Primary AP Tools

Objective

This article reviews the *Primary AP tools – Troubleshooting Tools* section of the web user interface.

If you are unfamiliar with terms in this document, check out Cisco Business: Glossary of New Terms.

Applicable Devices | Firmware Version

- 140AC (Data Sheet) | 10.4.1.0 (Download latest)
- 141ACM (Data Sheet) | 10.4.1.0 (Download latest)
- 142ACM (Data Sheet) | 10.4.1.0 (Download latest)
- 143ACM (Data Sheet) | 10.4.1.0 (Download latest)
- 240AC (Data Sheet) | 10.4.1.0 (Download latest)

Introduction

Diagnostic utilities make life easier by enabling easy access to understand the condition of a network. Tools included with these devices are:

Radius – Authenticates users entering the network via designated active directory server

HTTP-Proxy Socket – Tests both the port and IP address of a given HTTP proxy

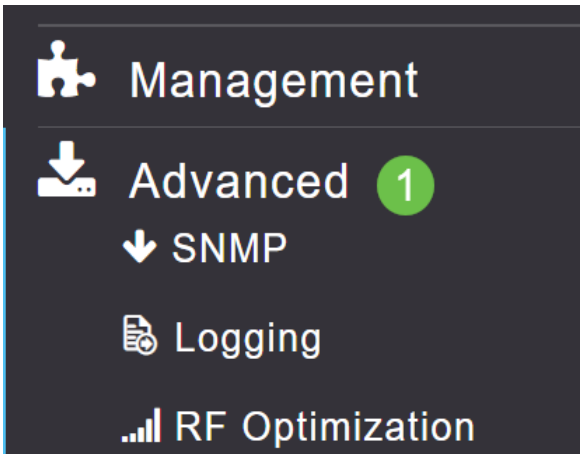
Ping – Attempts to verify connectivity between the device's IP address and an address designated by you

DNS – Domain Name Service - ensures connectivity to a designated DNS server

Getting to Primary AP Tools

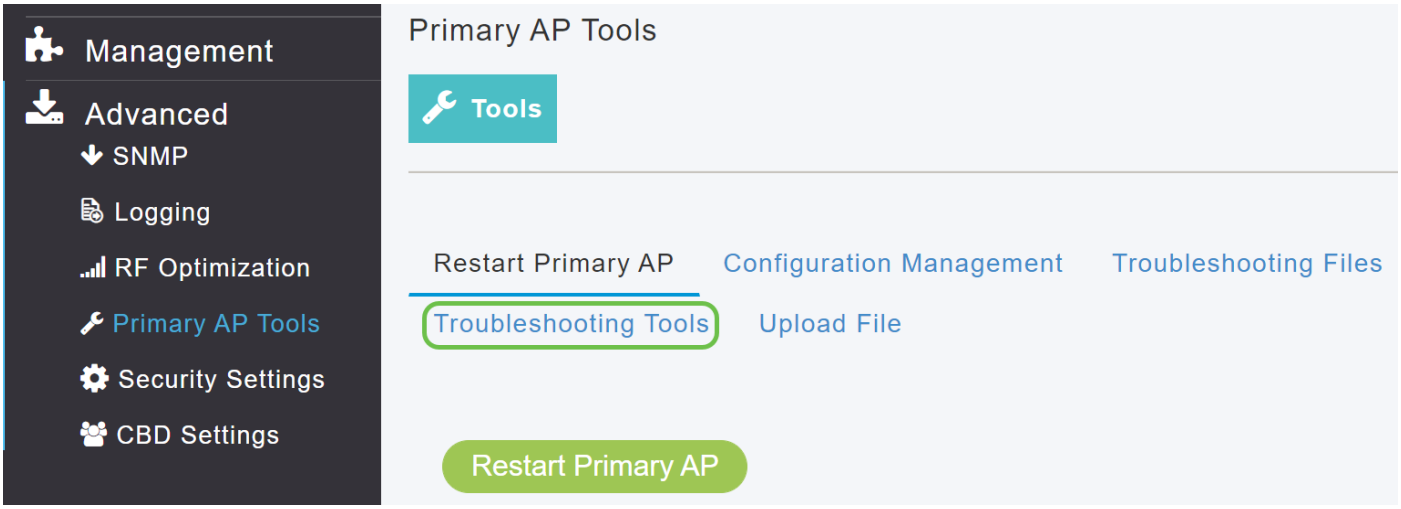
Step 1

Click **Advanced > Primary AP Tools**.

