, page 16-49 |
| My Profile | Set password, email address, and customize Web interface per user. | Modifying Your Profile, page 16-55 |
| Links | Set up links to other systems (such as CiscoWorks servers) and run the ACS failed login report. | Creating Links, page 16-57 |

Managing the Appliance

Options under the Appliance subtab allow you to manage the WLSE system and use connectivity tools. When you select **Admin > Appliance**, the following options are displayed.



Note

Your login determines whether you can use these options.

Table 16-2 Appliance Subtab Options

| Option | Description | References |
|----------|---------------------------------------|---|
| Status | Use WLSE log files. Restart the WLSE. | Using WLSE Log Files, page 16-4 Restarting the WLSE, page 16-7 |
| Software | Manage WLSE system software. | Managing WLSE System Software, page 16-7 |

Table 16-2 Appliance Subtab Options (continued)

| Option | Description | References |
|--|---|---|
| Security | Manage WLSE security: <ul style="list-style-type: none"> • Use authentication modules for WLSE users (alternative authentication server). • Obtain a certificate for secure Web access. • Configure Telnet and SSH access. • View the last 10 users who have logged on. | Managing Security, page 16-15 |
| Backup and Restore | Back up and restore WLSE data. | Backing Up and Restoring Data, page 16-20 |
| Master Configuration (WLSE Express only) | Export WLSE's configuration to a file. | Managing WLSE Master Configuration Files (WLSE Express Only), page 16-26 |
| Redundancy | Manage redundant WLSEs. Two WLSEs can be managed as a high-availability cluster. | Managing WLSE Redundancy, page 16-28 |
| Diagnostics | Diagnose WLSE: <ul style="list-style-type: none"> • Status reports • Self tests • Process management | Using WLSE Diagnostics Options, page 16-39 |
| Splash Screen | Add a message to users at login. | Specifying a Splash Screen Message, page 16-43 |
| Time/NTP/Name/Web Timeout | Set system parameters: <ul style="list-style-type: none"> • System time and NTP • Name servers • Web timeout period | Setting Time, Time Servers, Name Servers, and Web Session Timeout, page 16-43 |
| Configure Mailroute | Specify a mail server for email forwarding. | Configuring the Mail Route, page 16-45 |
| TFTP Management (WLSE Express only) | Manage files on the WLSE by using the internal TFTP server. | Managing Files for the WLSE TFTP Server (WLSE Express Only), page 16-45 |
| Connectivity Tools | Test network connectivity. | Using Connectivity Tools, page 16-47 |

Using WLSE Log Files

This option allows you to view the contents of WLSE log files, download logs, search for data in logs, and email logs.



Note

Your login determines whether you can use this option.

Procedure

Step 1 Select **Admin > Appliance > Status > View Log File**. The following information is displayed:

| Field | Description |
|-----------|---|
| Log file | Name of the log file. Name of the log file. To view a log file, click the name of the log file. |
| Directory | Location of log file on WLSE. |
| File Size | Size of file in bytes. |
| View | Displays a log file in a separate window. |
| Download | Saves a log file to your desktop or other location. |

Step 2 To see a log file's details, click **View**. For a description of each file:

- For AAA server log files, see [Using AAA Server Log Files, page 18-28](#).



Note

The AAA server is available only on the [WLSE Express](#).

- For other log files, see [About Log Files, page 16-5](#).

Step 3 To download a log file, click **Download**.



Note

If this method of saving does not work, right-click **Download** and use the browser menu to save the file.

Step 4 To search within log files, select one or more files and enter a keyword into the Keyword text box. Click **Case Sensitive** if you want your search to be case sensitive, then click **Search**. A separate window displays the results of the search.

Step 5 To email log files, select one or more files and enter one or more comma-separated email addresses in the E-Mail Addresses textbox. Click **Send**.

Step 6 To clear old log files from the /var partition, you can use the **clearvar** CLI command. For more information on this command, see [clearvar, page A-12](#).

Related Topics

[Viewing System Information via CLI, page 17-15](#)

About Log Files

The WLSE maintains the following log files:

- Log files for the internal AAA server ([WLSE Express](#) only)—See [Using AAA Server Log Files, page 18-28](#).
- Log files for other functions—See [Table 16-3 General WLSE Log Files, page 16-5](#).

Table 16-3 General WLSE Log Files

| File | Contents |
|--------------------------------------|---|
| AAA log files (WLSE Express only) | Logs for the internal AAA server. The internal AAA server is available only on the WLSE Express . For information on these log files, see Using AAA Server Log Files, page 18-28 . |
| Repository.log | Actions performed by the repository web server. |
| access.log | Web server user access. |
| anisnmp.conf.log | Old SNMP community file, which is saved after you run the reset device-snmp command to reset the community string information on the WLSE. For more information, see reset device-snmp, page A-40 . |
| backup.log | Appears after you back up WLSE data, restore data, or test the reachability of the backup location. To clear this log, which can become very large, see Clearing the Backup/Restore Log, page 16-23 . |
| ciscoininstall.log | Information on upgrades of the WLSE software. |
| configbackup.log | The WLSE backs up the startup configuration once a day in order to detect any configuration changes. This log file contains information for that backup process. Information is kept for only the latest backup. |
| configexport.log | Information generated when a master configuration file is generated (WLSE Express only). |
| cwexport.log | Information about device exports to CiscoWorks RME. |
| daemons.log | Messages that dmngtd does not log. |
| dataUpdate.log | Appears after WLSE software is updated. |
| db2.log | Database startups due to installations or reboots. |
| db2runstat.last.log | Information on the latest run of the runstats facility, specifically size information on all the database tables and which tables were updated. |
| db2runstat.times.log | Summary of recent runs of the runstats facility, specifically which tables were updated and how long it took for the entire run to finish. |
| db2uext2.log | Generated by the database user exit script, which is part of the redundancy code. This file is for troubleshooting by TAC only. |
| device_events.log | Logs for the following device events detected by the WLSE: <ul style="list-style-type: none"> • Device reboots • Address changes on APs caused by reboots and DHCP • Changes between pending and managed states on devices |
| dhcp.log | Processing that occurs when a WLSE boots up and gets its startup configuration tar file from a TFTP server via DHCP. |
| diagnostic-info.log | Output of the diagnostic-info CLI command. |

Table 16-3 General WLSE Log Files (continued)

| File | Contents |
|------------------------------|--|
| dmgtd.log | Process management daemon log. |
| dumptcp.cap | Binary log file created by the dumptcp CLI command. To view this file, save it to the desktop. Then, use a utility such as tcpdump. |
| dumptech.tgz | Output of the dumptech CLI command. To view this file, save it to the desktop and unzip the file. |
| error.log | Web server errors. |
| faults.log | Device faults. |
| Health.xml.tgz | Displays the health of the WLSE appliance. |
| httpd_mod_security_audit_log | Logs details of every request (including POST) detected by ModSecurity (an intrusion detection and prevention engine) as carrying a possible attack. |
| httpd_mod_security_audit_log | Debug log of ModSecurity. |
| install.log | Software package installation. |
| jobvm.log | Errors and other information on scheduled jobs. |
| login.log | Lists who is logged in, the IP address of the machine from which the user is logged in, and the time the user logged in. |
| logs.tgz | Output of the tarlog CLI command (an archive of system logs). To view these logs, save this file to the desktop, then unzip the file. |
| mfgtest.log | Manufacturing tests. |
| mod_jk.log | Messages between Tomcat and Apache. |
| procps_last.log | Output from last running of the ps CLI command. |
| redundancy.log | Redundancy messages. |
| runstats.log | Output of utility that updates statistics on data in tables and indexes. |
| snmpd.log | SNMP agent log file. |
| ssl_request.log | Secure HTTPS socket layer web server events. |
| swan.log | Radio management log. |
| systemCheck.log | System checks performed. |
| tftp.log | Access points deployed by the Deployment Wizard (that is, access points that have downloaded the wlsestartup.ini file). |
| tomcat.log | Java servlet messages, including review and error information for configuration templates. |
| updateWLSE-x.x.log | Results of upgrading WLSE software; for example, updateWLSE-2.13.log. |
| var_logs.tgz | Output of the tarlog CLI command (an archive of system logs). To view these logs, save this file to the desktop, then unzip the file. |

Restarting the WLSE

This option allows you to restart the WLSE. After restarting, discovery and inventory will resume at the next scheduled time.



Note Your login determines whether you can use this option.

Procedure

Step 1 Select **Admin > Appliance > Status > Restart**.

Step 2 Click **OK** to restart the WLSE.



Note To perform a manual soft restart (for example, when modifying a network interface) you can use the CLI commands. For information on CLI commands, see [Appendix A, “Command Line Interface \(CLI\) Commands.”](#)

Related Topics

- [Rebooting the WLSE via CLI, page 17-10](#)
- [Shutting Down and Powering Off the WLSE, page 17-10](#)
- [Administering Management Services via CLI, page 17-15](#)

Managing WLSE System Software



Caution Before attempting to upgrade WLSE software, see the Readme files associated with the upgrade image in the Software Center on Cisco.com for the recommended procedure. Also, see the *Upgrading the CiscoWorks Wireless LAN Solution Engine, 2.13* on Cisco.com at http://www.cisco.com/en/US/products/sw/cscowork/ps3915/prod_installation_guides_list.html. Some procedures in this section may not be applicable to certain software upgrades.



Caution Upgrading a redundant cluster of WLSEs requires special procedures, see [Upgrading Software on Redundant WLSEs, page 16-37](#).



Caution You cannot upgrade from a pre-release version of WLSE software to a released version.

The options under **Admin > Appliance > Software** are:

- **Status**—View information on the installed software, such as software description, installation date, and installation status—See [Viewing Status of Installed Software, page 16-8](#).
- **Define Repository**—Specify the repository location. The repository provides software update services to the WLSE—See [Managing the Repository, page 16-9](#).

- **Upgrading Software**—Select and install a software image from the repository—See [Installing the Software Upgrade, page 16-12](#).
- **Browse Repository**—Browse the available complete images in the repository—See [Browsing the Repository, page 16-13](#).
- **Software Update History**—View information about current and previous versions of installed software, including version number, install date, and installation status—See [Viewing Software Update History, page 16-14](#).

The topics in this section are:

- [Viewing Status of Installed Software, page 16-8](#)
- [Downloading the Upgrade Image, page 16-9](#)
- [Creating the Repository, page 16-10](#)
- [Defining the Repository, page 16-11](#)
- [Installing the Software Upgrade, page 16-12](#)
- [Viewing Software Update Logs, page 16-14](#)
- [Managing Security, page 16-15](#)

Viewing Status of Installed Software

You can view information about the software currently installed on the WLSE.



Note

Your login determines whether you can use this option.

Procedure

- Step 1** Select **Admin > Appliance > Software > Status**. The Installed Software table contains the following information about the software versions that have been installed on the WLSE:

| Field | Description |
|-------------------|---|
| Software Name | Brief description of the software. |
| Installation Date | Date and time (UTC) the software was installed. |
| Status | Status of the installation: Success—Installed with no errors. Warning—Installed successfully with minor errors. Error—Installation was unsuccessful. |
| Details | Detailed install log for this software. |

Last Installation Information shows the following information about the most recent software installation:

| Field | Description |
|---------------------|---|
| Name | Brief description. |
| Installation Status | Status of the installation: Success—Installed with no errors. Warning—Installed successfully with minor errors. Error—Installation was unsuccessful. |
| Log File | Detailed install log. |

Step 2 To view details about an installation, click **View Log** in the Details field.

Result: The install log for the selected installation opens, showing information about the most recent software installation.

Related Topics

- [Viewing Software Update History, page 16-14](#)
- [Installing the Software Upgrade, page 16-12](#)
- [Managing WLSE System Software, page 16-7](#)

Managing the Repository

The software repository stores the available software updates for the WLSE. The repository can be either local (on the WLSE) or remote (on a Windows NT, Windows 2000, or Windows XP server). The tasks for managing the repository are:

| Task | Reference |
|--------------------------------------|--|
| 1. Download software from Cisco.com. | Downloading the Upgrade Image, page 16-9 |
| 2. Create repository. | Creating the Repository, page 16-10 |
| 3. Define repository. | Defining the Repository, page 16-11 |

Downloading the Upgrade Image

To locate the upgrade files, navigate to the Software Center for WLSE on Cisco.com or use the following URL:

<http://www.cisco.com/kobayashi/sw-center/cw2000/crypto/wlan-sol-eng/>



Note

WLSE update images are subject to import/export regulations on strong encryption. You may be directed to edit your Cisco.com profile to confirm that you are allowed to download such images before you can complete the download.

