



CW9172I Installation Guide

The Cisco Wireless CW9172I is a Tri-band, Tri-radio, enterprise-class, Wi-Fi 7, cloud-managed access point supporting 2.4 GHz, 5 GHz, and the newly opened unlicensed 6 GHz frequency bands. Designed for moderate-density environments of regional branches, retail and health care, the CW9172I meets the needs of the most demanding environments. The access point also includes a fourth radio dedicated to optimizing the RF environment and securing the airwaves. The CW9172I also has an additional Bluetooth Low Energy (BLE) capable radio used for location and other IoT applications. In addition to this, the CW9172I also has a USB port to support external devices for IoT applications.

About this Guide

This guide provides instructions on how to install and configure your CW9172I access points. It also provides mounting instructions and limited troubleshooting procedures. For more wireless installation guides, refer to the [wireless installation guides section](#) on our documentation website.

Product Overview

Physical Specifications

CW9172I

Interfaces

- 1x 100/1000/2.5G BASE-T Ethernet (RJ45).
- USB 2.0 at 4.5W.
- Console Port (default speed of 115200 bps).

Power

- Power over Ethernet: 42.5 - 57 V (802.3at/PoE+ and 802.3bt(Class 5)/PoE++/UPoE compliant).
- Power consumption: 25.5W (802.3at required) for full operation of AP.
- Power over Ethernet injector (CW-INJ-8, MA-INJ-6 & AIR-PWRINJ7).

- Alternative 54V DC Input (MA-PWR-50WAC) .



Note: PoE Injector sold separately.



Note: Actual power consumption may vary depending on the AP usage.



Note: It is required that you ensure that CDP and/or LLDP is enabled to allow proper power negotiation.

Environment

- Nonoperating (storage) temperature: -40° to 158°F (-40° to 70°C).
- Nonoperating (storage) altitude test: 25°C (77°F) at 16,000 ft (4863 m).
- Operating temperature: 32° to 122°F (0° to 50°C).
- Operating humidity: 10% to 90% (non-condensing) .
- Operating altitude test: 45°C (113°F) at 13800 ft (4206 m).

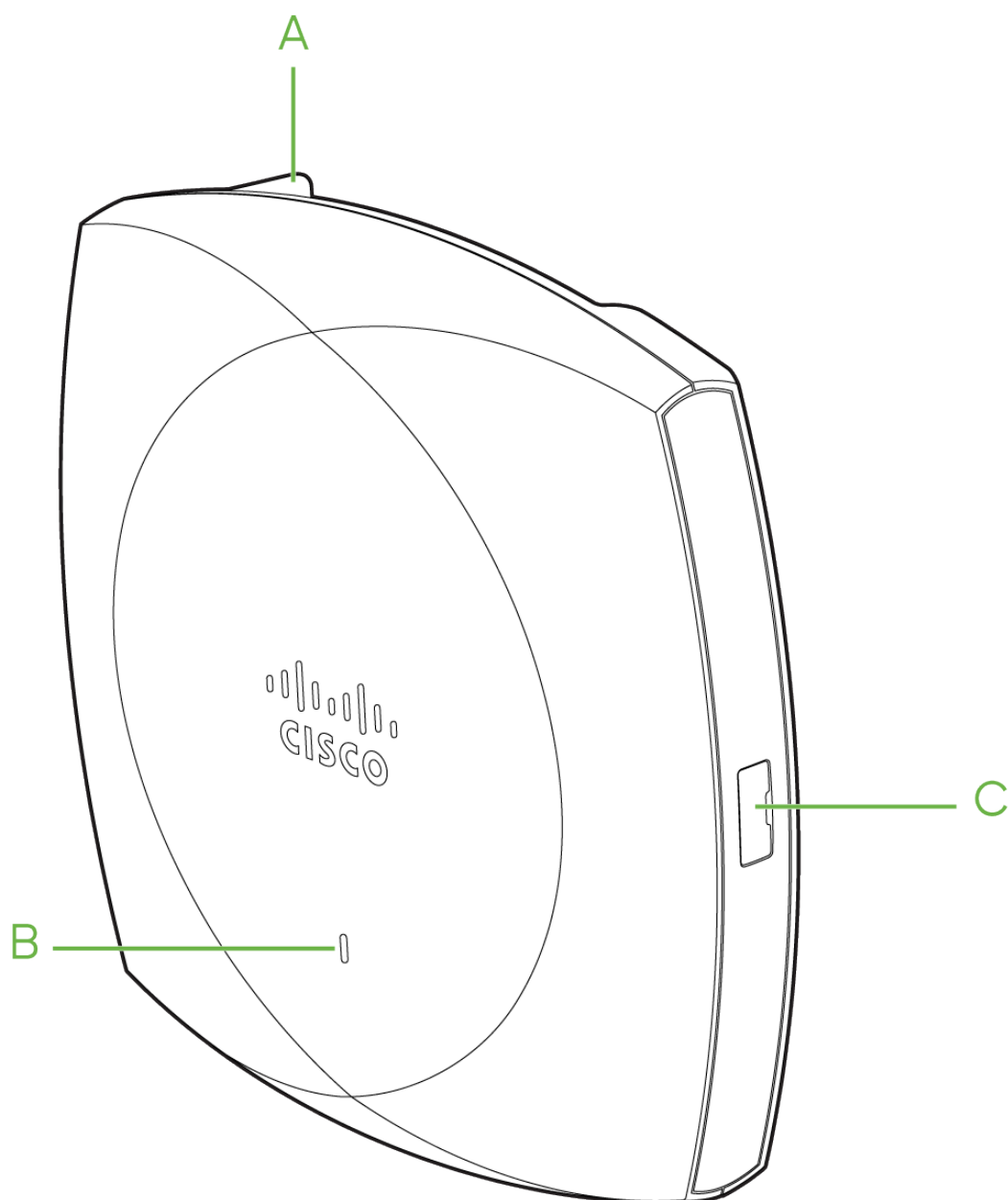
Physical Security

- Screws that can be attached to the security hasp of the universal mounting bracket.
- Kensington lock hard point.
- Concealed mount plate with anti-tamper cable bay.

Product View and Physical Features

Your CW9172I has the following features:

