



# Release Notes For Cisco Business Access Points, Firmware Version, 10.9.1.0

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## Release Notes for Cisco Business Access Points, Firmware Version, 10.9.1.0

### November 2023

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.9.1.0

### What's New

The following new features are available in firmware version 10.9.1.0

- Added support for Cisco Business Dashboard online/offline connection.
- Added CBD link icon in GUI page.

### Resolved Issues

This section describes the resolved issues for the Cisco Business Access Points, Firmware Version 10.9.1.0

Number	Description
<a href="#">CSCwe22253</a>	Cannot see the certificate installed from Cisco Business Dashboard (CBD).
<a href="#">CSCwh80995</a>	CDP information is incomplete when the access point connects to a specific CBS device.
<a href="#">CSCwf69827</a>	Guest portal page appears twice when connected to the guest SSID created by CBD.
<a href="#">CSCwe61122</a>	Cisco Access Point Software Denial of Service Vulnerability.
<a href="#">CSCwe70131</a>	Cisco Access Point Software Command Injection Vulnerability.
<a href="#">CSCwf62026</a>	Cisco Access Point Software Secure Boot Bypass Vulnerability.
<a href="#">CSCwh00028</a>	Access point crashes when a particular crafted packet from client is sent.
<a href="#">CSCwi11700</a>	Client connection instability/poor signal performance.
<a href="#">CSCwi25347</a>	Update online help for CBW11ac MR6.

## Cisco Business Online Support

For current support information, visit the pages given below:

<b>Cisco Business</b>	
Cisco Business Home	<a href="http://www.cisco.com/go/ciscobusiness">http://www.cisco.com/go/ciscobusiness</a>
<b>Support</b>	
Cisco Business Support Community	<a href="http://www.cisco.com/go/cbcommunity">http://www.cisco.com/go/cbcommunity</a>
Cisco Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">http://www.cisco.com/go/smallbizhelp</a>
Cisco Business Phone Support	<a href="http://www.cisco.com/go/cbphone">http://www.cisco.com/go/cbphone</a>
Cisco Business Chat Support	<a href="http://www.cisco.com/go/cbchat">http://www.cisco.com/go/cbchat</a>
Cisco Business Firmware Downloads	<a href="http://www.cisco.com/go/smallbizfirmware">http://www.cisco.com/go/smallbizfirmware</a> Select a link to download the firmware for your Cisco product. No login is required.
Cisco Business Open Source Requests	If you wish to receive a copy of the source code to which you are entitled under the applicable free/open source license(s) (such as the GNU Lesser/General Public License), please send your request to: <a href="mailto:external-opensource-requests@cisco.com">external-opensource-requests@cisco.com</a> .  In your request, please include the Cisco product name, version, and the 18 digit reference number (for example: 7XEEX17D99-3X49X08 1) found in the product open source documentation.

## Release Notes for Cisco Business Access Points, Firmware Version, 10.8.1.0

### April 2022

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.8.1.0

### What's New

The following new features are available in firmware version 10.8.1.0

- Ability to factory default all devices simultaneously via GUI
- Packet capture capabilities via GUI
- Ability to configure per AP logging to Syslog Server via GUI
- Ability to view installed certificates

## Resolved Issues

This section describes the resolved issues for the Cisco Business Access Points, Firmware Version 10.8.1.0

Number	Description
<a href="#">CSCwd07949</a>	Cisco Business Wireless APs Social Login Guest User Authentication Bypass Vulnerability.
<a href="#">CSCwe59642</a>	CBW150AX: Clients are not authenticated with non Social Login Guest Access type. This issue also applied to the CBW14xAC/CBW240AC.
<a href="#">CSCvu78608</a>	Webauth redirect URL getting looped for the client.
<a href="#">CSCwb09243</a>	CBW: Attempting to change password of WLAN user generates mismatch error.
<a href="#">CSCwb40665</a>	CBW: MAX_OUI_EXCEEDED message when trying to load OUIs.
<a href="#">CSCwb48084</a>	CBW: AP got segment fault and reboot after configure external splash page.
<a href="#">CSCwb64455</a>	CBW: Indicate radar channels with '(DFS)' tag in Wireless Settings - Access Points Page.
<a href="#">CSCwb67264</a>	CBW: Default Logging level change.
<a href="#">CSCwa61623</a>	CBW: Multicast/broadcast traffic will stop when enable 11r roaming.
<a href="#">CSCwc07729</a>	CBW: Remove OSAPI-4-TIME_SHIFT_DETECTED messages in log.
<a href="#">CSCwc41633</a>	CBW: Set automatic transmit power for either radio in non-mesh mode.
<a href="#">CSCwc91512</a>	CBW: Per AP syslog level keep changing on GUI.
<a href="#">CSCwc91713</a>	CBW: Packet capture fail after ap name change to "XX-XX".
<a href="#">CSCwc96512</a>	CBW: Error message see when enable global multicast.

