



Initial Configuration of the Device in Provisioning Mode

Catalyst IW Access Points running in URWB mode support configuration from Cisco Industrial Wireless (IW) Service or using local management interfaces. An access point (AP) with no configuration defaults to provisioning mode, which allows the initial configuration to be sent to the access point from IW Service.



Note From UIW Release 17.16.1, IoT OD IW changes to IW Service.

Provisioning mode is a special mode where the AP attempts to request network configuration using dynamic host configuration protocol (DHCP) and connect to IW Service. If network connectivity exists, the AP connects to IW Service. If there is no network connectivity, the AP can be configured locally using the GUI or CLI, accessible using the console port or SSH.



Note Use these default credentials to log into either the GUI or CLI:

- Username: Cisco
 - Password: Cisco
-

The DHCP server assigns a default gateway and domain name system (DNS) server. IW Service uses DNS geo-location to direct AP in the United States to the US cluster. Other locations are directed to the EU cluster. Ensure your IW Service organization is configured to the correct cluster.

DHCP is only used in provisioning mode. A static IP address must be assigned for normal operation. If DHCP is unavailable and configuration through IW Service is required, the IP address, subnet, default gateway, and DNS can be manually configured.



Note When the device is in provisioning mode, the AP attempts to get an IP address from a DHCP server. If the device fails to receive an IP address through DHCP, the AP reverts to a fallback IP address of 192.168.0.10/24.

- To verify if the device is in provisioning mode, go to the device configurator interface and the status of IW Service is shown as **Provisioning**:



IW Service

Provisioning

IW Monitor

Disabled

- To verify if the device is in provisioning mode, use the following show command:

```
Device#show iw-service status
  IW Service mode: Provisioning
  Status: Connected
```

- If the status of IW Service is shown as **Cloud-Managed** or **Offline**, choose either of the following options:
 - To configure a new device, revert the wireless device to provisioning mode and reset the device, see [Reset the Device to Factory Default using GUI, on page 6](#).
 - To change the connection settings with current configuration, see [Configuring General Settings, on page 9](#).

If the device is in provisioning mode, the device configurator interface is shown:

IW Service Cloud connection info

Server Host: [Industrial Wireless Service](#)

Status: Disconnected

Cluster Config: auto

Current IP Configuration

Current IP: 192.168.0.10 (fallback)

Current Netmask: 255.255.255.0

| IW Service Cloud connection info | |
|--|---|
| Server Host: | Industrial Wireless Service |
| Status: | Disconnected |
| Cluster Config: | auto |
| Current IP Configuration | |
| Current IP: | 192.168.10.2 |
| Current Netmask: | 255.255.255.0 |
| Configure DHCP to connect to IW Service | |
| Use this section to connect the radio to the Internet via DHCP to use IW Service Cloud Management. Set fall-back IP settings if DHCP is not available. | |
| DHCP fall-back configuration | |
| Local IP: | <input type="text" value="192.168.10.2"/> |
| Local Netmask: | <input type="text" value="255.255.255.0"/> |
| Default Gateway: | <input type="text" value="192.168.10.1"/> |
| Local Dns 1: | <input type="text" value="192.168.10.200"/> |
| Local Dns 2: | <input type="text"/> |
| <input type="button" value="Reset to Provisioning"/> | |

The device's status and LEDs blink continuously and LEDs repeat this cycle until the device either enters a fallback condition, or enters **Cloud-Managed**, or **Offline** mode. To know more about LED status, see [LED Pattern for Catalyst IW9165](#) or [LED Pattern for Catalyst IW9167](#).



Note DHCP is used only in provisioning mode. A static IP address must be assigned for normal operation.

