

Cisco Business Wireless: Mobile App vs Web UI Features

Objective

The objective of this article is to explicitly outline the features Cisco Business Wireless App supports versus web User Interface (UI) in Cisco Business Wireless (CBW) network for indoor environments.

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

Applicable Devices | Software 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](#))

Introduction

Cisco Business Wireless (CBW) Access Points (APs) and Mesh Extenders deliver a simple-to-deploy solution designed for small and medium-sized businesses.

Cisco Business Wireless Access Points 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

Also, Cisco Business Wireless access points and mesh extenders are operated directly from your mobile device through the Cisco Business Wireless app, an intuitive client application that simplifies conventional wireless network deployment challenges. You will need one of the following Operating Systems to operate Cisco Business Wireless On the mobile app, navigate to

- Android version 5.0 or above
- iOS version 8.0 or above

Updates will occur to both the Web UI and the mobile application. This article was accurate at the time of the Cisco Business Wireless AP release. Features may be changed or added that were not available at the time this article was published. To have access to all the available features, make sure you are running the [latest version of the software for the Web UI](#), and the latest version of the mobile application.

Cisco Business Wireless Support by Feature

Most of the options available in web UI and Mobile App are common. However, there are some options that are available in web UI but not in Mobile App and vice versa. Please refer the following comparison table to get more details about the options available. To jump to the section that you are interested in, you press ctrl + click on any of the hyperlinks below.

When using the Web UI, not all options are shown unless you are in *Expert View*. To enter *Expert View*, select the arrow icons on the top right of the Web UI.




During initial setup, it is easiest to use the mobile app.

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.com> You may receive a warning before proceeding. Enter your credentials. You can also access the Primary AP by entering [https://\[ipaddress\]](https://[ipaddress]) (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 Wireless 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](#)

Features Available on Both the Web UI and the App

Features	Present in Web User Interface	Present in Mobile Application
View the AP usage and Numbers of Clients	Yes	Yes

Associated		
Adding new Wireless LAN (WLAN)	Yes	Yes
MAC Address / Hostname and IP address details of the Associated Clients	Yes	Yes
Network Summary (Access Points, Active Clients, Rogues, and Interferers)	Yes	Yes
Details for top Access Points in terms of data usage	Yes	Yes
Details for top clients in terms of data usage	Yes	Yes
Details for top Guest Clients	Yes	Yes
Details of top Applications	Yes	Yes
Details of top Wireless LANs (WLANs)	Yes	Yes
Wireless Dashboard (Max. Configured Data Rate, Client Capability - Spatial Streams, Max Protocol)	Yes	Yes
AP Performance - Channel Utilization - Top APs, Interference - Top APs	Yes	Yes
Client Performance - Signal Strength, Signal Quality, Connection Rate, Client Connectivity States	Yes	Yes
Access Point View - Complete summary of the AP	Yes	Yes
Client View - Complete summary of the client	Yes	Yes
Ping Tool (IP and Domain Name)	Yes	Yes
Option to save device configuration and restore the device to factory default settings	Yes	Yes
Software Update	Yes	Yes

Features Only Available on the Web UI

Features	Present in Web User Interface	Present in Mobile Application
RF Optimization	Yes	No
Download Tech-support files	Yes	No
Radius Response test	Yes	No
Configure and view log details	Yes	No
Spectrum Intelligence	Yes	No
RF Troubleshoot	Yes	No
Configuration option for SNMP and NTP, mDNS and Umbrella	Yes	No

Features Only Available on the App

Features	Present in Web User Interface	Present in Mobile Application
Touch ID authentication	No	Yes
Details of top Operating Systems	No	Yes
Client Performance - (Connection Score, Connected Protocols)	No	Yes
Speed Test Tool (Internal and Internet)	No	Yes
Options to access online resource related to products	No	Yes

Available on both the Web UI and the Mobile Application

View the AP usage and Numbers of Clients Associated

On the Web UI, navigate to **Monitoring > Network Summary > Access Points**.

Monitoring

1 Network Summary

Access Points

Clients

Guest Clients

Mesh Extender

Applications

Rogues

Access Points

Wireless Dashboard

AP Performance

Client Performance

CISCO Cisco Business Wireless 145AC Access Point

Access Points

2.4GHz 5GHz

2

AP Name	Role	Type	Clie...	Usage
Cisco-CBW-1		Primary AP	1	4.8 MB
Cisco CBW-2		Mesh Exten...	1	4.2 MB
Cisco-CBW-3		Primary Cap...	1	3.8 MB

On the mobile app, select **Devices**.

Mesh

Search

2.4GHz 5GHz

Name	Clients	Usage
APA453.0E1E.2338*	1	68 MB
AP68CA.E46E.1650	0	133 MB
APA453.0E22.0A70	0	974 MB
AP4CBC.48C0.74B8	1	1 MB
AP68CA.E470.0500	0	40 MB

Adding new Wireless LAN (WLAN)

On the Web UI, navigate to **Wireless Settings > WLANs**. Select **Add new WLAN/RLAN**.

Monitoring

Wireless Settings

WLANs

1

Access Points

WLAN Users

Guest WLANs

Mesh

Management

Advanced

CISCO Cisco Business Wireless 140AC Access Point

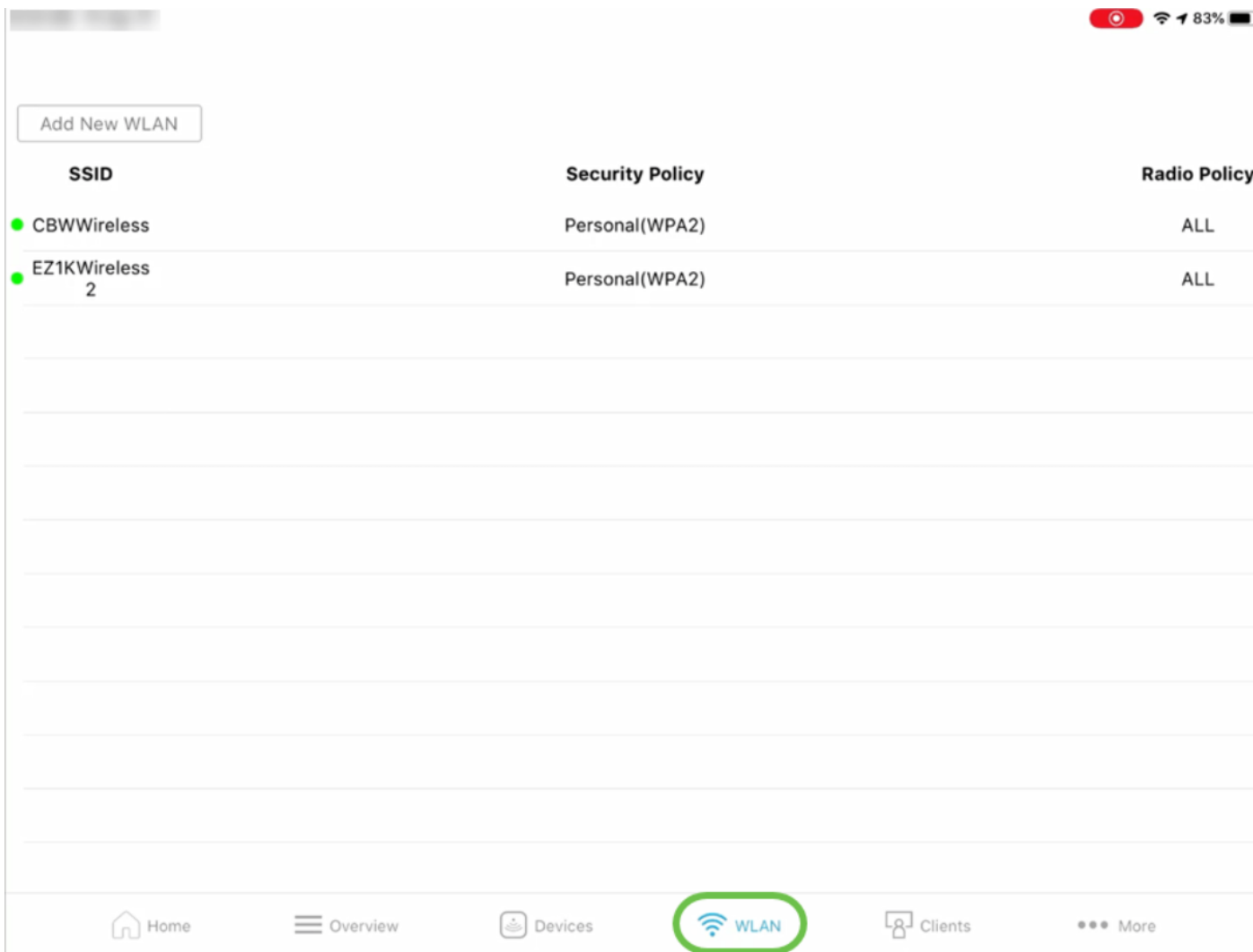
WLANs

Active WLANs 1

Add new WLAN/RLAN 2

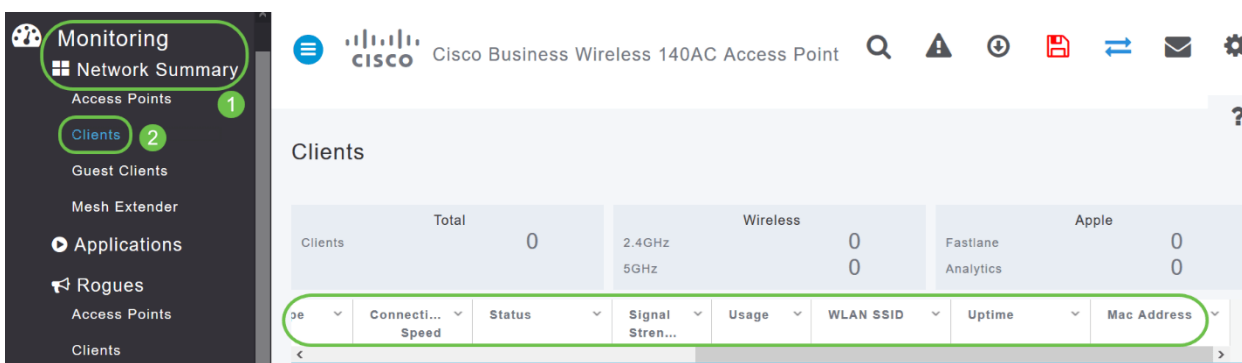
Action	Active	Type	Name	SSID
	Enabled	WLAN	EZ1K	EZ1K

On the mobile app, select **WLAN**.

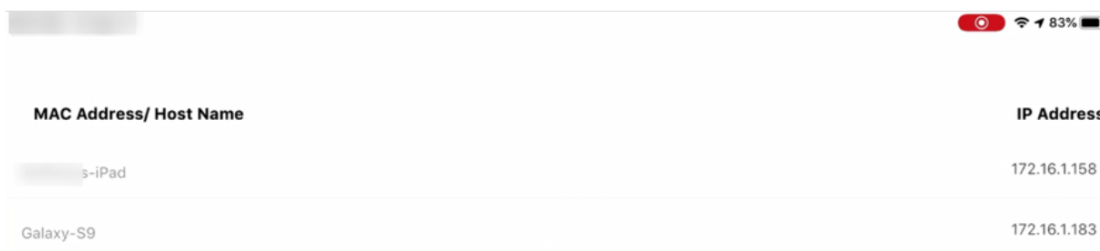


MAC Address / Hostname and IP address details of the associated clients

On the Web UI, navigate to **Monitoring > Network Summary > Clients**.

