

## Cisco C9115AXE-B

# Cisco Catalyst 9115AXE-B Wireless Access Point User Manual

Model: C9115AXE-B

## PRODUCT OVERVIEW



**Image:** The Cisco Catalyst 9115AXE-B Wireless Access Point, a compact, square-shaped device in a light gray finish, designed for modern network environments.

The Cisco Catalyst 9115 Access Points are engineered to exceed the Wi-Fi 6 (802.11ax) standard, delivering exceptional radio-frequency performance in high-density environments. These access points offer resilience and intelligence, along with integrated security features for mobile and IoT devices. They are an ideal solution for small

to mid-size networks. When paired with Cisco DNA, the device provides real-time analytics, rapid detection and containment of security threats, and consistent network management through automation and virtualization.

## Key Features:

- **Powerful Wi-Fi 6 Performance:** Features 4x4 Dual Radio, MU-MIMO Wi-Fi 6, supporting data rates up to 5.38 Gbps. Includes uplink/downlink OFDMA for latency reduction, MU-MIMO for maximizing throughput, BBS coloring for increased density, and TWT for device energy efficiency.
- **Integrated BLE:** Bluetooth Low Energy (BLE) 5.0 radio enables location-based applications such as wayfinding and asset tracking.
- **Ecosystem Compatibility:** Ensures end-point interoperability and optimized performance with Apple and Samsung devices.
- **Embedded Wireless Controller:** Controller functions are integrated directly into the Access Point for simplified deployment, network monitoring, and troubleshooting. Supports WebGUI and mobile app (for C9115AXI(E)-EWC models).
- **Reliability:** Comes with a 90-day software warranty and a limited lifetime hardware warranty.



## Catalyst Wireless Access Points: Begin your Wi-Fi 6 journey

**Image:** A banner displaying the Cisco logo and the tagline "Catalyst Wireless Access Points: Begin your Wi-Fi 6 journey," highlighting the product's advanced capabilities.

### Wifi 6: Enabling new mobile experiences



**Increased data rates**  
Higher modulation  
(Up to 1024 QAM)



**Reduced latency**  
Uplink resource  
scheduling (OFDMA)



**Greater IoT coverage**  
Better 2.4 GHz  
coverage



**Higher density**  
Efficient spectral  
Re-use (OFDMA,  
BSS Coloring)



**Power efficient**  
Flexible low-power  
scheduling Up to 3x  
better device battery life

Faster speeds

Optimized capacity

IoT ready

**Image:** An infographic illustrating the benefits of Wi-Fi 6, including increased data rates, reduced latency, greater IoT coverage, higher density, and improved power efficiency for mobile experiences.

## WHAT'S IN THE BOX

The standard package for the Cisco Catalyst 9115AXE-B Wireless Access Point includes the following components:

- C9115AXE-B Access Point

- Pointer Card
- Brackets (optional, may vary by region/bundle)
- Ceiling Grid Clips (optional, may vary by region/bundle)
- Antenna (external antenna models only)

Please verify all components upon unboxing. If any items are missing or damaged, contact your vendor or Cisco support immediately.

## SETUP AND INSTALLATION

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This section provides general guidelines for setting up your Cisco Catalyst 9115AXE-B Wireless Access Point. For detailed, model-specific installation instructions, always refer to the official Cisco documentation available on their support website.

### 1. Site Survey and Planning:

Before physical installation, conduct a thorough site survey to determine optimal placement for maximum coverage and performance. Consider factors such as potential interference, distance from power sources, and network cabling availability.

### 2. Physical Installation:

1. **Mounting:** Securely mount the access point using the provided brackets or ceiling grid clips (if applicable) in the chosen location. Ensure proper ventilation.
2. **Antenna Connection:** For models with external antennas (like the C9115AXE-B), carefully connect the antennas to the designated ports on the access point.
3. **Power Connection:** Connect the access point to a Power over Ethernet (PoE) enabled switch or a compatible power adapter (sold separately if not PoE). The device operates on 48 Volts (DC).
4. **Network Connection:** Connect the access point's Ethernet port to your network infrastructure.

### 3. Initial Configuration:

The Cisco Catalyst 9115AXE-B can be managed via an embedded wireless controller (EWC) or an external controller. For EWC models, initial configuration can often be done through a web-based graphical user interface (WebGUI) or a mobile application.

- Access the device's management interface using its default IP address or discovery method.
- Follow the on-screen prompts to set up basic network parameters, Wi-Fi SSIDs, security protocols, and administrative credentials.
- Integrate the access point with your existing network infrastructure and security policies.

It is highly recommended to change all default passwords immediately after initial setup for security purposes.

## OPERATING THE ACCESS POINT

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Once installed and configured, the Cisco Catalyst 9115AXE-B operates continuously to provide wireless

connectivity. Its operation is largely automated, managed by the embedded or external wireless controller.

