



Managing the WLSE System

The following subtabs are displayed when you select the Administration tab:



Note

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

- **Appliance**—Manage the Wireless LAN Solution Engine system (see [Managing the Appliance, page 11-2](#)).
- **System**—View information about supported access point firmware versions, and update firmware support to add newly supported versions (see [Updating Supported Firmware Versions, page 11-54](#)).
- **User Admin**—Manage users and user roles (see [Managing Users, page 11-56](#)).
- **My Profile**—Set preferences for an individual user: password, email address, and appearance of the interface at login (see [Modifying Your Profile, page 11-63](#)).
- **Links**—Set up links to other systems (such as CiscoWorks servers) and display their desktops and run ACS failed login reports (see [Creating Links, page 11-65](#)).

Managing the Appliance

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

- **Status**—View WLSE log files and restart the WLSE (see [Using Log Files](#), page 11-3 and [Restarting the WLSE](#), page 11-5).
- **Software**—Update, reinstall, view status, and define the repository for the WLSE software (see [Managing WLSE Software](#), page 11-6).
- **Security**—Manage WLSE security features, such as telnet, SSL, and authentication modules (see [Managing Security](#), page 11-17).
- **Backup and Restore**—Configure backup location, backup data, and restore data (see [Backing Up and Restoring Data](#), page 11-22).
- **Redundancy**—Manage WLSE redundancy (see [Managing WLSE Redundancy](#), page 11-30).
- **Diagnostics**—Troubleshoot, run self-tests, view process status (see [Using WLSE Diagnostics Options](#), page 11-43).
- **Splash Screen**—Customize the splash screen message (see [Specifying a Splash Screen Message](#), page 11-48).
- **Time/NTP/Name**—Set the current time (see [Set the Current Local and UTC Time](#), page 11-49), specify NTP servers (see [Specify NTP Time Servers](#), page 11-50), and specify IP name servers (see [Specify Name Servers](#), page 11-50).
- **Configure Mailroute**—Specify an SMTP server for handling email notifications (see [Configuring the Mail Route](#), page 11-51).
- **Connectivity Tools**—Test device connectivity and reachability and find the values of SNMP variables (see [Using Connectivity Tools](#), page 11-52).

**Note**

Your login determines whether you can use these options.

Using 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 **Administration > Appliance > Status > View Log File**. The following information is displayed:

Field	Description
Log file	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, see [About Log Files, page 11-4](#).
- 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 the 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 Selected Log Files textbox. Click **Send**.

About Log Files

The WLSE maintains the following log files.

Table 11-1 WLSE Log Files

Log File	Content
access_log	Web server user access.
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 11-26 .
daemons.log	Messages that dmgttd does not log.
dataUpdate.log	Appears after you upgrade WLSE software.
db2.log	Database startups due to installations or reboots.
db2uext2.log	Generated by the database user exit script, which is part of the redundancy code. This file is for troubleshooting by TAC only.
dmgttd.log	Process management daemon log.
dumptcp.cap	Binary log file created by the dumptcp CLI command. To view this file after downloading it, use a utility such as tcpdump.
error.log	Web server errors.
faults.log	Device faults.
install.log	Software package installation.
jobvm.log	Scheduled tasks.
logs_tgz.log	Output of the tarlog CLI command (an archive of system logs). To view these logs, save this file to the desktop and change the .log extension to .tgz. Then unzip the archive.
mfgtest.log	Manufacturing tests.
mod_jk.log	Messages between Tomcat and Apache.
procps_last.log	Output of the last execution of the CLI ps command.
runstats.log	Output of utility that updates statistics on data contained in tables and indexes.
snmpd.log	SNMP agent log file.
ss_request_log	Secure HTTPS socket layer web server events.

Table 11-1 WLSE Log Files (continued)

Log File	Content
swan.log	Radio management log.
tomcat.log	Java servlet messages.
updateWLSE-x.x.x.log	Appears after upgrading WLSE software; for example, updateWLSE-2.7.0.log.
var_logs_tgz.log	Output of the tarlog CLI command (an archive of system logs). To view these logs, save this file to the desktop and change the .log extension to .tgz. Then unzip the archive.

Restarting the WLSE

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



Note

Your login determines whether you can use this option.

Procedure

- Step 1** Select **Administration > 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, click **View PDF** from the online help.

Managing WLSE Software

**Caution**

Before attempting to upgrade WLSE software, check the readme file associated with the software on Cisco.com for changes to the procedures and caveats. Some procedures in this guide may not be applicable to certain software upgrades.

**Note**

You cannot upgrade from pre-release software to the released version.

The software 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 11-7](#).
- **Define Repository**—Specify the repository location. The repository provides software update services to the WLSE—See [Managing the Repository, page 11-8](#).
- **Upgrading Software**—Select and install a software image from the repository—See [Installing the Software Update, page 11-12](#).
- **Browse Repository**—Browse the available complete images in the repository—See [Browsing the Repository, page 11-14](#).
- **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 11-15](#).

