



Release Notes for the CiscoWorks Wireless LAN Solution Engine Express 2.8

These release notes are for use with the CiscoWorks Wireless LAN Solution Engine Express Release 2.8.

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

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New Features

The WLSE Release 2.8 contains the following new features:

- New hardware platform (1030)
- Management of up to 50 dual mode access points through the 1030 CiscoWorks WLSE
- Built in AAA server
- Support for 802.11a radio modules with antenna connectors running 12.3(2)XT
- TFTP server within CiscoWorks WLSE
- AP reload via switch port reset
- Ability to apply auto-manage template based on AP interface type, AP serial number, and AP MAC address
- Reboot detection
- Ability to configure WLSE via a master configuration file

**Note**

Radio Management features are not supported in the Wireless LAN Solution Engine Express Release 2.8.

Product Documentation

You can access the WLSE online help by clicking the **Help** button in the top right corner of the screen or by selecting an option and then clicking the **Help** button. You can access the user guide from the online help by clicking the **View PDF** button.

The following product documentation is available for WLSE:

Table 1 Product Documentation

Document Title	Description
<i>Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine Express, Release 2.8</i>	<p>Describes how to install and configure the WLSE. Available in the following formats:</p> <ul style="list-style-type: none"> • Printed document included with the product. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_8/index.htm • Printed document available by order (part number DOC-7816479=)¹
<i>Configuring Devices for Management by the CiscoWorks Wireless LAN Solution Engine Express</i>	<p>Contains information about how to set up devices before the WLSE can discover and manage them, and before you can use the WLSE for the following tasks: discovery, monitoring, reporting, configuration, firmware upgrade. Available in the following formats:</p> <ul style="list-style-type: none"> • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_8/index.htm
<i>User Guide for the CiscoWorks Wireless LAN Solution Engine Express</i>	<p>Describes WLSE features and provides instructions for using it. Available in the following formats:</p> <ul style="list-style-type: none"> • From the WLSE online help. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_8/index.htm

Table 1 Product Documentation (Continued)

Document Title	Description
<i>Regulatory Compliance and Safety Information for the CiscoWorks 1030 Wireless LAN Solution Engine Express</i>	Provides regulatory compliance and safety information for the WLSE. Available in the following formats: <ul style="list-style-type: none"> • Printed document included with product. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_8/index.htm
<i>FAQ and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine Express</i>	Contains FAQs and troubleshooting information, and provides a table for all the faults displayed under Faults > Display Faults with explanations and possible actions. Available in the following formats: <ul style="list-style-type: none"> • From the WLSE online help. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_8/index.htm
<i>Converting Access Points to IOS, CiscoWorks Wireless LAN Solution Engine Express</i>	Describes how to convert non-IOS access points to IOS. Available in the following formats: <ul style="list-style-type: none"> • From the WLSE online help. • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_8/index.htm
<i>Supported Devices Table for the CiscoWorks Wireless LAN Solution Engine Express</i>	Lists the devices supported by WLSE. Available in the following formats: <ul style="list-style-type: none"> • On Cisco.com: http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_8/index.htm

1. See [Obtaining Documentation](#), page 11.

Documentation Updates

The latest version of the online help and/or *User Guide for the CiscoWorks Wireless LAN Solution Engine* does not include additions and corrections to the following sections:

All Forms

Any forms in WLSE that contain a Name field will display *%description%* if you do not enter anything.

Using the WLSE to Monitor the Internal AAA Server

You can use the WLSE's fault-monitoring feature to monitor the AAA server as follows:

- Server availability
- Server state (for example, degraded, overloaded, or OK)
- Server authentication errors

Procedure

After configuring the AAA server and the WLSE as described in the following procedure, you can monitor the performance of the internal AAA server by selecting **Faults > Display Faults** and view reports on the AAA server by selecting **Reports > Trends**.