Ensure that the device is connected to a network that supports DHCP. If the connection to IW Service is successful, the cloud connection info status is shown as **Connected**.

| IW Service Cloud connection info | |
|----------------------------------|-----------------------------|
| Server Host: | Industrial Wireless Service |
| Status: | Connected |
| Cluster Config: | auto |
| Current IP Configuration | |
| Current IP: | 10.115.11.152 (dhcp) |
| Current Netmask: | 255.255.255.0 |

To configure the fallback address, use the following CLI command:



Note In the provisioning mode, the IP, netmask, default gateway, primary DNS, and secondary DNS configuration (IP command) are allowed.

```
Device# configure ip address ipv4 [ static IP address [ static netmask [ IP address of
default gateway [ dns1 ip [ dns2 ip ] ] ] ] ]
```

For example:

```
Device# configure ip address ipv4 static 192.168.10.2 255.255.255.0 192.168.10.1
192.168.10.200 192.168.10.201
```

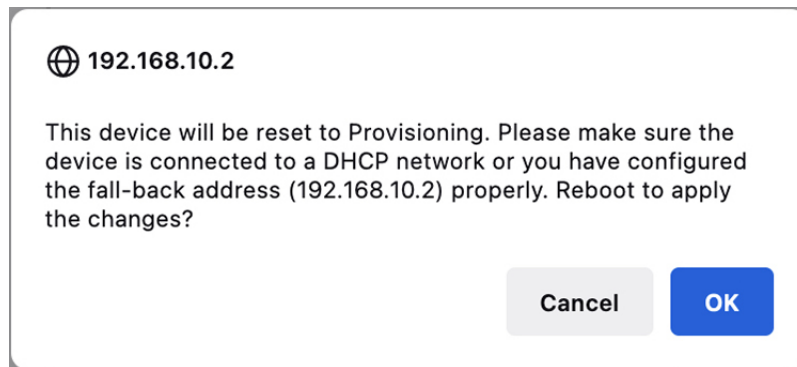
The device sets the fallback address (192.168.0.10 by default) or the configured IP address automatically if it does not receive an address from the DHCP server. If the device fails to connect to IW Service, verify the following to reach IW Service:

1. Check if the ethernet cable leading to the device is connected correctly.
2. Check if the local DNS server can fix the IP address of IW Service cloud server and if the address can be reached.
3. Check if access point uses an outbound HTTPS connection on tcp/443 for the following domains:
 - device.ciscoiot.com
 - us.ciscoiot.com
 - eu.ciscoiot.com
4. If IW Service is still offline, perform a local (offline) configuration using the device's configurator interface.

If the device fails to connect to the network in provisioning mode, follow these steps:

1. Enter alternative **Local IP**, **Local Netmask**, **Default Gateway**, **Local Dns 1**, and **Local Dns 2** values as needed, using IW Service image and click the **Save fallback IP**.

A reboot confirmation pop-up appears:



2. Click **OK** or **Reset** to go back to IW Service and adjust the settings.
 - Once you click **OK**, the device reboots and remains in provisioning mode.
 - The device attempts to connect to the network using the new connection values.
3. If the device fails to connect to the network using the **DHCP** settings, **IW Service Cloud connection Status** is shows as **Disconnected**.

IW Service Cloud connection infoServer Host: **Industrial Wireless Service**Status: **Disconnected**Cluster Config: **auto****Current IP Configuration**Current IP: **192.168.0.10 (fallback)**Current Netmask: **255.255.255.0**

4. To verify if the device is in provisioning mode and not connected to IW Service, use the following CLI command:

```
Device#show iw-service status
IW Service mode: Provisioning
Status: Disconnected
```

The following CLI example shows that the device is in provisioning mode and retrieved the IP address from the DHCP server:

```
Device#show ip
IP: 192.168.0.10
Network: 255.255.255.0
Gateway:
Nameservers:

DHCP Address (PROVISIONING Mode):
IP: 10.0.0.2
Network: 255.255.255.0
Gateway: 10.0.0.1
Nameservers: 8.8.8.8

Fallback Address (PROVISIONING Mode):
IP: 169.254.201.72
Network: 255.255.0.0
```

The following CLI example shows the device in provisioning mode fails to retrieve the IP address from the DHCP server and using the default fallback IP address 192.168.0.10:

```
Device#show ip
IP: 192.168.0.10
Network: 255.255.255.0
Gateway:
Nameservers:

DHCP Address (PROVISIONING Mode):
IP: 192.168.0.10
Network: 255.255.255.0
Gateway:
Nameservers: 127.0.0.1

Fallback Address (PROVISIONING Mode):
IP: 169.254.201.72
Network: 255.255.0.0
```

