

在Catalyst Center上使用接入点更新功能

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简介

本文档介绍Cisco Catalyst Center中的“Access Point Refresh”（接入点更新）工作流程，以使用最新一代接入点替换旧的AP。

描述

此工作流程通过将配置和信息从替换的旧接入点自动复制到新接入点来协助网络管理员。这些详细信息会在刷新后传输到新的AP，因此网络管理员不必手动配置它们，从而减少了停机时间：

- AP 名称
- AP位置
- AP模式（仅本地和灵活）
- 接入点WLC高可用性配置 — 主、辅和第三无线控制器名称和IP配置、AP故障切换优先级
- AP标记配置（策略标记、站点标记和RF标记）。AP组（使用AireOS）
- AP LED状态、AP LED亮度级别
- 接入点地图位置
- AP天线的方位和仰角

此工作流程支持各种部署类型，包括使用意图调配的无线自动化、仅保证、无线每设备配置或园区

自动化，以及SD接入无线。每个工作流程最多可以刷新250个AP。可创建的工作流程数量没有限制

要求

Cisco建议您了解这些主题

- Catalyst 9800无线控制器和接入点
- Catalyst Center无线自动化和调配
- 思科AP即插即用(PnP)
- Catalyst Center保证部署
- Catalyst Center每设备配置

使用的组件

- Catalyst Center版本2.3.7.10
- 运行Cisco IOS® XE版本17.15.3的Catalyst 9800无线控制器
- 思科无线接入点

何时在接入点刷新工作流程中使用每个使用案例

在较高层面上，接入点刷新工作流程有两个主要使用案例：自动化和保证。

- 自动化使用案例：适用于使用Catalyst Center的基于意图的自动化在SD-Access(SDA)和非SDA环境中进行调配或调配的AP。
- 保证使用案例：对于部署，Catalyst Center专门用于保证和/或按设备配置，无需通过Catalyst Center调配AP。

此表总结了各种使用案例支持的功能

当前场景	迁移到	支持
AireOS (保证)	C9800 (自动化)	受支持

AireOS (保证)	C9800 (保证)	未来支持
AireOS (自动化)	C9800 (自动化)	受支持
AireOS (自动化)	C9800 (保证)	未来支持
C9800 (保证)	C9800 (保证)	受支持*
C9800 (自动化)	C9800 (自动化)	受支持

*在同一无线控制器内



注意：在这种情况下，“自动化”包括基于意图的网络(IBN)和软件定义访问(SDA)。

AP更新的高级步骤：成功完成AP刷新包括以下4个步骤：

1. 在Cisco Catalyst Center上创建AP刷新工作流程任务
2. 从物理上断开旧AP与网络的连接。
3. 以物理方式连接网络中的新AP。
4. 通过WLC库存同步或Cisco Catalyst Center中的AP即插即用功能加入新的AP

注意：工作流程创建和物理AP连接/断开的顺序是灵活的。但是，为了成功完成，旧AP必须在Catalyst Center资产中标记为不可达，且新AP必须可达（在加入WLC后的资产中或在“即插即用”页面上，即可申请）。对于即插即用，新的AP已经可用并准备进行申请，或者必须在AP刷新工作流程任务创建和提交之后稍后到达。

自动化使用案例

当使用基于意图的自动化结构（例如网络设置、无线设置、网络配置文件和托管AP位置）从Catalyst Center设计和配置无线网络时，此选项适用。它可用于以下场景：

- 当旧无线接入点和新AP预期连接到同一无线控制器时。
- 当旧AP与一个Catalyst 9800无线控制器关联时（无论它是否由Catalyst Center调配），新AP预计会加入不同的Catalyst 9800无线控制器。
- 当旧AP与AireOS控制器关联时（无论它是否由Catalyst Center调配），新AP预计会加入不同的Catalyst 9800无线控制器。

- 当使用即插即用(PnP)工作流程登录新AP时。

保证使用案例

如果已经直接通过无线控制器WEBUI/CLI或在Catalyst Center中使用“Per-Device Configuration”来设计和配置无线网络，则此选项适用。

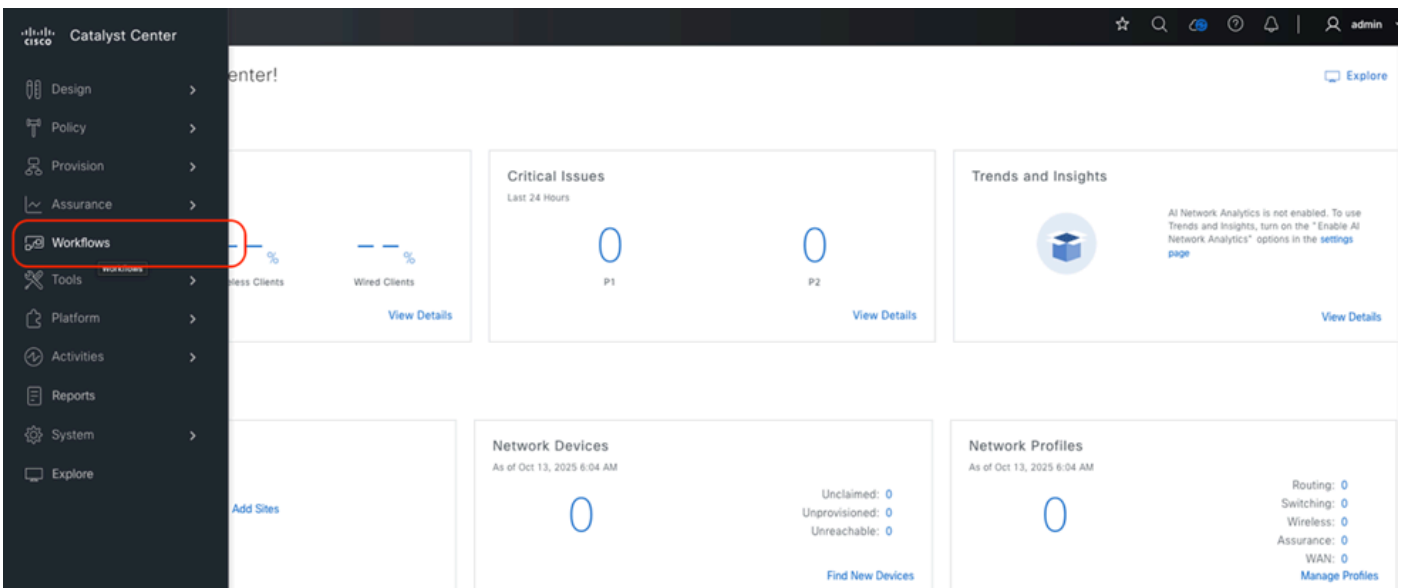
在Catalyst 9800无线控制器上，可以使用静态、位置、过滤器或AP等来源为AP配置标记。使用保证使用案例执行AP刷新时，标记设置会复制到新AP。如果标记源为“位置”或“AP”，Catalyst Center会在刷新后为无线控制器上的新AP创建静态标记映射。

