



Release Notes for Cisco Aironet 350 Series Workgroup Bridges Running Firmware Version 8.85

December 5, 2003

These release notes cover a software upgrade issue pertaining to the Cisco Aironet 350 Series Workgroup Bridge, which is described in caveat CSCec11918. These release notes provide instructions for correcting the problem by running an upgrade patch utility before upgrading to version 8.85.

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Introduction

Defect caveat CSCec11918 identifies and describes an erroneous behavior that occurs when you upgrade the software on a Cisco Aironet 350 Series Workgroup Bridge. It is less likely to occur when you change the workgroup bridge configuration. The failure mode associated with this defect is that after the software upgrade is attempted, the workgroup bridge does not accept the upgrade.

Version 8.85 resolves this problem when it is installed immediately after running the upgrade patch.



Note

The upgrade patch and version 8.85 are intended for use only if a firmware upgrade is required. Cisco recommends not running the patch or upgrading the firmware unless it is absolutely necessary to do so.

System Requirements

You must have a Cisco Aironet 350 Series Workgroup Bridge to install the upgrade patch and firmware version 8.85.

Minimum Firmware Version Required on Access Points

Access points with which the workgroup bridge associates must contain firmware version 11.06 or later.

Upgrading to a New Firmware Release

Finding the Firmware Version

The firmware version number is in the upper-left corner of most management screens in the web-browser interface and at the top of the home (Summary Status) page in the command-line interface.

Upgrade Procedure

For instructions on installing access point and bridge firmware:

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- Step 1** Follow this link to the Software Center on Cisco.com and download firmware version 8.84:
<http://www.cisco.com/public/sw-center/sw-wireless.shtml>
 - Step 2** Select **Option #1: Aironet Wireless Software Selector**. The Aironet Wireless Software Selector window appears.
 - Step 3** Click the drop-down arrow to view the valid values for the Product Type field.
 - Step 4** Click **Workgroup Bridge**.
 - Step 5** Click **Submit**. The Step 2 of 3 page appears.
 - Step 6** Click the drop-down arrow to view the valid values in the Model Number field.
 - Step 7** Select **350 Series (802.11b)**.
 - Step 8** Click **Submit**. The Step 3 of 3 page appears.

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- Step 9** To download the current release, click the **Current Release (Recommended)** radio button.
 - Step 10** Click **Submit**. The software selector displays the categories you selected and lists the available download methods.
 - Step 11** Review your selections. If you want to change anything, use your browser's back button to return to the previous software selector page.
 - Step 12** When you are ready to download the firmware, go to the Standard Installation section and click **Workgroup Bridge Bundle**. The Aironet Software Selector encryption authorization form appears.
 - Step 13** Complete the required fields on the authorization form and check the boxes indicating agreement with the download agreement.
 - Step 14** Type your name exactly as you entered it in the First Name and Last Name fields.
 - Step 15** Click **Submit**. The Software Download Software License Agreement page appears.
 - Step 16** Review the license agreement and click **Accept**. The File Download window appears.
 - Step 17** Click **Save** and select a location on your system to download the file to.
-

Installation Notes

The upgrade patch and firmware must be installed concurrently. Do not begin the process unless you intend to complete it in one operation.

Running the Upgrade Patch

The procedure below lists the steps to install the patch using the Windows command prompt. If you prefer, you can run the patch from the Windows task bar by selecting **Start > Run**. Make sure you include the workgroup bridge's IP address following the command in the Run field. If you use this method to run the patch, the window may close too fast and prevent you from seeing all the installation status messages the patch displays.

Follow these steps to install the upgrade patch from the Windows command prompt:

-
- Step 1** Identify a Windows-based PC on the same network segment as the workgroup bridge you intend to upgrade.
 - Step 2** Identify the IP address of the workgroup bridge you intend to upgrade.



Note If you do not know the workgroup bridge's IP address, your system administrator can provide it for you or you can use the IP Setup Utility (IPSU) to retrieve it. IPSU is available on Cisco.com at the following URL:

http://www.cisco.com/cgi-bin/tablebuild.pl/aironet_350_wgb



Note If you use IPSU, you will also need the workgroup bridge's MAC address. The MAC address is located on the label on the back of the workgroup bridge.

- Step 3** On your Windows-based PC, open a command prompt window.

Step 4 Change to the drive and directory where you downloaded the upgrade patch.

Step 5 Run the patch by entering the following command:

```
upgrade_patch <IP_addr>
```

(Where <IP_addr> is the IP address of the workgroup bridge you intend to upgrade).

Step 6 Press **Enter**. The following message appears:

```
This utility is intended to be used on the Cisco Aironet 350 Workgroup Bridge to prepare it for software upgrade.
```

```
PLEASE DO NOT REMOVE POWER IN BETWEEN USING THIS UTILITY AND PERFORMING THE SOFTWARE UPGRADE!!!!
```

```
Please proceed with caution, this upgrade process should only be performed if absolutely needed.
```

```
Would you like to proceed? <y/n>y
```

Step 7 Press **Enter** to install the upgrade patch utility.

The installation process begins. The following status messages appear as they occur:

```
Step 1 complete
Step 2 complete
Step 3 complete
Step 4 complete
Step 5 complete
Step 6 complete
Step 7 complete
Step 8 complete
```

```
Your Cisco Aironet 350 Workgroup Bridge is ready to be upgraded in the usual manner.
```

```
PLEASE DO NOT REMOVE POWER IN BETWEEN USING THIS UTILITY AND PERFORMING THE SOFTWARE UPGRADE!!!!
```



Note Do not restart the workgroup bridge or remove power. Go immediately to Step 8.

