



## **User Guide for Cisco Catalyst Wireless Mobile Application, Cisco Wireless Release 1.1**

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## CHAPTER 1

# Overview of the Cisco Catalyst Wireless Mobile Application

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- [Information About the Cisco Catalyst Wireless Mobile Application, on page 1](#)

## Information About the Cisco Catalyst Wireless Mobile Application

The Cisco Catalyst Wireless mobile application helps you to set up and deploy a Cisco Embedded Wireless Controller network easily and conveniently.

This mobile application provides the following key benefits:

- Provision Cisco Embedded Wireless Controller with best practices enabled
- Monitor real-time performance of the Cisco Embedded Wireless Controller network
- Manage the Cisco Embedded Wireless Controller network

For information on supported devices, operating systems, and compatible versions of Cisco Embedded Wireless Controller software, refer to the *Hardware and Software Interoperability* section of the [Release Notes for Cisco Catalyst Wireless Mobile Application, Cisco Wireless Release 1.1](#).

For more information about the Cisco Embedded Wireless Controller, see the *Cisco Embedded Wireless Controller on Catalyst Access Points Configuration Guide*.





## CHAPTER 2

# Download and Install the Mobile Application

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- [Download and Installation, on page 3](#)
- [Troubleshooting App Installation, on page 3](#)

## Download and Installation

The Cisco Catalyst Wireless mobile application is available for download from the following locations:

- **Apple App Store:** For iOS devices
- **Google Play Store:** For Android devices

Depending on where you download the Cisco Catalyst Wireless mobile app from, follow the instructions given in the Apple App Store or the Google Play Store.

## Troubleshooting App Installation

The following are some common installation issues and workarounds:

**Issue:** The Cisco Catalyst Wireless mobile application repeatedly crashes or malfunctions.

**Solution:** Try restarting the app. If this does not resolve the app malfunction, write to [catalyst-wireless-app-feedback@external.cisco.com](mailto:catalyst-wireless-app-feedback@external.cisco.com).





## CHAPTER 3

# Getting Started with the Cisco Catalyst Wireless Mobile Application

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- [Prerequisites for App Usage, on page 5](#)
- [Setting Up a Wi-Fi Network, on page 5](#)

## Prerequisites for App Usage

To enable convenient usage and proper functioning of the Cisco Catalyst Wireless mobile app, ensure that the app is granted the following permissions on your mobile device:

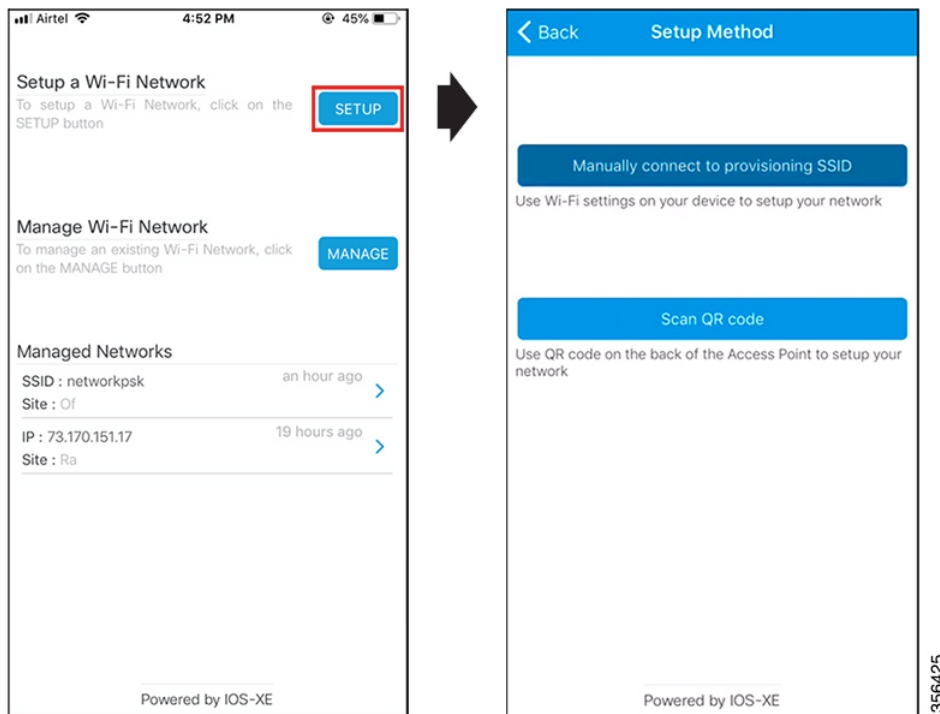
- Location permission on your mobile device (all Android devices and Apple devices with iOS Version 13 and later).
- Permission to access the mobile device camera to enable auto provisioning through QR code scanning.

## Setting Up a Wi-Fi Network

Use the Cisco Catalyst Wireless Mobile App to set up the Wi-Fi network for your Cisco Embedded Wireless Controller deployment by performing the procedures provided here, in the same order. The following sections also provide information about connecting to the provisioning SSID:

## Connecting to the Provisioning SSID

Figure 1: Landing Screen and Provisioning Screen of the Cisco Catalyst Wireless Mobile App



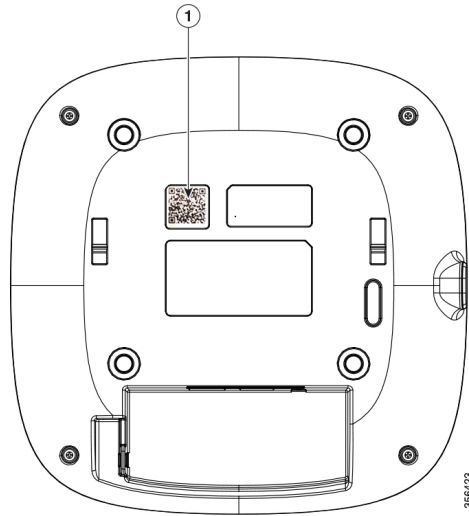
To connect to the provisioning SSID, use either of the following methods.

### Scanning the QR code

You can locate the QR code on the back of your Cisco Catalyst Series access point. If the access point is capable of becoming a Cisco Embedded Wireless Controller, you can use the Cisco Catalyst Wireless mobile app to scan this QR code and automatically provision the AP to set up your Wi-Fi network.

