This *Getting Started Guide* describes the procedures for installing and configuring ClearPass Policy Manager on a hardware appliance, as well as how to install ClearPass on a VMware vSphere Hypervisor host and on a host that runs Microsoft’s hypervisor, Hyper-V™.

Due to a negative performance impact when ClearPass 6.7 is installed on a KVM appliance, Aruba will not post the KVM image with this release. For more information, refer to the "6.7 Upgrades on KVM Hypervisors are Deferred" section in the ClearPass 6.7.x Release Notes.

This *Getting Started Guide* provides the following information:

- About the ClearPass Access Management System
- Setting Up the ClearPass Hardware Appliances
- Using the VMware vSphere Hypervisor Web Client to Install ClearPass on a Virtual Machine
- Using Microsoft Hyper-V to Install ClearPass on a Virtual Appliance

**About the ClearPass Access Management System**

This section contains the following information:

- ClearPass Access Management System Overview
- Supported Browsers
- Key Features
- Advanced Policy Management
- ClearPass Policy Manager Hardware and Virtual Appliances
- ClearPass Specifications

**ClearPass Access Management System Overview**

The Aruba ClearPass Access Management System provides a window into your network and covers all your access security requirements from a single platform. You get complete views of mobile devices and users and have total control over what they can access.

With ClearPass, IT can centrally manage network policies, automatically configure devices and distribute security certificates, admit guest users, assess device health, and even share information with third-party solutions—through a single pane of glass, on any network and without changing the current infrastructure.

**Role-Based and Device-Based Access**

The ClearPass Policy Manager™ platform provides role-based and device-based network access control for employees, contractors, and guests across any wired, wireless, and VPN infrastructure.

ClearPass works with any multivendor network and can be extended to business and IT systems that are already in place.
Self-Service Capabilities

ClearPass delivers a wide range of unique self-service capabilities. Users can securely onboard their own devices for enterprise use or register AirPlay, AirPrint, Digital Living Network Alliance (DLNA), and Universal Plug and Play (UPnP) devices that are enabled for sharing, sponsor guest Wi-Fi access, and even set up sharing for Apple TV and Google Chromecast.

Leveraging Contextual Data

The power of ClearPass comes from integrating ultra-scalable AAA (authentication, authorization, and accounting) with policy management, guest network access, device onboarding, and device health checks with a complete understanding of context.

From this single ClearPass policy and AAA platform, contextual data is leveraged across the network to ensure that users and devices are granted the appropriate access privileges.

ClearPass leverages a user’s role, device, location, application use, and time of day to execute custom security policies, accelerate device deployments, and streamline network operations across wired networks, wireless networks, and VPNs.

Third-Party Security and IT Systems

ClearPass can be extended to third-party security and IT systems using REST-based APIs to automate workflows that previously required manual IT intervention. It integrates with mobile device management to leverage device inventory and posture information, which enables better-informed policy decisions.

Supported Browsers

The supported browsers for ClearPass are:

- Mozilla Firefox on Windows 7, Windows 8.x, Windows 10, and macOS
- Google Chrome for macOS and Windows
- Apple Safari 9.x and later on macOS
- Mobile Safari 5.x on iOS
- Microsoft Edge on Windows 10
- Microsoft Internet Explorer 10 and later on Windows 7 and Windows 8.x

When accessing ClearPass Insight with Internet Explorer (IE), IE 11 or above is required.

Key Features

ClearPass’s key features are as follows:

- Role-based network access enforcement for multivendor Wi-Fi, wired, and VPN networks
- Virtual and hardware appliances that can be deployed in a cluster to increase scalability and redundancy.
- Support for popular virtualization platforms such as VMware vSphere Hypervisor (ESXi), Microsoft Hyper-V, and Amazon AWS (EC2).
- Intuitive policy configuration templates and visibility troubleshooting tools.
- Supports multiple authentication/authorization sources—AD, LDAP, and SQL DB.
- Self-service device onboarding with built-in certificate authority (CA) for BYOD.
- Guest access with extensive customization, branding and sponsor-based approvals.
- Supports NAC and EMM/MDM integration for mobile device assessments.
- Comprehensive integration with the Aruba 360 Security Exchange Program.
- SAML 2.0 Identity Provider, which allows seamless single sign-on (SSO) to cloud or on-premise applications.
• SAML 2.0 Service Provider, which allows seamless and secure access to ClearPass components using federated/unified identity.
• Advanced reporting and granular alerts.
• Active and passive device fingerprinting
• High performance, scalability, High Availability, and load balancing
• A Web-based user interface that simplifies policy configuration and troubleshooting
• Network Access Control (NAC), Network Access Protection (NAP) posture and health checks, and Mobile Device Management (MDM) integration for mobile device posture checks
• Social and Cloud Identity Network and Cloud Application single sign-on (SSO) via OAuth 2.0
• Facebook, Twitter, LinkedIn, Azure Active Directory and Office 365, Google G Suite, and so on.
• Device and User certificate enrollment via Simple Certificate Enrollment Protocol (SCEP), Enrollment over Secure Transport (EST) and REST API-based workflows
• Advanced reporting of all user authentications and failures
• Enterprise Reporting, Monitoring, and Alerting
• HTTP/RESTful APIs for integration with third-party systems, Internet security, and MDM
• Device profiling and self-service onboarding
• Guest access with extensive branding and customization and sponsor-based approvals
• IPv6 administration support

**Advanced Policy Management**

ClearPass advanced policy management support includes:

• **Employee access**
  ClearPass Policy Manager offers user and device authentication based on 802.1X, non-802.1X, and Web Portal access methods. To strengthen security in any environment, you can concurrently use multiple authentication protocols, such as PEAP, EAP-FAST, EAP-TLS, EAP-TTLS, and EAP-PEAP-Public.
  For fine-grained control, you can use attributes from multiple identity stores, such as Microsoft Active Directory, LDAP-compliant directory, ODBC-compliant SQL database, token servers, and internal databases across domains within a single policy.
  Additionally, you can add posture assessments and remediation to existing policies at any time.

• **Built-in device profiling**
  ClearPass provides a built-in profiling service that discovers and classifies all endpoints, regardless of device type. You can obtain a variety of contextual data (such as MAC OUIs, DHCP fingerprinting, and other identity-centric device data) and use this data within policies.
  Stored profiling data identifies device profile changes and dynamically modifies authorization privileges. For example, if a printer appears as a Windows laptop, ClearPass Policy Manager can automatically deny access.

• **Access for unmanaged endpoints**
  Unmanaged non-802.1X devices (such as printers, IP phones, and IP cameras) can be identified as known or unknown upon connecting to the network. The identity of these devices is based on the presence of their MAC address in an external or internal database.

• **Secure configuration of personal devices**
  ClearPass Onboard fully automates the provisioning of any Windows, macOS, iOS, Android, ChromeOS, and Ubuntu devices via a built-in enrollment workflow.
  Valid users are redirected to a template-based interface to configure required SSIDs and 802.1X settings, and download unique device credentials.
Additional capabilities include the ability for IT to revoke and delete credentials for lost or stolen devices, and the ability to configure mobile email settings for Exchange ActiveSync and VPN clients on some device types.

- **Customizable visitor management**
  ClearPass Guest simplifies work flow processes so that receptionists, employees, and other non-IT staff can create temporary guest accounts for secure Wi-Fi and wired network access. Self-registration allows guests to create their credentials.

- **Device health checks**
  ClearPass OnGuard, as well as separate OnGuard persistent or dissolvable agents, performs advanced endpoint posture assessments. Traditional NAC health-check capabilities ensure compliance and network safeguards before devices connect.
  You can use information about endpoint integrity (such as status of anti-virus, firewall, and peer-to-peer applications) to enhance authorization policies. Automatic remediation services are also available for non-compliant devices.

### ClearPass Policy Manager Hardware and Virtual Appliances

ClearPass Policy Manager is available as a hardware or a virtual appliance. To increase scalability and redundancy, you can deploy virtual appliances, as well as the hardware appliances, within a cluster.

- For hardware and virtual appliance installation and deployment procedures, see [ClearPass 6.7 Getting Started Guide](#).

Virtual appliances are supported on the following platforms:

- VMware ESX and ESXi
  For installation and deployment procedures, see [Using the VMware vSphere Hypervisor Web Client to Install ClearPass on a Virtual Machine](#).

- Microsoft Hyper-V
  For installation and deployment procedures, see [Using Microsoft Hyper-V to Install ClearPass on a Virtual Appliance](#).

### ClearPass Specifications

#### Hardware and Virtual Appliances

ClearPass is available as hardware or as a virtual appliance. Virtual appliances are supported on VMware vSphere Hypervisor (ESXi), Microsoft Hyper-V, and Amazon EC2.

