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Smart Business Architecture Borderless Networks for Midsize Organizations

Wireless CleanAir Deployment Guide

Revision: H2CY10

# Table Of Contents

Who Should Read This Guide Using This Collaboration Guide Additional Information	4 4	· Li
Business Overview	5	
The CleanAir Access Point		B
Technology Overview	6	
Cisco CleanAir Technology	6	C
Wireless Control System	6	
Mobility Services Engine (optional component)	6	T
Configuration Details	6	
Outline List of Tasks for a Successful Deployment	6	A
Installation	7	
Run Application		

Licensing
Building and Floor Plan
Configuring the Cisco Wireless Solution for CleanAir
Troubleshooting with CleanAir
Appendix A: Parts List

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Smart Business Architecture

# This document is for the reader who:

- Wants a general understanding of Radio Resource Management.
- Understands the challenges of unlicensed Radio Spectrum
- Has already deployed the Smart Business Architecture Foundation for Midsize Networks
   Deployment guide and is looking for a wireless Network Management Solution
- Has an exisiting network and needs guidance on how to add Wireless Network Management
- · Wants to better understand how to react to unforeseen Wireless Network Interference.

### Who Should Read This Guide

This guide should be of interest to anyone in a midsize organization who wants to understand the benefits of using the Wireless Network Management and Cisco Wireless Control System (WCS) and the Wireless Control System Navigator offerings, to learn how to choose among them, and to find out how to purchase one of these products.

The audience also includes technology resellers who want to understand more about the Cisco Wireless offerings and to learn how to become a Cisco Wireless authorized partner.

This guide does not require any specific technical background other than gen-eral computer experience.

### Using this Collaboration Guide

This guide is a concise reference on Wireless Network Management and is organized into the following sections:

The **Introduction** outlines the issues the Cisco Wireless Control System (WCS) Navigator can solve within your organization and the capabilities it brings to bear to solve them.

The **Technology Overview** section introduces Cisco Wireless Control System Navigator and describes how it is delivered as Software as a Service (SaaS).

The Cisco Wireless Control System (WCS) Navigator Solutions Overview section discusses the various Wireless Network Management solution offerings, the differences between them, and how to decide which one is right for you.

How to Get Cisco Wireless Control System points you to the correct resource to order Cisco WCS Navigator for your organization.

### **Additional Information**

This guide is a companion document to the Borderless Network Architecture for Midsize Customers Design Guide and Deployment Guide.

The Cisco Borderless Architecture for Midsize Customers is a prescriptive architecture that delivers an easy-to-use, flexible, and scalable network with wired, wireless, security, WAN optimization, and unified communication components. The architecture eliminates the challenges of integrating the various network components by using a standardized design that is reliable and has comprehensive support offerings.

The Cisco Smart Business Architecture for Midsize Customers is designed to address the common requirements of organizations with 2000 to 10000 employees. Each organization is unique, however, and so are its requirements. Because of that, the Cisco Borderless Network Architecture was built so that additional capabilities could be added without redesigning the network.



One way that the Cisco Borderless Network Architecture accomplishes this extensibility is by breaking down the architecture into three primary layers: Network Foundation, Network Services, and User Services. See Figure 1.

The Cisco Wireless Control System is a User Service. User Services are the services or applications we use everyday and interact with directly. They range from picking up the phone to use the phone service, to reading our email using the email service. How well a User Service interacts with the Network Service impacts how it performs when a user actually uses it, which makes Wireless Network management an imperative for a healthy network.

Reliable Network Services provided by the Cisco Smart Business Architecture such as the Internet connection, WAN infrastructure, and security help ensure a business can rely on applications such as web conferencing for critical collaboration.

To learn more about Cisco Borderless Network Architecture, visit: http://www.cisco.com/go/smartarchitecture or http://www.cisco.com/go/partner/smartarchitecture

### **Business Overview**

The challenges of running a wired data network are beyond the expectations of most other jobs. The challenges go beyond simply adding a machine and handing it over to the desktop IT department or to the end user to leverage as they desire. With the numerous challenges that arise with any application, the network is always the easiest entity to blame for failure. Now add a wireless data network to the picture and the challenges and skill set required to maintain and troubleshoot the network triple. Wireless networking brings a new set of unknowns that a wired network never had to address.

The Cisco Wireless Control System (WCS) with CleanAir Technology allow the network administration IT staff to visually see how well their network is performing, troubleshoot client connectivity remotely, manage wireless network resources, and analyze interference devices from anywhere in the world and more. The real power of Cisco WCS with ClearnAir combined with CleanAir access points is the ability to visually represent the radio environment to the network administrator to better manage and troubleshoot issues before they become issues.

### Figure 2. WCS Heat Map



Radio is the manipulation of the magnetic field that is invisible to the naked eye. Without running expensive site surveys with a spectrum expert every hour and minute of every day, the network administrator cannot tell what is happening in the user space. The Wireless Control system collects the data from all the Wireless LAN Controllers (WLC) in the network, while each CleanAir access point does a spectrum sweep of the environment and alerts the administrator of any potentially negative issue before a user creates a call ticket in the network call center.

### **The CleanAir Access Point**

Unlicensed bands need to be proactively managed. Wi-Fi is no longer a convenience technology used for casual web surfing or simple connectivity from conference rooms. With 802.11n, wireless performance is now on par with wired networks where businesses as well as hospitals rely on the wireless network for mission-critical and patient-critical applications. With limited IT resources, lack of tools, and lack of RF expertise, the CleanAir access point with Integrated Spectrum hardware can fill the RF expertise gap and limit or eliminate network downtime.

With Event Driven Radio Resource Management, an issue within the wireless radio network can be identified and mitigated without any user interaction. Alerts can be sent out via email as well as syslog to make the network IT staff aware of the mitigated issue and alert them to watch for other issues, enforce the company radio policy, or do both.

Figure 3. Simplified Network Diagram



### **Technology Overview**

### **Cisco CleanAir Technology**

Cisco CleanAir is the integration of Cisco Spectrum Expert technology with a Cisco Access point. Before Cisco CleanAir, operators had to walk around with an instrument to detect chosen signals and physically locate the device. Cisco CleanAir helps to automate these tasks within the system management function by adding additional intelligence over Spectrum Expert, and thereby augmenting the overall experience in proactively reclaiming control over the radio spectrum.

