Troubleshooting the Cisco Business Mobile App

Objective

This article provides some troubleshooting options to try when using the Cisco Business Mobile Application to run your network.

Applicable Software | Version

- Cisco Business Mobile App | 1.0.24 **(link to Apple App Store)**

System Requirements for Cisco Business Mobile app

The Cisco Business Mobile app is supported on Apple iOS-based devices running iOS version 13.0 and above.

The following Cisco Business devices can be managed by the Cisco Business Mobile app:

- Cisco Business 220 Series Smart Switches
- Cisco Business 250 Series Smart Switches
- Cisco Business 350 Series Managed Switches
- Cisco Business 100 Series Access Points
- Cisco Business 100 Series Mesh Extenders
- Cisco Business 200 Series Access Points

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Introduction

You have downloaded the new Cisco Business Mobile Application and set up your network, but now you are having problems. I hate when that happens! Here are some things to try to hopefully fix the problem.

Is your mesh wireless network the issue? If so, you should also check out **Troubleshooting a Cisco Business Wireless Mesh Network**.

Troubleshooting

Simple Things to Try

Sometimes the issue could be a simple glitch. You can try these and see if they work.

1. Shut down and re-launch the application

2. Disconnect and re-connect from the wireless network

3. Turn off your mobile device and restart it

4. Restart your modem and router.

Reboot of a Specific Device on your Network

If the problem is with a specific device on the network, you can perform a reboot through the application.
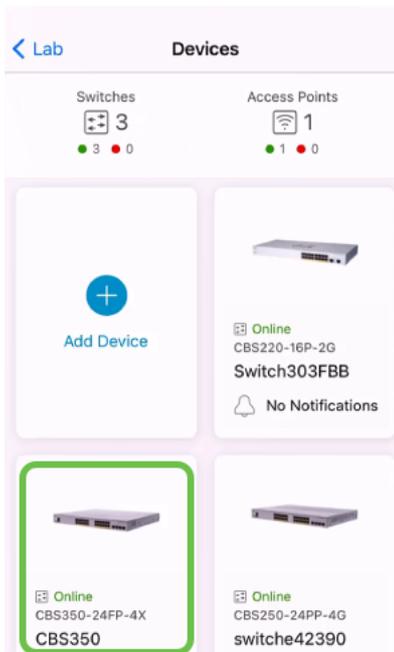
Step 1

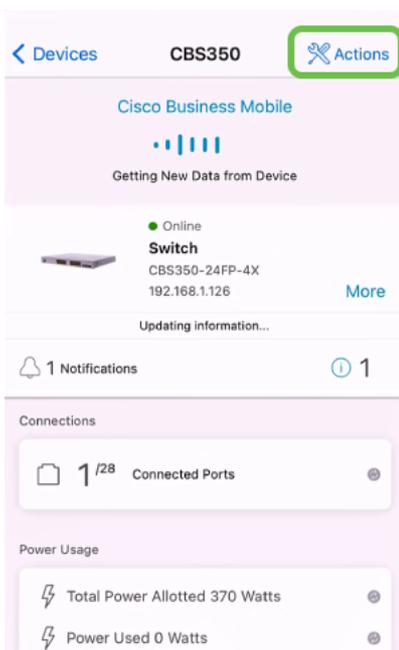Once you log into your Cisco Business Mobile Application, select **Network Devices**.
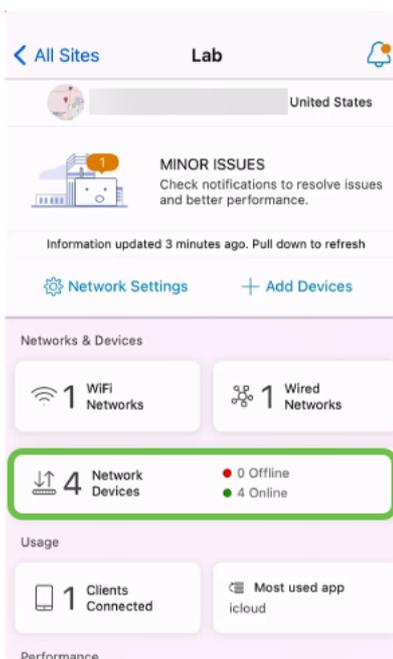
Step 2
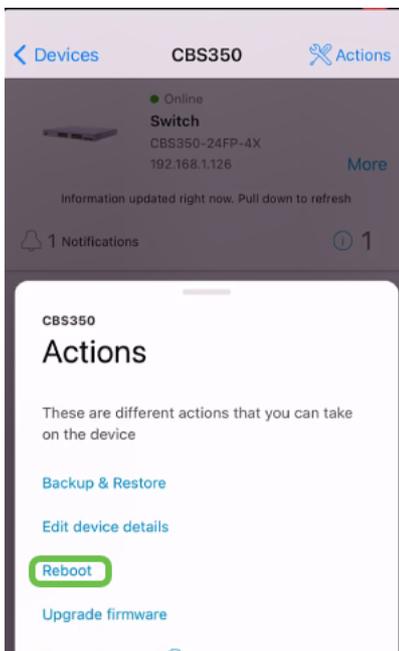
Select the hardware you would like to reboot.

