

Cisco CW9800L Hardware Installation Guide

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CONTENTS

CHAPTER 1 **Overview of Cisco CW9800L** 1

Summary of Cisco CW9800L Hardware Platform features 2

Cisco CW9800L front panel 3

Front panel LEDs: definitions of states 4

CW9800L rear panel 7

CHAPTER 2 **Prepare Your Site for Installation** 9

Installation guidelines and safety warnings 9

Unpack and inspect the CW9800L 11

Package contents 12

Required tools and information 12

Choose a physical location 12

CHAPTER 3 **Install the Cisco CW9800L Hardware Platform** 15

Mount the CW9800L 15

Mount the device on desktop or shelf 15

Mount the device on a wall 17

Rack mounting the device 19

Wireless controller operation 24

Connect the controller console port 24

Connect the management Ethernet port cable 25

Campus gateway operation 26

Install a security lock 26

CHAPTER 4 **Installing the Power Supply** 27

Power supply 27

Installation guidelines 29
Install an AC power supply 30
Find the power supply serial number 30

CHAPTER 5 Install the Optional Redundant Power Supply Module 31
Redundant power supply module 31
Installation guidelines 32
Install the redundant power supply 33
Desktop installation 35
Rack mount installation considerations 35
Secure RPS to the CW9800L tray 35
Route and secure cables in the rack mount tray 36
Verify connections 37

CHAPTER 6 Remove and Replace Internal Components 39
Remove and replace the battery 39
Remove the battery 39
Replace the battery 41

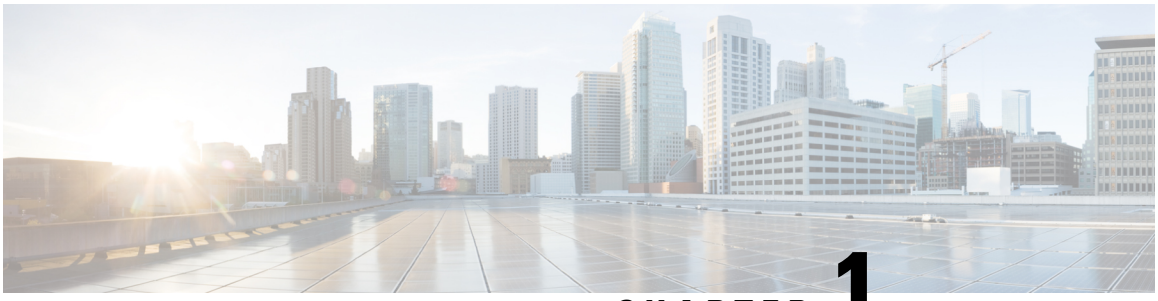
CHAPTER 7 Power Up and Initial Configuration 43
Power the controller 43
Initial controller configuration 44
Using the Cisco IOS XE CLI - Cisco setup command facility 44
Day 0 CLI wizard for the controller 45
Day 0 web UI wizard for the controller 50
Use the Cisco IOS XE CLI 50
Configure the controller hostname 51
Enable secret passwords 51
Configure the console idle privileged EXEC timeout 52
Complete the configuration 53
Gigabit Ethernet management interface 54
Default Gigabit Ethernet configuration 55
Configure Gigabit Ethernet interfaces 55
Save your controller configuration 56

Verify the initial configuration 57
Power off the controller safely 57

CHAPTER 8 License Information 59
Evaluation license 59
View license information 59
View the Cisco IOS license level 59

CHAPTER 9 Factory Reset 61
Factory reset 61
Prerequisites for factory reset 61
Perform factory reset 62
Perform secure factory reset 62
Factory reset for Campus Gateway operation 62

APPENDIX A Controller Specifications 63
Physical specifications 63
Environmental specifications 63
Power specifications 64



CHAPTER 1

Overview of Cisco CW9800L

The Cisco CW9800L is a versatile hardware platform that can operate as one of two operation modes:

- Wireless Controller: Functions as a next-generation, low-scale wireless controller that provides a significant boost in performance and features versus the previous model. In this mode, the CW9800L controller supports up to 10 Gbps throughput, 500 APs, and 10,000 clients, and runs Cisco IOS XE Wireless Controller firmware.
- Campus Gateway: Operates as a Cloud-managed solution for centralized wireless deployments in small campuses. In this mode, the CW9800L controller supports up to 10 Gbps throughput, 500 APs, and 10,000 clients, and runs Cisco IOS XE Wireless Controller firmware, running Cisco IOS XE Campus Gateway firmware.

The hardware specifications are identical between the two personas; the operational differences are determined by the software and configuration.

When deployed as a Wireless Controller, the CW9800L is ideal for on-prem managed wireless for small-to-medium sized campus deployments or medium-to-large remote sites or branch deployments. A single CW9800L can be installed in a standalone deployment, or two CW9800L units can be deployed for high availability.

For more information about features and benefits, see the *Cisco CW9800L Wireless Controller Data Sheet*.

When deployed as Campus Gateway, the CW9800L targets cloud-managed, centralized wireless deployments for small-to-medium sized campus deployments or medium-to-large sized remote sites or branch deployments. A single CW9800L can be installed in a standalone deployment, or two CW9800L units can be deployed for high availability.

For more information about the features and benefits of the Campus Gateway operation, see the *Cisco Campus Gateway Data Sheet*

Figure 1: Cisco CW9800L hardware platform



• Summary of Cisco CW9800L Hardware Platform features, on page 2
• Cisco CW9800L front panel, on page 3
• CW9800L rear panel, on page 7

Summary of Cisco CW9800L Hardware Platform features

Table 1: Cisco CW9800L features

Feature	Description
Chassis Height	One rack-unit (1RU)
Throughput	Up to 10 Gbps
Number of APs supported	500
Number of clients supported	10,000
Memory Options	Bulk Flash: 32GB on-board pSLC eMMC (with optional eUSB support)
Redundancy, Service Ports	1x 1GE Cu Service/Management port
Data Ports	1x 1G/10G Fiber (SFP+)
Storage Temperature	–13° F to 158° F (–25° C to 70° C)
Operating Temperature	0° C to 40° C standard, 0° C to 50° C short-term (sea level) **Note** The maximum temperature is derated by 1.0° C for every 1000 ft (305 m) of altitude above sea level.
Storage Humidity	0% to 95% RH non-condensing
Operating Humidity	5% to 90% RH non-condensing
Operational Altitude	0 to 10,000 ft (3048m) at 30° C
Power Adapter	110W single 12V output adapter (C9800-AC-110W)

Note The CW-ACC-MEM-32G 32GB memory module is an optional component that can only be ordered alongside the Cisco CW9800L (when ordered as a Wireless Controller) and cannot be added or ordered separately afterward. If your unit includes this optional memory module and requires a Return Merchandise Authorization (RMA), it is essential to remove the CW-ACC-MEM-32G module before returning the WLC to the depot. The replacement unit you receive from the RMA depot will not contain a memory module. Cisco Technical Assistance Center (TAC) will provide guidance during this removal process.

Cisco CW9800L front panel

Figure 2: Cisco CW9800L front panel view

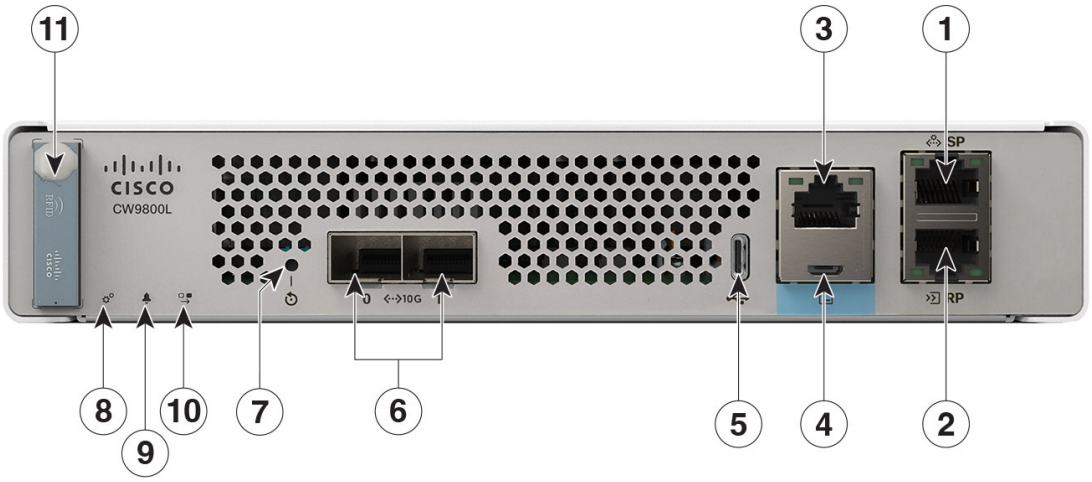


Table 2: Cisco CW9800L front panel components

1	Service Port (SP) (RJ-45) for out-of-band management (for WLC operation) and accessing the local status page (for Campus Gateway Operation)
2	Redundancy Port (RP) (RJ-45) **Note** The redundancy ports can be connected back-to-back or via an L2 switch.
3	CPU console port, which is an RJ-45 RS-232 and micro-B USB serial console port. The default serial port settings are 9600, N, 8, 1. The boot-loader supports baud rates of 1200, 2400, 4800, 9600, 19200, 38400, 57600, and 115200. A default baud-rate recovery mechanism is not available; however, the bootloader ensures that the stored baud rate setting matches one of the allowed values before setting the baud rate. If a nonstandard value is detected, the baud rate will default to 9600. Micro-B USB serial connection takes precedence over RJ-45 when both connections are made. **Note** If the Micro-B USB console port is used, the CPU console port that supports RJ-45 connector is ignored. That is, only one of the two ports are ever active. **Note** The RJ-45 and micro-B USB console port are disabled for Campus Gateway operation.

4	CPU console port, which is an RJ-45 RS-232 and micro-B USB serial console port. The default serial port settings are 9600, N, 8, 1. The boot-loader supports baud rates of 1200, 2400, 4800, 9600, 19200, 38400, 57600, and 115200. A default baud-rate recovery mechanism is not available; however, the bootloader ensures that the stored baud rate setting matches one of the allowed values before setting the baud rate. If a nonstandard value is detected, the baud rate will default to 9600. Micro-B USB serial connection takes precedence over RJ-45 when both connections are made. **Note** If you connect both the Micro USB console port and the CPU console port, then USB port takes precedence and the CPU console port is ignored as only one of the two ports are ever active. **Note** The RJ-45 and micro-B USB console port are disabled for Campus Gateway operation.
5	Type C 3.0 USB port used to perform software updates in addition to already available transfer mode, namely HTTP, TFTP, FTP, and SFTP. **Note** The Type C 3.0 USB port is disabled for Campus Gateway operation.
6	1x1/10G SFP+ ports. This port supports speeds of 1G and 10G.
7	Reset button • Pushing the Reset button for less than 10 seconds reloads the CW9800L. • Pushing the Reset button for more than 10 seconds erases the startup configuration in NVRAM of the CW9800L and puts it into Day-0 mode.
8	System LED that displays power-up and boot status.
9	Alarm LED indicates alarm staus or error states. The status or error is posted on the console screen (for wireless controller operation only).
10	High Availability LED that indicates status of High Availability link (for wireless controller operation only).
11	RFID stores identification information about the unit that can be accessed with a reader (for wireless controller operation only).

Front panel LEDs: definitions of states

Table 3: System LED indicators (Wireless Controller operation)

Color	Description
Green 	IOS has boot complete

Color	Description
Blinking Green 	IOS boot in progress
Amber 	System crash
Blinking amber	Secure boot failure
Off 	ROMMON boot

Table 4: System LED indicators (Campus Gateway operation)

Color	Description
Rainbow	The device is initializing and trying to connect to the internet and Meraki Cloud
Orange	The device cannot find an uplink
Flashing White	The device is updating to the latest firmware
White	The device is online and fully operational
Red	The device is in an alarm state due to a problem with the fan, power supply, or storage

Table 5: Alarm LED indicators

Color	Description
Amber 	ROMMON boot and system boot up
Blinking amber 	Temperature error and secure boot failure
Slow blink amber 	Booted with high availability standby
Fast blink amber 	High availability maintenance

Table 6: High availability LED indicators (Wireless Controller operation)

Color	Description
Green 	High availability active
Blinking Green 	High availability standby
Solid amber	Peer not found
Slow blinking amber	Booted with high availablity standby cold
Fast blink amber 	High availability maintenance
Off 	High availability disable

Table 7: SFP LED indicators (Wireless Controller and Campus Gateway operation)

Color	Description
Solid green	Indicates the signal detected and enabled by software
Solid amber	Indicates the loss of signal
Off	Not configured and enabled by software

Table 8: Port LED indicators

Color	Description
Solid green	Indicates link
Flashing green	Indicates activity

Note

- The Cisco CW9800L hardware platform has an external power adapter.
- For Wireless Controller operation, the Alarm Bell LED is illuminated **red**, if the **10-G** uplink ports are not connected to the switch. This does not mean a system or hardware failure. When the interfaces are disabled in the controller, the **red** light remains off even when the controller is not connected.
- For complete Campus Gateway operation, onboarding, and troubleshooting information, please refer to the Meraki documentation at https://documentation.meraki.com.

