

Use Access Point Refresh Feature on Catalyst Center

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Introduction

This document describes the 'Access Point Refresh' workflow in Cisco Catalyst Center to replace older APs with latest-generation Access Points.

Description

This workflow assists network administrators by automatically copying configuration and information from the old Access Point being replaced to the new Access Point. These details are transferred to the new AP after the refresh, so network administrators do not have to configure them manually, reducing downtime:

- AP Name
- AP Location
- AP Mode (Local and Flex only)
- Access Point WLC High Availability Configuration - Primary, Secondary, and Tertiary Wireless Controller Name and IP configuration, AP Failover Priority
- AP Tag configurations (Policy Tag, Site Tag and RF Tag). AP Groups in case of AireOS
- AP LED state, AP LED Brightness Level
- Access Point Map Position
- AP antenna's Azimuth and Elevation

This workflow supports various deployment types, including Wireless Automation with Intent Provisioning, Assurance Only, Wireless Per-Device Configuration or Campus Automation, and SD-Access Wireless. A maximum of 250 APs can be refreshed per workflow. There is no limit on the number of workflows that can be created

Requirements

Cisco recommends that you have knowledge of these topics

- Catalyst 9800 Wireless Controller and Access Points
- Catalyst Center Wireless Automation & Provisioning
- Cisco AP Plug and Play (PnP)
- Catalyst Center Assurance Deployments
- Catalyst Center Per-Device-Configuration

Components used

- Catalyst Center Version 2.3.7.10
- Catalyst 9800 Wireless Controller running Cisco IOS® XE release 17.15.3
- Cisco Wireless Access Points

When to use Each use case in the Access Points Refresh workflow

At a high level, the Access Point Refresh workflow has two main use cases: Automation and Assurance.

- **Automation Use Case:** Applies to APs provisioned or intended for provisioning using Catalyst Center's Intent-Based Automation with network profiles in both SD-Access (SDA) and non-SDA environments.
- **Assurance Use Case:** For deployments where Catalyst Center is used exclusively for Assurance and/or Per-Device Configuration, without provisioning APs via Catalyst Center.

This table summarizes the functionality supported across the use cases

| Current scenario | Migrating to | Support |
|--------------------|--------------------|-----------|
| AireOS (Assurance) | C9800 (Automation) | Supported |

| | | |
|---------------------|--------------------|----------------|
| AireOS (Assurance) | C9800 (Assurance) | Future Support |
| AireOS (Automation) | C9800 (Automation) | Supported |
| AireOS (Automation) | C9800 (Assurance) | Future Support |
| C9800 (Assurance) | C9800 (Assurance) | Supported * |
| C9800 (Automation) | C9800 (Automation) | Supported |

* Within same Wireless controller



Note: "Automation" in this context includes Intent-Based Networking (IBN) & Software-Defined Access (SDA).

High-Level Steps for AP Refresh: Successfully completing an AP refresh involves these 4 steps:

1. Creating an AP Refresh workflow task on Cisco Catalyst Center
2. Physically disconnecting the old APs from the network.
3. Physically connecting the new APs in the network.
4. Onboarding the new APs either through WLC inventory synchronization or AP Plug and Play in Cisco Catalyst Center

Note: The order of workflow creation and physical AP connection/disconnection is flexible. However, for successful completion, the old AP must be marked as unreachable in Catalyst Center Inventory, and the new AP must be reachable (either in inventory after joining a WLC or on the Plug and Play page, ready to be claimed). For Plug and Play, the new AP is already available and ready to be claimed, or it must arrive later, after the AP refresh workflow task has been created and submitted.

Automation Use Case

This option is suitable when the wireless network has been designed and configured from Catalyst Center using Intent Based Automation constructs such as network settings, wireless settings, network profiles, and managed AP locations. It can be used in these scenarios:

- When both the old and new APs are expected to connect to the same wireless controller.
- When the old AP is associated with one Catalyst 9800 wireless controller (regardless of whether it was provisioned by Catalyst Center), and the new AP is expected to join a different Catalyst 9800 wireless controller.
- When the old AP is associated with an AireOS controller (regardless of whether it was provisioned by

- Catalyst Center), and the new AP is expected to join a different Catalyst 9800 wireless controller.
- When the new AP is onboarded using the Plug and Play (PnP) workflow.

Assurance Use Case

This option is suitable when the wireless network has been designed and configured either directly via the Wireless Controller WEBUI/CLI or using 'Per-Device Configuration' in Catalyst Center.

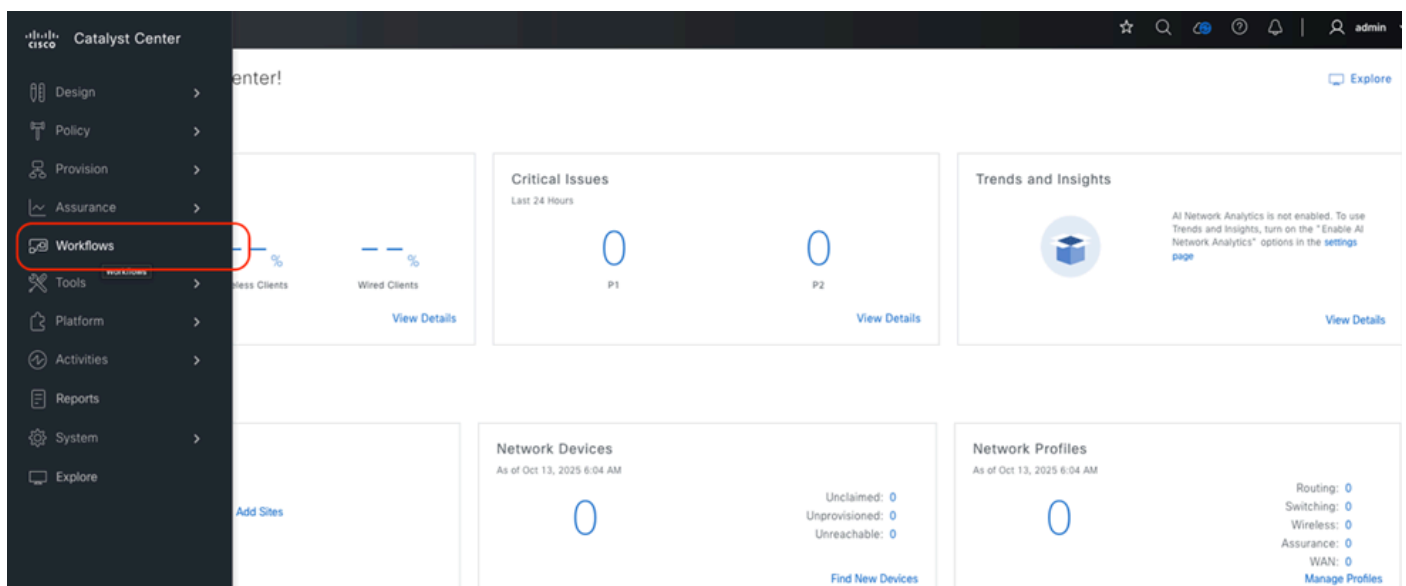
On a Catalyst 9800 Wireless Controller, APs can be configured with tags using sources such as Static, Location, Filter, or AP. When performing an AP refresh with the Assurance use case, tag settings are copied to the new APs. If the tag source is 'Location' or 'AP' Catalyst Center creates static tag mappings for the new APs on the wireless controller after the refresh.

AP Refresh with the Assurance Use Case does not support these:

- When the new AP is not associated with the Wireless Controller where the old AP is/was present.
- When the new AP is onboarded using the Plug and Play (PnP) workflow.

Steps to use AP Refresh Workflow

Launch the workflow: From the Workflow Library (accessed via the Hamburger menu on the top left corner).



Build and maintain your network more efficiently with Workflows.

Let us guide you through end-to-end workflows tailored to make your job easier.