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Cisco Business	
Cisco Business Home	<a href="http://www.cisco.com/go/ciscobusiness">http://www.cisco.com/go/ciscobusiness</a>
Support	
Cisco Business Support Community	<a href="http://www.cisco.com/go/cbcommunity">http://www.cisco.com/go/cbcommunity</a>
Cisco Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">http://www.cisco.com/go/smallbizhelp</a>
Cisco Business Phone Support	<a href="http://www.cisco.com/go/cbphone">http://www.cisco.com/go/cbphone</a>
Cisco Business Chat Support	<a href="http://www.cisco.com/go/cbchat">http://www.cisco.com/go/cbchat</a>

Cisco Business	
Cisco Business Firmware Downloads	<a href="http://www.cisco.com/go/smallbizfirmware">http://www.cisco.com/go/smallbizfirmware</a> Select a link to download the firmware for your Cisco product. No login is required.
Cisco Business Open Source Requests	If you wish to receive a copy of the source code to which you are entitled under the applicable free/open source license(s) (such as the GNU Lesser/General Public License), please send your request to: <a href="mailto:external-opensource-requests@cisco.com">external-opensource-requests@cisco.com</a> .  In your request, please include the Cisco product name, version, and the 18 digit reference number (for example: 7XEEX17D99-3X49X08 1) found in the product open source documentation.

## Release Notes for Cisco Business Access Points, Firmware Version, 10.7.1.0

### March 2022

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.7.1.0

### What's New

Support for ASDv4 Migration for CBW APs to support Cisco.com Image download.

### Limitations

CSCvx89751 CBW: Cannot enable 802.11r for WAP3 only security type SSID.

### Resolved Issues

This section describes the resolved issues for the Cisco Business Access Points, Firmware Version 10.7.1.0.

**Table 1: Resolved Issues**

Number	Description
<a href="#">CSCvz38510</a>	In Captive portal, Using email address needs to be able to press enter on phone keyboard.
<a href="#">CSCvz65539</a>	Invalid AVC Policy AUTOQOS-AVC-PROFILE error seen in Logging repeatedly.
<a href="#">CSCvz70766</a>	Excessive "MUTEX_LOCK_FAILED" and "MUTEX_UNLOCK_FAILED" messages in logging.
<a href="#">CSCvz78909</a>	"Throughput (Avg)" provides incorrect/impossible values.
<a href="#">CSCvz47355</a>	The guest network cannot access normally with Facebook account.

Number	Description
<a href="#">CSCvq49612</a>	Save button will become red even with no configuration change.
<a href="#">CSCwa36226</a>	CBW240AC SNMP is reporting itself as Aironet 1840.
<a href="#">CSCwa55717</a>	QuoVadis root CA decommission on CBW APs.
<a href="#">CSCwa68770</a>	The ACL rule priority cannot be modified normally.
<a href="#">CSCvw60726</a>	AP240AC downstream Ethernet port does not upload.
<a href="#">CSCvz33590</a>	CBW240: In MDNS, if you delete and add a VLAN, it will fail for the first time.
<a href="#">CSCvy98419</a>	CBW240: Issues with AP 5GHz Modification.

## Known Issues

This section describes the known issues for the Cisco Business Access Points, Firmware Version 10.7.1.0.