使用保证使用案例的AP刷新不支持以下功能：

- 当新AP未与存在旧AP的无线控制器关联时。
- 当使用即插即用(PnP)工作流程登录新AP时。

使用AP刷新工作流的步骤

启动工作流：从工作流库（通过左上角的“汉堡”菜单访问）。



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Library Choose An Intent

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



警告：请勿使用“更换设备”工作流程进行AP刷新。此工作流程仅用于通过RMA更换设备，其中新AP必须与旧AP具有完全相同的产品ID(PID)。

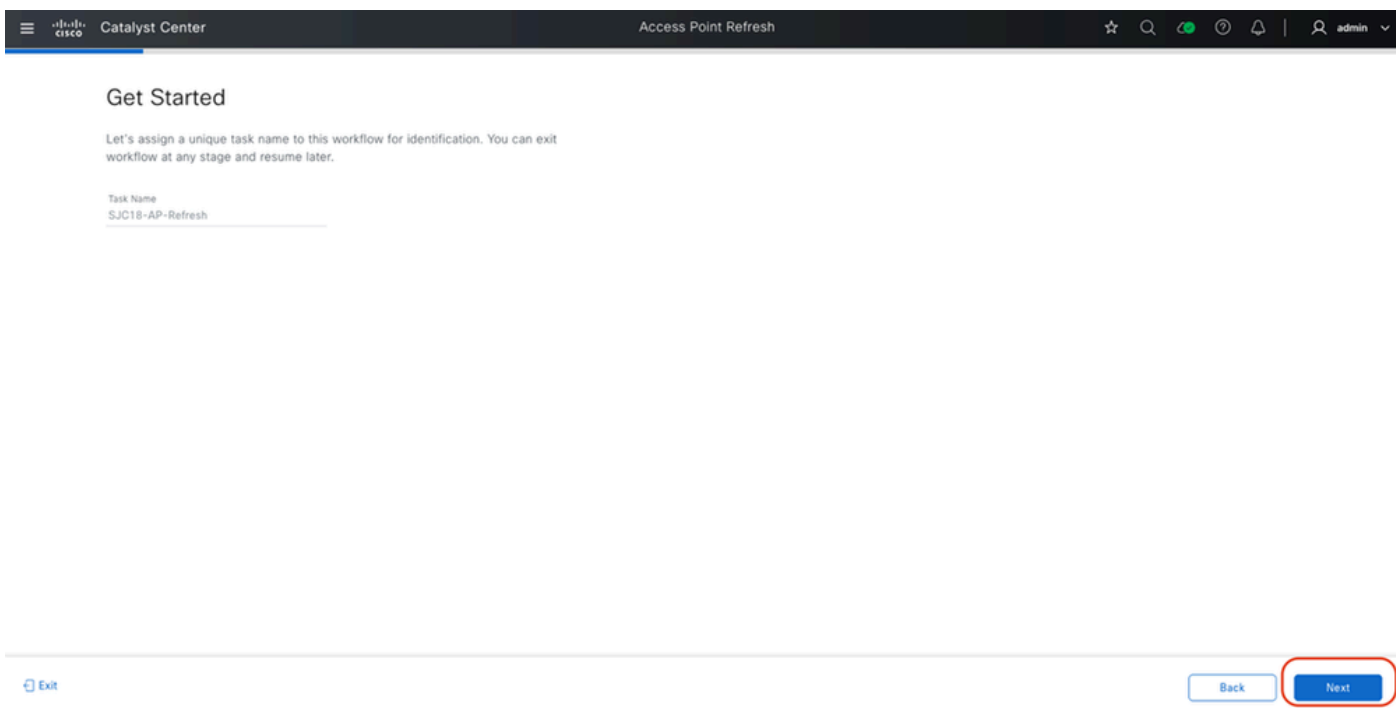
查看必备条件：仔细阅读“开始之前”部分，了解先决条件、部署类型以及如何选择正确的选项。查看后，点击“下一步”。

- 序列号(S):除非使用“同一交换机端口”选项，否则为必填项。
- 旧AP状态：必须由Catalyst Center管理或分配给楼层。
- 新AP状态：必须取消分配给任何楼层；它会继承旧的AP位置。
- 连接性:在新的AP自注册和检测期间，旧AP必须无法访问，除非当前将新AP添加到网络中。
- 凭证：验证Catalyst Center中是否配置了CCO凭证。