Library Choose An Intent

| | | | | | |
|--|---|--|---|---|---|
| <p>Configure Cisco UDN</p> <p>Configure Cisco User Defined Network which enables users to define their own personal network in a shared Wireless network.</p> <p>Wireless</p> | <p>Site to Site VPN</p> <p>Create VPN configuration between two sites.</p> <p>Wired</p> | <p>Replace Device</p> <p>Replace your device in a few quick easy steps.</p> <p>Wired Wireless</p> | <p>Switch Refresh</p> <p>Refresh network devices at your sites with new models.</p> <p>Wired</p> | <p>Access Point Refresh</p> <p>Replace Your Access Points with New Ones.</p> <p>Wireless</p> | <p>Smart License Compliance</p> <p>Explore capabilities for Smart License Enabled devices.</p> |
| <p>Configure REP Ring (Non-Fabric)</p> <p>Configure a REP Ring to enable redundancy on the Extended Nodes.</p> | <p>Configure REP Ring (Fabric)</p> <p>Configure a REP Ring to enable redundancy on the Extended Nodes.</p> | <p>Create a User Role</p> <p>Create a custom role that fits your organizational needs.</p> | <p>Configure Access Points</p> <p>Configure AP and Radio Parameters.</p> <p>Wireless</p> | <p>Configure RLAN</p> <p>Configure Remote LAN Ports on Access Points.</p> <p>Wireless</p> | <p>Configure AI-Enhanced RRM</p> <p>Deploy AI-Enhanced RRM with or without provisioning your wireless controllers and access points.</p> |



Caution: Do not use the 'Replace Device' workflow for AP refresh. This workflow is only for replacing devices through RMA, where the new AP must have the exact same Product ID (PID) as the old AP.

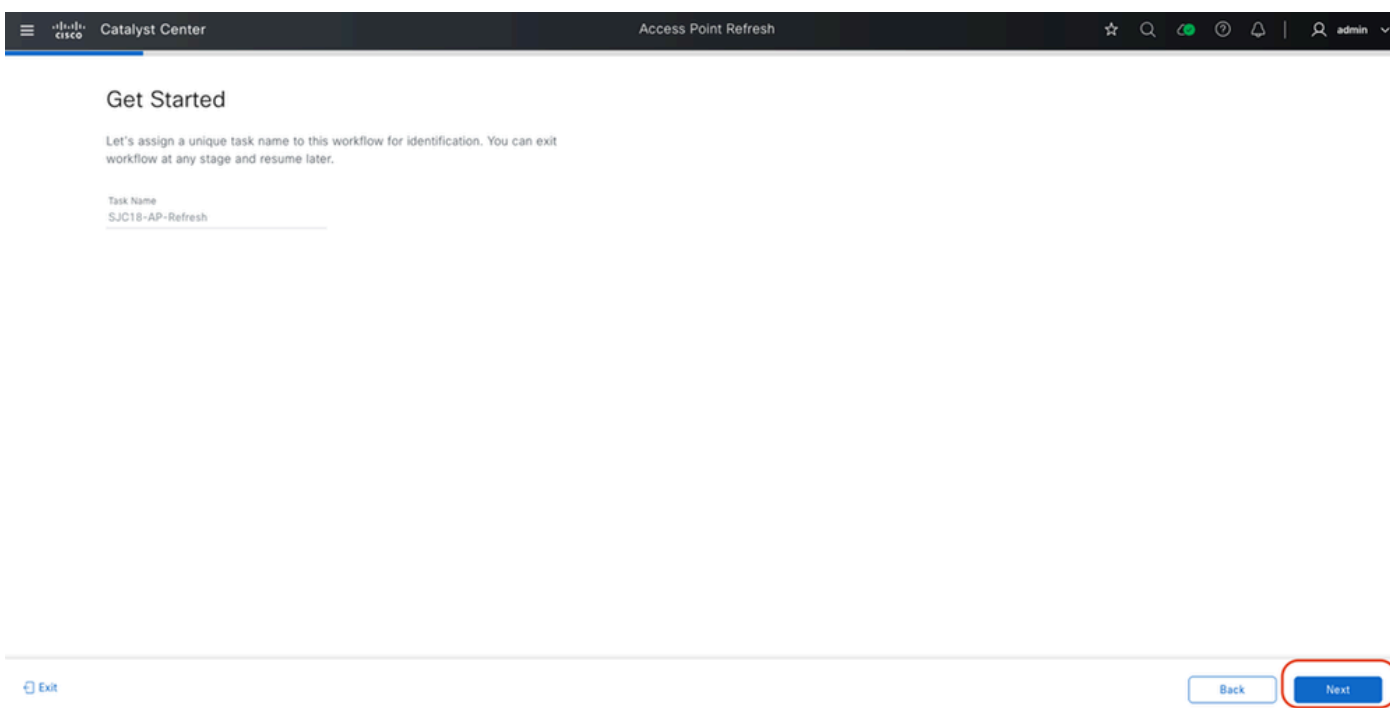
Review Prerequisites: Carefully read the 'Before You Begin' section to understand the prerequisites, deployment types, and how to select the correct option. Once reviewed, click 'Next'.

- Serial Number: Mandatory unless using the 'same switch port' option.
- Old AP Status: Must be managed by Catalyst Center or assigned to a floor.
- New AP Status: Must be unassigned to any floor; it inherits the old AP location.
- Connectivity: The old AP must be unreachable during the new AP onboarding and detection, unless the new AP is currently being added to the network.
- Credentials: Verify CCO credentials are configured in Catalyst Center.

The details are summarized in the workflow step in Cisco Catalyst Center



- **Provide Task Name:** Enter a task name for future reference and click 'Next'.



- **Choose Deployment Type:** Select “Automation Use Case” or “Assurance Use Case” as needed and click 'Next'.

Catalyst Center Access Point Refresh

Select Your Scenario

Please select the use case for your approach:

Automation Use Case

APs will be provisioned in this scenario

Assurance Use Case

APs will not be provisioned in this scenario and only the old configuration will be copied

Before you begin

- Serial number of the new AP should be available. If auto detect is enabled, in the next step, this will be automatically pre-populated and mapped to the old AP.
- Old AP should be assigned to a floor.
- Old AP should be in unreachable state for the AP Refresh Workflow to be completed successfully. However, if the new AP is being onboarded later then this restriction is not applicable.
- New AP should not be assigned to any floor.
- The floors where AP refresh is being done, should be Managed by a Wireless Controller, as one of it's managed AP locations.
- If the Auto Detect option is selected, the new AP cannot be refreshed through PNP unless its serial number is entered manually.

[Exit](#)
[Back](#)
[Next](#)

- **Select APs:** On the left pane, select the floors where APs are being replaced. From the table, select the specific APs and click 'Next'.

Catalyst Center Access Point Refresh

Select Access Points

Select the APs you want to replace. You can select up to 250 APs in a single workflow. This workflow does provision of new APs, so please make sure the locations of selected APs in this workflow are provisioned with Wireless Controller from Catalyst Center.

Search Hierarchy

- Global (2)
- BGL
- SJC
 - SJC4
 - SJC11
 - SJC12
 - SJC13
 - SJC14
 - SJC15
 - SJC16
 - SJC17
 - SJC18
 - Floor-1
 - Floor-2
 - Floor-3
 - Floor-4
 - SJC19

Access Points (7)

Click here to apply basic or advanced filters or view recently applied filters

2 Selected As of: Sep 13, 2025 12:12 PM

| Device Name | IP Address | Platform | Serial Number | Reachability | Provisioning Status | Base Radio MAC Address | Site | Series |
|---|-------------|------------------|---------------|--------------|---------------------|------------------------|-------------|---|
| <input type="checkbox"/> SJC18-F1-AP0B64 | 9.60.79.106 | C9105AXI-B | PSZ24291P2Y | Reachable | Provisioned | 3c:41:0e:3b:8b:20 | ..SJC/SJC18 | Cisco Catalyst 9105AXI Series Unified |
| <input checked="" type="checkbox"/> SJC18-F1-AP8F34 | 9.60.79.105 | AIR-AP4800-B-K9 | FCW2233NHEL | Reachable | Provisioned | f4:db:e6:44:e7:e0 | ..SJC/SJC18 | Cisco 4800 Series Unified Access Point |
| <input type="checkbox"/> SJC18-F1-AP265C | 9.60.45.128 | C9105AXI-B | PSZ26141CS1 | Reachable | Provisioned | 00:df:1d:87:6b:a0 | ..SJC/SJC18 | Cisco Catalyst 9105AXI Series Unified |
| <input type="checkbox"/> SJC18-F1-AP2704 | 9.60.45.127 | C9105AXW-B | PSZ26141EJC | Reachable | Provisioned | 00:df:1d:87:70:e0 | ..SJC/SJC18 | Cisco Catalyst 9105AXW Series Unified |
| <input type="checkbox"/> SJC18-F1-AP9414 | 9.60.79.103 | C9124AXE-B | FOC25028JE5 | Reachable | Provisioned | 4c:a6:4d:22:ee:20 | ..SJC/SJC18 | Cisco Catalyst 9124AXE Series Unified |
| <input checked="" type="checkbox"/> SJC18-F2-AP354E | 9.60.45.131 | AIR-AP2802I-B-K9 | FDW2142D147 | Reachable | Provisioned | 70:70:8b:85:e5:70 | ..SJC/SJC18 | Cisco 2800I Series Unified Access Point |
| <input type="checkbox"/> SJC18-F2-AP406C | 9.60.45.108 | C9120AXP-B | 0 | Reachable | Provisioned | a0:0f:37:05:10:c0 | ..SJC/SJC18 | Cisco Catalyst 9120AXP Series Unified |

[Exit](#)
[Back](#)
[Next](#)

Assign AP Mappings: Map old APs to new APs and click 'Next'. New APs can be mapped to old APs in multiple ways:

Assign New APs to Old APs

You have selected 2 Old APs for refresh. Assign New AP for each Old one. If New AP(s) is already connected, it will be detected in Catalyst Center either through WLC inventory or PnP based on the existing configuration. If New AP is not yet connected, provide the Serial Number of those New APs against each Old AP.