CW9800L rear panel

Figure 3: Cisco CW9800L rear panel view

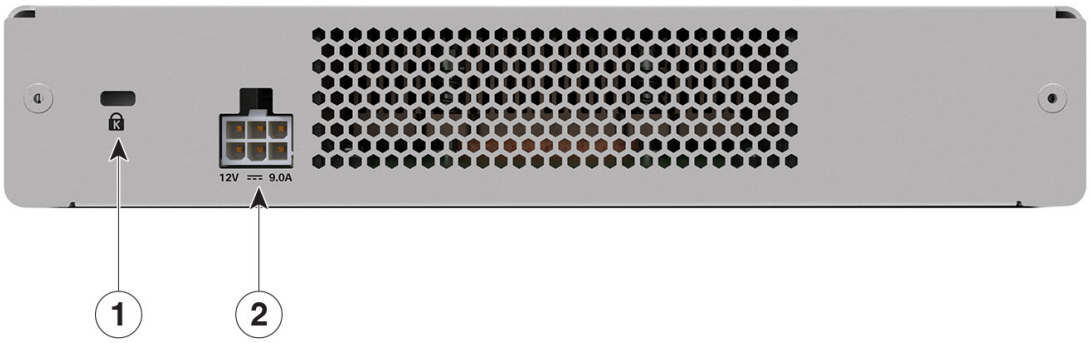
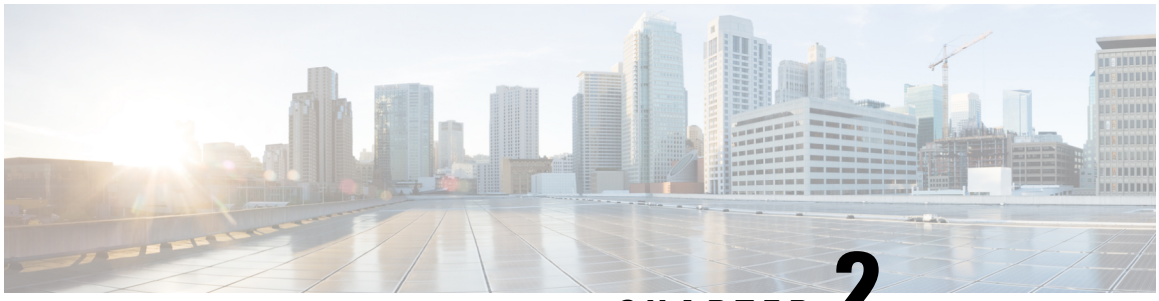


Table 9: Cisco CW9800L rear panel components

1	Attachment slot for Kensington style cable lock.
2	Connection point for external 110W, single output 12VDC power adapter (C9800-AC-110W) or optional redundant power supply (CW9800L-RPS=).



CHAPTER 2

Prepare Your Site for Installation

This section describes how to prepare your site for installation:

- Installation guidelines and safety warnings, on page 9
- Unpack and inspect the CW9800L, on page 11
- Package contents, on page 12
- Required tools and information, on page 12
- Choose a physical location, on page 12

Installation guidelines and safety warnings

This section includes the basic installation guidelines and safety warning statements. Read this section before you start the installation procedure. Translations of the warning statements appear in the RCSI guide on Cisco.com.

- The operating environment must be within the ranges listed in the "Environmental Specifications" section.
- Ensure cabling is away from sources of electrical noise, such as radios, power lines, and fluorescent lighting fixtures. Make sure that the cabling is safely away from other devices that might damage the cables.
- Make sure that airflow around the device and through the vents is unrestricted
- Confirm that humidity around the device does not exceed 95 percent.
- Ensure that altitude at the installation site is not greater than 10,000 feet.
- Do not place any items on the top of the device.
- For 10/100/1000 fixed ports, the cable length from a switch to a connected device cannot exceed 328 feet (100 meters).
- Clearance to the front and rear panel must meet these conditions:
    - Front-panel LEDs can be easily read.
    - Access to ports is sufficient for unrestricted cabling.



Warning To prevent the system from overheating, do not operate it in an area that exceeds the maximum recommended ambient temperature of: 40° C (104° F). The maximum temperature is derated by 1.0° C for every 1000 ft (305 m) of altitude above sea level. **Statement 1047**



Warning To prevent airflow restriction, allow clearance around the ventilation openings to be at least 50 mm (5 cm). **Statement 1076**



Warning Read the installation instructions before connecting the system to the power source. **Statement 1004**.



Warning Ultimate disposal of this product should be handled according to all national laws and regulations. **Statement 1040**.



Warning No user-serviceable parts inside. Do not open. **Statement 1073**.



Warning Installation of the equipment must comply with local and national electrical codes. **Statement 1074**.



Warning **Hot surface. Statement 1079**.



Warning Connect the unit only to DC power source that complies with the Safety Extra-Low Voltage (SELV) requirements in IEC 60950 based safety standards. **Statement 1033**.



Warning Class 1 laser product. **Statement 1008**

Warning Invisible laser radiation may be emitted from the end of the unterminated fiber cable or connector. Do not view directly with optical instruments. Viewing the laser output with certain optical instruments (for example, eye loupes, magnifiers, and microscopes) within a distance of 100 mm may pose an eye hazard. **Statement 1056**

Fiber type and Core diameter (µm)	Wavelength (nm)	Max. Power (mW)	Beam divergence (rad)
SM 11	1200 - 1400	39 - 50	0.1 - 0.11
MM 62.5	1200 - 1400	150	0.18 NA
MM 50	1200 - 1400	135	0.17 NA
SM 11	1400 - 1600	112 - 145	0.11 - 0.13

349377

Warning Pluggable optical modules comply with IEC 60825-1 Ed. 3 and 21 CFR 1040.10 and 1040.11 with or without exception for conformance with IEC 60825-1 Ed. 3 as described in Laser Notice No. 56, dated May 8, 2019. **Statement 1255**.

Unpack and inspect the CW9800L

Follow these steps to unpack the Cisco CW9800L or Campus Gateway and prepare it for operation:

Procedure

Step 1 Remove the CW9800L from its container and save all the packaging material.

Step 2 Compare the shipment to the equipment list provided by your Cisco customer service representative. Verify that you have all the items.

Step 3 Check for damage and report discrepancies or damage, if any, to your Cisco customer service representative. Before speaking to the representative, have this information ready.

- Invoice number of shipper (see the packing slip)
- Model and serial number of the damaged unit
- Description of damage
- Effect of damage on the installation

Package contents

Each Cisco CW9800L package contains these items:

- One Cisco CW9800L
- One Power supply and power cord (power cord option configurable)
- Optional licenses will be pre-installed on controller at factory, if selected
- Cisco CW9800L software pre-loaded on the controller (software option configurable)
- Four adhesive rubber feet pieces

Each Cisco CW9800L Campus Gateway package contains these items:

- One Cisco CW9800L Campus Gateway
- One Power supply and power cord (power cord option configurable)
- Cisco CW9800L Campus Gateway software pre-loaded on the device
- Four adhesive rubber feet pieces

Required tools and information

You will need these tools and information before you can install the CW9800L:

- CW9800L hardware
  - CW9800L with factory-supplied power cord and mounting hardware
  - Network, operating system service network, access point cables, and adapter are required
- Command-line interface (CLI) console (wireless controller operation)
  - Serial terminal emulator on CLI console (PC or laptop)
  - Use either RJ-45 console cable or Micro USB cable to connect CLI console and controller

Choose a physical location

You can install the CW9800L almost anywhere, but it is more secure and reliable if you install it in a secure equipment room or wiring closet. For maximum reliability, mount the unit according to these guidelines:

- Make sure you can reach the CW9800L and all cables attached to it.
- Make sure that water or excessive moisture cannot get into the unit.
- To prevent airflow restriction, allow clearance around the ventilation openings to be at least 50 mm (5 cm).
- Verify that the ambient temperature remains between 32° F to 104° F (0° C to 40° C).

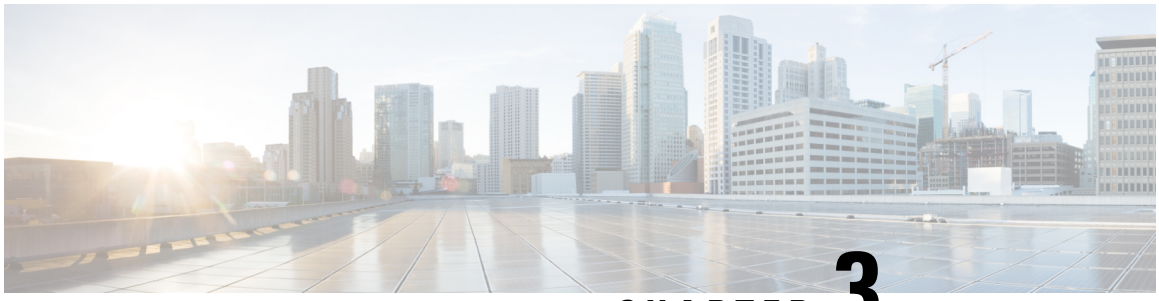
- Make sure that the CW9800L is within 328 ft. (100 m) of equipment connected to the 10/100/1000 Mbps Ethernet ports.
- Make sure that the power supply adapter and the power cord can reach a 100 to 240 VAC grounded electrical outlet.
- Make sure that at least one rack-unit space is available for rack tray kit, if you are installing the CW9800L in a rack.



Warning This equipment must be grounded. Never defeat the ground conductor or operate the equipment in the absence of a suitably installed ground conductor. Contact the appropriate electrical inspection authority or an electrician if you are uncertain that suitable grounding is available. **Statement 1024**.



Warning This product relies on the building's AC power system for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than 20A. **Statement 1005**.



CHAPTER 3

Install the Cisco CW9800L Hardware Platform

This chapter describes how to install the Cisco CW9800L hardware platform, operating as either a Wireless Controller or Campus Gateway.

Warning IMPORTANT SAFETY INSTRUCTIONS

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. **Statement 1071**

SAVE THESE INSTRUCTIONS

- Mount the CW9800L, on page 15
- Wireless controller operation, on page 24
- Campus gateway operation, on page 26
- Install a security lock, on page 26

Mount the CW9800L

This section describes the various mounting options for the controller:

Mount the device on desktop or shelf

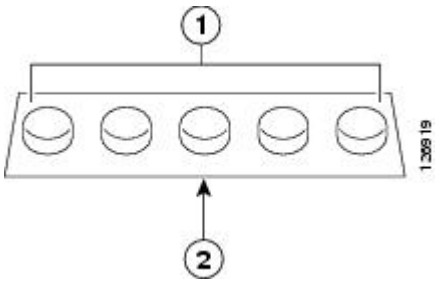
Before mounting the CW9800L on a desktop or shelf, install the rubber feet located in accessory kit shipped with the device.

To install the rubber feet to the device, follow these steps:

Procedure

Step 1 Locate the rubber feet on the black adhesive strip that is shipped with the device.

Figure 4: Identifyithe rubber feet

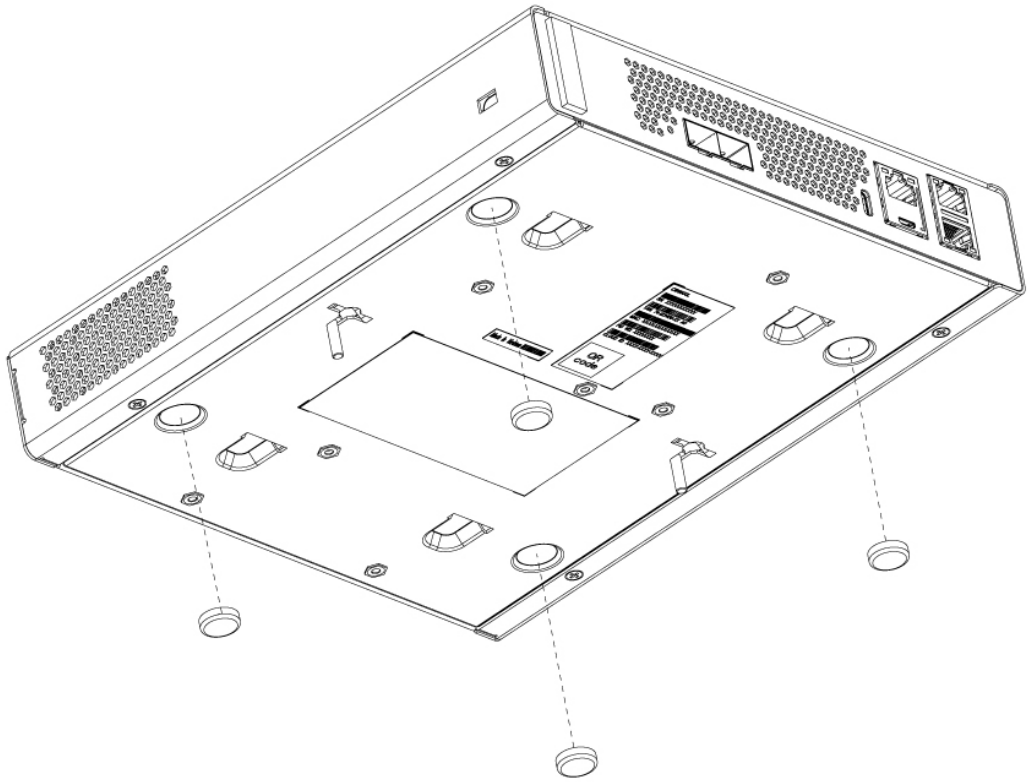


1	Rubber feet	2	Black adhesive strip

Step 2 Place the box upside down, on a smooth, flat surface.

Step 3 Peel off the rubber feet from the black adhesive strip and press them adhesive-side down into the circular recesses in the bottom four corners of the device, see the figure below:

Figure 5: Attach the rubber feet



Step 4 Place the device right-side up on a flat, smooth, secure surface.

Step 5 Connect the interface cables.

Mount the device on a wall

Note Do not wall-mount the device with its front panel facing up. Following safety regulations, wall-mount the device with its front panel facing down or to the side to prevent airflow restriction and to provide easier access to the cables.

Warning Read the wall-mounting carefully before beginning installation. Failure to use the correct hardware or to follow the correct procedures could result in a hazardous situation to people and damage to the system. **Statement 378**.