详细信息在Cisco Catalyst Center的工作流程步骤中进行了总结



- 提供任务名称：输入任务名称以供将来参考，然后单击“下一步”。



- 选择部署类型：根据需要选择“自动化使用案例”或“保障使用案例”，然后单击“下一步”。

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**

- 选择 AP:在左侧窗格中，选择要更换AP的楼层。从表中选择特定AP并点击“下一步”。

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 Search Help

- 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) Export

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-AP0864	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**

分配AP映射：将旧AP映射到新AP，然后点击“下一步”。新的AP可以通过多种方式映射到旧AP：

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 SeriesSJC/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 SeriesSJC/SJC18		SJC18-F2-AP354E			Switch: SW-PRITHVI-PRIME-OO6-PRI-2 Port: GigabitEthernet1/0/34

- 手动：点击“编辑”按钮并输入序列号。
- 如果新的AP已经在Catalyst Center库存或即插即用中，请手动输入序列号或从下拉列表中选择序列号。
- “New AP Name”字段是可选的，可用于更新新设备的AP名称。

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.

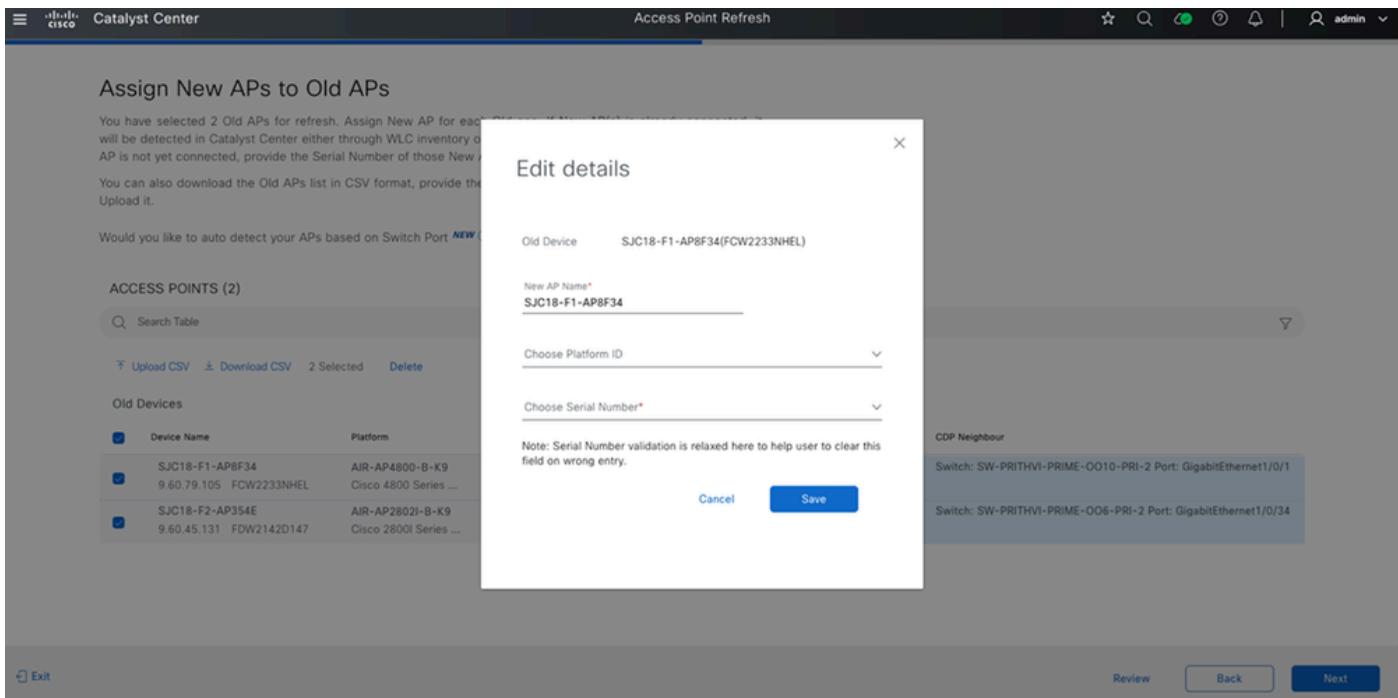
Would you like to auto detect your APs based on Switch Port **NEW**

ACCESS POINTS (2)

