



AP Support Bundle

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Access Point Support Bundle

An access point (AP) support bundle contains core files, crash files, **show run-configuration**, configuration commands, msglogs, and traplogs.

This topic describes how you can retrieve the support bundle information of an AP and export it to the controller or to an external server. (Until Cisco IOS XE, Release 17.2.1, you had to log in to the AP console to retrieve the AP support-bundle information.)

The Access Point Support Bundle feature is supported only on Cisco Wave2 APs and Cisco Catalyst APs.

Exporting an AP Support Bundle (GUI)

Procedure

- Step 1** Choose **Configuration** > **Wireless** > **Access Points**.
- Step 2** Click the corresponding AP name.
The **Edit AP** window is displayed.
- Step 3** Click the **Support Bundle** tab.
- Step 4** From the **Destination** drop-down list, choose one of the following:
- **This Device**: If you choose this, enter the values for the **Server IP**, **Destination File Path**, **Username**, and **Password** fields.
Note When you choose **This Device**, a bundle is sent through Secure Copy (SCP) to the controller (if you have configured the **ip scp server enable** command globally on the controller). You can easily retrieve the bundle later from your browser, using the controller file manager.
 - **External Server**: If you choose this, from the **Transfer Mode** drop-down list, choose either **scp** or **tftp**.

If you choose the **scp** transfer mode, enter the values for the **Server IP**, **Destination File Path**, **Username**, and **Password** fields.

If you choose the **tftp** transfer mode, enter the values for the **Server IP**, and **Destination File Path** fields.

Note Information about the **Last Export Status**, such as **State**, **Transfer Mode**, **Server IP**, **File Path**, and **Time of Export**, is displayed on the right-hand side of the window.

Step 5 Click **Start Transfer**.

Exporting an AP Support Bundle (CLI)

Procedure

| | Command or Action | Purpose |
|---------------|---|---|
| Step 1 | enable Example: Device> enable | Enables privileged EXEC mode. Enter your password, if prompted. |
| Step 2 | ap name <i>Cisco-AP-name</i> export support-bundle mode { scp tftp } target ip-address { <i>A.B.C.D</i> <i>X:X:X:X::X</i> } path <i>file-path</i> Example: Device> ap name <i>Cisco-AP-name</i> export support-bundle mode scp target ip-address 10.1.1.1 path <i>file-path</i> | Exports the AP support bundle through the SCP or TFTP transfer modes. If you select the scp , you will be prompted to provide your username and password. For tftp , username and password is not required. |

Monitoring the Status of Support Bundle Export

To monitor the status of a support bundle export, run the following command:

```
Device# show ap support-bundle summary
AP Name      Server-IP    Status      Last Successful Time    Path File-name
-----
AP_28XXX    81.1.1.10   Copy Success  04/24/2020 07:27:38 UTC
AP_28XXX_support.17.4.0.2.2020.07XXXX.tgz
```