Cisco Business Wireless Day Zero Configuration

Objective

The objective of this document is to show you how to configure the day zero setup of a Cisco Business Wireless (CBW) Access Point (AP) using the Setup Wizard on your PC running Windows 10.

> ⓘ Note:
> When working with several APs for day zero configuration, always start with the primary AP first and then add the other APs one by one.
> If you are unfamiliar with the terms used, 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)**
- 145AC **(Data Sheet)** | 10.4.1.0 **(Download latest)**
- 240AC **(Data Sheet)** | 10.4.1.0 (**Download latest**)

Supported Browsers

CBW APs are administered through a web user interface. To use this interface, your browser must be one of the following:

- Microsoft Internet Explorer 10 or above
- Apple Safari version 7 or above
- Mozilla Firefox version 33 or above
- Google Chrome version 38 or above

Requirements

- A DHCP Server is required for the day zero setup.
- Only ONE CBW deployment per LAN is feasible. If you need more than one deployment, it is required to isolate the networks.
- All primary-capable APs must be on the same VLAN.

Introduction

If you are looking to set up your Cisco Business wireless device, you have come to the right place! The day zero configuration will guide you through setting up your new, out of the box CBW AP. The CBW APs are 802.11 a/b/g/n/ac (Wave 2) based, with internal antennas. These access points support the latest 802.11ac Wave 2 standard for higher performance, greater access, and higher-density networks. They deliver industry-

leading performance with highly secure and reliable wireless connections, for a robust, mobile end-user experience.

These APs can be used as traditional standalone devices or as part of a mesh network. Are you interested in learning more about mesh networking? Read the article on **Wireless Mesh Networking** to get more details.

If you are ready to configure your CBW AP, let's get you setup!

Setup Wizard

Beginner Help

This toggled section highlights tips for beginners.

Logging In

Log into the Web User Interface (UI) of the Primary AP. To do this, open a web browser and enter https://ciscobusiness.cisco. You may receive a warning before proceeding. Enter your credentials. You can also access the Primary AP by entering https:// (of the Primary AP) into a web browser.

Tool Tips

If you have questions about a field in the user interface, check for a tool tip that looks like the following: 

Trouble locating the Expand Main Menu icon?

Navigate to the menu on the left-hand side of the screen, if you don't see the menu button, click this icon to open the side-bar menu. 

Frequently Asked Questions

If you still have unanswered questions, you can check our frequently asked questions document. **FAQ**

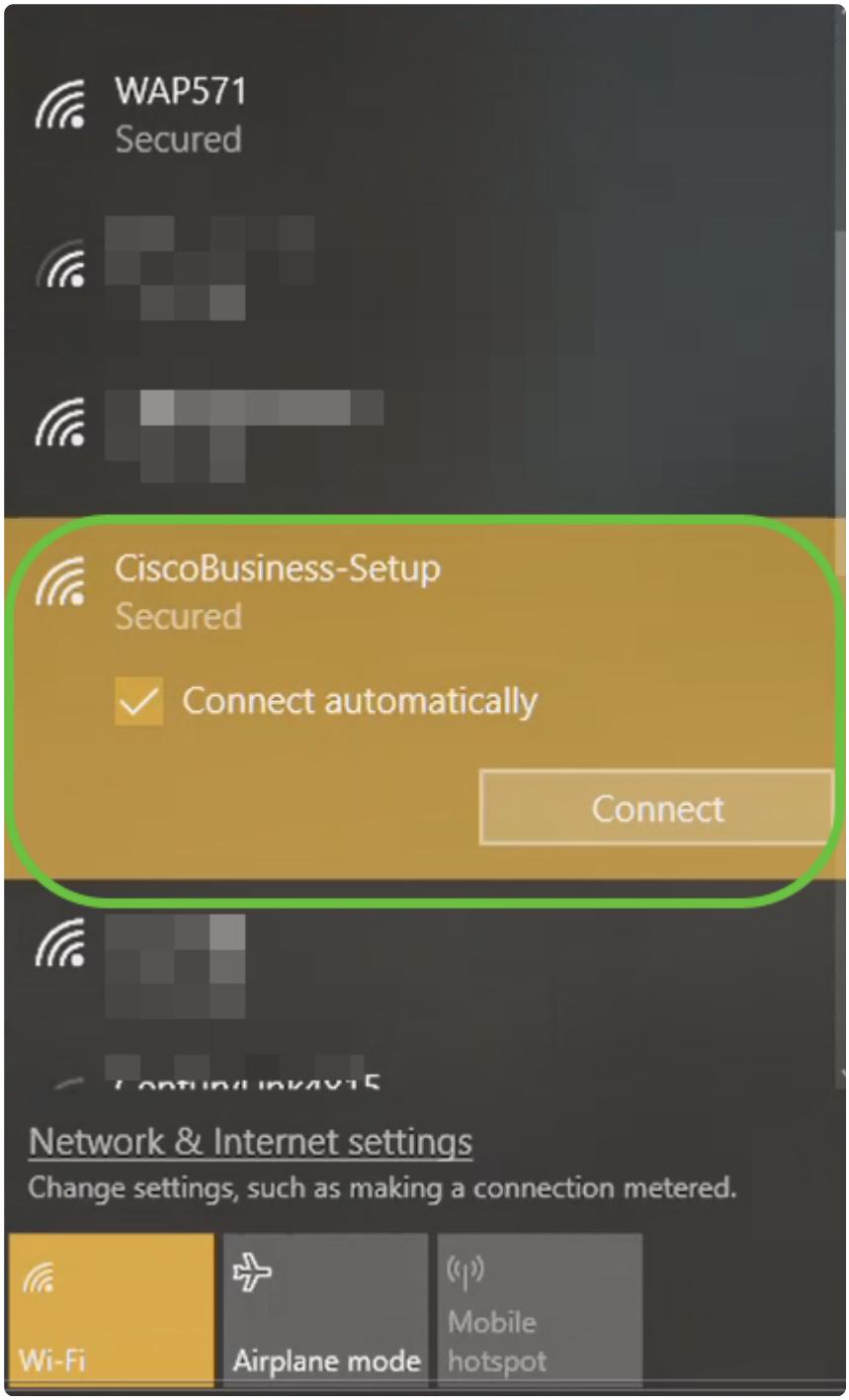
Step 1

To get started, power up the access point. Check the status of the indicator lights. The access point will take about 8 - 10 minutes to boot. The LED will blink green in multiple patterns, alternating rapidly through green, red, and amber before turning green again. There may be small variations in the LED color intensity and hue from unit to unit. When the LED light is blinking green, proceed to the next step.

> ⓘ Note:
> The PoE Ethernet Uplink Port on the Primary AP can ONLY be used to provide uplink to the LAN, and NOT to connect to any other primary-capable or mesh extender devices.

Step 2

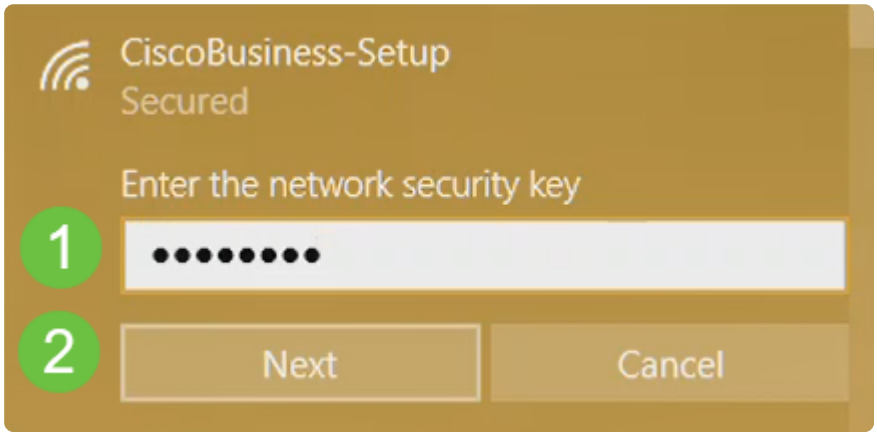
On your PC, click the Wi-Fi icon and choose CiscoBusiness-Setup wireless network. Click Connect.



> ⓘ Note:
> If your access point isn't new, out of the box, make sure it is reset to factory default settings for the CiscoBusiness-Setup SSID to show up in your Wi-Fi options.