You can also download the Old APs list in CSV format, provide the details of the New AP against each Old AP and Upload it.

Would you like to auto detect your APs based on Switch Port **NEW**

ACCESS POINTS (2)

Search Table

Upload CSV Download CSV 2 Selected Delete

| Old Devices | | | New Devices | | | | |
|--|--|-------------|-------------|-----------------|----------|----------------|--|
| Device Name | Platform | Site | Edit | Device Name* | Platform | Serial Number* | CDP Neighbour |
| SJC18-F1-AP8F34 9.60.79.105 FCW2233NHEL | AIR-AP4800-B-K9 Cisco 4800 Series ... | ..SJC/SJC18 | | SJC18-F1-AP8F34 | | | Switch: SW-PRITHVI-PRIME-OO10-PRI-2 Port: GigabitEthernet1/0/1 |
| SJC18-F2-AP354E 9.60.45.131 FDW2142D147 | AIR-AP2802I-B-K9 Cisco 2800I Series ... | ..SJC/SJC18 | | SJC18-F2-AP354E | | | Switch: SW-PRITHVI-PRIME-OO6-PRI-2 Port: GigabitEthernet1/0/34 |

- **Manually:** Click the 'Edit' button and enter the serial number.
- Enter the serial number manually or select it from the drop-down if the new AP is already in Catalyst Center Inventory or Plug and Play.
- The 'New AP Name' field is optional and can be used to update the AP name for the new device.

Assign New APs to Old APs

You have selected 2 Old APs for refresh. Assign New AP for each Old one. If New AP(s) is already connected, it will be detected in Catalyst Center either through WLC inventory or PnP based on the existing configuration. If New AP is not yet connected, provide the Serial Number of those New APs against each Old AP.

You can also download the Old APs list in CSV format, provide the details of the New AP against each Old AP and Upload it.

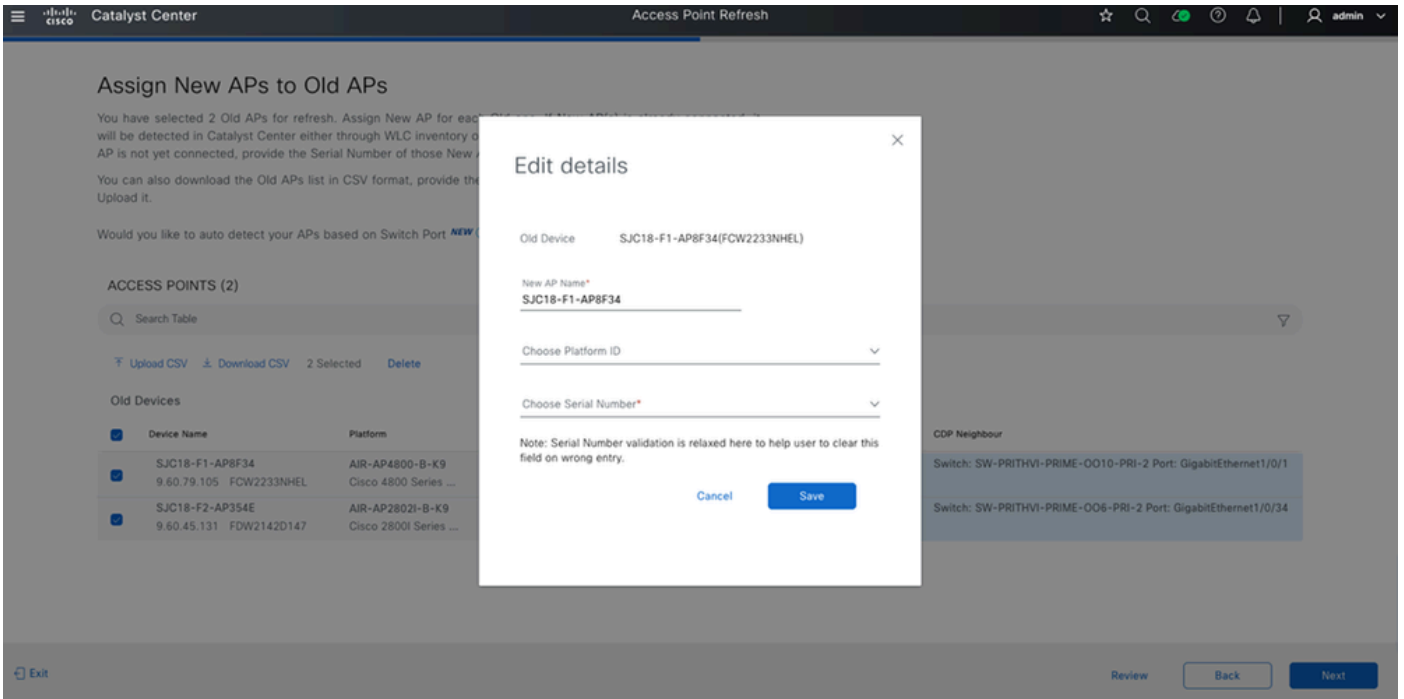
Would you like to auto detect your APs based on Switch Port **NEW**

ACCESS POINTS (2)