## Network Management:

- **Monitoring:** Utilize the controller's dashboard to monitor network performance, connected clients, traffic patterns, and potential issues.
- **Firmware Updates:** Regularly check for and apply firmware updates to ensure optimal performance, security, and access to new features.
- **Configuration Changes:** All configuration changes, such as adding new SSIDs, adjusting power levels, or implementing QoS policies, should be performed through the central controller interface.
- **Bluetooth Low Energy (BLE):** The integrated BLE 5.0 radio can be configured for location-based services, asset tracking, or other IoT applications as supported by your network infrastructure.

The access point is designed for continuous operation. Avoid frequent power cycling unless performing maintenance or troubleshooting as instructed by Cisco support.

## MAINTENANCE

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Regular maintenance ensures the longevity and optimal performance of your Cisco Catalyst 9115AXE-B Wireless Access Point.

- **Physical Inspection:** Periodically inspect the access point for any physical damage, loose connections, or obstructions to ventilation. Ensure antennas are securely attached.
- **Cleaning:** Keep the device clean and free of dust. Use a soft, dry cloth for cleaning. Do not use liquid cleaners or aerosols directly on the device.
- **Software Updates:** As mentioned in the operating section, regularly update the firmware to the latest stable version provided by Cisco. This addresses security vulnerabilities and improves functionality.
- **Environmental Conditions:** Ensure the operating environment remains within the recommended temperature and humidity ranges to prevent overheating or moisture damage.

## TROUBLESHOOTING

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This section provides basic troubleshooting steps for common issues. For complex problems, refer to the official Cisco support documentation or contact technical support.

### Common Issues and Solutions:

- **No Power/Status LED Off:**
  - Verify the Ethernet cable is securely connected to a PoE-enabled port on the switch.
  - Ensure the PoE switch port is active and providing power.
  - If using a power adapter, ensure it is correctly connected and the power outlet is functional.
- **No Wireless Connectivity:**
  - Check the access point's status LED. If it indicates an error, consult the manual for LED codes.

- Verify that the access point is properly connected to the network and has obtained an IP address.
- Confirm that the wireless SSIDs are broadcasted and configured correctly on the controller.
- Ensure client devices are within range and have the correct Wi-Fi credentials.
- Check for any RF interference in the environment.

• **Poor Performance/Slow Speeds:**

- Check for channel interference using a spectrum analyzer or the controller's tools.
- Ensure the access point is operating on optimal channels (non-overlapping).
- Verify that the access point's firmware is up to date.
- Assess network congestion and client density.
- Confirm proper antenna orientation for external antenna models.

• **Cannot Access Management Interface:**

- Ensure your computer is on the same network segment or has routing access to the access point's IP address.
- Verify the IP address of the access point.
- Try clearing your browser's cache or using a different browser.
- If necessary, perform a soft reset (not a factory reset) if the option is available and safe.

If these steps do not resolve the issue, gather all relevant information (LED status, error messages, configuration details) and contact Cisco Technical Assistance Center (TAC).

## TECHNICAL SPECIFICATIONS

Feature	Detail
Model Name	C9115AXE-B
Brand	Cisco
Wireless Type	802.11ax (Wi-Fi 6), Bluetooth, Radio Frequency
Frequency Band Class	Dual-Band
Antenna Type	External
Connectivity Technology	Wireless
Operating System	Cisco IOS
Item Weight	1.19 pounds (0.54 kg)
Product Dimensions (LxWxH)	9.8 x 9.1 x 3.5 inches (24.9 x 23.1 x 8.9 cm)
Voltage	48 Volts (DC)
Compatible Devices	Smartphone, Tablet, Laptop, Desktop, IoT Devices

Feature	Detail
Recommended Uses	Business environments
First Available Date	October 20, 2020

## WARRANTY AND SUPPORT

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### Warranty Information:

The Cisco Catalyst 9115AXE-B Wireless Access Point comes with a **90-day software warranty** and a **limited lifetime hardware warranty**. For specific terms and conditions of the warranty, please refer to the official Cisco warranty documentation or contact Cisco support.

Optional protection plans may be available from third-party providers, such as a 4-Year Protection Plan or Complete Protect monthly plans, which offer extended coverage beyond the manufacturer's warranty.

### Technical Support:

For technical assistance, troubleshooting, or further inquiries regarding your Cisco Catalyst 9115AXE-B, please contact Cisco Technical Assistance Center (TAC) or visit the official Cisco support website. Ensure you have your product model number (C9115AXE-B) and any relevant serial numbers ready when seeking support.

**Cisco Support Website:** [www.cisco.com/c/en/us/support/index.html](https://www.cisco.com/c/en/us/support/index.html)