CW9172I Face View

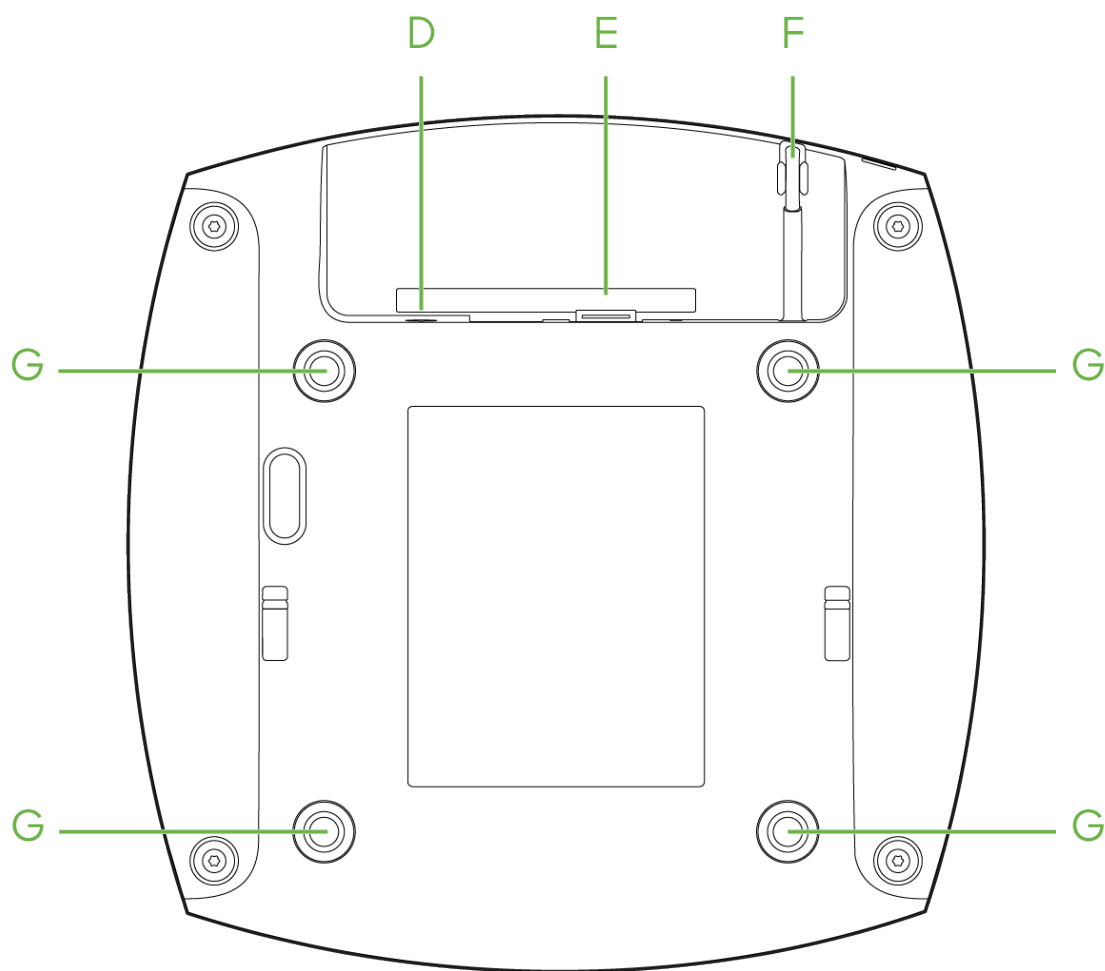


A. Security hasp for padlocking AP to mounting bracket.

B. Status LED.

C. USB 2.0 Port.

CW9172I Back View



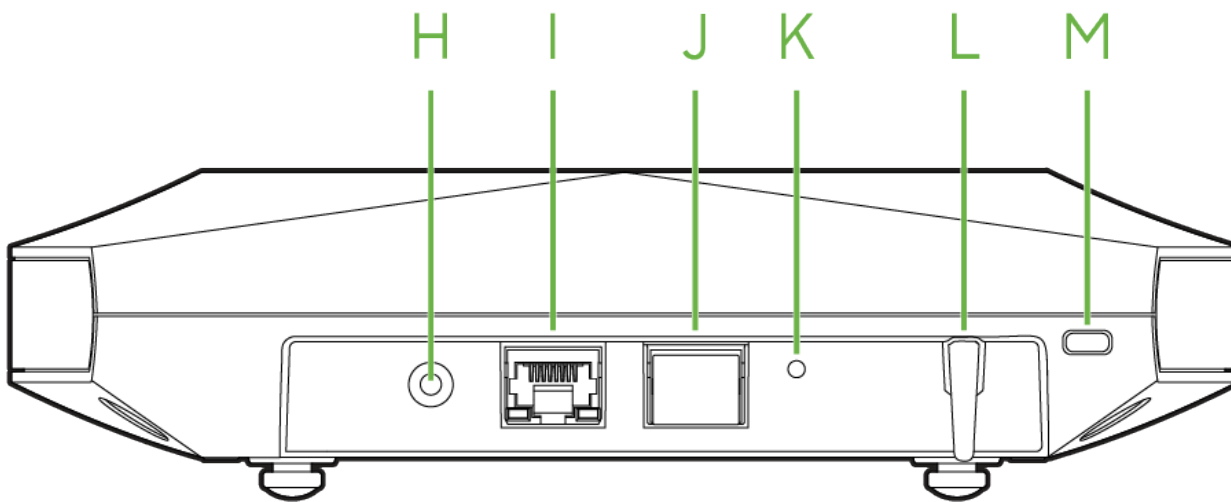
D. DC 54V Input.

E. Console Port (with Cover).

F. Security hasp for padlocking AP to mounting bracket.

G. Rubber Feet/universal mounting bracket slide in points.

CW9172I Port View



H. DC 54V Input.

I. 2.5 mGig Ethernet Port.

J. Console Port.

K. Reset button.

L. Security hasp for padlocking AP to mounting bracket.

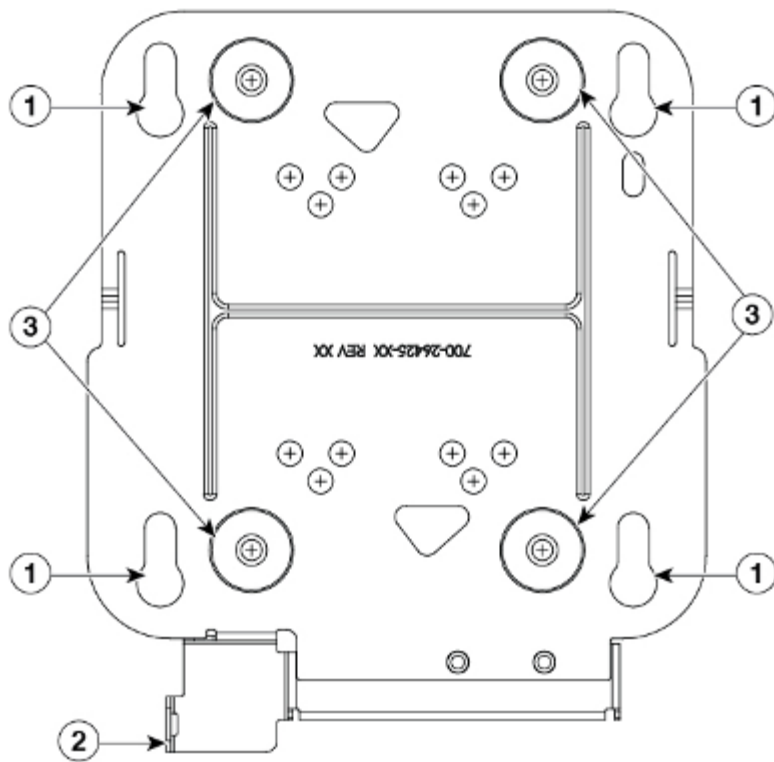
M. Kensington lock hard point.

Mounting Brackets

The two most common mounting brackets are:

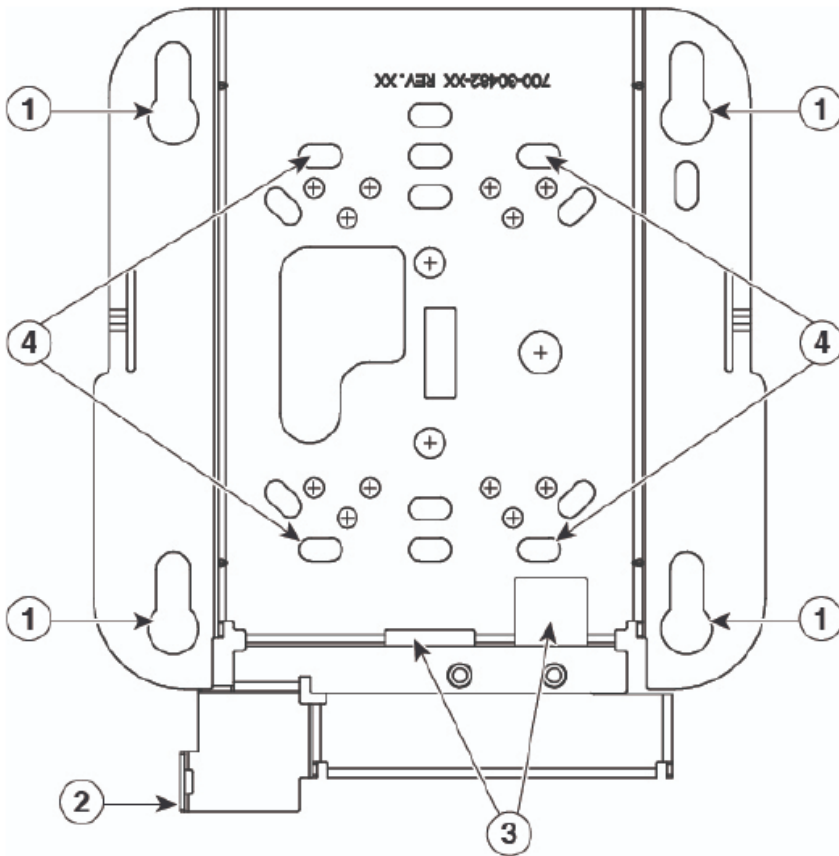
- The low-profile bracket (AIR-AP-BRACKET-1), which is included by default in the package when the Ready to Go option is ordered, provides a tight fit between the access point and the ceiling but does not accommodate network or electrical boxes or above-ceiling mounts.
- The universal bracket (AIR-AP-BRACKET-2), configurable while ordering, is versatile (it works with electrical boxes, and can be used for wall mounting and above-ceiling installations) but leaves a more significant gap between the mounting surface and the access point than the low-profile bracket. A substantial gap is necessary for some locations because it allows space for cable routing.