- VMware ESXi 5.5 up to 6.7
- Microsoft Hyper-V Server 2012 R2/2016, and Windows Server 2012 R2 with Hyper-V
- Amazon AWS (EC2)

#### ClearPass Platform

- Deployment templates for any network type, identity store, and endpoint
- 802.1X, MAC authentication and captive portal support
- ClearPass OnConnect for SNMP-based enforcement on wired switches
- Advanced reporting, analytics and troubleshooting tools
- Interactive policy simulation and monitor mode utilities
- Multiple device registration portals—Guest, Aruba AirGroup, BYOD (bring your own device), and unmanaged devices
- Admin/Operator access security via CAC (Common Access Card) and TLS (Transport Layer Security) certificates

**Framework and Protocol Support**
- RADIUS, RADIUS CoA, TACACS+, Web authentication, and SAML v2.0
- EAP-FAST (EAP-MSCHAPv2, EAP-GTC, EAP-TLS)
- PEAP (EAP-MSCHAPv2, EAP-GTC, EAP-TLS, EAP-PEAP-Public)
- EAP-TTLS (EAP-MSCHAPv2, EAP-GTC, EAP-TLS, EAP-MD5, PAP, CHAP)
- EAP-TLS
- PAP, CHAP, MSCHAPv1, MSCHAPv2, and EAP-MD5
- Wireless and wired 802.1X and VPN
- OAuth .02
- Microsoft NAP and NAC
- Active Directory machine authentication
- Online Certificate Status Protocol (OCSP)
- SNMP generic MIB, SNMP private MIB
- Common Event Format (CEF), Log Event Extended Format (LEEF)
- Simple Certificate Enrollment Protocol (SCEP)
- Enrollment over Secure Transport (EST)

**Supported Identity Stores**
- Microsoft Active Directory
- Kerberos
- Any LDAP-compliant directory
- Microsoft SQL, PostgreSQL, MariaDB, and Oracle 11g ODBC-compliant SQL server
- Built-in SQL store
- Built-in static-hosts list
- Token servers
- Built-in SQL store, static hosts list
- Microsoft Azure Active Directory (via SAML and OAuth 2.0)
- Google G Suite (via SAML and OAuth 2.0)

**IPv6 Support**
- Web and CLI based management
- IPv6 addressed authentication & authorization servers
- IPv6 accounting proxy
- IPv6 addressed endpoint context servers
- Syslog, DNS, NTP, IPsec IPv6 targets
- IPv6 Virtual IP for high availability
- HTTP Proxy
- Ingress Event Engine Syslog sources

**Profiling Methods**
- Active: Nmap, WMI, SSH, SNMP
Passive: MAC OUI, DHCP, TCP, Netflow v5/v10, IPFIX, sFLOW, 'SPAN' Port, HTTP User-Agent, IF-MAP
Integrated and Third-Party: Onboard, OnGuard, ArubaOS, EMM/MDM, Rapid7, Cisco device sensor

Setting Up the ClearPass Hardware Appliances

This section documents the procedures for installing and configuring ClearPass on a hardware appliance, as well as how to complete important administrative tasks, such as registering for ClearPass software updates and changing the admin password.

This section contains the following information:
- About the ClearPass Hardware Appliances
- ClearPass C1000 Hardware Appliance
- ClearPass C2000 Hardware Appliance
- ClearPass C3000 Hardware Appliance
- Before Starting the ClearPass Installation
- Activating ClearPass
- Logging in to the ClearPass Hardware Appliance
- Powering Off the ClearPass Hardware Appliance
- Resetting the System Passwords to the Factory Defaults

About the ClearPass Hardware Appliances

Aruba provides three hardware appliance platforms:
- ClearPass Policy Manager C1000
- ClearPass Policy Manager C2000
- ClearPass Policy Manager C3000

Table 1: Functional Description of the ClearPass Hardware Appliance Ports

<table>
<thead>
<tr>
<th>Port</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Data port (Gigabit Ethernet)</td>
<td>The Data port (ethernet 1) provides a point of contact for RADIUS, TACACS+, Web authentication, and other dataplane requests. This configuration is optional. If this port is not configured, requests are redirected to the Management port.</td>
</tr>
<tr>
<td>iLO port</td>
<td>The iLO (Integrated Lights-Out) port is an Ethernet port that provides out-of-band management facilities. The iLO port makes it possible to perform activities on the ArubaOS switch or an HP server from a remote location. The iLO card has a separate network connection (and its own IP address) to which one can connect via HTTPS. Available on the ClearPass C2000 and C3000 hardware appliances.</td>
</tr>
<tr>
<td>Management port (Gigabit Ethernet)</td>
<td>The Management port (ethernet 0) provides access for cluster administration and appliance maintenance using the WebUI, CLI, or internal cluster communication. This configuration is mandatory.</td>
</tr>
</tbody>
</table>
### Table 1: C1000 Port/Component

<table>
<thead>
<tr>
<th>Callout Number</th>
<th>C1000 Port/Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Power supply module fan</td>
</tr>
<tr>
<td>2</td>
<td>Power supply AC inlet</td>
</tr>
<tr>
<td>3</td>
<td>Serial port</td>
</tr>
<tr>
<td>4</td>
<td>Data port (eth1)</td>
</tr>
</tbody>
</table>

### ClearPass C1000 Hardware Appliance

The ClearPass Policy Manager C1000 hardware appliance (SKU: JZ508A) is a RADIUS/ TACACS+ server that provides advanced policy control for up to 1,000 concurrent sessions.

The ClearPass C1000 appliance has a single 1 TB SATA disk with no RAID disk protection.

Figure 1 shows the ports and components on the rear panel of the ClearPass C1000 hardware appliance. The function of each of these ports and components is described in Table 1.

Figure 1  Ports and Components on the ClearPass C1000 Hardware Appliance

1. Power supply module fan
2. Power supply AC inlet
3. Serial port
4. Data port (eth1)
<table>
<thead>
<tr>
<th>Callout Number</th>
<th>C1000 Port/Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Port that is optionally available for SPAN-based profiling</td>
</tr>
<tr>
<td>6</td>
<td>USB ports (4)</td>
</tr>
<tr>
<td>7</td>
<td>Management port (eth0)</td>
</tr>
<tr>
<td>8</td>
<td>Port that is optionally available for SPAN-based profiling</td>
</tr>
<tr>
<td>9</td>
<td>VGA port</td>
</tr>
<tr>
<td>10</td>
<td>Unit Identification (UID) button</td>
</tr>
</tbody>
</table>

**NOTE:** This button is recessed and requires a small tool to access it.

You can also access the ClearPass hardware appliance by connecting a monitor and keyboard to the hardware appliance.

**C1000 Rear-Panel Cabling**

Figure 2 illustrates the rear-panel cabling for the ClearPass C1000 hardware appliance.

**Figure 2  C1000 Rear-Panel Cabling**

To connect the cables on the ClearPass C1000 hardware appliance:

1. Connect the power cord.
2. Connect the Management port.
3. Optionally connect the Data port.
4. Connect any other required cables.
Serial Port Cable Signaling and Pinouts

Table 2: Serial Port Signaling and Pinouts

<table>
<thead>
<tr>
<th>Signal</th>
<th>RJ-45Pin</th>
<th>DB-9 Pin</th>
<th>Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTS</td>
<td>1</td>
<td>8</td>
<td>GRY</td>
</tr>
<tr>
<td>DTR</td>
<td>2</td>
<td>6</td>
<td>BRN</td>
</tr>
<tr>
<td>TxD</td>
<td>3</td>
<td>2</td>
<td>YEL</td>
</tr>
<tr>
<td>GND</td>
<td>4</td>
<td>5</td>
<td>GRN</td>
</tr>
<tr>
<td>GND</td>
<td>5</td>
<td>3</td>
<td>RED</td>
</tr>
<tr>
<td>RxD</td>
<td>6</td>
<td>4</td>
<td>BLK</td>
</tr>
<tr>
<td>DSR</td>
<td>7</td>
<td>7</td>
<td>ORG</td>
</tr>
<tr>
<td>CTS</td>
<td>8</td>
<td>8</td>
<td>BLU</td>
</tr>
</tbody>
</table>

ClearPass C1000 Hardware Appliance Specifications

Table 3 provides the specifications for the ClearPass Policy Manager C1000 hardware appliance.

Table 3: ClearPass C1000 Appliance Specifications

<table>
<thead>
<tr>
<th>ClearPass C1000 Appliance</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware Model</td>
<td>Unicom S-1200 R4</td>
</tr>
<tr>
<td>CPU</td>
<td>(1) Eight Core 2.4 GHz Atom C2758</td>
</tr>
<tr>
<td>Memory</td>
<td>8 GB (2 x 4 GB)</td>
</tr>
</tbody>
</table>
| Hard drive storage        | ● (1) SATA (7.3K RPM), Serial ATA  
<pre><code>                         | ● 1 TB hard drive |
</code></pre>
<p>| Serial Port               | Yes: RJ-45 |
| Performance &amp; Scale       | Please refer to the ClearPass Scaling &amp; Ordering Guide |
| Concurrent Sessions       | 1000 |
| Form Factor               |               |</p>
<table>
<thead>
<tr>
<th>ClearPass C1000 Appliance</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rack mount</td>
<td>Included</td>
</tr>
<tr>
<td>Dimensions (WxHxD)</td>
<td>17.2” x 1.7” x 11.3”</td>
</tr>
<tr>
<td>Weight (max configuration)</td>
<td>8.5 lbs</td>
</tr>
</tbody>
</table>

**Power**

- Power consumption (maximum) | 200 watts
- Power supply                | Single
- AC input voltage           | 100/240 VAC auto-selecting
- AC input frequency         | 50/60 Hz auto-selecting

**Environmental**

- Operating temperature      | 5º C to 35º C (41º F to 95º F)
- Operating vibration        | 0.26 G at 5 Hz to 200 Hz for 15 minutes
- Operating shock            | 1 shock pulse of 20 G for up to 2.5 ms
- Operating altitude         | -16 m to 3,048 m (-50 ft to 10,000 ft)

**ClearPass C2000 Hardware Appliance**

The ClearPass Policy Manager C2000 hardware appliance (SKU: JZ509A) is a RADIUS/ TACACS+ server that provides advanced policy control for up to 10,000 concurrent sessions.