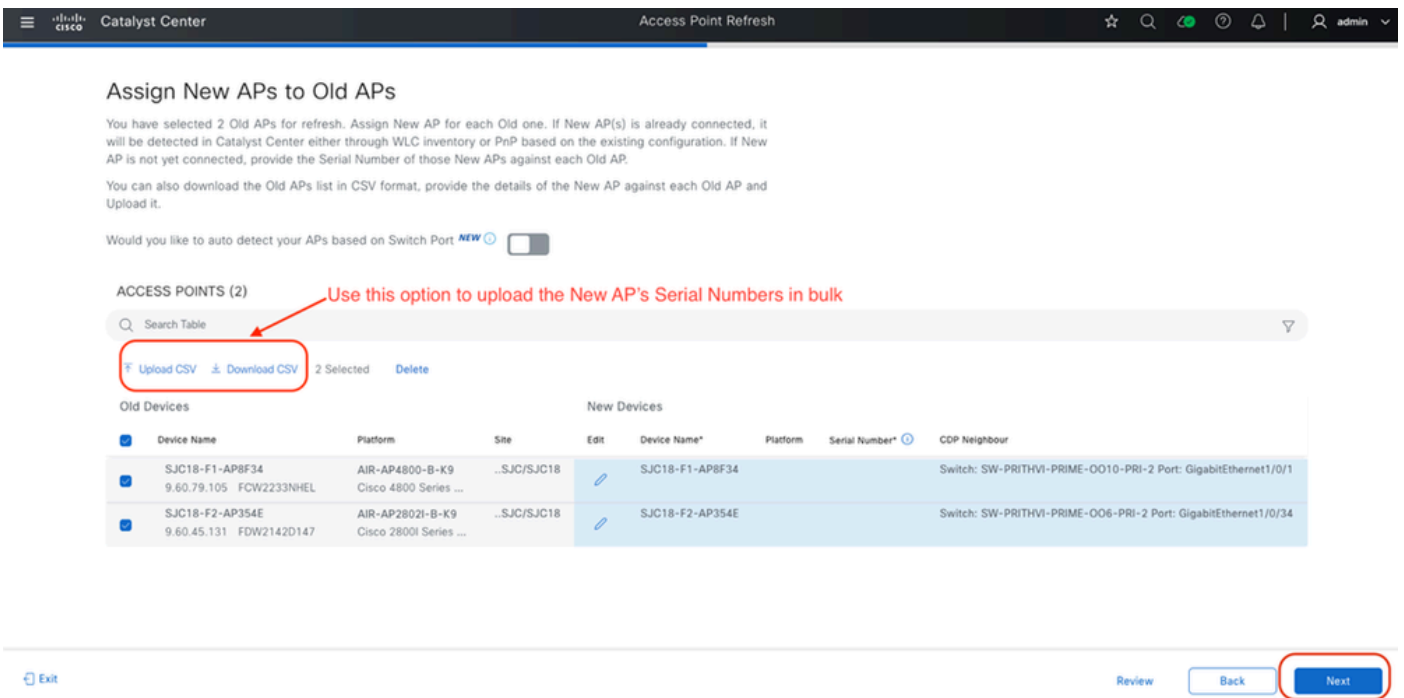
Search Table

Upload CSV Download CSV 2 Selected Delete

| Old Devices | | | New Devices | | | | |
|--|--|-------------|-------------|-----------------|----------|----------------|--|
| Device Name | Platform | Site | Edit | Device Name* | Platform | Serial Number* | CDP Neighbour |
| SJC18-F1-AP8F34 9.60.79.105 FCW2233NHEL | AIR-AP4800-B-K9 Cisco 4800 Series ... | ..SJC/SJC18 | | SJC18-F1-AP8F34 | | | Switch: SW-PRITHVI-PRIME-OO10-PRI-2 Port: GigabitEthernet1/0/1 |
| SJC18-F2-AP354E 9.60.45.131 FDW2142D147 | AIR-AP2802I-B-K9 Cisco 2800I Series ... | ..SJC/SJC18 | | SJC18-F2-AP354E | | | Switch: SW-PRITHVI-PRIME-OO6-PRI-2 Port: GigabitEthernet1/0/34 |



- **Using CSV:** Download CSV, update it, and upload the CSV.



replacement-device-1757745786153

Home Insert Draw Page Layout Formulas Data Review View Automate

Paste Aptos Narrow (Bod... 12 A^ A^

Conditional Formatting Format as Table Cell Styles

Cells Editing

Possible Data Loss Some features might be lost if you save this workbook in the comma-delimited (.csv) format. To preserve these features, save it in an Ex

D13

| | A | B | C | D | E | F | G | H | I | J |
|---|-----------------|--------------------------|---------------------|-------------------|-----------------|-----------------------|---|---|---|---|
| 1 | Old Device Name | Site Name | Old Device Platform | Old Serial Number | New Device Name | (*) New Serial Number | | | | |
| 2 | SJC18-F1-AP8F34 | Global/SJC/SJC18/Floor-1 | AIR-AP4800-B-K9 | FCW2233NHEL | SJC18-F1-AP8F34 | | | | | |
| 3 | SJC18-F2-AP354E | Global/SJC/SJC18/Floor-2 | AIR-AP2802I-B-K9 | FDW2142D147 | SJC18-F2-AP354E | | | | | |
| 4 | | | | | | | | | | |
| 5 | | | | | | | | | | |
| 6 | | | | | | | | | | |

Update New AP's Serial Number and New AP name (optional) and upload

- **Auto Detect:** Enable 'Auto Detect'. Catalyst Center identifies the new Access Point serial number by comparing the CDP neighbor information of the new AP with that of the old AP, provided the new AP is connected to the same switch port as the old one.



Warning: Auto-detect does not work for APs onboarded via PnP.

Cisco Catalyst Center Access Point Refresh admin

Assign New APs to Old APs

You have selected 2 Old APs for refresh. Assign New AP for each Old one. If New AP(s) is already connected, it will be detected in Catalyst Center either through WLC inventory or PnP based on the existing configuration. If New AP is not yet connected, provide the Serial Number of those New APs against each Old AP.

You can also download the Old APs list in CSV format, provide the details of the New AP against each Old AP and Upload it.

Would you like to auto detect your APs based on Switch Port **NEW**

ACCESS POINTS (2)

Upload CSV Download CSV 2 Selected Delete

| Old Devices | | | | New Devices | | | |
|-----------------|------------------|--------------|------|-----------------|------------------------|----------------|--|
| Device Name | Platform | Site | Edit | Device Name* | Platform | Serial Number* | CDP Neighbour |
| SJC18-F1-AP8F34 | AIR-AP4800-B-K9 | ...SJC/SJC18 | | SJC18-F1-AP8F34 | Cisco 4800 Series ... | | Switch: SW-PRITHVI-PRIME-0010-PRI-2 Port: GigabitEthernet1/0/1 |
| 9.60.79.105 | FCW2233NHEL | | | | | | |
| SJC18-F2-AP354E | AIR-AP2802I-B-K9 | ...SJC/SJC18 | | SJC18-F2-AP354E | Cisco 2800I Series ... | | Switch: SW-PRITHVI-PRIME-006-PRI-2 Port: GigabitEthernet1/0/34 |
| 9.60.45.131 | FDW2142D147 | | | | | | |

Exit Review Back Next

- **Review Configuration:** Review the configurations being copied and click 'Next'.

Configuration to Be Copied from Old APs to New

Below configuration will be copied from Old AP to New AP as applicable. User can change the supported parameters later, through AP provisioning or "Configure Access Points" workflow.

You have **2 Old APs** to be refreshed with New APs

2 of 2 Old APs are "Provisioned" using Catalyst Center

Location Configuration

AP Location, Position on Floor Map, Antenna Angle Parameters (Azimuth and Elevation as applicable) will be copied from Old APs.

WLC/AP Configuration

AireOS WLCs - AP Name, AP Mode, AP Groups including RF Profiles, FlexConnect Groups, Primary/Secondary Controller, AP Failover Priority, AP Admin status, AP LED Status & Brightness level.

Cisco Catalyst 9800 Series WLCs - AP Name, AP Mode, Policy Tags, Site Tags, RF Tags, Beam State, Flex Profiles, Primary/Secondary Controller, AP Failover Priority, AP Admin status, AP Geolocation Parameters, AP LED Status & Brightness level.

[Preview Configurations](#)

Note: The following AP attributes are not copied from the old AP to the new AP: AP Modes - Monitor, Sniffer, Bridge, Flex+Bridge, Radio level attributes. These can be configured on the APs using the "Configure Access Points" workflow once the AP Refresh is done.

Config Preview

These are the set of CLIs used for provisioning Catalyst 9800 AP and Aireos AP.

Catalyst 9800 AP **Aireos AP**

AP Name
 ap name <Old-AP-Name> name <New-AP-Name>

AP Location
 ap name <AP-Name> location <Location-Name>

Policy Tags, Site Tags and RF Tags
 ap <AP-MAC-Address>
 policy-tag <Policy-Tag-Name>
 site-tag <Site-Tag-Name>
 rf-tag <RF-Tag-Name>

Primary and Secondary Controller Configuration (Only applicable when the AP is managed by Primary and Secondary controller)
 ap name <AP-Name> controller primary <Primary-Controller-Name> <Primary-Controller-IPv4-Address>
 ap name <AP-Name> controller secondary <Secondary-Controller-Name> <Secondary-Controller-IPv4-Address>

AP Failover Priority
 ap name <AP-Name> priority <AP Failover priority>

Admin Status
 ap name <AP-Name> <Admin Status>

AP LED Status & Brightness level
 ap name <AP-Name> <AP Led Status>
 ap name <AP-Name> led-brightness-level <AP Led Brightness Level>

- **Schedule Task:** Select whether to run the task immediately or schedule it for a later time.
- **Now:** Creates the task immediately after reviewing the summary. The refresh proceeds only after the old AP is disconnected and unreachable, and the new AP is connected and reachable in Catalyst Center Inventory or on the Plug and Play page.
- **Later:** Allows you to schedule the task for a future time. Even if the old AP is disconnected and the new AP is connected, the refresh only runs at the scheduled time, providing greater control.
- **Submit Workflow:** Review the summary. When ready, click 'Provision' to submit the AP Refresh workflow task.

Schedule Access Point Refresh Task

Great! You have provided all the required details for replacing the Old APs with New.