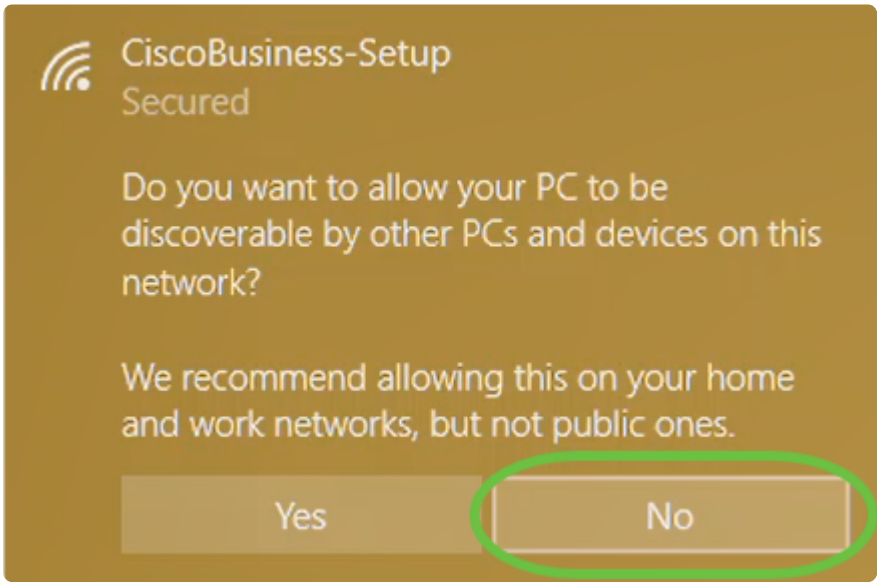
Step 3

Enter the passphrase **cisco123** and click **Next**.



Step 4

You will get the following screen. As you can configure only one device at a time, Click **No**.

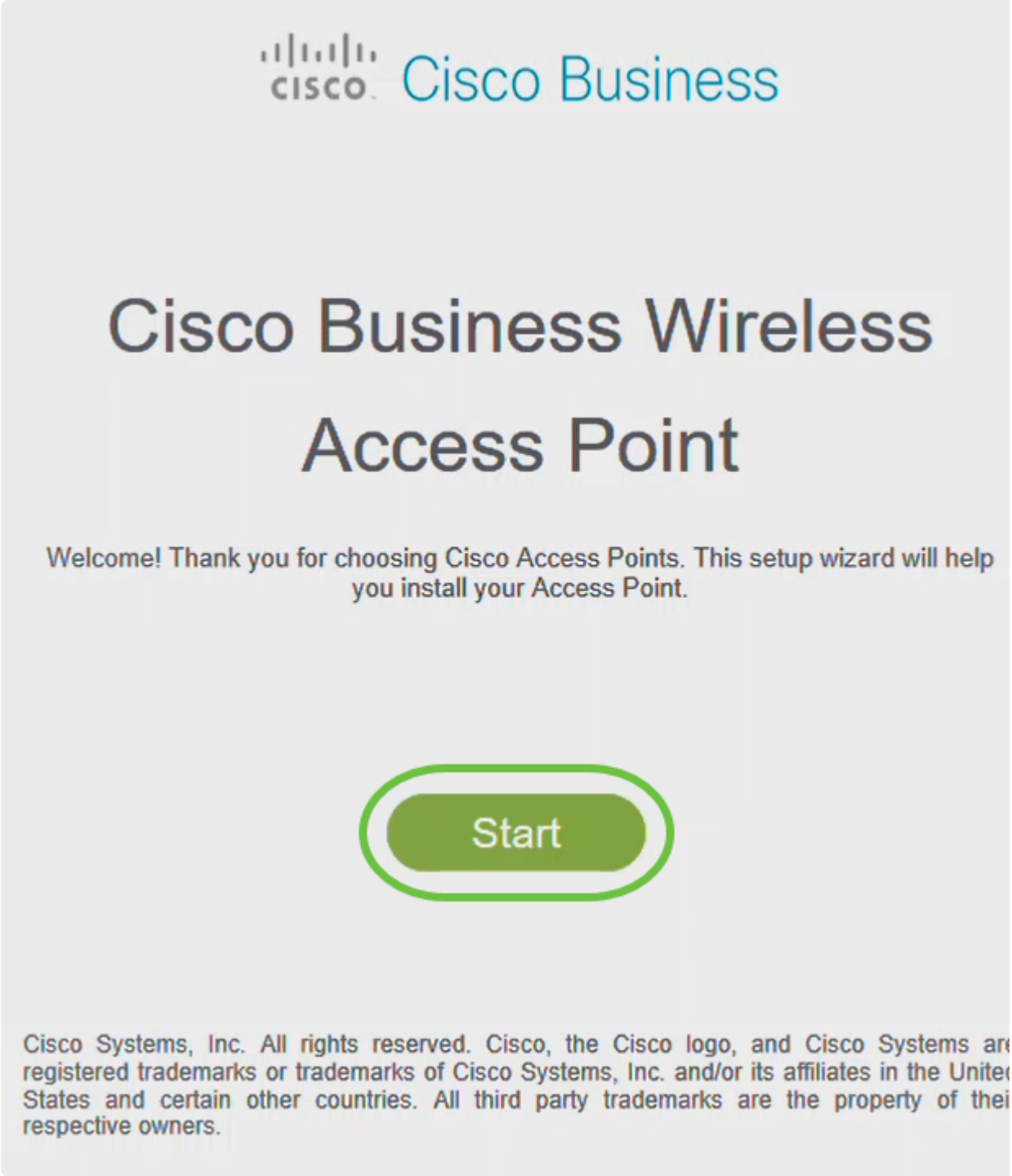


> ⓘ Note:
> Only one device can be connected to the *CiscoBusiness-Setup* ssid. If a second device attempts to connect, it will not be able to. If you are unable to connect to the SSID and have validated the password, some other device may have made the connection. Restart the AP and try again.

Step 5

Once connected, the web browser should auto-redirect to the CBW AP setup wizard. If not, open a web browser, such as Internet Explorer, Firefox, Chrome or Safari. In the address bar, type

http://ciscobusiness.cisco and press **Enter**. Click **Start** on the webpage.



ⓘ Note:

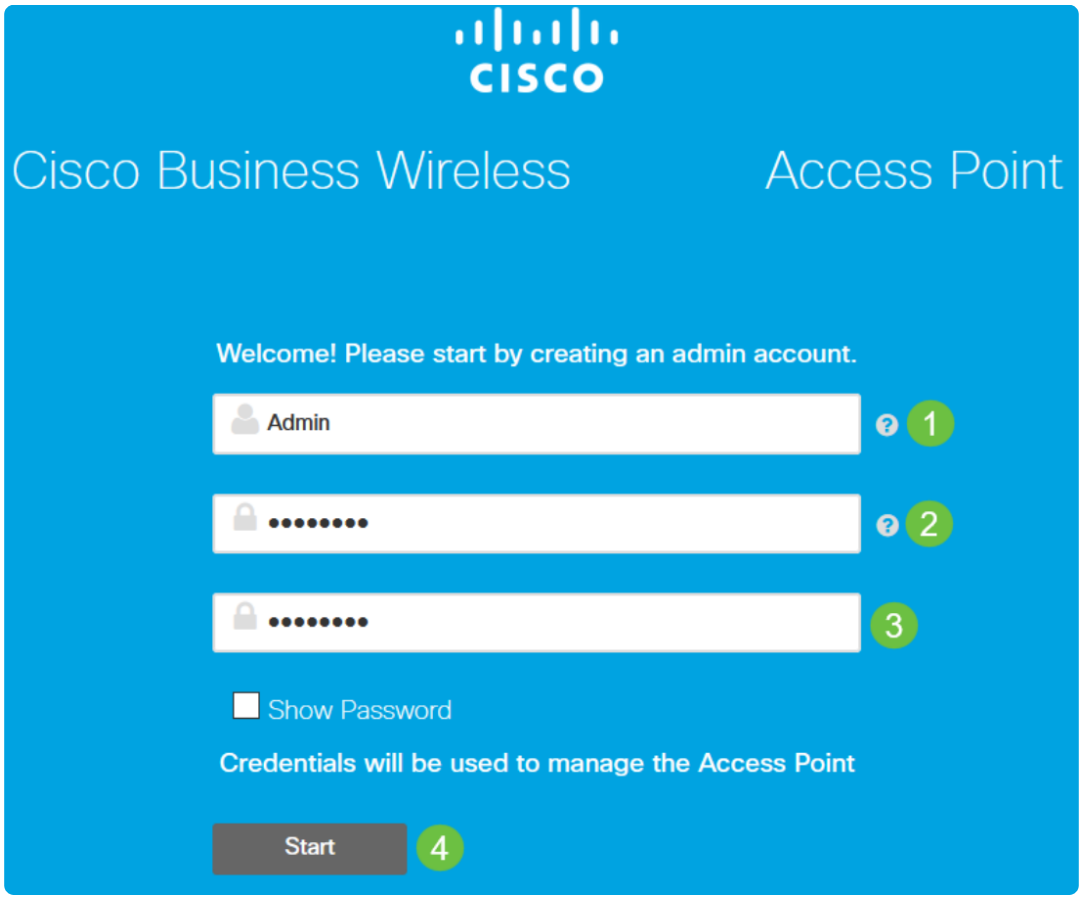
If you do not see the webpage, wait for a few more minutes or reload the page. After this initial setup, you will use https://ciscobusiness.cisco to log in. If your web browser auto-populates with http://, you need to manually type in the https:// to gain access.

