



Preface

This guide describes the features of the CiscoWorks Wireless LAN Solution Engine (WLSE) and provides instructions for using it.

This guide consists of the following chapters and appendixes and a glossary of terms:

- [Preface](#)
- [Getting Started](#)
- [Fault Monitoring](#)
- [Configuring Devices](#)
- [Updating Device Firmware](#)
- [Using Reports](#)
- [Performing Administrative Tasks](#)
- [FAQs and Troubleshooting](#)
- [Naming Guidelines](#)
- [Using the Command Line Interface \(CLI\)](#)

Audience

This document is for system administrators and network administrators who are responsible for managing a wireless network and are familiar with the concepts and terminology of Ethernet and wireless local area networking.

Conventions

This document uses the following conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic font</i>
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen font</i>
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option > Network Preferences



Note

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.



Caution

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Product Documentation

Although every effort has been made to validate the accuracy of the information in the printed and electronic documentation, you should also review the WLSE documentation on Cisco.com for any updates.

On Cisco.com, WLSE documentation is located at **Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine**.

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 the WLSE:

Table 1 **Product Documentation**

Document Title	Description
<i>Release Notes for the CiscoWorks Wireless LAN Solution Engine</i>	<p>Describes new features, documentation updates, known and resolved problems, information on obtaining documentation, and information on obtaining technical assistance. Available in the following formats:</p> <ul style="list-style-type: none"> • On Cisco.com at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Technical Documentation. • PDF on the WLSE Recovery CD.
<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 at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Technical Documentation. • Printed document available by order.
<i>Supported Device Table for the Wireless LAN Solution Engine</i>	<p>Lists devices supported at the time the product was released. Available on Cisco.com at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Technical Documentation.</p>
<i>Troubleshooting and FAQs for the CiscoWorks Wireless LAN Solution Engine</i>	<p>Contains troubleshooting hints WLSE and FAQs for the WLSE. Available on Cisco.com at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Alerts and Troubleshooting.</p>

Table 1 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"> • PDF on the WLSE Recovery CD-ROM. • On Cisco.com at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Technical Documentation. • Printed document available by order.
<i>Quick Start Guide for the CiscoWorks 1130 Wireless LAN Solution Engine</i>	<p>Helps you get the WLSE installed and ready to use as quickly as possible. Available in the following formats:</p> <ul style="list-style-type: none"> • Printed document shipped with the WLSE. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Technical Documentation.
<i>Regulatory Compliance and Safety Information for the CiscoWorks 1130 Wireless LAN Solution Engine</i>	<p>Provides regulatory compliance and safety information for the WLSE. Available in the following formats:</p> <ul style="list-style-type: none"> • Printed document shipped with the WLSE. • PDF on the WLSE Recovery CD-ROM. • On Cisco.com at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Product Literature.
<i>Integrating Cisco Applications with CiscoWorks Management Connection</i>	<p>Provides information about adding a link to the WLSE from a CiscoWorks server's navigation tree. On Cisco.com at Products and Services > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Technical Documentation.</p>
<i>Developer Guide for the CiscoWorks Wireless LAN Solution Engine</i>	<p>Development information for the WLSE's XML application programming interface (API). On Cisco.com at Technical Support > Product Support > Software Support > Network Management CiscoWorks > CiscoWorks Wireless LAN Solution Engine > Implementation and Configuration > Downloads > WLSE20XmlApi.zip.</p>

Obtaining Documentation

Cisco provides several ways to obtain documentation, 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 web sites can be accessed from this URL:

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

Documentation CD-ROM

Cisco documentation and additional literature are available in a Cisco Documentation CD-ROM package, which may have shipped with your product. The Documentation CD-ROM is updated regularly and may be more current than printed documentation. The CD-ROM package is available as a single unit or through an annual or quarterly subscription.

Registered Cisco.com users can order a single Documentation CD-ROM (product number DOC-CONDOCCD=) through the Cisco Ordering tool:

http://www.cisco.com/en/US/partner/ordering/ordering_place_order_ordering_tool_launch.html

All users can order monthly or quarterly subscriptions through the online Subscription Store:

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

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 Networking Products MarketPlace:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Registered Cisco.com users can order the Documentation CD-ROM (Customer Order Number DOC-CONDOCCD=) through the online Subscription Store:
<http://www.cisco.com/go/subscription>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, U.S.A.) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can email your comments to bug-doc@cisco.com.