**Table 2: Known Issues**

Number	Description
<a href="#">CSCvj04703</a>	<p>Chrome: Redirection flow on guest/BYOD portal is broken with untrusted certificate on ISE portal.</p> <p><b>Workaround</b></p> <p>Use Firefox or another browser that is not Chrome-based.</p>
<a href="#">CSCvs00465</a>	<p>Wrong device type classification under client table.</p> <p><b>Workaround</b></p> <p>Only for WPA3 clients device type is not classified correctly.</p>
<a href="#">CSCvw82045</a>	<p>Captive portal page may not load or only loads after a long delay</p> <p><b>Workaround</b></p> <p>No impact on function, captive portal can load within 10 secs.</p>
<a href="#">CSCvw30322</a>	<p>With some web browsers, captive portal redirect not working correctly.</p> <p><b>Workaround</b></p> <p>Use an older version of Chrome or a different browser</p>

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<b>Cisco Business</b>	
<b>Support</b>	
Cisco Business Support Community	<a href="http://www.cisco.com/go/cbcommunity">http://www.cisco.com/go/cbcommunity</a>
Cisco Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">http://www.cisco.com/go/smallbizhelp</a>
Cisco Business Phone Support	<a href="http://www.cisco.com/go/cbphone">http://www.cisco.com/go/cbphone</a>
Cisco Business Chat Support	<a href="http://www.cisco.com/go/cbchat">http://www.cisco.com/go/cbchat</a>
Cisco Business Firmware Downloads	<a href="http://www.cisco.com/go/smallbizfirmware">http://www.cisco.com/go/smallbizfirmware</a> Select a link to download the firmware for your Cisco product. No login is required.
Cisco Business Open Source Requests	If you wish to receive a copy of the source code to which you are entitled under the applicable free/open source license(s) (such as the GNU Lesser/General Public License), please send your request to: <a href="mailto:external-opensource-requests@cisco.com">external-opensource-requests@cisco.com</a> .  In your request, please include the Cisco product name, version, and the 18 digit reference number (for example: 7XEEX17D99-3X49X08 1) found in the product open source documentation.

## Release Notes for Cisco Business Access Points, Firmware Version, 10.6.1.0

### August 2021

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.6.1.0

### What's New

- Personal PSK
- Mesh Role Selection
- Media/Video Streaming (MC2UC)
- Support for Bonjour at Day0
- Support for Bonjour Goodbye message on hostname change
- Displays three close Mesh Neighbors for CBW APs

### Limitations

CSCvx89751 CBW: Cannot enable 802.11r for WAP3 only security type SSID.

## Resolved Issues

This section describes the resolved issues for the Cisco Business Access Points, Firmware Version 10.6.1.0.

**Table 3: Resolved Issues**

Number	Description
<a href="#">CSCvx79978</a>	A security type change to open or WPA2 Enterprise after change WPA3 as WPA2.
<a href="#">CSCvx94892</a>	Request to make the client Host Name field visible by default on Clients page.
<a href="#">CSCvx97713</a>	Web UI Enhancements: <ul style="list-style-type: none"> <li>• Moved SSH Access from Management page to Troubleshooting page (Expert View).</li> <li>• “Make a Wish” text changed to “CBW Feature Request”.</li> </ul>
<a href="#">CSCvx48885</a>	Read Only access users should not allow editing GUI settings.
<a href="#">CSCvx73700</a>	Remove this suffix of the controller name in Bonjour.
<a href="#">CSCvy45890</a>	iPhone cannot connect to the WPA3, only to WLAN.
<a href="#">CSCvy59340</a>	Web GUI display is messy when the default language in browser set to Korean.
<a href="#">CSCvx89754</a>	Wireless client lost connection when roaming.

## Known Issues

This section describes the known issues for the Cisco Business Access Points, Firmware Version 10.6.1.0.

**Table 4: Known Issues**

Number	Description
<a href="#">CSCvj04703</a>	Chrome: Redirection flow on guest/BYOD portal is broken with untrusted certificate on ISE portal. <b>Workaround</b> Use Firefox or another browser that is not Chrome-based.
<a href="#">CSCvq49612</a>	Save button changes to red even if there is no configuration change. <b>Workaround</b> No impact on the functionality.
<a href="#">CSCvs00465</a>	Wrong device type classification under client table. <b>Workaround</b> Only for WPA3 clients device type is not classified correctly.

Number	Description
<a href="#">CSCvw60726</a>	AP240AC downstream Ethernet port does not upload. <b>Workaround</b> None.
<a href="#">CSCvw82045</a>	Captive portal page may not load or only loads after a long delay <b>Workaround</b> No impact on function, captive portal can load within 10 secs.
<a href="#">CSCvw30322</a>	With some web browsers, captive portal redirect not working correctly. <b>Workaround</b> Use an older version of Chrome or a different browser
<a href="#">CSCvz33590</a>	CBW240: In MDNS, if you delete and add a VLAN, it will fail for the first time.
<a href="#">CSCvy98419</a>	CBW240: Issues with AP 5GHz Modification.