Download the relevant upgrade files:

- If you are using a local repository on the WLSE, download the zip file, the info file, and the readme to an FTP server. The upgrade zip file and the info file must be in the same directory on the FTP server. *Do not extract the zip file.*
- If you are using a Windows server as a repository, download the zip file and the readme file to the Windows server. *Do not extract the zip file.*

Creating the Repository

Adding files to the repository and deleting files from the repository require the use of CLI commands. For more information on CLI commands, see [Appendix A, “Command Line Interface \(CLI\) Commands.”](#)

The topics in this section are:

- [Creating a Local Repository, page 16-10](#)
- [Creating a Repository on a Windows Server, page 16-11](#)

Creating a Local Repository

To create a local repository on the WLSE:



Note

Your login determines whether you can use this option.

Procedure

- Step 1** Open a [CLI](#) window to the WLSE, using Telnet or [SSH](#).
- Step 2** Specify the FTP site that will be the source of the software updates. Enter the following CLI command:
- ```
repository source ftp://hostname/path
```
- where *hostname* is the name of the remote FTP server and *path* is the directory path on the remote FTP where you placed the zip file and info file.
- Step 3** Find the software you want on the FTP site by entering the following command. This command requires a valid username and password on the remote FTP server.
- ```
repository list remote
```
- Step 4** Download the software to the local repository using the following command. This command requires a valid username and password on the remote FTP server.
- ```
repository add package
```

For example, if the name of the zip file is WLSE-2.13-K9.zip, the *package* is WLSE-2.13-K9.

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## Creating a Repository on a Windows Server

A remote repository can serve as the repository for numerous WLSEs. You can create a repository on a Windows NT, Windows 2000, or Windows XP server.



Note

A remote repository created on a Windows server is temporary; it will not exist after the server reboots.

To set up a Windows server as a remote repository, see the relevant Readme.txt file on Cisco.com at <http://www.cisco.com/kobayashi/sw-center/cw2000/crypto/wlan-sol-eng/>.

## Defining the Repository

By defining the repository, you are telling the WLSE where to look for available software updates.



Note

Your login determines whether you can use this option.

### Procedure

**Step 1** Select **Admin > Appliance > Software > Define Repository**.

**Step 2** To define or redefine the repository, complete the following:

| Text Box    | Description                                                                                                                                                                   |
|-------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Host Name   | Hostname or IP address of the repository. For a local repository, enter <code>localhost</code> . For a remote repository, enter the hostname or IP address of the repository. |
| Port Number | Port number used by the software on the repository. The default port number for a repository is 9851.                                                                         |
| Description | (Optional) Description of the repository.                                                                                                                                     |

**Step 3** Click **Connect to Repository** to verify that the hostname and port number you entered are correct. If the data is incorrect, an error message appears.

**Step 4** Select **Admin > Appliance > Software > Browse Repository** to check the update image.

### Related Topics

- [Installing the Software Upgrade, page 16-12](#)
- [Browsing the Repository, page 16-13](#)
- [Managing WLSE System Software, page 16-7](#)

## Installing the Software Upgrade



### Caution

Before attempting to upgrade WLSE software, see the Readme files associated with the upgrade image in the Software Center on Cisco.com and the *Upgrading the CiscoWorks Wireless LAN Solution Engine, 2.13* on Cisco.com at [http://www.cisco.com/en/US/products/sw/cscowork/ps3915/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps3915/prod_installation_guides_list.html). Some procedures in this section may not be applicable to certain software upgrades.



### Caution

When you update or reinstall software, the WLSE stops and restarts. Therefore, you cannot access the WLSE during a software update, and you must log in again after updating software.



### Note

Your login determines whether you can use this option.

### Procedure

**Step 1** Select **Admin > Appliance > Software > Install Software Updates**. The Install Software Updates window opens and displays information about the WLSE, the currently defined repository, and the compatible software available for updating.

If an error message appears instead, you must define the repository before proceeding (**Admin > Appliance > Software > Define Repository**). For more information, see [Managing the Repository, page 16-9](#).

**Step 2** Select a software version from the Compatible Updates table, Compatible Reinstallations table, or Complete Images table.

These tables display the following information about the software you can install.

| Field        | Description           |
|--------------|-----------------------|
| Name         | Software identifier.  |
| Version      | Version number.       |
| Summary      | Brief description.    |
| Release Date | Release date.         |
| Details      | Detailed description. |

**Step 3** To view details on an image in the table, click **README** in the Details field.

**Step 4** To begin the installation, make a selection from the Compatible Updates table, Compatible Reinstallations table, or Complete Images table.

**Step 5** To install the selected software, click **Install**. The Install Software Updates window opens.

**Step 6** Click **Confirm** to continue the installation. Click **Cancel** to cancel the installation.

**Step 7** When the installation is complete, the WLSE will be unavailable for a few minutes while it restarts. If the Appliance Update window reappears, click the **Cancel** button to remove it.

- Step 8** To view details of the installation after the installation is complete, select **Admin > Appliance > Software > Status > View Log**.

#### Related Topics

- [Managing the Repository, page 16-9](#)
- [Viewing Status of Installed Software, page 16-8](#)
- [Viewing Software Update History, page 16-14](#)
- [Browsing the Repository, page 16-13](#)
- [Managing WLSE System Software, page 16-7](#)

## Browsing the Repository

You can browse the available complete images and software upgrades on the repository using this option.



**Note** A [repository](#) must be defined before you can browse software. To create and define a repository, see [Managing the Repository, page 16-9](#).



**Note** Your login determines whether you can use this option.

#### Procedure

- Step 1** Select **Admin > Appliance > Software > Browse Repository**.  
Information about the defined repository is displayed.  
If an error message appears instead, you must define the repository before proceeding (**Admin > Appliance Software > Define Repository**). For more information see [Managing the Repository, page 16-9](#).
- Step 2** To view detailed information about a complete image or update, click **README** in the Complete Images table or Updates table. These tables display the following about all the software available on the repository:

| Field          | Description                                                   |
|----------------|---------------------------------------------------------------|
| Name           | Software identifier.                                          |
| Version        | Version number.                                               |
| Appliance Type | The appliance type that the software is designed for.         |
| Release Date   | Release date.                                                 |
| Summary        | Brief description.                                            |
| Details        | Detailed description. Click <b>README</b> to display details. |

**Related Topics**

- [Managing the Repository, page 16-9](#)
- [Installing the Software Upgrade, page 16-12](#)
- [Managing WLSE System Software, page 16-7](#)

## Viewing Software Update History

This window shows only the update history, not a history of installed images. When you install a complete new image, the previous update history is erased.

**Note**

Your login determines whether you can use this option.

**Procedure**

- Step 1** Select **Admin > Appliance > Software > Software Update History**. The following information is displayed:

*Table 16-4 Software Update History Window*

| Field        | Description                                                                                                                                                                                      |
|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Name         | Software identifier.                                                                                                                                                                             |
| Version      | Software version.                                                                                                                                                                                |
| Summary      | Summary of the installed software.                                                                                                                                                               |
| Install Date | Date and time (UTC) the software was installed.                                                                                                                                                  |
| Status       | Status of the installed software.                                                                                                                                                                |
| Status       | The status of the installation:<br>Success—Software was installed with no errors.<br>Warning—Software installed successfully with minor errors.<br>Error—Software installation was unsuccessful. |
| Details      | The detailed install log for this installation, including warning and error messages.                                                                                                            |

- Step 2** Click **View Log** in the Details field to view the detailed installation log (install.log file).

**Related Topics**

- [Viewing Status of Installed Software, page 16-8](#)
- [Managing WLSE System Software, page 16-7](#)

## Viewing Software Update Logs

The WLSE maintains the following software update logs:

- ciscoinstall.log

- dataUpdate.log
- install.log
- updateWLSE-x.x.x.log

To view these logs, select **Admin > Appliance > Status > View Log File**. Some of these logs are not listed until you have performed an update of WLSE software. For information on these logs, see [Using WLSE Log Files, page 16-4](#).

## Managing Security

You can manage the WLSE's by using the options under **Admin > Appliance > Security**:

- **Authentication Modules**—Set up the authentication module to be used (see [Using an Authentication Module, page 16-16](#)).
- **SSL (HTTPS)**—Obtain a permanent, signed Certificate Signed Request for secure Web access (see [Managing SSL \(HTTPS\), page 16-18](#)).
- **Telnet and SSH**—Configure Telnet and **SSH** settings (see [Enabling Telnet and Selecting SSH Type, page 16-19](#)).
- **Last 10 Logins**—View information about the last 10 users who have logged on to the WLSE (see [Viewing the Last 10 Logged-On Users, page 16-19](#)).

### Related Topics

[Overview: Security, page 16-15](#)

## Overview: Security

The WLSE provides the following security features:

- Optional secure connection through the Web browser—See [Managing SSL \(HTTPS\), page 16-18](#).
- Connection through the **CLI** via Telnet or SSH—See [Enabling Telnet and Selecting SSH Type, page 16-19](#).
- Authentication through the local database or alternative authentication services—See [Using an Authentication Module, page 16-16](#) and [Managing User Accounts, page 16-51](#).
- Flexible user access to managed devices and WLSE services through configurable roles—See [Managing Roles, page 16-49](#).

## Overview: Authentication Modules

The WLSE provides a mechanism for authenticating users through the local authentication module and a local database of user IDs and passwords. Many network managers, however, already have an authentication service. To use your own authentication service instead of the local module, you can select one of the alternative modules:

- TACACS+
- RADIUS

**Note**

For any of the alternative modules listed above, if you select the **No Failover** option for authentication (**Admin > Appliance > Security > Authentication Modules**), the alternative authentication service only is used *and if the alternative authentication service is unavailable, no one will be able to log in to WLSE.*

**Note**

WLSE does not support MS NT Domain authentication.

After you select and configure a module, all authentication transactions are performed by the authentication service associated with that module. Users log in with the user ID and password associated with the current authentication module.

You must create all user roles on the Local authentication module. The WLSE ships with 4 default roles that you can use. If you want to create additional roles, you must define them locally. For more information about user roles, see [Managing Roles, page 16-49](#).

To configure WLSE using ACS as a TACACS+/RADIUS authentication module, see *Configuring the CiscoWorks Wireless LAN Solution Engine TACACS+/RADIUS Authentication Using Cisco Secure ACS* on [www.cisco.com](http://www.cisco.com):

[http://www.cisco.com/en/US/products/sw/cscowork/ps3915/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps3915/products_installation_and_configuration_guides_list.html)

**Related Topics**

- [Using an Authentication Module, page 16-16](#)
- [Managing GUI Users, page 16-49](#)

## Using an Authentication Module

You can use an existing RADIUS or TACACS+ authentication server to authenticate WLSE users by selecting and configuring the appropriate WLSE authentication module.

To configure an authentication module for users logging in to the CLI via Telnet or SSH, use the **auth** CLI command.

After you change the authentication module, you do not have to restart the WLSE. Changing the module does not affect users who are currently logged on. Users who log on after the change use the new module.

In WLSE releases prior to release 2.13, if you used an alternative authentication service, all users had to be in the local database of users. That is, for each user of the WLSE, you had to have a local user account matching the name of the user on the external authentication server. However, starting with WLSE 2.13, if you assign roles on the alternative authentication service, you do not have to create local user accounts.

Depending on the type of authentication server you use, you assign roles on the remote server in different ways as shown in the following table.

| For Server Type | You must                                                                                                  |
|-----------------|-----------------------------------------------------------------------------------------------------------|
| RADIUS          | Configure the attribute <i>cisco-av-pair</i> with the following attributes:<br>WLSE:groups="System Admin" |
| TACACS+         | Create a new service with the following attributes:<br>cmd=groups<br>cmd-arg="Role Name"                  |

To configure WLSE using ACS as a TACACS+/RADIUS authentication module, see *Configuring the CiscoWorks Wireless LAN Solution Engine TACACS+/RADIUS Authentication Using Cisco Secure ACS* on [www.cisco.com](http://www.cisco.com):

[http://www.cisco.com/en/US/products/sw/cscowork/ps3915/products\\_installation\\_and\\_configuration\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps3915/products_installation_and_configuration_guides_list.html)

Authentication is performed on the WLSE by enforcing the roles configured on the CiscoSecure ACS server, if you have configured it; otherwise, local user accounts are used. For information on adding users to the local database, see [Managing GUI Users, page 16-49](#).



**Note**

Your login determines whether you can use this option.

**Procedure**

- Step 1** Select **Admin > Appliance > Security > Authentication Modules**.
- Step 2** Select an authentication module from the Select Module drop down list, then click **Submit**.
- Step 3** Enter the following data.