We are now ready to submit the AP Refresh task. If the New AP is already connected and the Old AP is unreachable then the New AP will be configured with the Old AP configuration. If the New AP is not yet connected, then as and when the New AP is connected and if the Old AP is unreachable, replacement will happen automatically. Check "View Details" in summary page for the latest status and follow any instructions as needed.

Now Later

Task Name*

SJC18-AP-Refresh

Summary

Review details before submitting the task.

Task Name

SJC18-AP-Refresh

Type of Scenario Edit

Automation use case

Access Points Edit

Search Table

| Old Devices | | | New Devices | | |
|--|--|--------------------------|-----------------|----------|---------------|
| Device Name | Platform | Site | Device Name | Platform | Serial Number |
| SJC18-F1-APBF34 9.60.79.105 FCW2233NHEL | AIR-AP4800-B-K9 Cisco 4800 Series ... | Global/SJC/SJC18/Floor-1 | SJC18-F1-APBF34 | | KWC26040ESM |
| SJC18-F2-AP354E 9.60.45.131 FDW21420147 | AIR-AP2802I-B-K9 Cisco 2800I Series ... | Global/SJC/SJC18/Floor-2 | SJC18-F2-AP354E | | KWC260703P8 |

2 Record(s) Show Records: 10 1 - 2

Configuration to be copied from Old APs to New View

Location Configuration

AP Location, Position on Floor Map, Antenna Angle Parameters (Azimuth and Elevation as applicable) will be copied from Old APs.

WLC/AP Configuration

- **Track Status:** Track the replacement status on this page. Access Point remains in a pending state until the new AP is discovered in Catalyst Center (via WLC Inventory sync or AP PnP).

Catalyst Center Access Point Refresh

Automation use case

Access Points [Edit](#)

Search Table

| Old Devices | | | New Devices | | |
|--|--|--------------------------|-----------------|----------|---------------|
| Device Name | Platform | Site | Device Name | Platform | Serial Number |
| SJC18-F1-APBF34 9.60.79.105 FCW2233NHEL | AIR-AP4800-B-K9 Cisco 4800 Series ... | Global/SJC/SJC18/Floor-1 | SJC18-F1-APBF34 | | KWC26040ESM |
| SJC18-F2-AP354E 9.60.45.131 FDW2142D147 | AIR-AP2802I-B-K9 Cisco 2800I Series ... | Global/SJC/SJC18/Floor-2 | SJC18-F2-AP354E | | KWC260703P8 |

2 Record(s) Show Records: 10 1 - 2

Configuration to be copied from Old APs to New [View](#)

Location Configuration
AP Location, Position on Floor Map, Antenna Angle Parameters (Azimuth and Elevation as applicable) will be copied from Old APs.

WLC/AP Configuration
Provisioned APs: AireOS WLCs - AP Name, AP Mode, AP Groups including RF Profiles, FlexConnect Groups, Primary/Secondary Controller, AP Fallover Priority, AP Admin status, AP LED Status & Brightness level.
Cisco Catalyst 9800 Series WLCs - AP Name, AP Mode, Policy Tags, Site Tags, RF Tags, Beam State, Flex Profiles, Primary/Secondary Controller, AP Fallover Priority, AP Admin status, AP Geolocation Parameters, AP LED Status & Brightness level.
Unprovisioned APs: Default RF Profile under the Wireless Network Settings will be applied to the new APs. Other configurations will be provisioned based on the Network Profiles assigned to the AP's Locations.

Schedule Task [Edit](#)
Schedule Now

[Exit](#) [Review](#) [Back](#) [Provision](#)

Catalyst Center Access Point Refresh

Track Replacement Status

The replacement of each old AP will begin when the corresponding new AP is connected and the old AP is unreachable. Check the table below for the status of individual AP replacement and cause for any failure. If there is any error occurred during replacement then use 'Retry' option to retrigger replacement.

Note: If the new AP is not timely discovered in inventory and corresponding AP Refresh entry is stuck at 'Waiting for new device to be connected' or 'PNP Claim process in progress', please resync the WLC

1 Sites | 2 Devices [Download Report](#) [Refresh Data](#)

00 SUCCESS 00 FAILED 02 PENDING 00 IN PROGRESS

Grid View - which is the default view

| BUILDINGS & FLOORS | ACCESS POINTS | PROGRESS | STATUS |
|--------------------|---------------|----------------------------------|-----------|
| Global/SJC/SJC18 | | | |
| ⊞ Floor-1 | 1 | <div style="width: 100%;"></div> | 1 Pending |
| ⊞ Floor-2 | 1 | <div style="width: 100%;"></div> | 1 Pending |

[Exit](#) [Next](#)

- **Close Task:** Click 'Next' to close the refresh task. Download the report for future reference.

Track Replacement Status

The replacement of each old AP will begin when the corresponding new AP is connected and the old AP is unreachable. Check the table below for the status of individual AP replacement and cause for any failure. If there is any error occurred during replacement then use 'Retry' option to retrigger replacement.

Note: If the new AP is not timely discovered in inventory and corresponding AP Refresh entry is stuck at 'Waiting for new device to be connected' or 'PNP Claim process in progress,' please resync the WLC

1 Sites | 2 Devices [Download Report](#) [Refresh Data](#)

02 SUCCESS 00 FAILED 00 PENDING 00 IN PROGRESS

Use this option to Download the AP Refresh Task report

Access Points (2)

Search Table

0 Selected Delete Retry

Replacement Status: All Success Failed In Progress Pending

| Old Devices | | Site | New Devices | | Replacement Status |
|---|--|-------------|---------------|-----------|--------------------|
| Device Name | | | Serial Number | Platform | |
| SJC18-F1-AP8F34 FCW2233NHEL AIR-AP4800-B-K9 | | ..SJC/SJC18 | KWC26040ESM | CW9166I-B | Success |
| SJC18-F2-AP354E FDW2142D147 AIR-AP2802I-B-K9 | | ..SJC/SJC18 | KWC260703PB | CW9164I-B | Success |

[Exit](#) [Next](#)

Done. You have completed the AP Refresh task - SJC18-AP-Refresh

2 APs Provisioned Successfully

What's Next?

[Go to Inventory](#)

[Wireless AP Refresh Home](#)



Note: The time to complete the Access Point Refresh task depends on factors such as how quickly old APs are marked unreachable, how promptly new APs are discovered in Catalyst Center, the number of APs on a floor, and the total APs selected for the task. Once all conditions are met, the AP refresh completes within a few minutes.

Verifications

After the AP Refresh task is completed, verify the following:

- **AP Details:** Verify the AP Name, Location, Policy Tag, Site Tag, and RF Tag for the new AP. Navigate to Provision > Inventory and filter for Access Points:

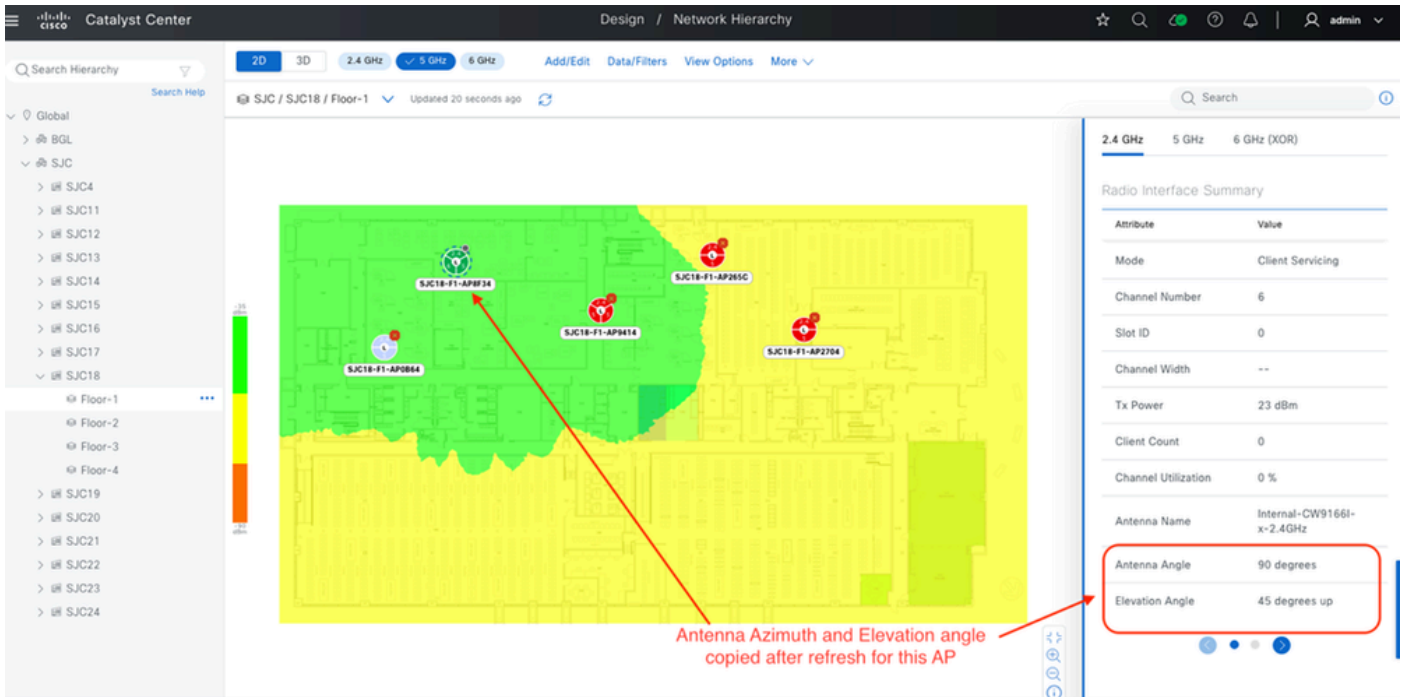
| Device Name | IP Address | Site | Reachability | Serial Number | Platform | AP Ethernet MAC Address | AP Location | Policy Tag | Site Tag | RF Profile |
|--------------------|-------------|-------------------|--------------|---------------|------------|-------------------------|--------------------------|-------------------------|------------------|----------------|
| SJC18-CW9163E-8820 | 9.60.38.101 | Assign | Reachable | DSM270700B5 | CW9163E-B | 68:49:92:f9:88:20 | SJC14 | default-policy-tag | default-site-tag | default-rf-tag |
| SJC18-F1-AP0864 | 9.60.79.106 | .../SJC18/Floor-1 | Unreachable | PSZ24291P2Y | C9105AXI-B | 5c:71:0d:ed:0b:64 | Global/SJC/SJC18/Floor-1 | SJC18 FLOOR1 POLICY TAG | SJC18 SITE TAG | SJC18_RF |
| SJC18-F1-AP8F34 | 9.60.45.220 | .../SJC18/Floor-1 | Reachable | KWC26040ESM | CW9166I-B | cc:9c:3e:f4:db:10 | Global/SJC/SJC18/Floor-1 | SJC18 FLOOR1 POLICY TAG | SJC18 SITE TAG | SJC18_RF |
| SJC18-F1-AP265C | 9.60.45.128 | .../SJC18/Floor-1 | Reachable | PSZ26141CS1 | C9105AXI-B | 00:df:1d:86:26:5c | Global/SJC/SJC18/Floor-1 | SJC18 FLOOR1 POLICY TAG | SJC18 SITE TAG | SJC18_RF |
| SJC18-F1-AP2704 | 9.60.45.127 | .../SJC18/Floor-1 | Reachable | PSZ26141EJC | C9105AXW-B | 00:df:1d:86:27:04 | Global/SJC/SJC18/Floor-1 | SJC18 FLOOR1 POLICY TAG | SJC18 SITE TAG | SJC18_RF |
| SJC18-F1-AP9414 | 9.60.79.103 | .../SJC18/Floor-1 | Reachable | FOC25028JES | C9124AXE-B | 3c:57:31:c5:94:14 | Global/SJC/SJC18/Floor-1 | SJC18 FLOOR1 POLICY TAG | SJC18 SITE TAG | SJC18_RF |
| SJC18-F2-AP354E | 9.60.45.250 | .../SJC18/Floor-2 | Reachable | KWC260703P8 | CW9164I-B | cc:9c:3e:f1:20:60 | Global/SJC/SJC18/Floor-2 | SJC18 FLOOR2 POLICY TAG | SJC18 SITE TAG | SJC18_RF |
| SJC18-F2-AP406C | 9.60.45.108 | .../SJC18/Floor-2 | Reachable | 0 | C9120AXP-B | a0:0f:37:9c:40:6c | Global/SJC/SJC18/Floor-2 | SJC18 FLOOR2 POLICY TAG | SJC18 SITE TAG | SJC18_RF |

- **Map Position:** Verify the new Access Point position on the Floor Map, including its model and MAC address. Navigate to Design > Network Hierarchy and select the desired site.

SJC18-F1-AP8F34

| | |
|-----------------------|--|
| AP Type | AP9166I |
| MAC Address | 10:19:20:fd:dc:60 |
| AP Model | CW9166I-B |
| Software Version | 17.15.4.18 |
| Controller IP Address | 10.76.34.96 |
| Product Type | Cisco Catalyst Wireless 9166I Unified Access Point |
| AP Mode | Local |
| Sensor Mode | Not Enabled |
| Health Score | -- |
| Issues Count | 0 |

| Radio | Mode | Band | Op. Status | Channel |
|---------|------------------|-------------|------------|---------|
| Radio 0 | Client Servicing | 2.4 GHz | up | 6 |
| Radio 1 | Client Servicing | 5 GHz | up | 36 |
| Radio 2 | Client Servicing | 6 GHz (XDR) | up | 1 |



- **Event Notification:** Verify the AP Refresh Event notification under Assurance > Dashboard > Issues and Events. This event confirms successful refresh and that Assurance data, including historical data from the old AP, is displayed for the refreshed AP

Events (494)

Category Type: Devices | Endpoints | Router: 0 | Switch: 0 | Wireless Controller: 459 | AP: 35 | Third Party Device: 0

| Event Name | Status | Timestamp | Device Name | Event Type | Device IP |
|---|--------|------------------------------|---------------------|--------------|-------------|
| AP Refresh | ● | Sep 13, 2025 12:34:08.700 PM | SJC18-F1-AP8F34 | Device Event | -- |
| AP Refresh | ● | Sep 13, 2025 12:34:08.700 PM | SJC18-F1-AP8F34 | Device Event | -- |
| AP Refresh | ● | Sep 13, 2025 12:33:59.502 PM | SJC18-F2-AP354E | Device Event | 9.60.45.131 |
| AP Refresh | ● | Sep 13, 2025 12:33:59.502 PM | SJC18-F2-AP354E | Device Event | 9.60.45.131 |
| AP is connected to WLC. CAPWAP channel is up | ● | Sep 13, 2025 12:13:32.284 PM | SJC18-F1-AP0864 | Device Event | 9.60.79.106 |
| AP is disconnected from WLC. CAPWAP channel is down | ● | Sep 13, 2025 12:13:09.171 PM | SJC18-F1-AP0864 | Device Event | 9.60.79.106 |
| Channel Change | ● | Sep 13, 2025 12:10:35.518 PM | SJC18-F1-AP2704 | Device Event | 9.60.45.127 |
| Tx Power Change | ● | Sep 13, 2025 12:00:27.510 PM | SJC18-C9105AXW-2704 | Device Event | 9.60.45.127 |

35 Record(s) Show Records: 10 1 - 10

AP Refresh
 Sep 13, 2025 12:34:08.700 PM

Additional Info: AP Refresh - AP has been updated
 Event Type: Device Event
 Device Name: SJC18-F1-AP8F34
 Wireless Controller: SR-CW9800H1-96.cisco.com
 AP Base Radio Mac: 10:F9:20:FD:DC:60
 Reason: AP Refresh - AP has been updated

Connected Device Events
 Wireless Controller: SR-CW9800H1-96.cisco.com | Wireless Endpoints | Switch: SW-PRITHVI-PRIME-0010-PRI-2

Show Events (±15 mins)

- **Audit Log:** Verify the Audit Log for AP Refresh-related entries. Navigate to Activities > Audit Logs.