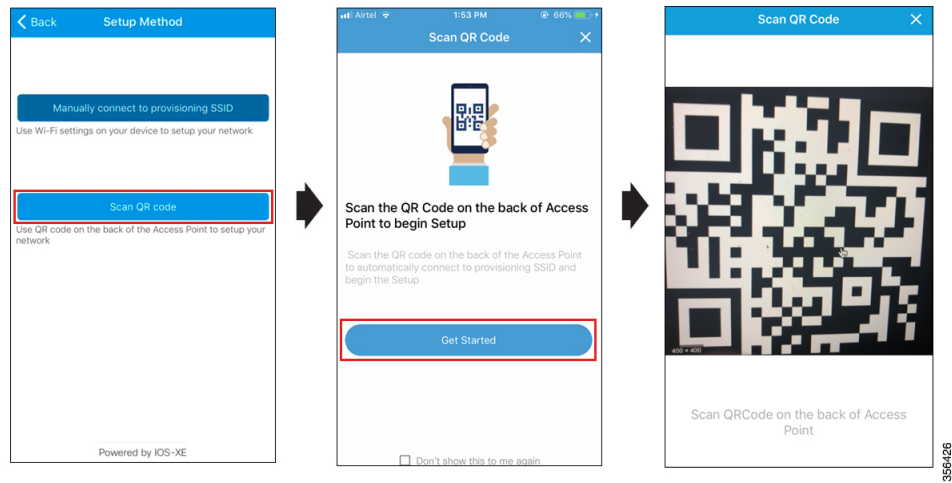


**Figure 2: Back view of Cisco Catalyst 9120AX Series AP**



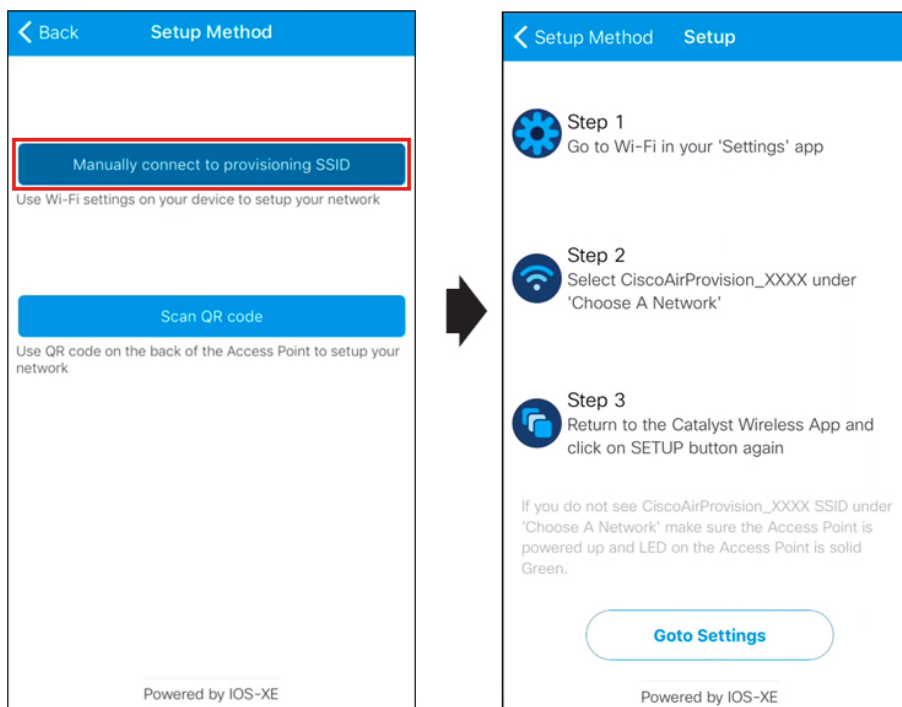
1	Location of the QR code on the back of the Cisco Catalyst 9120AX Series AP
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**Figure 3: Scanning the QR code on the AP using the Cisco Catalyst Wireless mobile app**



## Manually Connecting to the Provisioning SSID

Figure 4: Manually Connecting to the Provisioning SSID Using the Cisco Catalyst Wireless Mobile App



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- Step 1** In your mobile device, under **Settings**, go to **Wi-Fi**.
- Step 2** Under **Choose A Network**, tap CiscoAirProvision-xxxx from the list of available SSIDs.
- Step 3** In the **Password** field, enter the default password for the CiscoAirProvision-xxxx SSID.
- Step 4** Tap **Join**.

Your mobile device is now connected to the CiscoAirProvision-xxxx SSID.

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### Troubleshooting the Task of Connecting to the Provisioning SSID

**Problem** During SSID provisioning on your Android device, the login screen is repeatedly displayed in the mobile device browser.

**Solution** Manually navigate to the Cisco Catalyst Wireless mobile app to continue using it.

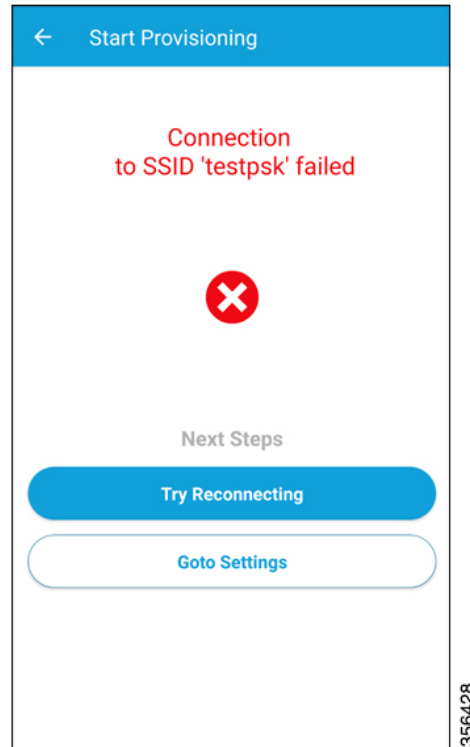
**Problem** Your mobile device is connected to the corresponding SSID, but the error message "Please check your Wi-Fi connection and try again" is displayed. This error might also appear during the Day 1 setup.

**Solution** Switch off your mobile data and connect to the provisioning SSID.

**Problem** In Android 6.0 (Marshmallow) or later versions, you may see the error message "Connection to SSID ssid-name failed" even after repeated attempts to reconnect to the corresponding SSID. For more details, see

<https://developer.android.com/about/versions/marshmallow/android-6.0-changes#behavior-network>. This error might also appear during Day 1 setup.

**Figure 5: Error Message in Android 6.0 and Later Versions While Connecting to the SSID**



**Solution** Navigate to **Settings > Wi-Fi > Choose A Network** and do one of the following:

- **Solution** Navigate to the corresponding SSID, and tap **Forget**. Wait for a couple of minutes and then return to the Cisco Catalyst Wireless mobile app to continue usage.
- **Solution** Manually connect to the corresponding SSID and return to the Cisco Catalyst Wireless mobile app.

If your mobile device is compatible with Android 10, you will notice the following behaviour:

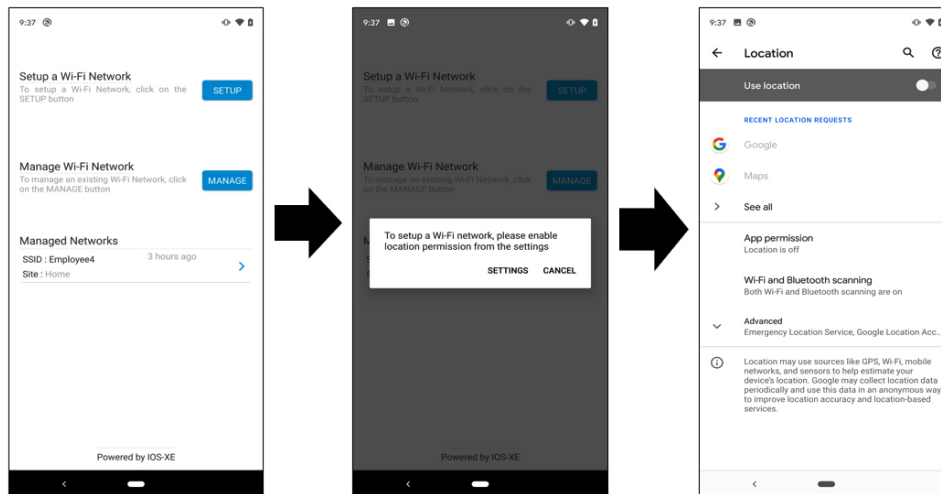
- If the device location is disabled, then you will receive a prompt to enable global device location before using the Cisco Catalyst Wireless mobile app instead of app-specific location.
- While using the mobile app, if the Wi-Fi settings on your mobile device is disabled or the mobile device is not connected to any SSID, a Wi-Fi panel is displayed. Depending on the case, this panel either displays an option to enable Wi-Fi or choose from a list of available SSIDs.

The Wi-Fi panel displays a maximum of three SSIDs that are available for connection. To view all available SSIDs, click **See More**. Once the desired SSID is selected, a confirmation dialog box is displayed. Choose **Connect** to proceed with the SSID connection.



