



Finding Documentation for the CiscoWorks Wireless LAN Solution Engine—Release 2.5

The following table summarizes the CiscoWorks Wireless LAN Solution Engine (WLSE) documentation set. Documents are described in more detail in [Product Documentation, page 2](#).

Document	Shipped with Product	On Cisco.com	Orderable in Print	PDF on Cisco Doc CD	PDF on WLSE Recovery CD
Release notes		X		X	
Installation and configuration guide	X	X	X	X	X
User guide ¹		X	X	X	X
FAQs and troubleshooting		X		X	
Supported device table ²		X		X	
Compliance and safety information	X	X		X	X



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

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Document	Shipped with Product	On Cisco.com	Orderable in Print	PDF on Cisco Doc CD	PDF on WLSE Recovery CD
Integration document ³		X			
Developer guide ⁴		X			

1. Also accessible from the WLSE online help by clicking the **View PDF** button.
2. Lists all of the devices (and software versions) supported by the WLSE.
3. Explains how to integrate the WLSE into a CiscoWorks server's navigation tree.
4. Explains how to use the XML API. Available in the Software Center as part of the software development kit.

Product Documentation



Note

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the documentation on Cisco.com for any updates.

[Table 1](#) describes the product documentation that is available.

Table 1 *Product Documentation*

Document Title and Description	Available Formats
<p><i>Release Notes for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Information on new features, documentation updates, known and resolved problems.</p>	<ul style="list-style-type: none"> • PDF on the WLSE Recovery CD-ROM. • On Cisco.com, select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation Release Notes.

Table 1 Product Documentation (Continued)

Document Title and Description	Available Formats
<p><i>Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>How to get your WLSE installed and ready to use and how to install software upgrades.</p>	<ul style="list-style-type: none"> • Printed document included with the product. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com, select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > Installation and Configuration Guides. • Printed document available by order (part number DOC-7815903=).¹
<p><i>User Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Descriptions of WLSE functionality and procedures for using the WLSE. Contains all of the information available in the online help plus information on using CLI commands.</p>	<ul style="list-style-type: none"> • From the WLSE online help. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com, select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > User Guides. • Printed document available by order (part number DOC-7815902=).²
<p><i>Supported Devices Table for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Information on supported devices and supported device software versions.</p>	<p>On Cisco.com, select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > Device Support Tables.</p>
<p>Context-sensitive online help</p> <p>All of the information in the <i>User Guide for the CiscoWorks Wireless LAN Solution Engine</i> (includes a PDF of the user guide).</p>	<p>Select an option from the WLSE navigation tree, then click Help.</p>
<p><i>FAQ and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Frequently asked questions and troubleshooting for WLSE software and hardware (updated online as new information becomes available).</p>	<p>On Cisco.com, select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Alerts and Troubleshooting > Troubleshooting Guides.</p>

Table 1 Product Documentation (Continued)

Document Title and Description	Available Formats
<i>Integrating Cisco Applications with CiscoWorks Management Connection (CMC)</i> How to integrate a WLSE into a CiscoWorks server's navigation tree.	On Cisco.com, select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > Connection Guides.
<i>Regulatory Compliance and Safety Information for the CiscoWorks 1130 Wireless LAN Solution Engine</i>	<ul style="list-style-type: none">• Printed document included with the product.• PDF on the WLSE Recovery CD-ROM.• On Cisco.com, select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > Regulatory Approvals and Compliance.
<i>Developer Guide for the CiscoWorks Wireless LAN Solution Engine</i> Describes the programmatic interface to the WLSE.	On Cisco.com, select Products & Services > Network Management CiscoWorks Wireless LAN Solution Engine > Software Center. Then select an SDK package.

1. See [Ordering Documentation, page 5](#).
2. See [Ordering Documentation, page 5](#)

Obtaining Documentation

Cisco provides several ways to obtain documentation, technical assistance, and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order annual or quarterly subscriptions through the online Subscription Store:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit comments electronically on Cisco.com. On the Cisco Documentation home page, click **Feedback** at the top of the page.

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

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

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

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance.

Cisco TAC Website

The Cisco TAC website (<http://www.cisco.com/tac>) provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year.

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

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

Opening a TAC Case

The online TAC Case Open Tool (<http://www.cisco.com/tac/caseopen>) is the fastest way to open P3 and P4 cases. (Your network is minimally impaired or you require product information). After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using these recommendations, your case will be assigned to a Cisco TAC engineer.

For P1 or P2 cases (your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

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

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- The Cisco Product Catalog describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:

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

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: Internetworking Terms and Acronyms Dictionary, Internetworking Technology Handbook, Internetworking Troubleshooting Guide, and the Internetworking Design Guide. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- Packet magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:

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

- iQ Magazine is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:

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

- Internet Protocol Journal is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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