**Table 16-5 Authentication Modules**

| Module        | Parameters and Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Local         | Use local user authentication only. This is the default setting. No configuration required.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>RADIUS</b> | <p>Primary Server and Secondary Server—IP addresses or device names of the primary and secondary authentication servers. A secondary server is optional.</p> <p>Shared Secret—Secret key.</p> <p>Failover —If the remote authentication server becomes unreachable, local authentication is used.</p> <p>No Failover Authentication—By default, this option is not selected. If you select this option, the alternative authentication service only is used <i>and if the alternative authentication service is unavailable, no one will be able to log in to WLSE</i>.</p> <p>Local—Either local authentication or the alternative authentication service is used. If you defined a different password for local authentication and for the alternative authentication service, either will work.</p> |

Table 16-5 Authentication Modules

| Module  | Parameters and Notes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TACACS+ | <p>Primary Server and Secondary Server—IP addresses or device names of the primary and secondary authentication servers. A secondary server is optional.</p> <p>Shared Secret—Secret key.</p> <p>Failover —If the remote authentication server becomes unreachable, local authentication is used.</p> <p>No Failover Authentication—By default, this option is not selected. If you select this option, the alternative authentication service only is used <i>and if the alternative authentication service is unavailable, no one will be able to log in to WLSE.</i></p> <p>Local—Either local authentication or the alternative authentication service is used. If you defined a different password for local authentication and for the alternative authentication service, either will work.</p> |

Step 4 Click **Submit** to save your changes.

#### Related Topics

- [Overview: Authentication Modules, page 16-15](#)
- [Setting Up TACACS+ or RADIUS Authentication for CLI Login, page 17-4](#)

## Managing SSL (HTTPS)

SSL (secure socket layer) protocol provides a secure connection between Web clients and the WLSE. When you initially set up the WLSE, normally, an unsigned certificate and a CSR (Certificate Signed Request) are automatically generated and SSL is enabled. The unsigned certificate expires in one year. To obtain a permanent, signed certificate, use the following procedure.



#### Note

If you did not generate an unsigned certificate during initial installation and setup of the WLSE, you must log in to the CLI and use the **mkcert** command to generate an unsigned certificate, then log back in to the Web interface to complete the procedure for enabling SSL.



#### Note

Your login determines whether you can use this option.

#### Procedure

- Step 1 Select **Admin > Appliance > Security > SSL (HTTPS)**.
- Step 2 Click **View CSR**. The encrypted CSR is displayed.
- Step 3 Copy the encrypted CSR (between the *begin* and *end* lines). Send the CSR to a certificate authority (such as Verisign), following the authority's procedure.
- Step 4 When you receive the signed certificate:
  - a. Copy it into an ASCII file on a client system.

- b. On the same client, select **Admin > Security**.
  - c. Under SSL (HTTPS), type the path to the signed certificate or click **Browse** to locate the file, then click **Submit Certificate**.
  - d. To use the new certificate, you need to restart the WLSE by logging on through the **CLI**, running the **services stop** command to stop the system, then running the **services start** command to restart the system.
- Step 5** You should block logins on the regular HTTP port (1741):
- a. Log in to the WLSE by using the console or by using Telnet or SSH.
  - b. Enter the following CLI command:
 

```
firewall eth0 1741
```
- Step 6** To establish a connection to the WLSE by using SSL, use the prefix https instead of http when entering the URL into the browser and do not append a port number to the URL.

## Enabling Telnet and Selecting SSH Type

Telnet can be used for connecting to the WLSE through the **CLI**. By default, Telnet is disabled, which prevents unsecure connections through the CLI.

SSH is enabled by default. SSH provides a secure Telnet connection, encrypting all traffic, including passwords. By default, both SSH1 and SSH2 are used.



**Note** Your login determines whether you can use this option.

### Procedure

- Step 1** Select **Admin > Appliance > Security > SSH and Telnet**.
- Step 2** To change the type of SSH used, select the desired SSH version from Select Protocol, then click **Change Protocol**.
- Step 3** To enable or disable Telnet, make a selection from Telnet, then click **Configure**. Changes occur immediately.

## Viewing the Last 10 Logged-On Users

To view information about the last 10 users who have logged on to the WLSE:



**Note** Your login determines whether you can use this option.

### Procedure

- Step 1** Select **Admin > Appliance > Security > Last 10 Logins**.

The Last 10 Logins table shows the following information for the last 10 logins:

| Field           | Description                                             |
|-----------------|---------------------------------------------------------|
| Login Name      | User's login name.                                      |
| Logged In Since | Date and time the user logged in (UTC).                 |
| IP Address      | IP address of the system from which the user logged in. |
| Associated role | Role assigned to the user.                              |

## Backing Up and Restoring Data

Backup and restore allows you to backup the WLSE's configuration and restore it if necessary.



### Caution

You cannot restore a backup from a WLSE running pre-release (beta) software to a WLSE running released software.

The following options are provided for backup and restore:

- **Configure**—You must set the backup location before you can run backups (see [Specifying the Backup Location, page 16-21](#)).
- **Backup**—Schedule a backup of WLSE data or run an immediate backup (see [Scheduling and Running Backups, page 16-23](#)).
- **Restore**—Restore an available backup image (see [Restoring Data, page 16-24](#)).
- **Backup log**—The backup log (backup.log) appears after you back up WLSE data, restore data, or when you test the reachability of the backup location. To view the backup log, select **Admin > Appliance > Status**. For information on logs, see [Using WLSE Log Files, page 16-4](#). To clear the backup/restore log (which can become very large), see [Clearing the Backup/Restore Log, page 16-23](#).

### Related Topics

- [About Backup and Restore, page 16-20](#)
- [Backing Up and Restoring via CLI, page 17-5](#)

## About Backup and Restore

Backing up the WLSE saves its configuration data in case you need to restore the data. The backup operation backs up the entire WLSE database and configuration, which includes appliance setup, fault and performance data, device credentials, WLSE users, configuration templates, user-created groups, and jobs.

Backups are typically done on a regular basis (for example, weekly). However, you may choose to back up infrequently and use one or more of the data export mechanisms to gather interesting data from the WLSE.

The backup operation may take some time depending on the size of the database: the larger the database, the more the backup time will be required.

The restore operation includes all the information in the backup, including the information entered during initial configuration of the WLSE (setup program).

The restore process disrupts normal WLSE operation because the process shuts down the WLSE internal database and then restarts it.

You can restore data backed up on one WLSE to another WLSE. For information on restoring from one WLSE to another, see [Copying Configuration Data from One WLSE to Another, page 16-25](#).

## Specifying the Backup Location

You must set the backup location before you can run backups. The backup location must be an FTP or SCP server.

Please observe the following cautions about the backup location:

- Backup has only been tested on the standard Windows 2000, Windows XP, and Unix FTP and SCP servers. Therefore, only these servers are explicitly supported for WLSE backups. However, any server that uses standard FTP or SCP commands and protocol should work.
- Make sure the target FTP or SCP directory has enough free space, especially if you are running frequent backups. If there is not enough space, the backup may fail or the backup data may be corrupted.
- If you are using a Windows 2000 or Windows XP server as the backup location, you must configure the server for UNIX directory mode. See [Configuring a Windows System as a Backup Location, page 16-22](#).
- SCP uses keys to identify the remote host and stores these keys on the WLSE. If the key on the remote host changes, the backup cannot be transferred. If you know that a key was legitimately changed on the remote host, you can use the **clearbackuphosts** CLI command to clear the stored keys. After that, the new keys can be stored.



Note

---

Your login determines whether you can use this option.

---


### Procedure

---

**Step 1** Select **Admin > Appliance > Backup and Restore > Configure**.

**Step 2** Enter the following data:

| Field           | Description                                                                                                                                                                                                                                                                                  |
|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Hostname/IP     | Hostname or IP address for the backup location.                                                                                                                                                                                                                                              |
| Username        | Valid username on the backup location.                                                                                                                                                                                                                                                       |
| Password        | Valid password on the backup location.                                                                                                                                                                                                                                                       |
| Verify Password |                                                                                                                                                                                                                                                                                              |
| Timeout         | Timeout value, in seconds, for backup jobs. The default value is 7200 seconds. You can specify any value between 3600 and 43200 seconds. For large backup or restore jobs, you might need to increase this value. If you get a timeout error in the backup.log, increase this timeout value. |

| Field               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Path (Optional)     | <p>Path to the backup location. When specifying the path on a Windows 2000 or Windows XP server:</p> <ul style="list-style-type: none"> <li>• Use either forward slashes (/) or backslashes (\) as directory separators.</li> <li>• Do not include the drive specifier; for example, c:\.</li> <li>• Path is relative to the ftp root.</li> <li>• Backup mechanism can create multiple directory levels for you.</li> </ul> <p> <b>Note</b> To specify a backup directory, you must specify a timeout value.</p> |
| Use Secure Transfer | <p>Select this to use secure copy (SCP) to move the backup files to the remote host. SCP is based on SSH.</p> <p>SCP uses keys to identify the remote host and stores these keys on the WLSE. If the key on the remote host changes, the backup cannot be transferred. If you know that a key was legitimately changed on the remote host, you can use the <b>clearbackuphosts</b> CLI command to clear the stored keys. After that, the new keys can be stored.</p>                                                                                                                              |

- Step 3** Click **Save**, or click **Erase** to clear your entries or remove the previously configured backup location.
- Step 4** Click **Test** to verify that the backup location is reachable and is configured as an FTP server.  
The message “Test OK” should be displayed. Any other response indicates a problem with the backup.
- Step 5** Click **Clear Log** to delete from the View Log File window the backup.log file that was created after the previous backup or restore operation.

#### Related Topics

- [Scheduling and Running Backups, page 16-23](#)
- [Restoring Data, page 16-24](#)
- [Configuring a Windows System as a Backup Location, page 16-22](#)
- [About Backup and Restore, page 16-20](#)
- [Backing Up and Restoring via CLI, page 17-5](#)

## Configuring a Windows System as a Backup Location

You can use a Windows 2000 Server, Advanced Server, or Windows XP Professional system as a backup location. Before use, the system be configured as follows.



**Note** Your login determines whether you can use this option.

---

### Procedure

- Step 1** On the server, select **Start > Programs > Administrative Tools > Internet Services Manager**.  
If this option is not available on the server, first enable it as follows:
- Select **Start > Settings > Control Panel > Add/Remove Programs**.
  - On the left side of the Add/Remove window, click **Add/Remove Windows Components**. The Windows Components wizard starts.
  - Select Internet Information Services, then click **Next**.
- Step 2** Right-click the FTP site for which you want to set the directory output style, then select **Properties**.
- Step 3** Select FTP Service from the Master Properties list and click **Edit**.
- Step 4** Select the Home Directory property sheet:
- Select **Write** under FTP Site Directory.
  - Select **UNIX** under Directory Listing Style.
  - Click **OK**.
- 

## Clearing the Backup/Restore Log

To remove the backup.log file from the View Log File window, select **Admin > Appliance > Backup and Restore > Configure**. Then, click **Clear Log**. This removes from the View Log File window the file created by the last backup or restore operation. This log file is called backup.log.

## Scheduling and Running Backups

Data backed up includes role and user information, discovery configuration information, and other configuration information. The following procedure includes a verification step; it is recommended that you always verify that the backup succeeded. You can run an immediate backup or schedule regular backups.

Before scheduling backups, verify that the system time is set correctly. To set the system time, see [Set the Current Local and UTC Time, page 16-43](#).




---

**Note** Normal operations continue during backup.

---




---

**Note** You should perform a backup whenever you add users.

---




---

**Note** Your login determines whether you can use this option.

---

### Procedure

- 
- Step 1** Select **Admin > Appliance > Backup and Restore > Backup**.

If the message “Backup/restore is not configured” appears, you must specify the backup location. Select **Admin > Appliance > Backup and Restore > Configure**. For more information, see [Specifying the Backup Location, page 16-21](#).

**Step 2** To run an immediate backup, click **Backup Now**.

**Step 3** To schedule automatic backups:

a. Enter the start date and time:

- Select Every Month or a specific month.
- Select Every Day, a day of the week, or a day of the month.
- Select the time as hours (24-hour clock) and minutes (5-minute increments).

b. Click **Schedule Backup**.

**Step 4** To cancel a scheduled backup, click **Remove Scheduled Backup**.

**Step 5** There are several ways to verify that the backup succeeded:

- Check the log file under backup.log file under **Admin > Appliance > Status > View Log File**.
- Select **Admin > Appliance > Backup and Restore > Restore**. The backup image should be listed in the Available Images list. Click **Cancel**.
- Log in to the backup location system and verify that there is a backup directory containing *WLSE hostname\_date\_time.inf* and *WLSE hostname\_date\_time.tar* files.

#### Related Topics

- [Restoring Data, page 16-24](#)
- [About Backup and Restore, page 16-20](#)
- [Backing Up and Restoring via CLI, page 17-5](#)

## Restoring Data



### Caution

If you are restoring a backup on a WLSE that is configured for redundancy, see the special instructions in [Backing Up and Restoring on Redundant WLSEs, page 16-37](#).

After you click **Restore** and **OK** in the following procedure, the following occur in sequence:

1. The WLSE shuts down automatically.
2. The data is restored.
3. The WLSE reboots.



### Note

Your login determines whether you can use this option.