**Note** If the Cisco Catalyst Wireless mobile app is terminated forcefully, then this connection to the SSID might be lost. However, the next time the mobile app is launched, the client device automatically connects to the same SSID that was used previously with the app.

**Figure 6: Cisco Catalyst Wireless mobile app Behavior in Android 10-compatible Client Mobile Device**



## Provisioning the Network

The following sections provide information about the tasks involved in provisioning the network.

### Logging in to the Day 0 Wizard

#### Before you begin

Your mobile device must be connected to the CiscoAirProvision-xxxx SSID.

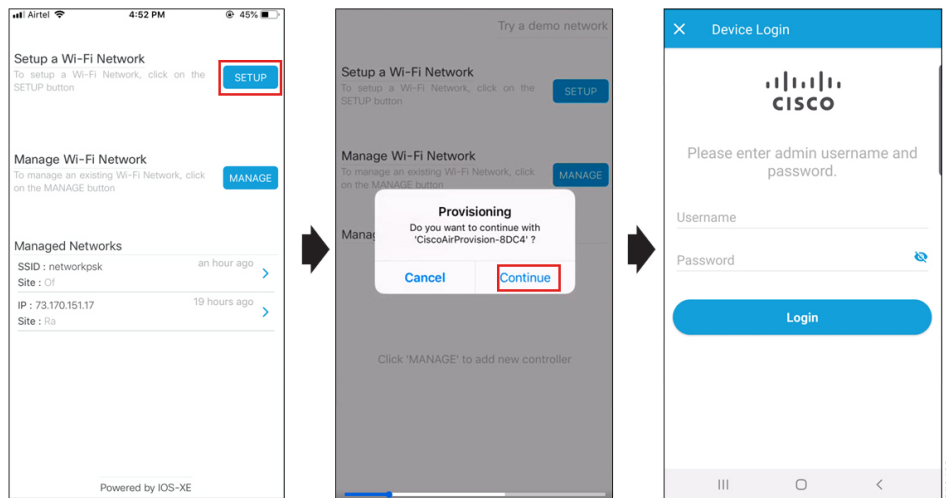
**Step 1** In your mobile device, under **Setup a Wi-Fi Network**, tap **Setup**.

The **Provisioning** screen is displayed.

**Step 2** Tap **Continue** to proceed with the configuration.

The **Device Login** screen for your Cisco Embedded Wireless Controller network is displayed.

Figure 7: Logging in to the Day Zero Wizard



**Step 3** In the **Device Login** screen, enter the default admin credentials. The default **Username** is **webui** and **Password** is **cisco**.

**Step 4** Tap **Login**.

## Overview of the Day Zero Wizard

The day zero wizard of the Cisco Catalyst Wireless mobile app helps in the initial setup of your Cisco Embedded Wireless Controller network. You can configure certain basic parameters on the controller and network parameters to get your Cisco Embedded Wireless Controller network running.

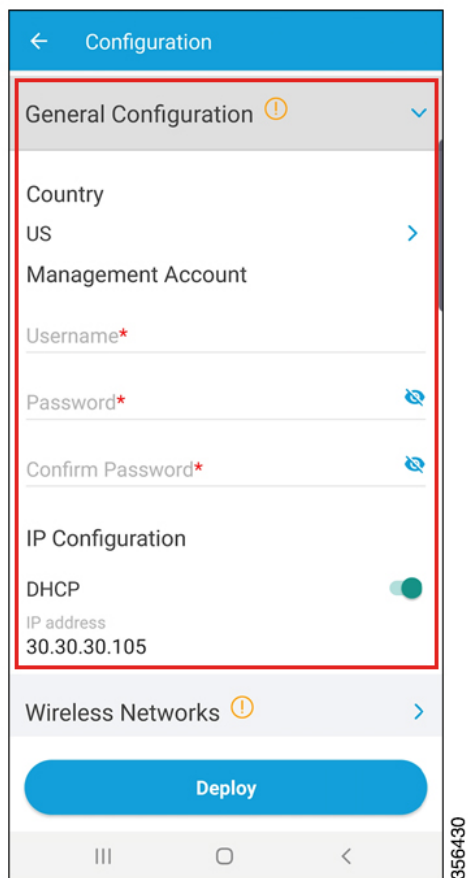
## Initial Network Configuration

After you log in to the day zero wizard of the Cisco Catalyst Wireless mobile application, perform the following steps to configure the basic settings for your Cisco Embedded Wireless Controller network:

**Step 1** In the **Configuration** screen, under **General Configuration**, tap the **Country** drop-down list and select a country.

**Step 2** Tap **Management Account** and enter the required management credentials.

Figure 8: Day Zero Wizard - General Configuration

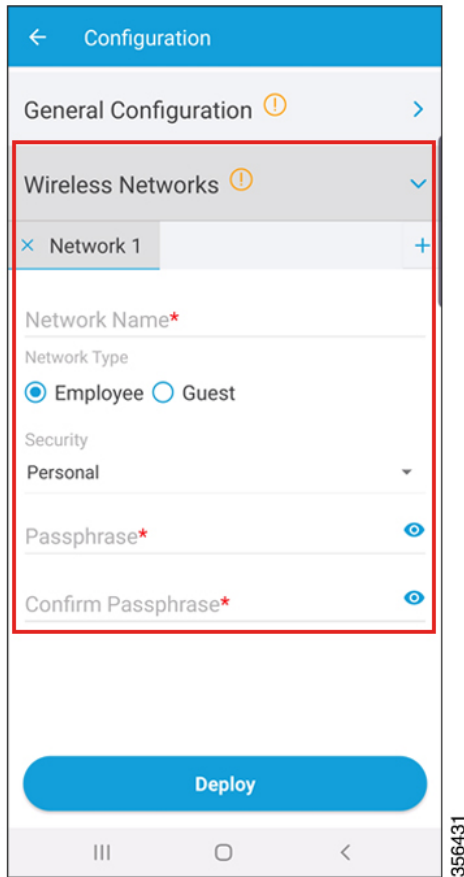


**Step 3** Under **IP Configuration**, do one of the following:

- **DHCP**: Enable the DHCP option to get a dynamic management IP address.
- **IP Address**: Enter the static management IP address for the controller interface.

**Step 4** Under **Wireless Networks**, tap the + icon to add a network SSID.

Figure 9: Day Zero Wizard – Wireless Network Configuration



**Step 5** In the **Network Name** field, enter a name.

**Step 6** Under the **Network Type**, tap either the **Employee** or the **Guest** radio button.

**Step 7** From the **Security** drop-down list, choose the required security type.

- If you selected **Employee** in the previous step, the available options are **Personal** or **Enterprise**.

The default security type is **Personal**. For more information about configuring **Enterprise** security, see the [Configuring the AAA Server](#) section.

- If you selected **Guest** in the previous step, the security type is fixed as **Consent**. Go to [Step 10](#).
- If you selected **Employee** in the previous step, then continue from [Step 8](#).

**Step 8** In the **Passphrase** field, enter a passcode.

**Step 9** In the **Confirm Passphrase** field, re-enter the passcode.

**Step 10** Tap **Deploy**.

A confirmation message is displayed.