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- Step 1** If necessary, add a WLSE user who has access to the Faults tab. For more information, see *Managing Users*, page 11-84.
- Step 2** Select **Administration > AAA Server > Users**.
Add the WLSE user to the list of users.
- Step 3** Select **Administration > AAA Server > Clients**.
Add the WLSE to the list of clients. If you are using WLSE redundancy, add both WLSEs in the redundancy pair to the list of clients.
You will need the shared secret that you enter for the client in Step 4.
- Step 4** Select **Devices > Discover > AAA Server**:
- a. Select RADIUS from the Server Type list.
 - b. Enter the hostname or IP address of the WLSE in the Server Name field.

- c. Enter 1812 in the Server Port field
- d. Enter the username and password of the WLSE user from Step 1 in the Username and Password fields.
- e. Enter the shared secret of the WLSE in the Secret field.
This is the shared secret that you entered for the client in Step 3.
- f. Click **Save**.

Step 5 If the WLSE is in a redundancy pair, repeat Step 4 for the second WLSE.

Step 6 Select **Faults > Manage Fault Settings**:

- a. Select the Default profile, then click **Edit**.
- b. Select **AAA SERVER > RADIUS Response Time**.
- c. Select **Enable**.
- d. Set the Poll Interval to 1 minute.
- e. Set consecutive polling cycles to 2 for the “Server is unavailable” Setting.



Note Leave the consecutive polling cycles at the default of 1 for the remaining settings in this window.

- f. Click **Apply**.
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Polling Parameters Details

The online help for **Managing Devices > Managing Device Inventories > Managing Polling Parameters > Polling Parameter Details** should say that you can set the Inventory Poll Parameter to a minimum value of 10 minutes.

Known and Resolved Problems

[Table 2](#) describes problems known to exist in this release.

**Note**

To obtain more information about known problems, access the Cisco Software bug Toolkit at <http://www.cisco.com/cgi-bin/Support/Bugtool/home.pl>. (You will be prompted to log into Cisco.com.)

WLSE Problems

Table 2 Known Problems in the WLSE

Bug ID	Summary	Explanation
CSCeb36372	The Client Historical Association report does not contain a disassociation time.	<p>The Client Historical Association report does not have the information about the last time a client associated with the access point, the time it disconnected from the access point, the duration of the association, or the association state.</p> <p>There is no workaround for this problem.</p> <p>Note In the current release, only association times of a client are supported. Disassociation time of the client is not available in this release.</p>
CSCec41188	You cannot add a LEAP server to the WLSE if it is already a managed access point.	<p>You cannot add an access point that is running the local RADIUS service and is managed as an access point by the WLSE as a LEAP server. The WLSE will view it as a duplicate device.</p> <p>There is no workaround for this problem.</p>

Table 2 Known Problems in the WLSE (Continued)

Bug ID	Summary	Explanation
<p>CSCee09800 CSCed94324</p>	<p>Detach/IP Address Change events during Roam event stress-2gclient.</p>	<p>If you select Reports > Wireless Clients > Client EAP UserName or MAC Address > Client Historical Association, sometimes an IP Address Change event is reported immediately after a Roam event, even though no IP address change has occurred for the specified client. In addition, sometimes a Detach From WDS event is reported immediately after a Roam event, even though the specified client has not left the WDS indicated in the previous Roam event.</p> <p>These problems occur for certain clients that are authenticated using LEAP and are not using the CCKM fast-roaming feature.</p> <p>There is no workaround for this problem. You can ignore the IP Address Change and the Detach From WDS events if they occur immediately after a Roam event.</p>
<p>CSCed55402</p>	<p>When you set the WEP Enforced policy under Faults > Manage Faults the faults are not generated correctly.</p>	<p>When the WEP Enforced policy is set for the radio interface of an IOS access point, sometimes the faults may not be generated due to an access point bug (see CSCed39748).</p>
<p>CSCee18557</p>	<p>Unable to include filters in policy groups.</p>	<p>Within configuration templates, when you deploy policy groups to AP 1200's and AP 350's running VxWorks version 12.0(4), the filters associated with the policy groups cannot be included even though the policy group itself is deployed.</p> <p>There is no workaround for this problem.</p>

Table 2 Known Problems in the WLSE (Continued)