## Release Notes for Cisco Business Access Points, Firmware Version, 10.4.1.0

### March 2021

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.4.1.0

### What's New

- Support to host CBW Online Help on the device
- Enable WPA3 SAE Support
- Device Discovery for CBD deployments
- Optimize the boot up time

### Resolved Issues

This section describes the resolved issues for the Cisco Business Access Points, Firmware Version 10.4.1.0.

**Table 5: Resolved Issues**

Number	Description
<a href="#">CSCvt51979</a>	CBW consistently running a High Channel Utilization only in 5 GHz without any clients connected.



Number	Description
<a href="#">CSCvw60726</a>	CBW240AC downstream Ethernet port does not upload.
<a href="#">CSCvu00411</a>	The page displays improperly when you click the Tech Support <b>download</b> button at times.
<a href="#">CSCvv77626</a>	CBW Page has a green <b>circled arrow</b> even when there is no higher version software available.
<a href="#">CSCvv99924</a>	Bias terminology correction required in AP UI.
<a href="#">CSCvw32728</a>	Include Mesh commands in Tech Support Bundle for Mesh Extenders.
<a href="#">CSCvw53056</a>	Moved Rogue Client page to <b>Expert View</b> and made GUI enhancement.
<a href="#">CSCvw71244</a>	Minor issues in Web UI.
<a href="#">CSCvw74183</a>	Rogue AP count mismatch.
<a href="#">CSCvw80543</a>	Traffic shaping settings in standard view may not match those in <b>Expert View</b> .

## Known Issues

This section describes the known issues for the Cisco Business Access Points, Firmware Version 10.4.1.0.

**Table 6: Known Issues**

Number	Description
<a href="#">CSCvj04703</a>	Chrome: Redirection flow on guest/BYOD portal is broken with untrusted certificate on ISE portal. <b>Workaround</b> Use Firefox or another browser that is not Chrome-based.
<a href="#">CSCvq49612</a>	Save button changes to red even if there is no configuration change. <b>Workaround</b> No impact on the functionality.
<a href="#">CSCvs00465</a>	Wrong device type classification under client table. <b>Workaround</b> Only for WPA3 clients device type is not classified correctly.
<a href="#">CSCvw60726</a>	AP240AC downstream Ethernet port does not upload. <b>Workaround</b> None.

Number	Description
<a href="#">CSCvw82045</a>	Captive portal page may not load or only loads after a long delay <b>Workaround</b> No impact on function, captive portal can load within 10 secs.
<a href="#">CSCvw30322</a>	With some web browsers, captive portal redirect not working correctly. <b>Workaround</b> Use an older version of Chrome or a different browser

## Release Notes for Cisco Business Access Points, Firmware Version, 10.3.1.0

### September 2020

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.3.1.0

### What's New

- HTTP upgrade option available for the first Mesh Extender joining the network
- Ability to export/import configuration for each individual AP
- Factory Reset option for each AP
- Automatic redirection of HTTP (*http://ciscobusiness.cisco* or *<management IP>*) URL to HTTPS
- Supports Virtual Router Identifier (VRID) configuration

### Resolved Issues

This section describes the resolved issues for the Cisco Business Access Points, Firmware Version 10.3.1.0.

**Table 7: Resolved Issues**

Number	Description
<a href="#">CSCvu23583</a>	The config file can be uploaded even though the guest user is missing.
<a href="#">CSCvu23591</a>	SNMP V3 is enabled after Primary AP reboots.
<a href="#">CSCvu23596</a>	An error message pops-up when configuring <b>Customized Guest WLANs</b> settings.
<a href="#">CSCvu74972</a>	In Day0, WPA3 option is found during setup.

## Known Issues

This section describes the known issues for the Cisco Business Access Points, Firmware Version 10.3.1.0.