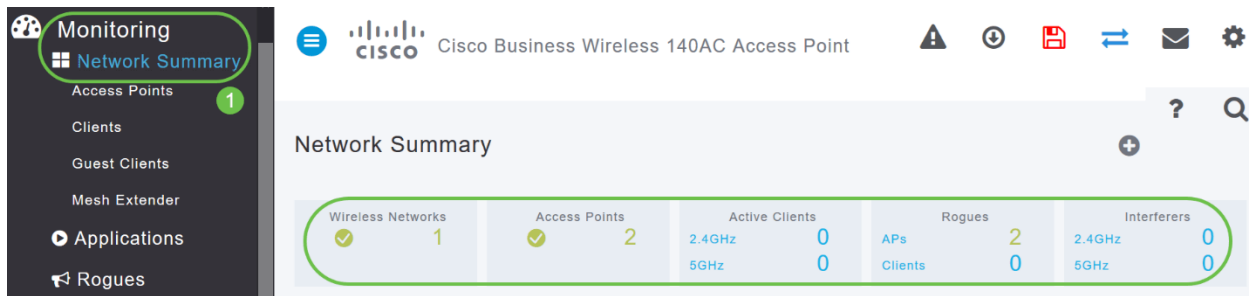


On the mobile app, select **Clients**.

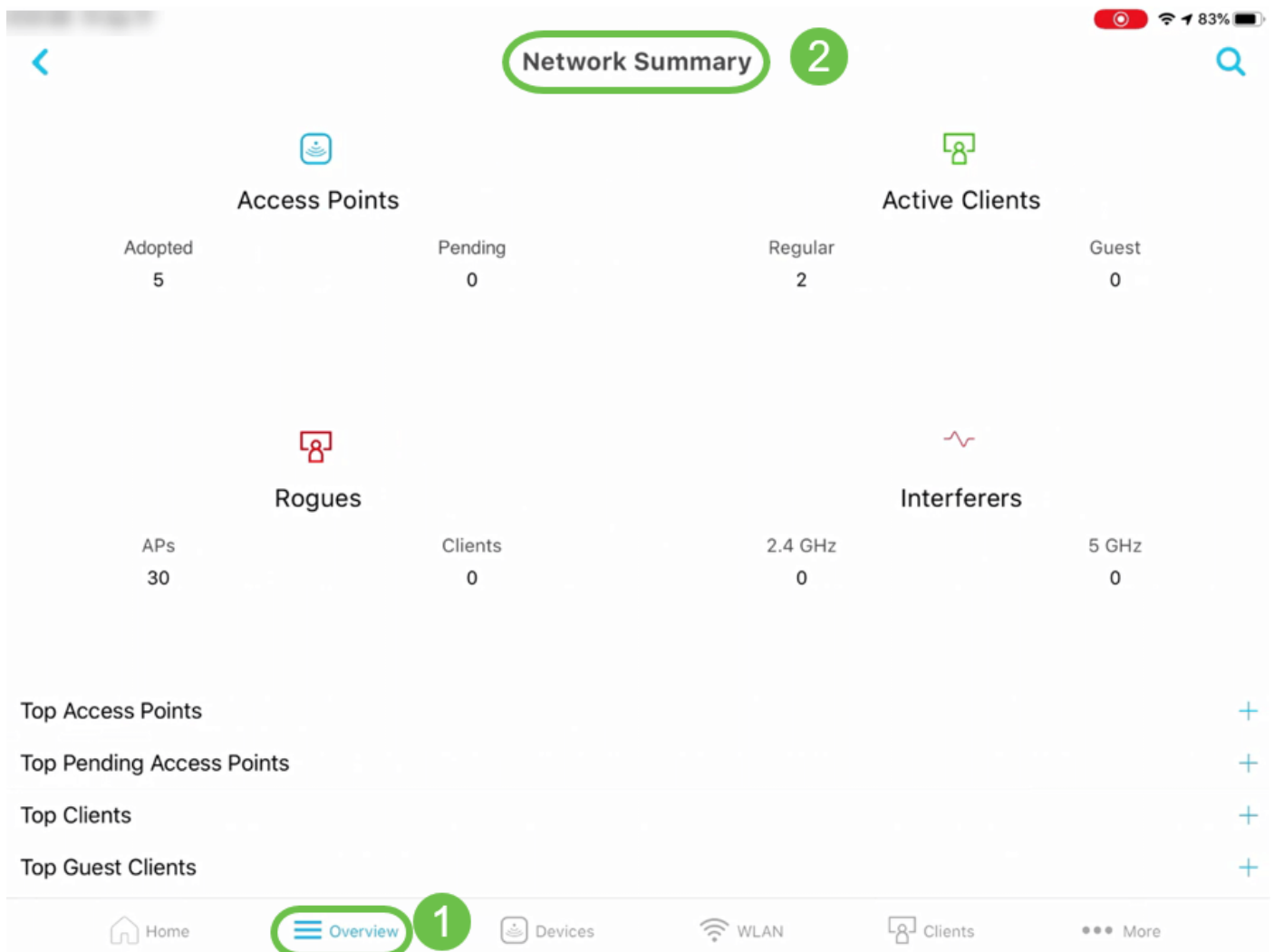


Network Summary (Access Points, Active Clients, Rogues, and Interferers)

On the Web UI, navigate to **Monitoring > Network Summary**.

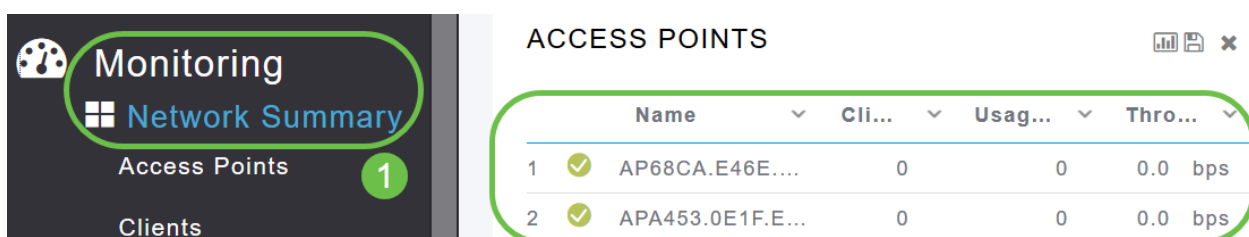


On the mobile app, select **Overview and Network Summary**.

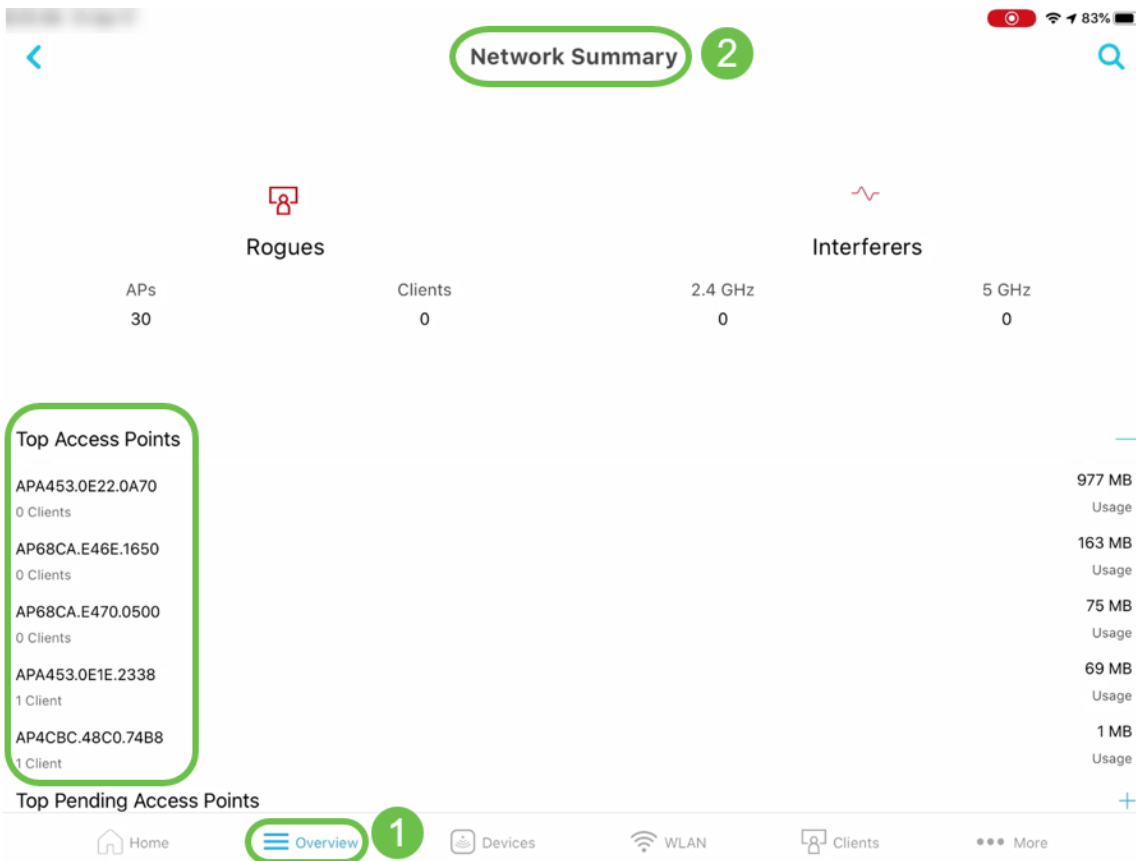


Details for top Access Points in terms of data usage

On the Web UI, navigate to **Monitoring > Network Summary**.

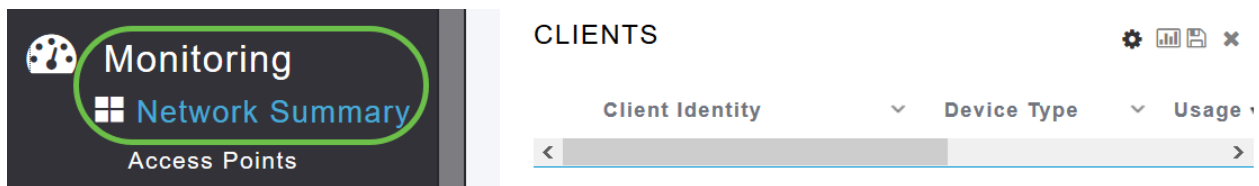


On the mobile app, select **Overview and Network Summary**.