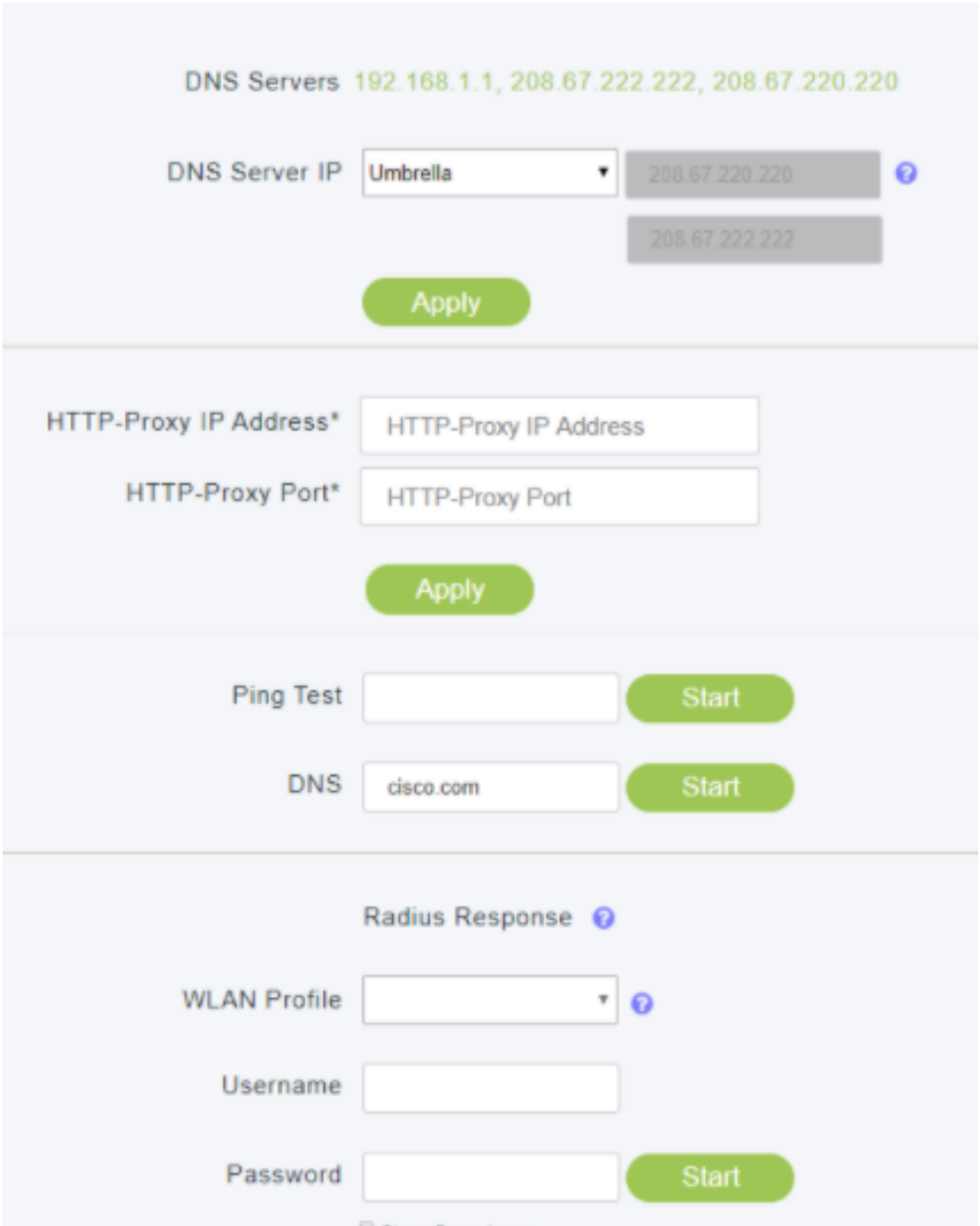


Step 2

Click the **Troubleshooting Tools** tab.



Once the page loads you will have the options noted in the introduction.



Primary AP Tools – Radius

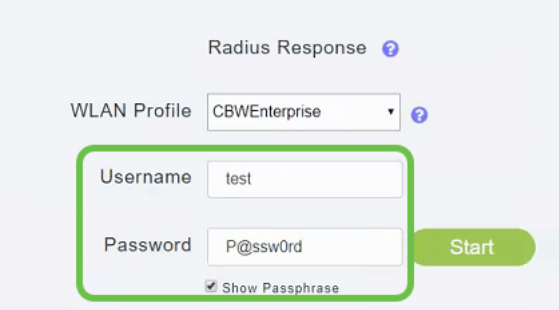
Radius is a common authentication method that most of our users will be familiar with. You can find the Radius configuration guide here: Configure Radius

Step 1

You must have created a wireless local area network profile WLAN; this step is covered in the above linked configuration guide. We've selected a *WLAN Profile* titled CBWEnterprise.