Note Wall mounting screws are not supplied. Installer must supply proper screws in accordance with local codes.

Controller wall mount holes located on the bottom of the enclosure fit standard #6 or M3 Pan Head screw. The type of screw used to mount to wall should follow local guidelines for wall type and material.

To mount the device on a wall using mounting screws, follow these steps:

Procedure

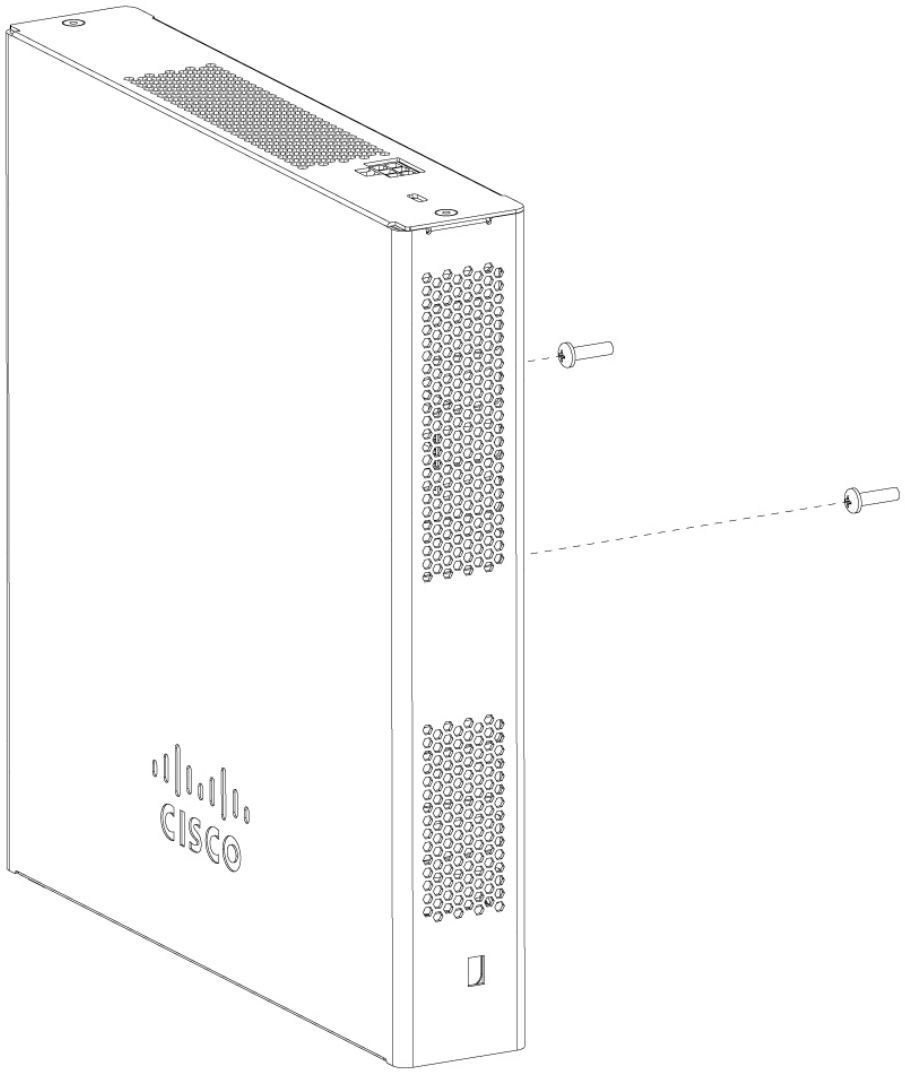
Step 1 Mark the location of the mounting screws on the wall. Use the mount hole locations on the back of the device for placement of the mounting screws. Mounting screw spacing is 6 1/8 inch (155.4 mm).

Step 2 Install two screws and tighten until the top of the screws are 1/8 inch (3 mm) from the wall (leaving enough room for the back panel to slide onto the screws firmly).

Step 3 Place the device onto the mounting screws and slide it down until it locks into place, as shown in figure below:

Note
The front panel of the controller should be facing down.

Figure 6: Place the controller on the mounting screws



Step 4 After the device is mounted on the wall, perform these tasks to complete the installation

- Connect the controller console port (wireless controller operation only).
- Secure the power adapter cable
- Connect to the network

Step 5 For wireless controller configuration instructions about using the CLI setup program, see the *Minimum Bootstrap CLI configuration for Catalyst 9800*.

For Campus Gateway configuration instructions, see the Campus Gateway Overview and Specifications page.

Rack mounting the device

Warning To prevent bodily injury when mounting or servicing this unit in a rack, you must take special precautions to ensure that the system remains stable. These guidelines ensure your safety.

- Mount this unit at the bottom of the rack if it is the only unit in the rack.
- When mounting this unit in a partially filled rack, load the rack from the bottom to the top with the heaviest component at the bottom of the rack.
- If the rack is provided with stabilizing devices, install the stabilizers before mounting or servicing the unit in the rack.

Statement 1006

Warning Take care when connecting units to the supply circuit so that wiring is not overloaded. **Statement 1018**.

To mount the device in a 19-inch equipment rack, you can order an optional Rack Mount kit CW9800L-RMNT= Cisco CW9800L Wireless Controller Rack Mount Tray.

The rack-mount tray is designed for 19 racks and uses one rack-unit space. To rack-mount the device, perform these steps:

Procedure

Step 1 Remove the four rubber feet if previously installed.

Step 2 Ensure that the latch at the front center of the tray is in the upward position. Position the Cisco CW9800L hardware platform on one half of the tray with the I/O ports toward the front of the tray. The front end of the box should hang about a half inch off the front of the tray. This positioning should align the bottom of it with the 4 hooks in the tray, and allow the box to sit flat on the bottom of the tray. Ensuring that the CW9800L is fully down flat on the bottom of the tray, slide controller it to the rear until it hits a stop. This will occur when the front of it is approximately flush with the front of the rack mount tray. Push the handle on the latch at the front center of the tray down to lock the box in place. Repeat if desired for a second CW9800L on the other side of the tray.

Figure 7: Place the device on the rack mount tray

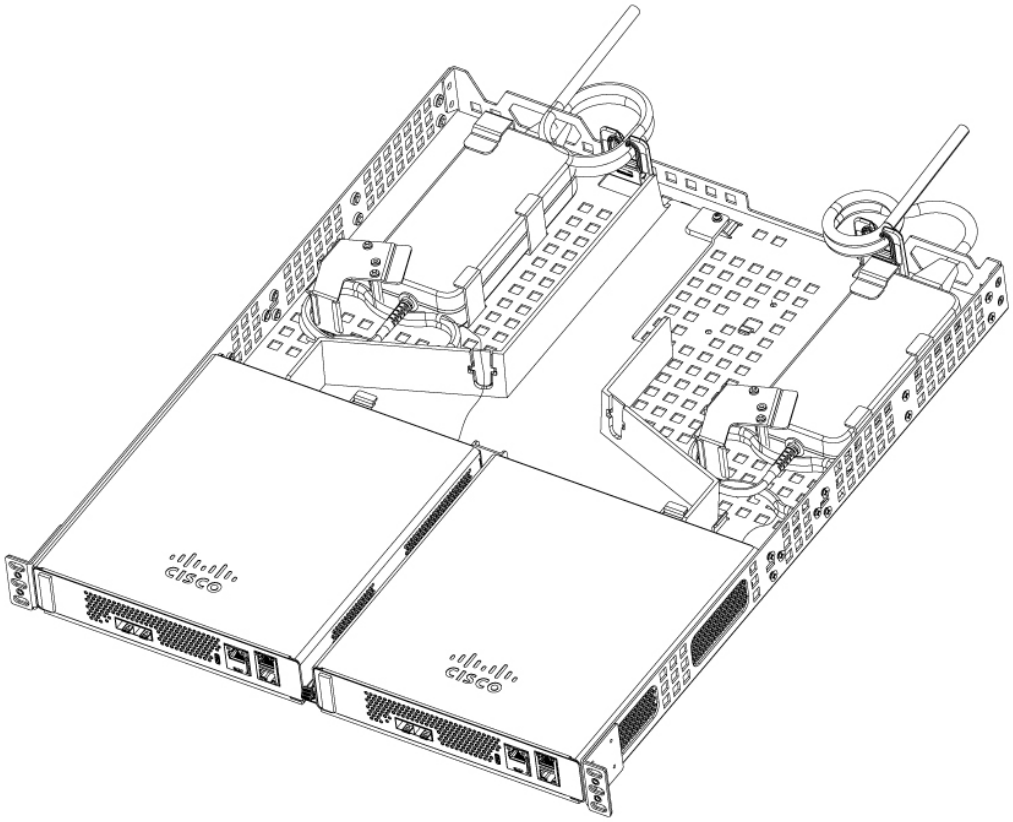
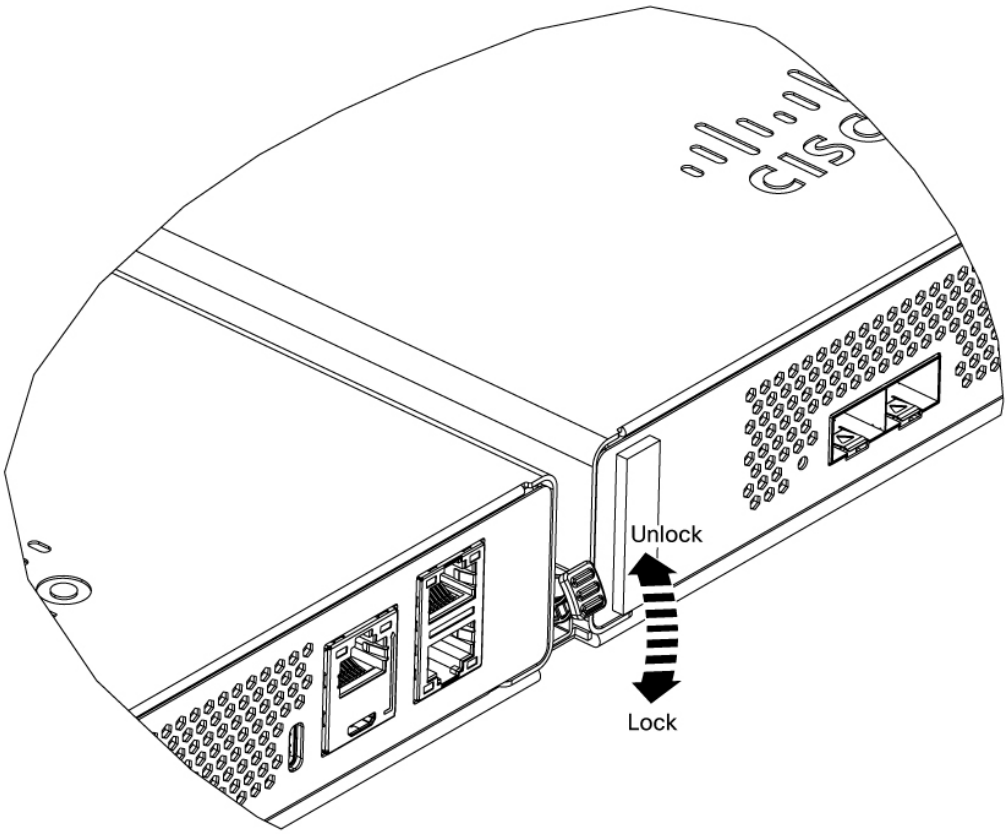
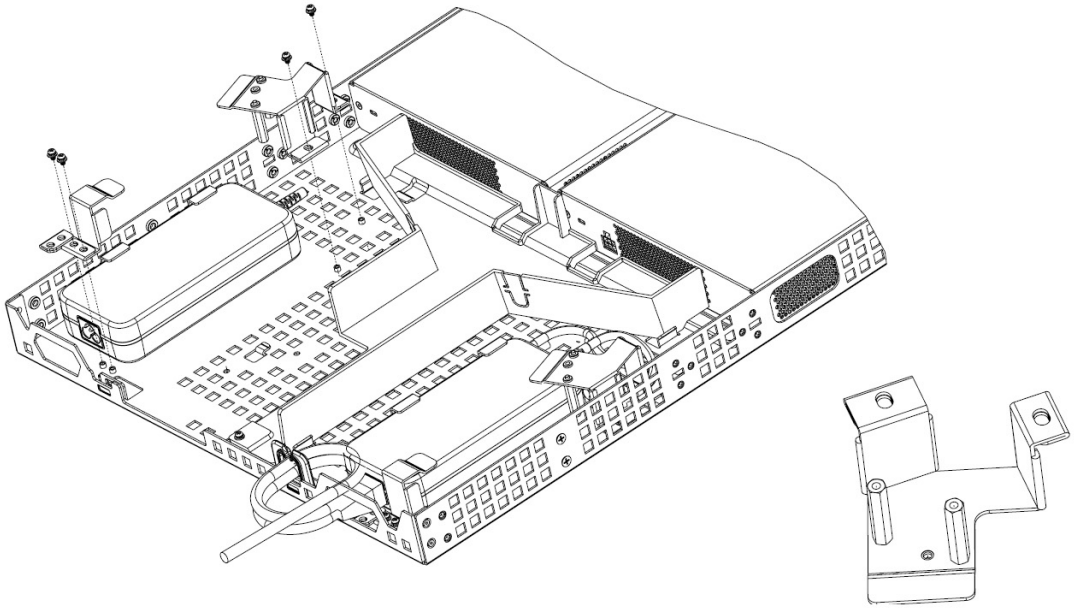


Figure 8: Close-up view of center latch securing the devices in a rack



Step 3 Place each power adapter, with the AC power cord at the rear of the tray, over against the two vertical L-shaped tabs at the left as shown. Secure each adapter body to the tray by installing the two sheet metal brackets to the tray as shown with two screws each.