The components of a basic Cisco CleanAir technology are the Wireless LAN Controller and the Cisco 3500 Series Access Points. To take advantage of the entire CleanAir feature, the Cisco WCS can display in real time the data retrieved from CleanAir. Adding the Mobility Services Engine (which is addressed in a separate guide), further enhances the available features and provides the history and location of specific interference devices.

### Wireless Control System

Cisco WCS enables you to configure and monitor one or more controllers and associated access points, to monitor and troubleshoot radio technology, and to visually display CleanAir data to the network administrator. Cisco WCS includes the same configuration, performance monitoring, security, fault management, and accounting options used at the controller level and adds a graphical view of multiple controllers and managed access points.

Cisco WCS runs on Windows 2003/SP2, Windows 2003 R2/SP2 32-bit installations, and Red Hat Linux Enterprise Server 5.0 32-bit installations. On both Windows and Linux, Cisco WCS runs as a service, which runs continuously and resumes running after a reboot. The configuration in this guide runs the Windows 2003 Operating System within a Virtual Machine leveraging VMware ESXi 4.0 within the data center, as illustrated in Figure 4.

### **Mobility Services Engine (optional component)**

The Mobility Service Engine (MSE) can run multiple related or independent services such as location and wireless IDS/IPS services, the CleanAir database functionality, as well as future services. The MSE is an independent appliance and is leveraged by Cisco WCS. The MSE and the services it supports are discussed in another supplemental guide.

### Location or Context-Aware

The Cisco location service solution (also referred to as the context-aware service) provides the capability to determine the physical location of a tracked entity in the network and additional contextual information such as the serial number of the tracked entity. The tracked entity can be a wireless endpoint, a wired endpoint (a phone or PC), a wired switch, or a wireless controller. Location information

is critical for wired endpoints. For example, a phone in the lobby of an office building can have different policies from a phone in a conference room or in an employee office. Today, the policies are statically administered based on the MAC address of an endpoint and not based on the location of the endpoint itself. Knowing the location of a wired entity provides additional intelligence to push the right set of policies to tracked devices based not only on the user's credentials and MAC address, but also on the location of the device. This document does not cover the location service solution; this information is presented in a different supplemental guide.

# **Configuration Details**

This Cisco Wireless Control System requires having Windows 2003 Server loaded, and within the SBA architecture, we have loaded Windows 2003 Server on a VMware ESXi 4.0 platform. This document leverages the standard server configuration that supports up to 2000 Cisco Aironet lightweight access points, 1000 standalone access points, and 450 Cisco wireless LAN controllers. A lowend server can support up to 500 Cisco Aironet lightweight access points, 200 standalone access points, and 125 Cisco wireless LAN controllers. This information can help you determine your network needs and future growth. No matter what your organization requires, the same Cisco Wireless Control System software runs on different hardware, as described in the product Release Notes.

### **Outline List of Tasks for a Successful Deployment**

This section lists the tasks that must be completed for a successful deployment.

- 1. Installation
  - a. Install Cisco Wireless Control System on a VMware ESXi 4.0 virtual machine
- 2. Licensing
  - a. Install the license to bring Cisco WCS online
- 3. Wireless LAN controller
  - a. Add Wireless LAN controller(s) to Cisco WCS
- 4. Building and Floor plan
  - a. Add the building or site to Cisco WCS
  - b. Add individual floor plans to each building
  - c. Place each Access point on the floor plan map
- 5. Templates
  - a. Create configuration templates for new controllers
  - b. Create configuration templates for different access points

### Installation

The installation steps outlined here are typical for most applications and perhaps intuitive to most users. With every installation, knowing up front what you need to have ready is essential for a quick and easy installation experience. With the Cisco Wireless Control System, planning the hostname ahead of time when building the machine makes for a logical and easy-to-troubleshoot network. For the actual installation of the Cisco Wireless Control System service, keep the following information handy for a smooth installation process.

- 1. HTTP, HTTPS and health monitor port information
  - a. We use the default ports, however, consult your security policy to be sure your company policy is to use default ports
- 2. Root password
- 3. FTP file folder on local machine
- 4. TFTP file folder on local machine
- 5. Installation folder (a default folder will be chosen under Program Files)

### **Run Application**

Double-click the Cisco WCS application that you downloaded from Cisco.com. It should have a name similar to the following:

WCS-STANDARD-K9-7.0.164.0.exe

You see the introductory screen as shown here.

### Figure 4. WCS Initial Configuration

🐙 Wireless Control System	
	Introduction
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Check Ports</li> <li>Set Root Password</li> <li>FTP Setup</li> <li>Choose a TFTP Folder</li> </ul>	This installer will guide you through the installation of Cisco Wireless Control System 7.0.164.0. Cisco Systems Copyright 2009-2010 Cisco Systems www.cisco.com It is strongly recommended that you guit all programs before
<ul> <li>Choose Local Interfaces</li> <li>Choose Install Folder</li> <li>Choose Shortcut Folder</li> <li>Pre-Installation Summary</li> </ul>	continuing with this installation. Click the 'Next' button to proceed to the next screen. If you want to change something on a previous screen, click the 'Previous' button.
<ul> <li>Installing</li> <li>Install Complete</li> </ul>	You may cancel this installation at any time by clicking the 'Cancel' button.
InstallAnywhere by Macrovision — <u>C</u> ancel	<u>Previous</u>

The introduction summarizes the application you downloaded and prompts you to move to the next screen. You must accept the license agreement and click **Next**.

The installer checks for any previous installations. It asks if this installation is for High Availability or is being built as a secondary WCS. We do not set up a secondary or High Availability installation in this guide; however, you can do this simply by repeating this installation and selecting **Yes**. Select **No** as illustrated in Figure 5.

### Figure 5. High Availability Mode Selction

🐙 Wireless Control System	
	Select High Availability Mode
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Check Ports</li> <li>Set Root Password</li> <li>FTP Setup</li> <li>Choose a TFTP Folder</li> <li>Choose Local Interfaces</li> <li>Choose Install Folder</li> <li>Choose Shortcut Folder</li> <li>Choose Shortcut Folder</li> <li>Pre-Installation Summary</li> <li>Installing</li> <li>Install Complete</li> </ul>	Is this a secondary, High Availability WCS installation to support your primary WCS server?
InstallAnywhere by Macrovision — <u>C</u> ancel	Previous Next

The next two screens prompt you to either accept the default ports or assign alternative ports for access services on your Cisco WCS. Unless your security policy specifies something different, click **Next**.