Step 2

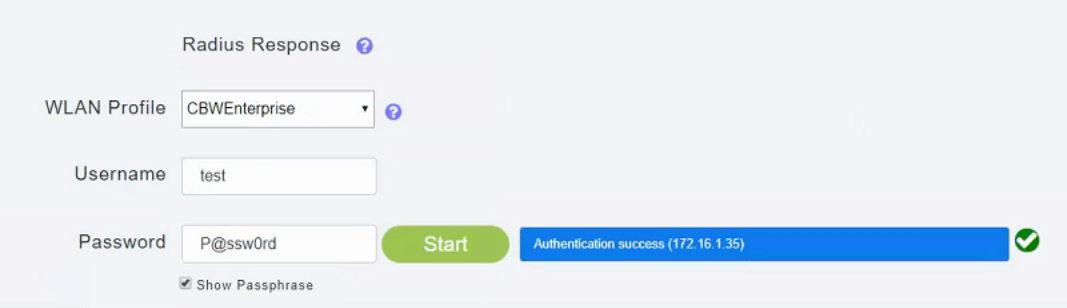
Enter the **username** and **password** of a user that is located within the Active Directory server.



Step 3

Click **Start** to initiate the test.

You will receive a notification of pass/fail.



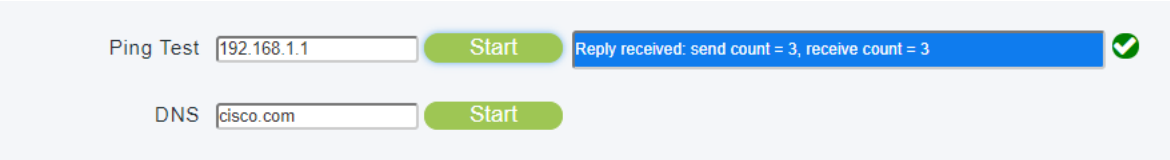
Primary AP Tools – Ping

Step 1

Enter the **IP address** you intend to test, in our case we're pinging the IPv4 address 192.168.1.1.

Step 2

Click **Start.**



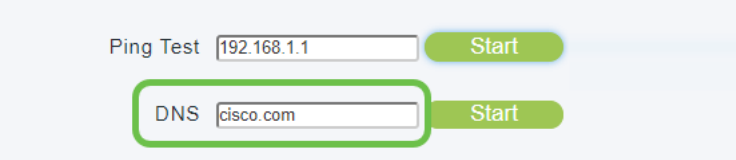
The test will either succeed or fail across 3 attempts.

Note: The Ping Test field accepts only IPV4 addresses. If you need to query a domain to confirm availability, use the DNS option.

Primary AP Tools – DNS

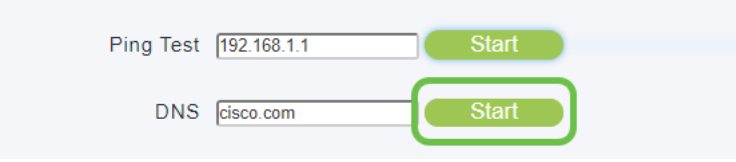
Step 1

Enter the **domain name** you wish to test, in our case we've left it at the default Cisco.com.

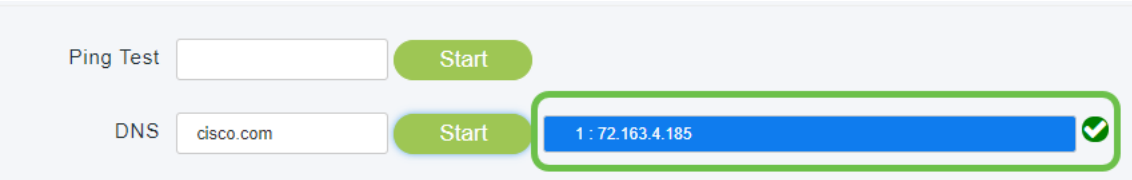


Step 2

Click **Start**.