Figure 9: Install sheet metal brackets into the tray



Step 4 Route the power adapter DC output cords to the CW9800L power connectors. Bundle and secure any excess cable neatly. On the right side of the tray (viewed from the rear), remove the break-out tab on the plastic air baffle to allow the cord to be routed to the CW9800L input power connector. Bend the tab back and forth a few times and break it out of its slot.

Step 5 Using the hardware supplied, mount the rack mount tray to the rack according to these figures.

Figure 10: Attach the rack mount tray to a front post rack

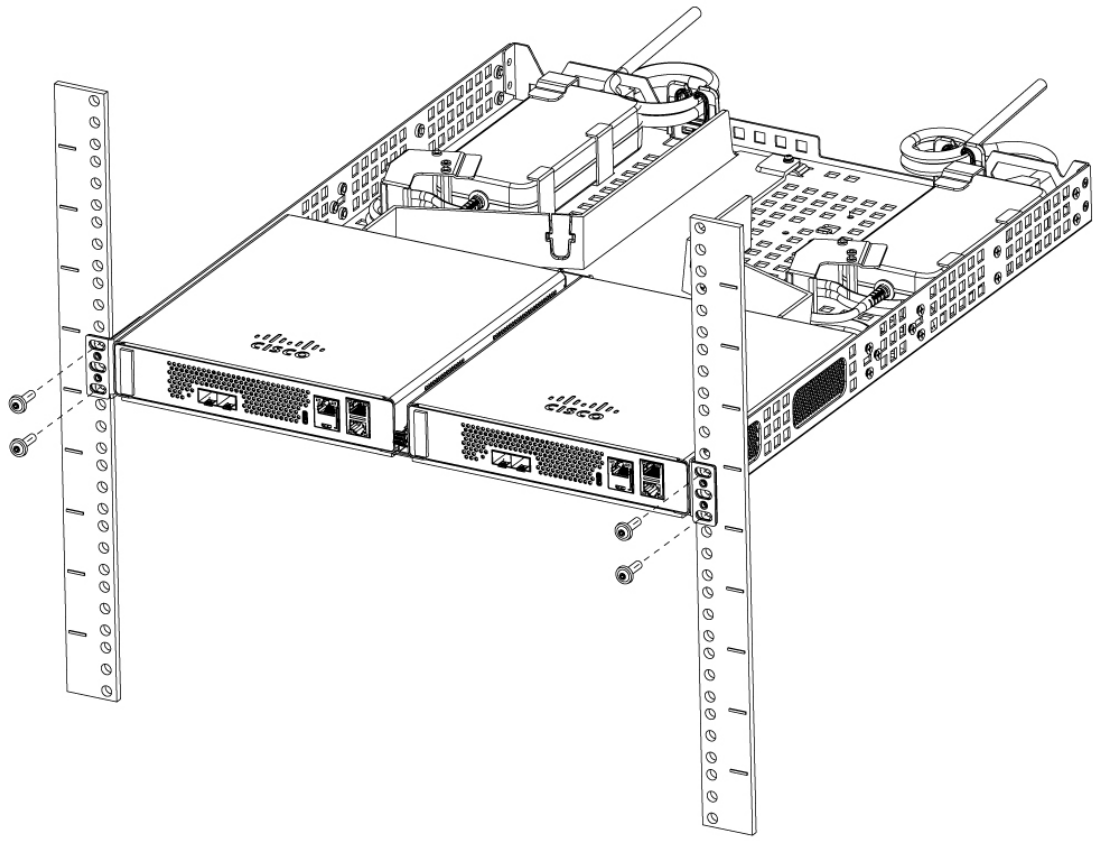
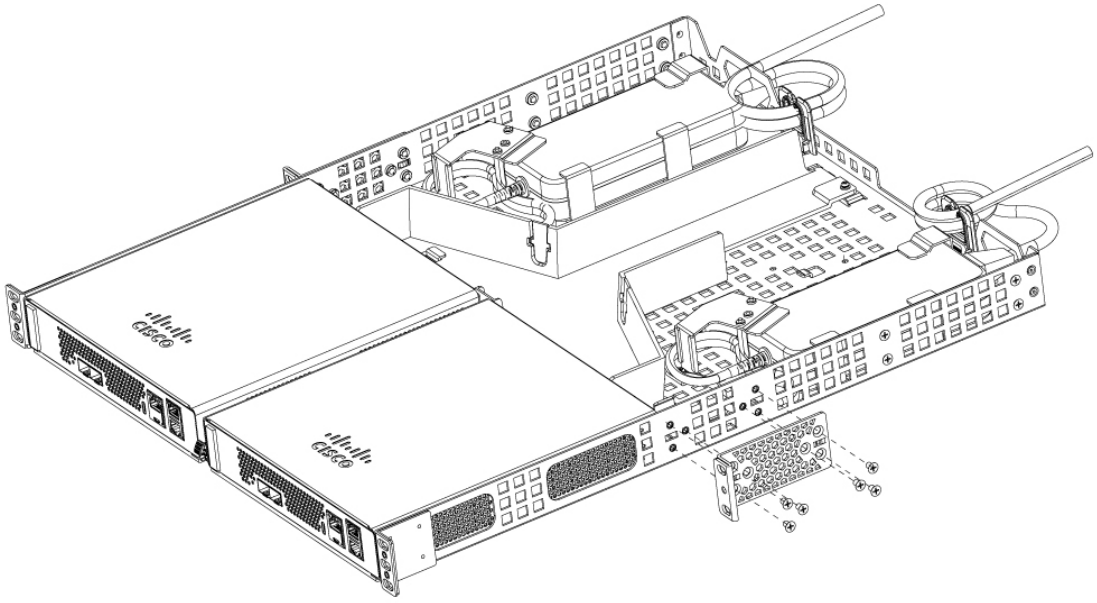
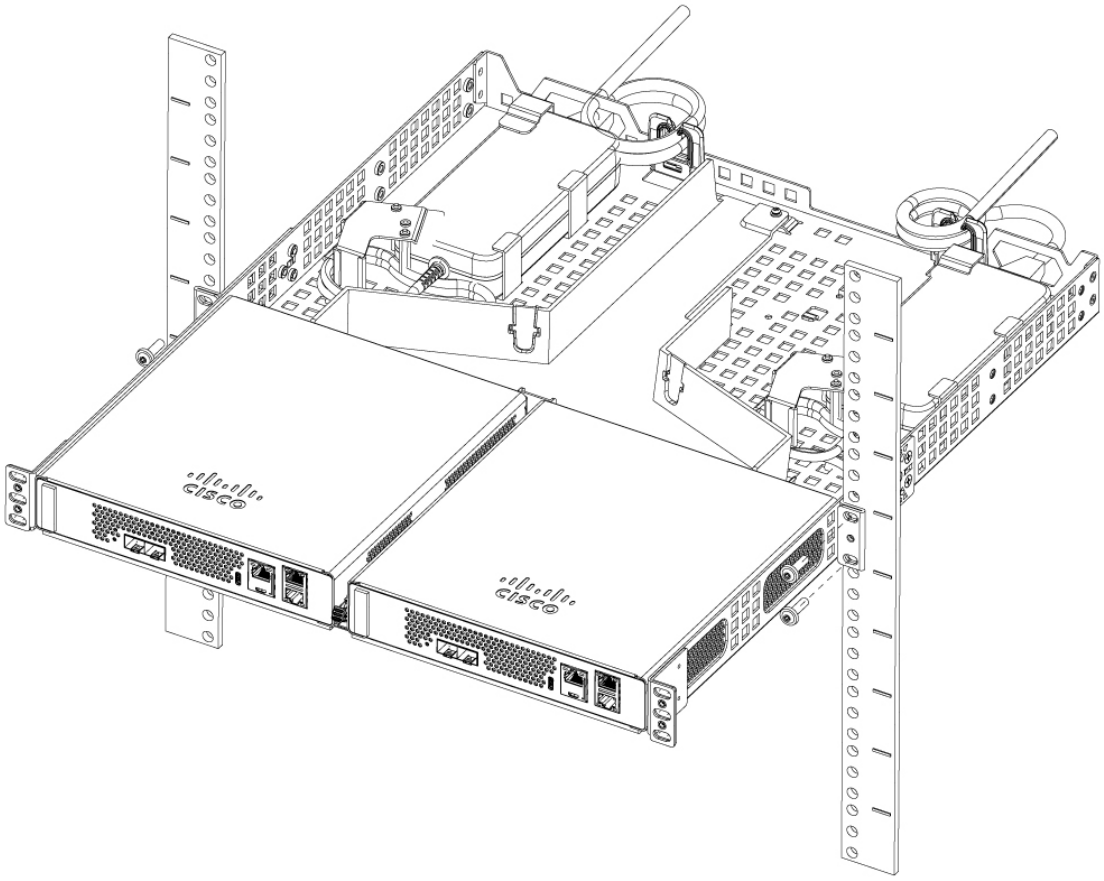


Figure 11: Installing the rack mount tray to a center post rack



Note
Install the center mount brackets to both sides of the tray.

Figure 12: Installing the rack mount tray to a center post rack



To remove the chassis from the rack, remove the screws that attach the chassis to the rack, and then remove the chassis.

Wireless controller operation

Connect the controller console port

Note Install the USB device driver before establishing a physical connection between the controller and the PC using the USB Console cable plugged into the USB serial port, otherwise the connection will fail.

Procedure

Step 1 Perform either one of these tasks:

- Connect the end of the console cable with the RJ-45 connector to the console port on the controller.
- Connect a Micro USB Type-B cable to the Micro USB console port. If you are using the USB serial port for the first time on a Windows-based computer, ensure that you have installed the USB driver.

Note
It is not possible to use both the Micro USB console port and the CPU console port concurrently. If both the ports are connected, the USB port takes precedence over the CPU console port.

Step 2 If you are using a standard Cisco DB-9 console cable, connect the end of the cable with the DB-9 connector (or USB Type-A) to the terminal or PC. If your terminal or PC has a console port that does not accommodate a DB-9 connector, you must provide an appropriate adapter for that port.

Step 3 To communicate with the controller, start a terminal emulator application. This software should be configured with these parameters:

- 9600 baud
- 8 data bits
- No parity
- No flow control
- 1 stop bit

Connect the management Ethernet port cable

Before you begin



Caution To comply with Class A emission requirements, a shielded Ethernet cable must be used for the connection

Procedure

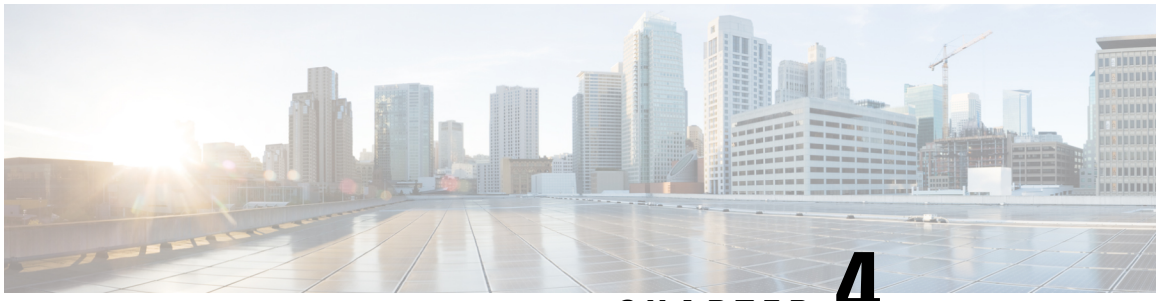
Step 1 Insert an Ethernet RJ-45 cable into the service port.

Step 2 Insert the other end of the RJ-45 cable to your management device or network.

Campus gateway operation

Install a security lock

The controller has a security slot on the back panel. You can install an optional customer-supplied Kensington lock, such as the type that is used to secure a laptop computer, to secure the controller. See *Cisco CW9800L Wireless Controller Rear Panel* section for the location of the security lock.



CHAPTER 4

Installing the Power Supply

This chapter describes how to install the power supply for the hardware platform, operating as either a Wireless Controller or Campus Gateway.

The device can be powered using one power supply unit.

The power supply does not have an on/off switch and can only be powered down by removing AC input.

- Power supply, on page 27
- Installation guidelines, on page 29
- Install an AC power supply, on page 30
- Find the power supply serial number, on page 30

Power supply

This table describes the external power supply.

Table 10: Power supply adapter part number and description

Part number	Description
C9800-AC-110W	110W AC power supply

The 110W AC power supply is an autoranging unit that supports input voltages between 100 and 240 VAC.

The power supply adapter uses an 18- AWG power cord for connection to an AC power outlet.

Figure 13: 110W AC power cord



A 6-pin latching DC connector supplies power to the device.

Figure 14: 6-pin latching DC connector



Figure 15: DC power cord



Verify connections

To verify if the power supply adapter is connected to the power outlet, first turn on the power, then check the LED status.

Figure 16: LED location



This table describes the LED status of the power supply adapter.

Table 11: Power supply adapter LED and description

Power supply adapter LED	Description
Off (LED is off)	No input power
Green	Input power present

Installation guidelines

This section includes the basic installation guidelines for installing a power supply. Read this section before you start the installation procedure. Translations of the warning statements appear in the RCSI guide on Cisco.com.

Observe these guidelines when installing a power supply:

- A power supply that is only partially connected to the device can disrupt the system operation.

Warning Installation of the equipment must comply with local and national electrical codes. **Statement 1074**

Warning Only trained and qualified personnel should be allowed to install, replace, or service this equipment. **Statement 1030**.

Install an AC power supply

Procedure

Step 1 Connect the power cord to the power supply and to an AC power outlet. Turn on the power at the power source.