Step 6

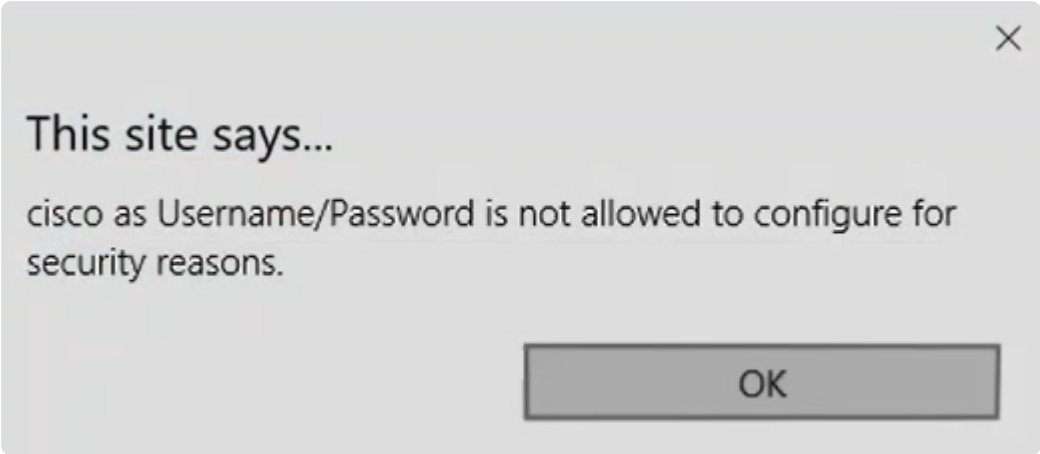
Create an *admin account* by entering the following:

- Admin username (Maximum of 24 characters)
- Admin password
- Confirm admin password

You can choose to show the password by checking the checkbox next to *Show Password*. Click **Start**.



> ⓘ Note:
> Do not use “cisco” or variations of it in the username or password fields. If you do, you will get an error message as shown below.

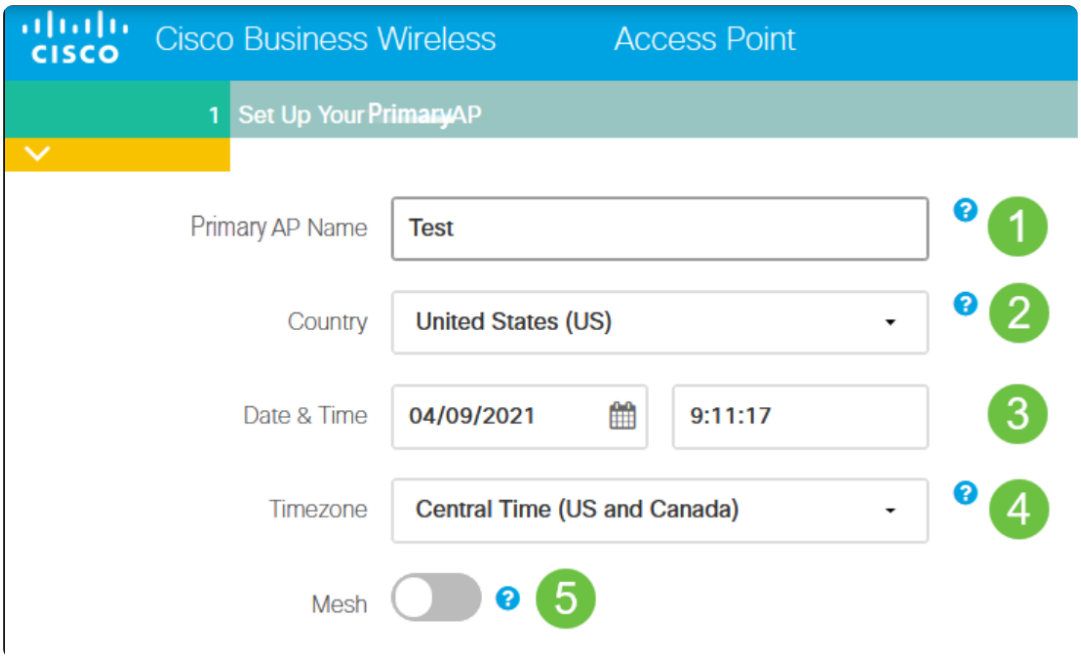


Step 7

Set Up Your Primary AP by entering the following:

- *Primary AP Name*
- *Country*
- *Date & Time*
- *Timezone*
- (Optional) *Mesh*

Click **Next**.



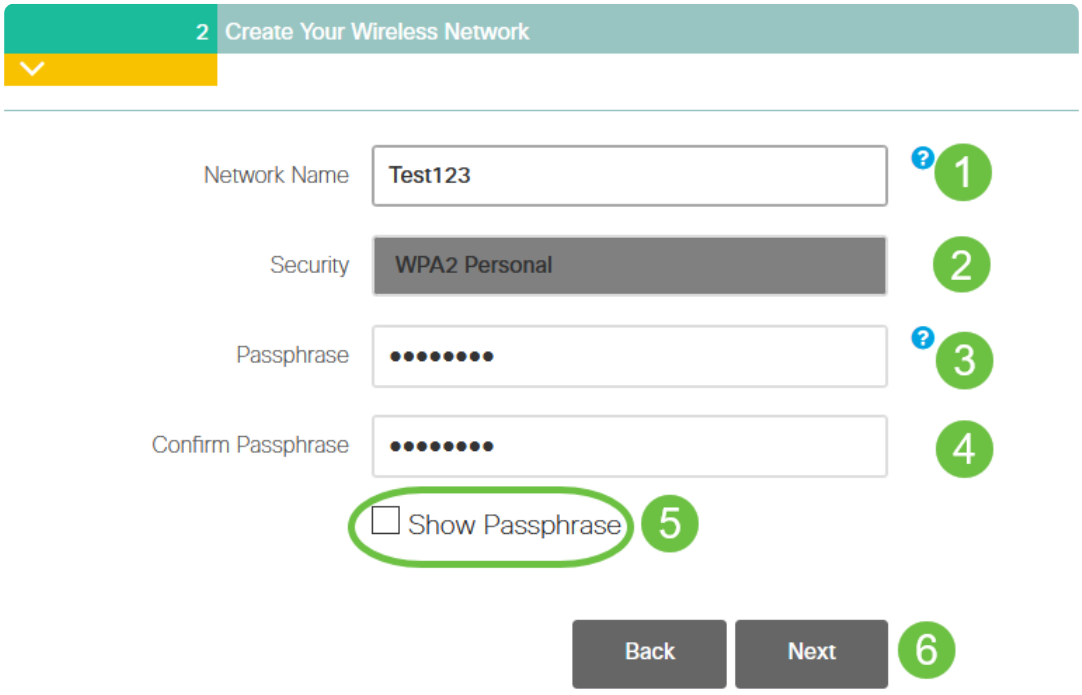
> ⓘ Note:
> *Mesh* should be enabled only if you plan to create a mesh network. By default, it is disabled.

Step 8

Create Your Wireless Networks by entering the following:

- *Network Name*
- *Choose Security*
- *Passphrase*
- *Confirm Passphrase*
- (Optional) Check the checkbox to *Show Passphrase*.

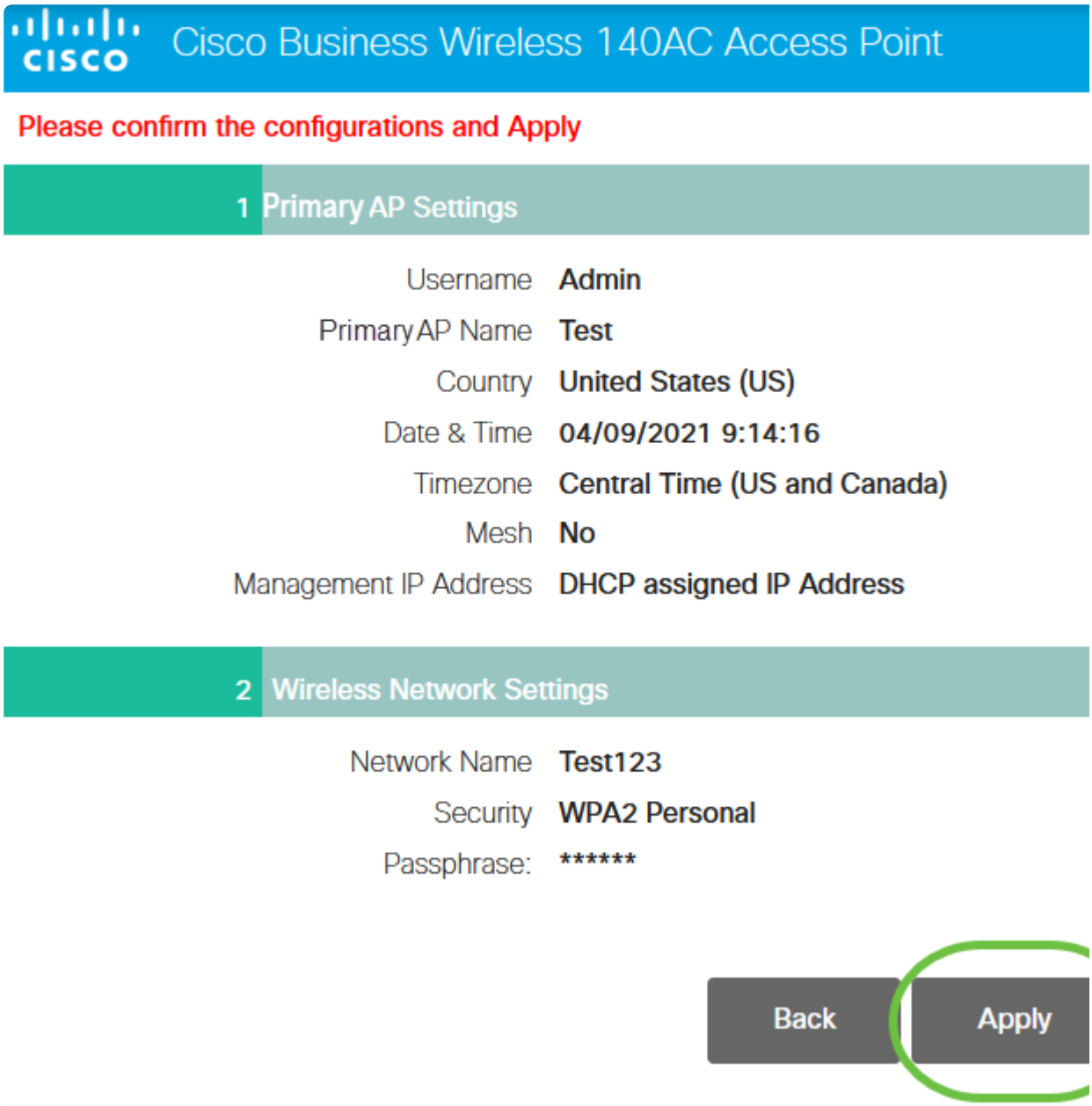
Click **Next**.