#### Procedure

To restore the WLSE’s configuration data from a backup:

**Step 1** Select **Admin > Appliance > Backup and Restore > Restore**.

If the message “Backup/restore is not configured” appears, you must specify the backup location. Select **Admin > Appliance > Backup and Restore > Configure**. For more information, see [Specifying the Backup Location, page 16-21](#).

- Step 2** From the Available Images list, select a backup image. Images are listed by WLSE hostname and date and time of backup.
- Step 3** Click **Restore Appliance Network Information** if you want to restore the following information that is stored in flash memory:
- Network information—WLSE hostname, IP address, domain name, name servers, NTP server, and firewall settings.
  - Users’ CLI privileges.

**Caution**

Deselect **Restore Appliance Network Information** if you are restoring a backup created on another WLSE. For more information on restoring from one WLSE to another, see [Copying Configuration Data from One WLSE to Another, page 16-25](#).

**Step 4** Click **Restore**. The Restore Backup window opens.

**Step 5** Click **OK**.

Result: The WLSE shuts down, the data is restored, then the WLSE restarts.

**Related Topics**

- [Scheduling and Running Backups, page 16-23](#)
- [Specifying the Backup Location, page 16-21](#)
- [About Backup and Restore, page 16-20](#)
- [Backing Up and Restoring via CLI, page 17-5](#)

## Copying Configuration Data from One WLSE to Another

You can back up data from one WLSE and copy it to another by using the backup and restore features. If you are replacing one WLSE with another, see the instructions in [Installing a Replacement WLSE, page 17-8](#).

- Step 1** Back up the data on the source WLSE. For more information, see [Backing Up and Restoring Data, page 16-20](#).
- Step 2** If you have installed a new WLSE and have not configured it yet, complete the initial configuration. For information on the setup program and initial configuration, see relevant installation guide for your WLSE hardware.
- Step 3** Restore configuration data to the destination WLSE, using the backup you made in Step 1.

**Caution**

Be sure to deselect **Restore Appliance Network Information**. Otherwise, the network information in flash memory will be overwritten and you will have to erase the WLSE’s configuration and run the setup program.

For more information on restoring backups, see [Restoring Data, page 16-24](#).

#### Related Topics

[Copying Configuration Data to another WLSE via CLI, page 17-9](#)

## Managing WLSE Master Configuration Files (WLSE Express Only)

Using this option, you can create master configuration files that contain the current basic configuration data of a [WLSE Express](#) and use these files to configure other WLSEs.

For more information on the content of the master configuration files, see [About the Master Configuration Files, page 16-27](#).

Use the following procedure to create WLSE configuration files and download them from the WLSE to a TFTP server.

For details on the contents of the configuration files, editing the .xml file, parameters that can be saved, and procedures for using the master configuration to configure other WLSEs, see the *Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine Express, Release 2.13* on Cisco.com.



#### Note

Your login determines whether you can use this option. This option is available on the WLSE Express only.

#### Procedure

- Step 1** To create configuration files:
- Configure the current (reference) WLSE with the data you want to save.
  - Select **Admin > Appliance > Master Configuration**.
  - Enter a filename in the Filename field.
  - Click **Create New Config**.  
Result: The types of data you can include in the configuration files are displayed.
  - Select the data that you want to save. See [Table 16-6 on page 16-26](#) for more information about the data that is saved.
  - Click **Create Config**.  
Results: The .xml, .info, and .dat files are created and combined into a tar archive and stored on the WLSE. The name of the archive and the date it was created are added to the Saved Configurations list.

**Table 16-6** Data Saved in the Master Configuration Files <sup>1</sup>

| Type   | Parameters                     | In .xml File | In .dat File |
|--------|--------------------------------|--------------|--------------|
| Faults | Default fault profile settings |              | X            |
|        | Notification settings          | X            |              |

Table 16-6 Data Saved in the Master Configuration Files (continued)<sup>1</sup>

| Type                     | Parameters                                                          | In .xml File | In .dat File |
|--------------------------|---------------------------------------------------------------------|--------------|--------------|
| <b>Discover</b>          | Discovery schedule, including seed devices and CDP distance setting | X            |              |
|                          | Device credentials                                                  | X            |              |
|                          | Advanced options (auto-manage, DNS lookup, and name format)         | X            |              |
|                          | Inventory polling parameters                                        | X            |              |
|                          | AAA server monitoring                                               | X            |              |
|                          | Client tracking enable                                              | X            |              |
| <b>Rule Based Groups</b> | User-defined rule-based groups                                      |              | X            |
| <b>Configure</b>         | Templates <sup>2</sup>                                              | X            | X            |
|                          | Startup configuration assignments                                   | X            |              |
|                          | Auto-managed template assignments                                   | X            |              |
| <b>Admin</b>             | Appliance Settings (redundancy, splash screen)                      | X            |              |
|                          | User role definitions                                               |              | X            |
|                          | Users                                                               | X            |              |
| <b>Radio Management</b>  | AP locations                                                        | X            |              |
|                          | Radio management configuration                                      | X            |              |

1. For parameters that cannot be saved from the UI, you can add CLI commands to the .xml file. For example, settings for the internal AAA server are not saved from the UI.

2. Any custom commands in templates are saved to the .xml file. Template settings made from the UI are saved in the .dat file.

**Step 2** To download the archive to your desktop:

- a. Select a configuration from the Saved Configurations list.
- b. Click **Download**.
- c. Specify the location, then download the file.

**Step 3** To delete a saved configuration file from the WLSE, select the file from the Saved Configurations list and click **Delete**.

### Related Topics

[About the Master Configuration Files, page 16-27](#)

## About the Master Configuration Files

When you use the Master Configuration option, 3 files are created and combined into a tar archive. For example, if you specify the filename “config,” a tar archive called myconfig.tar is created. The archive contains the following files:

- config.xml—This file contains most of the WLSE configuration parameters in XML format, as shown in [Table 16-6 on page 16-26](#). You can edit this file.

The following parameters must be manually added to the .xml file as CLI commands:

- AAA Administration parameters (internal AAA server)
- Most of the settings in the Appliance subtab

You can also add other WLSE CLI commands to the .xml file.

For information on editing the .xml file, see the *Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine Express, Release 2.13*.

- config.dat—This file contains parameters that are saved as binary data, as shown in [Table 16-6 on page 16-26](#). This file cannot be edited.
- config.info—This file contains information about the other two files and identifies the tar file as a valid WLSE configuration.

Configuration files can be automatically downloaded to WLSEs by storing the file on a TFTP server and using DHCP to download the file. For more information on this method of configuring WLSEs, see the *Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine Express, Release 2.13* on Cisco.com at

[http://www.cisco.com/en/US/products/ps6379/prod\\_installation\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps6379/prod_installation_guides_list.html).

## Managing WLSE Redundancy

The redundancy feature allows you to enable high availability through a two-node cluster of WLSEs. If the WLSE designated as the primary node fails, fail-over occurs automatically to the secondary node. If, subsequently, the primary node is back in service and the secondary node fails, failback occurs to the primary node.

Configurable periodic synchronizations between primary and secondary nodes ensure that any data or configuration loss is minimal. During failover, all users are logged out and must log back in.



Tip

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To force fail over from the active node to the standby node, see [Performing Manual Failover to the Standby Node, page 16-36](#).

---

Before enabling redundancy, see [Redundancy Requirements, page 16-29](#) for hardware and configuration prerequisites.

For details on how redundancy works, see [About Redundancy, page 16-30](#).

You can use the redundancy options to:

- Enable redundancy—See [Configuring Redundancy, page 16-32](#).
- Check redundancy settings—See [Checking Redundancy Settings, page 16-35](#).
- View the log of redundancy events—See [Viewing the Redundancy Event Log, page 16-36](#).

### Related Topics

- [About Redundancy, page 16-30](#)
- [Redundancy Requirements, page 16-29](#)
- [Redundancy Email Messages, page 16-31](#)
- [Performing Manual Failover to the Standby Node, page 16-36](#)
- [Upgrading Software on Redundant WLSEs, page 16-37](#)
- [Replacing a Node, page 16-37](#)
- [Backing Up and Restoring on Redundant WLSEs, page 16-37](#)

- [Changing the Web Timeout Period on Redundant Nodes, page 16-38](#)
- [Controlling Access via HTTP/HTTPS on Redundant Nodes, page 16-38](#)

## Redundancy Requirements

Following are the hardware, software, and network requirements for WLSE redundancy:

- You must have two operating WLSEs, which are installed and operating on the network.
- Both WLSEs must be running the same software version (2.9 or later).
- Both WLSEs must be the same hardware type:
  - You can pair two WLSE 1130 or WLSE 1130-19 systems.
  - You can pair two WLSE 1030 systems. This is the hardware type for the [WLSE Express](#).
- Both systems must be in the same IP subnet and connected to the same router.
- You must have a static (non-DHCP) IP addresses assigned to each node. These addresses are entered in the configuration screen.
- You must have a virtual IP address (VIP) for Ethernet interface eth0. This address is also entered in the configuration screen. If the nodes are of the WLSE 1130 series (which have two interfaces), you should enter a different virtual IP address for eth1. However, the VIP for eth1 is optional if redundancy functions will not be used via the eth1 interface. The VIP is a static (non-DHCP) address that must be officially allocated by your site's network administrator. The VIP must be in the same subnet as the base interface. That is, the VIP for eth0 must be in the same subnet as the IP address for eth0, and the VIP for eth1 must be in the same subnet as the IP address for eth1.

When the WLSEs are operating as a redundant pair, the VIP address is always assigned to the active node. If there is a failover, the VIP address moves to the new active node. All accesses to the redundant pair are performed by using the VIP address, so after a failover occurs, the active node always responds when addressed by the VIP address. Users can always use the VIP address to connect to the active node.

- Ethernet interface eth0 on both WLSEs must be in the same subnet. If ethernet interface eth1 is in use on both WLSEs, eth1 on both WLSEs must be in the same subnet. You can use either ethernet interface for redundancy.
- Both WLSEs must be using the same HTTP port. The default port is 1741. You can set this port to 1741 or 80 by using the **http-server port** CLI command. For more information, see [http-server, page A-21](#).
- The password for the [admin](#) user must be the same on both WLSEs.



---

**Note** Any modifications to the admin user must be made on the *active* WLSE, and the change are propagated to the standby WLSEs. Any modifications you make to the admin user are rejected unless *both* WLSEs (active and standby) are operational.

---

- The mail route must be configured if you want to receive email notification of redundancy events. You can set the mail route by using the **mailroute** CLI command or by setting the mail route in Web interface (see [Configuring the Mail Route, page 16-45](#)).
- All redundancy users must have the Redundancy User ID role (**Admin > User Admin > Manage Roles**). For more information about users roles, see [Managing Roles, page 16-49](#).

**Note**

If you use a RADIUS authentication server, you must log on to both WLSEs at least once before you can configure redundancy.

## About Redundancy

Redundancy is achieved by configuring a cluster of two WLSEs. One WLSE is in active mode, performing all normal WLSE functions. The other WLSE is in warm standby; that is, the system is up but no WLSE applications are running and only certain diagnostic operations are allowed.

The user interface on the standby node is restricted. The only features displayed are the Admin tab and the Appliance subtab. This prevents users from accidentally using the standby node for other operations.

For more information, see the following topics:

- [Redundancy Configuration, page 16-30](#)
- [Status Checking, page 16-30](#)
- [Failover, page 16-30](#)
- [Messages and Troubleshooting, page 16-31](#)
- [Changes in Certain Functions under Redundancy, page 16-31](#)

## Redundancy Configuration

Redundancy can only be configured in the Web interface. However, after you have configured it, you can enable or disable redundancy by using the redundancy CLI command.

All redundancy configuration is performed on the primary node, which becomes the active WLSE after you set up redundancy. This configuration, plus all other data, is copied to the secondary node (the standby WLSE) automatically. Periodically, incremental changes are applied to the standby to keep it synchronized with the active node.

## Status Checking

Under redundancy, the nodes synchronize with each other, the standby node checks the active node, and the active node checks itself.

Synchronization and checking intervals are configurable by the administrator. The minimum amount of time between data synchronizations is 15 minutes, and the maximum is 5 hours. The frequency of checks made to ensure that each node is functioning is from 15 seconds and 5 minutes.

If the system checks fail repeatedly on the active node, data will be synchronized with the standby node. Then the standby will become active and the original active node will reboot. This failover will not occur if the active node cannot reach the standby node. In that case, the active node will remain up and running until the standby comes back online.

## Failover

If the active node goes down or experiences a transient failure, all users are logged out and must log back in. No matter which node is active, users always log in to the same IP address, called the virtual IP.

When the formerly active node comes back into service, it automatically becomes the standby node. If both WLSEs go down, the current active node may become the standby node if the standby node restarts first.