The ClearPass C2000 appliance ships with two x 1TB SATA disk drives. These drives are managed by an LSI RAID-1 controller. The drives are configured as a RAID-1 pair. The LSI controller presents to ClearPass a single virtual 1TB drive, masking the two underlying physical drives.

**Figure 3** shows the ports and components on the rear panel of the ClearPass C2000 hardware appliance. The function of each of these ports and components is described in **Table 1**.

The image of the ClearPass C2000 hardware appliance shown here includes the optional redundant power supply.
Figure 3  Ports and Components on the ClearPass C2000 Hardware Appliance

<table>
<thead>
<tr>
<th>Callout Number</th>
<th>C2000 Port/Component</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 and 2</td>
<td>USB ports (2)</td>
</tr>
<tr>
<td>3</td>
<td>iLO (Integrated Lights-Out) port and Management port (eth0)</td>
</tr>
<tr>
<td>4</td>
<td>VGA Connector</td>
</tr>
<tr>
<td>5</td>
<td>Data port (eth1)</td>
</tr>
<tr>
<td>6</td>
<td>UID (Unit ID)</td>
</tr>
<tr>
<td></td>
<td>The UID LED helps you identify and locate a system, especially in high-density rack environments. Additionally, the UID is used to indicate that a critical operation is underway on the host, such as Remote console access or ROM flash.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> This button is recessed and requires a small tool to access it.</td>
</tr>
<tr>
<td></td>
<td>The &quot;current state&quot; (on or off) of the UID is the last state chosen using one of these methods. If a new state is chosen while the UID is blinking, this new state becomes the current state, and takes effect when the UID stops blinking.</td>
</tr>
<tr>
<td></td>
<td><strong>NOTE:</strong> The Unit ID Light web page does not automatically refresh itself if the state of the actual light changes after the page is loaded. To ensure the page accurately reflects the state of the UID Light, click on the Virtual Indicators link to update the page.</td>
</tr>
<tr>
<td>7</td>
<td>Power supply AC inlet</td>
</tr>
<tr>
<td>8</td>
<td>Optional redundant power supply</td>
</tr>
</tbody>
</table>

You can also access the ClearPass hardware appliance by connecting a monitor and keyboard to the hardware appliance.

Table 4 provides the specifications for the ClearPass C2000 hardware appliance.
### Table 4: ClearPass C2000 Appliance Specifications

<table>
<thead>
<tr>
<th>ClearPass C2000 Appliance</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware Model</td>
<td>HPE DL20 Gen 9</td>
</tr>
<tr>
<td>CPU</td>
<td>(1) Xeon 3.5Ghz E3-1240v5 with four cores (8 Threads)</td>
</tr>
<tr>
<td>Memory</td>
<td>16 GB</td>
</tr>
</tbody>
</table>
| Hard drive storage       | - (2) SATA (7.2K RPM) 1TB hard drive  
                          | - RAID-1 controller |
| Out-of-Band management   | HPE Integrated Lights-Out (iLO) Standard |
| Serial Port              | Yes: Virtual Serial via iLO |
| Performance & Scale      | Please refer to the ClearPass Scaling & Ordering Guide |
| Concurrent Sessions      | 10,000         |

**Form Factor**

- Rack mount:  
  - 1U SFF Easy Install Rail  
  - 1U Cable Management Arm

- Dimensions (WxHxD): 17.11" x 1.70" x 150.5"

- Weight (max configuration): Up to 19.18 lbs

**Power Specifications**

- Power consumption (maximum): 250 watts

- Power supply: HPE 900W AC 240 VDC Power Input FIO Module  
  **NOTE:** The optional HPE 900W Redundant Power Supply supports 100 VAC to 240 VAC; this power supply also supports 240 VDC.

- Power redundancy: Optional

- AC input voltage: 100/240 VAC auto-selecting

- AC input frequency: 50/60 Hz auto-selecting
### ClearPass C2000 Appliance Specifications

<table>
<thead>
<tr>
<th>Environmental Specifications</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating temperature</td>
<td>10º C to 35º C (50º F to 95º F)</td>
</tr>
<tr>
<td>Operating vibration</td>
<td>Random vibration at 0.000075 G²/Hz, 10Hz to 300Hz, (0.15 G's nominal)</td>
</tr>
<tr>
<td>Operating shock</td>
<td>2 G’s</td>
</tr>
<tr>
<td>Operating altitude</td>
<td>3,050 m (10,000 ft)</td>
</tr>
</tbody>
</table>

### ClearPass C3000 Hardware Appliance

The ClearPass Policy Manager C3000 hardware appliance (SKU: JZ510A) is a RADIUS/ TACACS+ server that provides advanced policy control for up to 50,000 concurrent sessions.

The ClearPass C3000 appliance ships with six Serial-Attach SCSI (SAS) (10K RPM) 600GB Hot-Plug hard drives (RAID-10 controller).

The LSI controller presents to ClearPass a single virtual 1.675 TB drive, masking the underlying two physical drive groups (two groups of two mirrored drives).

**Figure 4** shows the ports and components on the rear panel of the ClearPass C3000 hardware appliance. The function of each of these ports and components is described in **Table 1**.

---

**Note**

The image of the ClearPass C3000 hardware appliance shown here includes the optional redundant power supply.

---

**Figure 4 Ports and Components on the ClearPass C3000 Hardware Appliance**

![Figure 4 Ports and Components on the ClearPass C3000 Hardware Appliance](image)
The UID LED helps you identify and locate a system, especially in high-density rack environments. Additionally, the UID is used to indicate that a critical operation is underway on the host, such as Remote console access or ROM flash.

**NOTE:** This button is recessed and requires a small tool to access it.

The "current state" (on or off) of the UID is the last state chosen using one of these methods. If a new state is chosen while the UID is blinking, this new state becomes the current state, and takes effect when the UID stops blinking.

**NOTE:** The Unit ID Light web page does not automatically refresh itself if the state of the actual light changes after the page is loaded. To ensure the page accurately reflects the state of the UID Light, click on the Virtual Indicators link to update the page.

### Table 5: ClearPass C3000 Appliance Specifications

<table>
<thead>
<tr>
<th>ClearPass C3000 Appliance</th>
<th>Specifications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hardware Model</td>
<td>HPE DL360 Gen 9</td>
</tr>
<tr>
<td>CPUs</td>
<td>(2) Xeon 2.4GHz E5-2620_V3 with Six Cores (12 Threads)</td>
</tr>
<tr>
<td>Memory</td>
<td>64 GB Memory</td>
</tr>
<tr>
<td><strong>ClearPass C3000 Appliance</strong></td>
<td><strong>Specifications</strong></td>
</tr>
<tr>
<td>-------------------------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Hard drive storage</td>
<td>(6) 300GB Serial-Attach SCSI (SAS) (10K RPM) 60 GB Hot-Plug hard drives (RAID-10 controller)</td>
</tr>
<tr>
<td>Out-of-Band Management</td>
<td>HPE Integrated Lights-Out (iLO): Advanced</td>
</tr>
<tr>
<td>Serial Port</td>
<td>Yes: DB-9</td>
</tr>
<tr>
<td>Performance &amp; Scale</td>
<td>Please refer to the <em>ClearPass Scaling &amp; Ordering Guide</em></td>
</tr>
<tr>
<td>Concurrent Sessions</td>
<td>50,000</td>
</tr>
</tbody>
</table>

**Form Factor**

- Rack mount
  - 1U SFF Easy Install Rail
  - 1U Cable Management Arm
- Dimensions (WxHxD) 17.1” x 1.7” x 27.5”
- Weight (max configuration) Up to 33.3 lbs

**Power Specifications**

- Power supply HPE 500W Flex Slot Platinum Hot Plug Power Supply
- Power Redundancy Optional
- AC input voltage 100/240 VAC auto-selecting
- AC input frequency 50/60 Hz auto-selecting

**Environmental Specifications**

- Operating temperature 10º C to 35º C (50º F to 95º F)
- Operating vibration Random vibration at 0.000075 G²/Hz
- Operating shock 2 G's
- Operating altitude 3,050 m (10,000 ft)
Before Starting the ClearPass Installation

Before starting the ClearPass installation and configuration procedures for the hardware appliance, determine the following information for the ClearPass server on your network, note the corresponding values for the parameters listed in Table 6, and keep it for your records:

Table 6: ClearPass Server Configuration Reference

<table>
<thead>
<tr>
<th>Required Information</th>
<th>Value for Your Installation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host name (Policy Manager server)</td>
<td></td>
</tr>
<tr>
<td>Management port IP address</td>
<td></td>
</tr>
<tr>
<td>Management port subnet mask</td>
<td></td>
</tr>
<tr>
<td>Management port gateway</td>
<td></td>
</tr>
<tr>
<td>Data port IP address (optional)</td>
<td></td>
</tr>
<tr>
<td>NOTE: Make sure that the Data port IP address is not in the same subnet as the Management port IP address.</td>
<td></td>
</tr>
<tr>
<td>Data port subnet mask (optional)</td>
<td></td>
</tr>
<tr>
<td>Data port gateway (optional)</td>
<td></td>
</tr>
<tr>
<td>Primary DNS</td>
<td></td>
</tr>
<tr>
<td>Secondary DNS</td>
<td></td>
</tr>
<tr>
<td>NTP server (optional)</td>
<td></td>
</tr>
</tbody>
</table>

Configuring the ClearPass Hardware Appliance

The initial setup dialog starts when you connect a terminal, PC, or laptop running a terminal emulation program to the Serial port on the ClearPass hardware appliance.