AIR-AP-BRACKET-1



1. Access point mounting keyholes.
2. Security hasp.
3. Hard surface mounting holes.

The Meraki CW9172I comes with the default Cisco Low Profile Mounting Bracket (AIR-AP-BRACKET-1). The Universal mounting bracket (AIR-AP-BRACKET-2) can be ordered that has the following features:



1. Access Point Mounting Keyholes.
2. Security Hasp.
3. Cable access slot.
4. T-Rail attachment points.

Physical Security Features

The CW9172I features multiple options for physically securing the access point after installation:

1. Security hasp – The universal mounting bracket and low-profile mounting bracket has a security hasp and can be used to secure the access point to the universal mounting bracket. Engaging the security screw prevents accidental dislodging and theft.
2. Kensington lock – The access point contains a hard point that allows it to be secured to any nearby permanent structure using a standard Kensington lock.

Ethernet Ports

The CW9172I features one RJ45 Ethernet port capable of operating at 100/1000/2.5G BASE-T Ethernet (RJ45).



<.> 2.5G ?

The labeled “<.> 2.5 ?” accepts 802.3af , 802.3at and 802.3bt power. This port is typically used as the primary uplink to your LAN/WAN.



Note: The CW9172I needs 802.3at, (up to 30W from the switch, or 25.5W at the AP) for full operation of AP.



Note: When operated with 802.3af, the AP powers up and connect to the Meraki Dashboard, but the 2.4GHz radio will be operating at 1x1 and all other radios will be operationally down.



Note: Cat 6/6A/5e cabling is recommended for CW9172,

Warning: Some of the pre-standard 802.3at/PoE+ switches do not negotiate full 802.3at power output with the CW9172I by default. For these switches (Cisco Catalyst 2960,3560, etc) the switch port that is connected to and powering up the CW9172I should be manually configured to provide 30 watts of power. This can be done by going into the interface of the switch and setting the inline power to 30 watts using the following command before actually powering up the AP:

power inline consumption 30000

Failure to do so may result in the CW9172I not receiving enough power to operate and can remain in low power which can cause the APs to continuously reboot

Power Source Options

CW9172I can be powered by 802.3bt capable PoE ports. The AP is capable of operating at its full capacity when powered by a single 802.3bt power at full capacity. The AP needs 802.3bt, Class 5 that can supply 45W of power for full operation. The table below indicates the different modes of PoE power input and the expected operation of the AP.

PoE	Ethernet Speed	2.4 GHz	5GHz	6GHz	Scan	IOT	USB
AF	1 Gig	1x1	OFF	OFF	ON	OFF	OFF
AT	2.5 Gig	2x2	2x2	2x2	ON	ON	ON
AT	2.5 Gig	2x2	4x4	OFF	ON	ON	ON

BT (Class 5)	2.5 Gig	2x2	2x2	2x2	ON	ON	ON
BT (Class 5)	2.5 Gig	2x2	4x4	OFF	ON	ON	ON

CW9172I APs can be powered by the PoE power in different modes as mentioned above when using a PoE-capable switch. CW9172I can also be powered by a single 802.3at or 802.3bt capable PoE injector such as the CW-INJ-8 Cisco multiGigabit 802.3bt Power Over Ethernet Injector, or MA-INJ-6 - Meraki multiGigabit 802.3bt Power over Ethernet Injector or MA-PWR-50WAC external AC power supply.

Factory Reset Button

If the button is pressed and held for at least sixty seconds and then released, the AP will reboot and be restored to its original factory settings by deleting all configuration information stored on the unit.

Below is the sequence of reset:

Approx 5 seconds - Blink Green for Meraki Mode.

More than 10 seconds - Clear config.

More than 20 seconds - Full reset, maintain management mode.

More than 30 seconds - Clear FIPS config (Only for Catalyst Mode).

More than 60 seconds - Factory reset.

More than 90 seconds - Abort reset.

LED Indicators and Run Dark Mode

Your access point is equipped with a multi-color LED light on the front of the unit to convey information about system functionality and performance:

- Orange - AP is booting (permanent Orange suggests hardware issue).
- Rainbow - AP is initializing/scanning.
- Blinking Blue - AP is upgrading.
- Green - AP in Gateway mode with no clients.
- Blue - AP in Gateway mode with clients.
- Blinking Orange - AP can't find uplink.

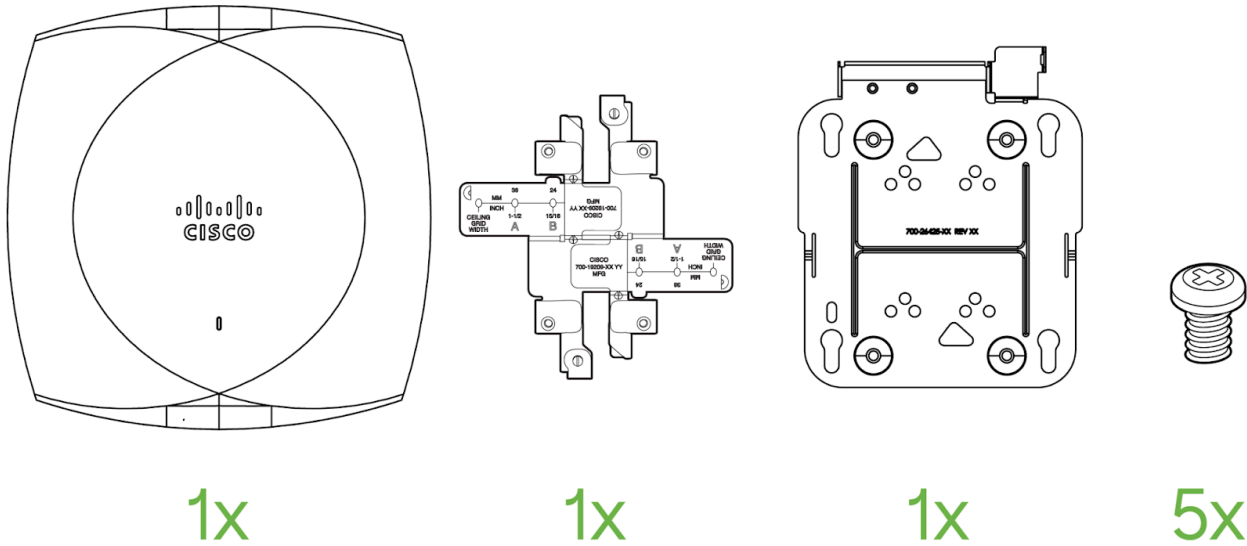


NOTE: Blinking Green LED indicates that the device is in site survey mode. Please see the [Conducting Site Surveys with MR Access Points](#) for more details.

The CW9172I access point may be operated in the “Run Dark” mode for additional security and to reduce the visibility of the access point. In this mode, the LED will not be illuminated. This mode may be enabled through the Meraki Dashboard.

Package Contents

The access point packages contain the following when the Ready to Go option is ordered:



1. CW9172I Cloud Managed Access Point.
2. T-Rail Mount Attachment (AIR-AP-TRAIL-R).
3. Low Profile Mounting Bracket (AIR-AP-BRACKET-1).
4. 5x Screws (6-32 x 1/4 included).



Note: AIR-AP-BRACKET-2 (ordered separately) and AIR-AP-T-RAIL-F (ordered separately) are other universal mounting options for the CW9172I AP when it needs to be mounted flush to the wall or ceiling

Safety and Warnings

These operations must adhere to full compliance with all applicable local laws. Please take the following into consideration for safe operation:

- Power off the unit before you begin. Read the installation instructions before connecting the system to the power source.
 - Before you work on any equipment, be aware of the hazards involved with electrical circuitry, and be familiar with standard practices for preventing accidents.
 - Read the wall-mounting instructions 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.
 - This product relies on the building's installation for short-circuit (overcurrent) protection. Ensure that the protective device is rated not greater than 15 A, 125 Vac, or 10A, 240 Vac.
 - Please only power the device with the provided power cables or standard PoE to ensure regulatory compliance.
-

Pre-install Preparation

You should complete the following steps before going on-site to perform an installation.