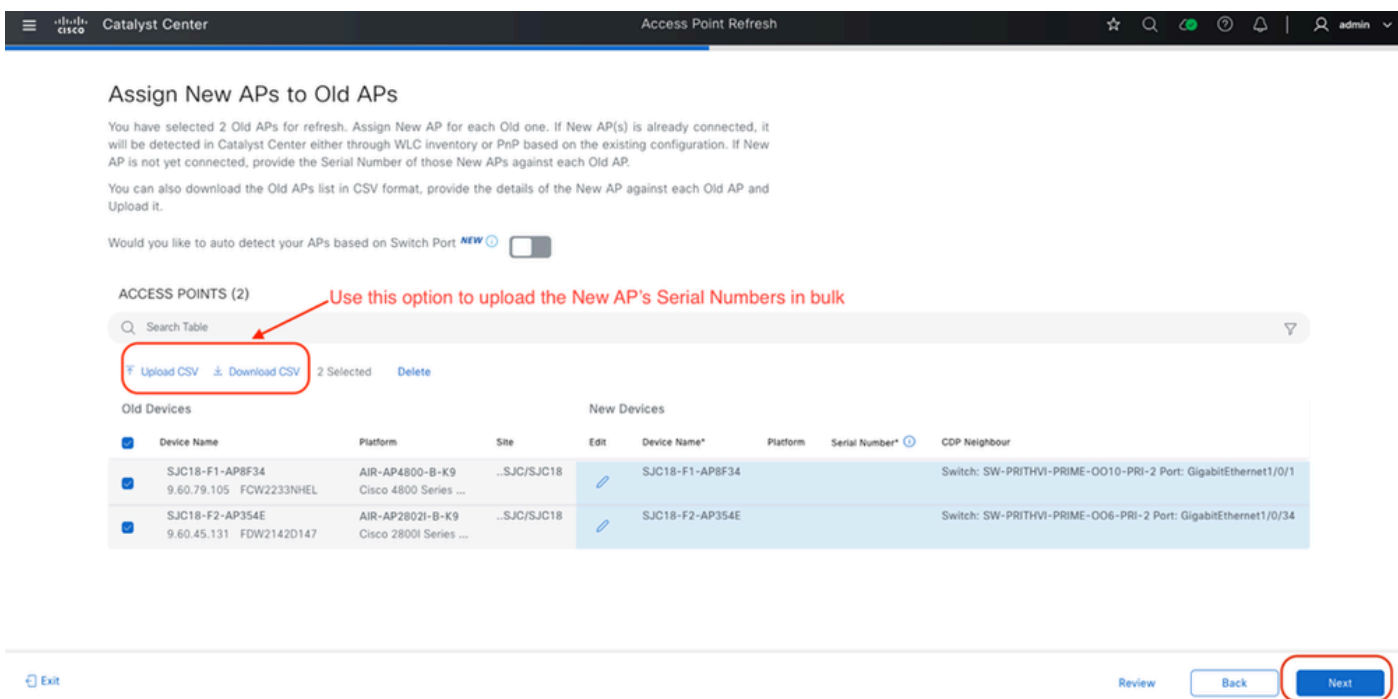
Search Table

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 SeriesSJC/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 SeriesSJC/SJC18		SJC18-F2-AP354E			Switch: SW-PRITHVI-PRIME-OO6-PRI-2 Port: GigabitEthernet1/0/34



- 使用CSV:下载CSV，更新并上传CSV。



AutoSave replacement-device-1757745786153

Home Insert Draw Page Layout Formulas Data Review View Automate

Paste Apts Narrow (Bod... 12 A A B I U % 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

- 自动检测:启用“自动检测”。Catalyst Center通过将新AP的CDP邻居信息与旧AP的CDP邻居信息进行比较，来识别新的接入点序列号，前提是新AP连接到与旧AP相同的交换机端口。



警告：自动检测对通过PnP入网的AP不起作用。

Catalyst Center Access Point Refresh

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 9.60.79.105	AIR-AP4800-B-K9 Cisco 4800 SeriesSJC/SJC18		SJC18-F1-AP8F34			Switch: SW-PRITHVI-PRIME-0010-PRI-2 Port: GigabitEthernet1/0/1
SJC18-F2-AP354E 9.60.45.131	AIR-AP2802I-B-K9 Cisco 2800I SeriesSJC/SJC18		SJC18-F2-AP354E			Switch: SW-PRITHVI-PRIME-006-PRI-2 Port: GigabitEthernet1/0/34

Exit Review Back Next

- 检查配置:检查要复制的配置，然后单击“下一步”。

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.

The screenshot shows the Catalyst Center interface during an AP refresh process. A modal window titled "Config Preview" is open, displaying configuration details for both Catalyst 9800 AP and Aireos AP. The preview includes fields for AP Name, AP Location, Policy Tags, Site Tags and RF Tags, Primary and Secondary Controller Configuration, AP Failover Priority, Admin Status, and AP LED Status & Brightness level. A red arrow points from the "Preview Configurations" link in the background page to the "Config Preview" window. The "Next" button in the bottom right corner is highlighted with a red circle.

- 计划任务：选择是立即运行任务还是将其安排在以后运行。
- 现在:在查看摘要后立即创建任务。只有在旧的AP断开连接且不可访问后，并且新的AP在 Catalyst Center资产中或“即插即用”页面上连接且可访问后，刷新才会继续。
- 稍后：允许您为将来安排任务。即使断开了旧无线接入点并连接了新无线接入点，刷新也仅在计划的时间运行，从而提供了更好的控制。
- 提交工作流程：查看摘要。准备就绪后，点击“调配”以提交AP刷新工作流程任务。

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

- 跟踪状态：跟踪此页面上的更换状态。接入点将一直处于挂起状态，直到在Catalyst Center中发现新的AP（通过WLC库存同步或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		1 Pending
Floor-2	1		1 Pending

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

- 关闭任务：单击“下一步”关闭刷新任务。下载报告以备日后参考。

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](#)

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		New Devices			Replacement Status
Device Name	Site	Serial Number	Platform	Replacement Status	
SJC18-F1-AP834 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](#)

Catalyst Center Access Point Refresh

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](#)



注意：完成接入点刷新任务的时间取决于多种因素，例如将旧AP标记为不可达的速度、在 Catalyst Center 中发现新AP的及时性、楼层中AP的数量以及为任务选择的AP总数。一旦满足所有条件，AP刷新将在几分钟内完成。