To configure the ClearPass Policy Manager hardware appliance:

1. **Connect the Serial port.**
   a. Connect the Serial port to a terminal using a null modem cable.
   b. Power on the hardware appliance.
   The hardware appliance is now available for configuration.

2. **Configure the Serial port.**
   - **Bit Rate:** 9600
   - **Data Bits:** 8
- **Parity**: None
- **Stop Bits**: 1
- **Flow Control**: None

3. **Log in.**
   
   Use the following preconfigured credentials to log in to the hardware appliance.
   (You will create a unique appliance/cluster administration password in Step 5.)
   - login: **appadmin**
   - password: **eTIPS123**
   
   This initiates the Policy Manager configuration wizard.

4. **Configure the ClearPass hardware appliance.**
   
   Follow the prompts, replacing the placeholder entries in the following illustration with the information you entered in **Table 6**:
   - Enter hostname:
   - Enter Management Port IP Address:
   - Enter Management Port Subnet Mask:
   - Enter Management Port Gateway:
   - Enter Data Port IP Address:
   - Enter Data Port Subnet Mask:
   - Enter Data Port Gateway:
   - Enter Primary DNS:
   - Enter Secondary DNS:

5. **Specify the cluster password.**

   Setting the cluster password also changes the password for the CLI user **appadmin**, as well as the Administrative user **admin**. If you want the **admin** password to be unique, see [Changing the Administration Password on page 19].

   a. Enter any string with a minimum of six characters, then you are prompted to confirm the cluster password.
   b. After this configuration is applied, use this new password for cluster administration and management of the ClearPass virtual appliance.

6. **Configure the system date and time.**

   a. Follow the prompts to configure the system date and time.
   b. To set the date and time by configuring the NTP server, use the primary and secondary NTP server information you entered in **Table 6**.

7. **Apply the configuration.**

   a. To apply the configuration, press **Y**.
   - To restart the configuration procedure, press **N**.
   - To quit the setup process, press **Q**.

   Configuration on the hardware appliance console is now complete. The next task is to activate the ClearPass product.

**Activating ClearPass**

To activate ClearPass Policy Manager and apply the ClearPass license:

1. After the configuration has been applied at the virtual appliance console, open a web browser and navigate to the ClearPass Policy Manager server:
1. Go to https://x.x.x.x/tips/
   where x.x.x.x is the IP address of the management interface defined for the ClearPass server as listed in Table 6.

2. Accept any security warnings from your browser regarding the self-signed SSL certificate, which comes installed in ClearPass by default.
   The Admin Login screen appears with a message indicating that you have 90 days to activate the product and a link to activate the product.

   Figure 5 Activating ClearPass

3. To activate ClearPass on this hardware appliance, click Activate Now.
   When you click Activate Now, ClearPass Policy Manager attempts to activate the product over the Internet with Aruba Networks license activation servers.
   If the ClearPass Policy Manager hardware appliance does not have Internet access, you can perform the product activation offline by following the steps for offline activation presented in the Offline Activation section shown in Figure 6.

   Figure 6 Performing Offline Activation

4. If the ClearPass server is connected to the Internet, click the Activate Now button.
   You receive the message, "Product has been successfully activated" and the Admin Login dialog is displayed.
Logging in to the ClearPass Hardware Appliance

After a successful activation, the Admin Login dialog appears.

**Figure 7  Logging in to the ClearPass Hardware Appliance**

1. Log in to the ClearPass hardware appliance with the following credentials:
   - **Username**: admin
   - **Password**: Enter the cluster password defined in Configuring the ClearPass Hardware Appliance.
2. Click Log In.
   The ClearPass Policy Manager Landing Page opens.

**Figure 8  ClearPass Policy Manager Landing Page**

Changing the Administration Password

When the cluster password for this ClearPass server is set upon initial configuration, the administration password is also set to the same password (see Configuring the ClearPass Hardware Appliance).

If you wish to assign a unique admin password, use this procedure to change it.

To change the administration password:

1. In ClearPass, navigate to Administration > Users and Privileges > Admin Users.
The **Admin Users** page opens.

**Figure 9  Admin Users Page**

2. Select the appropriate **admin** user.

   The **Edit Admin User** dialog opens.

   **Figure 10  Changing the Administration Password**

3. Change the administration password, verify the new password, then click **Save**.

**Powering Off the ClearPass Hardware Appliance**

This procedure gracefully shuts down the hardware appliance without having to log in.

To power off the ClearPass hardware appliance:

1. Connect to the CLI from the serial console using the serial port.
2. Enter the following commands:
   
   ```
   login: poweroff
   password: poweroff
   ```

   The ClearPass hardware appliance shuts down.

   You can also power off from the WebUI and the appadmin prompt.

**Resetting the System Passwords to the Factory Defaults**

To reset the system account passwords in Policy Manager to the factory defaults, you must first generate a password recovery key, then log in as the **apprecovery** user to reset the system account passwords.

**Generating the Password Recovery Key**

To generate the password recovery key:
1. If you are employing a hardware connection, connect to the ClearPass Policy Manager hardware appliance using the serial port (using any terminal program). See Configuring the ClearPass Hardware Appliance for details.
   a. If you are employing a virtual appliance, use the VMware console or the Hyper-V hypervisor (see for details).
2. Reboot the system using the restart command.
3. After the system reboots, the following prompt is displayed for ten seconds:
   Generate support keys? [y/n]:
4. At the prompt, enter y.
   The system prompts you with the following choices:
   Please select a support key generation option.
   1) Generate password recovery key
   2) Generate a support key
   3) Generate password recovery and support keys
   Enter the option or press any key to quit.
5. To generate a password recovery key, select option 1.
6. After the password recovery key is generated, email the key to Aruba Technical Support.
   A unique password is dynamically generated from the recovery key and emailed to you.

**Resetting the System Account Passwords to the Factory Defaults**

To reset the administrator password:
1. Log in as the apprecovery user with the password recovery key provided by Aruba Technical Support.
2. Enter the following command at the command prompt:
   
   `[apprecovery] app reset-passwd
   ***********************************************
   * WARNING: This command will reset the system account *
   *
   * passwords to factory default values *
   ***********************************************
   Are you sure you want to continue? [y/n]: y
   INFO - Password changed on local node
   INFO - System account passwords have been reset to factory default values

3. To reset the system account passwords to the factory default values, enter y.
   You can now log in with the new administrator password emailed to you by Aruba Technical Support.

**Using the VMware vSphere Hypervisor Web Client to Install ClearPass on a Virtual Machine**

This section documents the procedures for using the VMware vSphere® Web Client to install ClearPass on a vSphere Hypervisor (ESXi) host, as well as completing important administrative tasks, such as registering for ClearPass software updates and changing the admin password.

This section contains the following information:

- **Introduction**
- **Virtual Appliance Platforms**
Introduction

The VMware vSphere® Web Client enables you to connect to a vCenter Server system to manage an ESX host through a browser.

This section assumes that the VMware vSphere Web Client has been installed. For information about installing and starting the vSphere Web Client, go to VMware Documentation.

Meeting the Recommended vSphere Hypervisor Server Specifications

Please carefully review all virtual appliance requirements, including functional IOP ratings, and verify that your system meets these requirements. These recommendations supersede earlier requirements that were published for ClearPass Policy Manager 6.7 installations.

Virtual appliance recommendations are adjusted to align with the requirements for ClearPass hardware appliances. If you do not have the virtual appliance resources to support a full workload, you should consider ordering the ClearPass Policy Manager hardware appliance.

Be sure that your system meets the recommended specifications required for the Policy Manager virtual appliance.

Supplemental Storage/Hard Disk Requirement

All VMware vSphere Hypervisor virtual machines use hardware version 8.

ClearPass VMware ships with a 30 GB hard disk volume. This must be supplemented with additional storage/hard disk by adding a virtual hard disk (see Adding a Virtual Hard Disk on page 27 for details). The additional space required depends on the ClearPass virtual appliance version.

Processing and Memory Requirements

To ensure scalability, dedicate or reserve the processing and memory to the ClearPass VM instance. You must also ensure that the disk subsystem can maintain the IOPs (I/O operations per second) throughput as detailed below.

ClearPass Server I/O Rate

Most virtualized environments use a shared disk subsystem, assuming that each application will have bursts of I/O without a sustained high I/O throughput. ClearPass Policy Manager requires a continuous sustained high data-I/O rate.