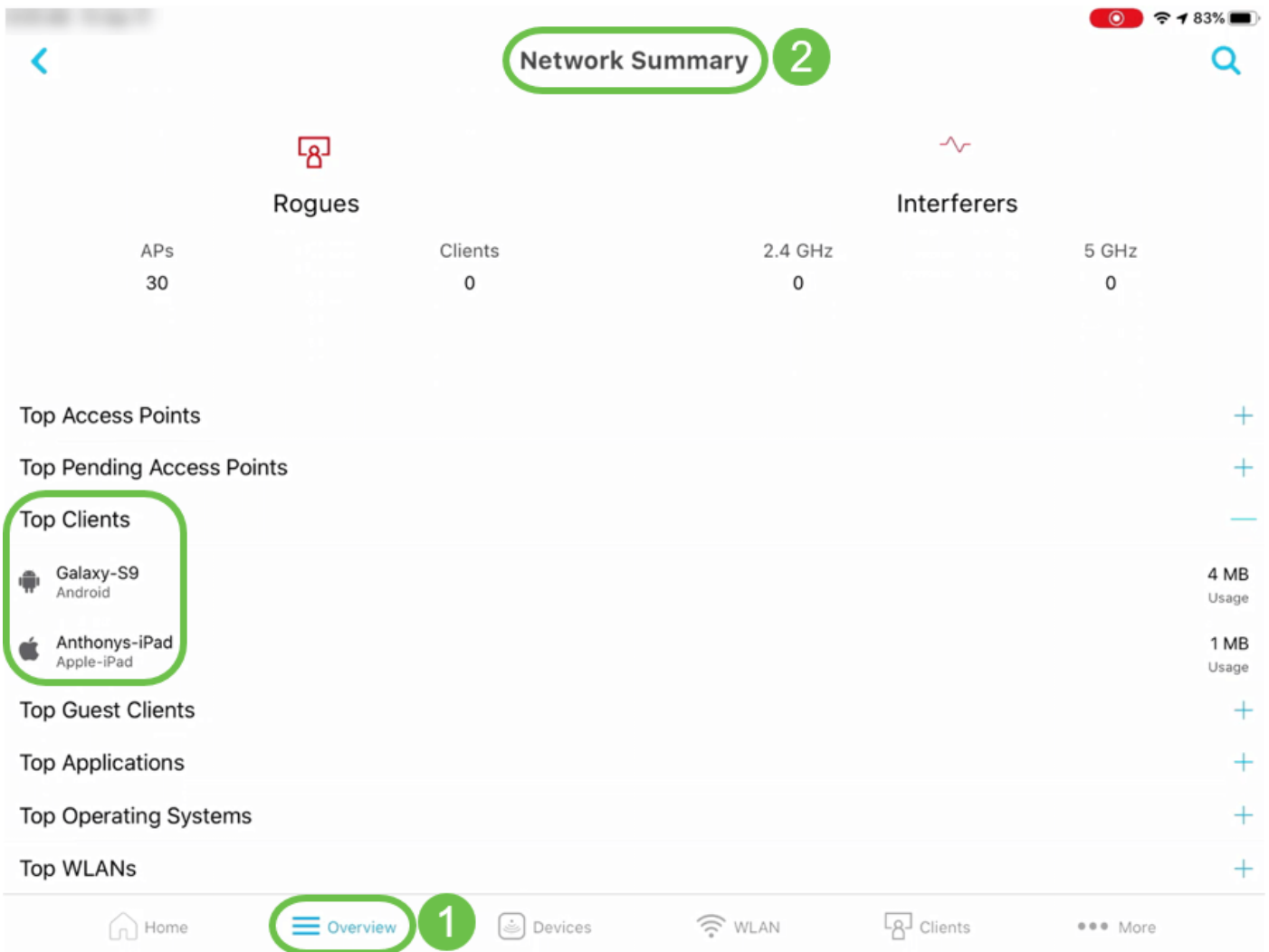


Details for top clients in terms of data usage

On the Web UI, navigate to **Monitoring > Network Summary**.



On the mobile app, navigate to **Monitoring > Network Summary**.

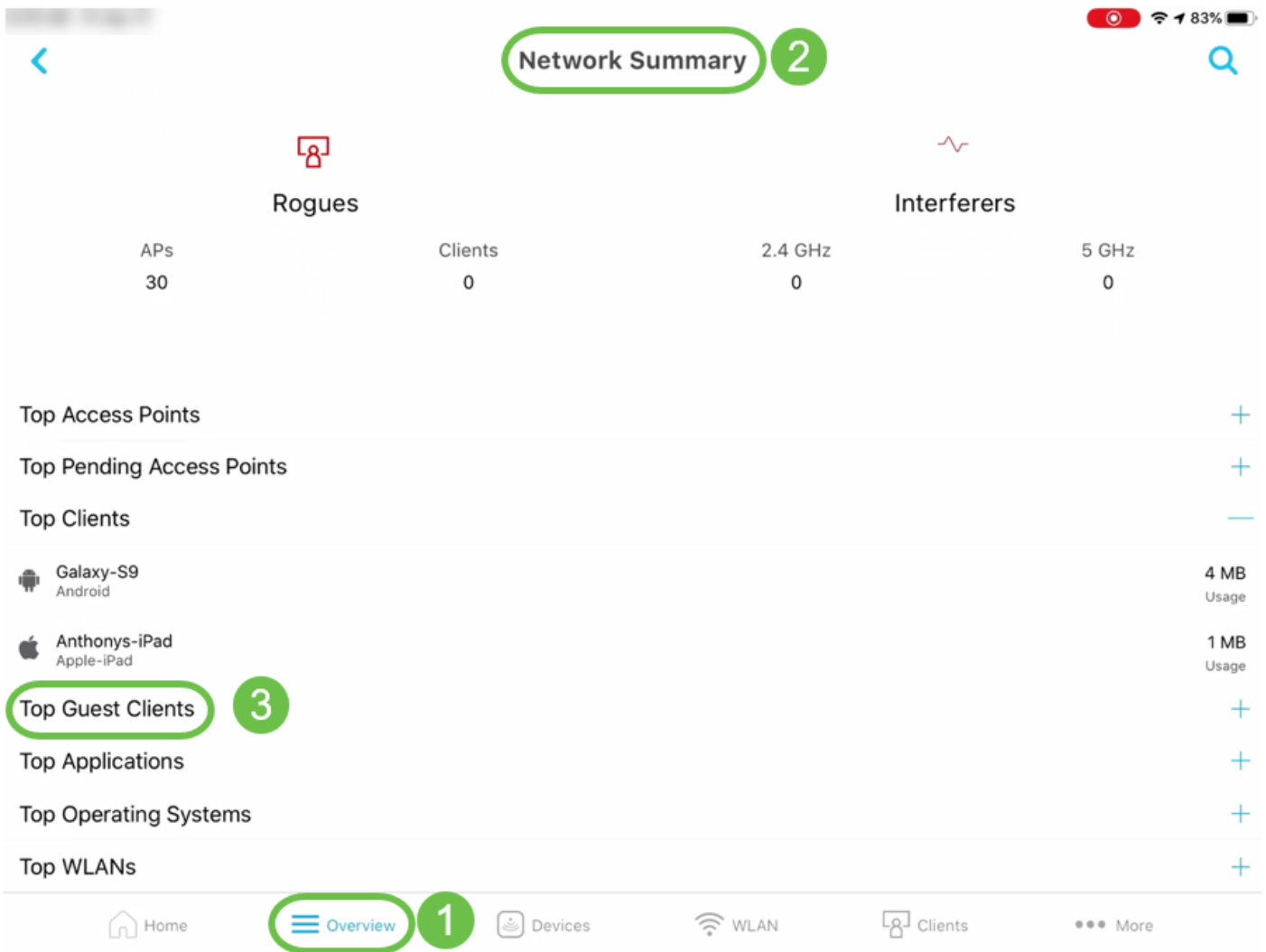


Details for top Guest Clients

On the Web UI, navigate to **Monitoring > Network Summary > Guest Clients**.

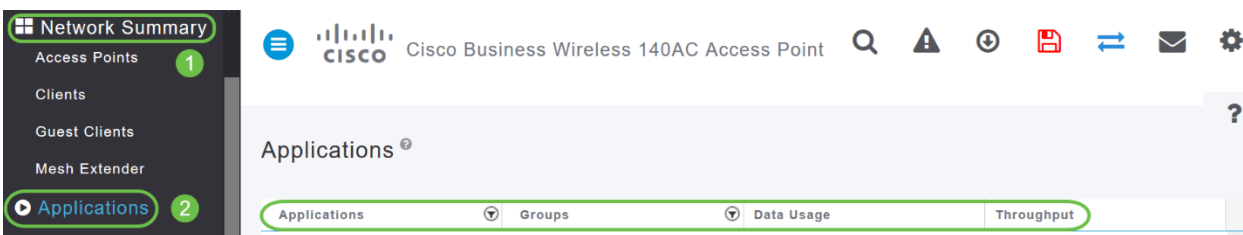


On the mobile app, navigate to **Overview > Network Summary > Top Guest Clients**.

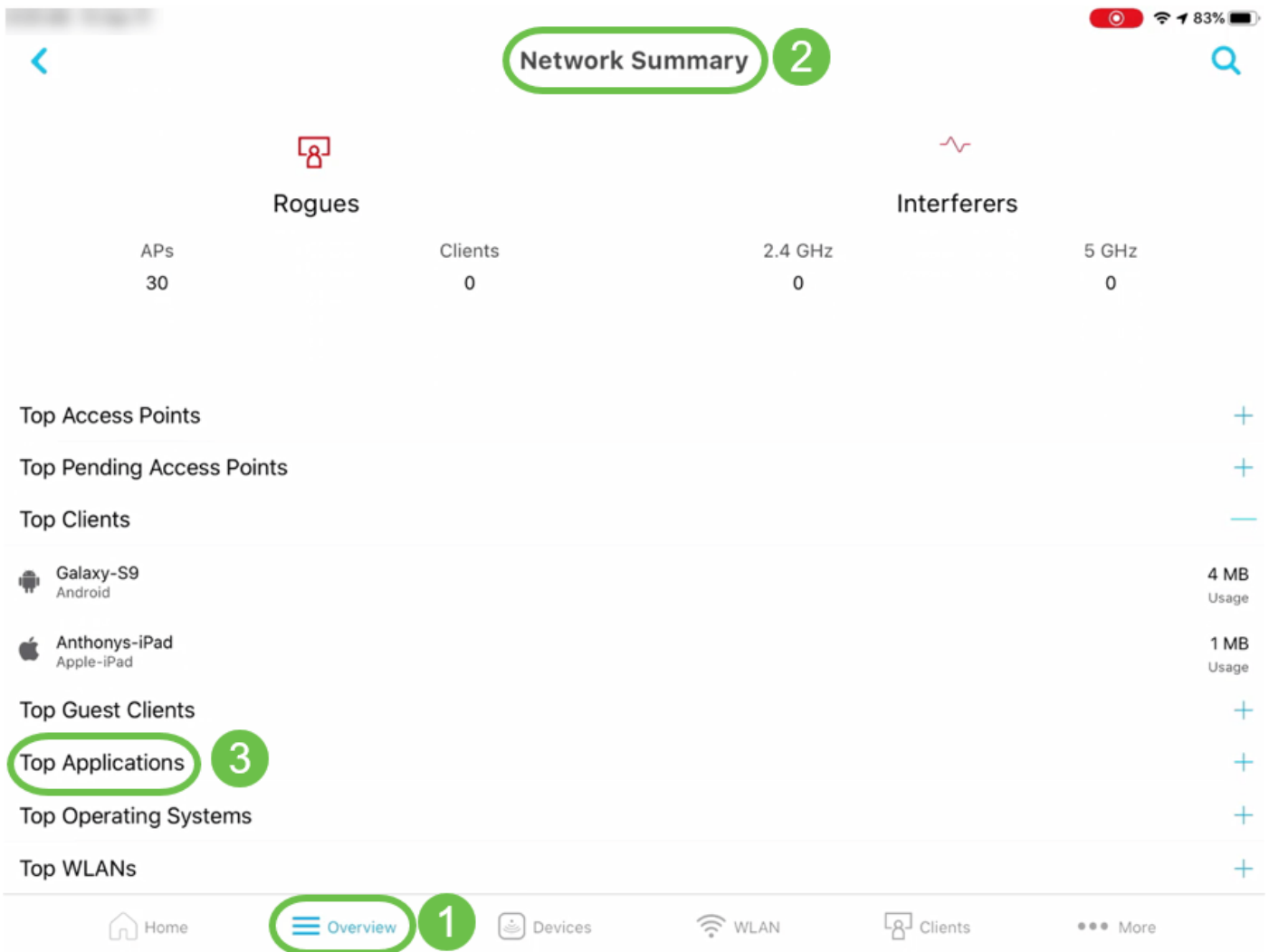


Details of top Applications

On the Web UI, navigate to **Network Summary > Applications**.

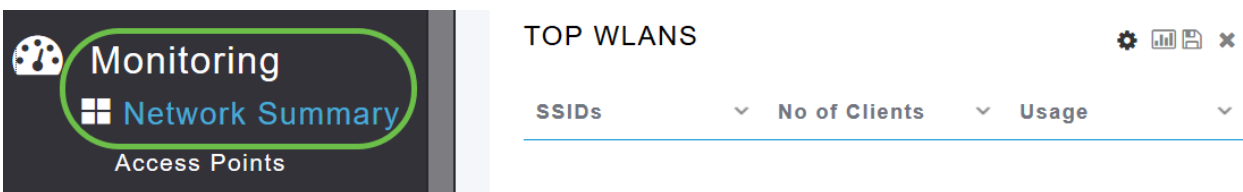


On the mobile app, navigate to **Overview > Network Summary > Top Applications**.