验证

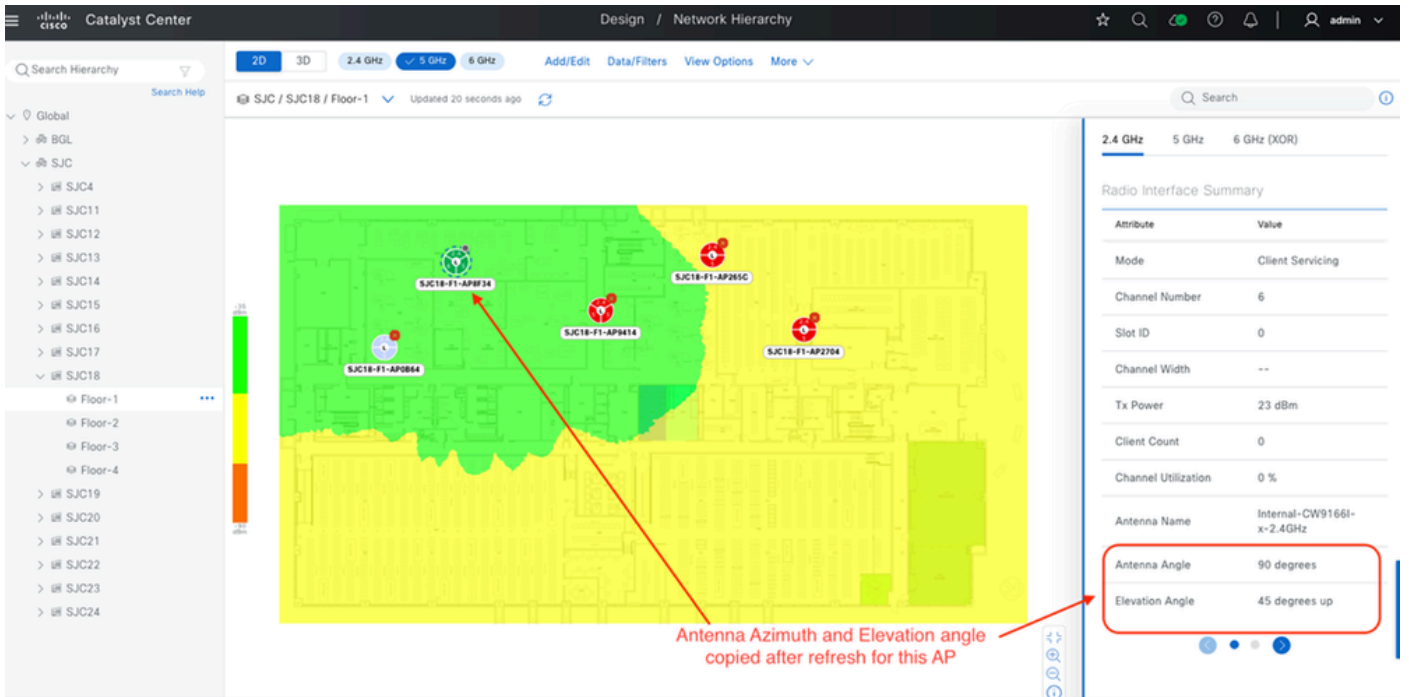
完成AP刷新任务后，验证以下内容：

- AP详细信息：验证新AP的AP名称、位置、策略标记、站点标记和RF标记。导航到Provision > Inventory并过滤AP：

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:14: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:1f: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

- 地图位置：验证楼层地图上新的接入点位置，包括其型号和MAC地址。导航到Design > Network Hierarchy并选择所需的站点。

Attribute	Value
AP Type	AP9166I
MAC Address	10:f9:20: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
2.4 GHz	5 GHz 6 GHz (XOR)



- 事件通知:验证Assurance > Dashboard > Issues and Events下的AP Refresh Event通知。此事件确认刷新成功，并且为刷新的AP显示保证数据（包括来自旧AP的历史数据）

The screenshot shows the Assurance Dashboard in Catalyst Center, specifically the 'Issues and Events' section. The 'Events' tab is active, showing a list of 494 events. The table is filtered to show 'AP: 35' events. The following table shows the 'AP Refresh' events highlighted in the image:

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

The screenshot shows the Catalyst Center interface with the 'Events' section active. A specific event titled 'AP Refresh' is highlighted, occurring on Sep 13, 2025 at 12:34:08.700 PM. The event details include:

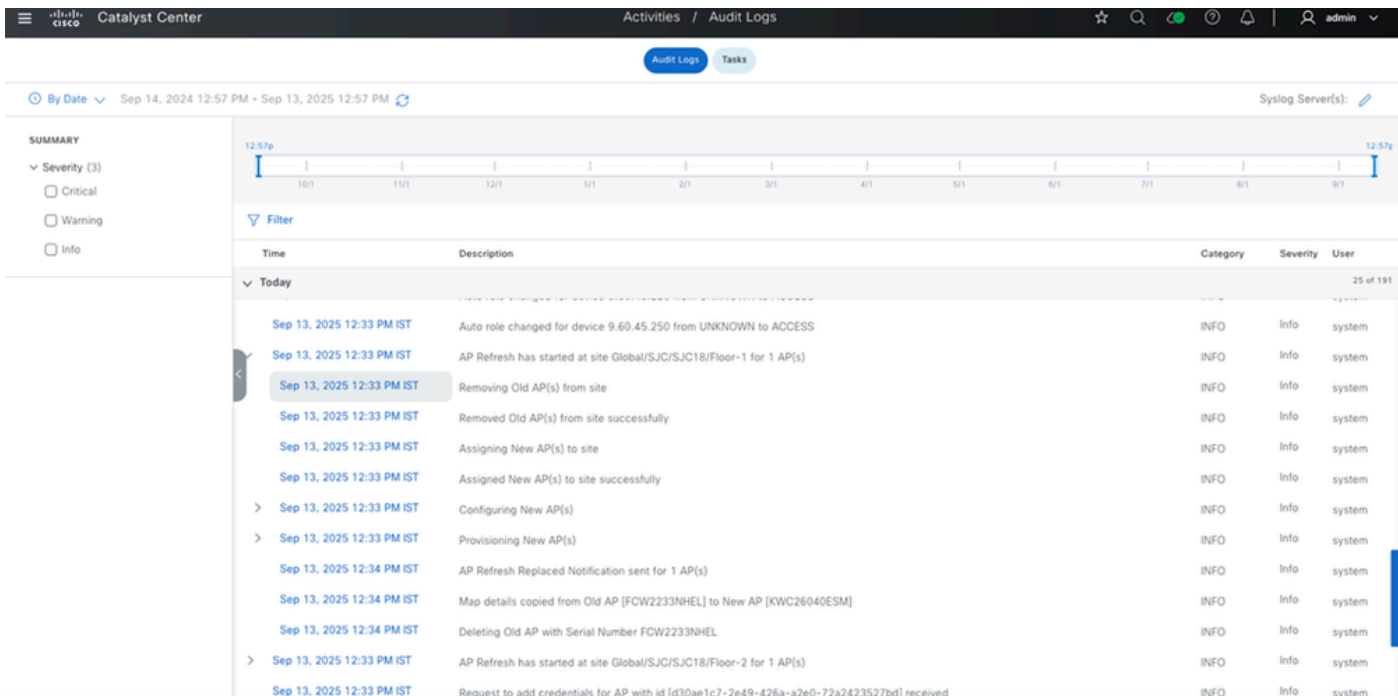
- Additional Info: AP Refresh - AP has been updated
- Event Type: Device Event
- Device Name: SJC18-F1-AP8F34
- Wireless Controller: SR-CW9800H1-96.cisco.com
- AP Base Radio Mac: 10:F9:20:FD:DC:60
- Reason: AP Refresh - AP has been updated