In case of failover, a small amount of data that has not been committed to the standby will be lost. The amount of potential data loss is limited to the data accumulated during the interval between synchronization of the two nodes. It will take a few minutes for the standby node to become active after it detects that the other node has failed.

## Messages and Troubleshooting

Redundancy troubleshooting messages are logged to the redundancy.log file. System checks are logged to the systemCheck.log file. You can access these logs from **Admin > Appliance > Status**.

All significant redundancy events since the WLSE was started are logged to the redundancy event log. You can access the event log from **Admin > Appliance > Redundancy > Event Log**.

To troubleshoot a node, log in using the real IP address, instead of the virtual IP address.

## Changes in Certain Functions under Redundancy

Certain WLSE functions require special treatment on a redundant cluster. See the following:

- [Upgrading Software on Redundant WLSEs, page 16-37](#)
- [Replacing a Node, page 16-37](#)
- [Backing Up and Restoring on Redundant WLSEs, page 16-37](#)
- [Changing the Web Timeout Period on Redundant Nodes, page 16-38](#)
- [Controlling Access via HTTP/HTTPS on Redundant Nodes, page 16-38](#)

### Related Topics

- [Redundancy Requirements, page 16-29](#)
- [Redundancy Email Messages, page 16-31](#)
- [Performing Manual Failover to the Standby Node, page 16-36](#)

## Redundancy Email Messages

The messages sent by the redundancy module are described in [Table 16-7 on page 16-31](#). The sender of all messages is `WLSE@ip_address`, where `ip_address` is the IP address of the WLSE that is sending the message.

These messages are logged in the redundancy.log file. For information on viewing this and other WLSE logs, see [Using WLSE Log Files, page 16-4](#).

**Table 16-7** Redundancy Email Messages

| Email Subject                                                   | Meaning                                                                                  |
|-----------------------------------------------------------------|------------------------------------------------------------------------------------------|
| Lost connectivity with standby on <code>ip_address</code> .     | Standby node is down.                                                                    |
| Regained connectivity with standby on <code>ip_address</code> . | Standby node is up.                                                                      |
| Lost connectivity with <code>ip_address</code> .                | Node is down.                                                                            |
| Redundancy active mode.                                         | WLSE that sent this message is now active; that is, the WLSE is providing WLSE services. |
| Redundancy standby mode.                                        | WLSE that sent this message is now in standby mode.                                      |

Table 16-7 Redundancy Email Messages (continued)

| Email Subject                                                          | Meaning                                                                                                                                    |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Lost connectivity with router.                                         | WLSE that sent this message was unable to ping the default router.                                                                         |
| Regained connectivity with router.                                     | WLSE that sent this message is now able to ping the default router.                                                                        |
| Data may not have been successfully restored from active.              | Standby WLSE detected failure of active WLSE and is becoming active before it successfully synchronized with the active node.              |
| Redundancy turned off.                                                 | Redundancy has been disabled.                                                                                                              |
| Failed to ship database file.                                          | Active WLSE failed to synchronize database data with the standby (probably caused by standby node failure).                                |
| Failed to ship config file.                                            | Active WLSE failed to synchronize configuration data with the standby (probably caused by standby node failure).                           |
| Failed to ship transaction log file.                                   | Active WLSE failed to synchronize database data with the standby (probably caused by standby node failure).                                |
| DB restore failed. Will reinitialize the DB on <i>ip_address</i> .     | Standby node failed to apply data received from active and will attempt to reinitialize and reboot and try the data synchronization again. |
| DB rollforward failed. Will reinitialize the DB on <i>ip_address</i> . | Standby node failed to apply data received from active and will attempt to reinitialize and reboot and try the data synchronization again. |
| System check failed on <i>ip_address</i> for reason: <i>reason</i> .   | System check failure.                                                                                                                      |

**Related Topics**

- [About Redundancy, page 16-30](#)
- [Redundancy Requirements, page 16-29](#)
- [Performing Manual Failover to the Standby Node, page 16-36](#)
- [Upgrading Software on Redundant WLSEs, page 16-37](#)
- [Replacing a Node, page 16-37](#)
- [Backing Up and Restoring on Redundant WLSEs, page 16-37](#)

**Configuring Redundancy**

Initial redundancy configuration is performed on the whichever WLSE is to be designated as primary. After configuration, the primary node becomes the active node.

Subsequent configuration changes can be done on whichever WLSE is in active mode, but the node IP addresses should remain the same as when they were initially configured. If you need to change the IP addresses, first turn redundancy off, then configure the node IP addresses.

**Caution**

When you enable and configure redundancy, all data on the standby system will be lost. Immediately after you complete the configuration and indicate that you wish to apply your changes, the active system is synchronized with the standby system. Thus, any existing data on the standby system is replaced by data from the active system.

**Note**

Your login determines whether you can use this option.

**Procedure**

- Step 1** Make sure that all prerequisites are met. See [Redundancy Requirements, page 16-29](#).
- Step 2** Log in to the primary node, which is the WLSE that will be active (that is, providing management services).
- Step 3** Select **Admin > Appliance > Redundancy > Manage Redundancy**.
- Step 4** To enable redundancy, select **Redundancy Enabled**.

**Note**

After redundancy is turned on, a backup and restore begins.

- Step 5** Enter data in the following fields.

**Table 16-8**      *Redundancy Parameters*

| Field              | Description                                                                                                                                                                                                                                                                |
|--------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Redundancy Enabled | Enable or disable redundancy. When enable is selected, the other fields in the screen become active.                                                                                                                                                                       |
| User ID            | User ID. The user can be any user that has the Redundancy User ID attribute defined in its Role <i>and</i> has CLI privileges.                                                                                                                                             |
| Password           | User password on both the active and standby systems. The password must be identical on both systems.                                                                                                                                                                      |
| HTTP Port          | Port for client connections via HTTP. The default is 1741. The port must be the same on both systems. For information on setting the port, see the <b>http-server port</b> CLI command in <a href="#">Appendix A, “Command Line Interface (CLI) Commands.”</a>             |
| Notification Email | (Optional) Email address for notification of redundancy events. For information on notification, see <a href="#">Redundancy Email Messages, page 16-31</a> . For information on configuring email in general, see <a href="#">Configuring the Mail Route, page 16-45</a> . |

Table 16-8 Redundancy Parameters (continued)

| Field                               |                           | Description                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IP addresses <sup>1</sup>           | Virtual IP eth0           | Virtual IP address for the eth0 Ethernet interface must always be entered in this field. Virtual IP addresses are static (non-DHCP).                                                                                                                                                                                                                        |
|                                     | Virtual IP eth1           | If the WLSEs have two Ethernet interfaces, you should enter a different virtual IP address for eth1. However, the virtual IP address for eth1 is optional if redundancy functions will not be used via the eth1 interface.                                                                                                                                  |
|                                     | This Node IP <sup>2</sup> | Static (non-DHCP) IP address of the primary node. If both Ethernet interfaces are configured, you can select the address/interface you want to use for redundancy communication.                                                                                                                                                                            |
|                                     | Other Node IP             | Static IP address of the system that will become the standby node.                                                                                                                                                                                                                                                                                          |
| Minutes between sync                |                           | How often the active and standby WLSEs are synchronized. Synchronization consists of incrementally backing up the database on the active WLSE and restoring on the standby WLSE. Default is 60 minutes. Can be set between 15 minutes and 5 hours. On networks with more than 500 devices, it is not recommended that you set this to less than 30 minutes. |
| Seconds between check of other node |                           | How often to check to make sure both nodes are functioning. Default is 60 seconds. Can be set between 15 seconds and 5 minutes. <sup>3</sup>                                                                                                                                                                                                                |

- For more information on IP addresses and virtual IP addresses, see [Redundancy Requirements, page 16-29](#). Changing parameters such as Virtual IP addresses and HTTP port numbers could cause undesirable behavior when using other management applications.
- To change a node's IP address, first turn off redundancy, then configure the IP address, then turn on redundancy.
- These checks are logged in the systemCheck.log. To view this log, select Admin > Appliance > Status.

**Step 6** Click **Reset** to remove your current settings.

**Step 7** Click **Verify** to verify that your settings are correct. The Redundancy Settings Verified screen appears.

- If there are errors, click **Fix Errors** to return to the Redundancy Settings screen to fix the errors.
- If there are no errors:
  - Click **Yes** to apply your changes. Redundancy mode will be turned on. A full backup begins; the backup will be restored to the standby node. Regular backups and restores will now begin, and the standby node will begin regular checking to make sure the active node is functioning.
  - Click **No** to return to the Redundancy Settings screen.

#### Related Topics

- [Checking Redundancy Settings, page 16-35](#)
- [Viewing the Redundancy Event Log, page 16-36](#)
- [About Redundancy, page 16-30](#)
- [Redundancy Email Messages, page 16-31](#)
- [Performing Manual Failover to the Standby Node, page 16-36](#)
- [Upgrading Software on Redundant WLSEs, page 16-37](#)

- [Replacing a Node, page 16-37](#)
- [Backing Up and Restoring on Redundant WLSEs, page 16-37](#)
- [Changing the Web Timeout Period on Redundant Nodes, page 16-38](#)

## Checking Redundancy Settings



**Note** Your login determines whether you can use this option.

### Procedure

- Step 1** Log in to the WLSE web interface of either the primary (active) node or the secondary (standby) node.
- Step 2** Select **Admin > Appliance > Redundancy > Redundancy Status**.
- Step 3** The redundancy settings described in [Table 16-9 on page 16-35](#) are displayed. If a field is blank, it has not been configured.

**Table 16-9** *Redundancy Status Settings*

| Field                               | Description                                                                                                                                                                                             |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Redundancy Status                   | Active—Redundancy is enabled. This is the active node at the current time.<br>Standby—Redundancy is enabled. This is the standby node at the current time.<br>Not Configured—Redundancy is not enabled. |
| User ID                             | User ID. The user can be any user that has the Redundancy User ID attribute defined in its Role <i>and</i> has CLI privileges.                                                                          |
| HTTP Port                           | HTTP port configured on both systems.                                                                                                                                                                   |
| Notification Email                  | Email address to which notifications are sent.                                                                                                                                                          |
| Virtual IP eth0                     | Virtual IP address of Ethernet interface 0.                                                                                                                                                             |
| Virtual IP eth1                     | Virtual IP address of Ethernet interface 1 (if in use).                                                                                                                                                 |
| This Node IP                        | Static IP address of the current system.                                                                                                                                                                |
| Other Node IP                       | Static IP address of the other system.                                                                                                                                                                  |
| Minutes between sync                | Synchronization interval (how often data is copied from the active node to the standby node). Default: 60 minutes. Range: 15 minutes to 5 hours.                                                        |
| Seconds between check of other node | How often to check to make sure both nodes are functioning. Default: 60 seconds. Range: from 15 seconds to 5 minutes. <sup>1</sup>                                                                      |

1. These checks are logged in the systemCheck.log. To view this log, select Admin > Appliance > Status.

- Step 4** To reset parameters, see [Configuring Redundancy, page 16-32](#).

### Related Topics

- [Configuring Redundancy, page 16-32](#)
- [Viewing the Redundancy Event Log, page 16-36](#)

- [About Redundancy, page 16-30](#)
- [Redundancy Email Messages, page 16-31](#)
- [Performing Manual Failover to the Standby Node, page 16-36](#)
- [Upgrading Software on Redundant WLSEs, page 16-37](#)
- [Replacing a Node, page 16-37](#)
- [Backing Up and Restoring on Redundant WLSEs, page 16-37](#)
- [Changing the Web Timeout Period on Redundant Nodes, page 16-38](#)

## Viewing the Redundancy Event Log

The event log contains a listing of all significant redundancy events since the WLSE was started.



### Note

Your login determines whether you can use this option.

### Procedure

Select **Admin > Appliance > Redundancy > Event Log**.

The redundancy log is displayed; for example:

```
02:24:13 02/13/2004 Lost connectivity with standby on 192.161.98.53
02:24:13 02/13/2004 Regained connectivity with standby on 192.161.98.53
02:24:13 02/13/2004 Redundancy active mode
02:24:13 02/13/2004 Shipped file S0000147.LOG
02:24:12 02/13/2004 Shipped file wlse-configs.tgz
```

### Related Topics

- [About Redundancy, page 16-30](#)
- [Redundancy Email Messages, page 16-31](#)
- [Messages and Troubleshooting, page 16-31](#)

## Performing Manual Failover to the Standby Node

If you reboot the active node or stop services on it (preferred method), the standby node will automatically become active.

To reboot a WLSE, see [Restarting the WLSE, page 16-7](#).

To stop services on a WLSE, Telnet or SSH to the WLSE and enter the following CLI command:

```
services stop
```

To restart services, enter the following CLI command:

```
services start
```

Once restarted, the formerly active node will automatically become the standby node.