Step 3

Click the **Actions** button.

Step 4

Click **Reboot**.

Step 5

Click **Confirm** to start the reboot.

Factory Reset a Specific Device on your Network

If the problem is with a specific device, you can also try the following steps.

1. Do a factory reset of the device and disconnect it from the network. Simply press and hold the reset button on the device for 15 to 20 seconds. If you would like more detailed instructions, click to **Reset a Cisco Business 350 Series Switch Manually or through the CLI** or **Reset a CBW AP back to Factory Default Settings**.

2. Delete that device from the app.

3. Re-discover and add the device.

Enable Debug Logging and Export the Log

Logging can be extremely helpful when troubleshooting. Logs provide in-depth, detailed information that can be exported to a number of locations (relevant applications on your device). You can then open the logs and review them. As of version 1.0.20, old logs are not purged. New logging information is added to the old. This can take a lot of storage if left on, so only turn this on for as long as you need it.
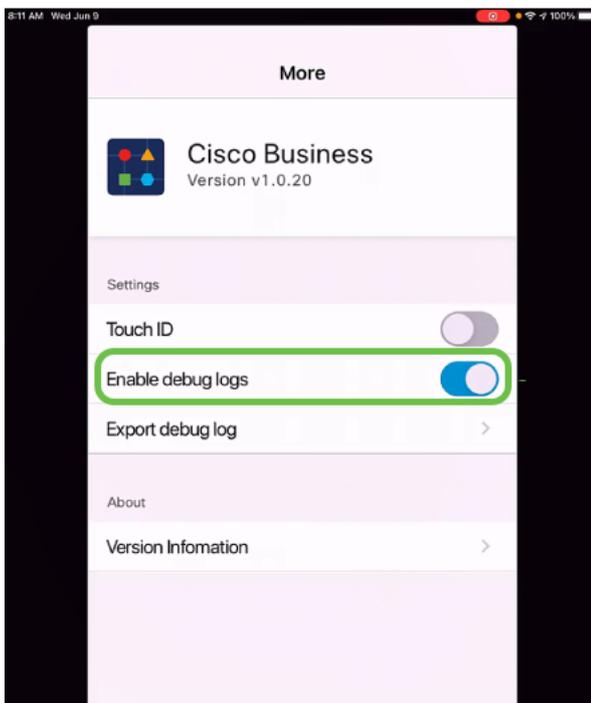
Step 1