Below the event details, there is a section for 'Connected Device Events' showing the Wireless Controller and Switch information. A 'Show Events (±15 mins)' button is visible.

- 审核日志：验证AP刷新相关条目的审核日志。导航到活动>审核日志。

The screenshot shows the Catalyst Center 'Audit Log' page. The log is filtered by date from Sep 14, 2024 12:57 PM to Sep 13, 2025 12:57 PM. The log entries are as follows:

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 FCW2233NHLEL successfully from Inventory	INFO	Info	system
Sep 13, 2025 12:34 PM IST	Deleted Old AP with Serial Number FCW2233NHLEL 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, d30ae1c7-2e49-426a-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 [[3dfaeaf2-8681-41a2-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



- 无线控制器CLI上的AP标记映射：（此处将提供“刷新前”和“刷新后”的CLI输出部分示例，以显示更改。）

刷新前：

```

SR-CW9800H1-96#
SR-CW9800H1-96#
SR-CW9800H1-96#sh ap summary | i SJC18-F1
SJC18-F1-AP265C      2      C9185AXI-B      00df.1d86.265c 00df.1d87.6ba0 US  -B  9.60.45.128  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP2704      2      C9185AXW-B      00df.1d86.2704 00df.1d87.70e0 US  -B  9.60.45.127  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP0B64      3      C9185AXI-B      5c71.0ded.0b64 3c41.0e3b.8b20 US  -B  9.60.79.106  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP9414      2      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.e7e0 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.3705.1800 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#

```

刷新后：

```

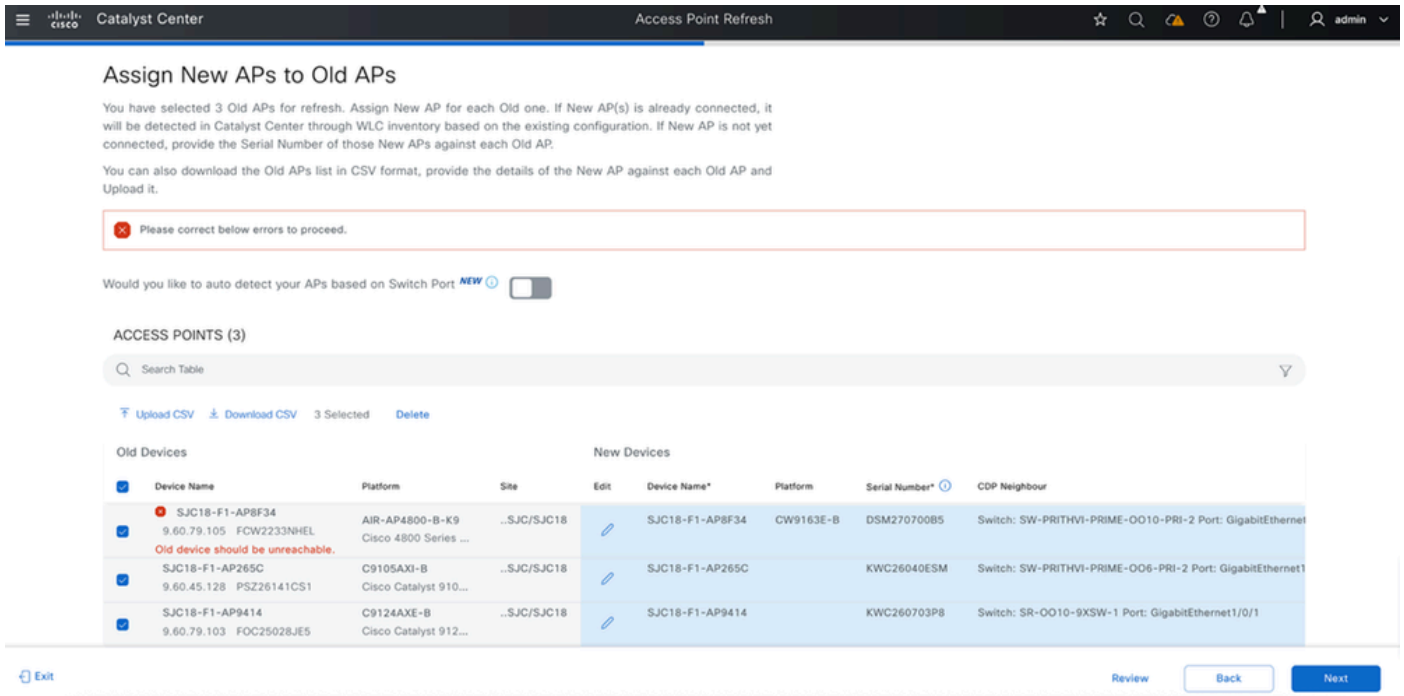
SR-CW9800H1-96#sh ap summary | i SJC18-F1
SJC18-F1-AP265C      2      C9185AXI-B      00df.1d86.265c 00df.1d87.6ba0 US  -B  9.60.45.128  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP2704      2      C9185AXW-B      00df.1d86.2704 00df.1d87.70e0 US  -B  9.60.45.127  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP8F34      3      CW91661-B      cc9c.3ef4.db10 10f9.20fd.dc60 US  -B  9.60.45.220  Registered  Global/SJC/SJC18/Floor-1
SJC18-F1-AP0B64      2      C9185AXI-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.3705.1800 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#