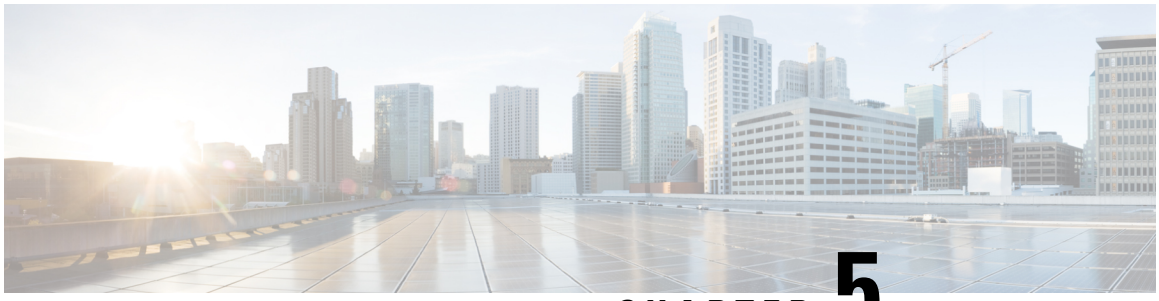
Step 2 Plug the DC cord into the device.

Step 3 Confirm that the power supply PS OK LED is green.

Find the power supply serial number

If you contact Cisco Technical Assistance regarding a power supply, you need to know the serial number.

You can find the serial number printed on the external power adapter.



CHAPTER 5

Install the Optional Redundant Power Supply Module

- Redundant power supply module, on page 31
- Installation guidelines, on page 32
- Rack mount installation considerations , on page 35
- Verify connections, on page 37

Redundant power supply module

This table describes the components used with the optional Redundant Power Supply (RPS) module for the CW9800L hardware platform, operating as either a Wireless Controller or Campus Gateway.

Table 12: Redundant power supply kits and components

Part number	Description
C9800-AC-110W	110W AC power supply (ordered with device)
CW9800L-RPS • PWR-RPS-DC1 • CW9800L-RPS-CAB • C9800-AC-110W	CW9800L RPS kit • Redundant power supply module • 6-to-8-pin power cable, RPS • 110W AC power supply (second PSU for redundancy)

The RPS takes power inputs from two redundant PSUs and outputs a single power feed to the kit.

Figure 17: 6-to-8-Pin power cable



Installation guidelines

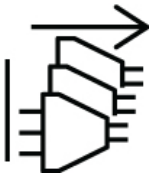
This section includes the installation guidelines for installing the RPS with the device. Read this section before you start the installation procedure. Translations of the warning statements appear in the RCSI guide on Cisco.com.

Guidelines

Observe these guidelines when installing the RPS:

Warning To reduce risk of electric shock or fire, installation of the equipment must comply with local and national electrical codes.

Note A power supply that is only partially connected to the device can disrupt the system operation.

	The unit might have more than one power supply connection. To reduce the risk of electric shock, all connections must be removed to de-energize the unit.	For products with multiple power sources

Install the redundant power supply

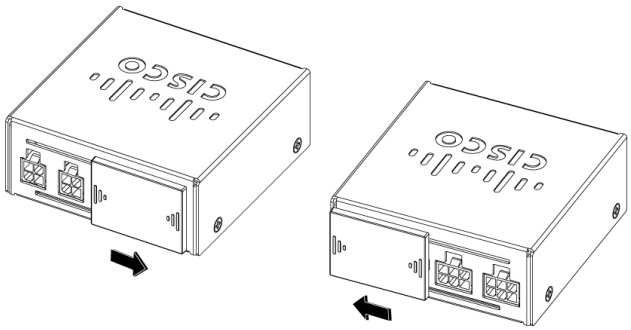
Summary

The installation of a redundant power supply involves coordinating between power sources, the RPS module, connectors, and the CW9800L hardware. These components ensure continuous device operation by providing backup power in case of a primary power supply failure.

Workflow

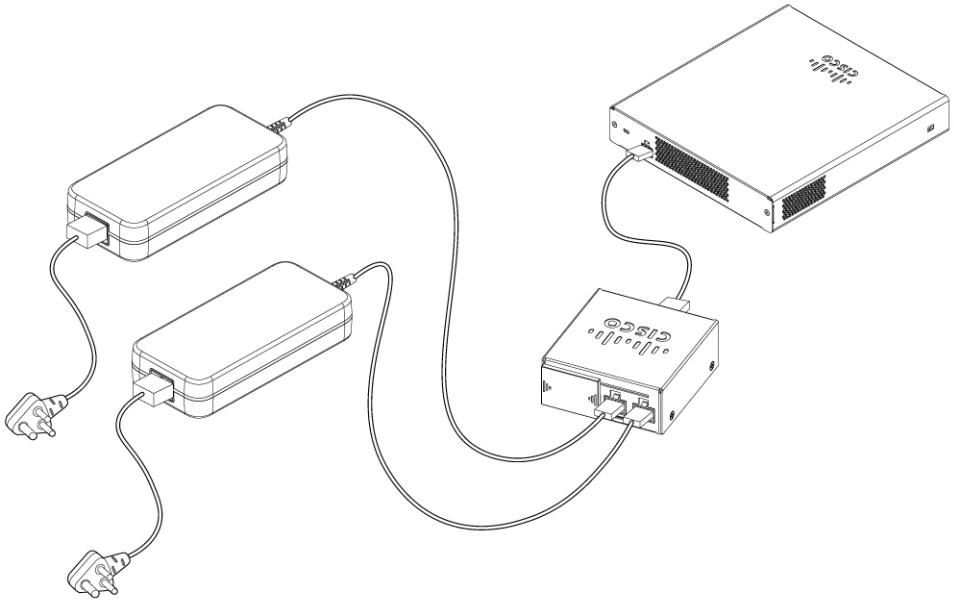
1. Connect the power cord to each power supply and to an AC outlet. Turn on the power source.
2. On the RPS module, slide the grey plastic door all the way to the left to expose the two 6-pin input connectors. Refer to figure, "Input connectors on redundant power supply".

   Figure 18: Input connectors on the redundant power supply

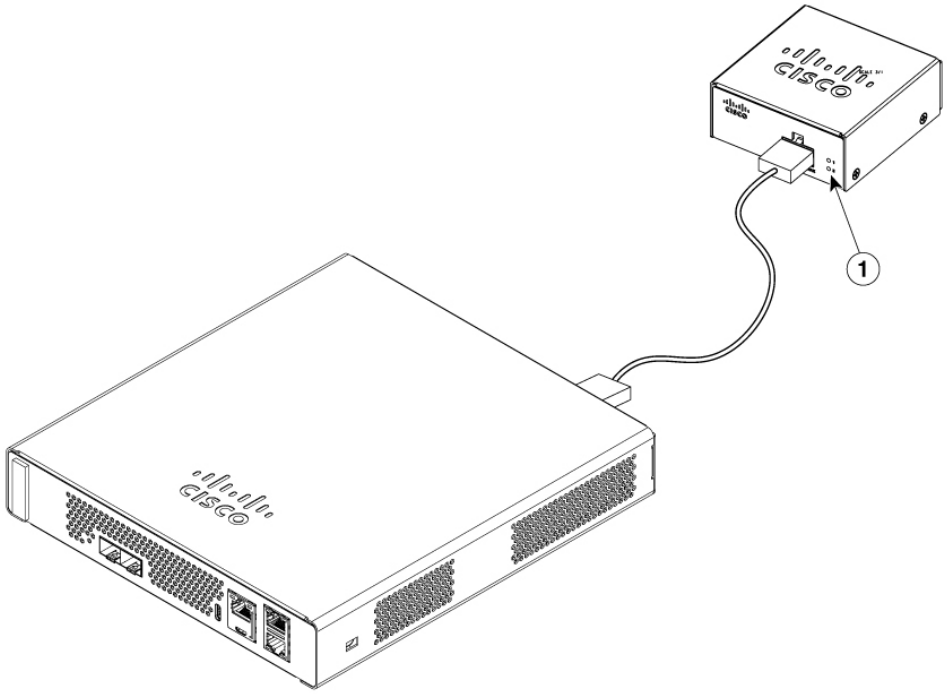
3. Plug one DC cord from each power supply into each 6-pin connector on the RPS module. Refer to figure, "Desktop RPS connection".

Figure 19: Desktop RPS connection



4. Confirm that both LEDs on the RPS module are green, see figure *CW9800L to RPS connection front view*.

Figure 20: CW9800L to RPS connection front view



1	RPS LEDs • Green: PSU ok and eFUSE on • Amber: PSU ok, eFUSE off • Off: PSU unplugged or PSU is not functioning

5. Plug the 8-pin connector on the 6-to-8-Pin Power Cable into the 8-pin connector on the RPS module. Refer to figure, "Desktop RPS connection".
6. Plug the 6-pin connector from the 6-to-8-Pin Power Cable into the 6-pin power entry connector on the device. Refer to figure, "Desktop RPS connection".
7. Confirm that the device powers up normally.

Desktop installation

Desktop RPS installation follows the same procedure as installing the redundant power supply for connecting the components and cables. The power supplies used are:

- the one that comes with the CW9800L
- the one that comes with the RPS kit.

Both the power supplies are similar.

Rack mount installation considerations

For rack mount installations, follow these steps to mount the RPS to the rack mount tray and route the cables properly.

Secure RPS to the CW9800L tray

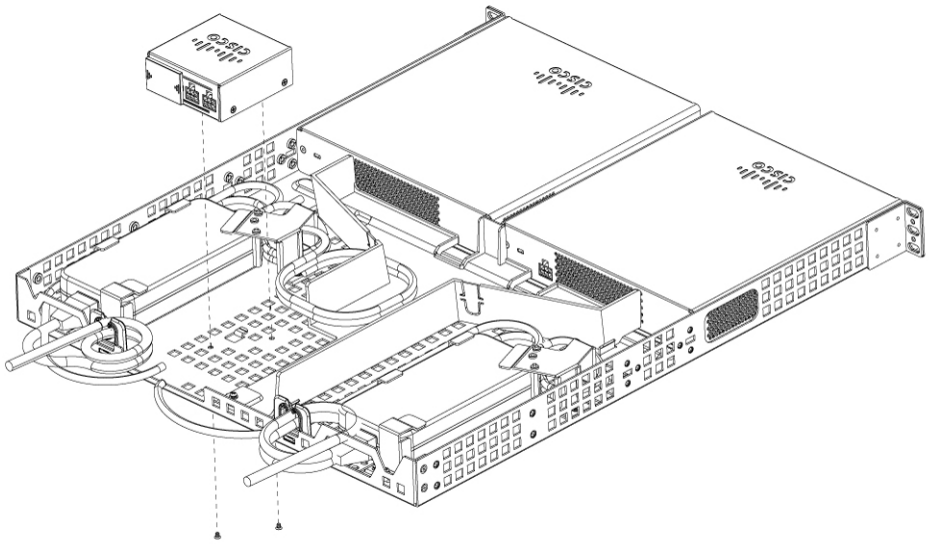
Summary

The process of securing RPS units to CW9800L trays ensures the reliable installation and safe attachment of the power supply within the device. Key components include the RPS unit, the CW9800L tray, screws for fastening, the hook tab, and the installer.

Workflow

1. Orient the RPS with the 8-pin connector towards the device.

Figure 21: Install RPS in the controller tray



2. Place the RPS over the hook tab on the tray, and slide the RPS to the rear to engage the hook tab.
3. Flip the tray over and secure the RPS to the tray with the two screws provided.

Route and secure cables in the rack mount tray

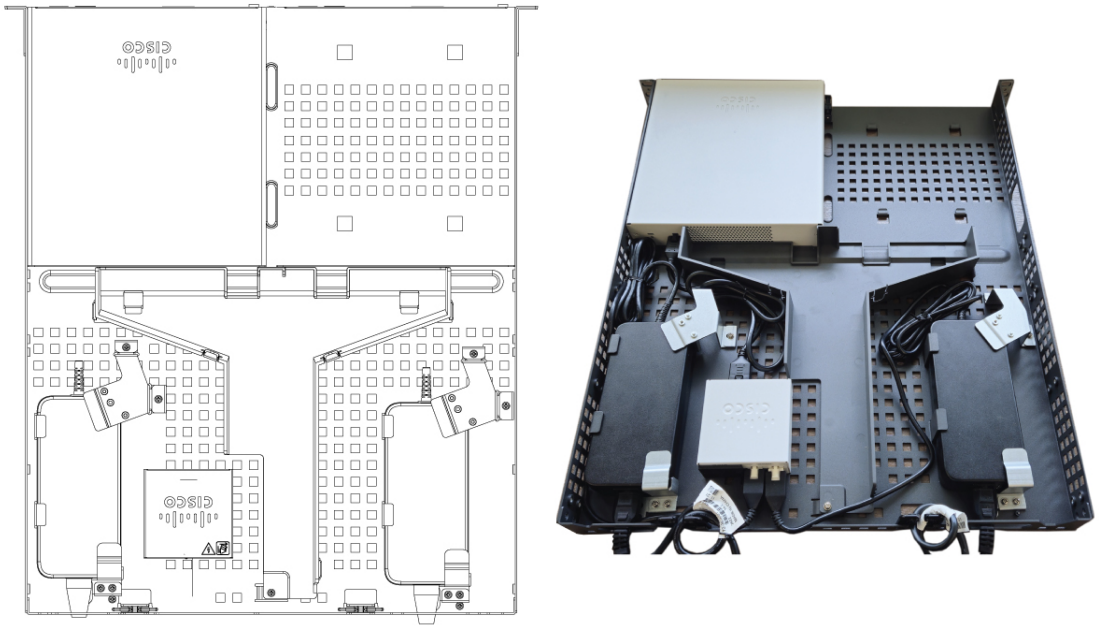
Summary

This process describes the correct method for routing and securing cables in a rack mount tray to ensure reliable and organized connections for power supplies and devices.