The topics in this section are:

- [Viewing Status of Installed Software, page 11-7](#)
- [Downloading the Upgrade Image, page 11-9](#)
- [Creating the Repository, page 11-9](#)
- [Defining the Repository, page 11-11](#)
- [Installing the Software Update, page 11-12](#)
- [Viewing Software Update Logs, page 11-16](#)

For information on other installation methods, see the *Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine, Release 2.7* on Cisc.com at www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm.

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 **Administration > 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.

Field	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 11-15](#)
- [Installing the Software Update, page 11-12](#)
- [Managing WLSE Software, page 11-6](#)

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 11-9
2. Create repository.	Creating the Repository, page 11-9
3. Define repository.	Defining the Repository, page 11-11

Downloading the Upgrade Image

You can find upgrade files at the following URL:

www.cisco.com/en/US/products/sw/cscowork/ps3915/prod_upgrades_and_downloads.html

**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, click **View PDF** in the online help.

The topics in this section are:

- [Creating a Local Repository, page 11-9](#)
- [Creating a Repository on a Windows Server, page 11-10](#)

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-2.7-K9.zip, the *package* is WLSE-2.7-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.

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Use the following procedure to set up a Windows NT, Windows 2000, or Windows XP server as a remote repository.

## Procedure

**Step 1** If you are using a Windows XP or Windows 2000 server as a repository and you are using the Internet Explorer 6.0 browser on the client, configure the browser *on the repository* as follows to make sure the update process works properly. Otherwise, the display during the update process does not work properly.

- a. Install Java Plugin 1.3.1\_08 or later.
- b. In the browser, select **Tools > Internet Options > Privacy** and lower the slider all the way down to achieve the **Accept all Cookies** setting.



**Note** For information on supported browsers, see [Supported Browsers, page 1-4](#).

**Step 2** Extract the zip file to any empty directory; for example, D:\WLSE\_repository.

**Step 3** Open a command window, create a virtual drive, and map the virtual drive to the drive containing the update file; for example:

```
subst f: d:\WLSE_repository
```



**Note** The virtual drive (f: in this example) will be removed after you reboot the Windows 2000, Windows NT, or Windows XP server.

**Step 4** Double-click the virtual drive icon. Then, double-click the autorun.bat file if it does not automatically run.

The Appliance Update screen appears in a browser.

## 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 **Administration > 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 **Administration > Appliance > Software > Browse Repository** to check the update image.

### Related Topics

- [Installing the Software Update, page 11-12](#)
- [Browsing the Repository, page 11-14](#)
- [Managing WLSE Software, page 11-6](#)

## Installing the Software Update



### Caution

Before upgrading WLSE software, back up the configuration. The upgrade attempts to preserve the WLSE database, but a backup is needed in case of errors during the upgrade. For information on backing up the WLSE's configuration, see [Backing Up and Restoring Data, page 11-22](#).

Before upgrading WLSE software, check the readme file that accompanies the image on Cisco.com for possible changes to the procedure, caveats, and new features.

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** If you are using Internet Explorer 6.0 on a Windows XP client to update WLSE software, make sure Java Plugin 1.3.1\_08 is installed on the browser. Otherwise, certain displays during the upgrade process do not work properly.
- Step 2** Select **Administration > 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.
- Step 3** 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 4** To view details on an image in the table, click **README** in the Details field.
- Step 5** To begin the installation, make a selection from the Compatible Updates table, Compatible Reinstallations table, or Complete Images table.

- Step 6** To install the selected software, click **Install**. The Install Software Updates window opens.
- Step 7** Click **Confirm** to continue the installation. Click **Cancel** to cancel the installation.
- Step 8** 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 9** To view details of the installation after the installation is complete, select **Administration > Appliance > Software > Status > View Log**.
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### Related Topics

- [Managing the Repository, page 11-8](#)
- [Viewing Status of Installed Software, page 11-7](#)
- [Viewing Software Update History, page 11-15](#)
- [Browsing the Repository, page 11-14](#)
- [Managing WLSE Software, page 11-6](#)

## 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 11-8](#).

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### Note

Your login determines whether you can use this option.

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### Procedure

- Step 1** Select **Administration > Appliance > Software > Browse Repository**.

- 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

- [Installing the Software Update, page 11-12](#)
- [Managing WLSE Software, page 11-6](#)

## 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 **Administration > Appliance > Software > Software Update History**. The following information is displayed:

**Table 11-2 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.

#### Related Topics

- [Viewing Status of Installed Software, page 11-7](#)
- [Browsing the Repository, page 11-14](#)
- [Managing WLSE Software, page 11-6](#)

## Viewing Software Update Logs

The WLSE maintains the following software update logs:

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

To view these logs, select **Administration > Appliance > Status > View Log File**. The listings for these logs do not appear until you have performed an update of WLSE software.

