

Cisco Business Wireless: Tasks that Disrupt Service

Objective

This article will explain the configuration tasks that can disrupt wireless on a Cisco Business Wireless (CBW) network.

Applicable Devices | Firmware Version

- CBW 140AC ([Data Sheet](#)) | 10.6.1.0 ([Download latest](#))
- CBW 145AC ([Data Sheet](#)) | 10.6.1.0 ([Download latest](#))
- CBW 240AC ([Data Sheet](#)) | 10.6.1.0 ([Download latest](#))
- CBW 141ACM Mesh Extender ([Data Sheet](#)) | 10.6.1.0 ([Download latest](#))
- CBW 142ACM Mesh Extender ([Data Sheet](#)) | 10.6.1.0 ([Download latest](#))
- CBW 143ACM Mesh Extender ([Data Sheet](#)) | 10.6.1.0 ([Download latest](#))

Introduction

Keeping your network up and running is important, but sometimes configurations need to change. This may cause an interruption of service.

In the tables below, an asterisk (*) is shown when it is necessary for the Web User Interface (UI) to be in *Expert View*. To enable the *Expert View* options, log into the Web UI of your CBW Primary AP. Click on the **light green arrows** in the upper right-hand corner of the Web UI to enter *Expert View*.



Configuration tasks that cause wireless network disruption

The following configurations will cause a brief interruption of service.

Configuration Change	Location on Web UI	Result
Editing WLAN configuration	Wireless Settings > WLANs	Clients connected to the WLAN will experience network disruption.
Editing AP configuration	Wireless Settings > Access Points	Clients connected to the AP will experience network disruption
Enabling Fastlane on a WLAN	Wireless Settings > WLANs > edit WLAN > Traffic Shaping tab	All WLANs (not just the one being edited) will be disabled and re-enabled

Enabling Multicast Direct Stream	*Services > Media	after applying the configuration. All WLANs will be disabled and re-enabled after applying the configuration.
Changing AP Group membership	*Wireless Settings > Access Points Groups	Clients connected to the AP will experience network disruption.
Applying new RF Configuration	*Advanced > RF Optimization	All WLANs will be disabled and re-enabled after applying the configuration.
Mapping RF profile for an AP group	*Wireless Settings > Access Points Groups > edit group > RF Profile tab	Will cause momentary disruption of WLANs in the AP Group.

*Available in *Expert View* only.

Configuration changes that cause or require an AP reboot

The following configurations will cause an interruption of service for customers with at least one device needing a reboot. If possible, you may want to perform these tasks when the office is closed.

If you need to manually reboot the Primary IP (notated with **), wait until updates are complete. Navigate to **Advanced > Primary AP Tools > Restart Primary AP**.

Configuration Change	Location on Web UI	Result
Global Mesh enable/disable	Wireless Settings > Mesh	Primary AP will not reboot, but all subordinate APs will auto reboot.
Backhaul Client Access enable/disable	Wireless Settings > Mesh	All APs will auto reboot if Auto Restart checkbox is selected.
Software Update	Management > Software Update	**Otherwise, perform a manual reboot of the Primary AP. All other APs will then auto reboot to

		change firmware images to match the version running on the Primary AP.
Interchange Image	Monitoring > Access Points > per AP view > Tools	**Manual reboot of Primary AP is needed. Primary AP will auto reboot, which will disrupt client connections to that AP. Other APs will continue to serve clients normally, but no new client authentications can occur until the Primary AP has finished rebooting. Current Primary AP will auto reboot, disrupting connections to that AP. The new Primary AP will start up the virtual controller process to take the Primary AP role; new client authentications will not occur until this is done.
Configuration file upload to Primary AP	Advanced > Primary AP Tools > Configuration Management	**Manual reboot of Primary AP is needed.
Change the Primary AP	Wireless Settings > Access Points > edit a Primary- capable AP	**Manual reboot of Primary AP is needed.
Secure Web Auth enable/disable	Management > Access	**Manual reboot of Primary AP is needed.
Custom WebAuth/WebAdmin certificate upload to Primary AP	Advanced > Primary AP Tools > Upload File	**Manual reboot of Primary AP is needed.
Moving a Mesh Extender to a new AP group	* Wireless Settings > Access Points > Groups	The Mesh Extender will auto reboot.
Changing the AP role of a Primary- capable AP	* Wireless Settings > Access Points >	Primary-capable AP will auto reboot.

Edit AP >Mesh
tab > AP Role
menu

*Available in *Expert View* only.

Conclusion

There you go! You now know some configuration changes that may cause a disruption of service.

Want to learn more about your CBW network? Check out any of the following links below for more information.

[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](#)