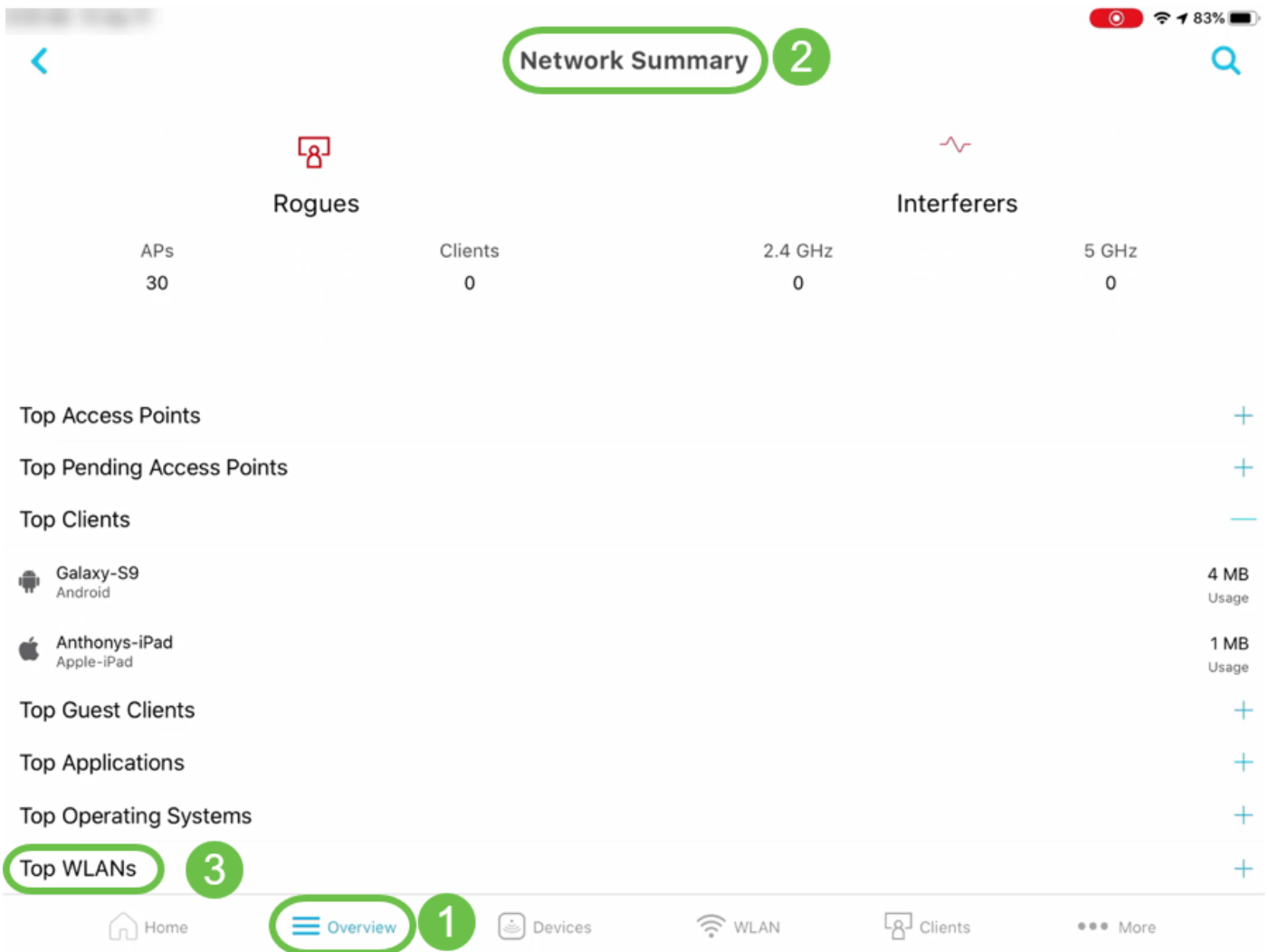


Details of top Wireless LANs (WLANs)

On the Web UI, navigate to **Monitoring > Network Summary**.

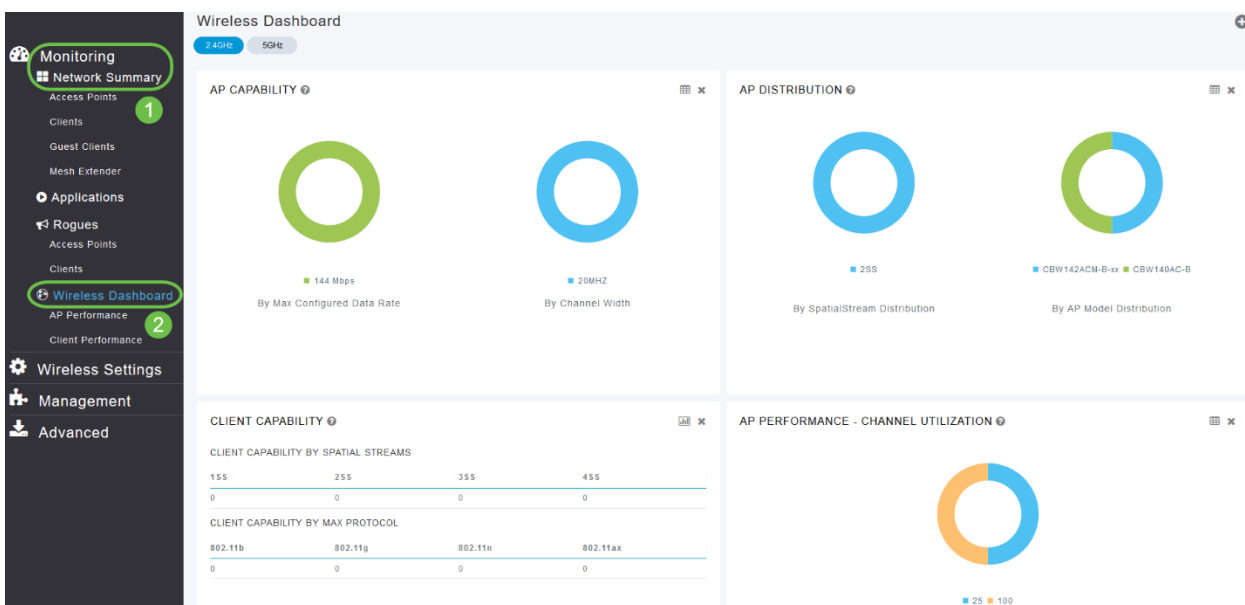


On the mobile app, navigate to **Overview > Network Summary > Top WLANs**.

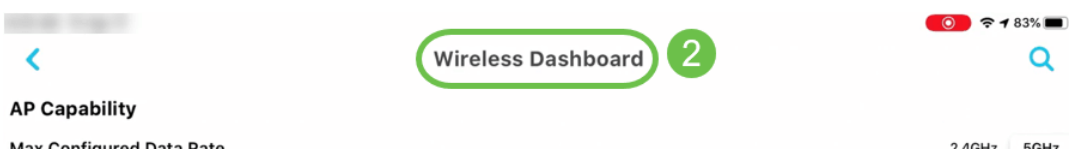


Wireless Dashboard (Max. Configured Data Rate, Client Capability - Spatial Streams, Max Protocol)

On the Web UI, navigate to **Monitoring > Network Summary > Wireless Dashboard**.

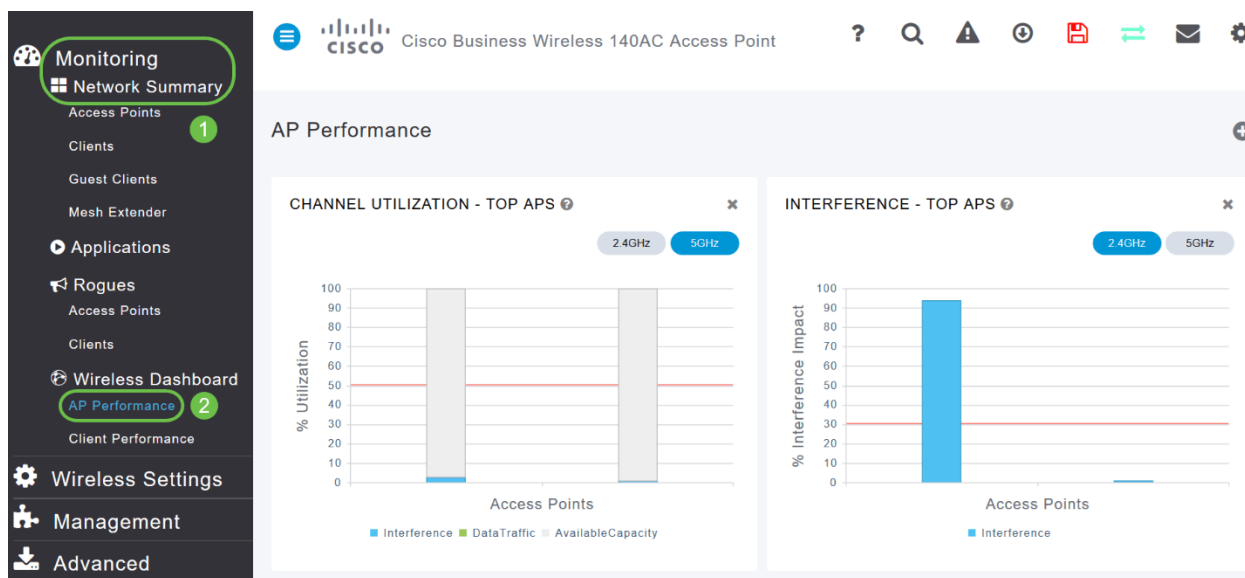


On the mobile app, navigate to **Overview > Wireless Dashboard**.