### Figure 6. Port Configuration

🖳 Wireless Control System		×
	Check Ports	
<ul> <li>Introduction</li> <li>License Agreement</li> <li>Check Ports</li> <li>Set Root Password</li> <li>FTP Setup</li> <li>Choose a TFTP Folder</li> <li>Choose Local Interfaces</li> <li>Choose Install Folder</li> <li>Choose Shortcut Folder</li> <li>Pre-Installation Summary</li> <li>Installing</li> <li>Install Complete</li> </ul>	Please change web ports if needed.         If HTTP Redirect is enabled, any requests received on the HTTP port will be redirected to the HTTPS port. If it is not enabled the HTTP port will be disabled.         HTTP Port 80         ✓ HTTP Redirect Enabled         HTTPS Port 443         Health Monitor Port 8082	
InstallAnywhere by Macrovision — <u>C</u> ancel	Previous Next	

You must define the root password next. This password is the locally defined administration password. The password will be checked for strength; however, password strength should follow your security policy. The root password is only used for the local administrator.

### Figure 7. Root Password

🐙 Wireless Control System \_ 🗆 🗙 Enter Root Password Introduction Please enter a password for root user. You will use this password 🕑 License Agreement to log onto Cisco Wireless Control System 7.0.164.0. Check Ports... Set Root Password FTP Setup Choose a TFTP Folder Please Enter the Root Password: Choose Local Interfaces \*\*\*\*\* Choose Install Folder Choose Shortcut Folder Pre-Installation Summary Installing.. Install Complete InstallAnywhere by Macrovision Previous <u>C</u>ancel Next

Choose your FTP folder, TFTP folder, and the installation folder on the local machine for WCS. As a pre-check, we created an FTP folder and a separate TFTP folder for this function and allowed the default folder for the Cisco WCS installation.





Click Next on the installation icon folder options to get to the installation summary. Review your choices before the installation begins.

### Figure 9. Installation Summary

🐙 Wireless Control System \_ 🗆 X 🐙 Wireless Control System \_ 🗆 🗙 Please Wait Pre-Installation Summary Introduction 🕑 License Agreement Introduction Please Review the Following Before Continuing: 🖸 Check Ports... ٠ 📿 License Agreement Set Root Password Product Name: 🖸 Check Ports... Cisco Wireless Control System 7.0.164.0 📿 FTP Setup Set Root Password Choose a TFTP FC Cisco Wireless Control System 7.0.164.0 🖸 FTP Setup Install Folder: 🕑 Choose Local Inte Choose a TFTP Folder 7.0.164.0 is being C:\Program Files\WCS7.0.164.0 Starting WCS... This may take a few minutes... 🕑 Choose Install Fol ke a moment... Choose Local Interfaces Shortcut Folder: 📿 Choose Shortcut F Choose Install Folder C:\Documents and Settings\Administrator\Start Pre-Installation Summary Choose Shortcut Folder Menu\Programs\Cisco Wireless Control System Installing... Pre-Installation Summary 7.0.164.0 Install Complete Installing... FTP Folder Install Complete C:\TFTP-FTP • TETP Folder InstallAnywhere by Macrovision InstallAnywhere by Macrovision <u>C</u>ancel Previous Install

Figure 10. Starting WCS for the first time

Click Done to close the installation application. You are now running Cisco WCS.

### Figure 11. Installation Complete



### Licensing

Cisco Wireless Control System (WCS) is licensed by the number of access points and services you desire. For this guide, we upload a license that includes Spectrum Intelligence as a service and 250 access points

### Summary of Steps to Install the License

- 1. Save the license file (.lic) to a temporary directory on your hard drive. (You will receive an email from Cisco with an attached license file.)
- 2. Open a browser and in the location or address field, enter the following URL and replace the IP address with the IP address or host name of the Cisco WCS server: https: // <IP address>. In our example, we have Cisco WCS installed at 192.168.28.64 https:// 192.168.28.64
- 3. Log in to the Cisco WCS server as the system administrator. (Be aware that usernames and passwords are case-sensitive.)

### Figure 12. WCS Login Screen



4. From the Administration menu select License Center.

# Figure 13. Navigate to License Center Administration Tools Help Background Tasks AAA Virtual Domains Logging Settings High Availability User Preferences License Menter

5. On the right, select Files and then select WCS Files.

### Figure 14. License Center, Add PAK

CISCO	ummary 🏵	🔺 o 🛛 🔻 o	• • •	Wireless Control System	M < <u> Advanced Search   Saved Sear</u> User: root @ Virtual Domain: root
🚡 Monitor 🕶 🥂	eports 🔻	Configure - Services	<ul> <li>▲dministration ▼ Tools ▼ Help ▼</li> </ul>		🚱 🕀 📇 Logo
Summary	۲	License Center Administration > License	Center		
WCS		WCS Licenses		Permanent licenses include	installed license counts and in-built license
MSE		Feature	O Unlicensed	counts.	
iles	ქნე	Host	2003-x86	MSE Licenses Tag Elements	
	U	AP Limit	0	Permanent Limit	0
		AP Count	0	Evaluation Limit	0
		% Used	0%	Count	0
		Туре	Onlicensed	% Used	0%
			ake your Product Authorization Key (PAK) and the and go to the <u>Product License Registration</u> <sup>g2</sup> page	Client Elements	

6. Under PAK, select Add, and click Choose File to navigate to the location where you saved the .lic file.

### Figure 15. Add New PAK

### License Center Administration > License Center > Files > WCS Files

PAK	Feature	AP Limit	Туре				
None Detected.							
Nig Delete Export							

7. Click Upload. The Cisco WCS server then imports the license.

8. Repeat this step for each additional license you have received.

### Figure 16. Importing License Files

License Center Administration > License Center > Files > WCS Files

	РАК	Feature	AP Limit	Туре
	20100520224156242	Plus	100	Permanent
	20100520224206890	Plus	100	Permanent
	20100520224236076	Plus	100	Permanent
Ac	id Delete Export			

Once completed, all your license files should appear as shown. To verify that your license files do indeed provide the access point count and the services you ordered, return to the **Administration** menu and select **License Center**. We uploaded both Spectrum Intelligence as a service and as a single 100AP license as show in Figure 17.