Configure your Dashboard Network

The following is a brief overview only of the steps required to add an access point to your network. For detailed instructions about creating, configuring and managing Meraki wireless networks, refer to the online documentation (documentation.meraki.com).

1. Login to <http://dashboard.meraki.com>. If this is your first time, create a new account.
2. Find the network to which you plan to add your APs or create a new network.
3. Add your APs to your network. You will need your Meraki order number (found on your invoice) or the serial number of each AP, which looks like Qxxx-xxxx-xxxx, and is found on the bottom of the unit. You will also need your license key, which you should have received via email.
4. Go to the map / floor plan view and place each AP on the map by clicking and dragging it to the location where you plan to mount it.

Warning: If the Networks in the Organization where the CW9172I is to be installed have Meraki Sensors, it is required to create a separate network for the CW9172I for staging purposes. Once the CW9172I connects to the cloud and updates the new firmware, then the AP can be moved to the network where the CW9172I needs to operate.

Check and Set Firmware

To ensure your access point performs optimally immediately following installation, it is recommended that you facilitate a firmware upgrade prior to mounting your AP.

1. Attach your AP to power and a wired Internet connection. See the "Getting Power to the AP" section for details.
2. The AP will turn on and the LED will glow solid orange. If the unit does not require a firmware upgrade, the LED will turn either green (no clients associated) or blue (clients associated) within thirty seconds.

* If the unit requires an upgrade, the LED will begin blinking blue until the upgrade is complete, at which point the LED will turn solid green or blue. You should allow at least a few minutes for the firmware upgrade to complete, depending on the speed of your internet connection.

Check and Configure Upstream Firewall Settings

If a firewall is in place, it must allow outgoing connections on particular ports to particular IP addresses. The most current list of outbound ports and IP addresses for your particular organization can be found [on the firewall configuration page in your dashboard](#).

Assigning an IP Address

All gateway APs (An AP with Ethernet connections to the LAN) must be assigned a routable IP address. These IP addresses can be dynamically assigned via DHCP or statically assigned.

Static Assignment

- Static IPs are assigned using the local web server on each AP. The following procedure describes how to set the static IP:
 - Using a client machine (e.g., a laptop), connect to the AP wirelessly (by associating to any SSID broadcast by the AP) or over a wired connection.
 - If using a wired connection, connect the client machine to the AP either through a PoE switch or a PoE Injector. If using a PoE switch, plug an Ethernet cable into the AP's Ethernet jack, and the other end into a PoE switch. Then connect the client machine over Ethernet cable to the PoE switch. If using a PoE Injector, connect the AP to the "PoE" port of the Injector, and the client machine to the "LAN" port.
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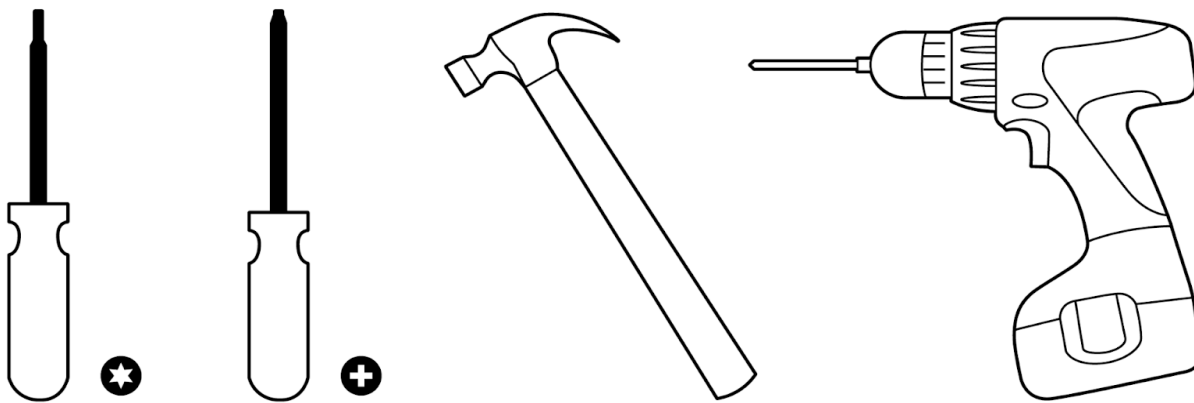
- Using a web browser on the client machine, access the AP's built-in web server by browsing to <http://my.meraki.com>. Alternatively, browse to <http://10.128.128.128>.
- Click on the "Uplink Configuration" tab. Log in. The default login is the serial number (e.g. Qxxx-xxxx-xxxx), with no password (e.g., Q5BA-5678-ZYWX).
- Configure the static IP address, netmask, gateway IP address and DNS servers that this AP will use on its wired connection.
- If necessary, reconnect the AP to the LAN.

Static IP via DHCP Reservations

- Instead of associating to each Meraki AP individually to configure static IP addresses, an administrator can assign static IP addresses on the upstream DHCP server. Through "DHCP reservations," IP addresses are "reserved" for the MAC addresses of the Meraki APs. Please consult the documentation for the DHCP server to configure DHCP reservations.

Collect Tools

You will need the following tools to perform an installation:



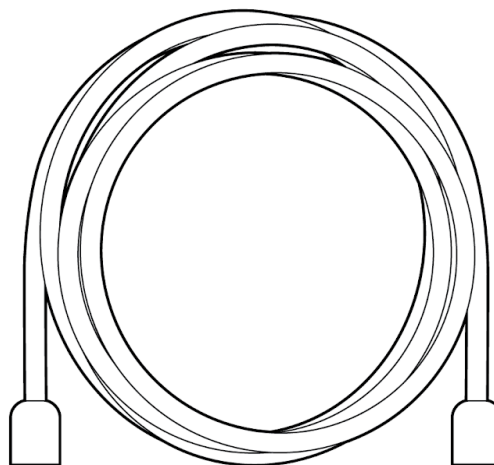
Phillips screwdriver, Hammer (optional), Drill with 0.1360-in. [3.4772 mm] (optional) - depending on install type.



Note: The universal mounting when attached directly to a wall or a ceiling requires four #8 screws (not included).

Collect Additional Hardware for Installation

You will need the following hardware to perform an installation:



PoE Power Source (either PoE switch or Meraki PoE Injector) and network cables with RJ45 connectors long enough for your particular mounting location.



Note: CW9172I can be powered by a PoE Switch, or a PoE Injector or an AC power supply.

Installation Instructions

Warning: Due to the heat dissipation from the back of APs during normal operation, please do not stack powered-on APs on top of each other during pre-installation or staging to avoid heat damage.

Choose Your Mounting Location

A good mounting location is important to get the best performance out of your access point. Keep the following in mind:

1. The device should have an unobstructed line of sight to most coverage areas. For example, if installing in an office filled with workspaces divided by mid-height cubicle walls, installing on the ceiling or high on a wall would be ideal.
2. Power over Ethernet supports a maximum cable length of 300 ft (100 m).
3. If being used in a mesh deployment, the AP should have a line of sight to at least two other Meraki devices. A Cisco Partner can help ensure that your AP placement is ideal.

Install the AP

For most mounting scenarios, the access point low profile mounting bracket provides a quick, simple, and flexible means of mounting your device. The installation should be done in two steps. First, install the low profile mounting bracket to your selected location. Then, attach the AP to the low profile mounting bracket.