> ⓘ Note:
> Wi-Fi protected Access (WPA) version 2 (WPA2), is the current standard for Wi-Fi security.

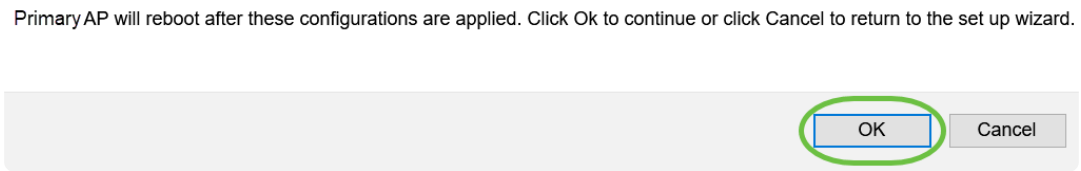
Step 9

Confirm the settings and click **Apply**.

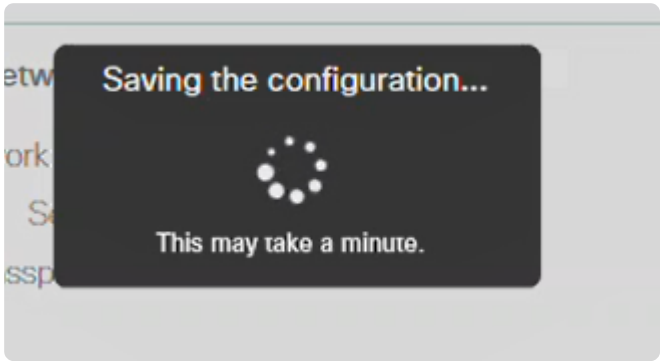


Step 10

Click **OK** to apply the settings.



You will see the following screen while the configurations are being saved and the system reboots. This might take 5 - 6 minutes.

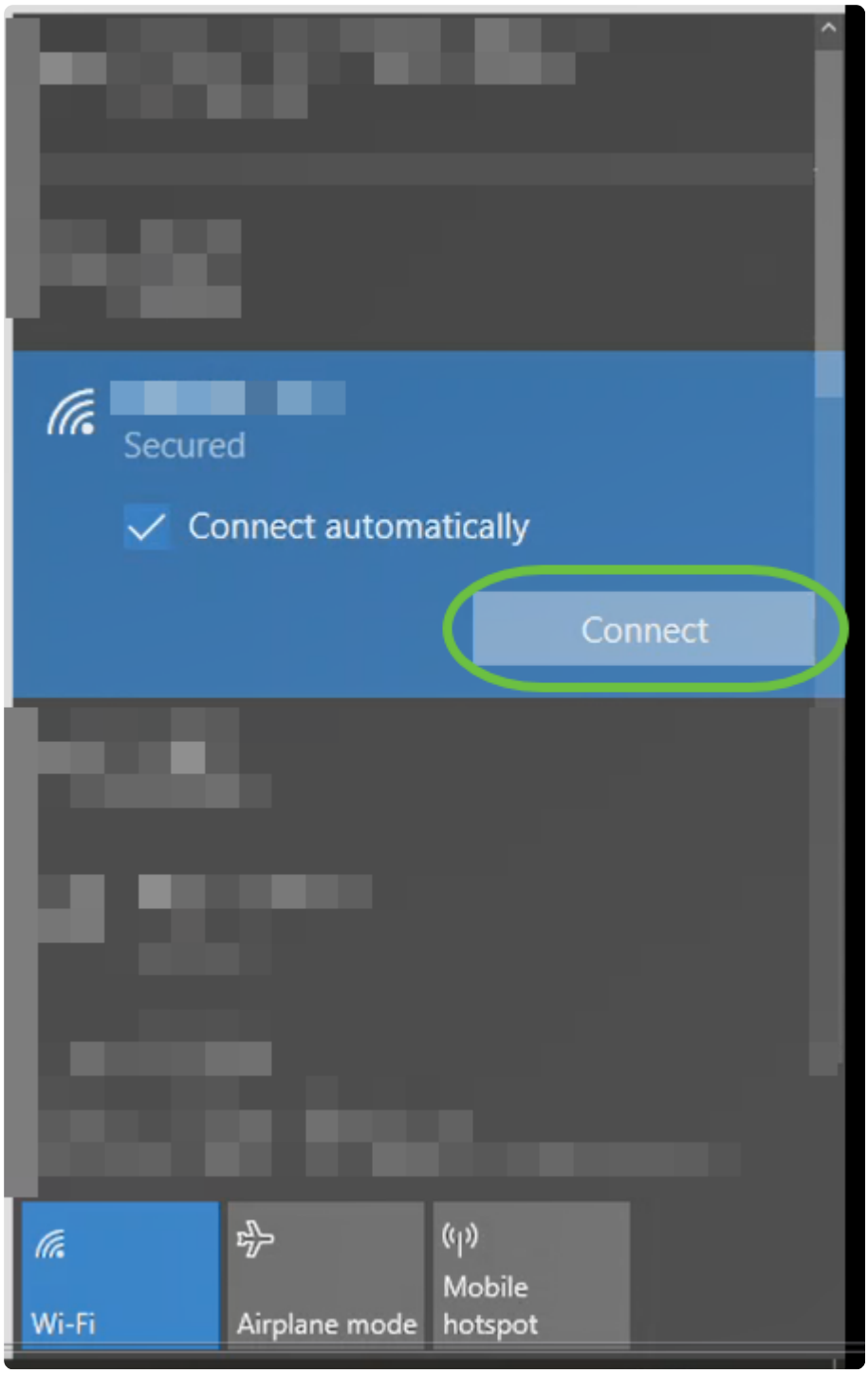


> ⓘ Note:
> During reboot, the LED in the access point will go through multiple color patterns. When the LED is blinking green, proceed to the next step. If the LED does not get past red flashing pattern, it indicates that there is no DHCP server in your network. Make sure a DHCP server is present to provide IP addresses for CBW devices during the initial installation process. Ensure that the AP is connected to a switch or a router with a DHCP server.

Step 11

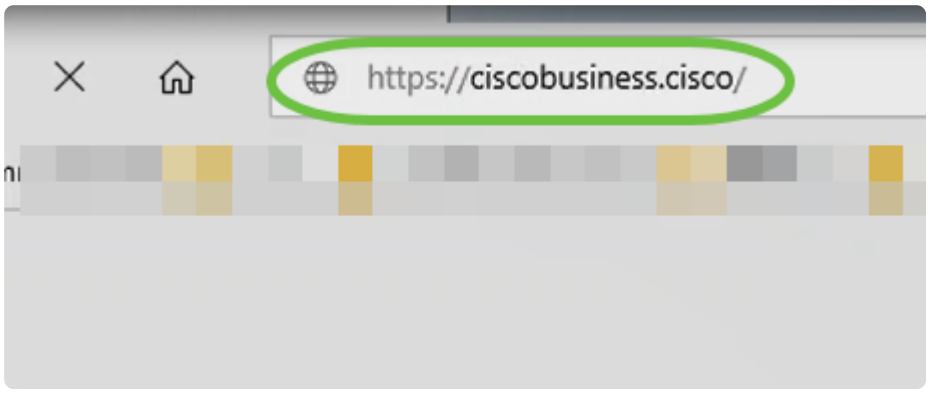
Go to the wireless options on your PC and choose the network that you configured. Click **Connect**.