### Figure 17. License Summary

CISCO	ummary 🕀		0 <b>○</b> 0 <b>▼</b> s • Administration • Iools • Help •	Wireless Control System	Advanced Search   Saved Search       Advanced Search   Saved Search       User:     root @ Virtual Domain:       P     P       Logout
Summary	⊚	License Center Administration > Licer	se <u>Center</u> > Summary > <b>WCS</b>		
Controller		WCS Licenses			
MSE	_	Feature	Plus		
Files	۲	Host	<u>2003-x86</u>		
		AP Limit	300		
		AP Count	0		
		% Used	0%		
		Туре	Permanent		
			s take your Product Authorization Key (PAK) and the 6) and go to the <u>Product License Registration</u> 时 page CS.		

### Add Wireless LAN Controller(s) to Cisco WCS

Each controller must be added to Cisco WCS so the network can be monitored and centrally managed. This process is very simple, but necessary.

Navigate to **Configure** and then to **Controllers**, which should bring you to an empty list of controllers as shown in Figure 18. From the drop-down list on the right, select **Add Controllers...** and click **Go**. You are prompted to enter the Controller IP address. Use the default settings for all other parameters including the Telnet/SSH password.

CISCO			
	eports 🔻 <u>C</u> onfigure 🔻	<u>Services • A</u> dministration • <u>T</u> ools •	<u>H</u> elp 🔻
Add Controllers	dd Controllers		
General Parameters			
Add Format Type	Device Info	*	
IP Addresses	192.168.31.64	(comma-separated IP Addresses)	
Network Mask	255.255.255.0		
Verify Telnet/SSI	- Canabilities 🔍		
NMP Parameters 🔍			
Version	v2c	×	
Retries	2		
Timeout	10	(secs)	
Community	private		
Community	private		
elnet/SSH Paramete	ers @		
User Name	admin		
Password	•••••	]	
Confirm Password	•••••	]	
Retries	3		
Timeout	60	(secs)	
QK Cancel			

**NOTE:** You may enter every controller IP address separated by a comma, or you can select a comma-delimited (CSV) spreadsheet with the IP addresses of your controllers. In our example, we selected a single controller by IP address to allow for clarification.

Click **OK**, which tests for connectivity to each controller you have specified and provides you with a list of your controllers, their hostname, and an indication if they are reachable as shown in Figure 19.

			rvices 👻 Administ	315	elp 👻		_	Ivanced Search   Saved Se ot @ Virtual Domain: roo @ A Log
	ntrollers gure > Controllers		_			Select a con	nmand	V Go
								Entries 1 - 1 of 1
	IP Address	Controller Name	Type	Location	Software Version	Mobility Group Name	Reachability Status	Audit Status
	<u>192.168.31.64</u> B <sup>3</sup>	HQ-WLC	5500		7.0.98.0	SBA	Reachable	Not Available
Con	troller(s) added succ	essfully.						
	ß							$\frac{\text{Entries } 1 - 1 \text{ of } 1}{ \mathbf{i}  \cdot \mathbf{i} \ll 1 \} \Rightarrow  \mathbf{i} }$
		ated based on the last e	execution informatio	n of 'Device Status' bao	kground task. For updat	ing the current status,	use 'Execute Now' com	mand of Administration >

To Audit the Controller immediately, select the hyperlink next to your controller initially labeled **Not Available** and then click **Audit Now**.

# **Building and Floor Plan**

The real advantage to any management system is the presentation of the information that you can then use to make informed decisions. The Cisco Wireless Control System brings visibility to the radio spectrum, which allows the administrator to see the coverage that is provided to the users. Including the building and floor maps in Cisco WCS creates the visibility to this otherwise unknown or convoluted data that the network provides.

### Adding the First Campus and Building

Every organizational method starts by categorizing the approach; with the Cisco Wireless Control System, the approach is familiar. Even though you may only have one building today, you may end up with another building, or perhaps each Campus is a single building today, but could have more buildings tomorrow. The Campus, Building, Floor approach makes it easy to understand as you dig for more information and peel away the layers to find what you are looking for.

**NOTE:** You need to know the dimension of the campus picture you are bringing into the system so that you can scale the drawing appropriately as each building and floor are added.

Step 1: Log in to the Cisco Wireless Control System.

### Step 2: Navigate to Monitor > Maps.

Figure 20. Finding Building Maps



Step 3: From the drop-down list, select New Building and click Go.

### Figure 21. New Building



Step 4: Create name, contact name, and characteristics of the building:

Building Name: SBA-Headquarters Contact: Albert Gudgin Number of floors: 1 Number of Basements: 0 Horizontal Span (feet): 500 Vertical Span (feet): 300

### Figure 22. Building Details



### Step 5: Select your generated campus.

Figure 23. Select New Campus



Step 6: Select New Floor Area from the drop-down menu and click Go.

Alarm Summary 🏵	▲ <u>17</u> ♥ 0	Wireless Control System	<ip,name,ssid,mac> Search</ip,name,ssid,mac>
	▲ <u>17</u> ♥ 0 ♥ <u>313</u> ♥		Advanced Search   Saved Search
ISCO			User: root @ Virtual Domain: root *
🚡 Monitor 🔻 Reports 👻 C	onfigure 🔻 Services 👻 Administration 👻 Tools 👻 Help 👻		😰 裬 📇 Logout
taps Tree View            - Maps (Root Area)	Monitor > <u>Maps</u> > <u>System Campus</u> > > SBA-Campus		Select a command  Select a command New Floor Area Edit Building
	None detected		Delete Building Copy Building
	-		Edit Location Presence Info
ISE Assignment			

### Figure 24. New Floor Area

Figure 25. New Floor Details and Image Upload



Step 8: Verify your new floor area details and image and click OK.