For the latest information on the supported hypervisors and virtual hardware requirements, refer to the Release Reference Guides > ClearPass > Release Notes.
**Supported Hypervisors**

ClearPass supports the following hypervisors:

<table>
<thead>
<tr>
<th>Hypervisor</th>
<th>Supported Versions</th>
</tr>
</thead>
</table>
| VMware vSphere Hypervisor (ESXi) | 5.5  
6.0  
6.5 U1  
6.7 |
| Microsoft Hyper-V | Windows Server 2012 R2  
Windows Server 2016  
Windows Server 2012 R2 with Hyper-V  
Windows Server 2016 with Hyper-V |

**Virtual Appliance Platforms**

Aruba provides three virtual appliance platforms, plus an evaluation platform:

- ClearPassPolicy Manager C1000V
- ClearPassPolicy Manager C2000V
- ClearPassPolicy Manager C3000V
- ClearPassPolicy Manager CLABV

**Before Starting the ClearPass Installation**

Before starting the ClearPass installation and configuration procedures for the virtual appliance, determine the following ClearPass server information on your network, note the corresponding values for the parameters listed in Table 7, and keep it for your records:

**Table 7: ClearPass Server Configuration Information**

<table>
<thead>
<tr>
<th>Required Information</th>
<th>Value for Your Installation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host name (Policy Manager server)</td>
<td></td>
</tr>
<tr>
<td>Management interface IP address</td>
<td></td>
</tr>
<tr>
<td>Management interface subnet mask</td>
<td></td>
</tr>
<tr>
<td>Management interface gateway</td>
<td></td>
</tr>
<tr>
<td>Data port IP address (optional)</td>
<td><strong>NOTE:</strong> Make sure that the Data interface IP address is <em>not</em> in the same subnet as the Management interface IP address.</td>
</tr>
</tbody>
</table>

23 ClearPass 6.7 Getting Started Guide
vSphere Web Client ClearPass Installation Overview

ClearPass VMware software packages are distributed as Zip files.

The process of installing the ClearPass Policy Manager virtual appliance on a host that runs VMware vSphere Web Client consists of four stages:

1. Download the vSphere Hypervisor software image from the Download Software > ClearPass > Policy Manager > Current Release > ESXi folder on the Aruba Support Center and unzip it to a folder on your server to extract the files.

2. Follow the steps in the OVF wizard to deploy the OVF file, but do not power on yet.

   There is only one OVF file with all the variant types and sizes selectable when the virtual appliance boots.

3. Add a new hard disk, based on the requirements for your type of virtual machine.

4. Power on and configure the virtual appliance.

ClearPass VMware Virtual Appliance Installation Setup

To set up the ClearPass Policy Manager virtual appliance installation on a host that runs VMware vSphere Web Client consists of four stages:

1. Download the Release Notes for the version of ClearPass that you want to install as a virtual appliance.


2. Then check the recommended virtual hardware specifications and verify that your system meets those requirements.

3. Start the VMware vSphere Web Client.

4. Extract the files into a folder on your desktop.

5. Using either the VMware vSphere Web Client or the standard vSphere Client, deploy the Open Virtualization Format (OVF) template that was downloaded and extracted in Steps 3 and 4.

   The Deploy OVF Template opens.

   If you are not using the vSphere Web Client or the standard vSphere Client, follow the instructions for your method of deploying the OVF file.
Figure 11  Deploy OVF Template: Selecting the Source Location

6. Select Local File, then click Browse.
7. Navigate to the folder where you extracted the files, then click Next.
   The Review Details screen opens.
8. Review the information presented, then click Next.
   The Accept EULAs screen opens.
9. Read the End User License Agreements (EULA) and click Accept, then click Next.
   The Select Name and Folder screen opens.

Figure 12  Selecting the Name and Location for the Deployed Template

10. In the Select Name and Folder dialog:
    The name of the template is set by default to ClearPass Policy Manager Appliance.
    a. Change the name to the desired virtual appliance name.
    b. Select the virtual appliance folder or data center where you want to deploy the ClearPass OVF file, then click Next.
    The Select a Resource screen opens.
11. If required, choose the VMware host where ClearPass will be deployed, then click **Next**.

   The **Select Storage** screen opens.

**Figure 14  Selecting the Location to Store the Files**

12. Choose the virtual disk format and data store for the ClearPass virtual appliance, then click **Next**.

   The virtual disk format specified in **Figure 14** is **Thin Provision**. In a production environment, to ensure that the virtual appliance will not run out of disk space, Aruba recommends using the **Thick Lazy Zeroed** virtual disk format.

   The **Setup Networks** screen opens.
13. Specify the virtual network where ClearPass will reside, then click Next.
   The Ready to Complete screen opens, which displays all the settings you chose for this OVF file deployment.

14. Review the settings for accuracy, and make any changes if necessary, then click Finish.
   The OVF file is deployed in the selected network.

Adding a Virtual Hard Disk
After the OVF file has been deployed and before you power on, you must add a virtual hard disk to the virtual machine hardware and make sure that the network adapters are assigned correctly.

1. From the ClearPass Policy Manager Appliance, select the Summary tab.

Figure 15 Configuring the Networks for VM Deployment

Figure 16 Virtual Appliance Summary Tab
2. Click **Edit Settings**.
   The **Edit Settings** dialog opens.

**Figure 17**  *Editing the Virtual Machine Settings*

![Virtual Machine Settings](image)

3. Add a new virtual hard disk:
   a. Consult the ClearPass Policy Manager Release Notes for determining the correct size of the virtual hard disk to add to your ClearPass virtual appliance.
   b. From the **New Device** drop-down, select **New Hard Disk**.
   c. Click **Add**.
   
   The **Virtual Hardware** dialog opens.

**Figure 18**  *Specifying the Size of the New Hard Disk*
d. Specify the size of the new hard disk (as shown in Figure 18), then click **OK**.

For the latest test information on the recommended disk sizes for a virtual hard disk, refer to the Release Notes in the appropriate version folders under **Aruba Support Center > Documentation > Software User & Reference Guides > ClearPass > Release Notes**.

4. Make sure that the network adapters are assigned correctly:
   a. **Network adapter 1**: Management port
   b. **Network adapter 2**: Data port
   c. Click **OK**.

**Launching the ClearPass Virtual Appliance**

To launch the ClearPass virtual appliance:

1. To power on the virtual appliance, from the ClearPass Policy Manager Appliance, choose **Actions > Power On**.

**Figure 19  Powering on the Virtual Machine**

![Powering on the Virtual Machine](image)

The virtual appliance is now powered on.

2. To launch the VM console, choose **Actions > Launch Console**.

   The initial virtual machine console screen is displayed. At the bottom of the console screen is the following prompt:

   *Enter ‘y’ or ‘Y’ to proceed:*

3. To proceed, enter **y**.

   ClearPass setup and installation begins.

   The console screen appears.

4. Enter the **number** for the appropriate appliance type (do not enter the appliance model itself).

   For example, to specify the **C3000V** appliance, you would enter the number **4**. Options include:
   - 1) **CLABV**
   - 2) **C1000V**
   - 3) **C2000V**
   - 4) **C3000V**

   The system requirements are displayed for the appliance model you entered, along with your current system configuration.

5. Compare these to make sure your system meets the new system requirements.

6. When you have verified that your system meets the new requirements, press **y**.
ClearPass will reboot at least once.
Two console screens appear sequentially, which indicate that first the ClearPass Installer reboots, then the virtual appliance reboots.
When the rebooting process is complete, the ClearPass virtual appliance is configured, and it will power on and boot up within a couple of minutes. The whole process, from deploying the OVF image to the login banner screen, typically takes between 30 and 40 minutes.

7. After the ClearPass virtual appliance launches correctly, the virtual machine login banner is displayed.
8. Proceed to the next section, Completing the Virtual Appliance Setup.

**Completing the Virtual Appliance Setup**

To complete the virtual appliance setup:

1. Refer to and note the required ClearPass server configuration information listed in Table 7.
2. Log in to the virtual appliance using the following preconfigured credentials:
   - login: appadmin
   - password: <password>
   This initiates the Policy Manager Configuration wizard.
3. Configure the ClearPass virtual appliance.
   Follow the prompts, replacing the placeholder entries in the following illustration with the information you entered in Table 7.
   - Enter hostname:
   - Enter Management Port IP Address:
   - Enter Management Port Subnet Mask:
   - Enter Management Port Gateway:
   - Enter Data Port IP Address:
   - Enter Data Port Subnet Mask:
   - Enter Data Port Gateway:
   - Enter Primary DNS:
   - Enter Secondary DNS:
4. Specify the cluster password.
   Setting the cluster password also changes the password for the CLI user appadmin, as well as the Administrative user admin. If you want the admin password to be unique, see Changing the Administration Password on page 37.
   a. Enter any string with a minimum of six characters, then you are prompted to confirm the cluster password.
   b. After this configuration is applied, use this new password for cluster administration and management of the ClearPass virtual appliance.
5. Configure the system date and time.
   a. Follow the prompts to configure the system date and time.
   b. To set the date and time by configuring the NTP server, use the primary and secondary NTP server information you entered in Table 7.
6. Apply the configuration.
   Follow the prompts and do one of the following:
   a. To apply the configuration, press Y.
      - To restart the configuration procedure, press N.
      - To quit the setup process, press Q.
Configuration on the virtual appliance console is now complete. The next task is to activate the ClearPass license, which is described in the next section.