# Managing Security

You can manage the following security options under **Administration > Appliance > Security**:

- **Authentication Modules**—Set up the authentication module to be used (see [Setting Up an Authentication Module, page 11-19](#)).
- **SSL (HTTPS)**—Obtain a permanent, signed Certificate Signed Request for secure Web access (see [Managing SSL \(HTTPS\), page 11-20](#)).
- **Telnet and SSH**—Configure Telnet and SSH settings (see [Enabling Telnet and Selecting SSH Type, page 11-21](#)).
- **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 11-22](#)).

## Related Topics

[Overview: Security, page 11-17](#)

## Overview: Security

The WLSE provides the following security features:

- Optional secure connection through the Web browser—See [Managing SSL \(HTTPS\), page 11-20](#).
- Connection through the CLI via Telnet or SSH—See [Enabling Telnet and Selecting SSH Type, page 11-21](#).
- Authentication through the local database or alternative authentication services—See [Setting Up an Authentication Module, page 11-19](#) and [Managing User Accounts, page 11-59](#).
- Flexible user access to managed devices and WLSE services through configurable roles—See [Managing Roles, page 11-56](#).

## 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
- MS NT Domain

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.

The WLSE determines user roles; therefore, all users must be in the local database of user IDs and passwords. A user's role determines the services and devices that the user can access. Users must have the same user ID locally as they have in the alternative authentication source, but the local password and authentication service password do not have to be same.

Users who are authenticated by an alternative service and who are not in the local database have no roles assigned to them. Users who have no roles see only the splash screen after logging in and cannot view screens or perform tasks.

If the alternative authentication service fails, the Wireless LAN Solution Engine defaults to the Local authentication module. Even if the local user database fails, you can always log in as the admin user.

### Related Topics

- [Setting Up an Authentication Module, page 11-19](#)
- [Managing Users, page 11-56](#)

## Setting Up an Authentication Module

You can use your existing authentication method to authenticate WLSE users by selecting and configuring one of the WLSE's login modules.

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

**Note**

Even if you are using your own authentication service, all users must still be in the local database of users. For information on adding users to the local database, see [Managing Users, page 11-56](#).

**Note**

Your login determines whether you can use this option.

### Procedure

- Step 1** Select **Administration > Appliance > Security > Authentication Modules**.
- Step 2** Select an authentication module from the Select Module drop down list, then click **Submit**.
- Step 3** Depending on the authentication module you selected, enter the following data, then click **Submit**:
  - **RADIUS** module or **TACACS+** module:
    - Primary Server and Secondary Server—IP addresses or device names of the primary and secondary authentication servers. A secondary server is optional.
    - Shared Secret—Secret key.
  - **MS NT Domain** module:
    - Domain—Name of the Windows domain.
    - Primary Domain Controller and Backup Domain Controller—Names of the primary and backup Windows domain controllers. A backup domain controller is optional.

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.

### Related Topics

[Overview: Authentication Modules, page 11-18](#)

## 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, see [Unsigned Certificate Not Generated, page 11-21](#) before attempting this procedure.



### Note

Your login determines whether you can use this option.

### Procedure

- Step 1** Select **Administration > 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 **Administration > 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 Wireless LAN Solution Engine 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.

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### Unsigned Certificate Not Generated

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.

## 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.

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#### Procedure

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- Step 1** Select **Administration > 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 **Administration > 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 ( <b>UTC</b> ).        |
| 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.

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 11-24](#)).
- **Backup**—Schedule a backup of WLSE data or run an immediate backup (see [Scheduling and Running Backups, page 11-26](#)).

- **Restore**—Restore an available backup image (see [Restoring Data](#), page 11-28).
- **Backup log**—The backup log appears after you back up WLSE data, restore data, or test the reachability of the backup location (see [Using Log Files](#), page 11-3). To clear the backup/restore log, see [Clearing the Backup/Restore Log](#), page 11-26.

### Related Topics

[About Backup and Restore](#), page 11-23

## About Backup and Restore



### Note

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You cannot restore a backup from pre-release software to the released version.

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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 and then restarts the WLSE database.

You can restore data backed up on one WLSE to another WLSE. You cannot, however, restore backup data from a WLSE 1130 or [WLSE 1130-19](#) to a WLSE 1105. For information on restoring from one WLSE to another, see [Copying Configuration Data from One WLSE to Another](#), page 11-29.

## Specifying the Backup Location

You must set the backup location before you can run backups. The backup location must be an FTP server because the WLSE uses FTP to transfer the data.