### Figure 26. Verify New Floor Details



Step 7: Create a floor name, contact name, floor number, description of the area, and the floorplan image, and click Next:

Floor Area Name: SBA-Headqaurters

Contact: Albert Gudgin

Floor: 1 (selected from drop-down list)

Floor Type (RF Model): Cubes And Walled Offices (selected from drop-down)

Floor Height (feet): 10.0

Image or CAD File: C:\Documents and Settings\SBA-Headquarters.png

Convert CAD File to: PNG (Leave the default drop-down selection)

### Figure 27. Floor View

Alarm Summary (1)	▲ 18 ▼ 0 • 329 ▼ Wireless Control System	Advanced Search   Saved Se User: root @ Virtual Domain: ro
Monitor ▼ <u>R</u> eports ▼ <u>C</u> or	figure 🔻 Services 🔻 Administration 👻 Tools 👻 Help 👻	Oser: root @ Virtual Domain: ro 양 관 븝 Log
Control approx      Control approx      Control approx     Contr	Elocor View       Montor + Jaga + Statem Campus + SBA-Campus + SBA-Beadquarters       © Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending on background polling interval       Ø Data may be delayed up to 15 minutes or more depending to 15 minutes or m	Select a command V Select a command Add Access Points
SE Assignment +		

### **Place Access Points**

The final piece of the puzzle is to place the access points at the proper location on your individual floor plans. The Wireless LAN Controllers that work in conjunction with the Cisco Wireless Control System give an accurate view and device location, if you take the time to place your access points where they actually are located.

Step 1: Log in to Cisco WCS.

Step 2: Navigate to Monitor > Maps.

Step 3: Select your new Floor plan, SBA-Headquarters.

Step 4: From the Right drop-down list, select Add Access Points and click Go.

**Step 5:** Select access points that are registered with the system and not yet placed for the headquarters building.

### Figure 28. Select APs to Place on a New Floor

🚡 Monitor 🕶 Reports 🕶	Configure	🖌 Services 👻 Admi	nistration 👻 Tools 👻 Help 👻		🕜 🤣 📇 Loge
Aps Tree View - Maps (Root Area)		Access Points	> SBA-Campus > SBA-Headquarters > Add	Access Points	
System Campus (			Floor area 'SBA-Headquarters' Tota		Entries 1 - 12 of 12
		AP Name	MAC Address	AP Model	Controller
		CAMPUS-AP3	1c:17:d3:cb:7a:10	AIR-LAP1142N-A-K9	192.168.31.64
		CAMPUS-AP1	1c:17:d3:cb:77:c0	AIR-LAP1142N-A-K9	192.168.31.64
		CAMPUS-AP4	00:27:0d:2e:2e:d0	AIR-LAP1142N-A-K9	192.168.31.64
		CAMPUS-AP5	00:26:99:2e:40:60	AIR-LAP1142N-A-K9	192.168.31.64
		MONITOR-AP	04:fe:7f:48:db:a0	AIR-CAP3502E-A-K9	192.168.31.64
		BRANCH-AP3	00:26:99:23:d8:d0	AIR-LAP1142N-N-K9	192.168.31.64
		CAMPUS-AP6	00:22:90:93:7b:e0	AIR-LAP1142N-A-K9	192.168.31.64
		CAMPUS-AP2	1c:17:d3:17:5d:10	AIR-LAP1142N-A-K9	
		BRANCH-AP2	00:26:0b:29:c5:00	AIR-LAP1252AG-A-K9	192.168.31.64
		BRANCH-AP1	00:26:0b:29:c5:40	AIR-LAP1252AG-A-K9	192.168.31.64
		CAMPUS-AP7	1c:17:d3:17:8f:10	AIR-LAP1142N-A-K9	192.168.31.64
		CAMPUS-AP8	1c:17:d3:cb:71:c0	AIR-LAP1142N-A-K9	192.168.31.64
	Q14, C				Entries 1 - 12 of 12

**Step 6:** Carefully place each access point as close to its real position in the building as possible and click **Save**.

### Figure 29. AP Placement



**NOTE:** You must now wait while the system calculates the heatmaps from the placement and floor plan area.

### Configuring the Cisco Wireless Solution for CleanAir

The Wireless LAN controller with the Cisco AIR-CAP3500 access points connected is immediately CleanAir-capable. The Wireless LAN controller can give you immediate information about your environment. Where the WCS takes a network view, the WLC displays only the data retrieved from the locally connected CleanAir access points.

With the Cisco Wireless Control System in the network, all management can be handled at the Cisco WCS. Management can be done at each controller, but we do not recommend this. With the CleanAir access point operating from the wireless LAN Controller, we log into the Cisco Wireless Control System and configure our controller to support CleanAir.

### **Event-Driven Radio Resource Management (EDRRM)**

Event-Driven RRM is a feature that allows an access point that is in distress to bypass normal RRM intervals and immediately change channels. A CleanAir access point always monitors AirQuality (AQ), and reports on AQ in 15 second intervals. AirQuality is a better metric than relying on normal Wi-Fi chip noise measurements because AQ only reports on classified interference devices. That makes AQ a reliable metric in that we know what is reported is not because of Wi-Fi energy (and hence is not a transient normal spike).

The key benefit of the EDRRM feature is very fast action time (30 seconds). If an interferer is operating on an active channel and is causing enough AQ degradation that it triggers EDRRM, then no clients will be able to use that access point or channel. The only thing to do is get the access point off that channel. The EDRRM feature is not enabled by default and must be enabled. This process has two steps: enable CleanAir and then enable Event-Driven RRM.

Step 1: Log in to Cisco WCS.

Step 2: Navigate to Configure > Controllers.

### Figure 30. Configure Controllers



Step 3: Select your Wireless LAN Controller.

### Figure 31. Select HQ-WLC

	Alarm Summary	• 🔍 🔺 <u>17</u>	<b>V</b> 0	356		Wireless Control Sys		<pre>xiP,Name,SSID,MAC&gt; Set vanced Search   Saved Sea</pre>	
sco							User: roo	ot @ Virtual Domain: root	
<u>M</u> onito	or 🔻 <u>R</u> eports	▼ <u>C</u> onfigure ▼ <u>S</u> e	ervices 🔻 Adminis	tration 🔻 <u>T</u> ools 🔻 <u>H</u>	elp 🔻			🕜 🤣 🖺 Loge	
Controllers Select a command V 9a									
								$\frac{\text{Entries } 1 - 1 \text{ of } 1}{ 0  4 \ll 1  1  0  3 }$	
IP Ade	dress	Controller Name	Type	Location	Software Version	Mobility Group Name	Reachability Status	Audit Status	
192(	6 <u>8.31.64</u> B	HQ-WLC	5500		7.0.98.0	SBA	Reachable	Mismatch	
	_							Entries 1 - 1 of 1	

Footnotes:

1. 'Reachability Status' is updated based on the last execution information of 'Device Status' background task. For updating the current status, use 'Execute Now' command of Administration > Background Tasks.