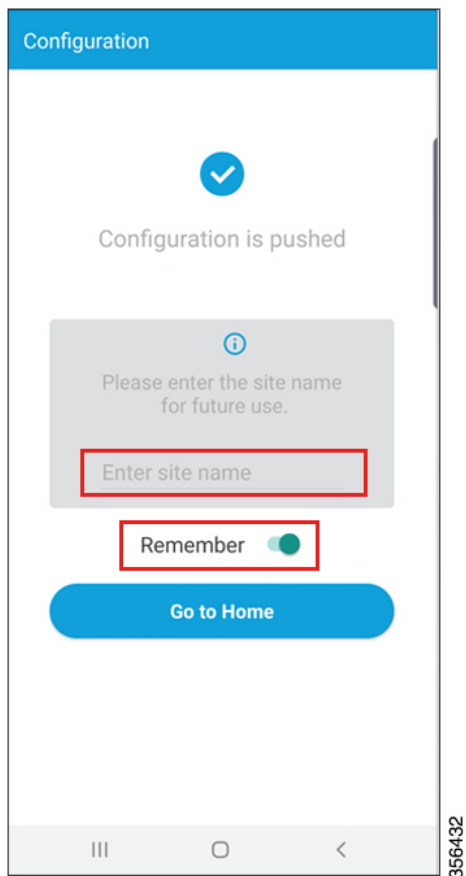
**Step 11** (Optional) Tap **Review** to review the configured network settings.

The **Summary** screen is displayed. Here, you can view and edit the **General Configuration** and **Wireless Network** settings.

**Step 12** Tap **Deploy**.

A confirmation screen is displayed. Here, you can enter the site name and opt to **Remember** the configured site.

*Figure 10: Day Zero Wizard – Confirmation Screen*



## Feedback and Support

To submit feedback or to receive support for the Cisco Catalyst Wireless mobile application, write to [catalyst-wireless-app-feedback@external.cisco.com](mailto:catalyst-wireless-app-feedback@external.cisco.com) or navigate to **Help > Contact Us**.



Figure 11: Cisco Catalyst Wireless mobile app - Help Page (Day 0)

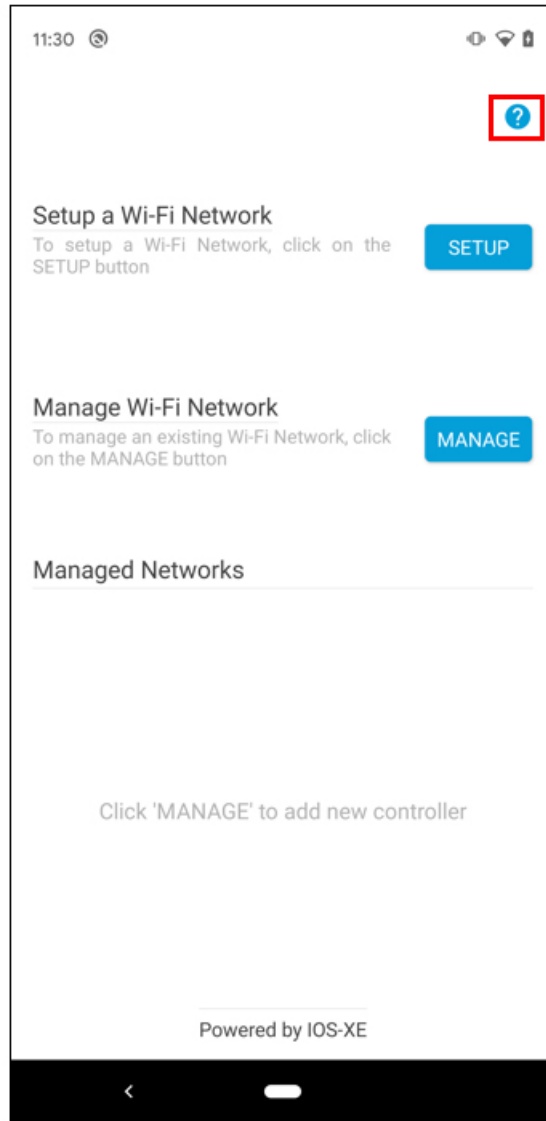
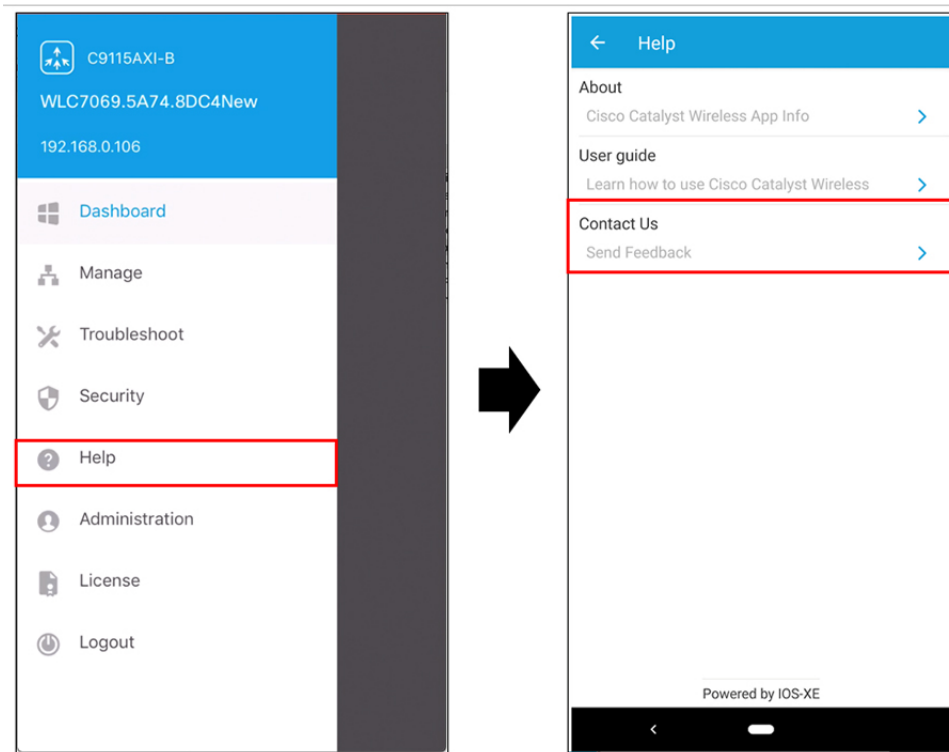


Figure 12: Cisco Catalyst Wireless mobile app - Help Page (Day 1)





## CHAPTER 4

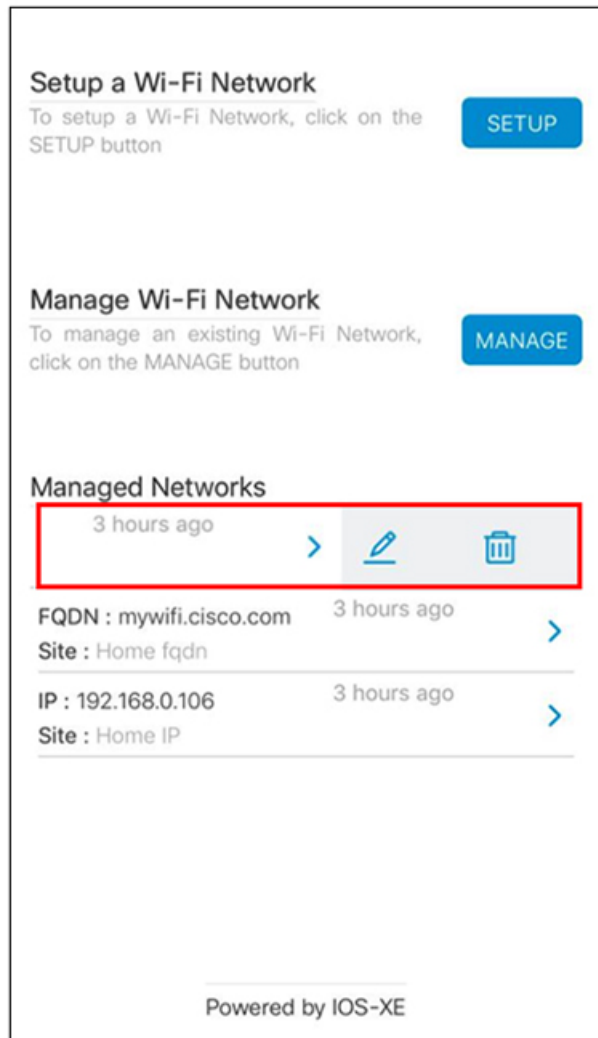
# Managing the Wi-Fi Network

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Under **Manage Wi-Fi Network** > **Manage**, you can add, modify, or delete a previously configured employee or guest network. You can also modify AP details.