**Table 8: Known Issues**

Number	Description
<a href="#">CSCvq49612</a>	Save button changes to red even if there is no configuration change. <b>Workaround</b> No impact on the functionality.
<a href="#">CSCvu00411</a>	The page displays improperly when you click the Tech Support <b>download</b> button at times. <b>Workaround</b> Refresh the WEBUI to resolve this issue. <b>Note</b> <i>This issue has been resolved in software version 10.4.1.0</i>

## Release Notes for Cisco Business Access Points, Firmware Version, 10.2.1.0

### August 2020

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.2.1.0

## What's New

Cisco Business Wireless (CBW) supports Cisco Business Dashboard (CBD) which helps manage devices.

## Known Issues

This section describes the known issues for the Cisco Business Access Points, Firmware Version 10.2.1.0.

**Table 9: Known Issues**

Number	Description
<a href="#">CSCvq49612</a>	Save button changes to red even if there is no configuration change. <b>Workaround</b> No impact on the functionality.

Number	Description
CSCvu00411	The page displays improperly when you click the Tech Support <b>download</b> button at times.  <b>Workaround</b> Refresh the WEBUI to resolve this issue.
CSCvu00434	Safari browser pops-up a blank page when you click the <b>Download</b> button.  <b>Workaround</b> No impact on downloading the file. Close the blank page.
CSCvu23583	The config file can be uploaded even though the guest user is missing.  <b>Workaround</b> Add guest user manually.  <b>Note</b> <i>This issue has been resolved in software version 10.3.1.0</i>
CSCvu23591	SNMP V3 is enabled after Primary AP reboots.  <b>Workaround</b> Manually disable SNMPv3 after Primary AP boots-up.  <b>Note</b> <i>This issue has been resolved in software version 10.3.1.0</i>
CSCvu23596	An error message pops-up when configuring <b>Customized Guest WLANs</b> settings.  <b>Workaround</b> No impact on the configuration, refresh the WEBUI to resolve this issue.  <b>Note</b> <i>This issue has been resolved in software version 10.3.1.0</i>
CSCvu74972	In Day0, WPA3 option is found during setup.  <b>Workaround</b> None

## Release Notes for Cisco Business Access Points, Firmware Version, 10.1.1.0

### May 2020

These release notes describe the resolved issues and known issues in the Cisco Business Access Points, Firmware Version, 10.1.1.0

### What's New

Tech bundle support: Collect tech-support files for Primary AP and Mesh Extenders from Primary AP Web UI.

## Resolved Issues

This section describes the resolved issues for the Cisco Business Access Points, Firmware Version 10.1.1.0

Number	Description
<a href="#">CSCvt14143</a>	When uploading firmware using HTTP method, the WEBUI shows "Transfer failed" at times.
<a href="#">CSCvt37270</a>	Updating mesh-extender image using HTTP method may fail at times.
<a href="#">CSCvt47989</a>	When uploading firmware using HTTP, the state displays "ImageReq to AP failed" at times.
<a href="#">CSCvt49563</a>	Access to Internet on iPhone is disrupted when connecting to mesh extenders, CBW141ACM/142ACM/143ACM at times.
<a href="#">CSCvt53598</a>	When setting the 5G channel to auto mode for the first time, the WebUI pops-up an error message.
<a href="#">CSCvs58212</a>	When you click or add WLAN randomly, WEB UI pops-up an "Unknown error, Retry operation" message.
<a href="#">CSCvt64411</a>	Google authentication for Guest network, fails with certain devices and browsers.

## Known Issues

This section describes the known issues for the Cisco Business Access Points, Firmware Version 10.1.1.0.

**Table 10: Known Issues**

Number	Description
<a href="#">CSCvq49612</a>	Save button changes to red even if there is no configuration change. <b>Workaround</b> No impact on the functionality.
<a href="#">CSCvu00411</a>	When you click the Tech Support <b>download</b> button, the page may display HTML code at times. <b>Workaround</b> Refresh the WEBUI to resolve this issue.
<a href="#">CSCvu00434</a>	Safari browser pops-up a blank page when you click the "Download" button. <b>Workaround</b> No impact on downloading the file. Close the blank page.
<a href="#">CSCvu23583</a>	The config file can be uploaded even though the guest user is missing. <b>Workaround</b> Add guest user manually.