### Related Topics

- [About Redundancy, page 16-30](#)

## Upgrading Software on Redundant WLSEs

Both the active and standby node must run the same software release. You can either:

- Use standard WLSE upgrade procedures, which require that you disable redundancy, upgrade both nodes, and then enable redundancy.
- Upgrade while redundancy is enabled, by downloading the image to the local repository via the Software Image Management (SWIM) feature of Cisco Works Resource Manager Essentials (RME). After downloading the image, use the **redundancy** CLI command to install the image. This method is recommended.

For more information on both methods, see the document *Upgrading the CiscoWorks Wireless LAN Solution Engine, 2.13* on Cisco.com at

[http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw\\_1105/wlse/2\\_13/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_13/index.htm).

## Replacing a Node

If you need to replace a node:

- Turn off redundancy.
- Configure the replacement node.
- Turn on redundancy.

See [Configuring Redundancy, page 16-32](#) for information on turning redundancy on and off.

### Related Topics

- [About Redundancy, page 16-30](#)
- [Checking Redundancy Settings, page 16-35](#)
- [Viewing the Redundancy Event Log, page 16-36](#)

## Backing Up and Restoring on Redundant WLSEs

This section contains the following information:

- General information about backup and restore on redundant nodes—[About Backup and Restore on Redundant Nodes, page 16-37](#).
- How to restore on redundant nodes—[Restoring on Redundant Nodes, page 16-38](#).

### About Backup and Restore on Redundant Nodes

When backing up and restoring on redundant nodes:

- If redundancy is not enabled, backup and restore are allowed.
- On the active node, backup is allowed; but restore fails and generates an error message asks you to first turn off redundancy.
- On the standby node, neither backup nor restore is allowed. If you try to run backup, an error message asks you to run backup on the active node.
- When restoring, if the backup was performed on the active node, redundancy will be automatically turned off after the restore. You will have to re-enable redundancy.

## Restoring on Redundant Nodes

When restoring data from a previous backup on WLSEs that have been configured for redundancy, use the following procedure.

### Procedure

---

- Step 1 Turn off redundancy.
  - Step 2 Restore data on the primary WLSE, following the procedure in [Restoring Data, page 16-24](#).
  - Step 3 Turn on redundancy.
- 

### Related Topics

- [About Redundancy, page 16-30](#)
- [Redundancy Email Messages, page 16-31](#)
- [Configuring Redundancy, page 16-32](#)
- [Checking Redundancy Settings, page 16-35](#)
- [Viewing the Redundancy Event Log, page 16-36](#)

## Changing the Web Timeout Period on Redundant Nodes

If WLSE redundancy is in effect, you should stop and restart services on the standby WLSE. Otherwise, resetting the timeout will cause a switchover from the active server to the standby server and the new timeout period will not take effect.

### Procedure

---

- Step 1 Telnet or SSH to the standby WLSE.
  - Step 2 Enter the following CLI command on the standby server:  

```
services stop
```
  - Step 3 Change the web timeout period on the active server. For more information, see [Set the Web Timeout Period, page 16-44](#).
  - Step 4 Enter the following CLI command on the standby server:  

```
services start
```
- 

## Controlling Access via HTTP/HTTPS on Redundant Nodes

If you are implementing HTTP/HTTPS access control by using the **http-server accept** CLI command, you must add each server (node) to the other server's access list.

Assuming that the redundant WLSEs have IP addresses 209.165.202.100 and 209.165.202.200, enter the following CLI command on the WLSE with IP address 209.165.202.100:

```
http-server accept 209.165.202.200
```

Enter the following CLI command on the WLSE with IP address 209.165.202.200:

```
http-server accept 209.165.202.100
```

## Using WLSE Diagnostics Options

The Diagnostics option provides tools to aid in troubleshooting. You can use these tools when you have a problem that might require assistance from the Cisco Technical Assistance Center (TAC).

The options under **Admin > Appliance > Diagnostics** are:

- **WLSE Info**—Gather troubleshooting information about the WLSE status and create status reports (see [Viewing and Creating a Status Report, page 16-39](#)).
- **Self Test**—Create and display self tests (see [Viewing and Creating a Self-Test Report, page 16-40](#)).
- **Processes**—View WLSE process status, stop and start processes (see [Managing Processes, page 16-40](#)).

## Viewing and Creating a Status Report

This option provides a tool to aid in troubleshooting. The WLSE information and status report shows general WLSE status, log files, package information, database status, process status, web server information, Java class information, and log files.




---

**Note** Status reports show **UTC** time.

---




---

**Note** Your login determines whether you can use this option.

---

### Procedure

- 
- Step 1** Select **Admin > Appliance > Diagnostics > WLSE Info**. Any existing reports are listed.
  - Step 2** To display a report, click its name.
  - Step 3** To create a new report, click **Create**. It will take five to seven minutes for the report to be complete. To display the new report, click its name. If the new report is not listed, click **Refresh**.
  - Step 4** To delete a report, select it and click **Delete**.
- 

### Related Topics

- [Viewing and Creating a Self-Test Report, page 16-40](#)
- [Managing Processes, page 16-40](#)

## Viewing and Creating a Self-Test Report

This option provides a tool to aid in troubleshooting. Self-tests show the status of WLSE memory, database, DNS setup, and backup location configuration. Reports indicate whether the tests passed or failed. Self-tests are used mainly by the TAC when diagnosing problems.



---

**Note** Self-test reports show timestamps as [UTC](#) time.

---



---

**Note** Your login determines whether you can use this option.

---

### Procedure

---

- Step 1** Select **Admin > Appliance > Diagnostics > Self Test**. Any existing report is listed.
- Step 2** To display the report, click its name.
- Step 3** If no report is listed, you can create a new report by clicking **Create**.
- Step 4** To display the new report, click its name. If the report is not displayed, click **Refresh**.
- Step 5** To delete a report, select it and click **Delete**.
- 

### Related Topics

- [Viewing and Creating a Status Report, page 16-39](#)
- [Managing Processes, page 16-40](#)

## Managing Processes

This option provides a tool to aid in troubleshooting. You can view the status of the major processes running on the WLSE, start and stop processes, and access complete reports.

If a process has failed a message (in red) is displayed in the top right corner of the Web interface. For example: `Following process failed: WirelessSvcManager.`



---

**Note** Your login determines whether you can use this option.

---

### Procedure

---

- Step 1** Select **Admin > Appliance > Diagnostics > Processes**. The Process Report displays the following information.

| Column       | Description                                                                                                                                                                                                                                        |
|--------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Process name | How a process is registered. For information on the processes displayed, see <a href="#">Processes Displayed, page 16-42</a> .                                                                                                                     |
| State        | Process status and a summary of the log file entries for the process. A green up arrow shows that the process is running; a red down arrow shows that the process has failed.<br><br>Click on the arrow for more information about process status. |
| Pid          | Process ID. A unique number by which the operating system identifies each running program.                                                                                                                                                         |
| RC           | Return code. "0" means normal program operation. Any other number typically represents an error. Refer to the error log.                                                                                                                           |
| Signo        | Signal number. "0" means normal program operation. Any other number is the last signal delivered to the program before it terminated.                                                                                                              |
| Start Time   | Time (UTC) and date the process was started.                                                                                                                                                                                                       |
| Stop Time    | Time (UTC) and date the process was stopped.                                                                                                                                                                                                       |
| Core         | "Not applicable" means the program is running normally.<br><br>"Core file created" means the program is not running normally and the operating system has created a core file. The core file stores important data about processes.                |
| Information  | What the process is doing. "Not applicable" means the program is not running normally.                                                                                                                                                             |

**Step 2** From the process table, you can do the following:

| Task                           | Procedure                                                                                                                                           |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| View details.                  | Click process name. See <a href="#">Daemon Information, page 16-42</a> .                                                                            |
| View process status.           | Click process state. See <a href="#">Process Status, page 16-42</a> .                                                                               |
| Stop process.                  | Select process and click <b>Stop</b> . New status and other process information is displayed. The WebServer and Tomcat processes cannot be stopped. |
| Start process.                 | Select process and click <b>Start</b> . New status and other process information is displayed.                                                      |
| Update table with latest data. | Click <b>Refresh</b> . The table does not automatically update.                                                                                     |
| View all processes.            | Click <b>Complete Report</b> . The system status is displayed.                                                                                      |

#### Related Topics

[Administering Management Services via CLI, page 17-15](#)

## Processes Displayed

The Process Report table displays the status of the following major WLSE processes:

| Process Name   | Description                                                                                                     |
|----------------|-----------------------------------------------------------------------------------------------------------------|
| TFTP           | TFTP server.                                                                                                    |
| WLSEIdleServer | Idle logout server for access to the CLI via Telnet or SSH.                                                     |
| WLSERepository | Local software repository server.                                                                               |
| WirelessSvcMgr | Process that manages radio management tasks.                                                                    |
| WLSEjobvm      | Job virtual machine.                                                                                            |
| WLSEFaults     | Fault manager.                                                                                                  |
| WebServer      | Web server.                                                                                                     |
| Tomcat         | Java servlet engine.                                                                                            |
| HaMibDaemon    | HA MIB agent. Daemon process that listens to the redundancy switchover events and sends them to the SNMP agent. |
| ExcepReporter  | Trap processes.                                                                                                 |
| CDPbrdcast     | CDP daemon that identifies Cisco devices to their immediate neighbors.                                          |

## Daemon Information

The Daemon Information dialog box displays the following:

| Field        | Description                                                   |
|--------------|---------------------------------------------------------------|
| Process      | Process name.                                                 |
| Path         | File location.                                                |
| Flags        | Flags used to register process with the Daemon Manager.       |
| Startup      | Method used to start process.                                 |
| Dependencies | Other processes that must be running for this process to run. |

## Process Status

The system log, which describes the status of the processes running in the system, displays the following:

| Field       | Description                                    |
|-------------|------------------------------------------------|
| Timestamp   | Date and time the message is logged.           |
| Process     | Process that logged the message.               |
| Type        | Message type: INFO, WARNING, CRITICAL.         |
| Information | Process status as known by the Daemon Manager. |

## Specifying a Splash Screen Message

The Splash Screen option allows you to set up a message that is displayed when a user logs in. After viewing the message, the user clicks **Agree** to continue logging in or **Disagree** to log out.



---

**Note** Your login determines whether you can use this option.

---

### Procedure

---

- Step 1** Select **Admin > Appliance > Splash Screen**.
- Step 2** Enter the message to be displayed.
- Step 3** Check the **Enable** check box, then click **Apply**. The splash screen message is enabled.



---

**Note** You *must* check **Enable** for the message to appear.

---

## Setting Time, Time Servers, Name Servers, and Web Session Timeout

The **Admin > Appliance > Time/NTP/Name/Web Timeout** option allows you to:

- [Set the Current Local and UTC Time, page 16-43](#)
- [Specify NTP Time Servers, page 16-44](#)
- [Specify Name Servers, page 16-44](#)
- [Set the Web Timeout Period, page 16-44](#)

### Set the Current Local and UTC Time

Current local (browser) time appears in most WLSE displays. Universal Coordinated Time (**UTC**) is the system time and appears in log files.

To set the time that appears in the Web interface, use the following procedure. Because there is a single system clock, setting the time here also updates the UTC time.



---

**Note** Your login determines whether you can use this option.

---

### Procedure

---

- Step 1** Select **Admin > Appliance > Time/NTP/Name/Web Timeout**.
- Step 2** In the Current Time area, select the new time and date parameters from the lists and click **Update**.
- 

### Related Topics

[Setting the System Clock Manually via CLI, page 17-12](#)

## Specify NTP Time Servers

This option allows you to maintain the current time on the WLSE by using [NTP](#) (Network Time Protocol) servers.

**Note**

Your login determines whether you can use this option.

**Procedure**

- Step 1** Select **Admin > Appliance > Time/NTP/Name/Web Timeout**.
- Step 2** To remove an NTP server, select it from the Current Servers list and click Remove.
- Step 3** To add an NTP server, enter the server's IP address in the NTP Server IP Address text box and click **Enable**.

**Related Topics**

[Setting the System Clock Using NTP via CLI, page 17-11](#)

## Specify Name Servers

You can specify the addresses of up to three name servers for name and address resolution.

**Note**

Your login determines whether you can use this option.

**Procedure**

- Step 1** Select **Admin > Appliance > Time/NTP/Name/Web Timeout**.
- Step 2** To remove a name server, select it and click **Remove**.
- Step 3** To add a name server, enter its IP address in the Name Server IP Address textbox and click **Enable**.

## Set the Web Timeout Period

The default timeout period for the Web interface is 30 minutes. If there is no input for 30 minutes, you will be logged out.