Workflow

1. Connect the 8-pin to 6-pin cable between the RPS and the device. Plug the 8-pin end into the RPS. Bundle the excess length approximately as shown in the figure.
2. Route the output cables from the PSUs through the tray to the input (rear-facing) side of the RPS, and plug them into the 6-pin connectors. Bundle the excess length approximately as shown in the figure.
3. Connect the AC input power cables to the PSUs and loop them through the cable clips at the rear of the tray as shown in the figure. This step helps to prevent accidental unplugging of the cables from the PSUs.

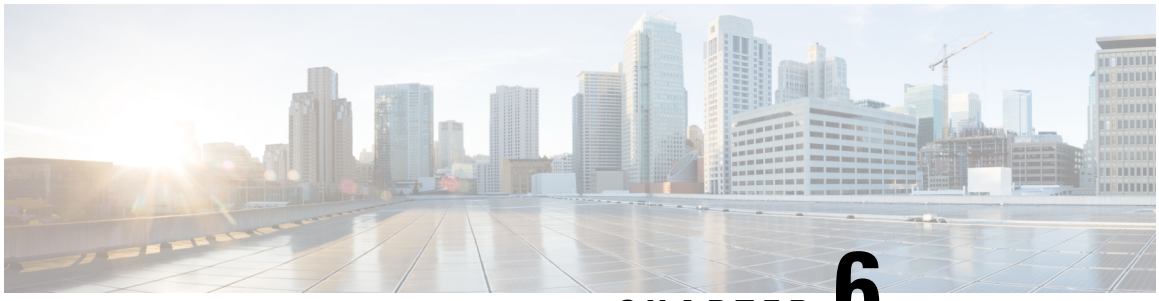
Figure 22: Rack mount cable dressing



Verify connections

The power supplies are the same as mentioned in Installing the Power Supply. To verify that the power supply is connected to the power outlet, first turn on the power, then check the LED status. Refer to figure "LED Location" and table "Power Supply Adapter LED and Description" in Chapter 4 for LED location and status meanings.

When everything is connected and the AC source is on, both LEDs on the RPS module will be lit green.



CHAPTER 6

Remove and Replace Internal Components

- Remove and replace the battery, on page 39

Remove and replace the battery

These instructions are provided in order to comply with the EU Battery Replaceability Requirement.

- This product was not specifically designed for battery replacement in the field.
- It is recommended that, whenever possible, follow the standard repair or return process for battery issues.

Caution Always wear an ESD-preventive wrist strap and ensure that it makes good contact with your skin when you remove or install the internal modules. Connect the equipment end of the wrist strap to the metal part of the chassis.

Remove the battery

Use this procedure to access and remove the battery from the controller.

Note Follow proper electrostatic discharge (ESD) precautions before handling the battery or device.

Wear an ESD-preventive wrist strap, ensuring that it makes good skin contact. Connect the clip to an unpainted surface of the chassis frame to channel unwanted ESD voltages safely to ground. To guard against ESD damage and shocks, the wrist strap and cord must operate effectively.

Warning Statement 1015—Battery Handling

To reduce risk of fire, explosion or leakage of flammable liquid or gas:

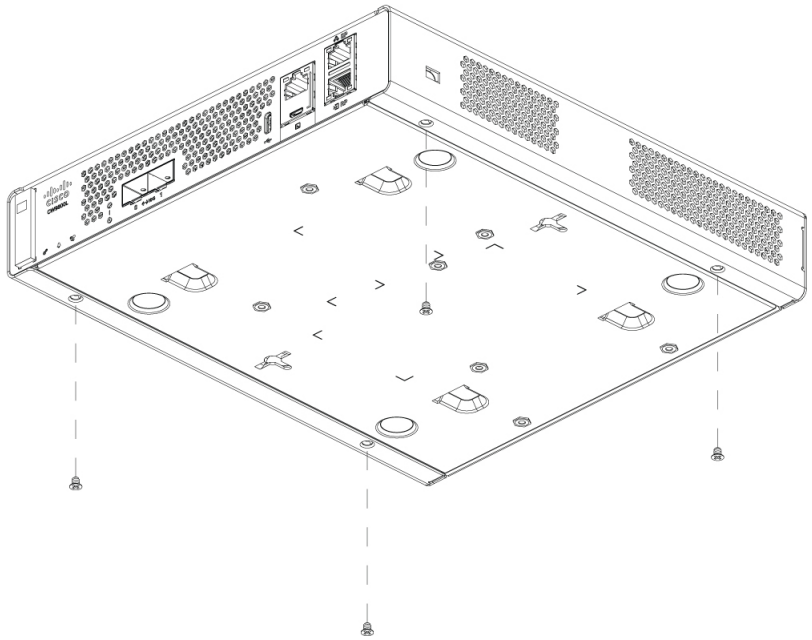
- Replace the battery only with the same or equivalent type recommended by the manufacturer.
- Do not dismantle, crush, puncture, use sharp tool to remove, short external contacts, or dispose of in fire.
- Do not use if battery is warped or swollen.

Procedure

Step 1 Read the Safety Warnings section, and disconnect the power supplies before you remove the battery.

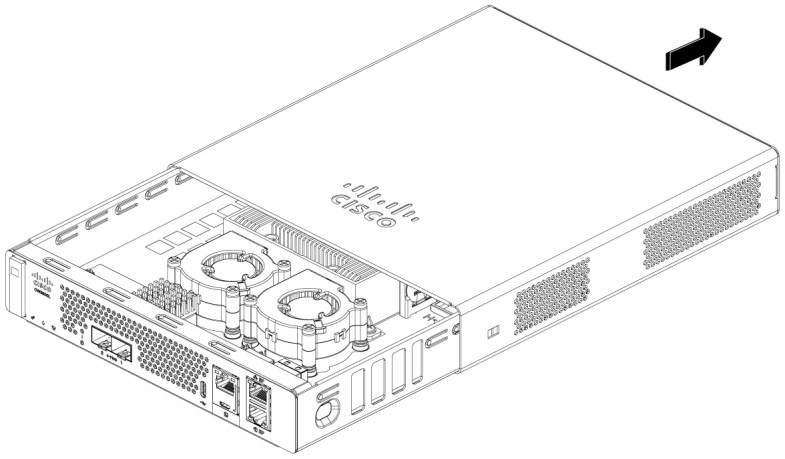
Step 2 Remove the screws from the wrap-around cover on the underside of the controller.

Figure 23: Remove the screws from the wrap-around cover



Step 3 Slide the cover off the base.

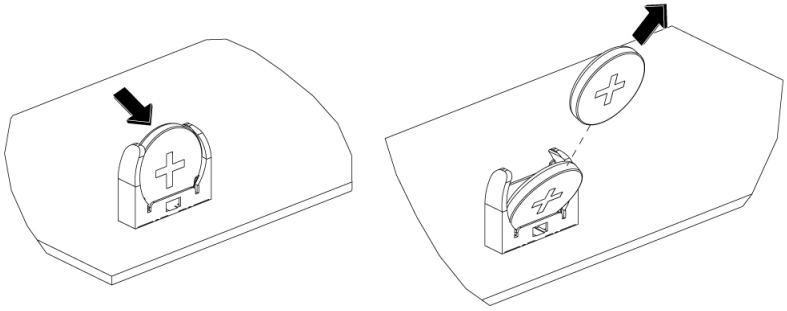
Figure 24: Slide the cover off the base



Step 4 Pivot the battery in the direction shown.

Step 5 Pull the battery out of the holder at an angle.

Figure 25: Remove the battery



Replace the battery

Use this procedure to replace the battery and secure the controller cover.

Before you begin

The battery is a BR2032 type. You should only replace batteries with the same or an equivalent type recommended by the manufacturer.

- Panasonic BR-2032/BN

Note Follow proper electrostatic discharge (ESD) precautions before you handle the battery or the device.

Procedure

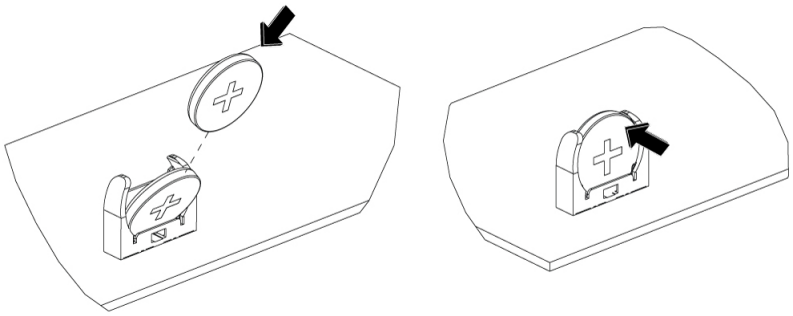
Step 1 Read the safety warnings and disconnect the power supplies before you replace the battery.

Step 2 Orient the battery with the positive side facing up, as shown.

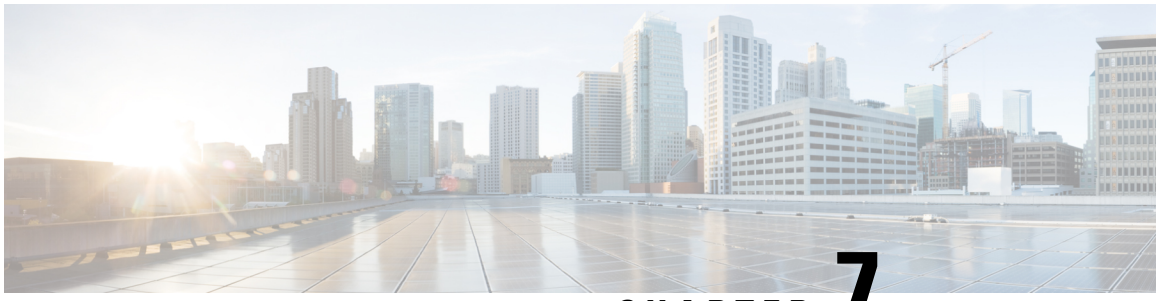
Step 3 Insert the edge of the battery into the battery holder at an angle.

Step 4 Rotate the battery into the holder, and press down until the battery is seated firmly.

Figure 26: Install the battery



Step 5 Replace the cover, and secure it with the screws.



CHAPTER 7

Power Up and Initial Configuration

This chapter guides you through a basic controller configuration, which is sufficient for you to access your network. Complex configuration procedures are beyond the scope of this publication and can be found in the modular configuration and command reference publications in the Cisco IOS software configuration documentation set that corresponds to the software release installed on your Cisco hardware.

- Power the controller, on page 43
- Initial controller configuration, on page 44
- Gigabit Ethernet management interface, on page 54
- Save your controller configuration, on page 56
- Verify the initial configuration, on page 57
- Power off the controller safely, on page 57

Power the controller

Before you power on, make sure that:

- The power supply cord is plugged into the power supply inlet.
- All cables are connected.
- Your computer is powered up and connected.

Note Your controller automatically powers UP from the pre-installed image in the factory settings.

For information on how to recover a Cisco Catalyst 9800 controller or the password from ROMMON mode, see:

https://www.cisco.com/c/en/us/support/docs/wireless/catalyst-9800-series-wireless-controllers/214012-recovering-a-catalyst-9800-controller-fr.html

Initial controller configuration

Using the Cisco IOS XE CLI - Cisco setup command facility

The **setup** command facility prompts you to enter the information that is needed to configure a controller quickly. The facility takes you through an initial configuration, including wireless configurations.

Note The setup command facility is entered automatically if there is no configuration on the controller when it is booted into Cisco IOS XE.

Note Do not delete *Throughput.txt* file. This file is created when the **license wireless high-performance** command is used on the controller to increase the scale from 250 APs and 5000 clients to 500 APs and 10000 clients. Deleting this file will revert the controller to the previous state of 250 APs and 5000 clients.

You are prompted for wireless configuration after the Day 0 banner.

For information on modifying the configuration after you create it, see the Cisco Catalyst 9800 Series Wireless Controller Software Configuration Guide and the Cisco Catalyst 9800 Series Wireless Controller Command Reference Guide.

This section includes:

- Configure the device management interface.
- Configure the device management IP.
- Set a static route.
- Configure the management credentials.
- Configure the wireless management interface.
- Choose the deployment mode.
- Configure the system name or hostname.
- Configure credentials for management access on access points.
- Configure the country code.
- Configure the time using an NTP server or manually.
- [Optional] Configure a time zone.
- [Optional] Configure the wireless client density.
- [Optional] Configure AAA servers.
- [Optional] Configure the wireless network settings.
- [Optional] Configure a network name or SSID.

- [Optional] Configure a virtual IP.
- [Optional] Configure an RF network name.
- [Optional] Configure high avalability.

Note Presently, there is no direct method to get back to your previous configuration. Press **Ctrl-C** to restart the configuration and return to the setup without saving the configuration.

Day 0 CLI wizard for the controller

Procedure

Step 1 You can get into the Day 0 setup wizard using the **write erase** command or directly on the Day 0 device.

Step 2 Device management interface setup configures the device management or service port. This interface enables the basic configuration to access the device using the GUI. This is an optional configuration where you can opt to configure only the wireless management interface and not the device management.

```
Configure device management interface?[yes]:
```

Step 3 Device management IP helps access the device using the GUI.

```
Configure static IP address? [yes]: yes
   Enter the interface IP [GigabitEthernet0]: 10.104.177.128
   Enter the subnet mask [GigabitEthernet0] [255.0.0.0]: 255.255.255.0
```

Step 4 Set a static route to access the device using the GUI.

```
Interface belongs to VRF "Mgmt-intf". Please configure a static route on the VRF
Enter the destination prefix: 0.0.0.0
Enter the destination mask: 0.0.0.0
Enter the forwarding router IP: 10.104.170.1
```

Step 5 Enter the management username and password. This is a mandatory step.

```
Enter the management username: cisco
 Enter the password: ********
 Reenter the password: ********
```

Step 6 Configure the wireless management if you have not configured a device management interface.

```
Basic management setup is now complete. At this point, it is possible to save the above and
continue wireless setup using the webUI (for this, choose 'no' below)

Would you like to continue with the wireless setup? [yes]:yes
```

Note

- If you have not configured the device management, the setup moves to **Step 7** before displaying the above banner.
- You cannot exit the wizard without completing the configuration.
- If you select **Yes**, you need to follow the upcoming steps. Also, you can access the device using the IP configured in **Step 4**.