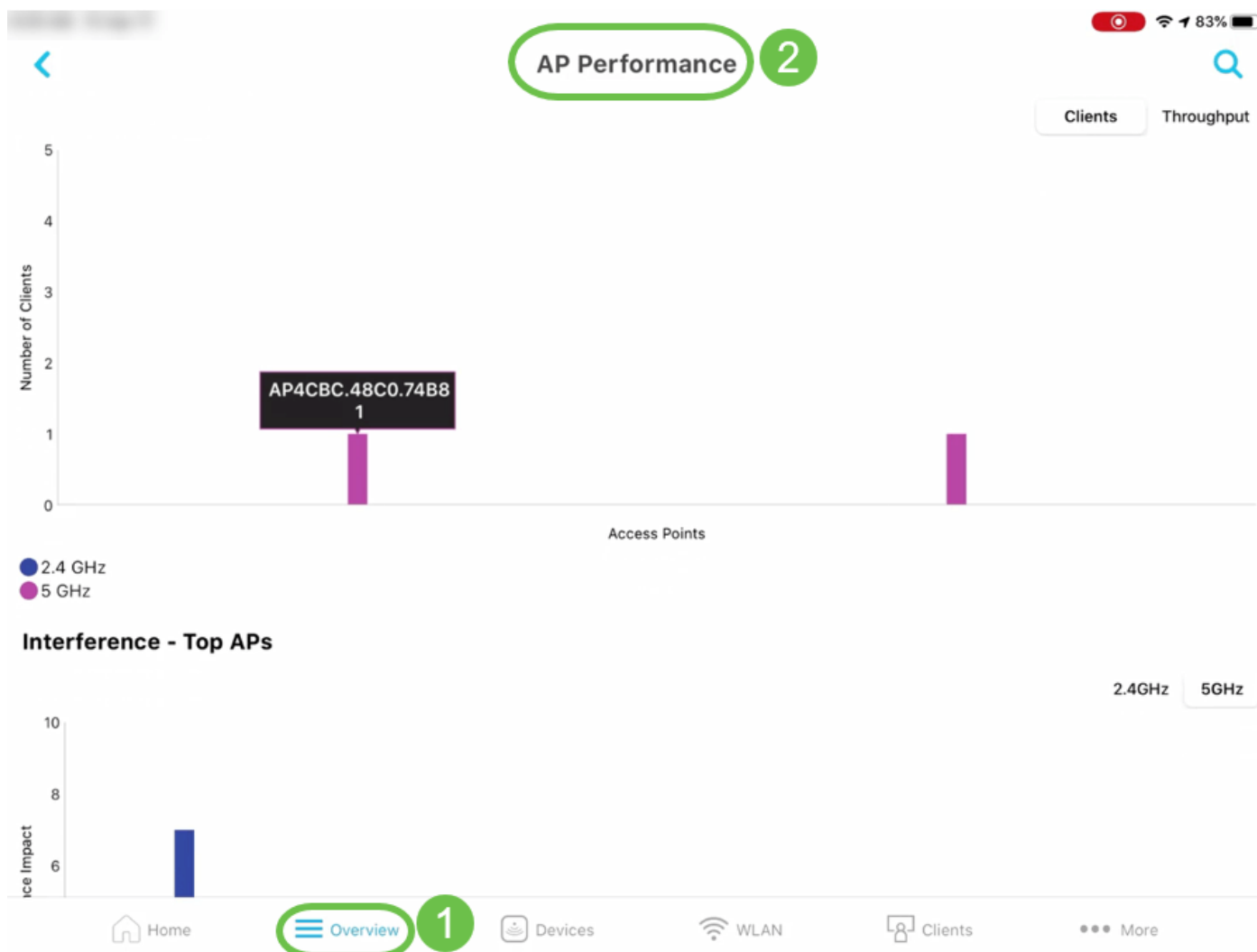


AP Performance - Channel Utilization - Top APs, Interference - Top APs

On the Web UI, navigate to **Monitoring > Network Summary > AP Performance**.

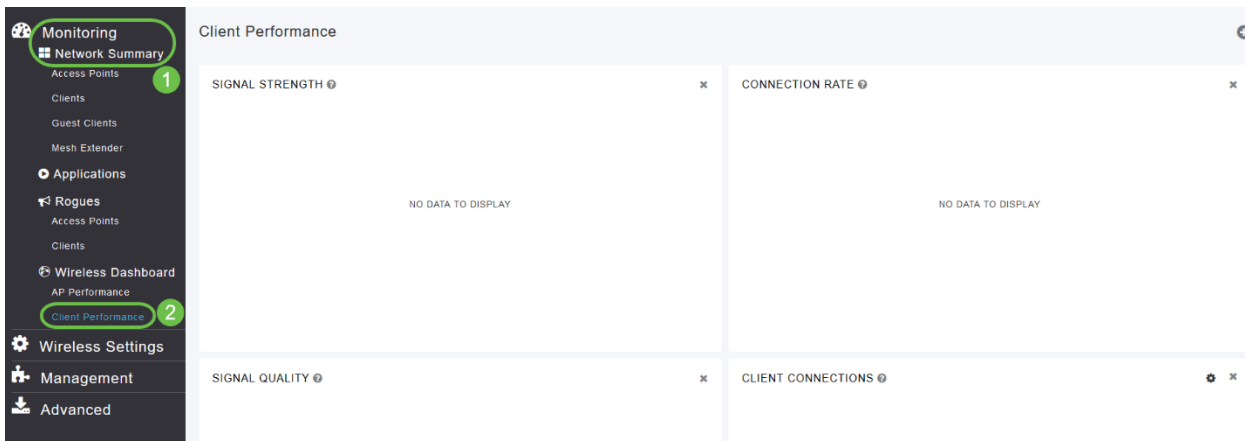


On the mobile app, navigate to **Overview > AP Performance**.

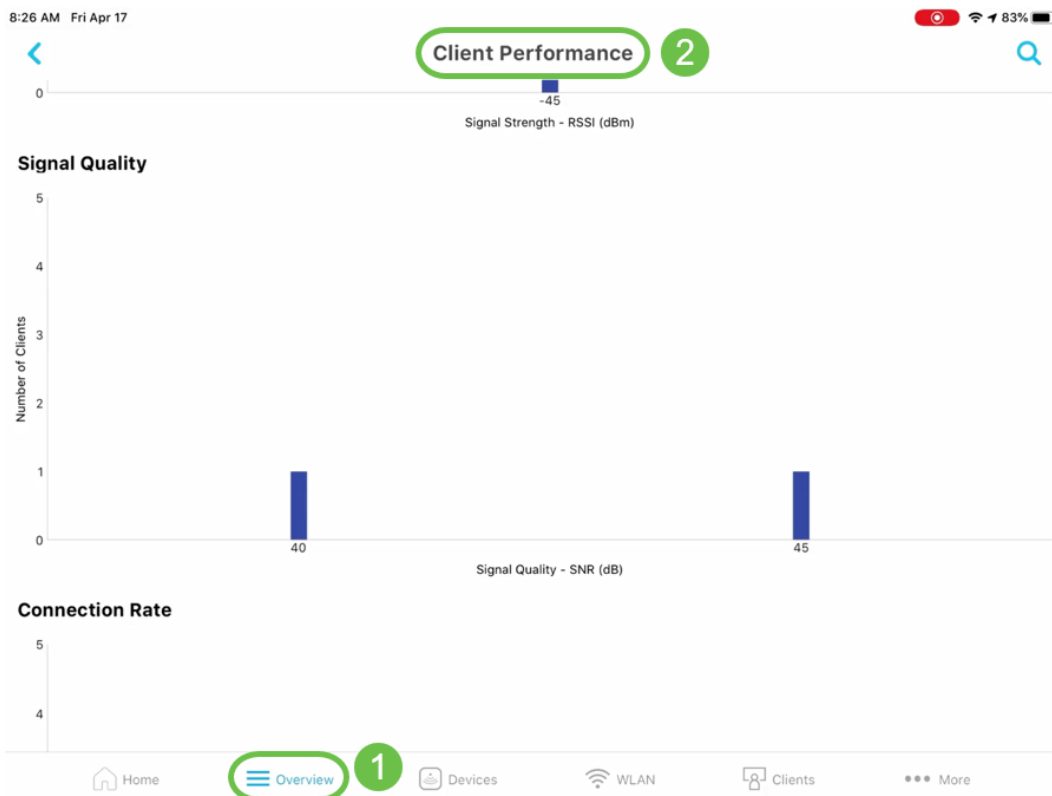


Client Performance - Signal Strength, Signal Quality, Connection Rate, Client Connectivity States

On the Web UI, navigate to **Monitoring > Network Summary > Client Performance**.



On the mobile app, navigate to **Overview > Client Performance**.



Access Point View - Complete summary of the AP

On the Web UI, navigate to **Monitoring > Network Summary > Access Points**.

GENERAL

AP Name: **AP68CA.E46E.1558**
 Location: **default location**

MAC Address: 68:ca:e4:6e:15:58
 Base Radio MAC: 68:ca:e4:6e:ba:60
 IP Address: 192.168.1.112
 Ethernet Speed: AUTO
 Model / Domain: CBW142ACW-B-xx / 802.11bg-A 802.11a-B
 Parent MAC: a4:53:0e:1f:e4:88
 Power status: AC / Full Power
 Serial Number: [Redacted]
 Max Capabilities: 802.11n 2.4GHz, 802.11ac 5GHz
 Spatial Streams: 2 (2.4GHz), 2 (5.0GHz)
 Max. Data Rate: 144 Mbps(2.4GHz), 867 Mbps(5.0GHz)

	2.4GHz	5GHz
Number of clients	0	0
Channels	1	(36, 40, 44, 48)
Configured Rate	Min: 9 Mbps, Max: 144 Mbps	Min: 6 Mbps, Max: 867 Mbps
Usage Traffic	0	0
Throughput	0	0
Transmit Power	16 dBm	16 dBm
Noise	Not Available	Not Available
Channel Utilization	0%	3%
Interference	0%	3%
Traffic	0%	0%
Admin Status	Enabled	Enabled
Interferer Detection	Down	Down

AP68CA.E46E.1558 DETAILS

CLIENTS | RF TROUBLESHOOT | SPECTRUM INTELLIGENCE | TOOLS

Username | Uptime | Usage | OS | SSID | Capabilities | Signal Quality

On the mobile app, navigate to **Devices > Access Point View**.

8:26 AM Fri Apr 17

Access Point View 2

a4:53:0e:1e:23:38
default location

MAC Address a4:53:0e:1e:23:38

IP Address 172.16.1.181

CDP/LLDP a0f8495c3941, gi1/0/9

Model/Domain CBW145AC-B / 802.11bg:-A 802.11a:-B

Serial Number

Groups AP Group:default-group

Mode Mesh

Max Capabilities 802.11n (2.4GHz)802.11ac (5.0GHz)
Spatial Streams: 2(2.4GHz), 2(5.0GHz)
Max. Data Rate: 144Mbps(2.4GHz), 867Mbps(5.0GHz)

Firmware Version 10.0.1.0

Up Time 0 days 07 h 45 m 48 s

Current Memory Usage 68 %

Average Memory Usage 67 %

Home Overview **Devices 1** WLAN Clients More

Client View - Complete summary of the client

On the Web UI, navigate to **Monitoring > Network Summary > Clients**.

Monitoring Network Summary 1

Clients 2

Cisco Business Wireless 140AC Access Point

Clients

Client Type	Total	2.4GHz	5GHz	Wireless	Apple
Clients	0	0	0	0	0

User Name AP Name Protocol Client Type Connect... Speed Status Signal Stren... Usage WLAN SSID Uptime Mac Address

On the mobile app, navigate to **Clients > Client View**.