Please observe the following cautions about the backup location:

- Backup has only been tested on the standard Windows 2000, Windows XP, and Unix FTP servers. Therefore, only these servers are explicitly supported for WLSE backups. However, any server that uses standard FTP commands and protocol should work.
- Make sure the target FTP 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 11-25](#).



### Note

Your login determines whether you can use this option.

### Procedure

**Step 1** Select **Administration > 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 machine.  |
| Password        | Valid password on the backup location machine.  |
| Verify Password |                                                 |

| 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> |

- 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.
- 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 11-26](#)
- [Restoring Data, page 11-28](#)
- [Configuring a Windows System as a Backup Location, page 11-25](#)
- [About Backup and Restore, page 11-23](#)

## 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 **Administration > 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.

## 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.



**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** Make sure the backup location has been specified (see [Specifying the Backup Location, page 11-24](#)).
- Step 2** Select **Administration > Appliance > Backup and Restore > Backup**.
- Step 3** To run an immediate backup, click **Backup Now**.
- Step 4** To schedule automatic backups:
- 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).
  - Click **Schedule Backup**.
- Step 5** To cancel a scheduled backup, click **Remove Scheduled Backup**.
- Step 6** There are several ways to verify that the backup succeeded:
- Check the log file under backup.log file under **Administration > Appliance > Status > View Log File**.
  - Select **Administration > 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 11-28](#)
- [About Backup and Restore, page 11-23](#)

## 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 Data on Redundant WLSEs, page 11-42](#).

---

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

1. The WLSE shuts down automatically.
2. 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 **Administration > Appliance > Backup and Restore > Restore**.
- 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.
- Users' CLI access 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 11-29.

---

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

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

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

---

**Related Topics**

- [Scheduling and Running Backups](#), page 11-26
- [Specifying the Backup Location](#), page 11-24
- [About Backup and Restore](#), page 11-23

## 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 chapter titled “Managing the WLSE via the CLI” in the *User Guide for the CiscoWorks Wireless LAN Solution Engine, Release 2.7* (click **View PDF** from the online help).

**Note**

---

You cannot restore a backup from a WLSE 1130 or [WLSE 1130-19](#) to a WLSE 1105.

---

**Step 1** Back up the data on the source WLSE. For more information, see [Backing Up and Restoring Data](#), page 11-22.

**Step 2** If you have installed a new WLSE and have not configured it yet, run the setup program and complete the initial configuration.

For information on the setup program and initial configuration, see the *Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine, Release 2.7* (shipped with the WLSE and on Cisco.com at [www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw\\_1105/wlse/2\\_7/index.htm](http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_7/index.htm)).

**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 11-28](#).

## 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.

Before enabling redundancy, see [Redundancy Prerequisites, page 11-31](#) for hardware and configuration prerequisites.

For details on how redundancy works, see [About Redundancy, page 11-32](#).

You can use the redundancy options to:

- Enable redundancy—See [Configuring Redundancy, page 11-35](#).
- Check redundancy settings—See [Checking Redundancy Settings, page 11-38](#).
- View the log of redundancy events—See [Viewing the Redundancy Log, page 11-40](#).

**Tip**

To force fail over from the active node to the standby node, see [Performing Manual Failover to the Standby Node, page 11-40](#).

**Related Topics**

- [About Redundancy, page 11-32](#)
- [Redundancy Prerequisites, page 11-31](#)
- [Redundancy Email Messages, page 11-33](#)
- [Performing Manual Failover to the Standby Node, page 11-40](#)
- [Upgrading Software on the Cluster, page 11-41](#)
- [Replacing a Node, page 11-41](#)
- [Backing Up and Restoring Data on Redundant WLSEs, page 11-42](#)

## Redundancy Prerequisites

Following are the 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 (2.7 or later).
- It is required that both nodes be the same hardware.
- Both systems must be in the same IP subnet and connected to the same router.
- Both systems must have static IP addresses. In addition, one free IP address on the same subnet, which will be used as the virtual IP address, is required. Two free IP addresses are required if the virtual IP address is configured on both interfaces. The virtual IP address(es) will be automatically bound to the active WLSE, and users can use this address to always connect to the active node.
- Ethernet interface 0 on both WLSEs must be in the same subnet. If ethernet interface 1 is in use on both WLSEs, ethernet interface 1 on both WLSEs must be in the same subnet.
- 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.

- The password for the admin user must be the same on both WLSEs.
- 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 11-51).

#### Related Topics

- [About Redundancy](#), page 11-32
- [Redundancy Email Messages](#), page 11-33
- [Performing Manual Failover to the Standby Node](#), page 11-40
- [Upgrading Software on the Cluster](#), page 11-41
- [Replacing a Node](#), page 11-41
- [Backing Up and Restoring Data on Redundant WLSEs](#), page 11-42

## 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.

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. To make sure the active node is running normally, the standby node periodically checks the active node.