If WLSE redundancy is in effect, you should stop and restart services on the standby WLSE. Otherwise, resetting the timeout will cause a switchover from the active server to the standby server and the new timeout period will not take effect. For the procedure to reset the web timeout when using redundancy, see [Changing the Web Timeout Period on Redundant Nodes, page 16-38](#).

**Note**

Your login determines whether you can use this option.

To reset the timeout period for the Web interface:

### Procedure

- 
- Step 1** Select **Admin > Appliance > Time/NTP/Name/Web Timeout**.
- Step 2** To change the timeout period:
- Enter the new timeout setting (in seconds) in the **New Timeout** field.
  - Click **Set**.
-  **Note** After you click Set, the Web server will be restarted for the new timeout to take effect and you will be logged out.
- 
- Step 3** To reset the timeout period to the default (30 minutes), click **Restore Default**.
- 

## Configuring the Mail Route

To ensure that WLSE email notifications reach their destinations, you can configure the WLSE's mail route by specifying an [SMTP](#) mail server. This setting affects emailing notifications about firmware and configuration jobs, emailing reports, and emailing fault notifications.



**Note** Your login determines whether you can use this option.

---

### Procedure

- 
- Step 1** Select **Admin > Appliance > Configure Mailroute**.
- Step 2** Enter the hostname or IP address of an SMTP mail server on your network and click **Save**.
- Step 3** To remove the mail route, click **Remove**.
- 

### Related Topics

[Configuring the Mail Route via CLI, page 17-15](#)

## Managing Files for the WLSE TFTP Server (WLSE Express Only)



**Note** Your login determines whether you can use this option. This option is available on the [WLSE Express](#) only.

---

You can manage files in the /tftpboot/public directory of the WLSE Express by using the TFTP Management option. For example, you can download images for routers, switches, and other devices in the network and load the images on the devices. The space available in this directory for managing files is 1 gigabyte.

The root directory for the TFTP server is /tftpboot. However, when sending files to the WLSE TFTP server, use a pathname starting with /public (instead of /tftpboot/public).

The following file management operations are permitted:

- Uploading files from the desktop or other systems and downloading files to the desktop or other systems.
- Deleting files.
- Creating an empty file to allow file *put* operations from TFTP clients and importing files from devices.

**Note**

User files in the /tftpboot/public directory will be backed up and restored by the normal WLSE backup/restore processes and files will be synchronized when operating in redundancy mode.

**Procedure**

**Step 1** Select **Admin > Appliance > TFTP Management**. A listing of files currently in the /tftpboot/public directory is displayed.

**Step 2** To import a file from the desktop:

- a. Enter the path in the text box or click **Browse** to locate the file.
- b. Click **Upload**.

Result: The file will be copied to the /tftpboot/public directory and listed in the file table. The file table includes information about the total amount of space that has been used and contains the following fields for each stored file:

| Field         | Description                              |
|---------------|------------------------------------------|
| Name          | Filename                                 |
| Size          | Size of file                             |
| Last Modified | Date and time created or last modified   |
| Trashcan icon | Deletes the file.                        |
| Rename icon   | Allows you to rename the file.           |
| Save icon     | Allows you to view or download the file. |

**Step 3** To create an empty file for TFTP *put* operations:

- a. Enter the filename in the text box.
- b. Click **Create**.

Result: An empty file will be created in the /tftpboot/public directory and listed in the file table.

**Note**

The /tftpboot directory is the root directory for the TFTP server. Therefore, to transfer a file to the WLSE, include the subdirectory in the command: `tftp://wlse_ip_address/public/filename`.

**Step 4** To download a file to the desktop:

- a. Click the save icon in the file table.

- b. In the Downloading dialog box, click **Open** or **Save**.
  - c. Browse to the location where you want to save the file.
- Step 5** To rename a file:
- a. Click the Rename icon in the file list.
  - b. Enter the new name, then click **OK**.
- Step 6** To delete a file, click the trashcan. To delete all files, click **Select All**, then click **Delete**.  
To deselect a file, click its checkbox in the file table. To deselect all files, click **Deselect All**.

## Using Connectivity Tools

When you select **Admin > Appliance > Connectivity Tools**, the following options for testing device connectivity and reachability are displayed:

- **Network Tools**—ping, traceroute, nslookup, TCP port scan, SNMP reachability (see [Using Network Tools, page 16-47](#)).
- **SNMP Query Tool**—query a device’s SNMP variables (see [Using the SNMP Query Tool, page 16-48](#)).
- **Telnet/SSH Tool**—Telnet and SSH reachability (see [Using the Telnet/SSH Tool, page 16-48](#)).

## Using Network Tools

The Network Tools option offers several tools for testing device connectivity.



**Note** Your login determines whether you can use this option.

### Procedure

- Step 1** Select **Admin > Appliance > Connectivity Tools**.
- Step 2** Enter a device name or IP address in the Device text box.

When you select an option button, the results window tells you whether the connectivity test was successful. Pressing **Enter** will not work. You *must* click a button.

**Table 16-10** Connectivity Tools

| Button     | Description                                                      | Results                                                                                         |
|------------|------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Ping       | Tests device reachability.                                       | If successful, statistics are displayed on the packets transmitted and received.                |
| Traceroute | Detects routing errors between the WLSE and a device.            | If successful, the routes to the device are displayed.                                          |
| NSLookup   | Looks up hostname or IP address information via the name server. | If successful, displays the name server name and IP address and the device name and IP address. |

Table 16-10 Connectivity Tools (continued)

| Button         | Description                                                                                                                                                                                                                                                                                | Results                                                                                                                                                                                                                                                                                             |
|----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TCP Port Scan  | Finds the active ports on a device.                                                                                                                                                                                                                                                        | Displays the active ports.                                                                                                                                                                                                                                                                          |
| SNMP Reachable | Tries to reach a device by using <a href="#">SNMP</a> and tests read/write SNMP strings. To reach a device by using SNMP, the device's credentials must be in the WLSE database. To check credentials, select <b>Devices &gt; Discover &gt; Device Credentials &gt; SNMP Communities</b> . | <p>If the device is reachable, its sysObjID is displayed.</p> <p>If no sysObjID is returned:</p> <ul style="list-style-type: none"> <li>• The query may be timing out because the device is busy or is remotely located.</li> <li>• The SNMP agent in the device may not be functioning.</li> </ul> |

Step 3 Click **Close** to close the results window.

## Using the SNMP Query Tool

This tool allows you to find the value of a specified SNMP variable. Normally, this tool is used under the direction of Cisco TAC when they are assisting you with troubleshooting a problem.



**Note** Your login determines whether you can use this option.

### Procedure

- Step 1 Select **Admin > Appliance > Connectivity Tools > SNMP Query Tool**.
- Step 2 Enter the device's IP address or hostname and the OID of the SNMP variable.
- Step 3 Click **Get** to display a single-value variable.
- Step 4 Click **Get Table** to display a variable that consists of a table.
- Step 5 Click **Clear** to clear your entries.

## Using the Telnet/SSH Tool



**Note** Your login determines whether you can use this option.

### Procedure

- Step 1 Select **Admin > Appliance > Connectivity Tools > Telnet/SSH Tool**.
- Step 2 Enter a device name or IP address in the Device text box.
- Step 3 Click **Telnet** to verify Telnet connectivity to the WLSE.

Step 4 Click **SSH** to verify SSH connectivity to the WLSE.



**Note** If the Telnet or SSH credentials fail, go to **Devices > Discover > Device Credentials > Telnet/SSH User/Password** and modify the credentials. See [Entering Device Credentials, page 4-5](#).

Step 5 Click **Clear** to clear your entries.

## Managing Firmware Version Support

You can use the WLSE to view the versions currently supported by the WLSE.



**Note** Your login determines whether you can use this option.

### Procedure

To display firmware versions currently supported by the WLSE:

Step 1 Select **Admin > System > Firmware Supported Versions**.

Step 2 The access point firmware versions that are supported by the WLSE Firmware module are displayed.

Step 3 To import updated firmware support, see [Managing Firmware Version Support, page 16-49](#).



**Note** For a list of the devices supported by WLSE, see the Supported Devices Table on Cisco.com: [http://www.cisco.com/en/US/products/sw/cscowork/ps3915/products\\_device\\_support\\_tables\\_list.html](http://www.cisco.com/en/US/products/sw/cscowork/ps3915/products_device_support_tables_list.html)

## Managing GUI Users

The options displayed when you select **Admin > User Admin** allow you to manage user roles and logins:

- [Managing Roles, page 16-49](#)—Add, modify, and delete user roles.
- [Managing User Accounts, page 16-51](#)—Add, modify, and delete user accounts.

### Related Topics

- [Modifying Your Profile, page 16-55](#)
- [Overview: Authentication Modules, page 16-15](#)

## Managing Roles

Use this option to add, modify, and delete user-defined roles and to modify predefined roles. A user's role determines the tabs and subtabs the user can access. Users who have access to a subtab can perform all of the tasks under the subtab.

This section contains the following topics:

- Adding, modifying, and deleting roles—See [Adding, Modifying, and Deleting Roles, page 16-51](#).
- About roles—See [Overview: Roles, page 16-50](#).

## Overview: Roles

A user's role grants access privileges to WLSE functions. The role determines the tabs and subtabs the user can access. Users who have access to a subtab can perform all of the tasks under the subtab. Although you cannot delete predefined roles, you can modify them. The predefined roles and their default privileges are:

- System administrator—Allows access to all WLSE tasks. You can change the password using the console or the WLSE's Manage Users option (see [Managing User Accounts, page 16-51](#)). You cannot modify the privileges of the System Admin role. A user who has the System Admin role can modify other user roles.
- Network administrator—Monitoring authority, device configuration authority, and discovery configuration authority.
- Network operator—Monitoring and device configuration authority.
- Help desk—Monitoring authority only.

You can use these predefined roles to control which features staff members are allowed to access. Less skilled, front-line technical support can be assigned the Help Desk role. More skilled and experienced support staff might be given the Network Operator or Network Administrator roles. The most skilled and experienced staff with direct responsibility for the WLSE should be given the System Admin role.

The following privileges have special functions:

- [About XML API Privileges, page 16-50](#)
- [About Debug Tools Privileges, page 16-50](#)
- [About Redundancy User Role Attributes, page 16-50](#)

### About XML API Privileges

The XML API privileges are for users who will be using the XML application programming interface (API). If you are using the API, you should create different users for this purpose, and grant such users access to the API only. Access to the API is authenticated and authorization is checked. For more information about the XML API, see the *Developer Guide for the CiscoWorks Wireless LAN Solution Engine*. This guide is included with the XML API SDK (Software Developer Kit) in the Software Center on Cisco.com.

### About Debug Tools Privileges

The Debug Tools privilege determines whether users can run the debug tools, which are not needed in normal customer environments. These tools are sometimes used in cases involving Cisco support personnel.

### About Redundancy User Role Attributes

Any user that is used as the redundancy user must have the Redundancy attributes in their role. See [Adding, Modifying, and Deleting Roles, page 16-51](#) for more information about modifying user-defined roles.

## Adding, Modifying, and Deleting Roles

You can edit the predefined roles, or you can create new, user-defined roles. You can modify or delete any user-defined roles.



**Note** Your login determines whether you can use this option.

### Procedure

- Step 1** To access the role management window, select **Admin > User Admin > Manage Roles**. Role names are displayed in the center pane. To view the subtabs to which the role has access, select the role.
- The [admin](#) user and users who have the System Administrator role can view all roles.
  - The admin user and a user who has the System Administrator role can modify all of the other roles.
  - Other users can only view the roles assigned to them and roles that they have created.
- Step 2** To add a role:
- a. Replace the text *New Role* with the name you have chosen for the new role.
  - b. Select the check boxes next to the features the role will access. Click **Add**.
- Note** When you select a feature (for example, Display Faults), the role is granted access to the corresponding subtab (for example, **Faults > Display Faults**).
- c. The new role appears in the list of roles.
- Step 3** To modify a role, select the role. Select the check boxes for the features you want to add to the role and deselect the check boxes next to the features you want to remove from the role. Then click **Modify** to save the changes.
- Step 4** To delete a user-defined role, select the role, then click **Delete**.

### Related Topics

- [Naming Guidelines, page B-1](#)
- [Managing User Accounts, page 16-51](#)

## Managing User Accounts

Using the options under this tab, you can create new user accounts, modify existing users, and delete users. The topics in this section are:

- [Adding Users, page 16-52](#)
- [Modifying Users, page 16-54](#)
- [Deleting Users, page 16-55](#)
- [Overview: User Accounts, page 16-52](#)

**Related Topics**

- [Overview: Authentication Modules, page 16-15](#)
- [Modifying Your Profile, page 16-55](#)
- [Naming Guidelines, page B-1](#)
- [User Management via CLI, page 17-3](#)

## Overview: User Accounts

Each new user must be assigned at least one role and assigned a privilege level for accessing the WLSE CLI. There are three possible privilege levels for the WLSE CLI:

- None—No access to the CLI.
- Level 0—Access to a small subset of CLI commands.
- Level 15—Full WLSE CLI access. Typically, level 15 privileges should only be given to the most skilled systems administration level users.