Under **Managed Networks**, you can find your list of configured embedded wireless controllers that are being managed by the Cisco Catalyst Wireless mobile app. You can edit or delete an existing controller, by sliding the desired controller to the left and clicking the appropriate icon.

Figure 13: Edit and Delete an Existing Embedded Wireless Controller Using the Cisco Catalyst Wireless Mobile Application

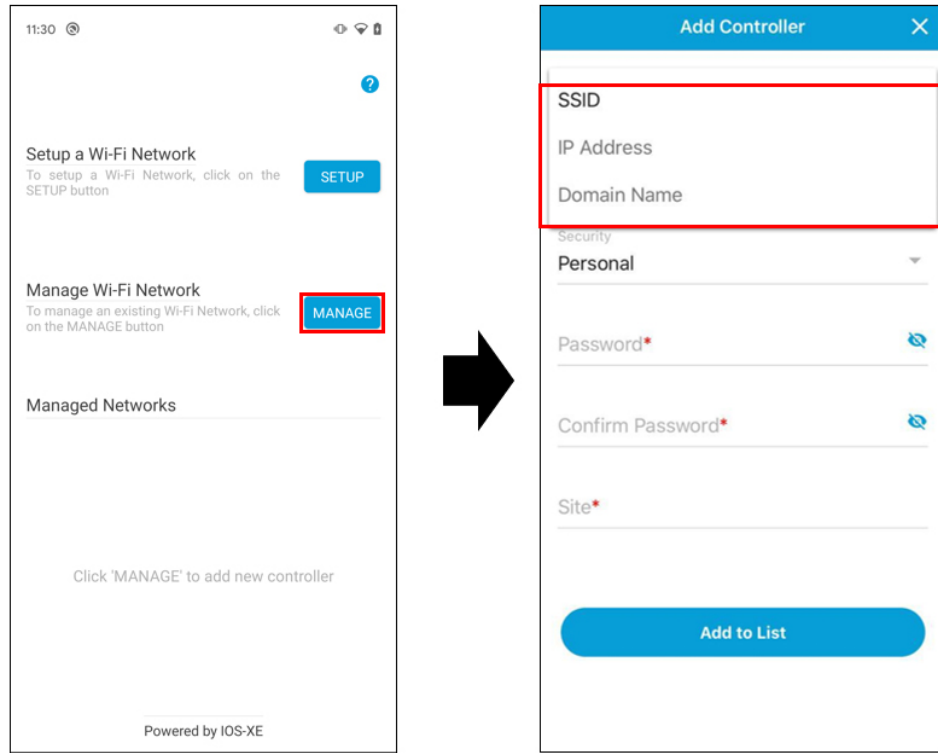


Also, if you enable the **Remember** toggle button in the **Confirmation Screen** of the Day Zero wizard ([Figure 10: Day Zero Wizard – Confirmation Screen](#)), the corresponding controller is added to the **Managed Networks** list.

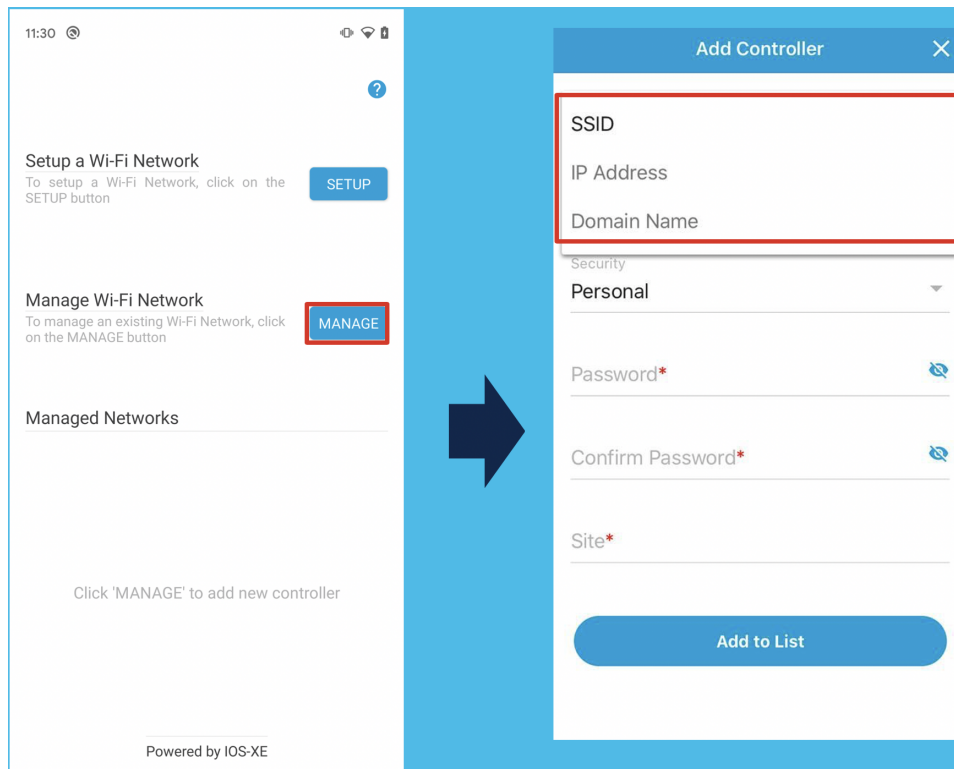
You can add a new embedded wireless controller to be managed by the Cisco Catalyst Wireless mobile app using one of the the following options. These controllers are listed under **Managed Networks**.

- Domain Name
- IP Address
- SSID

Figure 14: Add an Embedded Wireless Controller Using the Cisco Catalyst Wireless Mobile Application



**Figure 15: Add an Embedded Wireless Controller Using the Cisco Catalyst Wireless Mobile Application**



The following sections provide details about managing your Embedded Wireless Controller network and associated devices:

- [Manage, on page 20](#)
- [Controller Details, on page 25](#)
- [Monitoring, on page 26](#)
- [Security, on page 28](#)
- [Administration, on page 29](#)
- [License, on page 30](#)
- [Logout, on page 30](#)