- [Reset the Device to Factory Default using GUI, on page 6](#)
- [Reboot the Device using GUI, on page 7](#)
- [Saving and Restoring the Device Settings, on page 8](#)
- [Configuring General Settings, on page 9](#)

- [Connecting to the Access Point Console Port, on page 11](#)

Reset the Device to Factory Default using GUI

You can reset the device to factory default either by pressing a reset button for 30 seconds when power is supplied to the access point or through configurator interface. For more information about reset button, see [Using the Reset Button](#).



Note A hard reset reverts all device configuration settings, including the device IP address and administrator password to factory defaults. Instead if you want to reboot the device, see [Reboot the Device using GUI, on page 7](#).

1. In the **MANAGEMENT SETTINGS**, click **reset factory default**.

The screenshot shows the Cisco URWB IW9165DH Configurator interface. The top left features the Cisco logo and the text 'ULTRA RELIABLE WIRELESS BACKHAUL'. The top right displays 'Cisco URWB IW9165DH Configurator' and '5.81.160.216 - MESH POINT MODE'. On the left side, there is a navigation menu with categories: 'IW Service' (Offline), 'IW Monitor' (Disabled), 'GENERAL SETTINGS' (general mode, wireless radio, antenna alignment and stats), 'NETWORK CONTROL' (advanced tools), 'ADVANCED SETTINGS' (advanced radio settings, static routes, allowlist / blocklist, snmp, radius, ntp, ethernet filter, l2tp configuration, vlan settings, Fluidity, misc settings), and 'MANAGEMENT SETTINGS' (remote access, firmware upgrade, status, configuration settings, reset factory default, reboot, logout). The 'reset factory default' option is highlighted in blue. On the right side, a confirmation dialog box asks 'Are you sure you want to reset to factory default settings?' with 'NO' and 'YES' buttons.

2. Click **YES** in the confirmation pop-up window. To abort the factory reset, click **NO**.
3. If you have previously saved a configuration file for the device, you can restore the saved configuration settings to the device, see [Saving and Restoring the Device Settings, on page 8](#).



Note Do not perform a hard reset unless the device requires reconfiguration using its factory configuration as the starting point. Hard reset resets the device's IP address, administrator password, and it disconnects the device from the network.

Reset the Device to Factory Default using CLI

To reset of the device configuration, use the following CLI command:

```
device#configure factory reset config
WARNING: "configure factory reset config" will clear config and reboot.
Do you want to proceed? (y/n)
```

Enter **y** in the CLI command to start the device reset process or alternatively enter **n** to abort the process.

To reset the device configuration and data wipe, use the following CLI command:

```
Device#configure factory reset default
WARNING: "configure factory reset default" will take minutes to perform DATA WIPE.
```

The following files are cleared as part of this process:

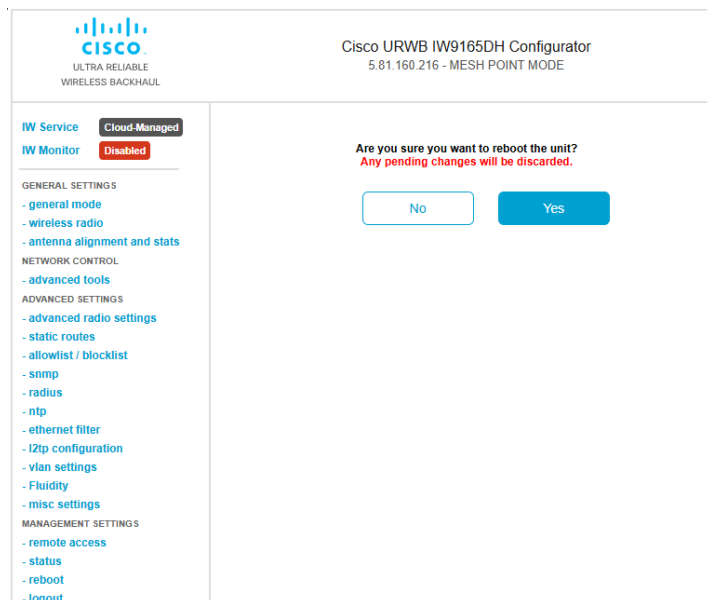
```
1) Config, Bak config files
2) Crashfiles
3) syslogs
4) Boot variables
5) Pktlogs
6) Manually created files
Do you want to proceed? (y/n)
```

Enter **y** in the CLI command to start the device reset of the configuration and data wipe or alternatively enter **n** to abort the process.