8:28 AM Fri Apr 17

Client View 2

Anthony's-iPad
De-authenticate

MAC Address 98:01:a7:1b:4e:5e

Uptime Associated since 20 Minutes

SSID CBWWireless

AP Name AP4CBC.48C0.74B8

Device Type Apple-iPad

Connection Speed 867 Mbps

Performance

Capabilities 802.11ac (5GHz) (CCXv0) Spatial Streams:2

Channel 153

Data Usage 1 MB

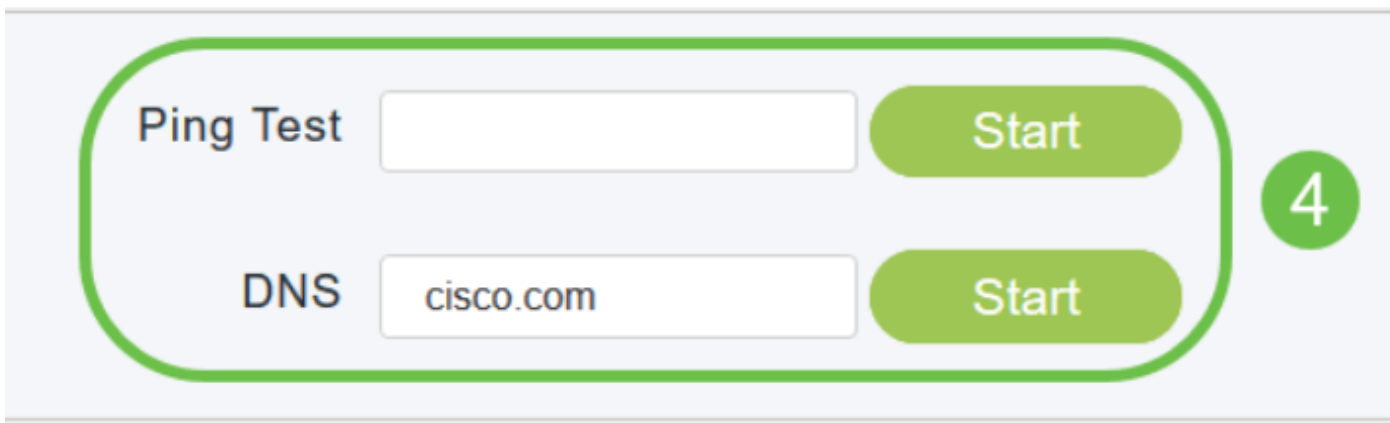
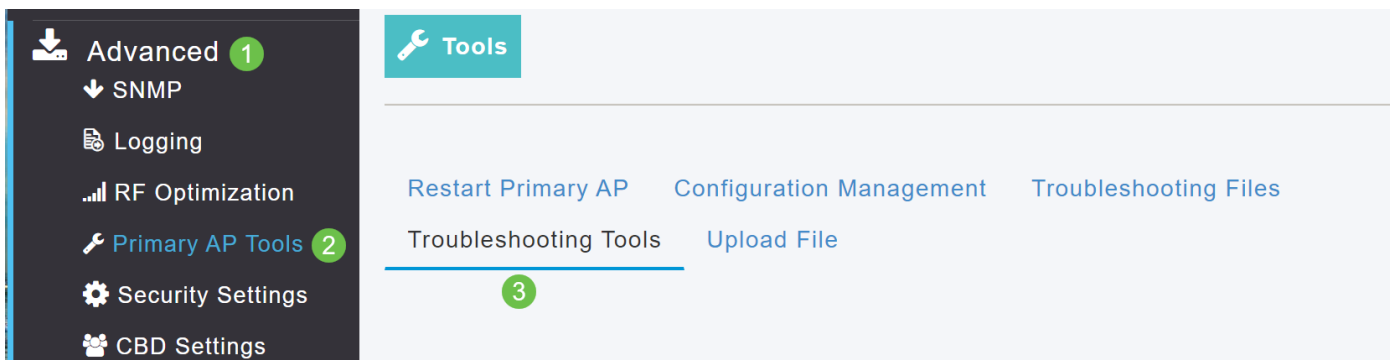
Signal Strength -50 dBm

Signal Quality 40 dB

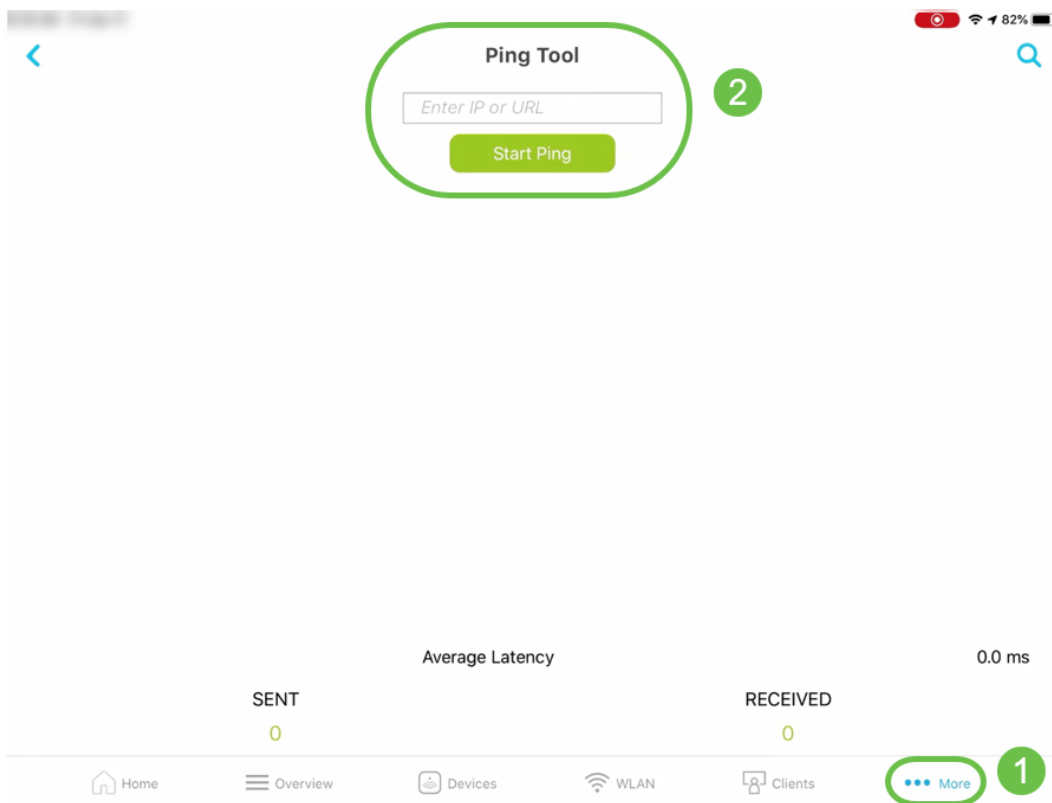
Home Overview Devices WLAN **Clients 1** More

Ping Tool (IP and Domain Name)

On the Web UI, navigate to **Advanced > SNMP > Primary AP Tools > Troubleshooting Tools**. Scroll down to the *Ping Test* section.

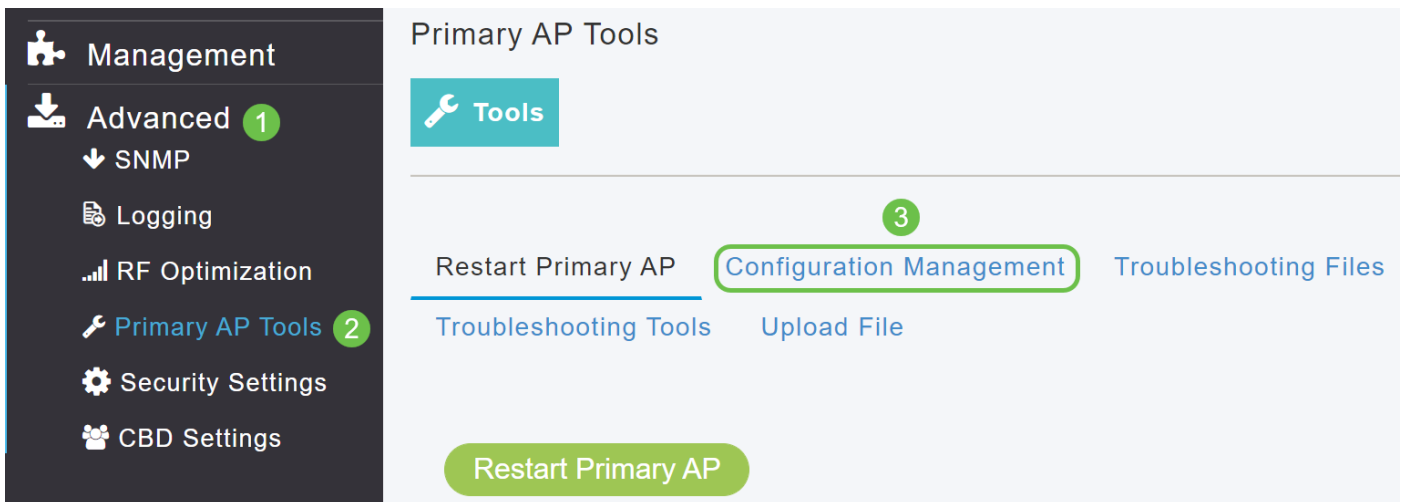


On the mobile app, navigate to **More > Ping Tool**.

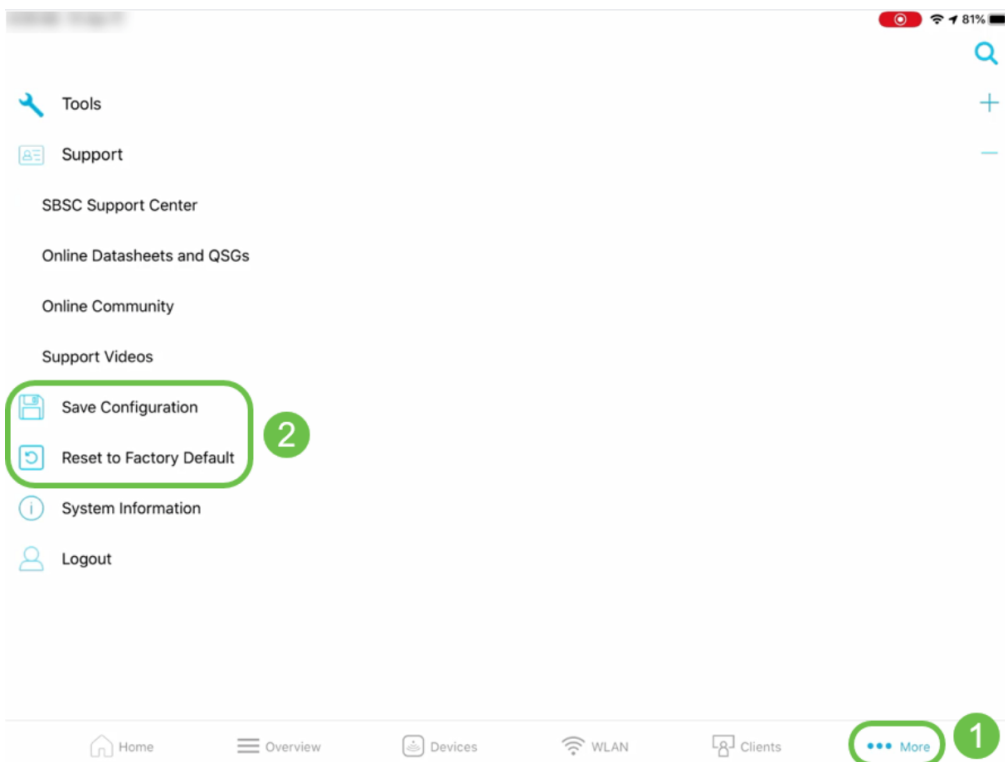


Option to save device configuration and restore the device to factory default settings

On the Web UI, navigate to **Advanced > SNMP > Primary AP Tools > Configuration Management**.



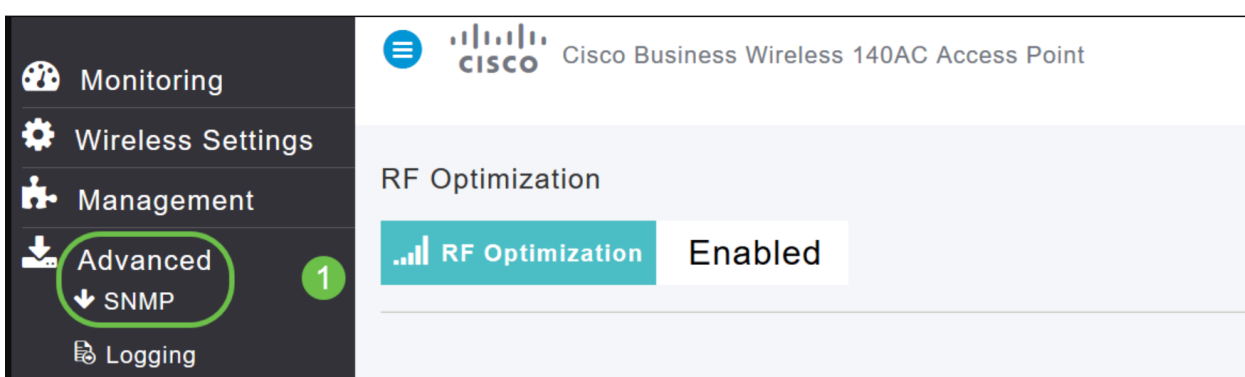
On the mobile app, navigate to **More > Save Configuration or More > Reset to Factory Default**.



Only Available on the Web UI

RF Optimization

On the Web UI, navigate to **Advanced > SNMP > RF Optimization**.



Download Tech-support files

On the Web UI, navigate to **Advanced > SNMP > Primary AP Tools > Troubleshooting Files > Download Support Bundle**.