Step 8 Open a Telnet session or browse to the workgroup bridge and install version 8.85.

If the patch installation was unsuccessful, the following message appears:

```
final status unsuccessful
```

```
Your Cisco Aironet 350 Workgroup Bridge is NOT ready to be upgraded.
```

Before contacting Cisco, verify that you are able to communicate with the workgroup bridge by opening a Telnet or browser session. If you are able to establish communications, try running the patch again. If you are unable to establish communications, check the troubleshooting chapter of the *Cisco Aironet 350 Series Workgroup Bridge Hardware Installation Guide*. The guide is available on Cisco.com at the following URL:

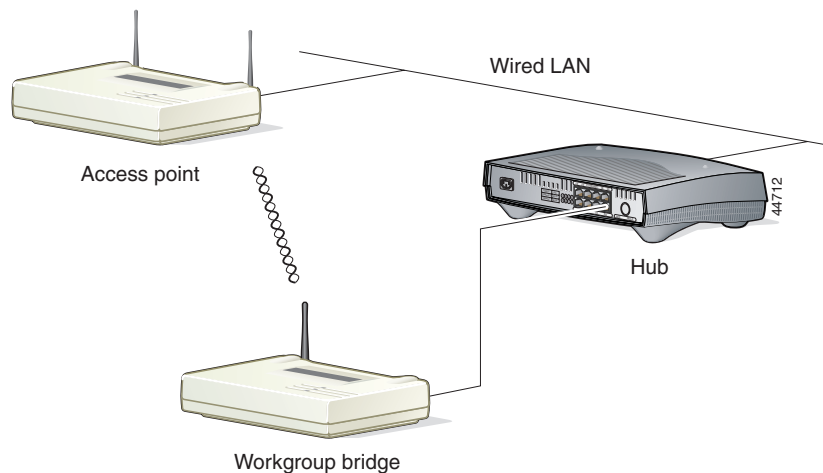
http://www.cisco.com/univercd/cc/td/doc/product/wireless/airo_350/350wgb/350hig/wgbch4.htm

Important Notes

Bridge Loop May Occur with Incorrect Network Topology

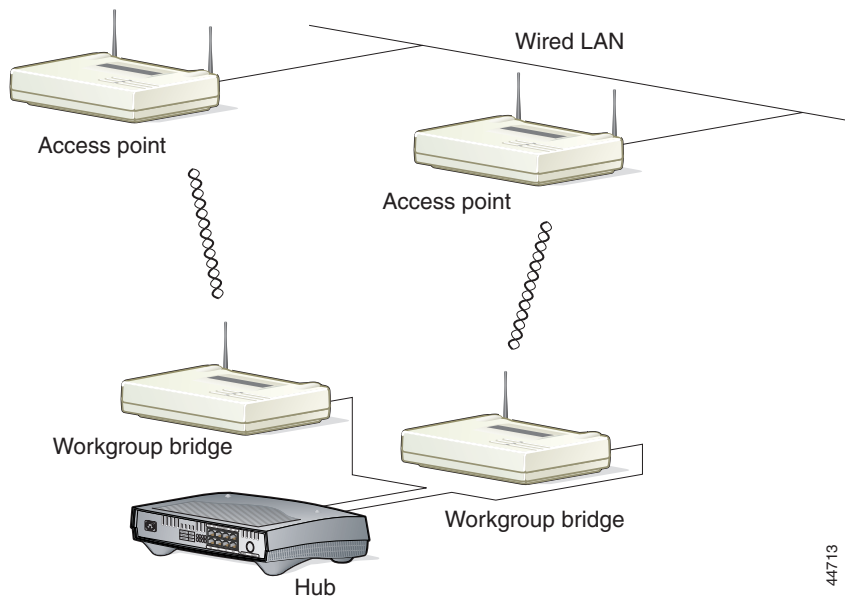
If the workgroup bridge is connected to the wired LAN and is communicating with an access point on the same LAN, a network problem known as a *bridge loop* can occur. Avoid a bridge loop by disconnecting the workgroup bridge from the wired LAN immediately after you configure it. Figure 1 shows the network configuration in which the loop occurs.

Figure 1 Bridge Loop Caused by a Workgroup Bridge Connected to the Wired LAN



A bridge loop can also occur if two or more workgroup bridges are connected to the same remote hub. To prevent this bridge loop, always connect only one workgroup bridge to a remote hub. Figure 2 shows the network configuration in which the loop occurs.

Figure 2 Bridge Loop Caused by Two Workgroup Bridges on the Same Remote Hub



Caveats

These release notes address only caveat CSCEC11918, which is described in previous sections.

Getting Bug Information on Cisco.com

If you are a Cisco.com registered user, you can use the Cisco TAC Software Bug Toolkit to identify existing bugs (or caveats) in Cisco software products. Access the TAC Software Bug Toolkit at:

<http://www.cisco.com/support/bugtools/>

Troubleshooting

For the most up-to-date, detailed troubleshooting information, refer to the Cisco TAC website at <http://www.cisco.com/tac>. Select **Wireless LAN** under Top Issues.

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 websites 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 annual or quarterly subscriptions through the online Subscription Store:

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

Click Subscriptions & Promotional Materials in the left navigation bar.

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpck/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>

- 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.

- 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 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/en/US/about/ac123/ac147/about_cisco_the_internet_protocol_journal.html
- 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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