Reboot the Device using GUI

To reboot the device's operating system, follow these steps:

1. In the **MANAGEMENT SETTINGS**, click **reboot**.



2. In the confirmation pop-up window, click **Yes**. To abort the reboot, click **No**.

Reboot the Device using CLI

To perform reboot, use the following CLI command:

```
Device#reload
Proceed with reload command (cold)? [confirm]
```

Enter `confirm` in the CLI command to start the device reboot process.

Saving and Restoring the Device Settings

The **LOAD OR RESTORE SETTINGS** window allows you to perform the following tasks:

- Save the device's existing software configuration as a configuration (*.conf) file.
- Upload and apply a saved configuration file to the current device.



Note Device software configuration (*.conf) files are not interchangeable with IW Service configuration setup (*.iwconf) files.

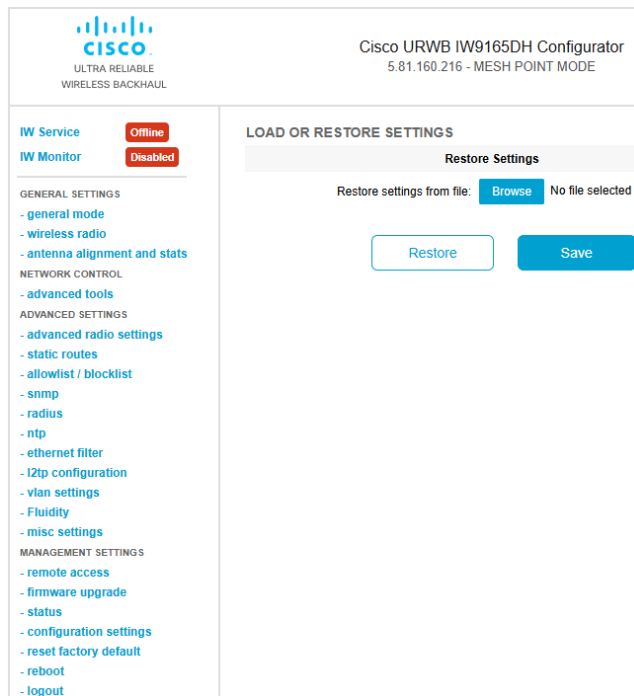


Tip Saved configuration files are reused for all devices of the same type. These saved configuration files act as configuration backup files to speed up redeployment if you need to replace the damaged device with a new device of the same type.

To download the device's existing configuration settings to your computer, follow these steps:

1. In the **MANAGEMENT SETTINGS**, click **configuration settings**.

The **LOAD OR RESTORE SETTINGS** window appears.



2. Click **Save** to download the device configuration (*.conf).

To upload a saved configuration file to the device, follow these steps:

1. Click **Browse** to upload the configuration (*.conf) file to the device.
2. Click **Restore** to apply the configuration settings to the device.

Configuring General Settings

To change the **General Mode** settings, follow these steps:

1. In the **GENERAL SETTINGS**, click **general mode**.

The screenshot shows the Cisco URWB IW9165DH Configurator web interface. The title is "Cisco URWB IW9165DH Configurator" with the IP address "5.81.160.216 - MESH POINT MODE". The interface is divided into a left sidebar and a main content area. The sidebar contains a navigation menu with categories: "GENERAL SETTINGS" (general mode, wireless radio, antenna alignment and stats), "NETWORK CONTROL" (advanced tools), "ADVANCED SETTINGS" (advanced radio settings, static routes, allowlist/blocklist, snmp, radius, ntp, ethernet filter, l2tp configuration, vlan settings, Fluidity, misc settings), and "MANAGEMENT SETTINGS" (remote access, firmware upgrade, status, configuration settings, reset factory default, reboot, logout). The main content area is titled "GENERAL MODE" and contains a "General Mode" section with a sub-header "General Mode" and a note: "Select MESH POINT mode if you are attaching an IP edge device (i.e. network camera, encoder, etc.) to this Cisco IOT IW9165DH Series Access Point or if you are using this unit as a relay point in the mesh network." Below this, there are radio buttons for "mesh point" (selected), "mesh end", and "gateway". There is also a "Radio-off" checkbox. Below that is a "LAN Parameters" section with input fields for "Local IP" (10.58.56.56), "Local Netmask" (255.255.255.0), "Default Gateway" (10.58.56.1), "Local Dns 1" (1.1.1.1), and "Local Dns 2". There is also an "Enable IPv6" checkbox. At the bottom of the LAN Parameters section are "Reset" and "Save" buttons.

The **General Mode** has the operational mode controls. Devices capable of operating in a mesh radio network are shipped in **mesh point** mode.



Note When designing the required network layout, there must be at least one mesh end device. This device performs control and administrative functions, such as license management. This is necessary for correct network operation, even if the network consists of only two devices.

To change the device's operational mode, select any one of the following mode:

- **Gateway** - This mode is applicable for advanced Layer 3 mobility deployments, and it is not used in most networks.
- **Mesh Point** - This mode is applicable for the remaining access points in the network. These access points establish links to other access points with the same network passphrase configured as mesh end or mesh point using wireless links or wired links. In this scenario, the access point has Layer 2 visibility of other access points.
- **Mesh End** - This mode configures the access point to perform control and administrative network functions. There must be at least one mesh end in each network. This access point is typically installed in the most central point where the wireless and wired networks converge.

Configuring General Settings using CLI

To configure general settings, use the following CLI command:

```
Device#configure modeconfig mode
gateway layer 3 global gateway mode
meshend mesh end mode
meshpoint mesh point mode
```

```
Device#configure modeconfig mode meshend
mpls          MPLS support
radio-off    disable radio interfaces
```

Changing the LAN Parameters

The LAN parameters has entry controls for local address setting. Perform the following to change the LAN parameters:

1. Once the **General Mode** window is opened for the first time, the **Local IP** and **Local Netmask** LAN parameters are shown with factory-set default values.
2. If needed, enter the local primary DNS address in the **Dns 1** field, and enter the local secondary DNS address in the **Dns 2** field.
3. Click **Save** to save the LAN settings. To clear the settings, click **Reset**.

Configuring LAN Parameters using CLI

To configure LAN parameters, use the following CLI command:

Example:

```
device#configure ip address ipv4 static
192.168.10.2 255.255.255.0 192.168.10.1 192.168.10.200 192.168.10.201
```

Connecting to the Access Point Console Port

To configure the access point locally (without connecting to a wired LAN), connect the computer to the access point's console port using a DB-9 to RJ-45 serial cable and to open the CLI by connecting to the access point's console port, follow these steps:

1. Connect a nine-pin, female DB-9 to RJ-45 serial cable to the RJ-45 serial port on the access point and to the COM port on a computer.
2. Set up a terminal emulator to communicate with the access point. In the terminal emulator, use the following settings:

| Parameter | Value |
|--------------|--------------|
| Baud rate | 115200 bps |
| Data | Eight bits |
| Parity | No |
| Stop | One stop bit |
| Flow Control | No |

3. There are two available command-prompt modes: standard command prompt (>) and privileged command prompt (#). When logged in for the first time, it directs you to standard command prompt (>) mode to execute unprivileged commands.

To access privileged command-prompt (#) mode, enter the enable command (abbreviated as en) and enter the enable password (the privilege mode login password is different from the standard login password).

Use these default credentials to log in:

- Username: Cisco
- Password: Cisco



Note Once the initial configuration completes, ensure to remove the serial cable from the access point.