The screenshot shows the Web UI navigation menu on the left with 'Advanced' (1) selected, 'SNMP' expanded, and 'Primary AP Tools' (2) selected. The breadcrumb trail at the top shows 'Restart Primary AP', 'Configuration Management', 'Troubleshooting Files' (3), and 'Upload File'. The main content area displays '» Tech Support' and 'Primary AP crash information. Number of files present:1'. A table lists a file named 'Cisco-CBW-1-crash.tgz' with a size of 48949467. Below the table, a note states: 'Support Bundle includes configuration, logs and crash files for trouble shooti. Pop-up blocker should be disabled in Browser settings to upload or download'. A green 'Download Support Bundle' button (4) is at the bottom.

File name	Size
Cisco-CBW-1-crash.tgz	48949467

Radius Response test

On the Web UI, navigate to **On the Web UI, navigate to Advanced > SNMP > Primary AP Tools > Troubleshooting Tools > Radius Response**.

The screenshot shows the Web UI navigation menu on the left with 'Advanced' (1) selected, 'SNMP' expanded, and 'Primary AP Tools' (2) selected. The breadcrumb trail at the top shows 'Restart Master AP', 'Configuration Management', 'Troubleshooting Files', 'Troubleshooting Tools' (3), and 'Upload File'. The main content area displays 'DNS Servers 192.168.1.1, 208.67.222.222, 208.67.220.220'. Below this, there are fields for 'DNS Server IP' with a dropdown menu set to 'Umbrella' and two input fields containing '208.67.220.220'. An 'Apply' button is below. Further down, there are fields for 'HTTP-Proxy IP Address*' and 'HTTP-Proxy Port*', both with 'Apply' buttons. Below that, there are 'Ping Test' and 'DNS' sections, each with an input field and a 'Start' button. At the bottom, the 'Radius Response' section (4) is highlighted with a green circle. It contains a 'WLAN Profile' dropdown menu, 'Username' and 'Password' input fields, and a 'Start' button. A 'Show Passphrase' checkbox is at the bottom of this section.

Configure and view log details

On the Web UI, navigate to **On the Web UI, navigate to On the Web UI, navigate to Advanced > SNMP > Logging**.

Monitoring
Wireless Settings
Management
Advanced 1
SNMP
Logging 2
RF Optimization

Cisco Business Wireless 140AC Access Point

Logging

Hosts 0

Log Syslog Level Errors (3) (Default)

Log Buffer Level Errors (3) (Default)

Apply

Add Server

Action	Syslog Server IP
--------	------------------

LOGS

```
*emWeb: Apr 30 04:23:54.418: %EMWEB-3-LOGIN_FAILED: ews_auth.c:2285 Login failed for the user: Username has more than 24 characters or 0 characetr[...]It occurred 3 times/sec.]
*emWeb: Apr 30 04:23:53.288: %EMWEB-3-LOGIN_FAILED: ews_auth.c:2285 Login failed for the user: Username has more than 24 characters or 0 characetr[...]It occurred 15 times/sec.]
*emWeb: Apr 30 04:23:52.020: %EMWEB-3-LOGIN_FAILED: ews_auth.c:2285 Login failed for the user: Username has more than 24 characters or 0 characetr[...]It occurred 6 times/sec.]
```

Software Update

On the Web UI, navigate to **Management > Access > Software Update**.

Monitoring
Wireless Settings
Management 1
Access
Admin Accounts
Time
Software Update 2
Advanced

Cisco Business Wireless 140AC Access Point

Software Update

Version 10.0.1.0

Transfer Mode Cisco.com

Automatically Check For Updates Enabled

Last Software Check Wed May 6 15:11:02 2020 Check Now

Latest Software Release N/A ?

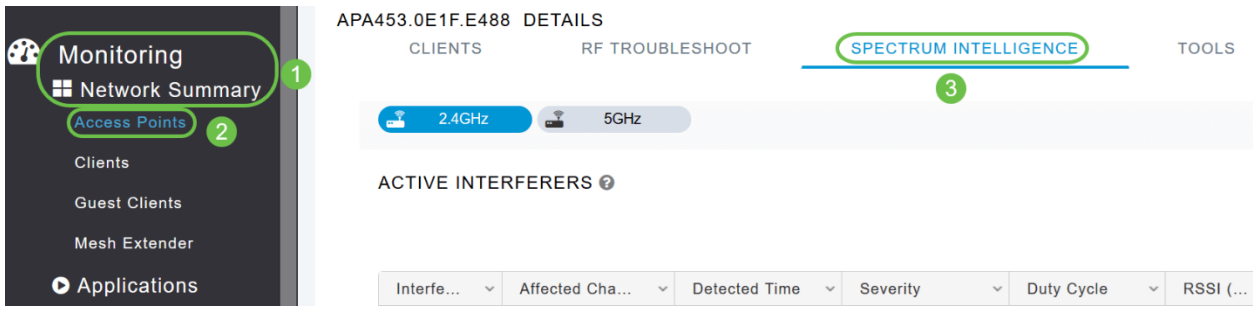
Recommended Software Release N/A ?

Save Update Abort

» Predownload Image Status

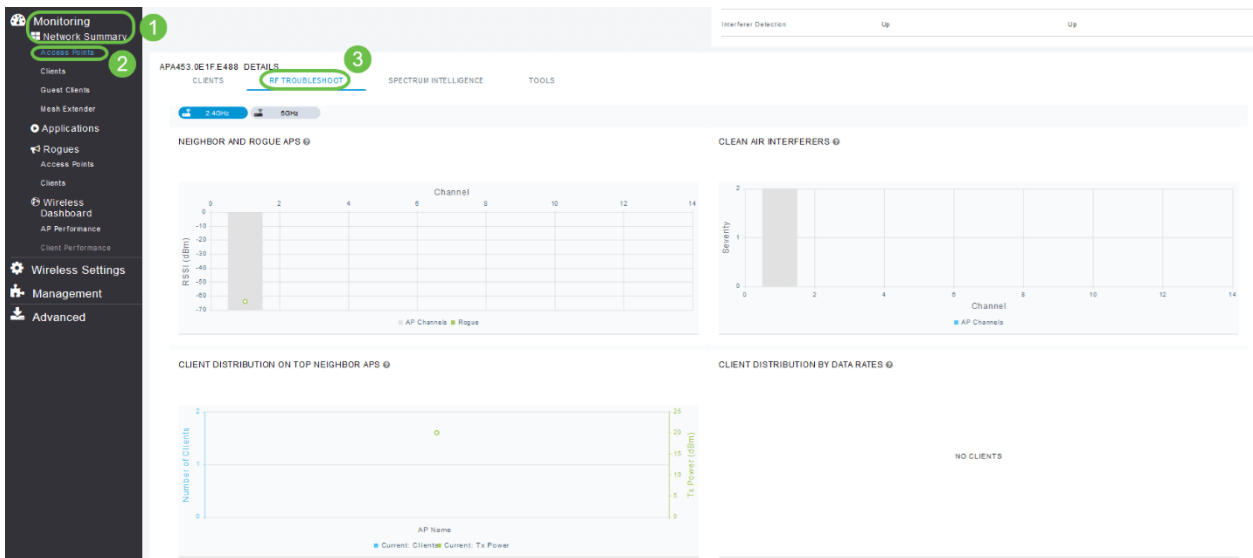
Spectrum Intelligence

On the Web UI, navigate to **Monitoring > Network Summary > Access Points > Spectrum Intelligence**.



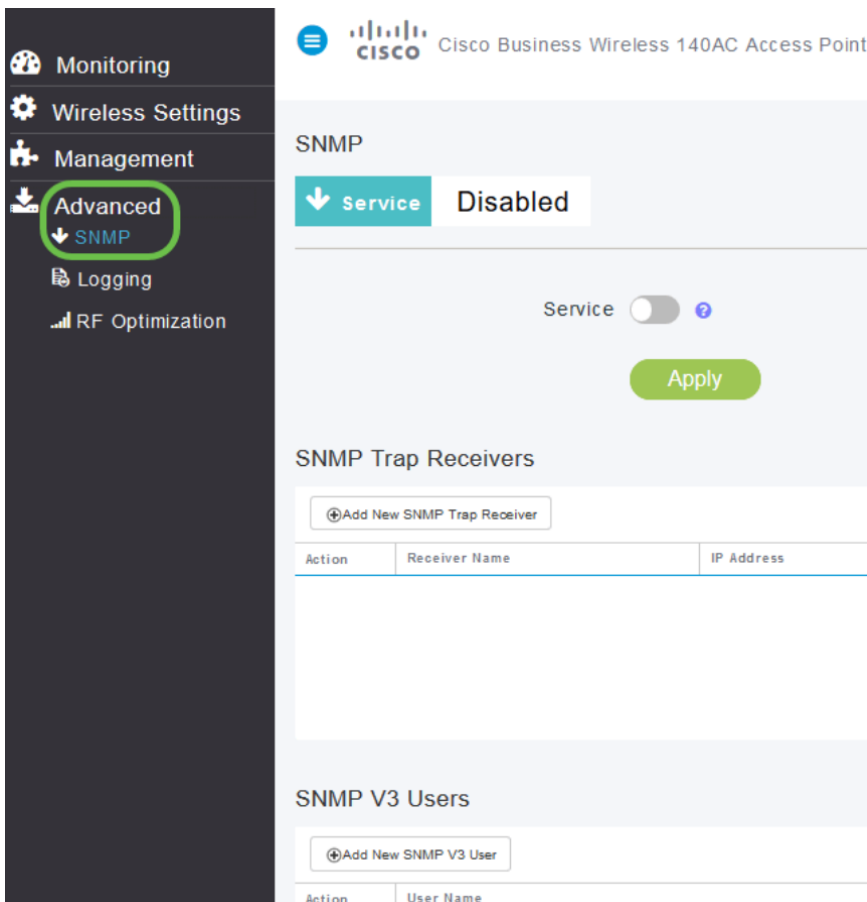
RF Troubleshoot

On the Web UI, navigate to **On the Web UI, navigate to Monitoring > Network Summary > Access Points > RF Troubleshoot.**



Configuration option for SNMP and NTP, mDNS and Umbrella

SNMP: On the Web UI, navigate to **Advanced > SNMP.**



NTP: On the Web UI, navigate to **Management > Access > Time > NTP Servers**.

Time

Time Zone (GMT -6:00) Central Time (US and Canada) Set Time Automatically From Current Location

Set Time Manually * 05/11/2020 06:17 AM

NTP Polling Interval 86400 (seconds)

Apply

NTP Servers

+ Add New NTP Server

Action	NTP Index	NTP Server	NTP Status	Apply for APs
	1	0.ciscome.pool.ntp.org	In Sync	false
	2	1.ciscome.pool.ntp.org	In Sync	false
	3	2.ciscome.pool.ntp.org	Not Tried	false

mDNS: On the Web UI, make sure you are in *Expert View* by clicking on the arrow icon. Navigate to **Services > mDNS**.

mDNS

mDNS Disabled

mDNS Global Snooping

mDNS Policy

Query Interval 15 10-120(min)

mDNS VLAN Mapping

Add VLAN Id

Action	VLAN Id
No items to display	

Apply

Master Services Database mDNS Profiles mDNS Policy Domain Names mDNS Browser

Umbrella: On the Web UI, make sure you are in *Expert View* by clicking on the **arrow icon**. Navigate to **Services > mDNS > Umbrella**.