Step 7 Configure wireless management interface. Wireless management interface is a mandatory configuration.

```
Configuring wireless management interface
 Select interface to be used for wireless management
  1. TenGigabitEthernet0/0/0 [Up]
  2. TenGigabitEthernet0/0/1 [Up]
 Choose the interface to config [1]:
```

Step 8 Enter a VLAN ID.

```
Enter the vlan ID (1-4094): 112
```

Step 9 Configure an IPv4 or IPv6 address.

```
 Configure IPv4 address? [yes]:
   Enter the interface IP TenGigabitEthernet0/0/0 [Up]: 9.11.112.40
   Enter the subnet mask TenGigabitEthernet0/0/1 [Up] [255.0.0.0]: 255.255.255.0
 Configure IPv6 address? [yes]: no
```

Step 10 Configure a VLAN DHCP server and IP address:

```
Do you want to configure a VLAN DHCP Server? [yes]: yes
  Enter the VLAN DHCP Server IP [TenGigabitEthernet0/0/1]: 9.11.112.45
```

Step 11 (Optional) Set a static route to attach an AP client to the controller. The default options for static route prompts you to configure a default route. However, you can specify a different route as well.

```
Configure static route? [yes/no]: yes
 Enter the destination prefix [0.0.0.0]:
 Enter the destination mask [0.0.0.0]:
 Enter the forwarding router IP: 9.11.112.1
```

Note
If you configure the device as HA RMI and you haven't configured a default route (that is, source and destination as 0.0.0.0), the wizard asks for the default route information.

```
Basic management setup is now complete. At this point, it is possible to save the above and
continue wireless setup using the webUI(for this, choose 'no' below)

Would you like to continue with the wireless setup? [yes]
```

Step 12 Choose the deployment mode.

```
Choose the deployment mode
   1. Standalone
   2. Active
   3. Standby
Enter your selection [1]:
```

Note
You can choose from one of the following deployment modes:

- **Standalone**: In this mode, you do not get to view any high availability pairing information.
- **Active**: In this mode, the controller needs to be configured with all the Day 0 information.
- **Standby**: In this mode, the configuration proceeds to the **High Availability** configuration.

Step 13 Configure the system name or hostname.

```
Enter the hostname [WLC]: ciscowlc
```

Note
This is a mandatory step. The hostname needs to confirm to the RFC standards.

Step 14 (Optional) Configure the login credentials for an AP.

```
Configure credentials for management access on Access Points? [yes]:
 Enter the management username: cisco
 Enter the management password: ****
   Reenter the password: ****
 Enter the privileged mode access password: ****
   Reenter the password: ****
```

Step 15 Configure the country code. You can specify multiple country codes by separating them with a comma.

```
Configure country code for wireless operation in ISO format ? [US]:
```

Step 16 Configure the date and NTP to allow access points to join the controller. You can configure time using an NTP server or manually.

Note
You need to enter time in the following format:

DAY-MONTH-YEAR

```
Configure NTP server ? [yes/no]: no
Enter the day:
Enter the month:
Enter the year:

Configure a NTP server now? [yes]:
Enter ntp server address : 9.11.112.45
Enter a polling interval between 16 and 131072 secs which is power of 2: 16
```

Step 17 (Optional) Configure a timezone.

```
Configure timezone? [yes]:
```

```
 Enter name of timezone: ind
 Enter hours offset from UTC (-23,23): 5
 Enter mins offset from UTC (0,59) [0]: 30
```

Step 18 (Optional) Configure the expected client density.

```
Configure Wireless client density? [yes]:
 Choose the client density
   1. Low
   2. Typical
   3. High
 Enter your selection [2]: 3
```

Step 19 (Optional) Configure AAA servers.

Note
You can configure a maximum of 6 servers during Day 0 configuration.

```
Configure AAA servers? [yes]:
 Enter the AAA server address: 9.11.112.46
 Enter the AAA key: ***
Do you want to add more AAA servers? [yes]:
 Enter the AAA server address: 9.11.112.47
 Enter the AAA key: ***
Do you want to add more AAA servers? [yes]: no
```

Note
The AAA servers are required for WPA2 Enterprise. You need to configure AAA only in one place. If you follow **Step 21**, WPA2 Enterprise will not ask for AAA servers in **Step 22**.

Step 20 (Optional) Configure wireless network settings to configure WLAN information for an AP and client join.

```
Configure Wireless network settings? [yes]:
```

Step 21 (Optional) Configure an SSID for client join.

```
Enter the network name or service set identifier (SSID):
Choose the network type
   1. Employee
   2. Guest
```

If you choose **Employee** as the network type, these options are displayed.

```
Choose the security type
   1. WPA Personal
   2. WPA Enterprise
  Enter your selection [2]:
```

If you choose **WPA2 Personal**, you will need to enter a pre-shared key (ASCII).

```
Enter the pre-shared key (ASCII):
```

If you choose **WPA2 Enterprise**, you will be able to add multiple AAA servers.

```
Enter the AAA server address:
```

```
Enter the AAA key:
Enter more AAA server details? [yes]
```

If you choose **Guest**, you have these options:

```
Please choose the security type:
1.    Webauth
2.    Authbypass
3.    Consent
4.    Webconsent
Enter the security type:
```

Step 22 (Optional) Configure a virtual IP address. The recommended virtual IP address is 192.0.2.1.

```
Configure virtual IP? [yes]:
 Enter the virtual IP [192.0.6.1]:
```

Step 23 (Optional) Configure an RF network name.

```
Configure RF-Network Name? [yes]:
 Enter the RF-Network Name: ciscorf
```

Step 24 (Optional) Configure High Availability.

If you choose the deployment mode as Active or Standby, you will need to choose from one of the High Availability pairing type:

a. RMI

b. RP-RP

Note
For information on HA pairing types, see **Part: High Availability (High Availability > Information About Redundancy Management Interface)** in *Cisco Catalyst 9800 Series Wireless Controller Software Configuration Guide, Cisco IOS XE 17.18.x*.

```
High Availability configuration
 Please choose the HA pairing type
   1. RMI
   2. RP-RP
 Enter your selection [1]:
```

If you choose RMI+RP, you need to select an interface to be used as redundancy port:

```
Enter the RMI IP for local chassis: 9.11.112.12
Enter the RMI IP for remote chassis: 9.11.112.13
Enter the gateway IP of the last resort: 9.11.112.1
```

Note
If you have not configured a default route earlier, you need to enter the gateway IP of the last resort.

If you choose the deployment mode as Standby, you need to specify the VLAN ID for completing the pairing:

```
 Enter the RMI IP for local chassis: 9.11.112.51
 Enter the RMI IP for remote chassis: 9.11.112.50
 Enter the wireless management VLAN: 112
```

If you choose RP, you need to select an interface to be used as redundancy port:

```
Select interface to be used as redundancy port
  1. TenGigabitEthernet0/0/0 [Up]
  2. TenGigabitEthernet0/0/1 [Up]
 Choose the interface to config [1]: 2
 Enter the local IP:
Enter the subnet mask:
Enter the remote IP:
```

Day 0 web UI wizard for the controller

For information on the Day 0 Web UI, see the Day 0 Express Setup using WebUI section of the *Cisco Catalyst 9800 Wireless Controller Series Web UI Deployment Guide*.

Note After the day 0 wizard configuration, the management interface (Gig0) remains as the source interface for TFTP. In the day 0 wizard configuration the wireless management interface is configured and most of the time this is the interface used for all network traffic.

To change the TFTP source interface to the wireless management interface, use the following command: **ip tftp source-interface vlan** *VLAN-ID*.

Use the Cisco IOS XE CLI

This section shows you how to access the CLI to perform the initial configuration on the controller.

If the system configuration message does not appear, it means a default configuration file was installed on the controller prior to shipping.

Follow these steps to configure the controller.

Procedure

Step 1 Enter **no** when the following system message appears on the controller.

```
--- System Configuration Dialog ---

Would you like to enter the initial configuration dialog? [yes/no]: no
```

Step 2 Press **Return** and continue with the manual configuration.

Several log messages are displayed.

Step 3 Press **Return** to bring up the `WLC>` prompt.

Step 4 Type **`enable`** to enter privileged EXEC mode.

```
WLC> enable
WLC#
```

Configure the controller hostname

The hostname used in CLI prompts the default configuration filenames. If you do not configure the controller hostname, the controller uses the factory-assigned default hostname **WLC**.

Procedure

Step 1 Enable privileged EXEC mode.

Example:

```
WLC> enable
```

Note
Enter your password if prompted.

Step 2 Enter global configuration mode.

Example:

```
WLC# configure terminal
```

Step 3 Specifies or modifies the hostname for the network server.

Example:

```
WLC(config)# hostname myWLC
```

Step 4 (Optional) Returns to privileged EXEC mode.

Example:

```
myWLC(config)# end
```

Enable secret passwords

To provide an additional layer of security, particularly for passwords that cross the network or are stored on a TFTP server, you can use either the **enable password** command or the**enable secret** command. Both commands accomplish the same thing—they allow you to establish an encrypted password that users must enter to access privileged EXEC (enable) mode.

We recommend that you use the **enable secret** command because it uses an improved encryption algorithm.

Note If you configure the enable secret command, it takes precedence over the enable password command; the two commands cannot be in effect simultaneously.

For more information, see the **Configuring Passwords and Privileges** chapter in the *Cisco IOS Security Configuration Guide*. Also see **Cisco IOS Password Encryption Facts** and **Cisco Guide to Harden Cisco IOS Devices**.

Procedure

Step 1 Enable privileged EXEC mode.

Example:

```
Device# enable
```

Enter your password if prompted.

Step 2 Enter global configuration mode.

Example:

```
Device# configure terminal
```

Step 3 Specify an additional layer of security over the **enable password** command.

Example:

```
Device(config)# enable secret greentree
```

Step 4 Return to privileged EXEC mode.

Example:

```
Device(config)# end
```

Step 5 Enable privileged EXEC mode.

Example:

```
Device> enable
```

Verify that your new enable or enable secret password works.

Configure the console idle privileged EXEC timeout

By default, the privileged EXEC command interpreter waits 10 minutes to detect user input before timing out.

When you configure the console line, you can also set communication parameters, specify autobaud connections, and configure terminal operating parameters for the terminal that you are using. For more information on configuring the console line, see the *Cisco IOS Configuration Fundamentals and Network Management Configuration Guide*. In particular, see the *Configuring Operating Characteristics for Terminals* and *Troubleshooting and Fault Management* chapters.

Procedure

Step 1 Enable privileged EXEC mode.

Example:

```
Device> enable
```

Note
Enter your password if prompted.

Step 2 Enter global configuration mode.

Example:

```
Device# configure terminal
```

Step 3 Configure the console line and start the line configuration command collection mode.

Example:

```
Device(config)# line console 0
```

Step 4 Set the idle privileged EXEC timeout.

Example:

```
Device(config-line)# exec-timeout 0 0
```

Idle privileged EXEC timeout is the interval that the privileged EXEC command interpreter waits until user input is detected.

The example shows how to specify no timeout. Setting the **exec-timeout** value to 0 will cause the controller to never log out once logged in. This could have security implications if you leave the console without manually logging out using the disable command.

Step 5 Return to privileged EXEC mode.

Example:

```
Device(config-line)# end
```

Step 6 Display the running configuration file.

Example:

```
Device# show running-config
```

Verify that you have configured the idle privileged EXEC timeout correctly.

Example

This example shows how to set the console idle privileged EXEC timeout to 2 minutes 30 seconds:

```
line console
exec-timeout 2 30
```

This example shows how to set the console idle privileged EXEC timeout to 30 seconds:

```
line console
exec-timeout 0 30
```

Complete the configuration

When using the Cisco setup command facility, and after you have provided all the information requested by the facility as described in *Using the Cisco setup Command Facility* section, the final configuration appears.

To complete your controller configuration, follow these steps.

Procedure

Step 1 Save the configuration. When the facility prompts you to save the configuration, type yes or no.

- If you answer no, the configuration information you entered is not saved, and you return to the controller enable prompt (**WLC#**). Enter **setup** to return to the System Configuration dialog box.
- If you answer yes, the configuration is saved, and you are returned to the user EXEC prompt (`WLC>`).

```
Use this configuration? {yes/no} : yes
Building configuration...
Use the enabled mode 'configure' command to modify this configuration.

%LINK-3-UPDOWN: Interface GigabitEthernet0/1/0, changed state to up
%LINEPROTO-5-UPDOWN: Line protocol on Interface GigabitEthernet0/1/0, changed state to up

<Additional messages omitted.>
```

Step 2 Press return to get the `WLC>` prompt when the messages stop appearing on your screen. The `WLC>` prompt indicates that you are now at the CLI. You have just completed the initial controller configuration. Note that this is not the complete configuration.

Step 3 Choose to perform either of the steps.

- Run the setup command facility again, and create another configuration:

```
WLC> enable
Password: password
WLC# setup
```

- Modify the existing configuration or configure additional features by using the CLI:

```
WLC> enable
Password:  password
WLC# configure terminal
WLC(config)#
```

Gigabit Ethernet management interface

The controller provides an Ethernet management port named GigabitEthernet0.