## Manage

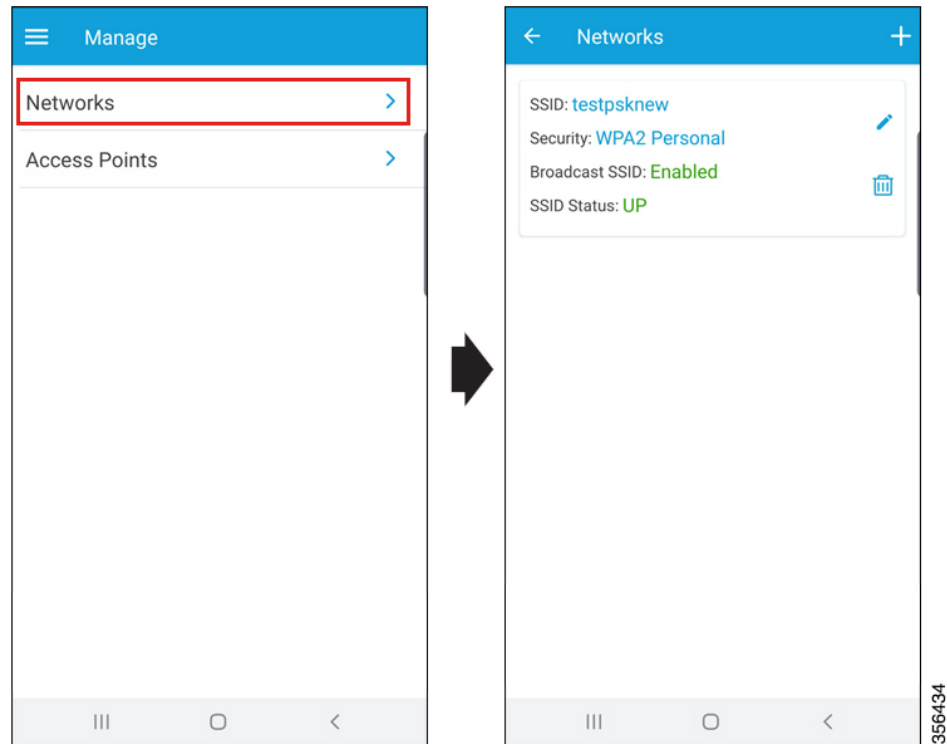
Using the Cisco Catalyst Wi-Fi mobile application, you can:

- Manage the controller and AP in an Cisco Embedded Wireless Controller network.
- Create, modify, or delete the configurations by following the instructions provided in the following sections.

## Manage the Network

Under **Manage** > **Networks**, you can create, edit, or delete a network in a Cisco Embedded Wireless Controller deployment.

*Figure 16: Manage Networks Using the Cisco Catalyst Wireless Mobile Application*



The following details of each available network can also be viewed in the **Networks** screen:

- SSID
- Security
- Broadcast SSID
- SSID Status

## Create a WLAN

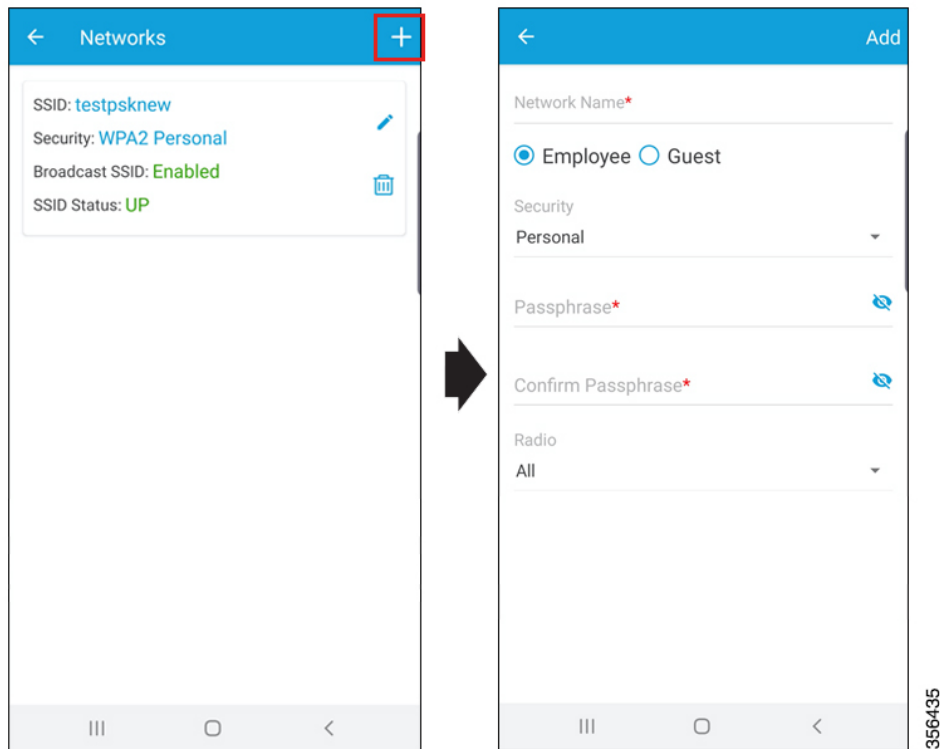
You can create and manage the following types of network in a Cisco Embedded Wireless Controller deployment:

- Employee Network
- Guest Network

## Adding an Employee Network

- Step 1** Navigate to **Manage > Networks**.  
The **Networks** screen is displayed.
- Step 2** Tap the + icon to add a new user.
- Step 3** In the **Network Name** field, enter a name for the network.

*Figure 17: Add a New Network*



- Step 4** Tap the **Employee** radio button.
- Step 5** From the **Security** drop-down list, choose the security level-**Personal** or **Enterprise**.
- Step 6** In the **Passphrase** field, enter a passcode.
- Step 7** In the **Confirm Passphrase** field, re-enter the passcode.
- Step 8** From the **Radio** drop-down list, choose a radio.
- Step 9** Slide the **Status** toggle button to enable the network.
- Step 10** Slide the **Broadcast** toggle button to broadcast the name of the network.

After successful completion of the task, the newly added employee network is listed under **Manage > Network**, from where you can view the status. You can also modify (using the pencil icon) or delete (using the trash icon) the employee network from this screen.



### Configuring the AAA Server

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- Step 1** In the **Network Name** field ([Figure 17: Add a New Network, on page 22](#)), enter a name for the network.
- Step 2** Tap either the **Employee** or **Guest** radio button.
- Step 3** From the **Security** drop-down list, choose the security level, as **Enterprise**.  
The **Radius** screen is displayed.
- Step 4** Under the **Primary Radius** section, in the **IP Address** field, enter the IP address of the primary RADIUS server.
- Step 5** In the **Port Number** field, enter the port number.
- Step 6** In the **Secret** field, enter a password.  
Configuring the secondary RADIUS server is optional. To configure the secondary RADIUS server, go to the **Secondary Radius** section.
- Step 7** (Optional) In the **IP Address** field, enter the IP address of the secondary RADIUS.
- Step 8** In the **Port Number** field, enter the port number.
- Step 9** Tap **Save**.  
A confirmation message is displayed indicating that the AAA server is configured.
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### Adding a Guest Network

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- Step 1** Navigate to **Manage > Networks** ([Figure 16: Manage Networks Using the Cisco Catalyst Wireless Mobile Application, on page 21](#)).  
The **Networks** screen is displayed.
- Step 2** Click the + icon to add a new user ([Figure 17: Add a New Network, on page 22](#)).
- Step 3** In the **Network Name** field, enter a name for the network.
- Step 4** Click the **Guest** radio button.
- Note** The security protocol for the guest network is **Consent**. After successful completion of the task, the newly added guest network is listed under **Manage > Network**, from where you can view the status. You can also modify (using the pencil icon) or delete (using the trash icon) the guest network from this screen.
- 