Umbrella

Umbrella Enabled

Umbrella Global Status

Umbrella API Token

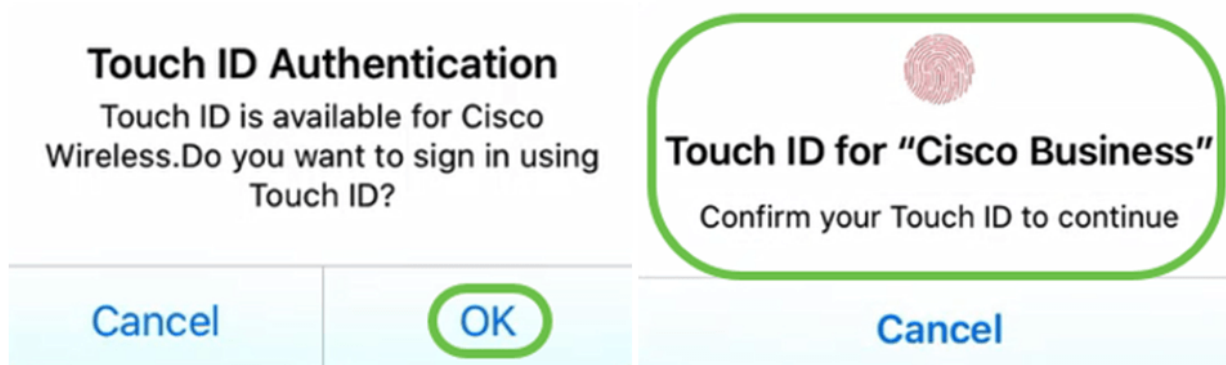
Apply

Only Available on the Mobile App

Touch ID authentication:

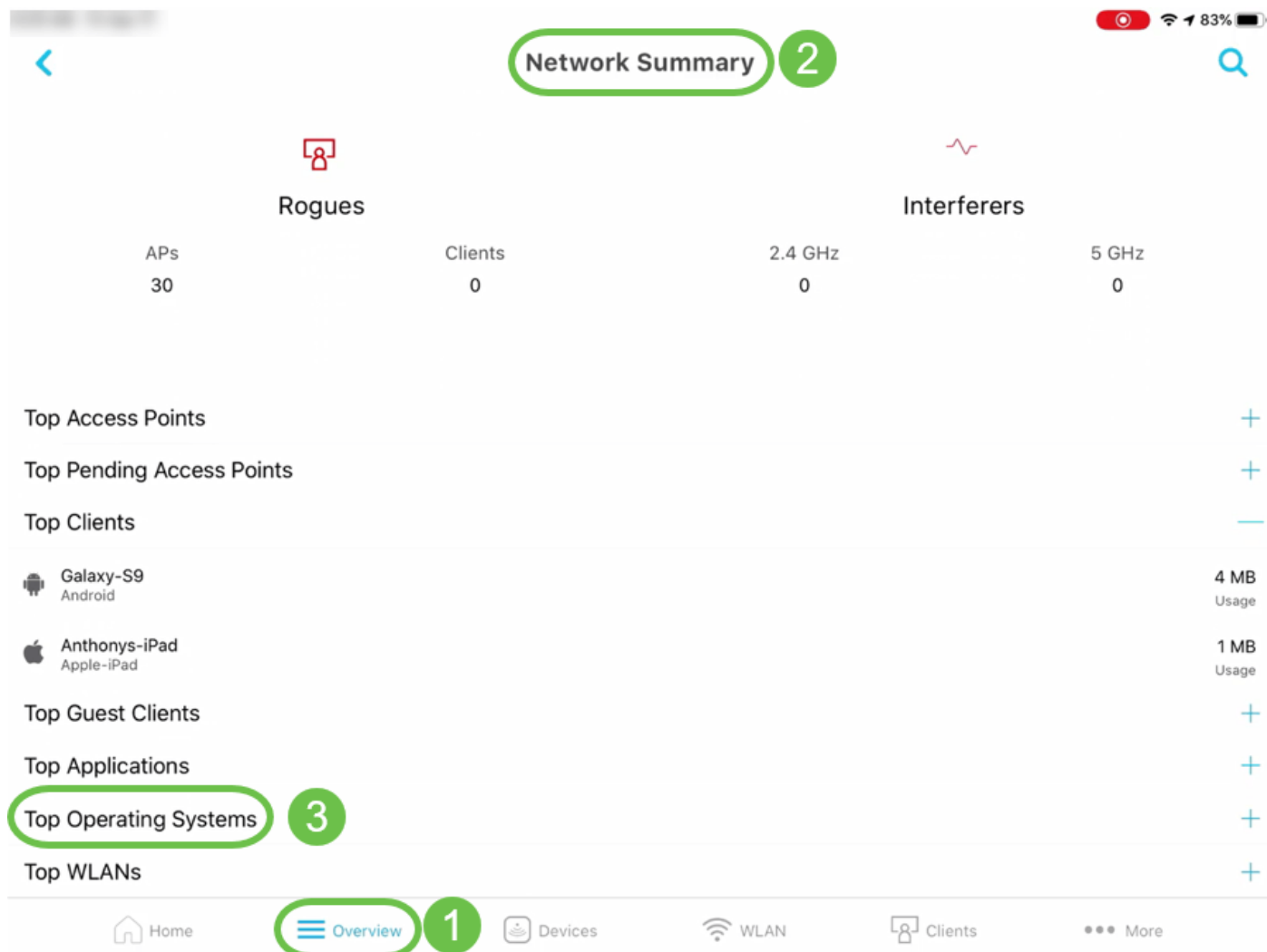
Touch ID authentication is available for Cisco Business Wireless Application. You can use Touch ID for fingerprint-based authentication to access Cisco Business Wireless network via Mobile App.

On the mobile app, select **OK** and **Confirm**.



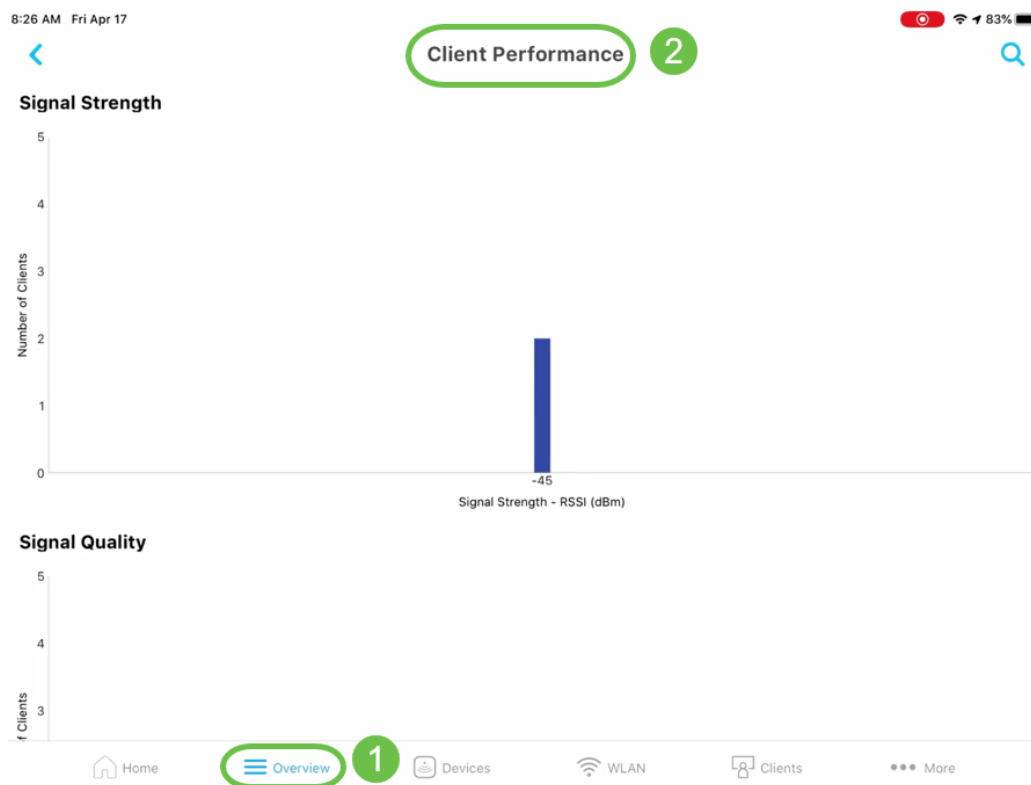
Details of top Operating Systems

On the mobile app, navigate to **Overview > Network Summary > Top Operating Systems**.



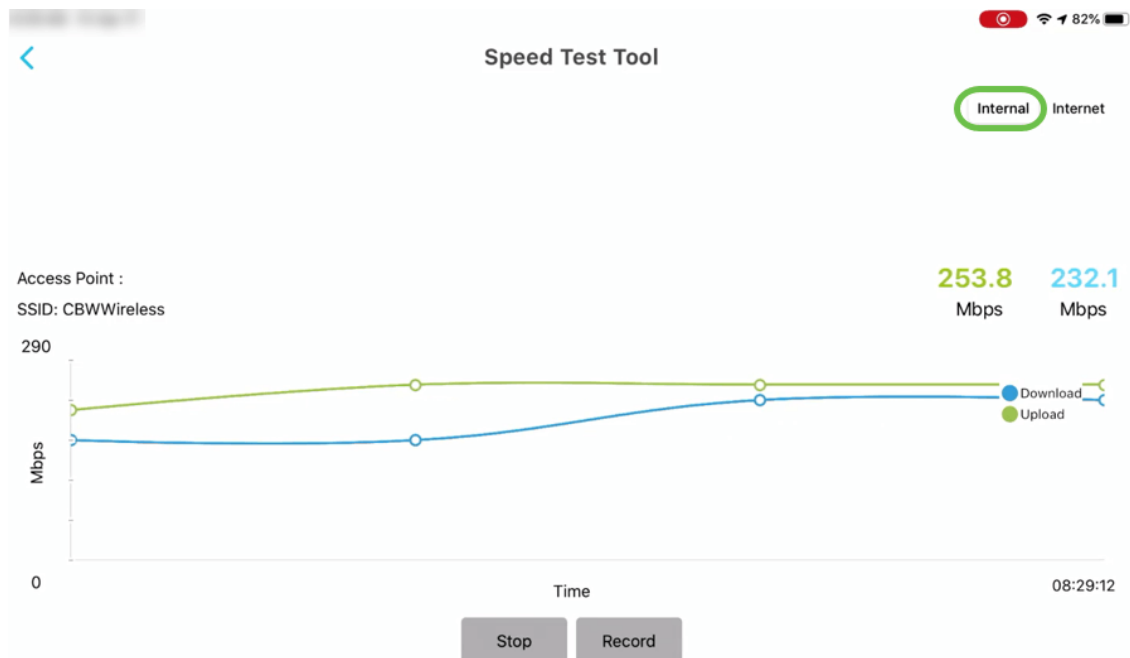
Client Performance - (Connection Score, Connected Protocols)

On the mobile app, navigate to **Overview > Client Performance**.



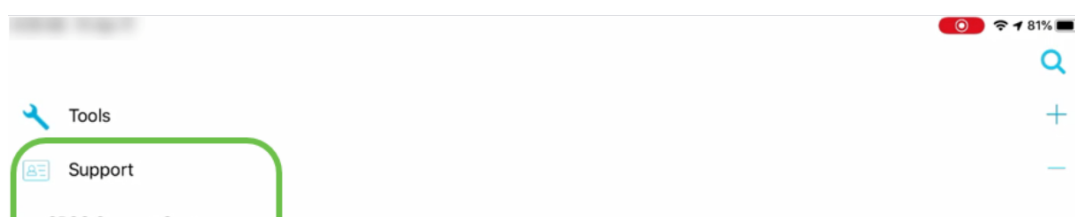
Speed Test Tool (Internal and Internet)

On the mobile app, navigate to **Internal**.



Options to access online resource related to products

On the mobile app, select More and select the online resource you would like to access.



Conclusion

You are now familiar with how to navigate through the features available in web UI and Cisco Business Wireless App for Cisco Business Wireless Access Points and Mesh Extenders. You can monitor and manage your Cisco Business Wireless Network with ease.

Check out these other related articles!

[Intro to Mesh](#) [Mesh FAQ](#) [Cisco Business Wireless Model Decoder](#) [Reboot Tips](#) [Reset to Factory Default](#) [Day Zero: Configure Via App / Web](#) [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](#)