The default user (admin) is created during initial setup of the WLSE. The admin user has the System Administrator role and level 15 CLI privileges. This user cannot be deleted.

User accounts that you add by using the CLI commands do not have Web interface privileges. You can modify such users in the Web interface and add the appropriate roles to give them access to the Web interface.

Except for the admin user and users with the System Administrator role, only the logins created by you are displayed. If logins were created by another user, they are not visible; only their creator can display them. However, the admin user and any user with the System Administrator role can view all users, no matter who created them.

## Adding Users

**Note**

---

Your login determines whether you can use this option.

---

**Procedure**

- 
- Step 1** Select **Admin > User Admin > Manage Users**. The Users list displays the current users.
- The [admin](#) user can view and modify all existing users.
  - Users who have the System Administrator role can view all users that have been created, no matter who created them. Other users can view their own logins and any users they have created.
  - When creating other users, a user can only assign his role or a role with lesser privileges. For example, userA has only the network administrator role. Users created by userA can have only the network administrator role or roles with fewer privileges.
- Step 2** Enter the following information, in the order shown in [Table 16-11 on page 16-53](#).

**Table 16-11 Adding Users**

| Field            | Information to Enter                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User Name        | <p>Name of the new user. Usernames can be up to 32 characters in length and are case-sensitive.</p> <p>Most characters are allowed, except for the colon, comma, single quote, double quote, or space. For more information on the allowable characters, see <a href="#">Appendix B, “Naming Guidelines.”</a></p> <p><b>Note</b> Usernames must begin with a character and cannot begin with a number. However, if the user is <i>not</i> using the CLI (that is, CLI Access is set to <i>None</i>), the username can begin with a number.</p> |
| User Password    | Password for the new user.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| Confirm Password | <p>Passwords are unlimited in length and are case-sensitive.</p> <p>You can use most characters, except for the single quote or double quote. For more information on the allowable characters, see <a href="#">Appendix B, “Naming Guidelines.”</a></p>                                                                                                                                                                                                                                                                                       |
| Email            | Email address of the user (optional).                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CLI Access       | User’s level of access to the WLSE CLI: None, Level 0, or Level 15. Users with privilege level 15 can use all commands, and users with privilege level 0 can use a small subset of commands. <sup>1</sup>                                                                                                                                                                                                                                                                                                                                      |
| Roles            | <p>One or more roles for the user. Roles determine the user’s access to tabs and subtabs in the Web interface.</p> <ul style="list-style-type: none"> <li>To add a role, select it from the pulldown list.</li> <li>To view a role, select it and click <b>show role</b>.</li> <li>To remove a role, select it and click <b>remove</b>.</li> </ul>                                                                                                                                                                                             |

1. For information on CLI commands, see [Appendix A, “Command Line Interface \(CLI\) Commands.”](#)

**Step 3** To clear your entries and start over, click **Clear**.

**Step 4** To add the new user, click **Add**. The new username is added to the Users list. To discard your changes, click **Clear**.

**Step 5** After you add users, it is recommended that you run a backup. See [Scheduling and Running Backups, page 16-23](#).

#### Related Topics

- [Modifying Your Profile, page 16-55](#)
- [Naming Guidelines, page B-1](#)
- [Managing Roles, page 16-49](#)

## Modifying Users



**Note** Your login determines whether you can use these options.

### Procedure

To modify a user:

**Step 1** Select **Admin > User Admin > Add/Modify/Delete**. The Users list displays the current users.



**Note** Except for the [admin](#) user and users with the System Administrator role, only the logins created by you are displayed. If logins were created by another user, they are not visible; only their creator can display them. However, the admin user and any user with the System Administrator role can view all users.

**Step 2** Select the user from the Users list and make the desired changes, using the field descriptions in [Table 16-12 on page 16-54](#).

**Table 16-12 Modifying Users**

| Field            | Information to Enter                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User Name        | User's name. Usernames can be up to 32 characters in length and are case-sensitive. Usernames must begin with a character and cannot begin with a number.<br><br><b>Note</b> If the user is <i>not</i> using the CLI (that is, CLI Access is set to <i>None</i> ), the username can begin with a number.<br><br>For information on the allowable characters, see <a href="#">Appendix B, "Naming Guidelines."</a>                                     |
| User Password    | New password for user.                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Confirm Password | Passwords are unlimited in length and are case sensitive. You can use any character except for the single quote, double quote, and dollar sign.                                                                                                                                                                                                                                                                                                       |
| Email            | Enter or change the user's email address.                                                                                                                                                                                                                                                                                                                                                                                                             |
| CLI Access       | User's access to the WLSE <b>CLI</b> : None, Level 0, or Level 15.<br><br>By default, Level 15 is selected for the System Administrator role, and None is selected for others.<br><br>Users with privilege level 15 can use all commands, and users with privilege level 0 can use a subset.<br><br>For information on commands that are available for each privilege level, see <a href="#">Appendix A, "Command Line Interface (CLI) Commands."</a> |

**Table 16-12** *Modifying Users*

| Field | Information to Enter                                                                                                                                                                                                                                                                                                                 |
|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Roles | <p>The user's roles. Roles determine the user's access to tabs and subtabs in the Web interface.</p> <ul style="list-style-type: none"> <li>To add a role, select it from the pulldown list.</li> <li>To view a role, select it and click <b>show role</b>.</li> <li>To remove a role, select it and click <b>remove</b>.</li> </ul> |

**Step 3** Click **Modify** to save your changes or **Clear** to discard your changes.

#### Related Topics

- [Naming Guidelines, page B-1](#)
- [Managing Roles, page 16-49](#)
- [Modifying Your Profile, page 16-55](#)

## Deleting Users

Use the following procedure to delete users.



**Note**

Your login determines whether you can use this option.

#### Procedure

**Step 1** Select **Admin > User Admin > Manage Users**.

**Step 2** Select the username from the Users list, then click **Delete**. After you click **OK**, the user is deleted.

## Modifying Your Profile

Use the My Profile tab to:

- Change your password—See [Changing Your Password, page 16-56](#).
- Change your email address—See [Changing Your Email Address, page 16-56](#).
- Set your home page preferences—See [Changing the Default Tab and Subtab, page 16-56](#).

## Changing Your Password

The user password is set when the user is created. Use the following procedure to change your password.



---

**Note** Your login determines whether you can use this option.

---

### Procedure

---

- Step 1** Select **Admin > My Profile > Change password**.
- Step 2** To change your password, enter a new password in the New Password and Re-enter New Password fields. For information on allowable characters, see [Naming Guidelines, page B-1](#).
- Step 3** Click **Apply** to save your changes or **Reset** to discard your changes.
- 

### Related Topics

- [Modifying Users, page 16-54](#)
- [Naming Guidelines, page B-1](#)

## Changing Your Email Address

The email address is set initially when a user is created. To change your email address, use the following procedure.



---

**Note** Your login determines whether you can use this option.

---

### Procedure

---

- Step 1** Select **Admin > My Profile > Change Email Address**.
- Step 2** Enter a new email address.
- Step 3** Click **Save** to save your changes or **Reset** to discard your changes.
- 

### Related Topics

- [Modifying Users, page 16-54](#)

## Changing the Default Tab and Subtab

By default, an overview that provides information about all the main tabs is displayed when you log in. When you select a tab, an overview of the subtabs is displayed.

Use the following procedure to select a tab as your home page and select default subtabs for each main tab.




---

**Note** Your login determines whether you can use this option.

---

#### Procedure

---

- Step 1** Select **Admin > My Profile > Set Tab Defaults**.
- Step 2** Select the home page you want displayed when you log in. For example, you may want your most frequently used tab to be displayed first.
- Selecting Overview restores the defaults.
  - Selecting a main tab makes that tab your default home page.
- Step 3** Select default subtabs for any or all main tabs:
- Selecting Overview displays information about the contents of the subtab.
  - Selecting a subtab makes that subtab the default tab that appears first when you select the main tab.
- Step 4** Click **Save** to save your changes or **Reset** to discard them.
- 

## Creating Links

You can link to other systems and display their desktops in the right pane or in a separate window. For example, you could link to a CiscoWorks server, to Cisco Secure Access Control Server (ACS), or to another WLSE.

The special link called ACS Failed Login Report generates a report about failed logins on an ACS server.

This section contains the following topics:

- Creating a link to another system, such as a CiscoWorks server or another WLSE—See [Creating a Link to Another System, page 16-57](#).
- Configuring the ACS Failed Login Report link and recreating the link if it has been deleted—See [Configuring the ACS Failed Login Report Link, page 16-58](#).
- Running the ACS Failed Login Report—See [Running the ACS Failed Login Report, page 16-60](#).




---

**Note** This feature is available to all users.

---

## Creating a Link to Another System




---

**Note** The following characters are unsupported and cannot be entered in this dialog: double quote, single quote, and angle brackets (<>).

---

#### Procedure

---

- Step 1** Select **Admin > Links**. The Add Links window and current links appear.

- Step 2** To add a link:
- Enter the name of the link and the URL of the system in the Add Link window; for example: `http://cw_server:1741` creates a link to the CiscoWorks server called `cw_server`.
  - To display the system's desktop in the right pane of the WLSE interface, deselect **Open in New Window**. Otherwise, the display opens in a separate window. It is recommended that you display the desktop in a separate window.
  - Click **Save**. The link is added to the Links list in the left pane.
- Step 3** To edit a link:
- Click **Edit** under the name of the link in the Links list.
  - Make your changes and click **Save**.
- Step 4** To delete a link, select the link name in the Links list and click **Delete**.  
Do not delete the ACS Failed Login Report link. If you accidentally delete it and want to recreate it, see [Replacing a Deleted Link, page 16-59](#).
- Step 5** To connect to the other system, click the link name in the left pane.
- 

## Configuring the ACS Failed Login Report Link

This section contains the following topics:

- [Configuring the Link, page 16-58](#) (the link must be configured before you can display a report).
- [Replacing a Deleted Link, page 16-59](#) (use this procedure if the link is missing from the list of current links).

## Configuring the Link



### Note

The following characters are unsupported and cannot be entered in this dialog: double quote, single quote, and angle brackets (< >).

---

The link must be configured before you display a report.

### Procedure

---

- Step 1** On the ACS server, enable Web access for the admin user.
- Step 2** On the WLSE, select **Admin > Links**. The Add Links window and current links appear.
- Step 3** Click **Edit** under ACS Failed Login Report and enter the following information:

| Field    | Description                                                                                                                                                                    |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| URL      | URL of the ACS server, in the format <code>http://ACS_server:port</code> or <code>https://ACS_server:port</code> .<br>For ACS server 3.x for Windows, the port number is 2002. |
| Username | Administrator username created when ACS software was installed on the ACS server.                                                                                              |
| Password | Password for the administrator username.                                                                                                                                       |

- Step 4** To display the report in the right pane of the WLSE interface, deselect **Open in New Window**. Otherwise, the report opens in a separate window.
- Step 5** Click **Save**.

#### Related Topics

[Running the ACS Failed Login Report, page 16-60](#)

## Replacing a Deleted Link

If the link has been deleted, use the following procedure to create it again.

#### Procedure

- Step 1** Navigate to **Admin > Links** and click **Add to Links ...**
- Step 2** In the Name field, enter **ACS Failed Login Report**, then click **Save**. The ACS Failed Login Report link appears in the list of current links.
- Step 3** Click **Edit** under ACS Failed Login Report and enter the following information:

| Field    | Description                                                                                                                            |
|----------|----------------------------------------------------------------------------------------------------------------------------------------|
| URL      | URL of the ACS server, in the format <code>http://ACS_server:port</code> .<br>For ACS server 3.x for Windows, the port number is 2002. |
| Username | Administrator username created when ACS software was installed on the ACS server.                                                      |
| Password | Password for the administrator username.                                                                                               |

- Step 4** To display the report in the right pane of the WLSE interface, deselect **Open in New Window**. Otherwise, the report opens in a separate window.
- Step 5** Click **Save**.

#### Related Topics

[Running the ACS Failed Login Report, page 16-60](#)

## Running the ACS Failed Login Report

The ACS failed login report shows failed logins on a specified Cisco Access Control Server (ACS).

**Note**

---

Only a single link is supported; therefore, you cannot add a second link that points to a second ACS server.

---

To run an ACS failed login report:

**Procedure**

- 
- Step 1** Select **Admin > Links**. The ACS Failed Login Report link is displayed in the list of current links:
- If the link is missing, see [Replacing a Deleted Link, page 16-59](#).
  - If no report is displayed, see [Configuring the ACS Failed Login Report Link, page 16-58](#).
- Step 2** To run the report, click **ACS Failed Login Report**.
-