Bug ID	Summary	Explanation
CSCee37875	CCO crypto download changes breaks image import from Cisco.com.	<p>When you select Firmware > Images > Import > From Cisco.com, log in with your CCO account, and select any AP image, you get the following error message:</p> <p>Error while selecting or displaying image details. Please log into cisco.com at http://www.cisco.com/cgi-bin//Software/Crypto/crypto_main.pl and make sure your username has acknowledged cryptography permissions for downloading IOS Aironet images.</p> <p>To work around this problem, download the image from outside WLSE, then use Firmware > Images > Import > From Desktop to import the image into WLSE.</p>
CSCef14858	Authentication module settings not carried over to Standby HA box.	<p>After a switchover operation, the configured settings in the HA active appliance do not get carried over to the newly active HA appliance.</p> <p>To work around this problem, configure the active and standby HA appliances exactly the same.</p>
CSCsa12833	Pushing an unsupported image on AP breaks the AP.	<p>If you push a 12.2(11)JA image through WLSE to an AP 1100 with a g radio, the AP crashes. The 12.2(11)JA image not to supported on g radios.</p> <p>There is no workaround to this problem.</p>
CSCsa16324	If you run CLI “services status” on the standby box, the database failure shows.	<p>After you turn on Redundancy and telnet to the standby box and run CLI of “services status,” the failure message should say:</p> <p>SQL1117N A connection to or activation of database “WLSEDB” cannot be made</p> <p>There is no workaround to this problem. You can ignore the message.</p>

Table 2 Known Problems in the WLSE (Continued)

Bug ID	Summary	Explanation
CSCsa20490	Incomplete WDS configuration causes flood of <i>run now</i> inventory jobs being executed.	<p>Before configuring WDS, you must make sure the APs in your network are discovered and managed in WLSE. If WLSE is unable to discover the WDS AP and the WDS AP is configured with the WLSE server, WLSE attempts to discover the AP from whom it heard WDS packets every 30 seconds.</p> <p>There is no workaround to this problem, except to make sure WDS is managed by WLSE and ensure the device community strings are configured correctly.</p>
CSCsa24492	WLSE cannot handle backslashes in the some fields.	<p>When using Microsoft Internet Explorer 6.0 on Windows XP, backslashes are not interpreted correctly. For example, if you select Devices > Discover > Credentials > WLCCP > Radius UserName and use a backslash in the user name, Internet Explorer does not remember the user name.</p> <p>There is no workaround to this problem. This does not occur when using Netscape.</p>
CSCsa26884	Webserver index.html page doesn't load with localhost.	<p>While upgrading the WLSE software, sometimes the browser does not open when it is launched.</p> <p>To work around this problem, in the URL, replace <i>localhost</i> with the IP address of the machine or 127.0.0.1.</p>
CSCsa27729	Fault do not work after doing some switch port resets.	<p>After running some switch port resets, the Fault module does not work.</p> <p>There is no workaround to this problem.</p>

Table 2 Known Problems in the WLSE (Continued)

Bug ID	Summary	Explanation
CSCsa29169	Master tar file is not getting picked up after reinitdb.	<p>After you reinitialize the WLSE database, the master tar file does not get loaded. The redundancy status of the standby box shows that it is not configured. Because there are files in the /extra directory, the master file does not get picked up.</p> <p>To work around this problem, after reinitializing the WLSE database, you need to run <i>erase config</i> to erase the configuration on the WLSE.</p>
CSCsa29171	PEAP/LEAP Not Available fault is incorrectly generated.	<p>“PEAP/LEAP not available” faults are generated even though the PEAP/LEAP server is running.</p> <p>There is no workaround to this problem.</p>

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

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

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

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

Ordering Documentation

You can find instructions for ordering documentation at this URL:

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

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:

<http://www.cisco.com/en/US/partner/ordering/index.shtml>

- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

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

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

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

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

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

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

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

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

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

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

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

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

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

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

TAC Case Priority Definitions

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

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

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

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

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

Obtaining Additional Publications and Information

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

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

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

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

<http://cisco.com/univercd/cc/td/doc/pcat/>

- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

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