

Cisco Flex 7510 Wireless Controller: Troubleshooting Tech Note

Cisco Flex 7510 hardware version ID (VID) 02 requires compatible images to boot correctly.

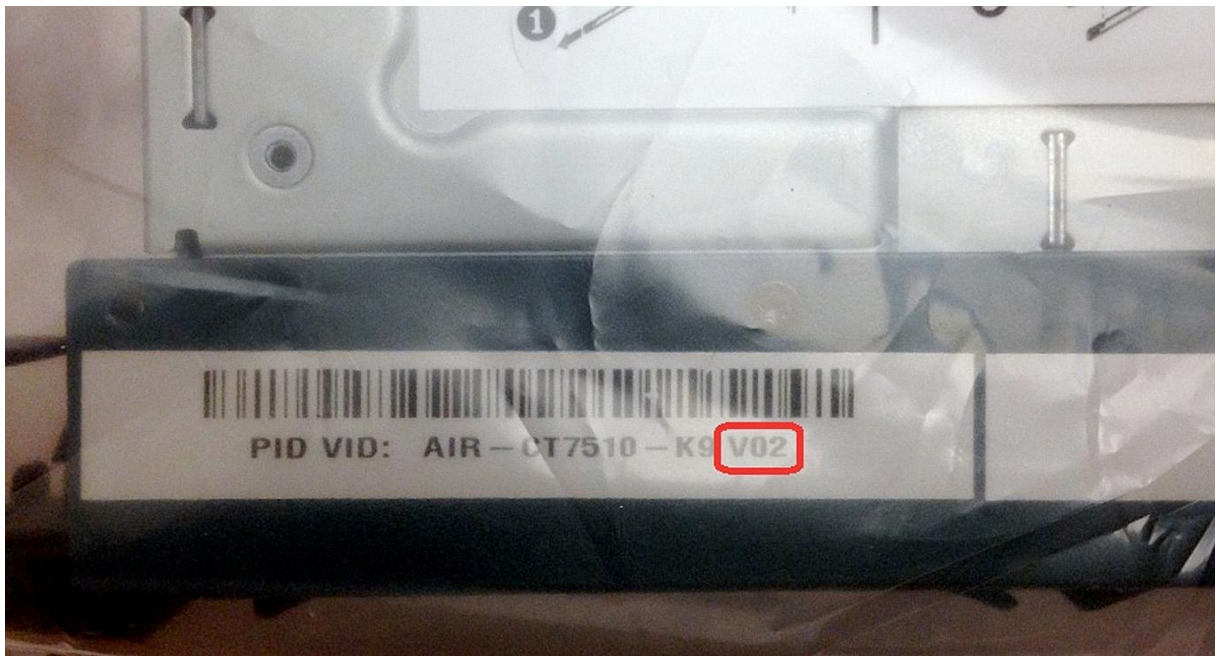
Symptom

A Cisco® Flex 7500 Series Wireless Controller fails to boot on certain 7.0 or 7.2 images.

Conditions

Hardware rev (VID) V02 Cisco Flex 7510 Wireless Controller, with AireOS 7.0 (7.0.235.3 or earlier) or 7.2 (7.2.111.3 or earlier) set as the active image.

To see what VID the 7510 is, visually inspect the PID sticker:



or use the **show inventory** command:

```
NAME: "Chassis", DESCR: "Cisco 7500 Series Wireless LAN Controller" PID: AIR-CT7510-K9, VID: V01, SN: AABBCCD.
```

Workaround

Use one of the following images:

7.0.240.0
7.2.115.0
7.3.101.0 or later

Detailed Problem Description

Hardware rev (VID) V02 Cisco Flex 7510 Wireless Controller is form, fit, and function compatible with V01.

AireOS 7.0 (7.0.235.3 or later) and 7.2 (7.2.111.3 or later) do not support 7500 Series controllers of hardware rev V02 or later, only hardware rev V01.

Recovery Mechanism

In cases of boot failure with incompatible image version, the Cisco Flex7510 Wireless Controller hardware rev (VID) V02 can be recovered using the following mechanism from the Bootloader Boot Options menu (refer to [Cisco Flex 7500 Series Wireless Controller Installation Guide](#) section entitled “Running the Bootup Script and Power-On Self Test”)

Follow these steps to run the bootup script and conduct the power-on self-test (POST).

- Step 1.** Plug an AC power cord into the back of the controller and connect the other end to a grounded 100 to 240 VAC, 50/60 Hz electrical outlet. Be sure to connect both power supplies to a power source.
- Step 2.** Turn on the power supply.
- Step 3.** Observe the bootup on the command-line interface (CLI) screen.

The bootup script displays operating system software initialization (code download and POST verification) and basic configuration as shown in the following sample bootup display:

```
LSI MegaRAID SAS-MFI BIOS                               Version 4.19.00 (Build October 19,
2010)
Copyright(c) 2010 LSI Corporation
HA -0 (Bus 1 Dev 0) ServeRAID M1015 SAS/SATA Controller
0 JBOD(s) found on the host adapter                    0 JBOD(s) handled by BIOS
1 Virtual Drive(s) found on the host adapter
1 Virtual Drive(s) handled by BIOS
Cisco Bootloader (Version 7.0.110.30)
      o88b. d8888888b .d8888. .o88b. .d88b
d8P Y8 `88' 88' YP d8P Y8 .8P Y8.
8P      88 `8bo. 8P      88 88
8b      88 `Y8b. 8b      88 88
Y8b d8 .88. db 8D Y8b d8 `8b d8'
`Y88P' Y8888888P `8888Y' `Y88P' `Y88P'
Booting Primary Image...
Press <ESC> now to access the Boot Menu...
```

Step 4. Press **Esc** to display the Bootloader Boot Options menu.

Boot Options

Please choose an option from below:

1. Run primary image
2. Run backup image
3. Manually update images
4. Change active boot image
5. Clear Configuration

Please enter your choice: **<Enter 2 to run backup image>**

Once the controller boots up with the backup image, update primary and backup to the compatible AireOS images shown above.

In case of failure to boot from backup image using this mechanism, contact Cisco Systems Technical Support:
http://www.cisco.com/en/US/support/tsd_contact_technical_support.html.

Reference: Cisco bug ID: CSCue13451



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