> ⓘ Note:
> In this example, the network is **CBWWlan**. The CiscoBusiness-Setup SSID will disappear after reboot.



Step 12

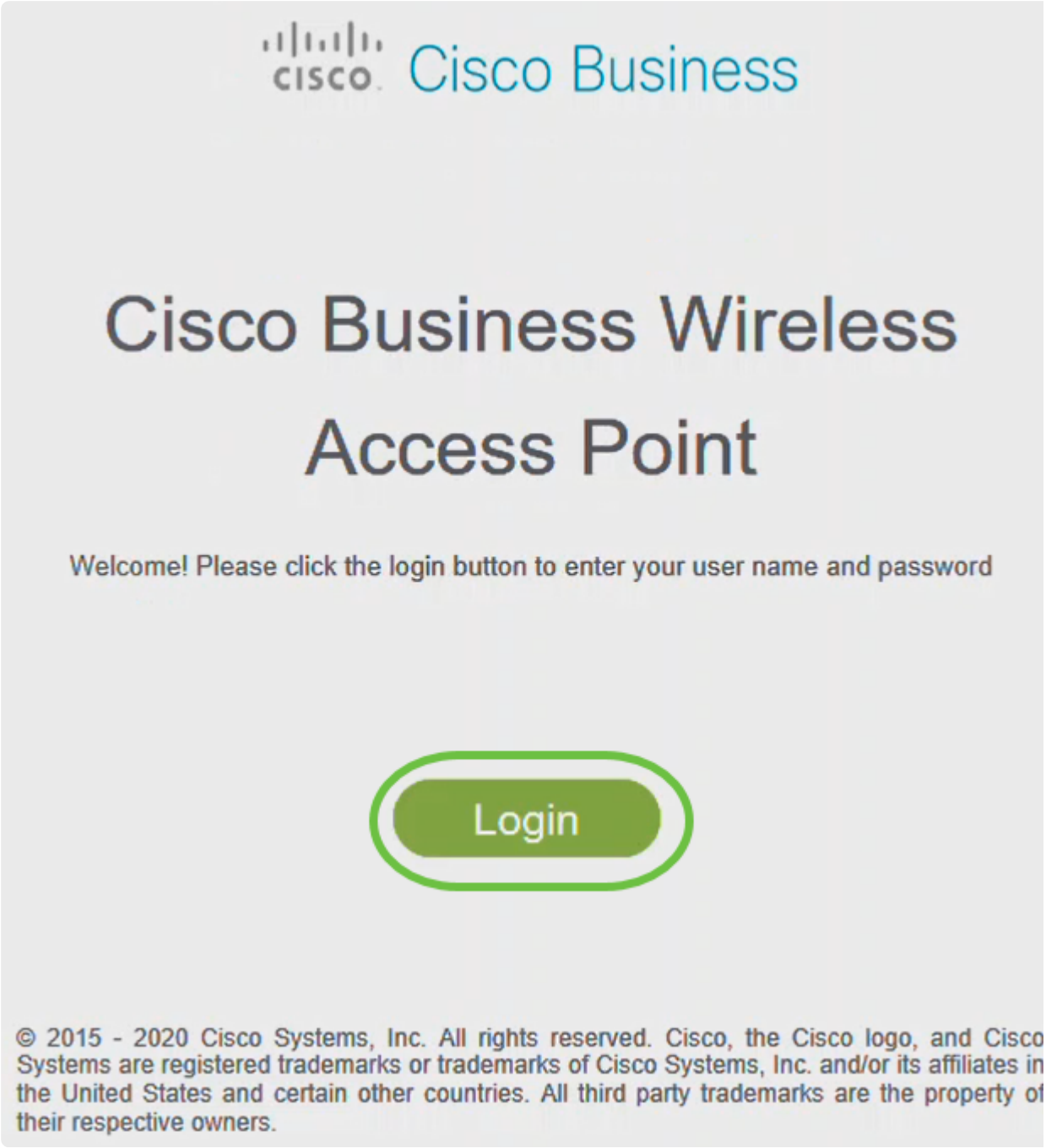
Open a web-browser and type in *https:://[IP address* of the CBW AP]. If you do not know the IP address of the AP, check the DHCP server for MAC 00:00:5E. Alternatively you can type *https://ciscobusiness.cisco* in the address bar and press enter. Ensure that you type https and not http at this step.



> ⓘ Note:
> If you are using a wired connection after the initial setup, make sure to use *https:://[IP address* of the CBW AP] and not *https://ciscobusiness.cisco*. The latter will only work in a wireless setting.

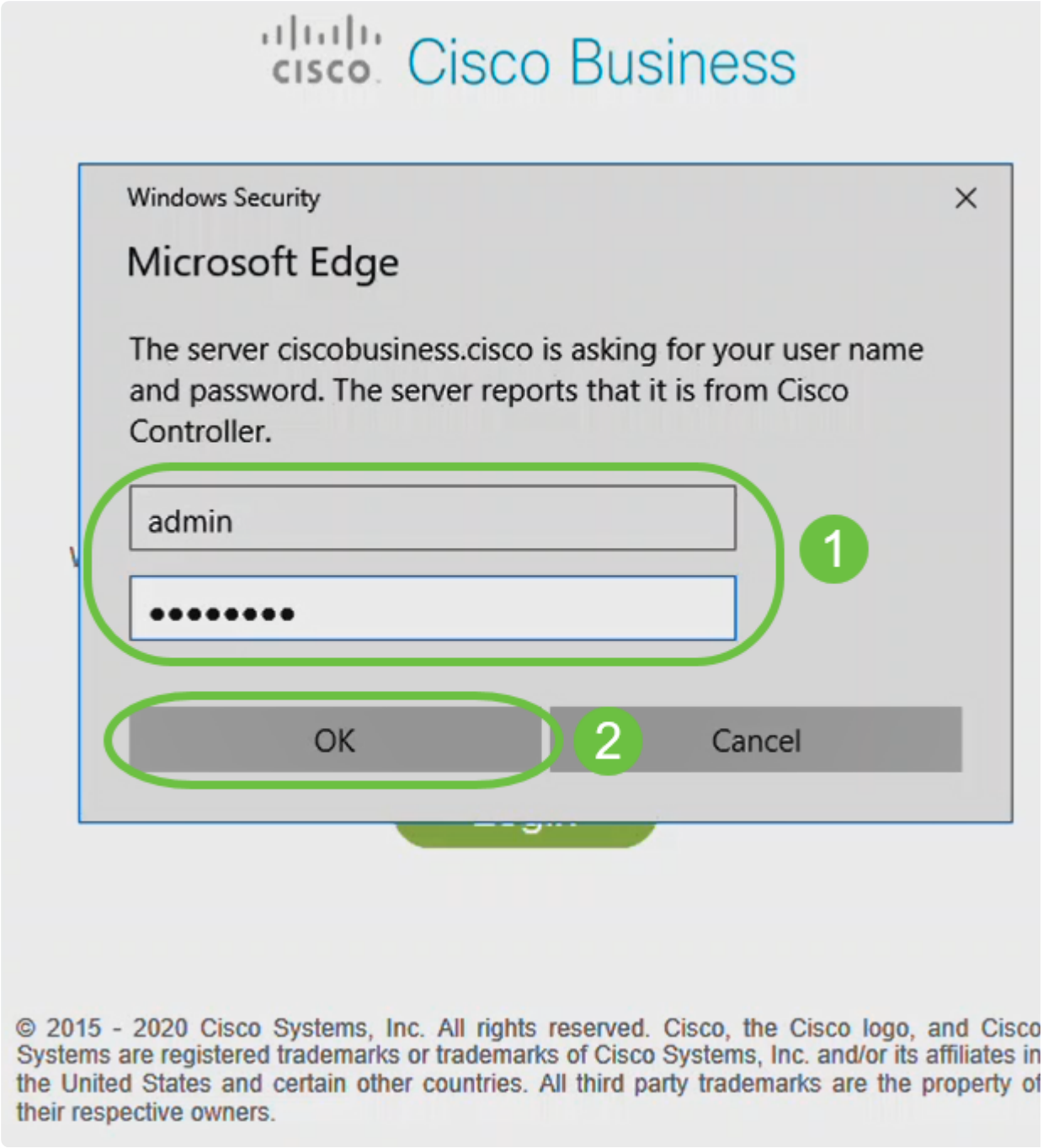
Step 13

Click **Login**.