Attach the Low Profile Mounting Bracket

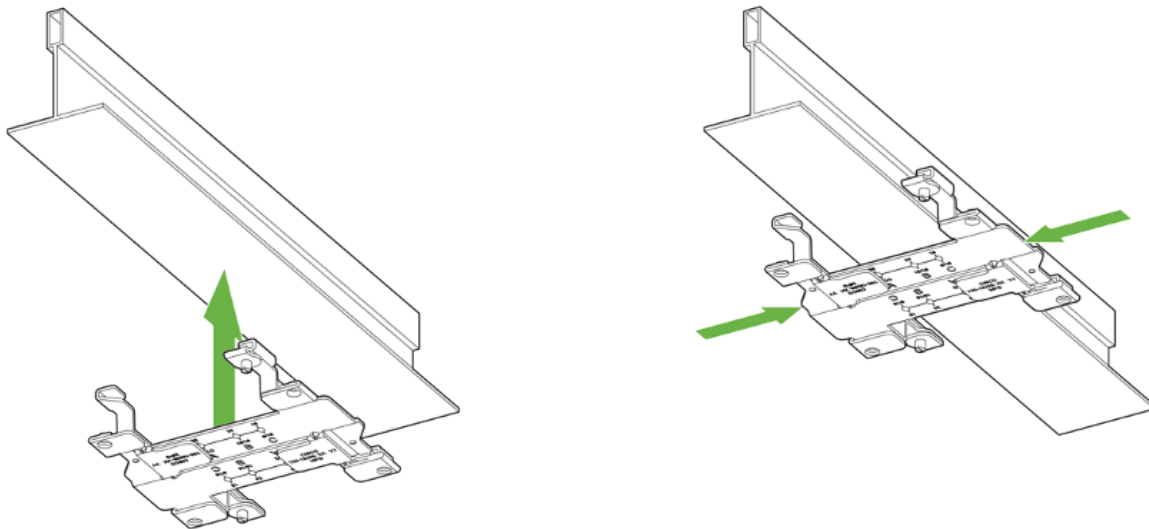
The access point universal mounting bracket (AIR-AP-BRACKET-1 - included) can be used to install your access point in a wide range of scenarios including

wall or solid ceiling or below a drop ceiling.

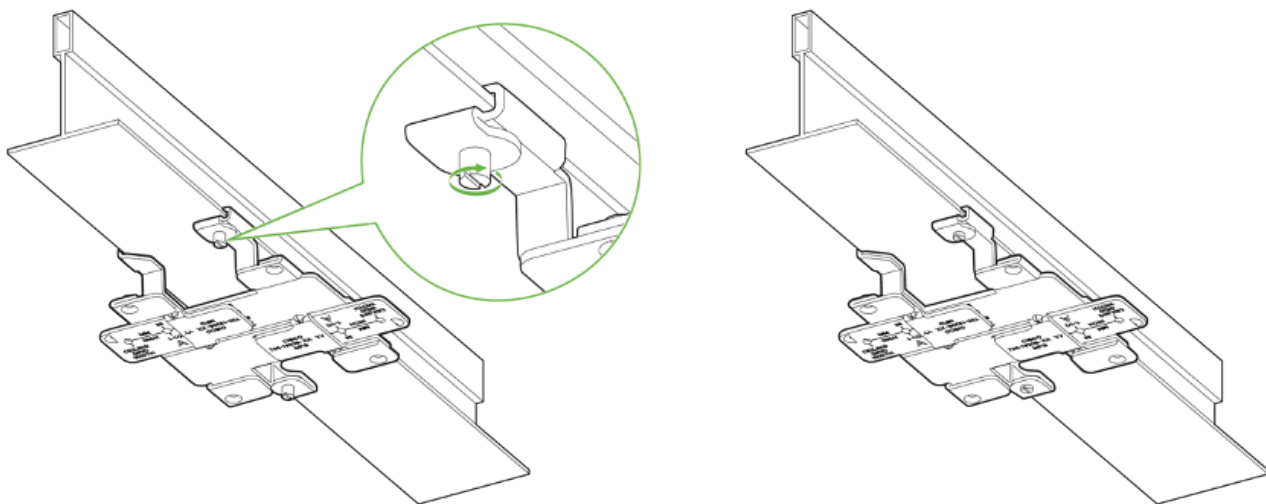
The mount cradle contains a variety of hole patterns that are customized for each installation scenario. The mounting template (included in box with mount cradle) should be used to drill holes for wall mounts and also to identify the correct hole patterns in the mount cradle that should be used for each type of mount. The included mount cradle template shows the hole patterns that should be used for each type of mount.

Drop Ceiling Mount using Low Profile Mounting Bracket

To mount your AP on a drop ceiling T-rail, use the included T-Rail mount attachment - AIR-AP-T-RAIL-R. The included T-Rail mount attachment can be used to mount on most 9/16", 15/16", or 1 1/2" T-rails.

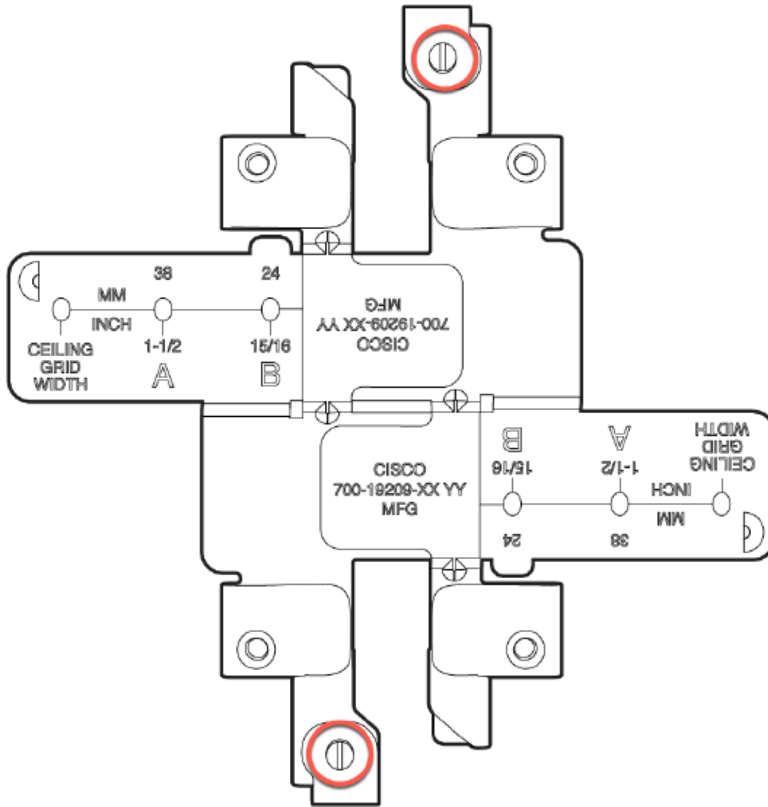


1. Place the ceiling grid clip over the T-rail and close it to the appropriate detent (A, B, or C).
2. Use a screwdriver to tighten the two ceiling grid clip locking screws to prevent the clip from sliding along the T-rail.