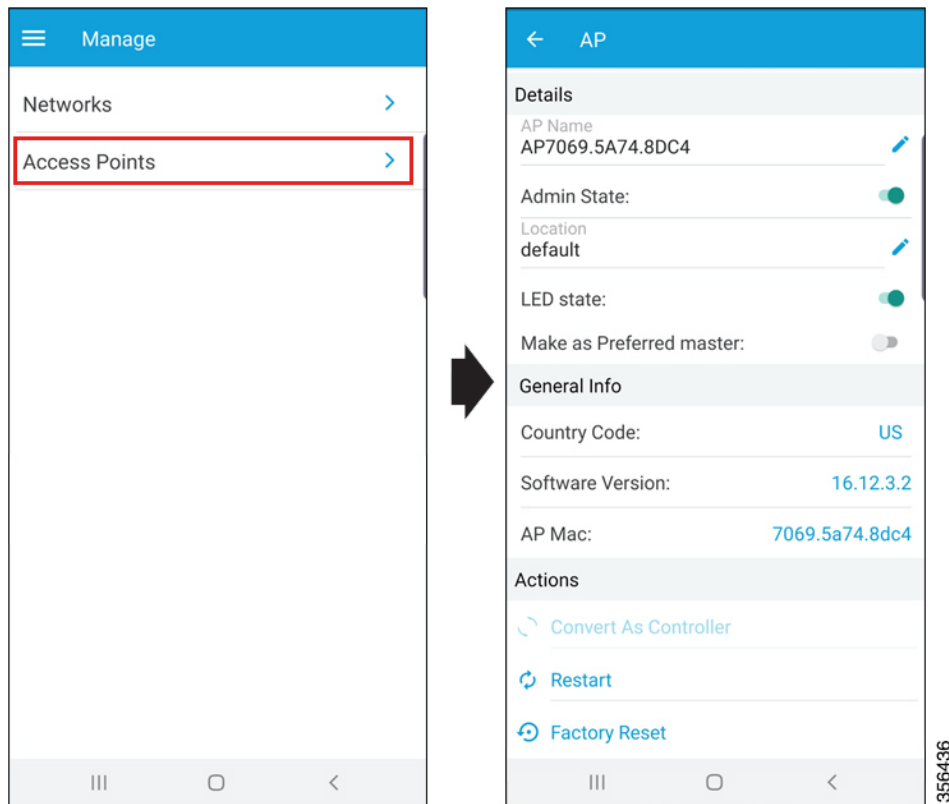
## Manage the AP

You can add, modify, or view the AP details by completing the following steps:

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- Step 1** Navigate to **Manage > Access Points**.  
All the available access points in the network are listed on the screen.
- Step 2** Click an access point to view its details.
- Step 3** Tap the pencil icon adjacent to the **AP Name** field, to edit the AP name.

Figure 18: Edit Access Point Details



**Step 4** Slide the **Admin State** toggle button to switch the status of the admin.

**Step 5** Tap the pencil icon adjacent to the **Location** field, to edit the location.

By default, your current country is selected as the location.

**Step 6** Slide the **LED State** toggle button to switch the status of the LED.

**Step 7** Slide the **Make as Preferred Master** toggle button to switch the status of the preferred primary AP.

Additionally, you can view the general information of the AP, such as **Country Code**, **Software Version**, and **AP MAC address**.

**Step 8** Perform the following AP management tasks:

a) **Convert As Controller**: Makes the Cisco Catalyst AP Series function as a controller.

This option is available only if the AP is capable of becoming a master AP in a Cisco Embedded Wireless Controller network.

b) **Restart**: Restarts the AP.

If the selected AP is the master AP in a Cisco Embedded Wireless Controller network, then there is a network outage and clients are not served.

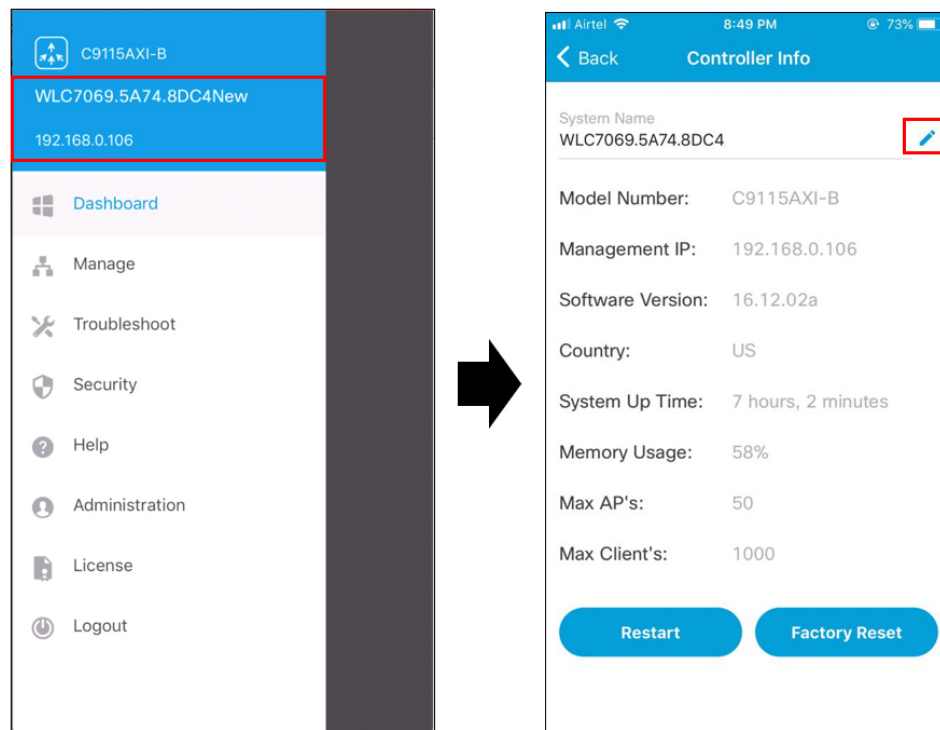
c) **Factory Reset**: Removes all the configuration from the AP.

## Controller Details

In the collapsible side pane, click the name of the Primary AP to view the following details of your Cisco Embedded Wireless Controller:

- **System Name:** You can edit the **System Name** in the **Controller Info** page.
- **Model Number**
- **Management IP**
- **Software Version**
- **Country**
- **System Up Time**
- **Memory Usage**
- **Maximum APs**
- **Maximum Clients**

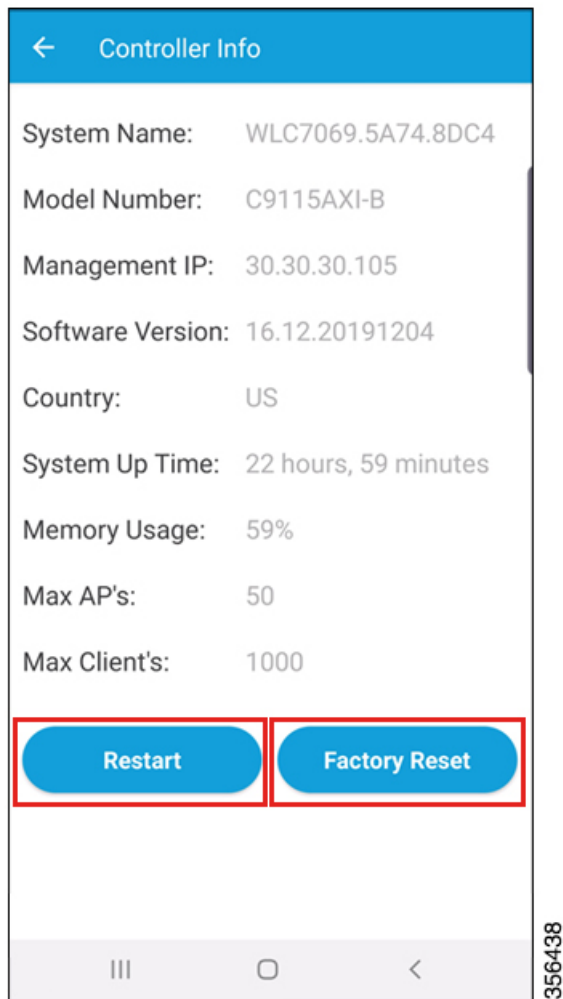
**Figure 19: Controller Details Page**



You can also perform the following tasks:

- Restart
- Factory Reset

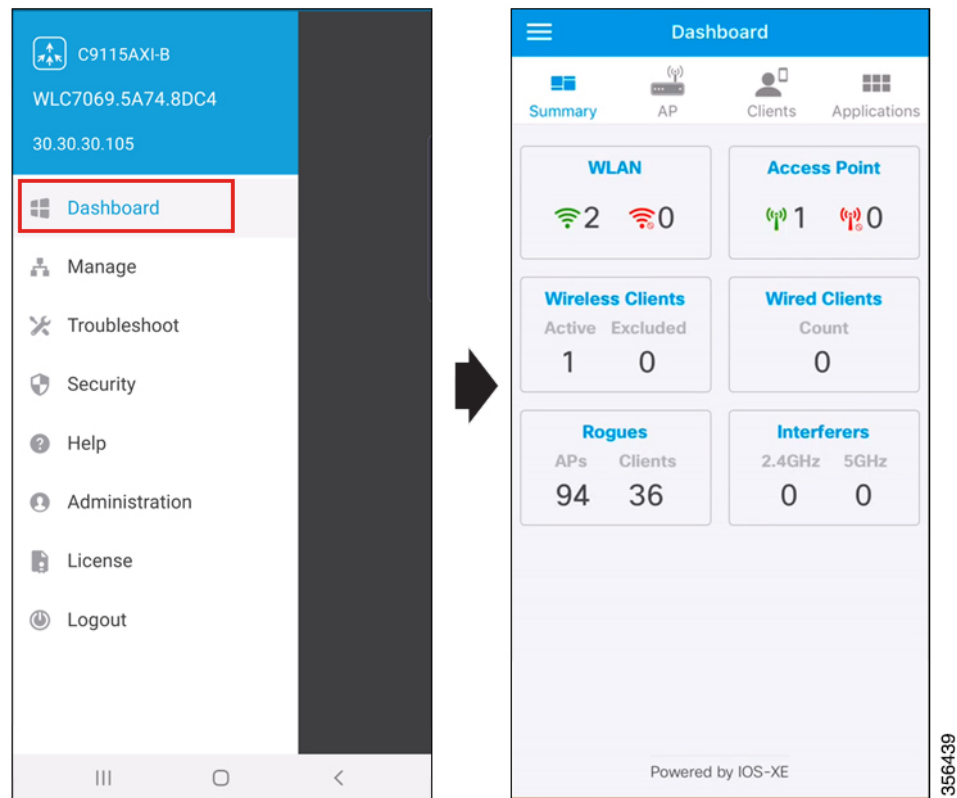
Figure 20: Controller Restart and Reset on the Controller Details Page



## Monitoring

You can monitor your Cisco Embedded Wireless Controller network, by navigating to the **Dashboard** screen in the side pane of the Cisco Catalyst Wireless mobile app GUI.

Figure 21: Cisco Catalyst Wireless Mobile Application Dashboard



Here, you can view the following details:

- **Summary**
- **APs**
- **Clients**
- **Applications**

## Summary

Choose **Dashboard** > **Summary**, to view the count and status of the following elements in your Cisco Embedded Wireless Controller network:

- WLAN
- Access Point
- Wireless Clients
- Wired Clients
- Rogues
- Interferers

## APs

The top 10 access points in your Cisco Embedded Wireless Controller network are listed under **Dashboard > AP**. Here you can also view the following details for each AP:

- MAC address
- AP model
- IP address
- Channels
- Mode
- UP time

## Client List

Choose **Dashboard > Clients**, to view the **Client List**. This list can display up to a maximum of 2000 clients. Here you can also view the following details for each client:

- Client Identity
- SSID
- Device Type
- Usage

## Top Applications

Choose **Dashboard > Applications**, to view a list of the various applications running on a specific WLAN. Choose the desired WLAN from the **WLAN** drop-down list.

Here you can also view the following details for the various applications:

- Application name
- Usage %
- Bytes

## Security

In the **Security** page of the Cisco Catalyst Wireless mobile app, you can view available 802.1x configurations of the primary and secondary RADIUS servers in your Cisco Embedded Wireless Controller network.

Here you can view the following details of the AAA server:

- Name
- IP Address

- Accounting Port
- Authorization Port
- Status

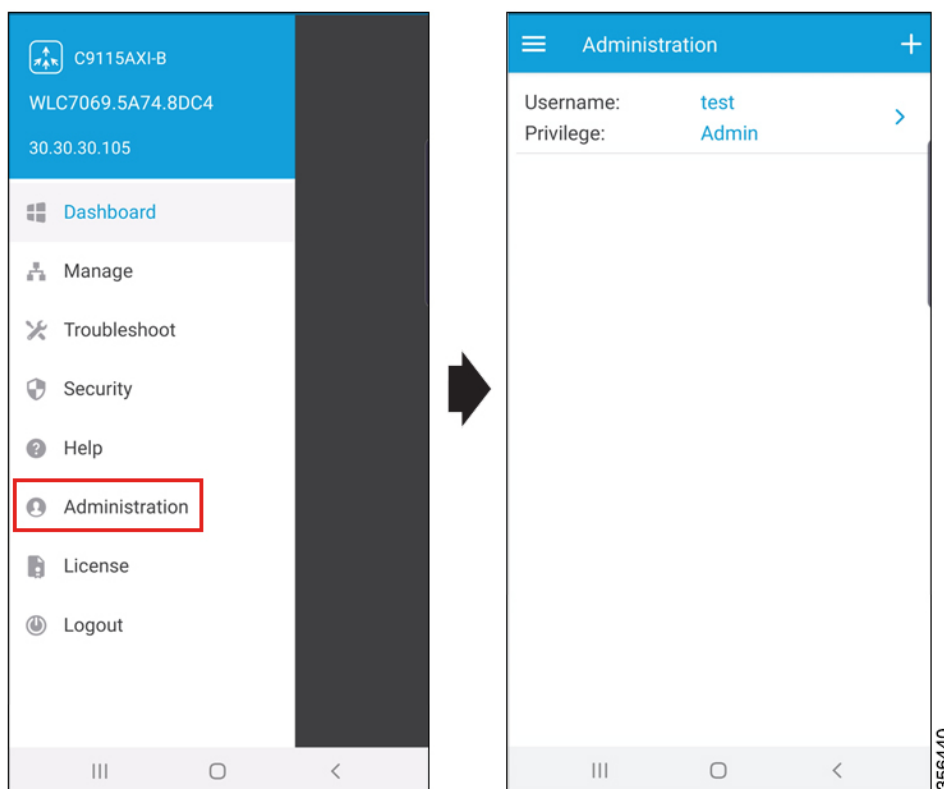
## Administration

Under **Dashboard > Administration**, you can find a listing of the various user accounts with associated privilege (admin or user) configured for your Cisco Embedded Wireless Controller network. You can also add new users or delete existing users here.

To add a new user, follow the procedure given below:

**Step 1** Choose **Administration**, click the + icon to add a new user.

*Figure 22: Cisco Catalyst Wireless Mobile Application Administration Page*



**Step 2** In the **Username** field, enter the username.

**Step 3** In the **Password** field, enter a password.

**Step 4** In the **Confirm Passphrase** field, enter the same password entered in the previous step.

**Step 5** From the **Privilege** drop-down list, select the privilege, as either **User** or **Admin**.

A confirmation message is displayed. Click **Okay** to dismiss the message.

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## License

Under **License**, you can find the following licensing details for your Cisco Embedded Wireless Controller network.

- Under **General Information**, the following information is displayed:
  - Smart License Status
  - Authorization Status
  - Registration Status
  - Evaluation Period Remaining
  - Unique Device Identifier (UDI)
- Under **Used Licenses**, the following information is displayed:
  - License
  - Count
  - Status

## Logout

Click **Logout** to end the current controller session and switch to another session by logging in to desired controller.