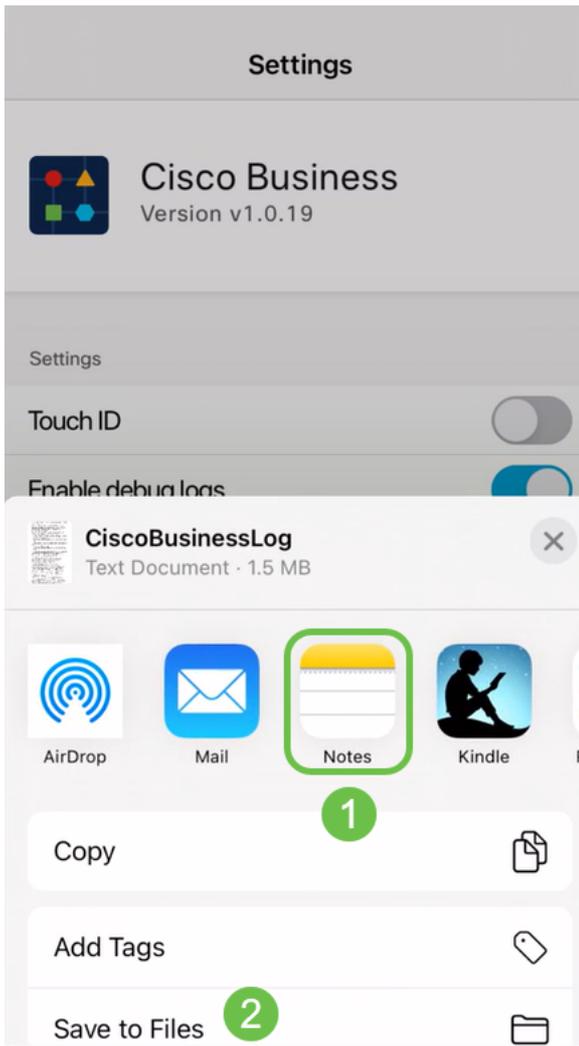Click on the **More** button.
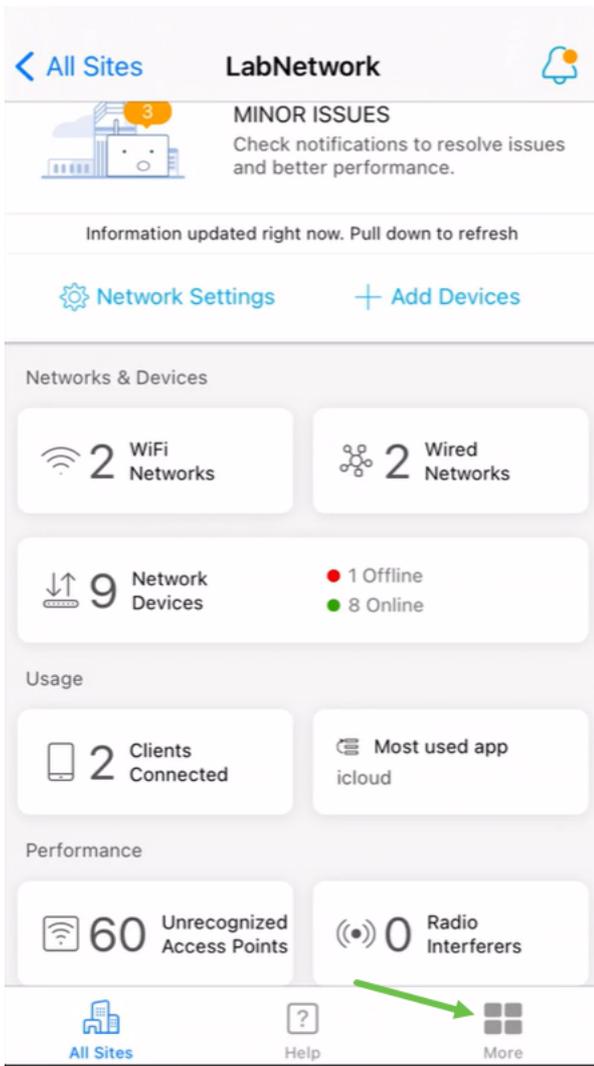
Step 2

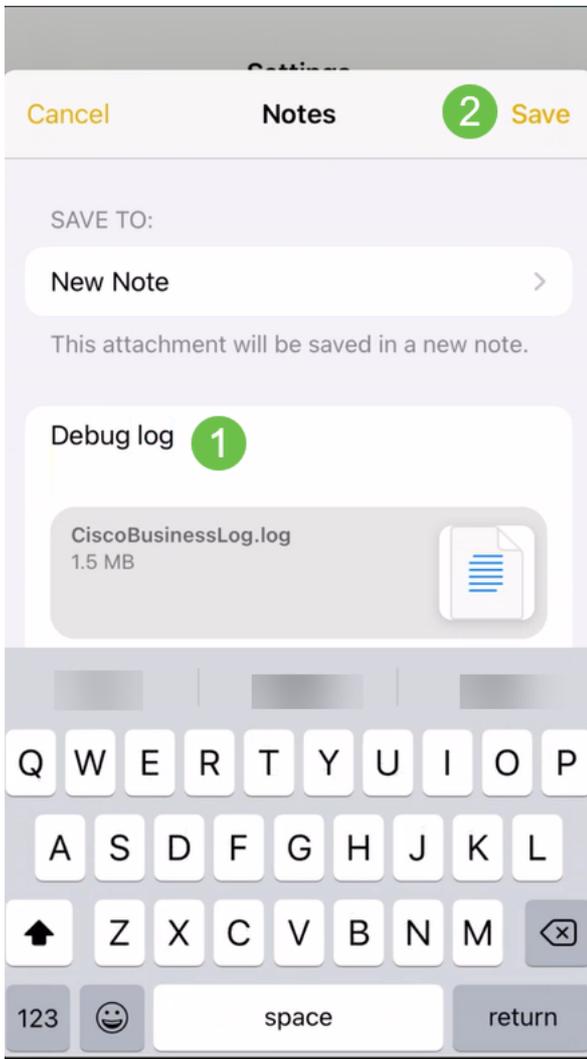Click the toggle button to Enable debug logs.