 Audit Status' is updated based on the last execution information of either 'Configuration Sync' background task or 'Audit Now' command option in Controllers page. To get the current status, either use 'Execute Now' command of Administration > Background Tasks or 'Audit Now' command option in Controllers page.

Step 4: From the left-side menu, navigate to 802.11a/n > CleanAir.

Step 5: Check the CleanAir Enable checkbox and then select Interferers that you want the system to react to. Click Save.

### Figure 32. Enable CleanAir and Configure Interferers for 802.11a/n.



Step 6: From the left-side menu, navigate to 802.11b/g/n > CleanAir.

Step 7: Check the CleanAir Enable checkbox and select the Interferers that you want the system to react to. Click Save.

### Figure 33. Enable CleanAir and Configure Interferers for 802.11b/g/n

dialo [	Alarm Summary	¢	▲ <u>17</u>	V 0	<u> </u>	Y		Wireless Control System
cisco								
🚹 <u>M</u> onite	or <del>v</del> <u>R</u> eports	- <u>c</u>	onfigure 👻 S	ervices 🔻 <u>A</u> c	lministration 🔻	<u>T</u> ools	<u>H</u> elp	
Properties		۲	CleanAir :		68.31.64 > 802.11	b/a/n > (	CleanAir	
System		۲	CleanAir	6				
WLANs		۲		Enable	)			
H-REAP		۲	Reporting Co	onnguration	· · · ·			
Security		۲	Report Int	erferers 🔽 E	inable			
Access Points		۲	Interfere	ers Ignored f	or Reporting		Interferers Selected f	or Reporting
802.11		۲					802.15.4 802.11FH Bluetooth Discovery	
802.11a/n		۲			_		Bluetooth Link Canopy	=
802.11b/g/	n	۲				>	Continuous Transmitter DECT-Like Phone	
Paramete RRM Voice Par Video Par EDCA Par Roaming	ameters rameters rameters		Alarm Confi	guration			Jammer Microwave Oven SuperAG TDD Transmitter Video Camera	×
High Thro	oughput(802.11n)		Air Quality				Enable	
📄 CleanAi	r		Air Quality	Alarm Thresh			(1-100) is best and 1 is worst	
Mesh		۲	Interferen	s For Security /		alue 100	Enable	
Ports		۲	Interfere	ers Ignored f	or Security Al	arms		ected for Security Alarms
Management		۲					802.15.4 802.11FH	<u>^</u>
Location		۲					Bluetooth Link Bluetooth Discov Canopy Continuous Trans DECT-Like Phone Jammer Microwave Oven SuperAG TDD Transmitter	mitter

Step 8: From the left-side menu, navigate to 802.11a/n > RRM > DCA.

### Figure 34. DCA Parameters for 802.11a/n

۲	0 4.9Ghz channels will be shown and can be configured only if Public Safety option is enabled.						
⊛	Dynamic C	Dynamic Channel Assignment Algorithm					
۲	Templat	e Applied					
	Assignm	ent Mode		Automatic 💌			
•	Update Interval			600 (secs)			
_	Avoid Foreign AP Interference			Enable			
€	Avoid Ci	isco AP load		Enable			
	Avoid no	on 802.11 N	se	Enable			
	Avoid Pe	ersistent No	WiFi Interference	Enable			
	Signal S	trength Cor	ibution	Enable			
	Outdoor	AP DCA		Enable			
	Channel	Width		20 MHz ⊻			
	DCA List C	hannels					
	Selected	I DCA chan	ls	36, 40, 44, 48, 52, 5 153, 157, 161	56, 60, 64, 149,		
۲	Select	Channel			<u>^</u>		
		36					
-	<b>~</b>	40					
-		44					
۲							
۲							
	<ul> <li>(a)</li> <li>(b)</li> <li>(c)</li> <li>(c)</li></ul>	<ul> <li>Templat</li> <li>Assignm</li> <li>Update 1</li> <li>Avoid Fc</li> <li>Avoid Ci</li> <li>Avoid Ci</li> <li>Avoid Pc</li> <li>Signal S</li> <li>Outdoor</li> <li>Channel</li> <li>DCA List Ci</li> <li>Selecter</li> <li>Select</li> <li>V</li> <li>V</li> <li>V</li> <li>V</li> <li>V</li> <li>V</li> </ul>	<ul> <li>Template Applied</li> <li>Assignment Mode</li> <li>Update Interval</li> <li>Avoid Foreign AP Inte</li> <li>Avoid Cisco AP load</li> <li>Avoid non 802.11 Noi</li> <li>Avoid Persistent Non- Signal Strength Contro</li> <li>Outdoor AP DCA</li> <li>Channel Width</li> <li>DCA List Channels</li> <li>Selected DCA channel</li> <li>Selected DCA channel</li> <li>Y 36</li> <li>Y 40</li> <li>Y 44</li> <li>Y 48</li> <li>S2</li> </ul>	<ul> <li>Template Applied</li> <li>Assignment Mode</li> <li>Update Interval</li> <li>Avoid Foreign AP Interference</li> <li>Avoid Cisco AP load</li> <li>Avoid Non 802.11 Noise</li> <li>Avoid Persistent Non-WiFi Interference</li> <li>Signal Strength Contribution</li> <li>Outdoor AP DCA</li> <li>Channel Width</li> </ul> DCA List Channels           Select         Channel           V         36           V         40           V         48           V         52	Image: Select Channel         Image: Select Channel <t< td=""></t<>		

Step 9: Check the checkbox for Event Driven RRM and click Save.

