



Applying the Access Control Gateway Patch to Resolve CSCtq26950

This document addresses an issue in the Cisco Access Control Gateway module that prevents configuration changes from being saved. This issue affects new modules running firmware release 1.0.0 through 1.3.0, or modules that have been reset to the factory defaults (hard reset). This issue occurs only when the configuration change is applied using the web administration tool running on a PC directly connected to the device. It does not occur for changes made using the Cisco PAM desktop application.

To resolve this issue, you must download and run a software patch, as described in this document.

Impacted Gateway Modules

The affected Gateway modules include the following:

- New Gateway modules that include the factory-installed firmware image release 1.0.0 through 1.3.0.
- Existing Gateway modules after a hard reset (a hard reset restores the factory settings).



Note

This issue prevents configuration changes from being saved using the web GUI. After the software patch workaround is applied as described in this document, configuration changes can be saved normally. However, this issue will reoccur if you perform a hard reset on the Gateway module, which restores the device to the factory configuration and deletes the software patch. If this occurs, you must reapply the software patch.

Requirements

- A copy of the `fixGateway.html` software patch downloaded from the cisco.com support web site. The patch is included in the `fixGateway.zip` archive that also contains this document. See [Step 1](#) for instructions to download the patch.
- Windows XP or Vista and Internet Explorer 6.0 or higher, or Windows 7 (64-bit only) and Internet Explorer 8.0 (32-bit only)
- Physical access to the Gateway module. To apply the patch, you must directly connect the PC to the Gateway module *Eth 1* port to access the web administration utility at 192.168.1.42.



Note

Your PC must be configured to connect to the 192.168.1.0 network using Ethernet. Use any static host address on the network other than 192.168.1.42.



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Procedure

To apply the `fixGateway.html` software patch on a Cisco Access Control Gateway, do the following:

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- Step 1** Download the software patch from the Cisco self-service portal:
- a. Go to the following URL:
http://www.cisco.com/en/US/products/ps9687/tsd_products_support_series_home.html
 - b. Click the **Download Software** link.
 - c. Log in to the Cisco Support Center. You must be a registered user of Cisco.com to access this page. You must have a current Cisco support contract that is linked to your Cisco.com account to download software and obtain help from the Cisco Technical Assistance Center.
 - d. Click **Cisco Physical Access Gateway**.
 - e. Locate the `fixGateway.zip` option and click **Download Now**. The compressed file includes the `fixGateway.html` patch and this document.
 - f. Click **Proceed With Download**.
 - g. Follow the onscreen instructions to complete the download.

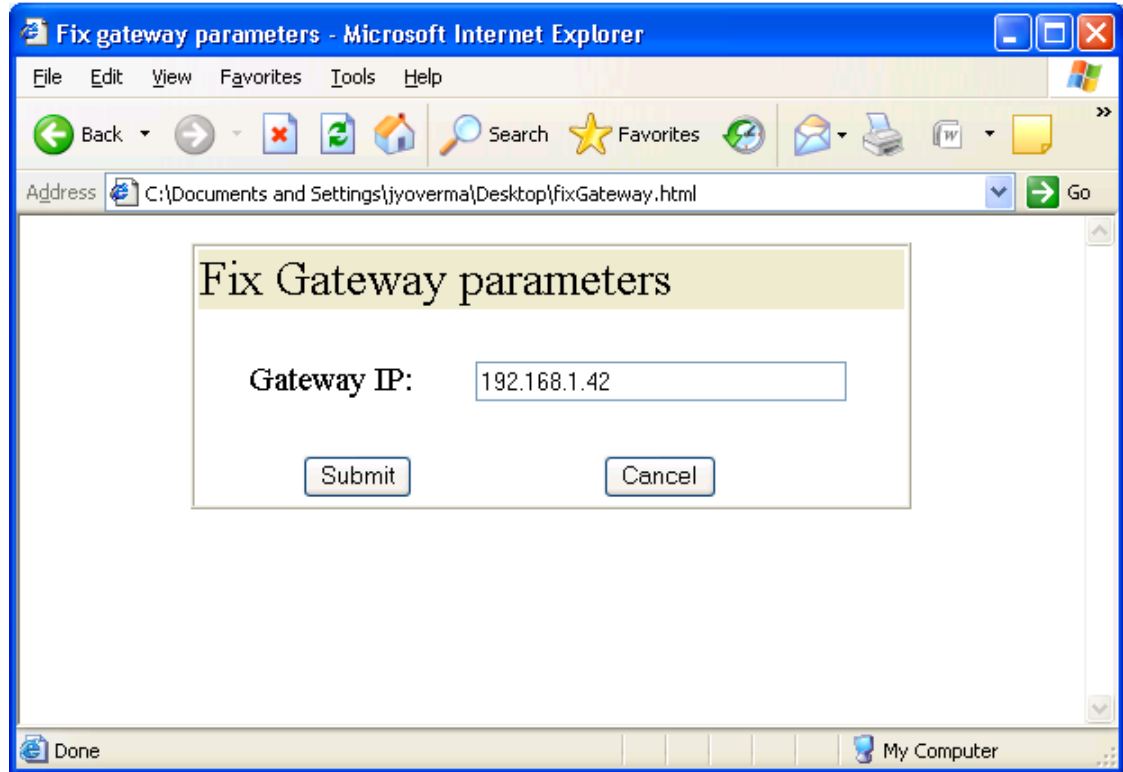


Tip You can also log in to the Cisco Support Center at <http://www.cisco.com/support/>.