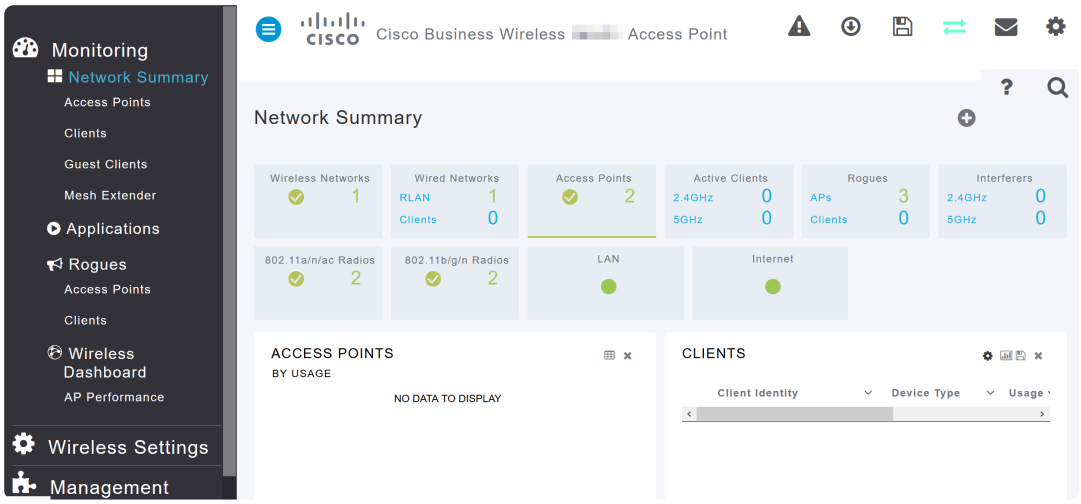
Step 14

Log in using the credentials that were configured. Click **OK**.



Step 15

You will be able to access the web-configuration page of the AP.



If you have any issues, check out the following tips:

- Make sure the correct Service Set Identifier (SSID) is selected. This is the name that you created for the wireless network.
- Disconnect any VPN for either the mobile app or on a laptop. You might even be connected to a VPN that your mobile service provider uses that you might not even know. For example, an Android (Pixel 3) phone with Google Fi as a service provider there is a built-in VPN that auto-connects without notification. This would need to be disabled to find the Primary AP.
- Log into the Primary AP with *https://<IP address of the Primary AP>*.
- Once you do initial setup, be sure *https://* is being used whether you are logging into *ciscobusiness.cisco* or by entering the IP address into your web browser. Depending on your settings, your computer may have auto-populated with *http://* since that is what you used the very first time you logged in.
- To help with problems related to accessing the web UI or browser issues during the use of the AP, in the web browser (Firefox in this case) click on Open menu, go to Help > Troubleshooting Information and click on Refresh Firefox.

Conclusion

There you have it! You have now successfully configured the day zero setup of your CBW AP. Enjoy the benefits of adding a reliable and secure device to your network! For more advanced configurations, refer to the *Cisco Business Wireless Access Point Administration Guide.*

Intro to Mesh Mesh FAQ Cisco Business Wireless Model Decoder Reboot Tips 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

Article Skeleton w/ Content

Objective

The objective of this document is to show you how to configure the day zero setup of a Cisco Business Wireless Access Point (CBW AP) using the Cisco Business Wireless Application.

Applicable Devices | Firmware Version

- 140AC **(Data Sheet)** | 10.4.1.0 **(Download latest)**
- 141ACM **(Data Sheet)** | 10.4.1.0 **(Download latest)**
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- 145AC **(Data Sheet)** | 10.4.1.0 **(Download latest)**
- 240AC **(Data Sheet)** | 10.4.1.0 (**Download latest**)

Requirements

- A DHCP Server is required for the day zero setup.
- Only ONE CBW deployment per LAN is feasible. If you need more than one deployment, it is required to isolate the networks.
- All primary-capable APs must be on the same VLAN.
- Download the Cisco Business App (from Google Play or App Store) on your mobile phone to monitor and administer the Access Points. You will need one of the following Operating Systems:
  - Android version 5.0 or above
  - iOS version 8.0 or above

Introduction

If you are looking to set up your Cisco Business Wireless device using the Cisco Business Wireless app, you have come to the right place! The day zero configuration will guide you through setting up your new, out of the box CBW AP. The CBW APs support the latest 802.11ac Wave 2 standard for higher performance, greater access, and higher-density networks. They deliver industry-leading performance with highly secure and reliable wireless connections, for a robust, mobile end-user experience.

The day zero set up of the CBW AP is easier using the Cisco Business Wireless app. The set up can be completed in minutes and you can also manage your network with ease. The CBW APs can be used as traditional standalone devices or as part of a mesh network. Are you interested in learning more about mesh networking? Read the article on **Wireless Mesh Networking** to get more details.

Beginner Help

This toggled section highlights tips for beginners.

Logging In

Log into the Web User Interface (UI) of the Primary AP. To do this, open a web browser and enter https://ciscobusiness.cisco. You may receive a warning before proceeding. Enter your credentials.You can also access the Primary AP by entering https:// (of the Primary AP) into a web browser.

Tool Tips

If you have questions about a field in the user interface, check for a tool tip that looks like the following:



Trouble locating the Expand Main Menu icon?

Navigate to the menu on the left-hand side of the screen, if you don’t see the menu button, click this icon to open the side-bar menu. 

Cisco Business App

These devices have companion apps that share some management features with the web user interface. Not all features in the Web user interface will be available in the App.

Download iOS App **Download Android App**

Frequently Asked Questions

If you still have unanswered questions, you can check our frequently asked questions document. **FAQ**

If you are ready to configure using the Mobile App, let’s get you setup!

A new Cisco Business wireless implementation using the Mobile App

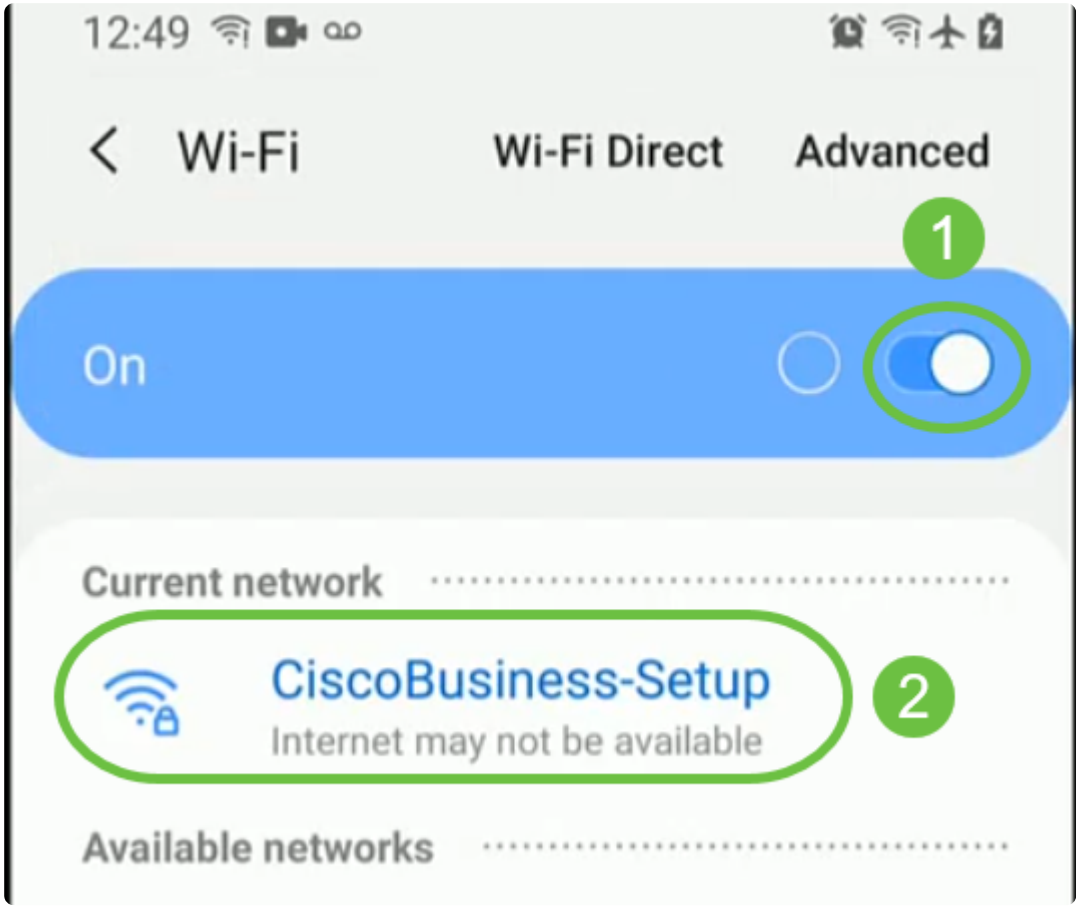
Step 1

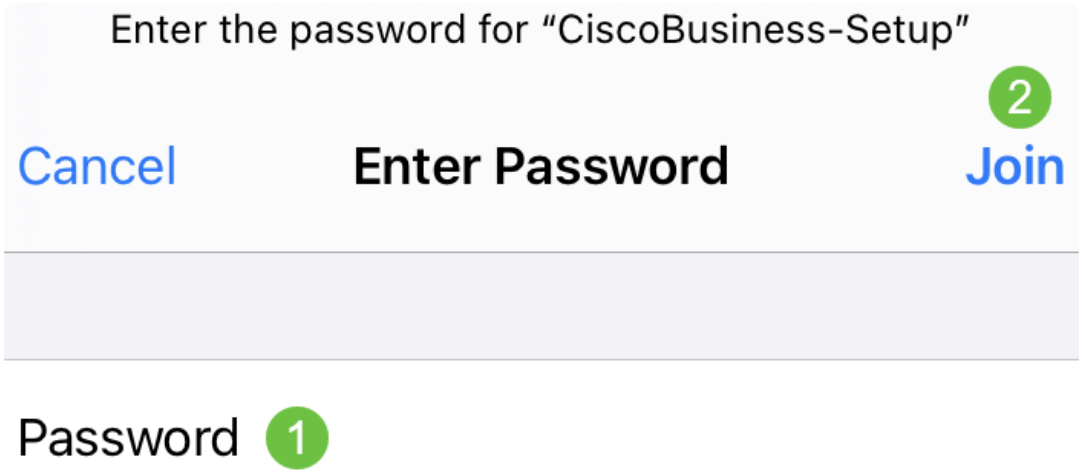
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> ⓘ Note:
> The PoE Ethernet Uplink Port on the Primary AP can ONLY be used to provide uplink to the LAN, and NOT to connect to any other primary-capable or mesh extender devices.