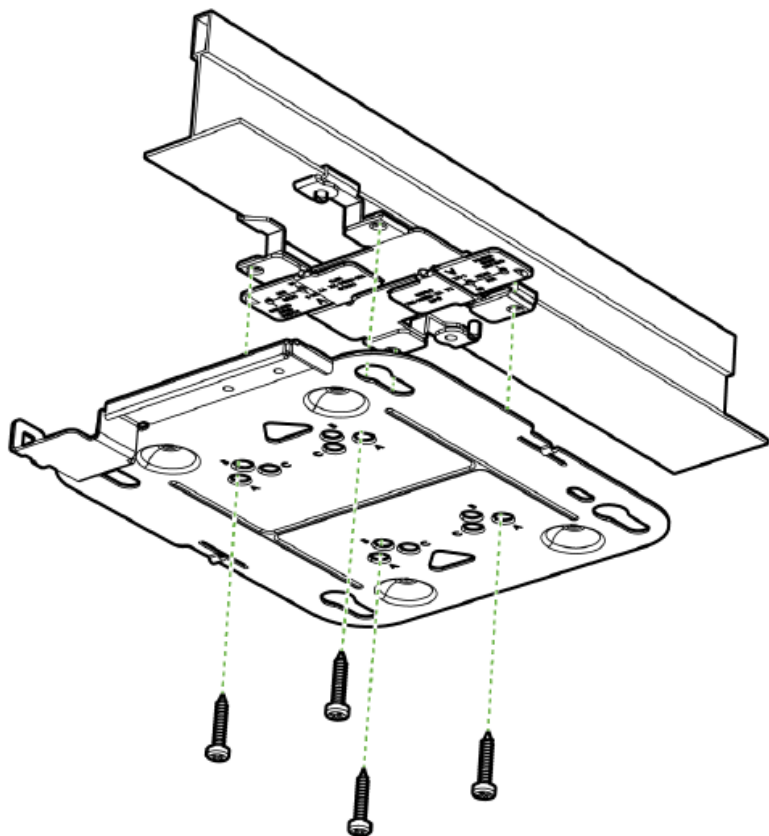




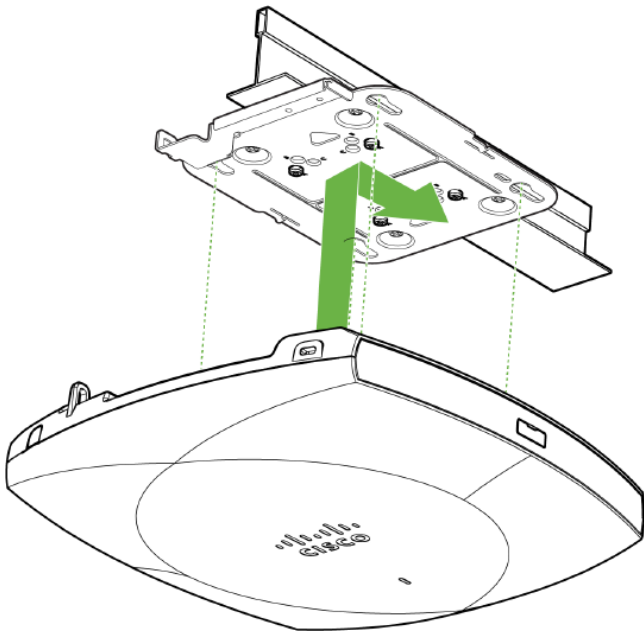
Note: The T-Rail mount attachment (AIR-AP-T-RAIL-R) has two included screws pre-installed to lock the T-Rail mount to the actual T-Rail so it will not slide back and forth. These two screws are not to be confused with the #6-32 x 1/4 screws in a separate bag for mounting the universal bracket to the T-Rail mount (steps 4 and 5 below).



3. Observe the ceiling grid clip width detent letter (A, B, or C) that corresponds to the T-rail width.

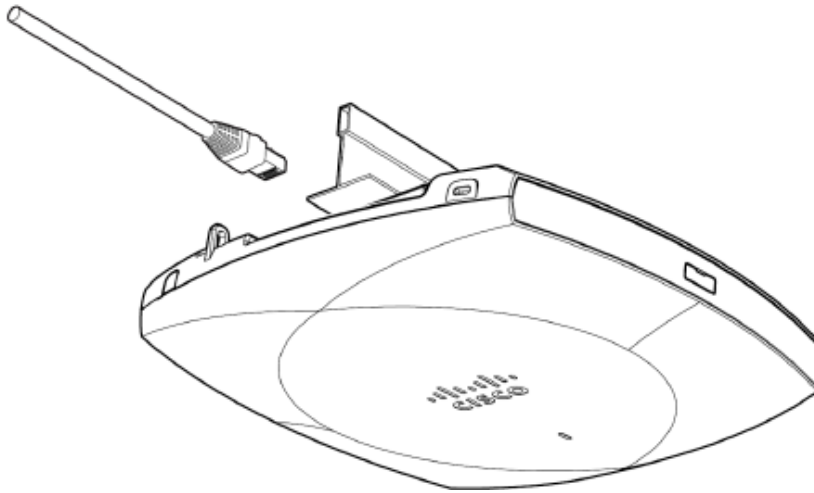


4. Align the corresponding holes (A, B, or C) on the mounting bracket over the mounting holes on the ceiling grid clip. Hold the mounting bracket and insert a 6-32 x 1/4 in. screw into each of the four corresponding holes (A, B, or C) and tighten.



CW9172I is now ready to be mounted on the drop ceiling.

To attach the CW9172I AP to the low profile mounting bracket properly, align the access point feet over the keyhole mounting slots on the mounting bracket. Since the cradle is already mounted to the drop ceiling, gently guide the CW9178I AP toward the mounting cradle until it clicks into place.



Once the AP is mounted, the Ethernet Cable can be plugged in straight due to the lower recess and the large bay.



Note: The above mounting procedure is also applicable when using AIR-AP-BRACKET-2 and AIR-AP-T-RAIL-F

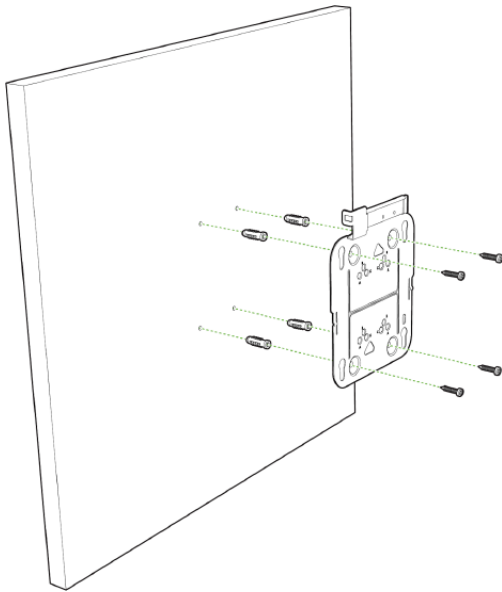
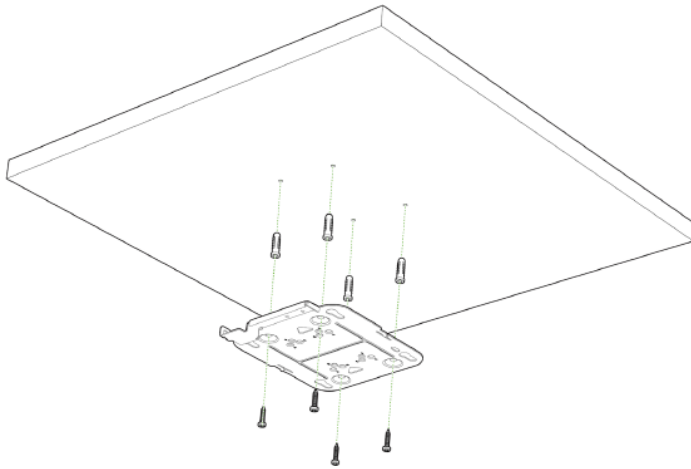
Wall or Solid Ceiling Mount Using Low Profile Bracket.

Using included wall anchors and screws, attach the low profile mounting bracket to your mounting wall or ceiling. It is recommended that the AP be mounted to a wall or solid ceiling using the low profile mounting bracket for physical security reasons.

Wall Mount the AP using Low Profile Bracket

To mount the AP on the wall, first identify the location of the wall or solid ceiling.

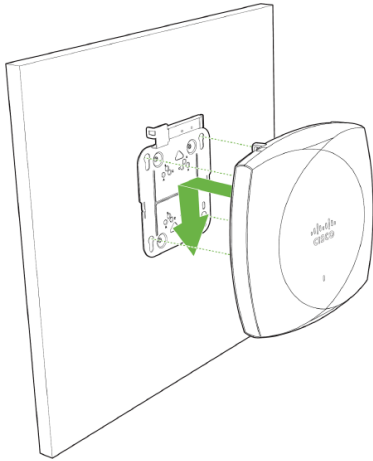
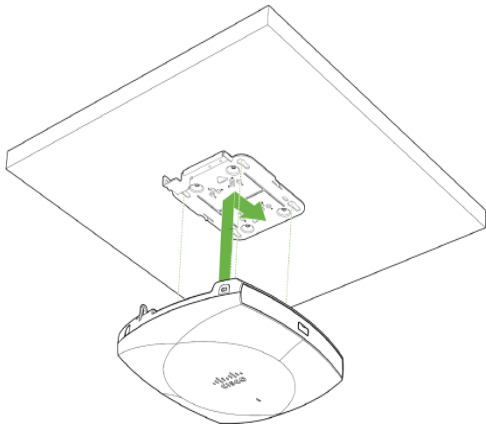
1. Use the mounting bracket as a template to mark the locations of the mounting holes on the bracket.
2. Use a 0.1360-in. [3.4772 mm] bit to drill a pilot hole at the mounting hole locations you marked.
3. Locate the pilot holes and then insert a fastener(not included) into each mounting hole and tighten.



Ceiling Mount

Wall Mount

4. Place the low profile mounting bracket over the faster holes and then use screws up to 6 mm in diameter and at least 1 - 1/4 inch length (not included) to tighten it flush to the wall.