**Initial Login and Activation of the ClearPass Platform License**

Upon initial login to a ClearPass 6.7 server, you are prompted to enter the ClearPass Platform License Key. The ClearPass licenses on each cluster node are converted to ClearPass Platform Licenses. The ClearPass Platform License provides a platform activation code that is installed on all the nodes in a ClearPass cluster.

The ClearPass Platform License is the base-level license. Each ClearPass server has one ClearPass Platform License for the physical hardware. Virtual devices have a ClearPass Platform License as well on a per-expected device level.

To specify the ClearPass Platform license upon initial login:

1. After the configuration has been applied at the virtual appliance console, open a web browser and go to the management interface of ClearPassPolicy Manager: [https://x.x.x.x/tips/](https://x.x.x.x/tips/), where x.x.x.x is the IP address of the management interface defined for the ClearPass server in Table 7.
2. Log in to the ClearPass 6.7 server.
3. Accept any security warnings from your browser regarding the self-signed SSL certificate, which comes installed in ClearPass by default.
   The ClearPass Policy Manager End-User Software License Agreement dialog is displayed.

**Figure 20  Entering the ClearPass Platform License Key**

4. Enter the ClearPass Platform License Key.
5. Click the check box for **I agree to the above terms and conditions.**
   The **Add License** button is now enabled.
6. Click **Add License.**
   Upon successfully entering the Platform License Key, the **Admin Login** screen appears with a message indicating that you have 90 days to activate the product and a link to activate the product.
To activate ClearPass on this virtual appliance, click **Activate Now**.

When you click **Activate Now**, ClearPassPolicy Manager attempts to activate the license over the Internet with Aruba Networks license activation servers.

If the ClearPassPolicy Manager virtual appliance does not have Internet access, you can perform the license activation offline by following the steps for offline activation presented in the **Offline Activation** section shown in Figure 22.

After successfully activating ClearPass online, you will see a message above the **Admin Login** screen indicating that the product has been successfully activated.

**Logging in to the ClearPass Virtual Appliance**

After a successful activation, the **Admin Login** dialog appears.

1. Log in to the ClearPass virtual appliance with the following credentials:
   - **Username**: admin
   - **Password**: Enter the cluster password defined in Completing the Virtual Appliance Setup on page 30.
2. Click **Log In**.
   The ClearPass Policy Manager opens.

**Figure 24  ClearPass Policy Manager Landing Page**

---

**About Software Updates**

This section describes the ClearPass server software update process.

ClearPass checks for available updates to the ClearPass Webservice server. The administrator can download and install these updates directly from the **Software Updates** page (depending on the Cluster-Wide Parameter settings for those parameters). Use the **Software Updates** page to register for and receive live updates for:

- **Posture Signature updates**
  These updates include AntiVirus version updates. The ClearPass server uses these updates to check if the versions of the AntiVirus and the DAT file are the latest version.

- **Windows Hotfixes updates**
  These updates include a list of available Windows Hotfixes for supported Windows operating systems. The ClearPass server uses these updates to show a list of the available hotfixes in the Windows Hotfixes health class.

- **Endpoint Profile Fingerprints updates**
  These updates include fingerprints and are used by ClearPass in profiling endpoints.

---

Automatic download and installation for these three types of updates are not enabled by default (see General Parameters for more information).
You can also:

- Reinstall a patch in the event the previous installation attempt fails.
- Uninstall a skin.

**Software Updates Page**

To update the software on the current ClearPass server:

1. Navigate to Administration > Agents and Software Updates > Software Updates.

Figure 25 displays the Software Updates page:

**Figure 25 Software Updates Page**

The following describes the Software Updates parameters:
### Table 8: Software Updates Page Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Action/Description</th>
</tr>
</thead>
</table>
| **HPE Passport Credentials**       | Enter the HPE Passport Credentials provided to you. This text box is enabled only on a Publisher node. The first time the HPE Passport Credentials are saved, the ClearPass server performs the following operations:  
  - Contacts the Webservice server to download the latest Posture & Profile Data updates (depending on the Cluster-Wide Parameter settings for those parameters).  
  - Checks for any available firmware and patch updates. |

**Posture & Profile Data Updates**

| Import Updates                     | To download the Posture and Profile Data Updates to the client (for example, a Windows laptop):  
  1. From the client device, log in to the Aruba Support Center.  
  2. Select the Download Software tab, then navigate to ClearPass > Tools > Posture & Profile Data Updates.  
  3. Click the desired update(s) (which are in zip file format) and save the file.  
  4. From ClearPass, click the Posture and Profile Data Updates > Import Updates button to import the downloaded file into ClearPass.  
  **NOTE:** In a ClearPass cluster, the Import Updates option is available on the Publisher node only.  
  By default, updates for Posture Signature, Windows Hotfixes, and Endpoint Profile Fingerprints are not automatically downloaded and installed. To set these updates to be automatic, you must set the following Cluster-Wide Parameters to TRUE:  
  - Automatically download Posture Signature and Windows Hotfixes Updates  
  - Automatically download Endpoint Profile Fingerprints |

**Firmware & Patch Updates**

**NOTE:** The Firmware & Patch Updates table shows only the data that is known to Webservice or imported using the Import Updates button.  
**NOTE:** Patch residual files under /var/avenda/platform/backup,/var/avenda/platform/patches, and /var/avenda/platform/store/updates seven days old and older are automatically deleted daily.

<p>| Import Updates                     | If the server is not able to reach the Webservice server, click Import Updates to import the latest signed Firmware and Update patch binaries (obtained via support or other means) into this server. |</p>
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Action/Description</th>
</tr>
</thead>
</table>
|             | These patch binaries will appear in the table and can be installed by clicking the **Install** button. When logged in as **appadmin**, you can manually install the Upgrade and Patch binaries imported via the CLI using the following commands:  
  - **system update** (for patches)  
  - **system upgrade** (for upgrades)  
  If a patch requires a prerequisite patch, that patch's **Install** button will not be enabled until the prerequisite patch is installed. |
| Install     | The **Install** button appears after the update has been downloaded.  
  Click **Install**.  
  When you click **Install**, the installation of the update starts and the **Install Update** dialog box appears, showing the log messages that are generated. |
| Re-Install  | Click **Re-Install** to reinstall a patch in the event the previous attempt to install fails.  
  Reinstalling a patch is available only for the last installed patch. |
| Uninstall   | To uninstall a skin, click **Uninstall** (for details, see [Using the VMware vSphere Hypervisor Web Client to Install ClearPass on a Virtual Machine](#)).  
  **NOTE:** You cannot uninstall cumulative or point patch updates. |
| Needs Restart | The **Needs Restart** link appears when an update needs a reboot of the server in order to complete the installation.  
  Clicking this link displays the **Install Update** dialog box, which shows the log messages generated during the installation. |
| Installed   | The **Installed** link appears when an update has been successfully installed.  
  Clicking this link displays the **Install Update** dialog box, which shows the log messages generated during the installation. |
| Install Error | This link appears when an update install encounters an error. Clicking this link displays the **Install Update** dialog box, which shows the log messages generated during the install. |
| Other       | **Check Status Now**  
  Click this button to perform an on-demand check for available updates. **Check Status Now** applies to updates only on a Publisher node, as well as Firmware & Patch Updates. |
| Delete      | Use this option to delete a downloaded update. |
Changing the Administration Password

When the cluster password for this ClearPass server is set upon initial configuration (see Completing the Virtual Appliance Setup on page 30), the administration password is also set to the same password. If you wish to assign a unique admin password, use this procedure to change it.

To change the administration password:

1. In ClearPass, navigate to Administration > Users and Privileges > Admin Users.
   
   The Admin Users page opens.

   **Figure 26 Admin Users Page**

2. Select the appropriate admin user.
   
   The Edit Admin User dialog opens.

   **Figure 27 Changing the Administration Password**

3. Change the administration password, verify the new password, then click Save.

Powering Off the ClearPass Virtual Appliance

This procedure gracefully shuts down the virtual appliance without having to log in.

To power off the ClearPass virtual appliance:

1. Connect to the command-line interface by choosing Action > Open Console.
2. Enter the following commands:

   - login: poweroff
   - password: poweroff

   The ClearPass virtual appliance shuts down.
Using Microsoft Hyper-V to Install ClearPass on a Virtual Appliance

This section documents the procedures for installing the ClearPass Policy Manager virtual appliance on a host that runs Microsoft's hypervisor, Hyper-V™, as well as completing important administrative tasks, such as registering for ClearPass software updates and changing the admin password.

This section contains the following information:

- Introduction
- Virtual Appliance Platforms
- Before Starting the ClearPass Installation
- ClearPass Hyper-V Virtual Appliance Installation Summary
- Importing the Virtual Machine
- Adding a Hard Disk to a Virtual Machine
- Launching the ClearPass Virtual Appliance
- Completing the Virtual Appliance Configuration
- Initial Login and Activation of the ClearPass Platform License
- Logging in to the ClearPass Virtual Appliance
- About Software Updates
- Software Updates Page
- Changing the Administration Password
- Powering Off the ClearPass Virtual Appliance

Introduction

Microsoft Hyper-V enables you to create and manage a virtualized computing environment by using virtualization technology that is built in to Windows Server. Installing Hyper-V installs the required components and optionally installs management tools.