The synchronization and checking intervals are configurable by the administrator. The minimum amount of time between data synchronization is 20 minutes, and the maximum amount of time is 5 hours. The frequency of checks made by the standby node can be set to between 15 seconds and 5 minutes.



#### Note

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

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.

Redundancy troubleshooting messages are logged to the tomcat.log file. To troubleshoot a node, log in using the real IP address, not the virtual IP address.

While upgrading software on a node or replacing a failed node, first disable redundancy. To replace a failed node, enter the failed node's IP address on the replacement during initial setup.

### Related Topics

- [Redundancy Prerequisites, page 11-31](#)
- [Redundancy Email Messages, page 11-33](#)
- [Performing Manual Failover to the Standby Node, page 11-40](#)
- [Upgrading Software on the Cluster, page 11-41](#)
- [Replacing a Node, page 11-41](#)
- [Controlling Access via HTTP/HTTPS on Redundant Nodes, page 11-41](#)
- [Backing Up and Restoring Data on Redundant WLSEs, page 11-42](#)

## Redundancy Email Messages

The messages sent by the redundancy module are as follows. The sender of the message is `WLSE@ip_address`, where `ip_address` is the IP address of the WLSE that is sending the message.

**Table 11-3 Redundancy Email Messages**

| <b>Email Subject</b>                                                   | <b>Meaning</b>                                                                                                                             |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| Lost connectivity with standby on <i>ip_address</i> .                  | Standby node indicated by IP address is down.                                                                                              |
| Regained connectivity with standby on <i>ip_address</i> .              | Standby node is up.                                                                                                                        |
| Lost connectivity with <i>ip_address</i> .                             | Node indicated by IP address 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.                                                                                        |
| 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. |

### Related Topics

- [About Redundancy, page 11-32](#)
- [Redundancy Prerequisites, page 11-31](#)
- [Performing Manual Failover to the Standby Node, page 11-40](#)
- [Upgrading Software on the Cluster, page 11-41](#)
- [Replacing a Node, page 11-41](#)
- [Backing Up and Restoring Data on Redundant WLSEs, page 11-42](#)

## Configuring Redundancy

Initial redundancy configuration is performed on the currently active WLSE. Initial configuration is done on whichever WLSE is to be designated as primary.

Subsequent configuration changes can be done on whichever WLSE is in active mode, but the nodes' IP addresses should be retained as initially configured. If you do need to change IP addresses, first turn off redundancy, reconfigure the IP addresses, then turn on redundancy.



### 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 Prerequisites, page 11-31](#).
- Step 2** Log in to the primary node, which is the WLSE that will be active and providing management services.
- Step 3** Select **Administration > Appliance > Redundancy > Manage Redundancy**.

- Step 4** To enable redundancy, select **Redundancy Enabled**.  
After redundancy is turned on, a backup and restore begins.
- Step 5** Enter data in the following fields.

**Table 11-4 Redundancy Parameters**

| Field                      | Description                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Redundancy Enabled         | Select to enable redundancy. Deselect to disable redundancy. When this is selected, the other fields in the screen become active.                                                                                                                                                                                                                                                                                        |
| Admin Password             | The admin password on both the active and standby systems. The password must be identical on both systems.                                                                                                                                                                                                                                                                                                               |
| Notification Email         | Email address for notification of redundancy events. For information on these notifications, see <a href="#">Redundancy Email Messages, page 11-33</a> . For information on configuring email in general, see <a href="#">Configuring the Mail Route, page 11-51</a>                                                                                                                                                     |
| HTTP Port                  | Port to use 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 Appendix B of the <i>User Guide for the CiscoWorks Wireless LAN Solution Engine, Release 2.7</i> (from the online help, click <b>View PDF</b> ).                                                                        |
| VIP IP eth0                | Virtual IP addresses for WLSE Ethernet 0 and Ethernet 1 interfaces. This is the address for users to connect to the Web interface of the active WLSE. After failover to the standby WLSE, the Web interface IP address remains the same.<br><br>A virtual IP address is a free address in the same subnet as the active and standby node.<br><br>You must supply two virtual IP addresses if both interfaces are in use. |
| VIP IP eth1                |                                                                                                                                                                                                                                                                                                                                                                                                                          |
| This Node IP <sup>1</sup>  | Static IP address of the current (active) node. If both Ethernet interfaces are configured, you can select the address/interface for redundancy communication.                                                                                                                                                                                                                                                           |
| Other Node IP <sup>1</sup> | Static IP address of the system that will become the standby node.                                                                                                                                                                                                                                                                                                                                                       |

**Table 11-4 Redundancy Parameters (continued)**

| Field                            | Description                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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 primary | How often to check to make sure both nodes are functioning. Default is 60 seconds. Can be set between 15 seconds and 5 minutes.                                                                                                                                                                                                                             |

