



Finding Documentation for the CiscoWorks 1130-19 Wireless LAN Solution Engine—Release 2.7

A summary of WLSE documentation follows. For more details, see [Product Documentation, page 2](#).

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

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



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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>New features, documentation updates, known problems, and resolved problems.</p>	<p>On Cisco.com:</p> <p>http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm</p>
<p><i>Converting Access Points to IOS, CiscoWorks Wireless LAN Solution Engine</i></p> <p>Converting non-IOS access points to IOS (updated as necessary).</p>	<p>On Cisco.com:</p> <p>http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm</p>
<p><i>Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Details on WLSE 1130-19 hardware and hardware installation, initial configuration, configuration of managed devices, and installation of WLSE 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: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm• Printed document available by order (part number DOC-7816194=). See Ordering Documentation, page 4.
<p>Context-sensitive online help.</p> <p>Most of the information in the <i>User Guide for the CiscoWorks Wireless LAN Solution Engine</i> (includes PDFs of the user guide and the troubleshooting guide).</p>	<p>Select an option from the WLSE navigation tree, then click Help.</p>

Table 1 Product Documentation (Continued)

Document Title and Description	Available Formats
<p><i>User Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>WLSE functionality and procedures for using the WLSE. Contains all of the information in the online help plus information on CLI commands.</p>	<ul style="list-style-type: none"> • From the WLSE online help. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm • Printed document available by order (part number DOC-7816193=). See Ordering Documentation, page 4.
<p><i>Supported Devices Table for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Supported devices and firmware versions for all WLSE features.</p>	<p>On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm </p>
<p><i>FAQ and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Frequently asked questions and troubleshooting (updated online as new information becomes available).</p>	<ul style="list-style-type: none"> • From the WLSE online help. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm
<p><i>Integrating Cisco Applications with CiscoWorks Management Connection (CMC)</i></p> <p>Integrating a WLSE into a CiscoWorks server's navigation tree.</p>	<p>On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm </p>
<p><i>Regulatory Compliance and Safety Information for the CiscoWorks 1130-19 Wireless LAN Solution Engine</i></p> <p>Translated safety warnings and compliance information.</p>	<ul style="list-style-type: none"> • Printed document included with the product. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm
<p><i>Developer Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Development information for the WLSE's XML application programming interface.</p>	<p>On Cisco.com in the Software Center: http://www.cisco.com/cgi-bin/tablebuild.pl/wlan-sol-eng </p>

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain 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

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 Ordering tool:

<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 e-mail comments about technical documentation 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-a-day, 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. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website 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. The Cisco TAC website is located at this URL:

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

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

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which 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 the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

For P1 or P2 cases (P1 and P2 cases are those in which 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.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:
<http://www.cisco.com/go/marketplace/>
- 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://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. 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/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>

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- *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/ipj>

- 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>