This section assumes that Microsoft Hyper-V has been installed.

- For information about installing and starting Hyper-V on the Microsoft Windows Server 2012 R2 Enterprise with the Hyper-V Role, go to Install Hyper-V Role.
- For information about installing and starting Hyper-V on Microsoft Windows Server 2012 R2, go to Install Hyper-V.
Supported Hypervisors

ClearPass supports the following hypervisors:

<table>
<thead>
<tr>
<th>Hypervisor</th>
<th>Supported Versions</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware vSphere Hypervisor (ESXi)</td>
<td>● 5.5</td>
</tr>
<tr>
<td></td>
<td>● 6.0</td>
</tr>
<tr>
<td></td>
<td>● 6.5 U1</td>
</tr>
<tr>
<td>Microsoft Hyper-V</td>
<td>● Windows Server 2012 R2 with Hyper-V</td>
</tr>
<tr>
<td></td>
<td>● Windows Server 2016 with Hyper-V</td>
</tr>
<tr>
<td></td>
<td>● Windows Hyper-V Server 2012 R2</td>
</tr>
<tr>
<td></td>
<td>● Windows Hyper-V Server 2016</td>
</tr>
</tbody>
</table>

For the latest information about supported hypervisors and virtual appliance system requirements, look in the appropriate version folders in the Aruba Support Center > Documentation > Software User & Reference Guides > ClearPass > Release Notes.

Meeting the Recommended Hyper-V Server Specifications

Please carefully review all virtual appliance requirements, including functional IOP ratings, and verify that your system meets these requirements. These recommendations supersede earlier requirements that were published for ClearPass Policy Manager 6.7 installations.

Virtual appliance recommendations are adjusted to align with the requirements for ClearPass hardware appliances. If you do not have the virtual appliance resources to support a full workload, you should consider ordering the ClearPass Policy Manager hardware appliance.

Supplemental Storage/Hard Disk Requirements

ClearPassHyper-V ships with a 30 GB hard disk volume. This must be supplemented with additional storage/hard disk by adding a virtual hard disk (see Adding a Hard Disk to a Virtual Machine on page 44 for details). The additional space required depends on the ClearPass virtual appliance version.

Processing and Memory Requirements

To ensure scalability, dedicate or reserve the processing and memory to the ClearPass VM instance. You must also ensure that the disk subsystem can maintain the IOPs (I/O operations per second) throughput as detailed below.

ClearPass Server I/O Rate

Most virtualized environments use a shared disk subsystem, assuming that each application will have bursts of I/O without a sustained high I/O throughput. ClearPass Policy Manager requires a continuous sustained high data I/O rate.

Virtual Appliance Platforms

Aruba provides three virtual appliance platforms, plus an evaluation platform:

- ClearPassPolicy Manager C1000V
- ClearPassPolicy Manager C2000V
- ClearPassPolicy Manager C3000V
- ClearPassPolicy Manager CLABV
Before Starting the ClearPass Installation

Before starting the installation and configuration procedures for the virtual appliance, determine the following information for the ClearPass server on your network, note the corresponding values for the parameters listed in Table 9, and keep it for your records:

Table 9: ClearPass Server Configuration Information

<table>
<thead>
<tr>
<th>Required Information</th>
<th>Value for Your Installation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Host name (Policy Manager server)</td>
<td></td>
</tr>
<tr>
<td>Management interface IP address</td>
<td></td>
</tr>
<tr>
<td>Management interface subnet mask</td>
<td></td>
</tr>
<tr>
<td>Management interface gateway</td>
<td></td>
</tr>
<tr>
<td>Data interface IP address (optional)</td>
<td>NOTE: Make sure that the Data interface IP address is not in the same subnet as the Management interface IP address.</td>
</tr>
<tr>
<td>Data interface subnet mask (optional)</td>
<td></td>
</tr>
<tr>
<td>Data interface gateway (optional)</td>
<td></td>
</tr>
<tr>
<td>Primary DNS</td>
<td></td>
</tr>
<tr>
<td>Secondary DNS</td>
<td></td>
</tr>
<tr>
<td>NTP server (optional)</td>
<td></td>
</tr>
</tbody>
</table>

ClearPass Hyper-V Virtual Appliance Installation Summary

The process of installing the ClearPass Policy Manager virtual appliance on one or more hosts that runs Microsoft Hyper-V consists of four stages:

1. Download the Microsoft Hyper-V package from the Download Software > ClearPass > Policy Manager > <Current_Release_Number> > Hyper-V folder on the Aruba Support Center and unzip it to a folder on your server to extract the files.
2. Import the virtual machine.
   a. Choose the import type.
   b. If required, specify the virtual switch that the Management Interface and Data Interface will be connected to.
3. Add a new virtual hard disk.
a. Configure the disk format, type, and size based on the requirements for your virtual appliance.

4. Power on and configure the virtual appliance.

Instructions for these procedures are provided in the following sections.

**Importing the Virtual Machine**

Microsoft Hyper-V gives you the ability to import virtual appliances that have not been previously exported. This is extremely helpful in situations where a host OS becomes corrupted, or if the most recent good backup of a virtual appliance is a file-level backup of the host.

To import the virtual appliance:

1. Download the software image from the Download Software > ClearPass > Policy Manager > `<Current_Release_Number>` > Hyper-V folder on the Aruba Support Center and unzip it to a folder on your server to extract the files.
2. To extract the files, unzip the files to a folder on your server.
3. Open up the Hyper-V Manager Console.
4. From the Hyper-V Manager, select the name of the Hyper-V server, then right-click and select Import Virtual Machine.

**Figure 28  Selecting the "Import Virtual Machine" Option**

The Before You Begin dialog opens.

5. Click Next.

The Locate Folder dialog opens.

**Figure 29  Locating the Folder**

6. In the Locate Folder step, select the folder you unzipped in Step 2, then click Next.

The Select Virtual Machine dialog opens.
Figure 30  Selecting the Virtual Machine

![Select Virtual Machine](image)

7. Make sure the correct virtual appliance is highlighted, then click **Next**.

   The **Choose Import Type** dialog opens.

Figure 31  Specifying the Import Type

![Choose Import Type](image)

8. In the **Choose Import Type** step, select **Copy the virtual machine**, then click **Next**.

   When you choose **Copy the virtual machine**, Hyper-V creates new and unique identifiers for the virtual appliance.

   The **Choose Folders for Virtual Machine Files** dialog opens.

Figure 32  Specifying the Folders for the Virtual Machine Files

![Choose Folders for Virtual Machine Files](image)
9. You can choose to either specify an alternate location to store the virtual appliance's files or accept the defaults:
   a. To specify an alternate location to store the virtual appliance's files, click (enable) the **Store the virtual machine in a different location** check box, specify the following folders, then click **Next**:
      - Virtual machine configuration folder
      - Snapshot folder
      - Smart Paging folder
   b. To accept the default folders for the virtual appliance's files, click **Next**.

   The **Choose Folders to Store Virtual Hard Disks** dialog opens.

   **Figure 33  Specifying Folders to Store Virtual Hard Disks**

10. Accept the default virtual hard drive storage folder, or browse to a new location to change it to your preferred location, then click **Next**.

   If the virtual appliance being imported was configured to use physical disks in pass-through mode, you will have the opportunity to either remove the storage from the virtual appliance's configuration or attach new physical disks in pass-through mode.

   If an error occurs indicating that the virtual switch "SwitchManagement" could not be found, the **Connect Network** dialog opens.

   **Figure 34  Specifying the Virtual Switch in the Event of an Error**

11. From the **Connection** drop-down, choose the virtual switch that will be used for the Management interface on the ClearPass Policy Manager virtual appliance, then click **Next**.
The following screen will be displayed to allow you to (optionally) specify the Data interface of the ClearPass Policy Manager virtual appliance.

**Figure 35** Specifying the Data Interface (Optional)

12. You can choose to either specify the virtual switch that will be used for the Data interface or bypass this dialog.
   a. To specify the virtual switch that will be used for the Data interface, from the **Connection** drop-down, choose the virtual switch that will be used for the Data interface, then click **Next**.
   b. To bypass this configuration option, leave **Not connected** selected in the **Connection** drop-down, then click **Next**.

   The **Completing Import Wizard** screen opens. This screen provides a summary of the import virtual appliance configuration that you specified.

13. Review the settings displayed in the **Summary** page, and if they are correct, click **Finish**.

   This completes the procedure to import the virtual appliance.

**Adding a Hard Disk to a Virtual Machine**

Do not create the virtual hard disk in a folder that is marked for encryption. Virtual hard disks are stored as .vhd files. Hyper-V does not support the use of storage media if Encrypting File System (EFS) has been used to encrypt the .vhd file. However, you can use files stored on a volume that uses Windows BitLocker Drive Encryption.

To add a hard disk to a virtual machine:

1. Open **Hyper-V Manager**.
2. In the **Results** pane, under **Virtual Machines**, select the virtual appliance that you want to configure.
3. In the **Action** pane, under the name of the virtual appliance, click **Settings**.

   The **Settings** page opens.
4. To select the controller to attach the virtual hard disk to, in the Navigation (left) pane, select **IDE Controller 0** (**Hard Drive** is selected by default), then click **Add**.

   The **Hard Drive** dialog opens.

