



CiscoWorks Wireless LAN Solution Engine Upgrade Overview, 2.9

This document provides general information about upgrading WLSE system software to Release 2.9 and provides a pointer to the software image and its accompanying Readme file. The Readme files on Cisco.com provide complete upgrade procedures.

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Overview

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Upgrade Methods

There are two supported methods of upgrading the WLSE to 2.9:

- Download an upgrade image and install the image on a repository. You can use the WLSE itself as the repository or use or another system.
- Download a series of files and use them to create a recovery CD. Then use this CD to upgrade the WLSE.

Complete details on both methods are provided in Readme files that you can download along with the software. Make sure you read the Readme file before beginning the upgrade.



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

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Cautions When Upgrading

Please review the following notes before upgrading.

- You cannot upgrade a WLSE 1105 to WLSE 2.9. If you attempt to do so, the installation will fail. Messages in the `install.log` file will include the following:

```
Error: Hardware type 1105 not supported for this upgrade.  
Error: Aborting upgrade installation.  
Daemon Manager could not start. The port is in use.
```

For information on the `install.log` file, see [Viewing the Installation Log, page 4](#).

- Always review the `readme.txt` file that accompanies the upgrade image on Cisco.com before attempting to install the upgrade. The procedures might have changed after this document was printed. Some upgrades require different installation methods. In addition, the `readme` file contains caveats (such as data that is not preserved during the upgrade).
- You can downgrade to an earlier software version by using the recovery CD method. The database is not preserved when you use the recovery CD, so make sure you back up the database before downgrading and restore the database after downgrading.
- You cannot upgrade from pre-release software (such as beta-test software) to the released version. Also, you cannot backup data from pre-release software and restore it to a WLSE running the released version.
- When upgrading the WLSEs in a redundant cluster, first turn off redundancy, then upgrade both systems. After upgrade is complete, turn on redundancy on the active node.

Versions that Can Be Upgraded

You can upgrade a WLSE 1130 or 1130-19 directly to WLSE 2.9 as follows:

- From WLSE 2.5 to WLSE 2.9
- From WLSE 2.7 to WLSE 2.9
- From WLSE 2.7.1 to WLSE 2.9

If you are using WLSE 2.0, you must upgrade to 2.5 before upgrading to 2.9. If you are using WLSE 2.0, and you want to upgrade directly to 2.9, use the recovery CD method.

You cannot upgrade a WLSE 1105 to WLSE 2.9. If you attempt to do so, the installation will fail.

Backing Up the WLSE Before Upgrade

Before upgrading WLSE software, back up the database. The upgrade attempts to preserve the WLSE database, but a backup is recommended in case of errors during the upgrade. See the online help or the *User Guide for the CiscoWorks Wireless LAN Solution Engine, Release 2.9*.

**Note**

Backup is essential if you are upgrading via the recovery CD. Data is not preserved during this method of upgrade. After upgrading, you must restore the WLSE's database.

Data Changed or Not Preserved After Upgrade to WLSE 2.9

During upgrade, the information in flash memory on CLI users and the WLSE’s network information are preserved.

During upgrade from 2.7 or 2.7.1 to 2.9, WLCCP credentials (RADIUS password) are encrypted.

After upgrade from 2.7 or 2.7.1 to 2.9, firmware and configuration jobs will show WLSE as the owner in the User column of the lists of jobs.

Table 1 on page 3 describes data preservation after upgrade from WLSE 2.5, WLSE 2.7, or WLSE 2.7.1 to WLSE 2.9. Note that some data is not preserved.