Step 3

Select a location for the logs to be sent. You can send them to applications that have

the ability to receive information such as Notes, email, WebEx, AirDrop, etc. In this example, the logs are sent to Notes, where the file will be stored.


Step 4

Name the file that will be stored and then click **Save**.

Don't forget to go back and turn off the Debug Log toggle once you have downloaded the logs. Be sure to save this log (to share) if you contact support or give feedback in the following section.

Use the Help Section on the Application

To access the Help page, click the help button at the bottom of the overview screen.
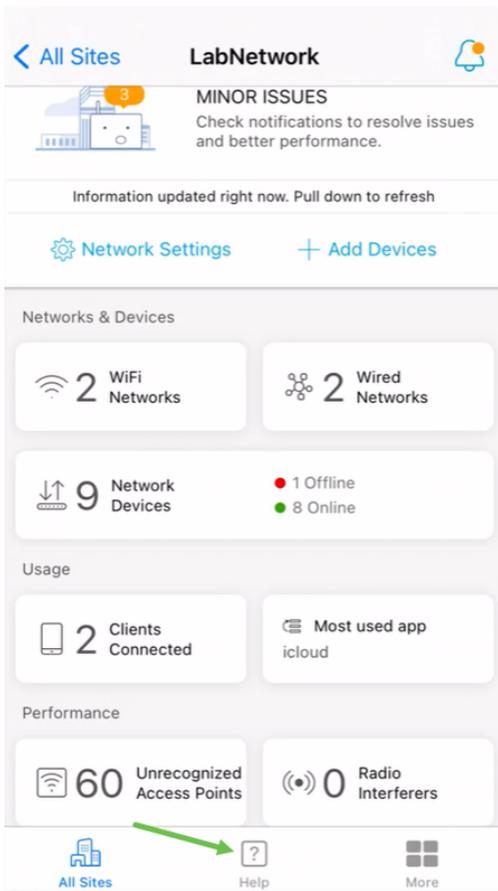
Navigate to a Product Support Page

If you have questions about a specific device in the network, click on the appropriate box.