Number	Description
<a href="#">CSCvu23591</a>	SNMP V3 is enabled after Primary AP reboots. <b>Workaround</b> Manually disable SNMPv3 after Primary AP boots-up.
<a href="#">CSCvu23596</a>	An error message pops- up when configuring “Customized Guest WLANs” settings. <b>Workaround</b> No impact on the configuration, refresh the WEBUI to resolve this issue.
<a href="#">CSCvu74972</a>	In Day0, WPA3 option is found during setup. <b>Workaround</b> None

## Release Notes for Cisco Business Access Points, Firmware Version, 10.0.1.0

### April 2020

These release notes describe the known issues in the Cisco Business Access Points, Firmware Version, 10.0.1.0

## Known Issues

*Table 11: Known Issues*

Number	Description
<a href="#">CSCvo99462</a>	PMKID is included into EAPoL M1 with WPA/WPA2 PSK even when caching is not used. <b>Workaround</b> <ul style="list-style-type: none"> <li>• Use 802.1X if possible as PMKID is per session</li> <li>• If PSK is a must, disable 802.11r or adaptive-11r</li> <li>• If 11r is needed, use strong password of length &gt; 18 characters.</li> </ul>
<a href="#">CSCvs58212</a>	When you click or add WLAN randomly, WEB UI pops-up an "Unknown error, Retry operation" message. <b>Workaround</b> Close the pop-up window. This should resolve the issue. <b>Note</b> <i>This issue has been resolved in software version 10.1.1.0</i>

Number	Description
CSCvs65498	<p>When using Firefox browser, the system by default selects the entire text on the page.</p> <p><b>Workaround</b></p> <p>The text is auto selected when navigating to a certain page using the Firefox browser. Click the left mouse button to resolve this issue.</p>
CSCvs99318	<p>Android Mobile (Cisco Business App) pops-up network error on certain pages at times.</p> <p><b>Workaround</b></p> <p>Reboot the CBW (Primary AP) or switch to another client to resolve this issue.</p> <p><b>Note</b>        The client can be an Android phone or iPhone.</p>
CSCvt14143	<p>When uploading firmware using HTTP method, the WEBUI shows "Transfer failed" at times.</p> <p><b>Workaround</b></p> <ul style="list-style-type: none"> <li>• Check the client score. If this is not green, then try using a different client or move the client closer to the Access Point and make sure the client score turns green. Now, you can try updating the firmware.</li> <li>• Refresh the page or visit another page in the UI and revisit the software update page. You can also switch to a different browser and then retry the update.</li> <li>• Reboot CBW ( AP) and update</li> <li>• If the above steps did not help to resolve the issue, then change the upgrade method from HTTP to Cisco.com.</li> </ul> <p><b>Note</b>        At this instance, the UI won't allow you to change the upgrade method on the same page, as it considers that a software upgrade is in progress. Therefore, visit another page and revisit, or re-login/refresh and then change to Cisco.com method.</p> <p><i>This issue has been resolved in software version 10.1.1.0</i></p>
CSCvt29137	<p>WebUI behaves abnormally in chrome at times.</p> <p><b>Workaround</b></p> <p>Refresh the Web UI (if required, multiple times) to resolve this issue.</p>
CSCvt34720	<p>HTTP browse button freezes for Primary capable APs at times.</p> <p><b>Workaround</b></p> <p>Go to some other WebUI page and revisit this page.</p>
CSCvu74972	<p>In Day0, WPA3 option is found during setup.</p> <p><b>Workaround</b></p> <p>None</p>

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Cisco Business Support and Resources	<a href="http://www.cisco.com/go/smallbizhelp">http://www.cisco.com/go/smallbizhelp</a>
Cisco Business Phone Support	<a href="http://www.cisco.com/go/cbphone">http://www.cisco.com/go/cbphone</a>
Cisco Business Chat Support	<a href="http://www.cisco.com/go/cbchat">http://www.cisco.com/go/cbchat</a>
Cisco Business Firmware Downloads	<a href="http://www.cisco.com/go/smallbizfirmware">http://www.cisco.com/go/smallbizfirmware</a> Select a link to download the firmware for your Cisco product. No login is required.
Cisco Business Open Source Requests	If you wish to receive a copy of the source code to which you are entitled under the applicable free/open source license(s) (such as the GNU Lesser/General Public License), please send your request to: <a href="mailto:external-opensource-requests@cisco.com">external-opensource-requests@cisco.com</a> .  In your request, please include the Cisco product name, version, and the 18 digit reference number (for example: 7XEEX17D99-3X49X08 1) found in the product open source documentation.