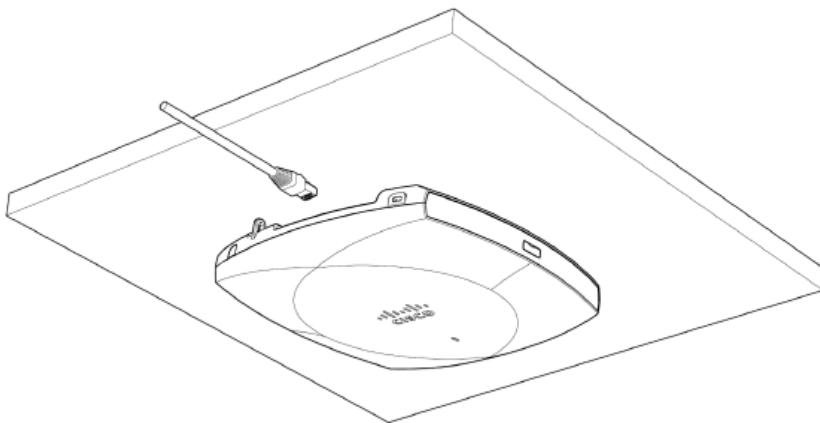


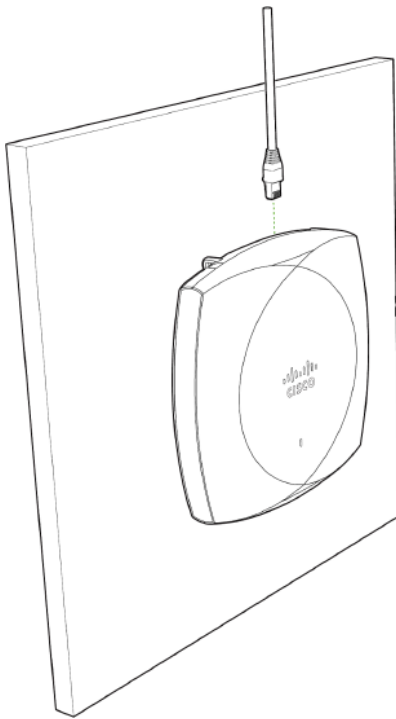
Ceiling Mount

Wall Mount

CW9172I is now ready to be mounted on the wall or solid ceiling.

To attach the CW9172I AP to the low profile mounting bracket properly, align the access point feet over the keyhole mounting slots on the mounting bracket. Since the cradle is already mounted to the wall or solid ceiling gently guide the CW9172I AP towards the mounting cradle until it clicks into place.





Ceiling Mount

Wall Mount

Once the AP is mounted, the Ethernet Cable can be plugged in straight due to the lower recess and the large bay.

Getting Power to the AP

If mounting to an electrical junction box, feed the Ethernet cable through the cable access hole in the mount cradle. If mounting to a wall or ceiling, the Ethernet cable will feed on behind the AP. The "[Power Source Options](#)" section of this document lists the different powering options and their unique characteristics.

To attach the CW9172I AP to the universal mounting bracket properly, align the access point feet over the keyhole mounting slots on the mounting bracket. Since the cradle is already mounted to the wall, gently guide the CW9172I AP toward the mounting cradle until it clicks into place.

Physical Security

Depending on your mounting environment, you may want to secure the AP to its mount location. The access point can be secured in several ways.

Security Hasp

If the AP has been installed using the universal mounting bracket, it can be secured by inserting a padlock in the security hasp and locking the AP to the mounting bracket.

Kensington Lock

If the universal mounting bracket was not used, the AP can still be secured using a Kensington lock. The access point contains a hard point that allows it to be secured to any nearby permanent structure using a standard Kensington lock. Attach a Kensington lock cable to the access point at the hard point on the side of the device. Attach the other end of the cable to a secure location, such as a pipe or building fixture.

Verify Device Functionality and Test Network Coverage

1. Check LEDs
 1. The Power LED should be solid green (or blue, if clients are connected). If it is flashing blue, the firmware is automatically upgrading and the LED should turn green when the upgrade is completed (normally within a few minutes). See the "[LED Indicators](#)" section for more details.
 2. Note: Your AP must have an active route to the Internet to check and upgrade its firmware.
2. Verify access point connectivity
 1. Use any 802.11 client device to connect to the AP and verify proper connectivity using the client's web browser.
3. Check network coverage
4. Confirm that you have good signal strength throughout your coverage area. You can use the signal strength meter on a laptop, smartphone, or another wireless device.

Enable 802.11be

To have the Wi-Fi 7 clients connect with 11be rates or do MLO (Multi-Link operation), 802.11be has to be explicitly enabled in the Meraki Dashboard.

802.11be can be enabled from **Wireless > Configure > Radio Settings>RF Profiles**.

802.11be



802.11be allows capable APs to operate in 802.11be or 802.11ax mode.

320 MHz Channel Width

Wi-Fi 7 allows channel width of up to 320 MHz for 6 GHz Frequency band. This higher channel width helps to increase the overall throughput. In countries with support of 1200 MHz of 6 GHz Frequency spectrum, a total of 3 non-overlapping 320 MHz channels can be achieved, when the AP is operating in Low Power (LPi) Indoor Mode. When the AP is operating in Standard Power, only one 320 MHz channel can be achieved in the UNII-5 band. In countries with support of 500 MHz of 6 GHz Frequency spectrum, only one 320 MHz channel can be achieved.

Meraki Dashboard allows manual configuration of 320 MHz Channel Width.

320 MHz channel width can be enabled from

Wireless → Configure → Radio Settings → RF Profile → 6 GHz.

Change the Channel width setting to Manual to enable 320 MHz.

Channel width

Auto**Manual**

Manual 6 GHz channel width

Disable auto channel width by manually selecting a channel width for the access points in this profile.

☐ 20 MHz (59 channels)

Recommended for High Density deployments and environments expected to encounter DFS events. More unique channels available, reducing chance of interference.

☐ 40 MHz (30 channels)

For low to medium density deployments.

☐ 80 MHz (15 channels)

For low density areas with few or zero neighboring networks. Higher bandwidth and data rates for modern devices. Increases risk of interference problems.

☐ 160 MHz (7 channels)

Wider channel width will allow higher client throughput but validate if the client device supports 160MHz as this is may not be supported by client devices.

☒ **320 MHz (3 channels)**

Access points that do not support Wi-Fi 7 will use their maximum supported channel width.

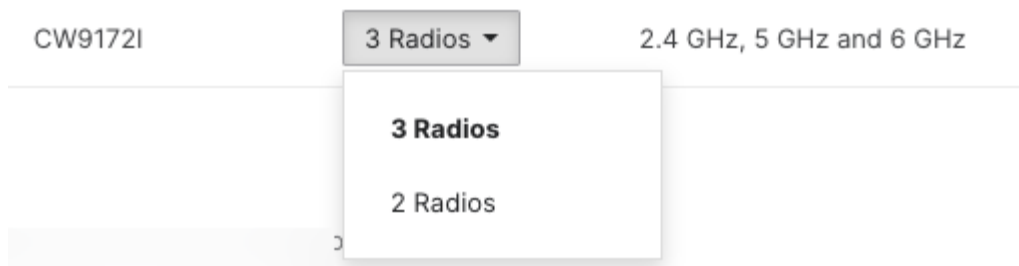
Flex Radio Selection

The CW9172I has three client serving Wi-Fi Radios capable of operating in the 2.4, 5 and 6 GHz Frequencies as 2x2 radio chain with 2 spatial streams or as a dual band access point with 2x2:2 in 2.4 GHz and 4x4:4 in 5 GHz.

The out-of-the-box setting of the CW9172I will have the radios operate in 2.4, 5 and 6 GHz Frequency bands.

The AP can be made to operate as dual band AP, by changing the Flex Radio Selection in RF Profile settings (Wireless → Configure → Radio Settings → RF Profiles).

Flex radio selection



WPA3 Support

Wi-Fi 7 requires the client to support WPA3 or OWE with Protected Management Frame (PMF) as a mandatory mode of operation for Wi-Fi 7 -i.e. for 11be rates and MLO. The Wi-Fi 7 Access Point is very much backward compatible with the earlier security mechanisms like WPA2, but when a Wi-Fi 7 client connects with a lower security type, it cannot achieve the Wi-Fi 7 functionality.

Wi-Fi 7 brings new AKM support for WPA3-SAE and new increased ciphers for Enhanced Open (OWE) and WPA3-SAE. The new AKM is SAE-EXT (AKM 24). The cipher needed for OWE and WPA3-SAE in Wi-Fi 7 is GCMP256.

WPA3-SAE Configuration:

From the Wireless → Configure → Access Control → Security,

1. Enter the password for WPA3-Personal.
2. Select WPA3 as the Encryption.
3. 802.11w as Required.
4. From Advanced WPA3 settings (Cipher and AKM suite settings), select SAE-EXT and GCMP 256.