Activities / Audit Logs

By Date: Sep 14, 2024 12:57 PM - Sep 13, 2025 12:57 PM

Summary: Severity (3) Critical, Warning, Info

| Time | Description | Category | Severity | User |
|---------------------------|--|----------|----------|--------|
| Sep 13, 2025 12:56 PM IST | Request received to delete workflow SJC18-AP-Refresh | INFO | Info | admin |
| Sep 13, 2025 12:34 PM IST | Deleted Old AP with Serial Number FCW2233NHEL successfully from Inventory | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Deleted Old AP with Serial Number FCW2233NHEL successfully from Inventory | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Request to delete device 9.60.79.105 succeeded | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Request to update credentials for AP with id [[7ef11106-dc6c-4530-97b2-d5e9a89086ee, bdf6eac-b2c1-4319-a287-11f6dd6e75f5, d30a61c7-2e49-426a-a2e0-72a2423527bd, ea182e80-5e27-4d13-b111-d0bb705744bc, ef8b2c99-72a9-4120-bd95-8be3fc8db360]] ... | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Executing command config t exit... | INFO | Info | SYSTEM |
| Sep 13, 2025 12:34 PM IST | Deleted Old AP with Serial Number FDW2142D147 successfully from Inventory | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Deleted Old AP with Serial Number FDW2142D147 successfully from Inventory | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Request to delete device 9.60.45.131 succeeded | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Request to update credentials for AP with id [[3dfaef2-8681-41a2-b57a-d6fc5fb3347b, a7499e39-0c32-41b3-8cce-86f81fe9bc2f]] received | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Executing command config t exit... | INFO | Info | SYSTEM |
| Sep 13, 2025 12:33 PM IST | The members were added to the group Global. | INFO | Info | system |

Catalyst Center Activities / Audit Logs

Audit Logs Tasks

By Date Sep 14, 2024 12:57 PM - Sep 13, 2025 12:57 PM Syslog Server(s):

Summary

- Severity (3)
 - Critical
 - Warning
 - Info

Filter

| Time | Description | Category | Severity | User |
|---------------------------|---|----------|----------|--------|
| Sep 13, 2025 12:33 PM IST | Auto role changed for device 9.60.45.250 from UNKNOWN to ACCESS | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | AP Refresh has started at site Global/SJC/SJC18/Floor-1 for 1 AP(s) | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Removing Old AP(s) from site | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Removed Old AP(s) from site successfully | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Assigning New AP(s) to site | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Assigned New AP(s) to site successfully | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Configuring New AP(s) | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Provisioning New AP(s) | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | AP Refresh Replaced Notification sent for 1 AP(s) | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Map details copied from Old AP [FCW2233NHLE] to New AP [KWC26040ESM] | INFO | Info | system |
| Sep 13, 2025 12:34 PM IST | Deleting Old AP with Serial Number FCW2233NHLE | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | AP Refresh has started at site Global/SJC/SJC18/Floor-2 for 1 AP(s) | INFO | Info | system |
| Sep 13, 2025 12:33 PM IST | Request to add credentials for AP with id [d30ae1c7-2e49-426a-a2e0-72a2423527bd] received | INFO | Info | system |

- AP Tag Mappings on Wireless Controller CLI: (Example CLI output sections would be provided here for "Before Refresh" and "After Refresh" to show changes.)

Before Refresh:

```

SR-CW9800H1-96#
SR-CW9800H1-96#
SR-CW9800H1-96#sh ap summary | i SJC18-F1
SJC18-F1-AP265C      2  C9105AXI-B      00df.1d86.265c 00df.1d87.6ba0 US  -B  9.60.45.128  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP2704      2  C9105AXW-B      00df.1d86.2704 00df.1d87.70e0 US  -B  9.60.45.127  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP0B64      2  C9105AXI-B      5c71.0ded.0b64 3c41.0e3b.8b20 US  -B  9.60.79.106  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP9414      3  C9124AXE-B      3c57.31c5.9414 4ca6.4d22.ee20 US  -B  9.60.79.103  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP8F34      3  AIR-AP4800-B-K9  f4db.e643.8f34 f4db.e644.e700 US  -B  9.60.79.105  Registered  Global/SJC/SJC18/Floor-1
SR-CW9800H1-96#sh ap summary | i SJC18-F2
SJC18-F2-AP354E      2  AIR-AP2802I-B-K9  500f.8059.354e 7070.8b85.e570 US  -B  9.60.45.131  Registered  Global/SJC/SJC18/Floor-2
SJC18-F2-AP406C      2  C9120AXP-B      a00f.379c.406c a00f.3705.10c0 US  -B  9.60.45.108  Registered  Global/SJC/SJC18/Floor-2
SR-CW9800H1-96#sh ap tag summary | i SJC18-F1
SJC18-F1-AP265C      00df.1d86.265c SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP2704      00df.1d86.2704 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP0B64      5c71.0ded.0b64 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP9414      3c57.31c5.9414 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP8F34      f4db.e643.8f34 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SR-CW9800H1-96#sh ap tag summary | i SJC18-F2
SJC18-F2-AP354E      500f.8059.354e SJC18 SITE TAG          SJC18 FLOOR2 POLICY TAG          SJC18_RF          No          Static
SJC18-F2-AP406C      a00f.379c.406c SJC18 SITE TAG          SJC18 FLOOR2 POLICY TAG          SJC18_RF          No          Static
SR-CW9800H1-96#

```

After Refresh:

```

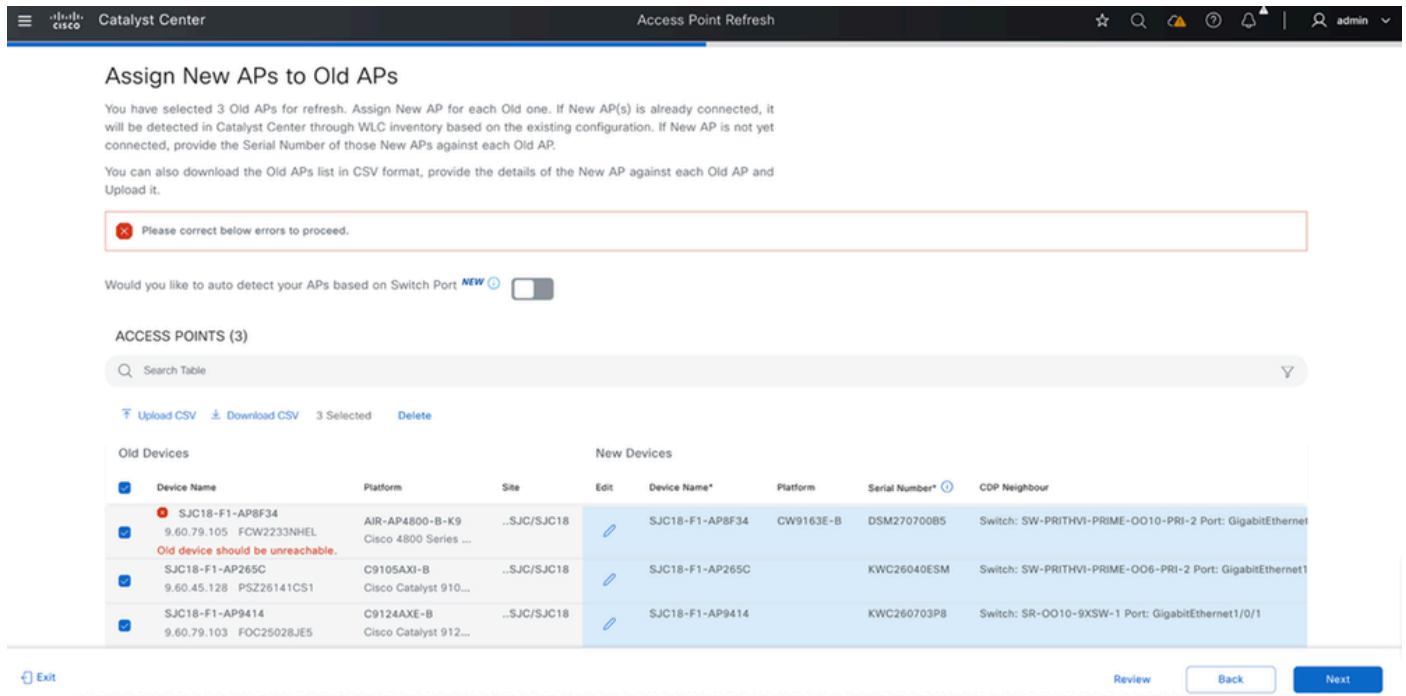
SR-CW9800H1-96#sh ap summary | i SJC18-F1
SJC18-F1-AP265C      2  C9105AXI-B      00df.1d86.265c 00df.1d87.6ba0 US  -B  9.60.45.128  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP2704      2  C9105AXW-B      00df.1d86.2704 00df.1d87.70e0 US  -B  9.60.45.127  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP8F34      3  CW91641-B      cc9c.3ef4.db10 10f9.20fe.dc60 US  -B  9.60.45.220  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP0B64      2  C9105AXI-B      5c71.0ded.0b64 3c41.0e3b.8b20 US  -B  9.60.79.106  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP9414      3  C9124AXE-B      3c57.31c5.9414 4ca6.4d22.ee20 US  -B  9.60.79.103  Registered  Global/SJC/SJC18/Floor-1
SR-CW9800H1-96#sh ap summary | i SJC18-F2
SJC18-F2-AP354E      3  CW91641-B      cc9c.3ef1.2060 10f9.20fe.4b20 US  -B  9.60.45.250  Registered  Global/SJC/SJC18/Floor-2
SJC18-F2-AP406C      2  C9120AXP-B      a00f.379c.406c a00f.3705.10c0 US  -B  9.60.45.108  Registered  Global/SJC/SJC18/Floor-2
SR-CW9800H1-96#sh ap tag summary | i SJC18-F1
SJC18-F1-AP265C      00df.1d86.265c SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP2704      00df.1d86.2704 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP8F34      cc9c.3ef4.db10 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP0B64      5c71.0ded.0b64 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SJC18-F1-AP9414      3c57.31c5.9414 SJC18 SITE TAG          SJC18 FLOOR1 POLICY TAG          SJC18_RF          No          Static
SR-CW9800H1-96#sh ap tag summary | i SJC18-F2
SJC18-F2-AP354E      cc9c.3ef1.2060 SJC18 SITE TAG          SJC18 FLOOR2 POLICY TAG          SJC18_RF          No          Static
SJC18-F2-AP406C      a00f.379c.406c SJC18 SITE TAG          SJC18 FLOOR2 POLICY TAG          SJC18_RF          No          Static
SR-CW9800H1-96#