Figure 35. Enable Event-Driven RRM for 802.11a/n

WLANs	۲	<b>0</b> 4.9Ghz c	hannels wil	I be shown and can be	e configured only if Public Safety option is	enabled.		
H-REAP	۲	Dynamic C	Dynamic Channel Assignment Algorithm					
Security	€	Terrelat	. An all and					
Security	_		e Applied					
Access Points	۲	and a second second	ent Mode		Automatic 💌			
802.11	€	Update I		5. TW	600 (secs)			
802.11a/n	•			nterference	Enable			
	U		sco AP loa	-	Enable			
Parameters		Avoid no	on 802.11 N	loise	Enable			
<ul> <li>RRM</li> <li>Thresholds</li> </ul>		Avoid Pe	ersistent No	n-WiFi Interference	Enable			
Intervals		Signal S	trength Co	ntribution	Enable			
DCA		Outdoor	AP DCA		Enable			
RF Grouping		Channel	Width		20 MHz 🐱			
Voice Parameters		DCA List C	hannels					
Video Parameters EDCA Parameters Boaming Parameters 802.11h High Throughput(802.11n) CleanAir		Selected	I DCA chan	nels	36, 40, 44, 48, 52, 56, 60, 64, 149, 153, 157, 161			
802.11b/g/n	۲	Select	Channel			^		
Mesh	۲	<b>V</b>	36					
Ports	0	<b>~</b>	40					
Ports	۲		44					
Management	۲		48					
Location	€	<b>~</b>	52					
	-	<b>V</b>	56			~		
			riven RRM ty Thresho	ld 🕀	V Enable Medium V			
🛃 start 👘 🔏 Cisco WCS	- Coe	N.						
	, con	inguinn						

Step 10: From the left-side menu, navigate to 802.11b/g/n > RRM > DCA.

### Figure 36. DCA Parameters for 802.11b/g/n Wireless Control System IIIII Alarm Summary 🔍 <u>17</u> V 0 -CISCO Monitor ▼ Reports ▼ Configure ▼ Services ▼ Administration ▼ Tools ▼ Help ▼ DCA : Properties € Configure > Controllers > 192.168.31.64 > 802.11b/g/n > RRM > DCA System ۲ WLANs Dynamic Channel Assignment Algorithm € Template Applied H-REAP 6 Assignment Mode ~ Automatic Security ۲ Update Interval 600 (secs) Access Points ۲ Avoid Foreign AP Interference Enable 802.11 ۲ Enable Avoid Cisco AP load Avoid non 802.11 Noise Enable 802.11a/n ۲ Avoid Persistent Non-WiFi Interference 🗹 Enable 802.11b/g/n • Signal Strength Contribution 🗹 Enable Parameters DCA List Channels 🔻 📄 RRM Thresholds 1, 6, 11 Selected DCA channels: Intervals shpca RF Grouping DCA Channels Select Channel Voice Parameters **~** 1 Video Parameters 2 EDCA Parameters 3 Roaming Parameters 4 High Throughput(802.11n) 5 CleanAir **V** 6 Mesh Ports ۲ Event Driven RRM Event Driven RRM Enable Management ۲ Sensitivity Threshold $\Psi$ Medium 💌 Location Save Audit

Step 11: Check the checkbox for Event Driven RRM and click Save.

Figure 37.	Enabled	Event-Driven	RRM for	802.11b/g/n
------------	---------	--------------	---------	-------------

ISCO					
monitor ▼ Reports <sup>•</sup>	• <u>c</u>	configure 👻 Services 👻 Administration 👻	<u>T</u> ools	▼ <u>H</u> elp ▼	
Properties	۲	DCA : Configure > <u>Controllers</u> > <u>192.168.31.64</u> > 802.1	thinks > 1		
System	۲	Configure > <u>Confidences</u> > <u>132.100.31.04</u> > 002.1	norg/n × n	ARM > DCA	
WLANs	۲	Dynamic Channel Assignment Algorith	nm		
H-REAP	⊛	Template Applied			
Security	•	Assignment Mode	Automa	atic	<b>*</b>
Access Points		Update Interval	600 (sec	s)	
	۲	Avoid Foreign AP Interference	🗹 Ena	able	
802.11	۲	Avoid Cisco AP load	Ena	able	
802.11a/n	⊛	Avoid non 802.11 Noise	🗹 Ena	able	
802.11b/g/n	•	Avoid Persistent Non-WiFi Interference			
Parameters RRM Thresholds Threvals CCA		Signal Strength Contribution DCA List Channels Selected DCA channels:	✓ Ena		<u>()</u>
RF Grouping		DCA Channels	Select	Channel	<u>~</u>
Voice Parameters				1	
Video Parameters				2	
Roaming Parameters				3	
High Throughput(802.11n)				4	
CleanAir				5	
Mesh	۲		<b>V</b>	6	~
Ports	⊛	Event Driven RRM			
Management	۲	Event Driven RRM	🗹 Ena	ble	
Location	۲	Sensitivity Threshold 🕸	Medium	•	
y start	- Con	Silve Audit			

## Troubleshooting with CleanAir

The real power of CleanAir is that a network administrator can be on one continent while the Wi-Fi spectrum in another office on the other side of the planet can be analyzed directly. The 3500 access points can be put in SE-Connect mode and used as a virtual remote interface for the knowledgeable engineer, no matter where this valuable human resource is located. By changing the role of your CleanAir access point and connecting the Spectrum Expert 4.0 software, the Wi-Fi network administrator can now view the environment directly. There is no longer a need to fly expensive personnel onsite to troubleshoot physical layer issues that are unknown and challenging and, too often, intermittent issues.

### Accessing Remote CleanAir for Spectrum Connect

When the call for assistance arrives, it is almost certainly to be in a location that does not have the knowledgeable human resources to troubleshoot, identify, and fix the issue. Wi-Fi radios are designed to send and receive Wi-Fi signals, but they do not have the capability to identify non-Wi-Fi radio interferers such as microwave ovens, DECT phones, analog wireless cameras, or even radio jammers. The specialized radios in the CleanAir radio can identify and, with triangulation, can locate where these devices are located.

When the call comes in, it is always important to identify as many facts about the issue to make informed decisions. The information can be the location of the problem (for example, "the street side of the building does not have connectivity") and time of day (for example, "the issue is pronounced at lunch time"). With as much information as possible from the end user, look at the radio environment because the system shows that clients are connecting and Cisco WCS indicates AirQuality has dropped...