Step 2

Connect to the **CiscoBusiness-Setup** wireless network on your mobile device. The password is **cisco123.** Click **Join**.





ⓘ Note:

If your access point isn’t new, out of the box, make sure it is reset to factory default settings for the CiscoBusiness-Setup SSID to show up in your Wi-Fi options.

Step 3

Download the Cisco Business Wireless app available on Google Play or the App Store on your mobile.

Step 4

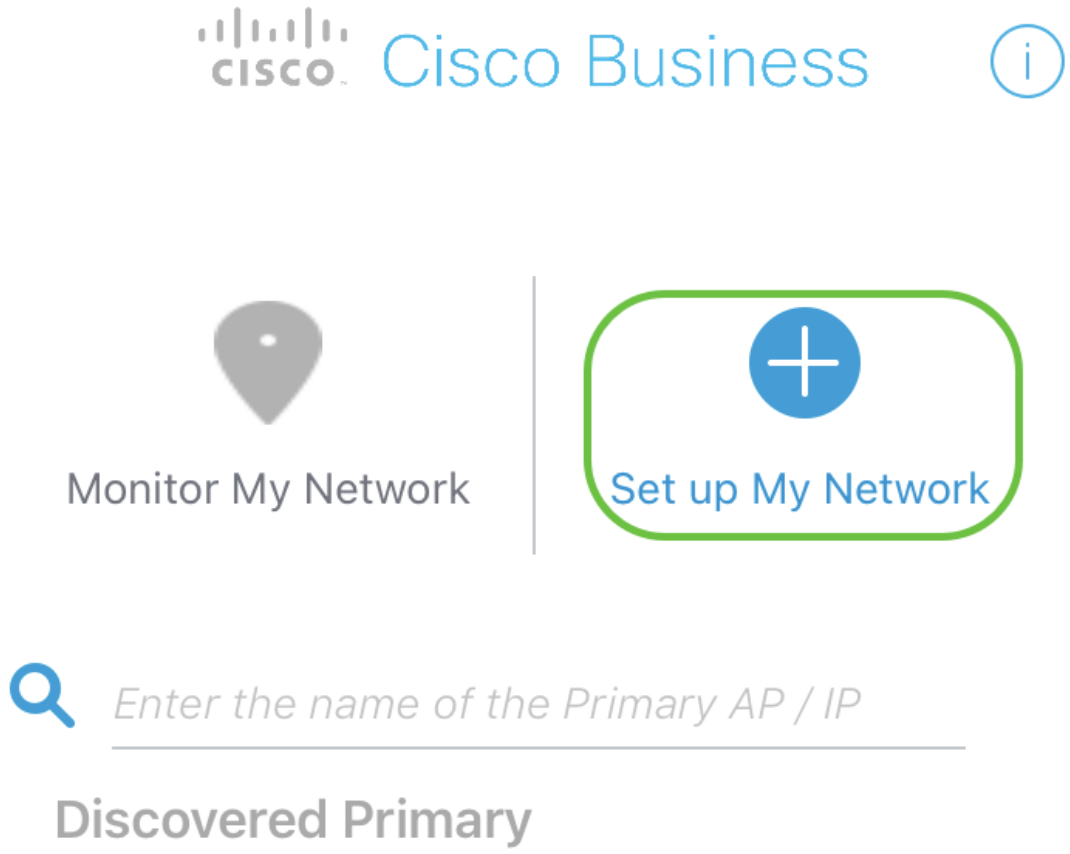
Open the **Cisco Business** Application on your mobile device.





Step 5

The App automatically detects the mobile network. Select **Set up My Network**.

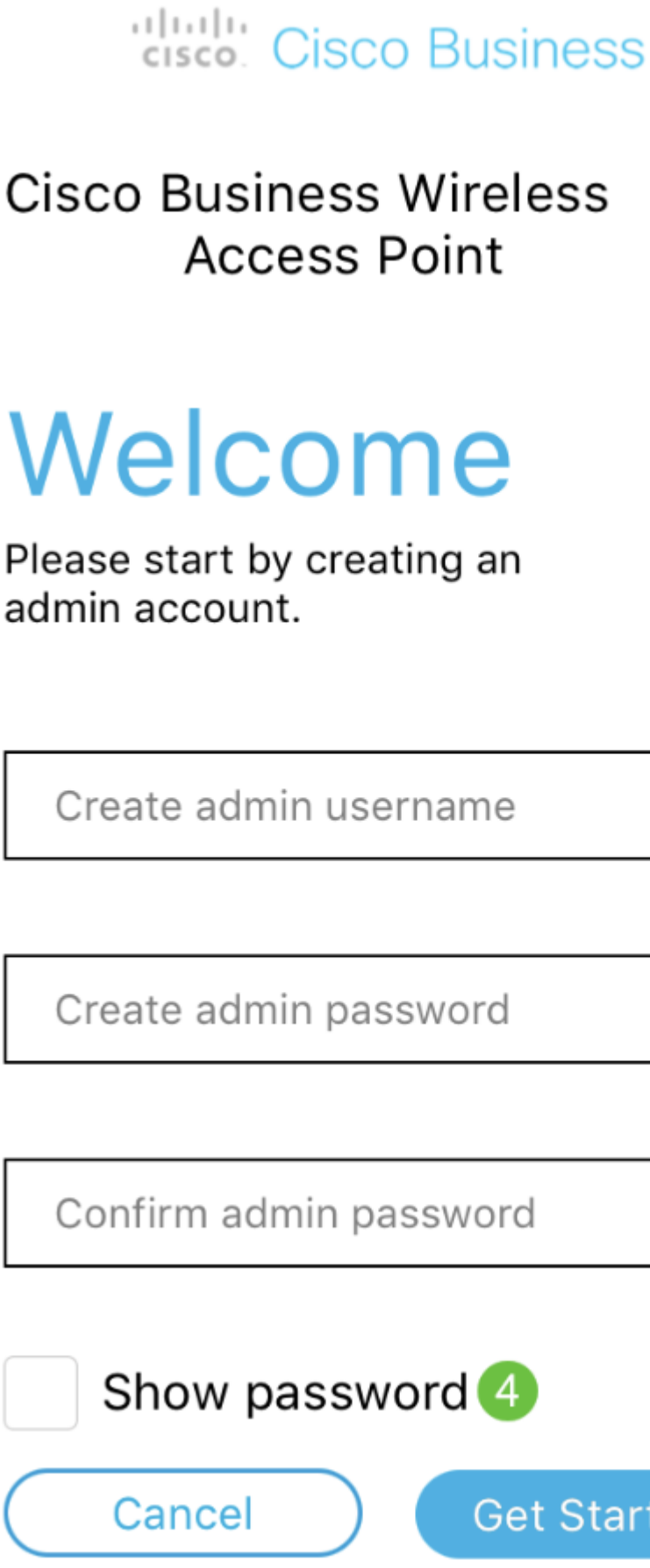


Step 6

To set up the network enter the following:

- *Create admin username*
- *Create admin password*
- *Confirm admin password* by reentering it
- (Optional) Check the checkbox to *Show Password*.