You can submit your comments by mail by using the response card 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

Cisco provides Cisco.com, which includes the Cisco Technical Assistance Center (TAC) Website, as a starting point for all technical assistance. Customers and partners can obtain online documentation, troubleshooting tips, and sample

configurations from the Cisco TAC website. Cisco.com registered users have complete access to the technical support resources on the Cisco TAC website, including TAC tools and utilities.

Cisco.com

Cisco.com offers a suite of interactive, networked services that let you access Cisco information, networking solutions, services, programs, and resources at any time, from anywhere in the world.

Cisco.com provides a broad range of features and services to help you with these tasks:

- Streamline business processes and improve productivity
- Resolve technical issues with online support
- Download and test software packages
- Order Cisco learning materials and merchandise
- Register for online skill assessment, training, and certification programs

To obtain customized information and service, you can self-register on Cisco.com at this URL:

<http://www.cisco.com>

Technical Assistance Center

The Cisco TAC is available to all customers who need technical assistance with a Cisco product, technology, or solution. Two levels of support are available: the Cisco TAC website and the Cisco TAC Escalation Center. The avenue of support that you choose depends on the priority of the problem and the conditions stated in service contracts, when applicable.

We categorize Cisco TAC inquiries according to urgency:

- Priority level 4 (P4)—You need information or assistance concerning Cisco product capabilities, product installation, or basic product configuration.
- Priority level 3 (P3)—Your network performance is degraded. Network functionality is noticeably impaired, but most business operations continue.

- Priority level 2 (P2)—Your production network is severely degraded, affecting significant aspects of business operations. No workaround is available.
- Priority level 1 (P1)—Your production network is down, and a critical impact to business operations will occur if service is not restored quickly. No workaround is available.

Cisco TAC Website

You can use the Cisco TAC website to resolve P3 and P4 issues yourself, saving both cost and time. The site provides around-the-clock access to online tools, knowledge bases, and software. To access the Cisco TAC website, go to this URL:

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

All customers, partners, and resellers who have a valid Cisco service contract have complete access to the technical support resources on the Cisco TAC website. Some services on the Cisco TAC website require a Cisco.com login ID and password. If you have a valid service contract but do not have a login ID or password, go to this URL to register:

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

If you are a Cisco.com registered user, and you cannot resolve your technical issues by using the Cisco TAC website, you can open a case online at this URL:

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

If you have Internet access, we recommend that you open P3 and P4 cases through the Cisco TAC website so that you can describe the situation in your own words and attach any necessary files.

Cisco TAC Escalation Center

The Cisco TAC Escalation Center addresses priority level 1 or priority level 2 issues. These classifications are assigned when severe network degradation significantly impacts business operations. When you contact the TAC Escalation Center with a P1 or P2 problem, a Cisco TAC engineer automatically opens a case.

To obtain a directory of toll-free Cisco TAC telephone numbers for your country, go to this URL:

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

Before calling, please check with your network operations center to determine the level of Cisco support services to which your company is entitled: for example, SMARTnet, SMARTnet Onsite, or Network Supported Accounts (NSA). When you call the center, please have available your service agreement number and your product serial number.

Obtaining Additional Publications and Information

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

- 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://www.cisco.com/en/US/products/products_catalog_links_launch.html

- Cisco Press publishes a wide range of networking publications. Cisco suggests these titles for new and experienced users: *Internetworking Terms and Acronyms Dictionary*, *Internetworking Technology Handbook*, *Internetworking Troubleshooting Guide*, and the *Internetworking Design Guide*. 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 monthly periodical that provides industry professionals with the latest information about the field of networking. You can access *Packet* magazine at this URL:

http://www.cisco.com/en/US/about/ac123/ac114/about_cisco_packet_magazine.html

- *iQ Magazine* is the Cisco monthly periodical that provides business leaders and decision makers with the latest information about the networking industry. You can access *iQ Magazine* at this URL:

http://business.cisco.com/prod/tree.taf%3fasset_id=44699&public_view=true&kbns=1.html

- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in the design, development, and operation of public and private internets and intranets. You can access the *Internet Protocol Journal* at this URL:

http://www.cisco.com/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html

- Training—Cisco offers world-class networking training, with current offerings in network training listed at this URL:

http://www.cisco.com/en/US/learning/le31/learning_recommended_training_list.html