```

常见错误和故障排除

1. 创建AP刷新工作流程时出错 — 旧AP必须无法访问

场景: 如果在创建工作流程期间, 旧的和新AP都处于联机状态并在Catalyst Center中标记为“可访问”, 则会发生此错误。



Assign New APs to Old APs

You have selected 3 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 through WLC inventory 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.

Please correct below errors to proceed.

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

ACCESS POINTS (3)

Upload CSV Download CSV 3 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 SeriesSJC/SJC18		SJC18-F1-AP8F34	CW9163E-B	DSM270700B5	Switch: SW-PRITHVI-PRIME-OO10-PRI-2 Port: GigabitEthernet
Old device should be unreachable.							
SJC18-F1-AP265C 9.60.45.128 PSZ26141CS1	C9105AXI-B Cisco Catalyst 910...	..SJC/SJC18		SJC18-F1-AP265C		KWC26040ESM	Switch: SW-PRITHVI-PRIME-OO6-PRI-2 Port: GigabitEthernet1
SJC18-F1-AP9414 9.60.79.103 FOC25028JE5	C9124AXE-B Cisco Catalyst 912...	..SJC/SJC18		SJC18-F1-AP9414		KWC260703P8	Switch: SR-OO10-9XSW-1 Port: GigabitEthernet1/0/1

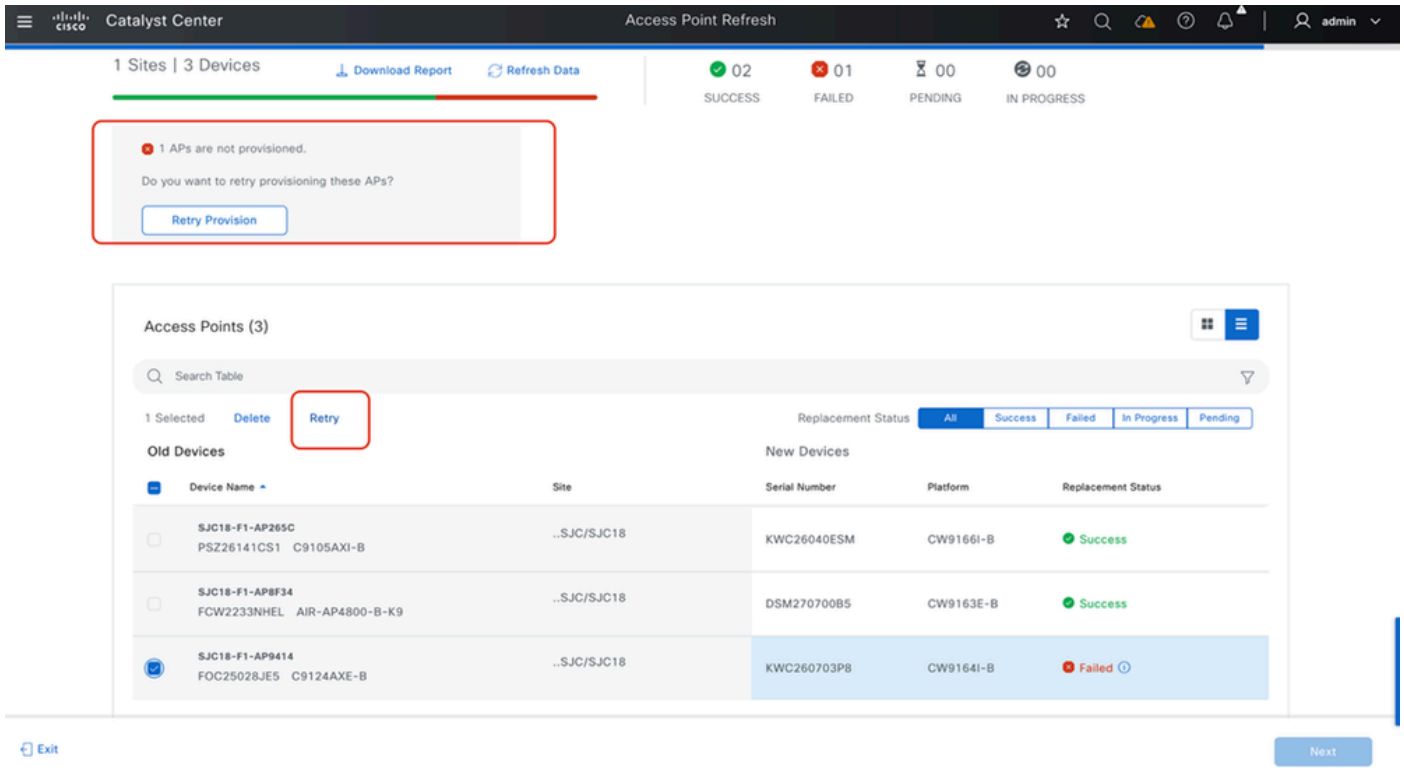
Exit Review Back Next

- 缓解:

- 如果旧AP在网络上不可达, 但在Catalyst Center中显示为“可达”, 请执行无线控制器重新同步以在Catalyst Center中将接入点状态更新为“不可达”, 然后继续执行工作流。
- 如果旧AP在线, 请取消关联, 然后关闭AP。

2. 运行AP刷新工作流程时失败, 错误为 — 旧AP必须无法访问

场景: 如果旧的和新AP都处于联机状态, 并且在工作流程运行时在Catalyst Center中标记为“可访问”, 则会发生此错误。刷新无法继续。



缓解：

- 如果旧AP在网络上不可达，但在Catalyst Center中显示为“可访问”，请执行无线控制器重新同步以将其状态更新为Catalyst Center中的“不可访问”，然后在“任务替换”状态页面上单击“重试”。
- 如果旧AP在线，请取消关联，然后关闭AP。验证旧的AP显示为“Unreachable”，然后继续执行“Task Replacement”状态页面上的“Retry”选项。

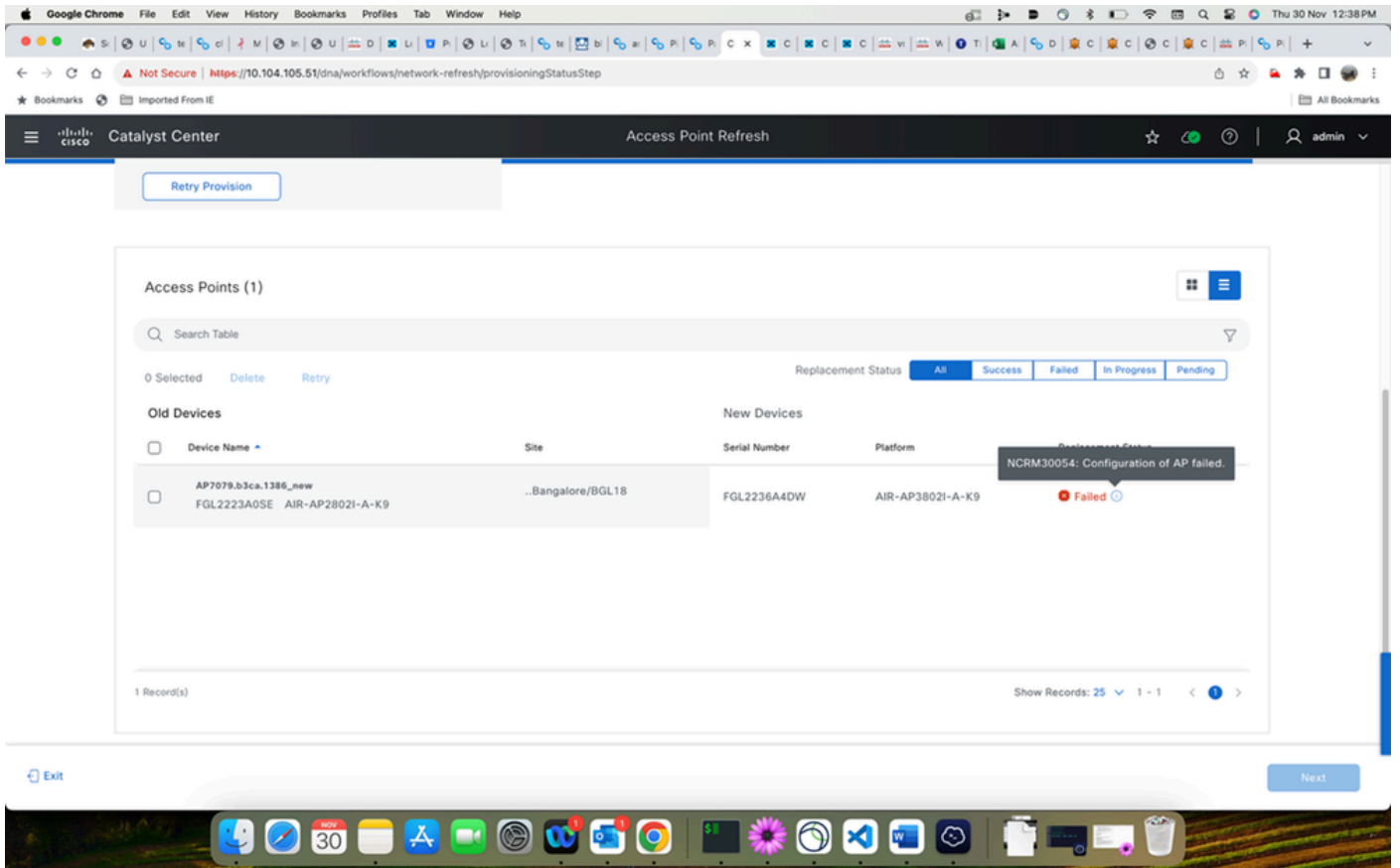
3.运行AP刷新 workflow 时失败，错误为 — NCRM30055:序列号为<>的新AP已分配给站点

场景:如果在执行刷新之前已将新AP分配给楼层，则会发生这种情况。

缓解：如果已将新AP分配给楼层，请导航到“站点”层次结构下的“楼层”映射，然后从该楼层删除AP

4.将鼠标悬停在“更换状态”上方时显示的故障错误消息：“NCRM30054:AP配置失败。”

场景:如果旧AP处于脱机状态，并且新AP在Catalyst Center中显示为可访问，但新AP实际上已关闭



缓解：检验新的接入点状态。如果它关闭，请确保它已启动并且可访问，然后重试AP刷新

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