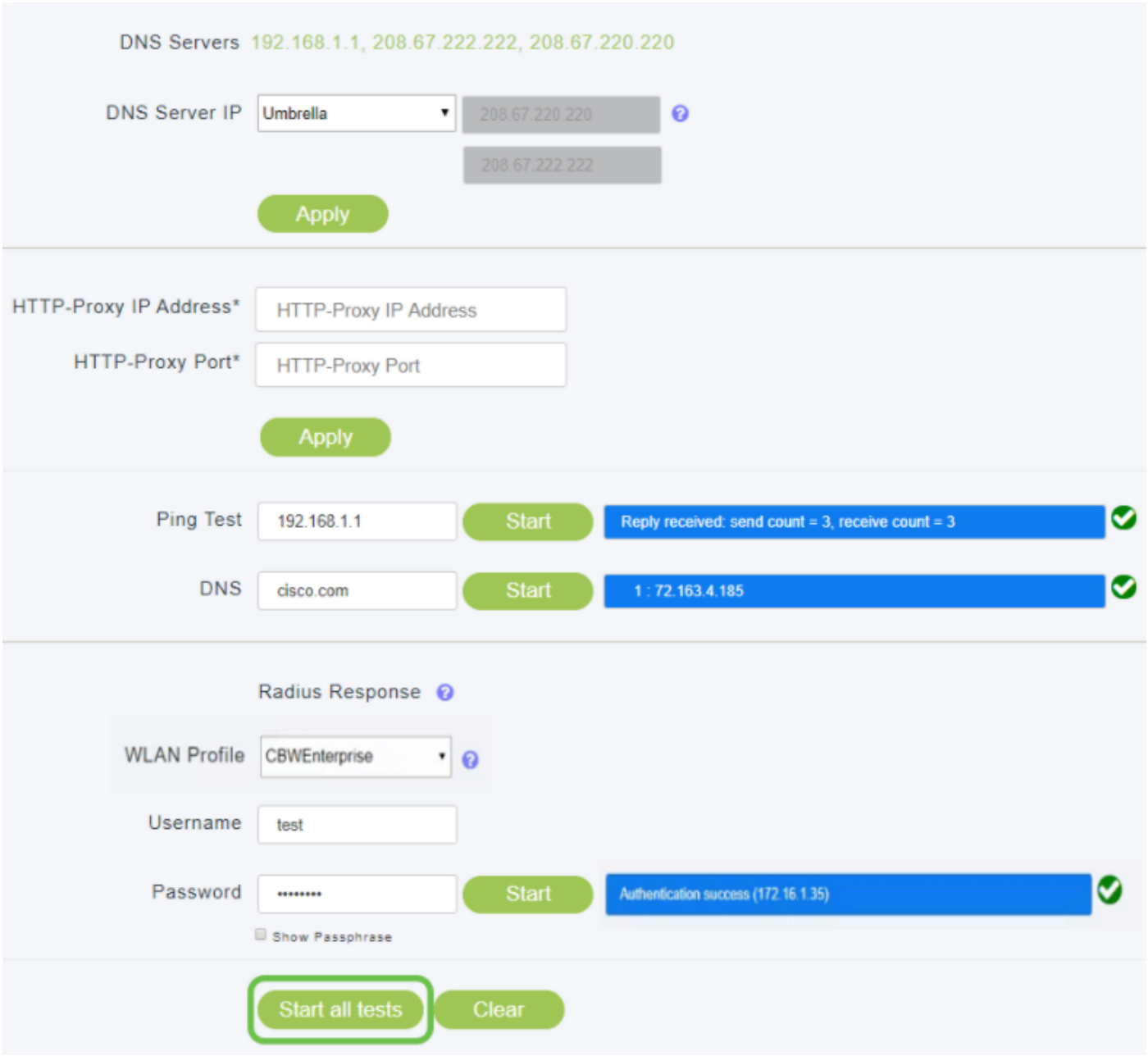


The test will either succeed or fail.



Primary AP Tools – Test All

There is an option to “Begin All Tests”, in this case you could save a little time by filling in the Radius, Ping and DNS fields.



Conclusion

There you have it, the Primary AP Tools – Troubleshooting can be a quick and valuable means of testing basic connectivity of some of our most critical tools.

If you are interested in learning more about mesh wireless, check out any of the following articles:

Intro to Mesh Mesh FAQ Cisco Business Wireless Model Decoder Reset to Factory Default Day Zero: Configure Via App / Web Mobile App vs Web UI Best Practices for a Cisco Business Wireless Mesh Network Allow Lists Update Software Get Familiar with the CBW App Troubleshooting Time Settings Troubleshoot Red LED Bridge Group Names