☒ Password

Users must enter this key to associate: ⓘ

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☐ MAC-based access control (no encryption)

RADIUS server is queried at association time

☐ Enterprise with

Meraki Cloud Authentication ▾

User credentials are validated with 802.1X at association time

☐ Identity PSK with RADIUS

RADIUS server is queried at association time to obtain a passphrase for a device based on its MAC address

☐ Identity PSK without RADIUS

Devices are assigned a group policy based on its passphrase

WPA encryption ⓘ

802.11w ⓘ

WPA3 only ▾

☐ Enabled (allow unsupported clients)
 ☒ Required (reject unsupported clients)
 ☐ Disabled (never use)

Mandatory DHCP

Enabled

Disabled

Advanced WPA3 settings (Cipher and AKM suite settings)

⌵

WPA3 Cipher Suite

☒ GCMP 256

WPA3 AKM Suite

☒ SAE
 ☒ SAE-EXT

⚠

Certain Cipher suite and AKMs are required for capable APs to operate in 802.11be (Wi-Fi 7) mode. Please refer to [documentation](#) for more details.

OWE Configuration:

From the Wireless → Configure → Access Control → Security,

1. Select Opportunistic Wireless Encryption (OWE).
2. Select WPA3 as the Encryption.
3. 802.11w as Required.
4. From Advanced WPA3 settings (Cipher and AKM suite settings), select the cipher as GCMP 256.

Security *Opportunistic Wireless Encryption*

☒ **Opportunistic Wireless Encryption (OWE)**
Any user can associate with data encryption

☐ **Password**
Users must enter a passphrase to associate ⓘ

☐ **MAC-based access control (no encryption)**
RADIUS server is queried at association time

☐ **Enterprise with**

Meraki Cloud Authentication ▾

User credentials are validated with 802.1X at association time

☐ **Identity PSK with RADIUS**
RADIUS server is queried at association time to obtain a passphrase for a device based on its MAC address

☐ **Identity PSK without RADIUS**
Devices are assigned a group policy based on its passphrase

WPA encryption ⓘ

WPA3 only ▾

802.11w ⓘ

- ☐ Enabled (allow unsupported clients)
- ☒ **Required (reject unsupported clients)**
- ☐ Disabled (never use)

Mandatory DHCP

Enabled Disabled

Advanced WPA3 settings *(Cipher and AKM suite settings)*

WPA3 Cipher Suite ☒ GCMP 256

ⓘ Certain Cipher suite and AKMs are required for capable APs to operate in 802.11be (Wi-Fi 7) mode. Please refer to [documentation](#) for more details.

ⓘ **Note:** If an SSID is configured to support WPA3 transition mode for Personal across all three frequency bands, then the 2.4 GHz and the 5 GHz frequency will broadcast the SSID with transition mode support. The SSID will not be broadcast in the 6 GHz mode.

ⓘ **Note:** Starting R31 software release, if an SSID is configured to support WPA3 transition mode for Enterprise across all three frequency bands, then the 2.4 GHz and the 5 GHz frequency will broadcast the SSID with transition mode support and the SSID will be broadcasted as WPA3 in the 6 GHz band.



Note: If the AP is broadcasting at least one of the SSIDs with a lower security type, then the AP will not broadcast 11be information in the Beacon and Probe Response and will function as 11ax. This behaviour is due to change in a future firmware upgrade.

Basic Troubleshooting

The following steps can be used for troubleshooting basic connectivity issues with your access point.

- Reset the access point.
- Factory reset the access point by holding the factory reset button for 60 seconds.
- Try switching cables, or testing your cable on another device.

If your access point still does not connect, the following instructions may be useful, depending on your issue.

Check Radio Functionality by Making the AP a Repeater

1. If your AP is acting as a gateway, disconnect the Ethernet cable from the LAN (while keeping the AP powered on). This will switch your AP into repeater mode. If no other gateways are within range, the AP will begin broadcasting an SSID appended with "-scanning". If you are able to connect to this SSID and go to my.meraki.com from your web browser, then your radio is working.
2. Physically place the repeater AP (AP with disconnected LAN) next to a working gateway AP.
3. Connect the power adapter or PoE. The radio and signal strength LEDs on the AP will turn solid green or blue once the access point boots up and detects the gateway.
4. The access point is now a repeater and will check into the Dashboard.
5. On the Wireless > Access Points page in the Dashboard, you will see the connectivity bar for the specific Repeater AP reflecting a light green color, which means the AP is a repeater. Gateway APs will reflect a dark green color in the connectivity bar and also will have the letter G (Gateway) on top of the AP symbol.

Check Ethernet Port Functionality by Connecting to the AP

1. Disable the Wireless adapter on your computer.
2. Make sure the Ethernet adapter on your device is set to obtain an IP address automatically via DHCP.
3. Connect your computer to the Ethernet port on the AP with an Ethernet cable.
4. The Ethernet LED on the AP should turn solid green or blue.
5. If the Ethernet LED does not turn solid green or blue, try swapping the cable. If the Ethernet port still does not turn green or blue, try the second Ethernet port, if the AP has one.
6. If the Ethernet LED does not turn solid green or blue, you may have a bad port on the AP. If this is the case, the AP signal LEDs will continue to scan.
7. Once the Ethernet LED turns solid green or blue, your computer should obtain an IP address from the AP via DHCP.

Check Static IP Address Configuration

1. If the AP has a static IP address, the green signal LEDs will begin to flash on and off and you will not receive an IP address via DHCP.
 2. Disconnect the Ethernet cable from the AP.
 3. Associate to the SSID being broadcasted by the AP. If there are no other APs in the network within range the SSID may be appended with "-scanning".
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4. Go to my.meraki.com in your web browser.
5. The MAC address on the back of the access point should match the physical address value on the my.meraki.com Overview page.
6. Once you have verified that the MAC address is correct on the overview tab, click the tab Static IP configuration.
7. Enter the username (serial number on the back of the AP) which is case-sensitive and must include the dashes. (There is no password).
8. Make sure your AP is set to obtain a correct DHCP or static IP address configuration from your network.

Reference <https://documentation.meraki.com/MR> for additional information and troubleshooting tips.

If you are still experiencing hardware issues, please contact Cisco Meraki support by logging in to the Dashboard and using the **Help** option near the top of the page, then opening an email case or calling using the contact information on that page.

Warranty

Additional warranty information can be found on the CW9172I Datasheet or on the [Warranty Returns \(RMA\)](#) page of the Cisco Meraki website.

If your Cisco Meraki device fails and the problem cannot be resolved by troubleshooting, contact support to address the issue. Once support determines that the device is in a failed state, they can process an RMA and send out a replacement device free of charge. In most circumstances, the RMA will include a pre-paid shipping label so the faulty equipment can be returned.

In order to initiate a hardware replacement for non-functioning hardware that is under warranty, you must have access to the original packaging the hardware was shipped in. The original hardware packaging includes device serial number and order information and may be required for return shipping.

CW9172I devices have been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Support and Additional Information

If issues are encountered with device installation or additional help is required, **contact Meraki Support** by logging in to dashboard.meraki.com and opening a case by visiting the **Get Help** section.

- The equipment is intended for industrial or other commercial activities.
- The equipment is used in areas without exposure to harmful and dangerous production factors unless otherwise specified in the operational documentation and/or on the equipment labeling.
- The equipment is not for domestic use. The equipment is intended for operation without the constant presence of maintenance personnel.
- The equipment is subject to installation and maintenance by specialists with the appropriate qualifications, sufficient specialized knowledge, and skills.
- Rules and conditions for the sale of equipment are determined by the terms of contracts concluded by Cisco or authorized Cisco partners with equipment buyers.
- Disposal of a technical device at the end of its service life should be carried out in accordance with the requirements of all state regulations and laws.
- Do not throw in the device with household waste. The technical equipment is subject to storage and disposal in accordance with the organization's disposal procedure.
- The equipment should be stored in its original packaging in a room protected from atmospheric precipitation. The permissible temperature and humidity ranges during storage are specified in the Operation (Installation) Manual.
- Transportation of equipment should be carried out in the original packaging in covered vehicles by any means of transport. The temperature and humidity during transportation must comply with the permissible established ranges of temperature and humidity during storage (in the off state) specified in the Operation Manual (Installation)

For additional information on Meraki hardware and for other installation guides, please refer to **documentation.meraki.com**.