### **Configure Spectrum Connect**

The CleanAir-capable access point must be changed from either Monitor Mode or Local Mode of operation to Spectrum Connect Mode.

Step 1: Log into the Wireless LAN Controller

### Step 2: Navigate to WIRELESS.

Step 3: Select the CleanAir access point that is closest to the suspected issue.

Step 4: From the drop-down menu next to AP Mode, change to SE-Connect.

**Step 5:** Click **Apply** and wait for the access point to reboot and reconnect to the Wireless LAN Controller.

### Figure 38. Change Mode

cisco	MONITOR WLANS CONT	ROLLER W <u>I</u> RELESS	<u>s</u> ecurity	M <u>A</u> NAGEMENT	C <u>O</u> MMANDS H	HELP EEEDBACK		
Wireless	All APs > Details for MO	NITOR-AP					< Back	Apply
Access Points All APs	General Credentials	Interfaces Hig	jh Availability	Inventory	Advanced			
<ul> <li>Radios</li> <li>802.11a/n</li> <li>802.11b/g/n</li> </ul>	General			Versions				
Global Configuration	AP Name	MONITOR-AP		Primary Soft	ware Version	7.0.98.0		
Advanced	Location	Zest AP		Backup Softv		0.0.0.0		
Mesh	AP MAC Address	c4:7d:4f:3a:e5:44		Predownload	Status	None		
HREAP Groups	Base Radio MAC	04:fe:7f:48:db:a0		Predownload	ed Version	None		
▶ 802.11a/n	Admin Status	Enable 🗸		Predownload	Next Retry Time	NA		
▶ 802.11b/g/n	AP Mode	local 🗸		Predownload	Retry Count	NA		
Media Stream	AP Sub Mode	local H-REAP	Boot Version			12.4.2.4		
Country	Operational Status	monitor		IOS Version		12.4(23c)JA		
Timers	Port Number	Rogue Detector Sniffer		Mini IOS Ven	sion	0.0.0.0		
▶ QoS		SE-Connect		IP Config				
				IP Address		192.168.8.237		
				Static IP				
				Time Statistics				
				UP Time		0 d, 00 h 01 m 16	s	
				Controller As	sociated Time	0 d, 00 h 00 m 20	s	
				Controller As	sociation Latency	0 d, 00 h 00 m 55	s	
	Hardware Reset		Set to Fa	ctory Defaults				
	Perform a hardware reset	on this AP	Clear c default	onfiguration on this	s AP and reset it	to factory		
	Reset AP Now				1			
			CI	ear All Config	1			
				Clear Config Ex	cept Static IP			

Step 6: Copy the Network Spectrum Interface Key and the CleanAir access point IP address.

### Figure 39. Capture Network Key and IP Address

eneral	Credential	s Interfaces	High Availability	Inventory	Advanced	
neral				Versions		
AP Name		MONITOR-AP		Primary Soft	ware Version	7.0.98.0
Location		Zest AP		Backup Soft	ware Version	0.0.0.0
AP MAC	Address	c4:7d:4f:3a:e5:44		Predownload	Status	None
Base Rad	lio MAC	04:fe:7f:48:db:a0		Predownload	ed Version	None
Admin St	atus	Enable 💌		Predownload	Next Retry Time	NA
AP Mode		SE-Connect 💙		Predownload	Retry Count	NA
AP Sub M	lode	None 🛩		Boot Version		12.4.2.4
Operation	nal Status	REG		IOS Version		12.4(23c)JA
Port Num	iber	13		Mini IOS Ver	sion	0.0.0.0
Network Interface	Spectrum	849DAFD8192BAB4	144EB130F02B9D991	IP Config		
			10 - 10 - 10 - 10 - 10 - 10 - 10 - 10 -	IP Address		192.168.8.236
				Static IP		
				Time Statistics	5	
				UP Time		0 d, 16 h 50 m 23 s
				Controller As	sociated Time	0 d, 16 h 49 m 27 s
				Controller As	sociation Latency	0 d, 00 h 00 m 55 s

**Step 7:** On a Supported Windows platform with Cisco Spectrum Expert Connect (4.0 or greater) installed, launch Spectrum Expert.

Figure 40. Launch Spectrum Expert



### Figure 41. Enter Remote CleanAir Details



The connected Windows machine now connects to the remote CleanAir access point on UDP port 37540 if you selected b/g or on UDP port 37550 if you selected a/n during preceding setup. If connection problems occur, verify that you can ping the CleanAir access point and that there are no port blocking network devices that may be blocking the necessary UDP port information.

### Step 8: Select the Radial Button Remote Sensor:

Step 8A:Enter the IP address of the CleanAir access point

**Step 8B:** Enter the Network Spectrum Interface Key of the CleanAir access point.

**Step 8C:** Select either 2.4Ghz by selecting the **b/g/n** radial button or the 5Ghz by selecting the **a/n** radial button.

Step 8D: Click OK.

### **Remote Spectrum**

The remote sensor capability is the ability to get real-time, physical layer spectrum data without having to drive or fly onsite. Figure 42 shows this capability in a Wi-Fi-only environment, and gives you an understanding of what is really happening in your remote environment.

Figure 42. 2.4Ghz Spectrum Using the CleanAir Access Point as the Remote Sensor



**NOTE:** Observe in Figure 42 that the Windows XP Spectrum Expert device does not detect a Wireless LAN card and that the remote sensor is at 192.168.8.236.

# Appendix A: Parts List

Functional Area	Product	Part Numbers	Software Version
Headquarters	Cisco WCS	WCS-STANDARD-K9	7.0.164.0
		WCS-APBASE-100	
		WCS-ADV-SI-SE-10= (optional)	
	Cisco Wireless LAN Controller	AIR-CT5508-100-K9	7.0.98.0
	Cisco Access Point	AIR-CAP3502E-A-K9	7.0.98.0
	Cisco Access Point	AIR-CAP3502I-A-K9	7.0.98.0
	Cisco Access Point	AIR-LAP1142-A-K9	7.0.98.0
	Cisco Spectrum Expert	AIR-CSCO-SE-WIFI-C	4.0.60



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