This will open the support page for that family. From here you can view all documentation for that series.
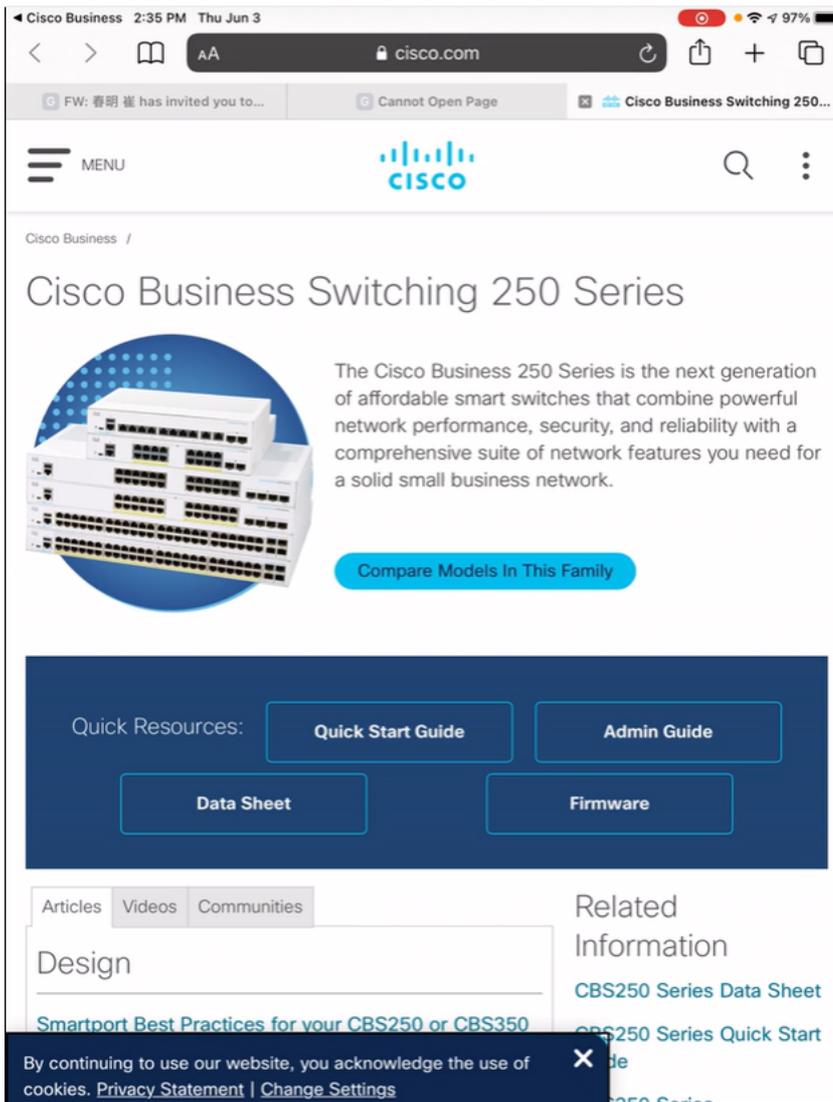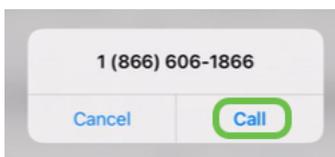
Chat Online or Call Us

If you select to chat, an instant message window will open.
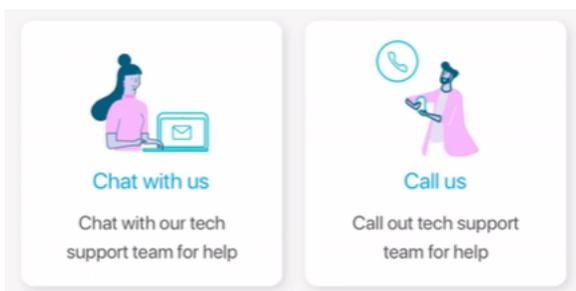
If you select to call us, an appropriate number will show. On devices that allow phone calls, you can select the **Call** button.

Share your Feedback

At the bottom of the Help page, you will see an option to share some feedback.

Let us know your thoughts!

We would love to hear from you!
🔊 Share your feedback

Once you click this link, a feedback page will open. Here you can share feedback with us.

This page is not intended for questions. This is exclusively for feedback on any issues you have encountered, feature requests, improvement suggestions, etc.

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cisco smartsheet

Cisco Business Mobile App Feedback
Cisco values your privacy. For more information, see: https://cisco.com/go/privacy

Feedback type *

○ Problem   ○ Feature request   ○ Improvement   ○ Something else

Feedback description *
Please provide your detailed feedback.

[   ]

Name

[   ]

Email address

[   ]

App version

[v1.0.19   ]

OS version

[14.5.1   ]

Device model

[iPad Pro 9.7"   ]

File Upload
Please upload screenshots or other attachments.

[Drag and drop files here or browse files   ]

Uninstall and Reinstall the App

This would probably your least favorite option as you will have to factory reset and re-configure the entire network.

If you need to perform a factory reset, you can simply press and hold the reset button on every device for 15 to 20 seconds. If you would like more detailed instructions, click on the following links:

- **Reset a Cisco Business 350 Series Switch Manually or through the CLI**
- **Reset a CBW AP back to Factory Default Settings**

Follow the steps for **Day Zero Configuration** to start over after doing all factory resets.

Looking for more articles on the Cisco Business Mobile application? Look no further! Click any of the tags below to be brought directly to that topic. Enjoy!

Overview **Device Management** **Help Page** **Upgrade Firmware** **Reboot a Device** **Debug Logs**