



Preface

This guide describes the features of CiscoWorks Wireless LAN Solution Engine (WLSE) Release 2.5 and provides instructions for using Release 2.5 on the CiscoWorks Wireless LAN Solution Engine 1105 and 1130. This guide consists of the following chapters and appendixes and a glossary of terms:

- [Preface](#)
- [Getting Started](#)
- [Fault Monitoring](#)
- [Configuring Devices](#)
- [Updating Device Firmware](#)
- [Using Reports](#)
- [Managing the WLSE System](#)
- [FAQs and Troubleshooting](#)
- [Naming Guidelines](#)
- [Using the Command Line Interface \(CLI\)](#)

Audience

This document is for system administrators and network administrators who are responsible for managing a wireless network and are familiar with the concepts and terminology of Ethernet and wireless local area networking.

Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen font</i>
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option > Network Preferences
Selecting a menu item in tables	Option > Network Preferences



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

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	Available Formats
<i>Installation and Configuration Guide for the CiscoWorks 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: <ul style="list-style-type: none"> – Log into Cisco.com. – Select at 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
<i>User Guide for the CiscoWorks Wireless LAN Solution Engine</i>	<ul style="list-style-type: none"> • From the WLSE online help. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com: <ul style="list-style-type: none"> – Log into Cisco.com. – Select at Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > User Guides. • Printed document available by order (part number DOC-7815902=).²
<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: <ul style="list-style-type: none"> – Log into Cisco.com. – Select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > Regulatory Approvals and Compliance.

Table 1 Product Documentation (continued)

Document Title	Available Formats
<i>Supported Devices Table for the CiscoWorks Wireless LAN Solution Engine</i>	<ol style="list-style-type: none"> 1. Log into Cisco.com. 2. Select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Technical Documentation > Device Support Tables.
Context-sensitive online help	<ul style="list-style-type: none"> • Select an option from the navigation tree, then click Help. • Click the Help button in the dialog box.
<i>FAQ and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine</i>	<ol style="list-style-type: none"> 1. Log into Cisco.com. 2. Select Products & Services > Network Management CiscoWorks > Wireless LAN Solution Engine > Alerts and Troubleshooting > Troubleshooting Guides.
<i>Developer Guide for the CiscoWorks Wireless LAN Solution Engine</i>	Development information for the WLSE's XML application programming interface (API). On Cisco.com at Technical Support > Product Support > Software Support > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Implementation and Configuration > Downloads > WLSE20XmlApi.zip.

1. See the “Obtaining Documentation” section on page xxii.
2. See the “Obtaining Documentation” section on page xxii.

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>