- h. Decompress the `fixGateway.zip` archive on your computer. Note the location of the `fixGateway.html` file.
- Step 2** Connect a PC to the Gateway and open the Web Administration Utility:
- a. Connect an Ethernet cable from a PC to the ETH1 interface on the Gateway module.
 - Be sure to connect your PC to the ETH1 port. The ETH0 port is used for network communication.
 - Your PC must be configured to connect to the 192.168.1.0 network using Ethernet. Use any static host address on the network other than 192.168.1.42.
 - b. Open a web browser on your PC and enter `https://192.168.1.42` to access the web-based administration pages.
 - c. Verify that the Gateway version number shown on the login screen between 1.0.0 and 1.3.0.
 - d. Enter the module username and password. The default credentials are:
 default username: **gwadmin**
 default password: **gwadmin**

- Step 3** In your Internet Explorer web browser, click **File** and then **Open** to select and launch the `fixGateway.html` file previously saved to your computer (Figure 1-1).

Figure 1-1 Fix Gateway Parameters Patch Loaded in a Web Browser



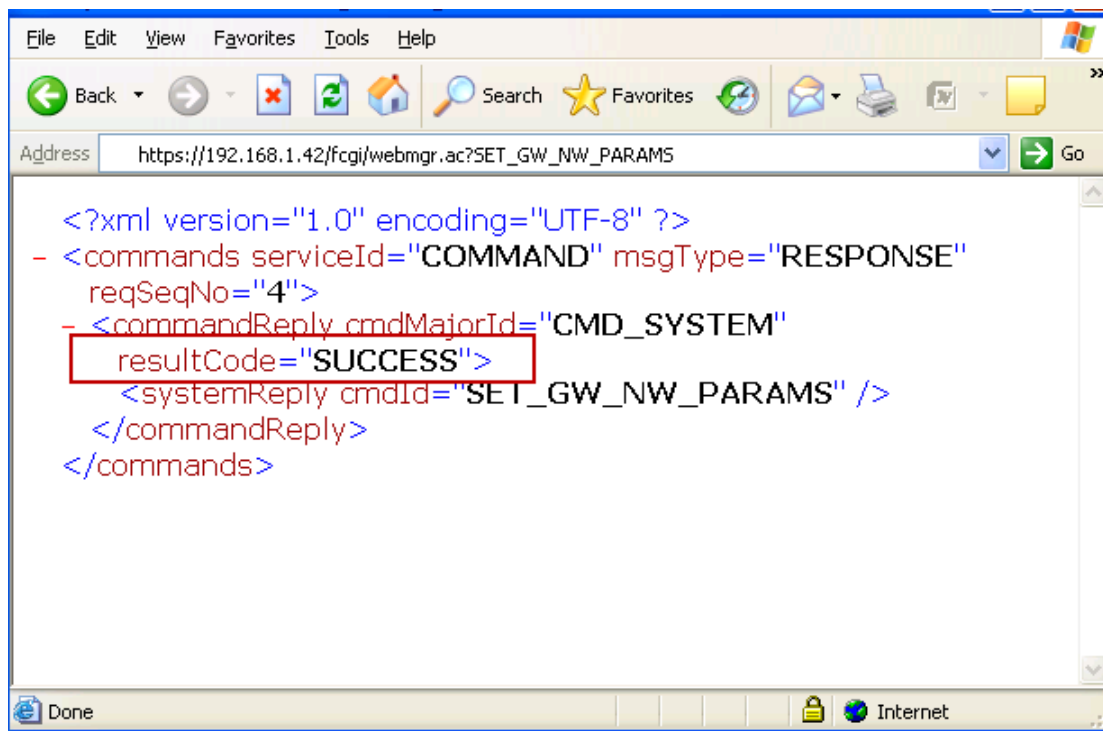
- Step 4** Click **Submit**.



Note Do not change the Gateway IP address. 192.168.1.42 is the default IP address assigned to the Eth1 port used for device management.

- Step 5** Wait for the process to complete and the web page to reload. A *Success* message in the resulting XML (Figure 1-2) indicates that the patch was successfully applied.

Figure 1-2 Success Message



```
<?xml version="1.0" encoding="UTF-8" ?>
- <commands serviceId="COMMAND" msgType="RESPONSE"
  reqSeqNo="4">
- <commandReply cmdMajorId="CMD_SYSTEM"
  resultCode="SUCCESS">
  <systemReply cmdId="SET_GW_NW_PARAMS" />
  </commandReply>
</commands>
```



Note If the script fails, you must power cycle the Gateway device and repeat Step 2 through Step 5.

- Step 6** Wait for the Gateway to automatically reset. Wait sufficient time to allow the reset to complete.



Note The soft reset powercycles the Cisco Physical Access Gateway, reloads the device firmware, and clears any software issues. A soft reset does not impact stored data, user password, logs, or other information.

- Step 7** (Optional) After the Gateway resets, log in to the module and revise the configuration settings as necessary.

- Step 8** Repeat this procedure on additional Gateway modules, if necessary.

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