The purpose of this interface is to allow users to perform management tasks on the controller; it is an interface that should not, and often cannot, forward network traffic, but can be used to access the controller through Telnet and SSH to perform management tasks on the controller. The interface is most useful in troubleshooting scenarios when other forwarding interfaces are inactive.

These are the aspects of management Ethernet interface:

- The controller has one management Ethernet interface named GigabitEthernet0.
- IPv4, IPv6, and ARP are the only routed protocols supported for the interface.

- The interface provides a way to access the controller even if forwarding interfaces are not functional, or the Cisco IOS is down.
- The management Ethernet interface is part of its own VRF. See the *Cisco Catalyst 9800 Series Wireless Controller Software Configuration Guide* for more details.

Default Gigabit Ethernet configuration

By default, a forwarding VRF is configured for the interface with a special group named Mgmt-intf. This cannot be changed. This isolates the traffic on the management interface away from the forwarding plane. Otherwise, the interface can be configured like other Gigabit Ethernet interfaces for most functions.

For example, the default configuration is:

```
interface GigabitEthernet0
vrf forwarding Mgmt-intf
ip address 200.165.200.225 255.255.255.224
negotiation auto
```

Configure Gigabit Ethernet interfaces

This section shows how to assign an IP address and interface description to an Ethernet interface on your controller.

For comprehensive configuration information on Gigabit Ethernet interfaces, see the **Configuring LAN Interfaces** chapter of the *Cisco IOS Interface and Hardware Component Configuration Guide*.

For information on the interface numbering, see the *Cisco Catalyst 9800 Series Wireless Controller Software Configuration Guide*.

Procedure

Step 1 Enable privileged EXEC mode.

Example:

```
WLC> enable
```

Note
Enter your password if prompted.

Step 2 Display a brief status of the interfaces that are configured for IP.

Example:

```
WLC# show ip interface brief
```

Learn which type of Ethernet interface is on your controller.

Step 3 Enter global configuration mode.

Example:

```
WLC# configure terminal
```

Step 4 Specify the Ethernet interface and enter the interface configuration mode.

Example:

```
WLC(config)# interface GigabitEthernet 0
```

Step 5 Set a primary IP address for an interface.

Example:

```
WLC(config-if)# ip address 172.16.74.3 255.255.255.0
```

Step 6 Enable an interface.

Example:

```
WLC(config-if)# no shutdown
```

Step 7 Return to privileged EXEC mode.

Example:

```
WLC(config)# end
```

Step 8 Display a brief status of the interfaces that are configured for IP.

Example:

```
WLC# show ip interface brief
```

Verify that the interfaces are up and configured correctly.

Note
For comprehensive configuration information about IP routing and IP routing protocols, see the **Configuring IP Routing Protocol-Independent Feature** on **cisco.com**.

Save your controller configuration

This section describes how to avoid losing your configuration at the next system reload or power cycle by saving the running configuration to the startup configuration in NVRAM. The NVRAM provides 32 MB of storage on the controller.

Note

- To aid file recovery and minimize downtime in case of file corruption, we recommend that you save backup copies of the startup configuration file and the Cisco IOS XE software system image file on a server.
- To avoid losing work you have completed, be sure to save your configuration occasionally as you proceed. Use the **copy running-config startup-config** command to save the configuration to NVRAM.

Procedure

Step 1 Enable privileged EXEC mode.

Example:

```
Device> enable
```

Enter your password if prompted.

Step 2 Save the running configuration to the startup configuration.

Example:

```
Device# copy running-config startup-config
```

Verify the initial configuration

Enter these commands in Cisco IOS XE to verify the initial configuration on the controller:

- **show version**: Displays the system hardware version, the installed software version, the names and sources of configuration files, the boot images, and the amount of installed DRAM, NVRAM, and flash memory.
- **show diag all eeprom**: Lists and displays the chassis, slot location, and subslot location details.
- **show interfaces**: Shows if interfaces are operating correctly and if interfaces and line protocols are in the correct state, either up or down.
- **show ip interface brief**: Displays a summary of the interfaces configured for IP protocol.
- **show configuration**: Helps verify if you have configured the correct hostname and password.

After you have completed and verified the initial configuration, the specific features and functions are ready to be configured. See the *Cisco Catalyst 9800 Series Wireless Controller Software Configuration Guide*.

Power off the controller safely

Before you begin

We recommend that before turning off all power to the chassis, you issue the reload command. This ensures that the operating system cleans up all the file systems.

Procedure

Step 1 Slip on the ESD-preventive wrist strap included in the accessory kit.

Step 2 Change the controller **config-register** by running these commands.

```
wlc#
wlc# conf t
wlc(config)# config-register <config-register-number>
```

Note
config-register-number refers to the config register number. The valid range is from 0x0 to 0xFFFF.

You can use *0x2102* as the config register number for the initial deployment.

Step 3 Save the controller configuration with this command.

```
wlc# write memory
```

Step 4 Enter the **reload** command.

Step 5 Confirm the reload command.

```
wlc# reload

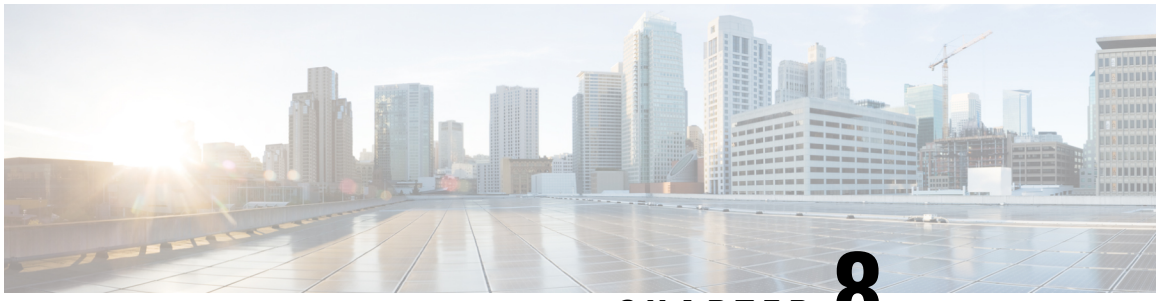
Reload command is being issued on Active unit, this will reload the whole stack
Proceed with reload? [confirm]
Chassis 1 reloading, reason - Reload command
Feb  6 19:50:38.556: %PMAN-5-EXITACTION: F0/0: pvp: Process manager is exiting:
Feb  6 19:5
Initializing Hardware ...
System integrity status: 90170200 21030107
```

Step 6 After confirming the reload command, wait until the system bootstrap message is displayed before powering off the system.

```
System Bootstrap, Version 17.18(1r), DEVELOPMENT SOFTWARE
Copyright (c) 1994-2025 by cisco Systems, Inc.
Compiled Wed Apr 30 09:49:11 2025 by ankurath

Current image running: Boot ROM1
Last reset cause: LocalSoft

CW9800L platform with 33554432 Kbytes of main memory
```



CHAPTER 8

License Information

- Evaluation license, on page 59
- View license information, on page 59
- View the Cisco IOS license level, on page 59

Evaluation license

The wireless controller operates on evaluation mode when the device is not registered. The evaluation mode is for 90 days. After the expiry of the evaluation period, if the wireless controller is not registered to a smart account, the wireless controller will start displaying syslog evaluation expiration messages. These error messages are purely for informational purpose only and will not affect the functionality of the wireless controller.

The number of APs supported on the wireless controller when the wireless controller is on EVAL mode will be equal to the capacity of the wireless controller and the wireless controller will be fully operational. No other license is required to use the wireless controller in evaluation mode.

For more information on license information, see *Configure Cisco Wireless Licenses*.

View license information

Use the **show license udi** command to determine the Universal Device Identifier (UDI) information of your chassis. This may be required at the time of purchasing a new license.

This example displays sample output from the **show license udi** command:

```
Device#show license udi
UDI: PID:CW9800L,SN:XXXXXXXXXXX
Device#
```

View the Cisco IOS license level

Use the **show version** command to determine the Cisco IOS license level in the controller.

Example:

```
Device# show version | section License
```

```
licensed under the GNU General Public License ("GPL") Version 2.0.  The
documentation or "License Notice" file accompanying the IOS-XE software,
License Type: Smart License is permanent
License Level: adventerprise
AIR License Level: AIR DNA Advantage
```

Table 13: Show version command output description

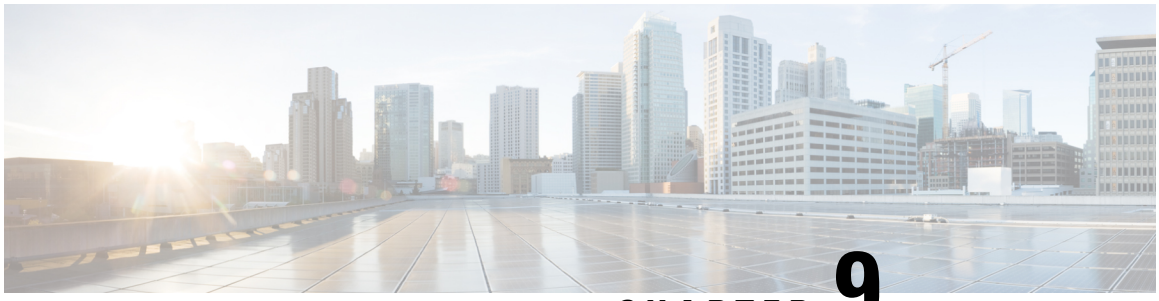
Field name	Description
License Level: adventerprise	Indicates the current Cisco IOS license code level.
License Type: Smart License is permanent	Indicates the type of license that is used. This example shows that the Cisco Smart license is used that provides floating licenses for your user account. Other license types could be: Permanent (purchased) license or an Evaluation 60-day license.
AIR License Level: AIR DNA Advantage	Indicates the AIR network advantage license level.

Use the **show running-config** command or the **show startup-config** command to view the license-level information. This example displays sample output from the **show running-config** command:

```
Device# show running-config
.
.
.
license boot level adventerprise
```

Table 14: show running-config Command Output Description

Field name	Description
license boot level adventerprise	Indicates the current requested Cisco lOS license level to boot.



CHAPTER 9

Factory Reset

- Factory reset, on page 61
- Prerequisites for factory reset, on page 61
- Perform factory reset, on page 62

Factory reset

Factory reset removes all the customer-specific data that has been added to a device since the time of its shipping. The erased data includes configurations, log files, boot variables, core files, and credentials such as Federal Information Processing Standard-related (FIPS-related) keys.

Factory reset for wireless controller operation

The device returns to its default license configuration after a factory reset.

Note The factory reset is performed through an IOS CLI. A copy of the running image is backed up and restored after the reset.

Prerequisites for factory reset

- Ensure that all the software images, configurations, and personal data are backed up.
- Ensure that there is uninterrupted power supply when the factory reset is in progress.
- Ensure that you take a backup of the current image.

Perform factory reset

Procedure

Enable privileged EXEC mode.

Example:

```
Device> enable
```

Enter your password, if prompted.

Perform secure factory reset

Procedure

Remove sensitive data from all the partitions.

Example:

```
Device# factory-reset all secure 3-pass
```

There are three passes to erase data in disk partitions:

- Write 0s
- Write 1s
- Write a random byte

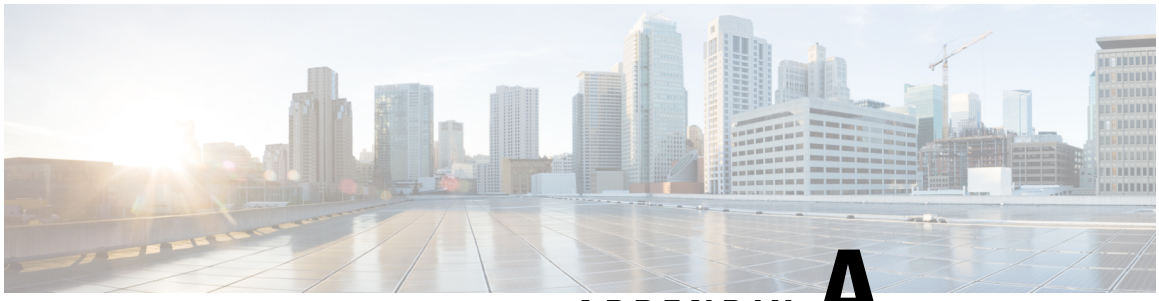
Note
The factory reset takes 3 to 6 hours to be completed.

Factory reset for Campus Gateway operation

Procedure

Hold down the reset button on the chassis for at least 20 seconds.

See the Cisco CW9800L Wireless Controller Rear Panel section for the location of the reset button.



APPENDIX A

Controller Specifications

This appendix lists the technical specifications for the controller.

- Physical specifications, on page 63
- Environmental specifications , on page 63
- Power specifications, on page 64

Physical specifications

Table 15: Physical specifications

Description	Specification
Width	8.5 in. (215.9 mm)
Depth	9.24 in. (234.7 mm)
Height	1.58 in. (40.1 mm) - only unit 1.71 in. (43.3 mm) - in rack mount tray
Weight	4.4 lbs (2 kg)

Environmental specifications

Table 16: Environmental specifications

Description	Specification
Storage Temperature	–13° F to 158° F (–25° C to 70° C)
Operating Temperature	32° F to 104° F (0° C to 40° C) **Note** The maximum temperature is derated by 1.0° C for every 1000 ft (305 m) of altitude above sea level.

Description	Specification
Storage Humidity	0% to 95% RH non-condensing
Operating Humidity	5% to 90% RH non-condensing
Operational Altitude	0 to 10,000 ft (3048m) at 30° C

Power specifications

Table 17: AC power supply specifications

Description	Specification
AC input voltage	100 to 240 VAC
Frequency	50 to 60 Hz
Maximum output power	110 W
Adapter	C9800-AC-110W