Table 1 Data Preserved and Not Preserved After Upgrade

Data Preserved After Upgrade from WLSE 2.5 , 2.7, or 2.7.1 to 2.9	Data NOT Preserved After Upgrade from WLSE 2.5 to 2.9	Data NOT Preserved After Upgrade from WLSE 2.7 or 2.7.1 to 2.9
Users and their passwords and roles	Fault notification settings. Threshold and policy faults created for access points with 802.11a or 802.11b radio interfaces.	Fault notification settings.
Templates and configurations		
Firmware images		
Recurring jobs		
Device credentials		
Fault profiles		
User-defined groups		
Managed devices		
Faults		
Reports		
Appliance configuration		
Mailroute setting		

Downloading the Upgrade Image and Readme File

WLSE images are subject to import/export regulations respecting strong encryption. Before you are allowed to download the image, you might need to establish a Cisco.com profile or edit your Cisco.com profile to confirm that you are allowed to download such images. You will also need to respond to the Encryption Software Export Distribution Authorization query.

To download the relevant Readme file and upgrade files:

Procedure

Step 1 Locate the image and Readme files on the WLSE download page on Cisco.com by using the following URL:

<http://www.cisco.com/cgi-bin/tablebuild.pl/wlan-sol-eng>

You can also navigate to this page as follows:

- a. Select Technical Support and Documentation from the Cisco.com home page.
- b. Under Documentation and Tools, select Network Management.

- c. Under Cisco Works > Standalone Products, select Wireless LAN Solution Engine. Then select Downloads.

Step 2 Access the relevant Readme file, depending on which of the following upgrade methods you are using. The Readme file contains complete upgrade instructions.

- a. **Download the upgrade image and install it on a repository.**

If you are using this method, access the WLSE-2.9-K9.Readme-V1.txt file and follow the directions in this file.

- b. **Download the files for creating a recovery CD and upgrade from the CD.**

If you are using this method, access the WLSE-2.9.ISO-ReadmeV1.txt file and follow the directions in this file.

Viewing the Installation Log

The install.log file contains information about files installed during software installation, as well as any errors that occurred. To view install.log and other WLSE system logs, select **Administration > Appliance > Status > View Log File**.

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 2 Product Documentation

Document Title	Description
<i>Installation and Configuration Guide for the CiscoWorks Wireless LAN Solution Engine</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_9/index.htm • Printed document available by order (part number DOC-7816524=)¹
<i>User Guide for the CiscoWorks Wireless LAN Solution Engine</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_9/index.htm

Table 2 Product Documentation (continued)

Document Title	Description
<i>Regulatory Compliance and Safety Information for the CiscoWorks 1130-19 Wireless LAN Solution Engine</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_9/index.htm
<i>FAQ and Troubleshooting Guide for the CiscoWorks Wireless LAN Solution Engine</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_9/index.htm
<i>Converting Access Points to IOS, CiscoWorks Wireless LAN Solution Engine, Release 2.9</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_9/index.htm
<i>Configuring Devices for Management by the CiscoWorks Wireless LAN Solution Engine</i>	Contains procedures for converting non-IOS access points to IOS access points. 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_9/index.htm
<i>Supported Devices Table for the CiscoWorks Wireless LAN Solution Engine</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_9/index.htm
<i>Finding Documentation for the CiscoWorks Wireless LAN Solution Engine</i>	Lists the documents associated with this release of WLSE. Available in the following formats: <ul style="list-style-type: none"> Printed document included with product. PDF on the WLSE Recovery CD-ROM.

1. See [Obtaining Documentation](#), page 5.

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

Documentation DVD

Cisco documentation and additional literature are available in a Documentation DVD package, which may have shipped with your product. The Documentation DVD is updated regularly and may be more current than printed documentation. The Documentation DVD package is available as a single unit.

Registered Cisco.com users (Cisco direct customers) can order a Cisco Documentation DVD (product number DOC-DOCDVD=) from the Ordering tool or Cisco Marketplace.

Cisco Ordering tool:

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

Cisco Marketplace:

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

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/>
- 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 1 800 553-NETS (6387).

Documentation Feedback

You can send 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.

Cisco Product Security Overview

Cisco provides a free online Security Vulnerability Policy portal at this URL:

http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

- Report security vulnerabilities in Cisco products.
- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com
- Nonemergencies—psirt@cisco.com



Tip

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

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>

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

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 provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is 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/>

- *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>

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

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