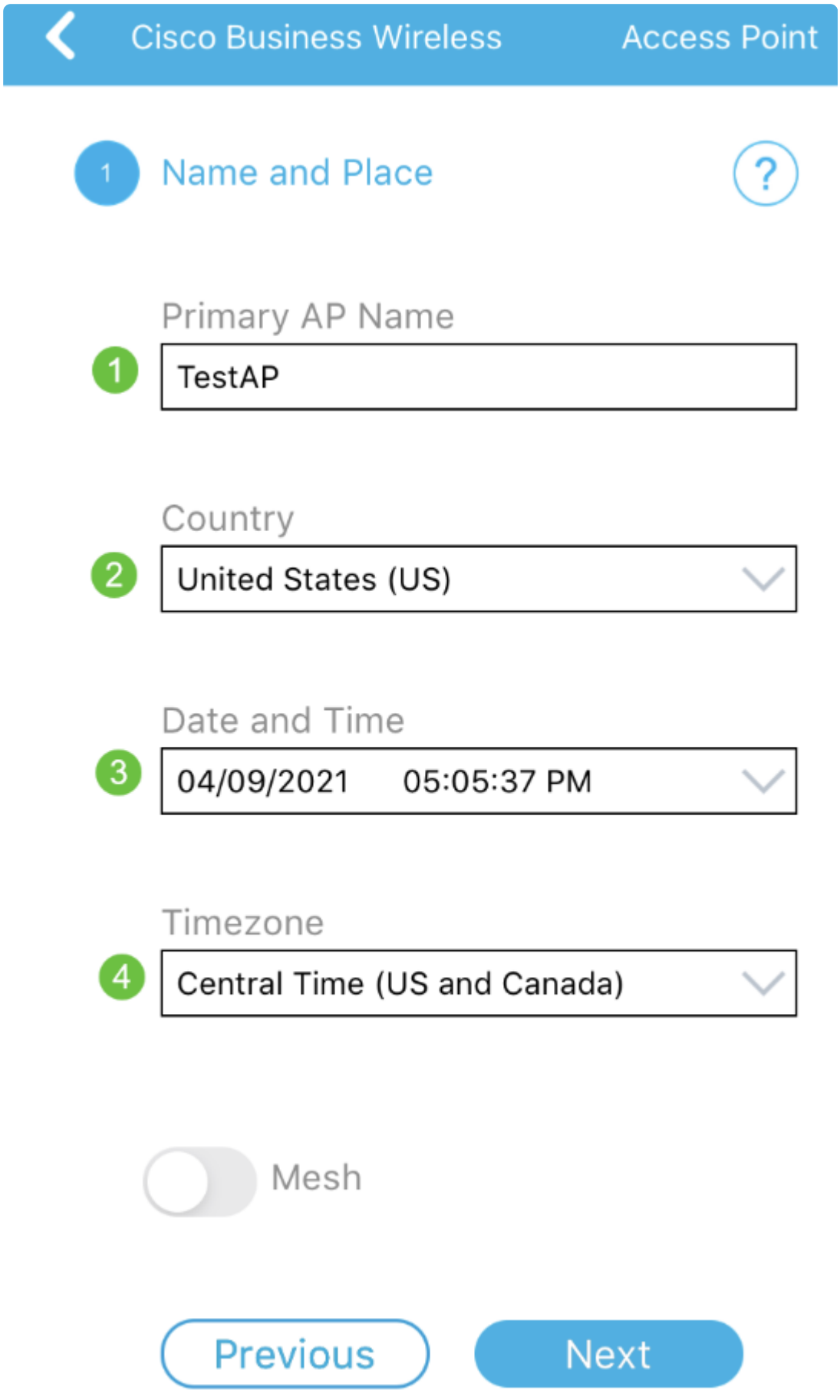
Select **Get Started**.


Cisco Business
Cisco Business Wireless
Access Point
Welcome
Please start by creating an
admin account.
Create admin username
1
Create admin password
2
Confirm admin password
3
Show password
4
Cancel
Get Started
5

Step 7

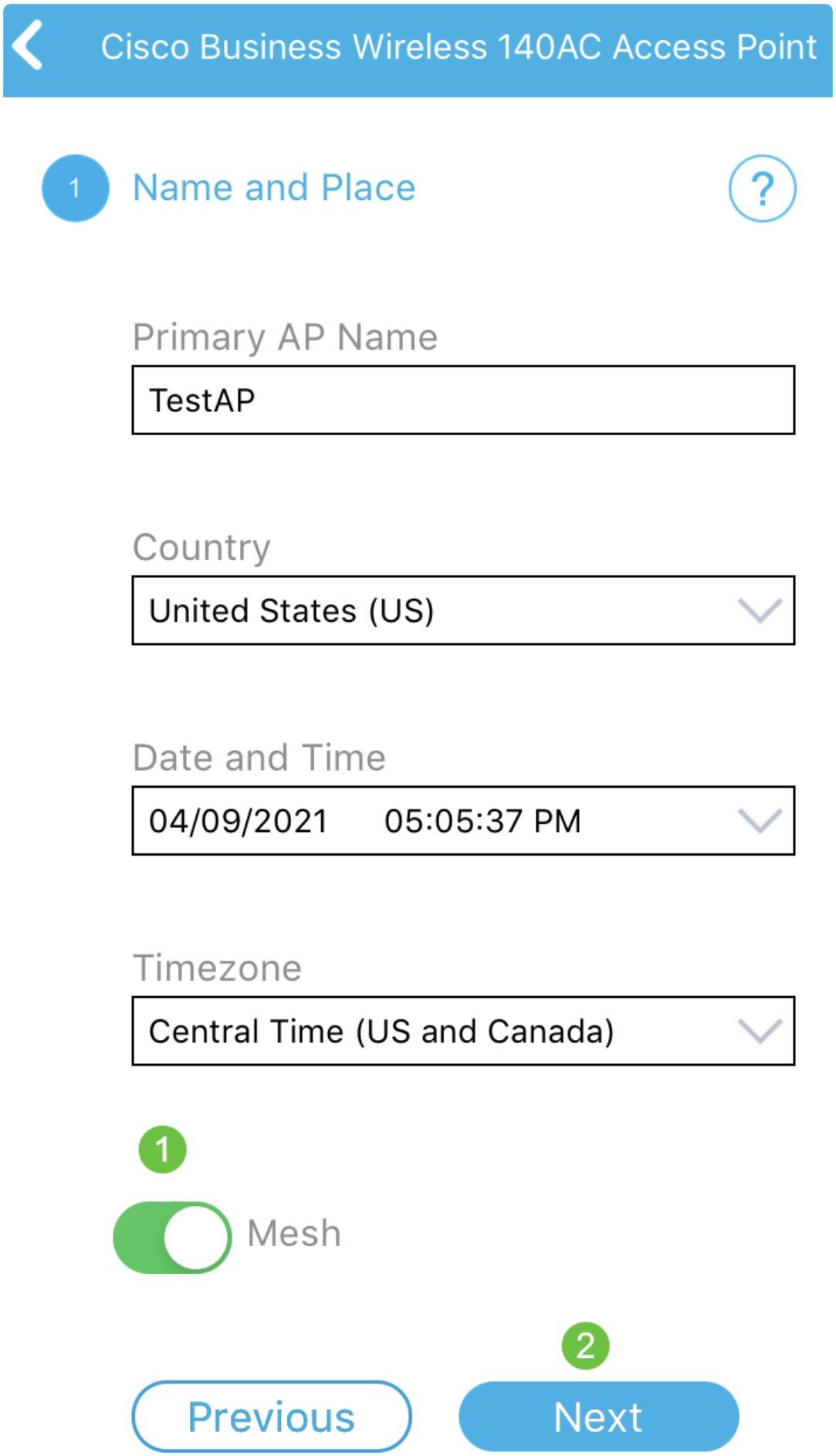
To configure *Name and Place*, enter the following:

- *Primary AP Name* for your wireless network.
- Appropriate *Country*
- *Date and Time*
- *Timezone*


Cisco Business Wireless
Access Point
1
Name and Place
?
Primary AP Name
1
TestAP
Country
2
United States (US)
Date and Time
3
04/09/2021 05:05:37 PM
Timezone
4
Central Time (US and Canada)
Mesh
Previous
Next

Step 8

If you would like to enable mesh, slide the option to select *Mesh*. Click **Next**.


Cisco Business Wireless 140AC Access Point
1
Name and Place
Primary AP Name
TestAP
Country
United States (US)
Date and Time
04/09/2021 05:05:37 PM
Timezone
Central Time (US and Canada)
1
Mesh
2
Previous
Next

Make sure the correct Service Set Identifier (SSID) is selected. This is the name that you created for the wireless network.

- Disconnect any VPN for either the mobile app or on a laptop. You might even be connected to a VPN that your mobile service provider uses that you might not even know. For example, an Android (Pixel 3) phone with Google Fi as a service provider there is a built-in VPN that auto-connects without notification. This would need to be disabled to find the Primary AP.
- If you have an Android phone, you may be using a private Domain Name Server (DNS) and may need to disable this feature for connectivity. To check this, you can typically find this under **Settings > Network and Internet > Advanced > Private DNS**.
- Log into the Primary AP with *https://<IP address of the Primary AP>*.
- Once you do initial setup, be sure *https://* is being used whether you are logging into *ciscobusiness.cisco* or by entering the IP address into your web browser. Depending on your settings, your computer may have auto-populated with *http://* since that is what you used the very first time you logged in.
- To help with problems related to accessing the web UI or browser issues during the use of the AP, in the web browser (Firefox in this case) click on Open menu, go to Help > Troubleshooting Information and click on Refresh Firefox.

Conclusion

There you have it! You have now successfully configured the day zero setup of your CBW AP using the Cisco Business Mobile App. That was easy wasn't it?! See below for additional Configuration Guides

Intro to Mesh **Mesh FAQ** **Cisco Business Wireless Model Decoder** **Reboot Tips** **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**