1. To change a node's IP address, first turn off redundancy, then configure the IP addresses, then turn on redundancy.

**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 11-38](#)
- [Viewing the Redundancy Log, page 11-40](#)
- [About Redundancy, page 11-32](#)
- [Redundancy Email Messages, page 11-33](#)
- [Performing Manual Failover to the Standby Node, page 11-40](#)
- [Upgrading Software on the Cluster, page 11-41](#)
- [Replacing a Node, page 11-41](#)

- [Backing Up and Restoring Data on Redundant WLSEs, page 11-42](#)

## 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 **Administration > Appliance > Redundancy > Redundancy Status**.
- Step 3** The following redundancy settings are displayed. If a field is blank, it has not been configured.

**Table 11-5 Redundancy Status Settings**

| Field                            | Description                                                                                                                                                                                                     |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Redundancy Status                | Active—Redundancy is enabled. This is the active node at the current time.<br><br>Standby—Redundancy is enabled. This is the standby node at the current time.<br><br>Not Configured—Redundancy is not enabled. |
| 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 (data copied from the active node to the standby node).                                                                                                                                |
| Seconds between check of primary | How often the standby system checks the active system to find out if the primary system is functioning.                                                                                                         |

**Related Topics**

- [Configuring Redundancy, page 11-35](#)
- [Viewing the Redundancy Log, page 11-40](#)
- [About Redundancy, page 11-32](#)
- [Redundancy Email Messages, page 11-33](#)
- [Performing Manual Failover to the Standby Node, page 11-40](#)
- [Upgrading Software on the Cluster, page 11-41](#)
- [Replacing a Node, page 11-41](#)
- [Backing Up and Restoring Data on Redundant WLSEs, page 11-42](#)

## Viewing the Redundancy 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 **Administration > 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 11-32](#)
- [Redundancy Email Messages, page 11-33](#)

## 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 11-5](#).

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 11-32](#)

## Upgrading Software on the Cluster

Both the active and standby node must run the same software release.

Before upgrading a node, you must disable redundancy. See [Configuring Redundancy, page 11-35](#).

For upgrade instructions, see [Managing WLSE Software, page 11-6](#).

### Related Topics

- [About Redundancy, page 11-32](#)

## Replacing a Node

If you need to replace a node:

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

See [Configuring Redundancy, page 11-35](#) for procedures.

### Related Topics

- [About Redundancy, page 11-32](#)
- [Checking Redundancy Settings, page 11-38](#)
- [Viewing the Redundancy Log, page 11-40](#)