```

Common Errors and Troubleshooting

1. Error while creating the AP Refresh workflow - Old AP must be unreachable

Scenario: This error occurs if both the old and new APs are online and marked as 'Reachable' in Catalyst Center during workflow creation.



- **Mitigation:**

- If the old AP is unreachable on the network but shows as 'Reachable' in Catalyst Center, perform a Wireless Controller re-sync to update the Access Point status to 'Unreachable' in Catalyst Center, then proceed with the workflow.
- If the old AP is online, dissociate it and power off the AP.

2. Failure while running the AP Refresh workflow with error – Old AP must be unreachable

Scenario: This error occurs if both the old and new APs are online and marked as 'Reachable' in Catalyst Center when the workflow runs. The refresh cannot proceed.

1 Sites | 3 Devices

Download Report Refresh Data

02 SUCCESS 01 FAILED 00 PENDING 00 IN PROGRESS

1 APs are not provisioned.
Do you want to retry provisioning these APs?
Retry Provision

Access Points (3)

Search Table

1 Selected Delete Retry

Replacement Status All Success Failed In Progress Pending

| Old Devices | | New Devices | | |
|--|-------------|---------------|-----------|--------------------|
| Device Name | Site | Serial Number | Platform | Replacement Status |
| SJC18-F1-AP265C PSZ26141CS1 C9105AXI-B | ..SJC/SJC18 | KWC26040ESM | CW9166I-B | Success |
| SJC18-F1-AP8F34 FCW2233NHEL AIR-AP4800-B-K9 | ..SJC/SJC18 | DSM270700B5 | CW9163E-B | Success |
| SJC18-F1-AP9414 FOC25028JES C9124AXE-B | ..SJC/SJC18 | KWC260703P8 | CW9164I-B | Failed |

Exit Next

Mitigation:

- If the old AP is unreachable on the network but shows as 'Reachable' in Catalyst Center, perform a Wireless Controller re-sync to update its status to 'Unreachable' in Catalyst Center, then click 'Retry' on the Task Replacement status page.
- If the old AP is online, dissociate it and power off the AP. Verify the old AP shows as 'Unreachable', then proceed with the 'Retry' option on the Task Replacement status page.

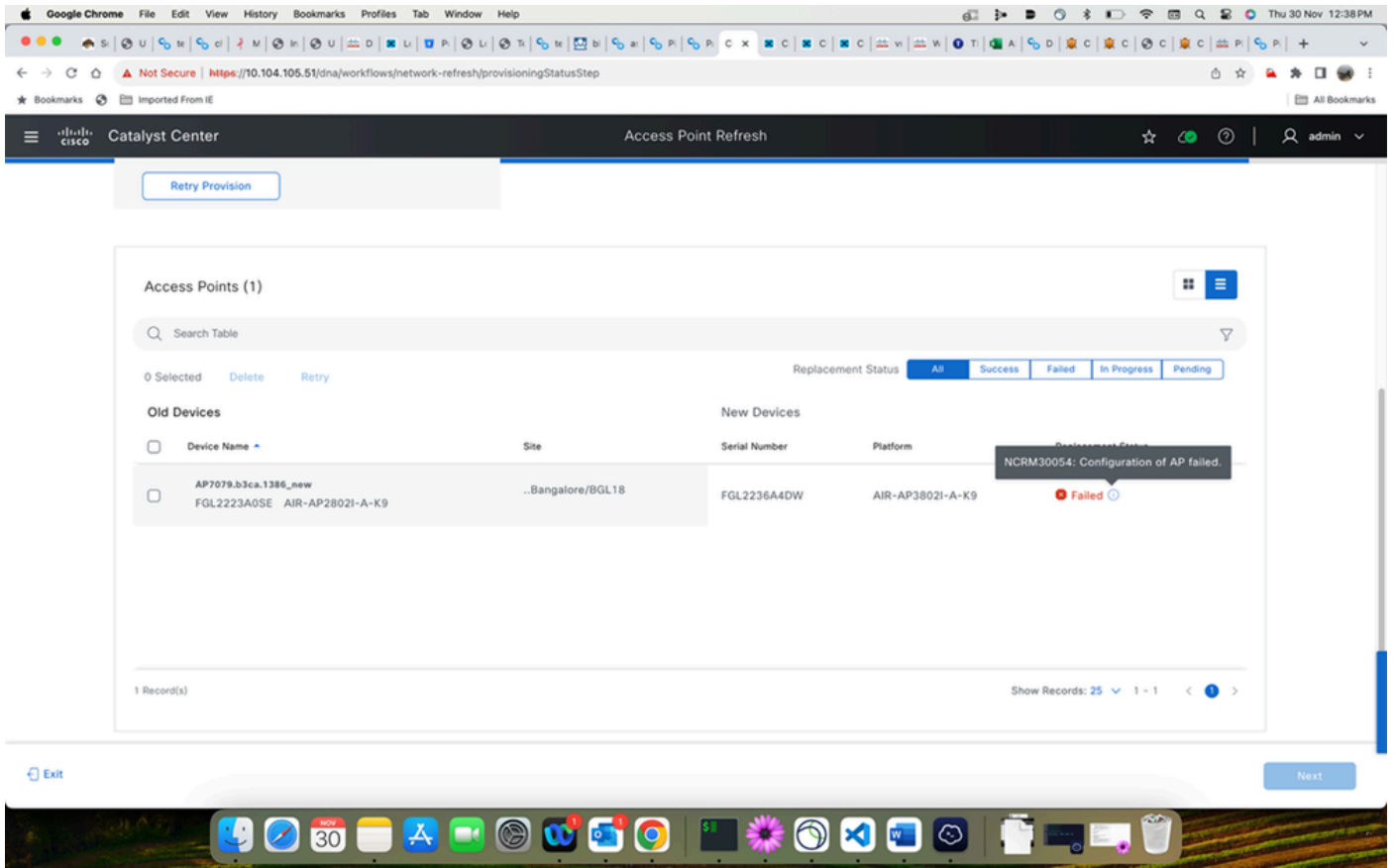
3. Failure while running the AP Refresh workflow with error – NCRM30055: New AP with Serial Number <> is already assigned to site

Scenario: This occurs if the new AP is already assigned to a floor before performing the refresh.

Mitigation: If the new AP is already assigned to a floor, navigate to the Floor map under Site hierarchy and remove the AP from that floor

4. Failure error message it shows on hover over "Replacement status": "NCRM30054: Configuration of AP failed."

Scenario: If the old AP is offline and the new AP shows as reachable in Catalyst Center, but the new AP is actually down



Mitigation: Verify the new Access Point status. If it is down, ensure it is up and reachable, then retry the AP refresh