



# Finding Documentation for the CiscoWorks Wireless LAN Solution Engine, 2.9

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[Table 1](#) provides a brief summary of WLSE documentation. For more details, see [Table 2 on page 2](#).

**Table 1**     *Product Documentation*

Document	Shipped with Product	On Cisco.com	On Recovery CD
Release notes		X	
Installation and configuration guide	X	X	X
User guide <sup>1</sup>		X	X
FAQs and troubleshooting <sup>2</sup>		X	
Supported device table		X	
Compliance and safety information	X	X	X
Device configuration guide		X	
AP conversion guide		X	
Developer guide		X	

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



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- Also accessible from the WLSE online help by clicking **Troubleshooting**.

## Product Documentation

We sometimes update the printed and electronic documentation after original publication. Therefore, you should also review the online documentation for any updates. Online documentation is available at the URLs listed in [Table 2](#). Or, from the Cisco.com homepage, either:

- Select **Technical Documentation**. Then select **Network Management > CiscoWorks**.
- Select **Products and Solutions > Network Management > All Network Management Products**. Then select **CiscoWorks > Standalone Products > CiscoWorks Wireless LAN Solution Engine**.

[Table 2](#) describes the product documentation.

**Table 2** Product Documentation Details

Document Title and Description	Available Formats
<p><i>Release Notes for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>New features, documentation updates, known problems, and resolved problems.</p>	<p>Online:</p> <p><a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></p>
<p><i>Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Details on WLSE 1130 and 1130-19 hardware and hardware installation and initial software configuration.</p>	<ul style="list-style-type: none"> <li>Printed document included with the product.</li> <li>PDF on the WLSE Recovery CD-ROM.</li> <li>Online:                             <p><a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></p> </li> </ul>
<p>Context-sensitive online help.</p> <p>Help topics for all pages in the UI (also provides access to PDFs of the user guide and the troubleshooting guide).</p>	<p>Select an option from the WLSE navigation tree, then click <b>Help</b>.</p>

**Table 2 Product Documentation Details (Continued)**

Document Title and Description	Available Formats
<p><i>User Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>WLSE functionality and procedures for using the WLSE. Contains all of the information in the online help.</p>	<ul style="list-style-type: none"> <li>• From the WLSE online help.</li> <li>• PDF on the WLSE Recovery CD-ROM.</li> <li>• Online: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></li> </ul>
<p><i>Supported Devices Table for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Supported devices and firmware versions for all WLSE features.</p>	<p>Online: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></p>
<p><i>FAQ and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Frequently asked questions and troubleshooting.</p>	<ul style="list-style-type: none"> <li>• From the WLSE online help.</li> <li>• Online: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></li> </ul>
<p><i>Regulatory Compliance and Safety Information for the CiscoWorks 1130-19 Wireless LAN Solution Engine</i></p> <p>Translated safety warnings and compliance information.</p>	<ul style="list-style-type: none"> <li>• Printed document included with the product.</li> <li>• PDF on the WLSE Recovery CD-ROM.</li> <li>• Online: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></li> </ul>
<p><i>Configuring Devices for Management by the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Configuring devices for management by the WLSE.</p>	<p>Online: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></p>
<p><i>Converting Access Points to IOS, CiscoWorks Wireless LAN Solution Engine</i></p> <p>Converting non-IOS access points to IOS (updated as necessary).</p>	<p>On Cisco.com: <a href="http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm">http://www.cisco.com/univercd/cc/td/doc/product/rtrmgmt/cwparent/cw_1105/wlse/2_9/index.htm</a></p>

**Table 2 Product Documentation Details (Continued)**

Document Title and Description	Available Formats
<p><i>Developer Guide for the CiscoWorks Wireless LAN Solution Engine</i></p> <p>Development information for the WLSE's XML application programming interface.</p>	<p>On Cisco.com in the Software Center:</p> <p><a href="http://www.cisco.com/cgi-bin/tablebuild.pl/wlan-sol-eng">http://www.cisco.com/cgi-bin/tablebuild.pl/wlan-sol-eng</a></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 at this URL:

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

You can access the Cisco website at this URL:

<http://www.cisco.com>

You can access international Cisco websites at this URL:

[http://www.cisco.com/public/countries\\_languages.shtml](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](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 send comments about technical documentation to [bug-doc@cisco.com](mailto: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, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

## Cisco Technical Support Website

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

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

## Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool automatically provides recommended solutions. If your issue is not resolved using the recommended resources, your service request will be assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

## Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—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. Visit Cisco Marketplace, the company store, at this URL:  
<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 at this URL:  
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and

troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

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

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This document is to be used in conjunction with the documents listed in the “[Product Documentation](#)” section.

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