## 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 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
```

## Backing Up and Restoring Data on Redundant WLSEs

This section describes differences in the backup and restore procedures when you are using the redundancy features.

### Backing Up Data on Redundant WLSEs

If redundancy is not enabled, backup is allowed on both nodes.

If redundancy is enabled:

- Backup is allowed on the active node, but restore will fail. See [Restoring Data on Redundant WLSEs, page 11-42](#).
- Backup and restore are not permitted on the standby node. If you try to run a backup, a message is displayed asking you to run backup on the active node.

### Restoring Data on Redundant WLSEs

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

#### Option 1

##### Procedure

- 
- |               |                                                                                                          |
|---------------|----------------------------------------------------------------------------------------------------------|
| <b>Step 1</b> | Power down the standby WLSE (or use the CLI <b>services stop</b> command on the standby WLSE).           |
| <b>Step 2</b> | Restore data on the active WLSE, following the procedure in <a href="#">Restoring Data, page 11-28</a> . |
| <b>Step 3</b> | Power up the standby WLSE (or use the <b>services start</b> CLI command on the standby WLSE).            |
-

## Option 2

### Procedure

- 
- Step 1** Turn off redundancy.
- Step 2** Restore data on the primary WLSE, following the procedure in [Restoring Data](#), page 11-28.
- Step 3** Turn on redundancy
- 

### Related Topics

- [About Redundancy](#), page 11-32
- [Redundancy Email Messages](#), page 11-33
- [Configuring Redundancy](#), page 11-35
- [Checking Redundancy Settings](#), page 11-38
- [Viewing the Redundancy Log](#), page 11-40

## Using WLSE Diagnostics Options

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

- **WLSE Info**—Gather troubleshooting information about the WLSE status and create status reports (see [Viewing and Creating a Status Report](#), page 11-43).
- **Self Test**—Create and display self tests (see [Viewing and Creating a Self-Test Report](#), page 11-44).
- **Processes**—View WLSE process status, stop and start processes (see [Managing Processes](#), page 11-45).

## Viewing and Creating a Status Report

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 **Administration > 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 11-44](#)
- [Managing Processes, page 11-45](#)

## Viewing and Creating a Self-Test Report

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 **Administration > 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 11-43](#)
- [Managing Processes, page 11-45](#)

## Managing Processes

You can view the status of the major processes running on the WLSE, start and stop processes, and access complete reports.



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

---

### Procedure

- 
- Step 1** Select **Administration > 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 11-47</a> . |
| State        | Process status and a summary of the log file entries for the process.                                                          |

| Column      | Description                                                                                                                                                                                                                                |
|-------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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        | <p>“Not applicable” means the program is running normally.</p> <p>“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.</p> |
| 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 11-48</a> .                                                                            |
| View process status.           | Click process state. See <a href="#">System Log, page 11-48</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> .                                                                                                                      |

## Processes Displayed

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

| Process Name   | Description                                                                            |
|----------------|----------------------------------------------------------------------------------------|
| WirelessSvcMgr | Process that manages internal radio management tasks.                                  |
| WLSEjobvm      | Job virtual machine.                                                                   |
| WLSEFaults     | Fault manager.                                                                         |
| WebServer      | Web server.                                                                            |
| Tomcat         | Java servlet engine.                                                                   |
| ExcepReporter  | Process that forwards traps.                                                           |
| CDPbrdcast     | <a href="#">CDP</a> daemon that identifies Cisco devices to their immediate neighbors. |
| PerfMon        | Process that monitors performance.                                                     |

## Daemon Information

The Daemon Information dialog box displays the following:

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

## System Log

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 **Administration > 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 **Administration > Appliance > Time/NTP/NAME** option allows you to:

- [Set the Current Local and UTC Time, page 11-49](#)
- [Specify NTP Time Servers, page 11-50](#)
- [Specify Name Servers, page 11-50](#)
- [Set the Web Timeout Period, page 11-51](#)

### 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 **Administration > 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**.
- 

**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 **Administration > 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**.
- 

**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 **Administration > 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.



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

---

To reset the timeout period for the Web interface:

### Procedure

---

- Step 1** Select **Administration > 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 **Administration > 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**.
- 

## Using Connectivity Tools

When you select **Administration > 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 11-52](#)).
- **SNMP Query Tool**—query a device’s SNMP variables (see [Using the SNMP Query Tool, page 11-53](#)).

## 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 **Administration > 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 11-6 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.                                                                                                                                                                                                     |
| 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> . 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 **Administration > 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.
- 

## Firmware Version Support

You can use the WLSE to upgrade and update the firmware on one or more access points, either as a scheduled operation or on demand. To accomplish this, information about supported firmware versions is stored on the WLSE. You can:

- View the versions currently supported by the WLSE.
- Update the version support on the WLSE.

The topics covered in this section are:

- [Updating Supported Firmware Versions, page 11-54](#)
- [Viewing Supported Firmware Versions, page 11-55](#)

## Updating Supported Firmware Versions

When WLSE 2.7 was released, support was included for the access point firmware versions that were available at that time. The WLSE can be updated to add support for firmware versions that are released later. When support is available for newer versions, an update file will be posted on Cisco.com. You can download this file and import it into the WLSE to update versions supported by the firmware module.



---

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

---

To import new firmware support information:

### Procedure

---

- Step 1** To download the firmware version update file to your desktop or another network computer from Cisco.com, enter this URL in the browser:
- <http://www.cisco.com/kobayashi/sw-center/cw2000/crypto/wlan-sol-eng>
- The firmware version update file is listed along with the WLSE software update files.
- Step 2** Select **Administration > System > New Version Support**.
- Step 3** Enter the path to the device support file or click **Browse**.
- Step 4** Click **Import**.
- Step 5** To display the firmware versions currently supported by the WLSE, see [Viewing Supported Firmware Versions, page 11-55](#).
- 

### Related Topics

[Viewing Supported Firmware Versions, page 11-55](#)

## Viewing Supported Firmware Versions



---

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

---

To display firmware versions currently supported by the WLSE:

- 
- Step 1** Select **Administration > System > Firmware Supported Versions**.
- Step 2** The access point firmware versions that are supported by this WLSE are displayed.

- Step 3** To import updated firmware support, see [Updating Supported Firmware Versions, page 11-54](#).
- 

**Related Topics**

[Updating Supported Firmware Versions, page 11-54](#)

## Managing Users

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

- [Managing Roles, page 11-56](#)—Add, modify, and delete user roles.
- [Managing User Accounts, page 11-59](#)—Add, modify, and delete user accounts.

**Related Topics**

[Modifying Your Profile, page 11-63](#)

[Overview: Authentication Modules, page 11-18](#)

## 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 11-57](#).
- About roles—See [Overview: Roles, page 11-56](#).

### Overview: 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.

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 in the Software Center on Cisco.com.

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 11-59](#)). You cannot modify the privileges of this role.
- 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 Administrator role.

## 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 **Administration > 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 can view all roles.
- Other users can only view the roles assigned to them and any 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 11-59](#)

## 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:

- [Add Users, page 11-60](#)
- [Modify Users, page 11-61](#)
- [Delete Users, page 11-62](#)
- [Overview: User Accounts, page 11-59](#)

### Related Topics

- [Overview: Authentication Modules, page 11-18](#)
- [Modifying Your Profile, page 11-63](#)
- [Naming Guidelines, page B-1](#)

## 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—Limited access to viewing basic WLSE configuration.
- 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 when the setup script is run. 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.

## Add Users



### Note

Your login determines whether you can use this option.

### Procedure

**Step 1** Select **Administration > User Admin > Manage Users**. The Users list displays the current users.

- The admin user can view and modify all existing users.
- 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:

| Field            | Information to Enter                                                                                                                                                                                |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User Name        | Name of the new user.                                                                                                                                                                               |
| User Password    | Password for the new user.                                                                                                                                                                          |
| Confirm Password |                                                                                                                                                                                                     |
| 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 subset of commands. <sup>1</sup> |
| Roles            | One or more roles for the user. To add a role, select it from the pulldown list. To view a role, select it and click <b>show role</b> . To remove a role, select it and click <b>remove</b> .       |

1. For information on CLI commands, see Appendix B in the *User Guide for the CiscoWorks Wireless LAN Solution Engine, Release 2.7* on Cisco.com or click **View PDF** from online help.

- 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 11-26](#).

### Related Topics

- [Modifying Your Profile, page 11-63](#)
- [Naming Guidelines, page B-1](#)

## Modify Users



### Note

Your login determines whether you can use these options.

### Procedure

To modify a user:

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



### Note

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. The admin user can view all logins.

- Step 2** Select the user from the Users list and make the desired changes:

| Field            | Information to Enter   |
|------------------|------------------------|
| User Name        | User's name.           |
| User Password    | New password for user. |
| Confirm Password |                        |

| Field      | Information to Enter                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Email      | Enter or change the user's email address.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| CLI Access | User's access to the WLSE CLI: None, Level 0, or Level 15. By default, Level 15 is selected for System Administrator, and None is selected for others. Users with privilege level 15 can use all commands, and users with privilege level 0 can use a subset. For information on commands that are available for each privilege level, see Appendix B in the <i>User Guide for the CiscoWorks Wireless LAN Solution Engine, Release 2.7</i> —From the online help, click <b>View PDF</b> . |
| Roles      | User's roles. To add a role, select it from the pulldown list. To view a role, select it and click <b>show role</b> . To remove a role, select it and click <b>remove</b> .                                                                                                                                                                                                                                                                                                                |

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

#### Related Topics

- [Naming Guidelines, page B-1](#)
- [Managing Roles, page 11-56](#)
- [Modifying Your Profile, page 11-63](#)

## Delete Users

Use the following procedure to delete users.



#### Caution

If a user is deleted, all the users created by the deleted user are also removed. For example, if userA creates userB and then userA is deleted, userB is also deleted.



---

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

---

### Procedure

---

- Step 1** Select **Administration > 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 11-63](#).
- Change your email address—See [Changing Your Email Address, page 11-64](#).
- Set your home page preferences—See [Changing the Default Tab and Subtab, page 11-64](#).

## 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 **Administration > 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

- [Modify Users, page 11-61](#)
- [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 **Administration > 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

- [Modify Users, page 11-61](#)

## 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 **Administration > 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 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 11-66](#).
- 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 11-66](#).

- Running the ACS Failed Login Report—See [Running the ACS Failed Login Report, page 11-69](#).

**Note**


---

This feature is available to all users.

---

## Creating a Link to Another System

### Procedure

---

- Step 1** Select **Administration > 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 [Recreating the Link, page 11-68](#).
- 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 11-67](#) (the link must be configured before you can display a report)
- [Recreating the Link, page 11-68](#) (use this procedure if the link is missing from the list of current links).

## Configuring the Link

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 **Administration > 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> .<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 11-69](#)

## Recreating the Link

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

### Procedure

- 
- Step 1** On the ACS server, make sure that Web access for the admin user is enabled.
  - Step 2** On the WLSE, navigate to **Administration > Links** and click **Add to Links ...**
  - Step 3** 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 4** 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><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 5** 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 6** Click **Save**.
- 

### Related Topics

[Running the ACS Failed Login Report, page 11-69](#)

## Running the ACS Failed Login Report

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

**Note**

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

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To run an ACS failed login report:

**Procedure**

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- Step 1** Select **Administration > Links**. The ACS Failed Login Report link is displayed in the list of current links:
- If the link is missing, see [Recreating the Link](#), page 11-68.
  - If no report is displayed, see [Configuring the ACS Failed Login Report Link](#), page 11-66.
- Step 2** To run the report, click **ACS Failed Login Report**.
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