5. In the **Hard Drive** dialog:
   a. **Controller**: Set to **IDE Controller 0**.
   b. **Location**: Set to **1 (in use)**.

6. Below the **Virtual hard disk** field, click **New**.
   The **New Virtual Hard Disk Wizard** opens.
7. From the **Before You Begin** dialog, click **Next**.
   The **Choose Disk Format** dialog opens.

**Figure 38  Specifying the Disk Format**

8. For the disk format, choose **VHDX**, then click **Next**.
   The **Choose Disk Type** dialog opens.

**Figure 39  Specifying the Virtual Hard Disk Type**

9. For the disk type, choose **Fixed size**, then click **Next**.
   The **Specify Name and Location** dialog opens.
10. Do the following:
   a. Enter the name of the virtual hard disk file.
   b. Browse to the location of the virtual hard disk file, select it, then click **Next**. The **Configure Disk** dialog opens.

11. Select **Create a new blank virtual hard disk**.
   a. Then enter the size of the virtual hard disk in Gigabytes (GB).
   
   For the latest information on the recommended disk sizes for a virtual hard disk, refer to the Release Notes in the appropriate version folder in the Aruba Support Center at Documentation > Software User & Reference Guides > ClearPass > Release Notes.
   
   b. Click **Next**. The **Completing the New Virtual Hard Disk Wizard** screen opens.

12. Review the settings displayed in the **Summary** page, and if they are correct, click **Finish**. This completes the procedure to add a virtual hard disk.

**Additional Virtual Hard Disk Considerations**

Additional considerations to take into account when adding virtual hard disks are as follows:

- By default, membership in the local Administrators group, or equivalent, is the minimum required to complete this procedure. However, an administrator can use Authorization Manager to modify the
authorization policy so that a user or group of users can complete this procedure.

- Virtual hard disks are stored as .vhd files, which makes them portable, but it also poses a potential security risk. We recommend that you mitigate this risk by taking precautions such as storing the .vhd files in a secure location.
- The virtual hard disk is created when you click Finish to complete the wizard. Depending on the options you choose for the virtual hard disk, the process can take a considerable amount of time.
- Virtual hard disks cannot be stored in a folder that uses New Technology File System (NTFS) compression.
- You can make certain changes to a virtual hard disk after you create it. For example, you can convert it from one type of virtual hard disk to another. You can use the Edit Virtual Hard Disk wizard to make these changes.

### Launching the ClearPass Virtual Appliance

To launch the ClearPass virtual appliance:

1. To power on the virtual appliance, from the ClearPass Policy Manager appliance, right-click the **name of the virtual machine**, then choose **Start**.

   **Figure 42  Starting the Virtual Machine**

   ![Virtual Machines](image)

   The virtual appliance powers on.

2. To launch the VM console, right-click the **name of the virtual machine**, then choose **Connect**.
The initial virtual machine console screen is displayed. At the bottom of the console screen is the following prompt:

Enter ‘y’ or ‘Y’ to proceed:

3. To proceed with the installation, enter **y**.
   ClearPass setup and installation begins.
   The console screen appears.

4. Enter the **number** for the appropriate appliance type (do not enter the appliance model itself).
   For example, to specify the **C3000V** appliance, you would enter the number **4**. Options include:
   - 1) CLABV
   - 2) C1000V
   - 3) C2000V
   - 4) C3000V
   The system requirements are displayed for the appliance model you entered, along with your current system configuration.

5. Compare these to make sure your system meets the new system requirements.

6. When you have verified that your system meets the new requirements, press **y**.
   ClearPass will reboot at least once.
   Two console screens appear sequentially—the first screen indicates that the ClearPass Installer is rebooting, and the second screen indicates that the virtual appliance is rebooting.
   When the rebooting process is complete, the ClearPass virtual appliance is configured, and the virtual appliance will power on and boot up within a couple of minutes. The whole process typically takes between 30 and 40 minutes.

7. After the ClearPass virtual appliance launches correctly, the virtual appliance login banner is displayed.

8. Proceed to the next section, **Completing the Virtual Appliance Configuration**.

### Completing the Virtual Appliance Configuration

To complete the virtual appliance configuration:

1. Refer to and note the required ClearPass server configuration information listed in **Table 9**.
2. **Log in to the virtual appliance** using the following preconfigured credentials:
   - login: **appadmin**
3. **Configure the ClearPass virtual appliance.**

   Follow the prompts, replacing the placeholder entries in the following illustration with the information you entered in Table 9.
   - Enter hostname:
   - Enter Management Port IP Address:
   - Enter Management Port Subnet Mask:
   - Enter Management Port Gateway:
   - Enter Data Port IP Address:
   - Enter Data Port Subnet Mask:
   - Enter Data Port Gateway:
   - Enter Primary DNS:
   - Enter Secondary DNS:

4. **Specify the cluster password.**

   Setting the cluster password also changes the password for the CLI user **appadmin**, as well as the Administration user **admin**. If you want the **admin** password to be unique, see Changing the Administration Password on page 57.

   a. Enter any string with a minimum of six characters, then you are prompted to confirm the cluster password.
   b. After this configuration is applied, use this new password for cluster administration and management of the ClearPass virtual appliance.

5. **Configure the system date and time.**

   a. Follow the prompts to configure the system date and time.
   b. To set the date and time by configuring the NTP server, use the primary and secondary NTP server information you entered in Table 9.

6. **Apply the configuration.**

   a. To apply the configuration, press **Y**.
      - To restart the configuration procedure, press **N**.
      - To quit the setup process, press **Q**.

Configuration on the virtual appliance console is now complete. The next task is to activate the ClearPass Platform license.

**Initial Login and Activation of the ClearPass Platform License**

Upon initial login to a ClearPass 6.7 server, you are prompted to enter the ClearPass Platform License Key. The ClearPass licenses on each cluster node are converted to ClearPass Platform Licenses. The ClearPass Platform License provides a platform activation code that is installed on all the nodes in a ClearPass cluster.

The ClearPass Platform License is the base-level license. Each ClearPass server has one ClearPass Platform License for the physical hardware. Virtual devices have a ClearPass Platform License as well on a per-expected device level.

To specify the ClearPass Platform license upon initial login:

1. After the configuration has been applied at the virtual appliance console, open a web browser and go to the management interface of ClearPass Policy Manager: **https://x.x.x.x/tips/**, where **x.x.x.x** is the IP address of the management interface defined for the ClearPass server in Table 9.
2. Log in to the ClearPass 6.7 server.
3. Accept any security warnings from your browser regarding the self-signed SSL certificate, which comes installed in ClearPass by default.

   The ClearPass Policy Manager End-User Software License Agreement dialog is displayed.

   **Figure 44** Entering the ClearPass Platform License Key

   ![ClearPass Platform License Key](image)

4. Enter the ClearPass Platform License Key.
5. Click the check box for **I agree to the above terms and conditions**.

   The **Add License** button is now enabled.
6. Click **Add License**.

   Upon successfully entering the Platform License Key, the **Admin Login** screen appears with a message indicating that you have 90 days to activate the product and a link to activate the product.

   **Figure 45** Activating ClearPass

   ![Admin Login](image)

7. To activate ClearPass on this virtual appliance, click **Activate Now**.

   ClearPass Policy Manager attempts to activate the license over the Internet with Aruba license activation servers.

   If the ClearPass Policy Manager virtual appliance does not have Internet access, you can perform the license activation offline by following the steps for offline activation presented in the **Offline Activation** section shown in **Figure 46**.
8. If the ClearPass server is connected to the Internet, click the **Activate Now** button.
   After successfully activating ClearPass online, you will see a message above the **Admin Login** screen indicating that the product has been successfully activated.

### Logging in to the ClearPass Virtual Appliance

After a successful Platform License activation, the **Admin Login** dialog opens.

**Figure 47  Logging in to the ClearPass Virtual Appliance**

9. Log in to the ClearPass virtual appliance with the following credentials:
   - **Username**: admin
   - **Password**: Enter the cluster password defined in [Completing the Virtual Appliance Configuration](#) on page 49.

10. Click **Log In**.
    The ClearPass Policy Manager Landing Page opens.
About Software Updates

This section describes the ClearPass server software update process.

ClearPass checks for available updates to the ClearPass WebService server. The administrator can download and install these updates directly from the Software Updates page (depending on the Cluster-Wide Parameter settings for those parameters). Use the Software Updates page to configure and receive live updates for:

- **Posture Signature updates**
  These updates include AntiVirus version updates. The ClearPass server uses these updates to check if the versions of the AntiVirus and the DAT file are the latest version.

- **Windows Hotfixes updates**
  These updates include a list of available Windows Hotfixes for supported Windows operating systems. The ClearPass server uses these updates to show a list of the available hotfixes in the Windows Hotfixes health class.

- **Endpoint Profile Fingerprints updates**
  These updates include fingerprints and are used by ClearPass in profiling endpoints.

Automatic download and installation for these three types of updates are not enabled by default.

You can also:

- Reinstall a patch in the event the previous installation attempt fails.
• Uninstall a skin.

**Software Updates Page**

To update the software on the current ClearPass server:

1. Navigate to **Administration > Agents and Software Updates > Software Updates**.  
   [Figure 49](#) displays the **Software Updates** page:

   ![Software Updates Page](image)

   **Figure 49  Software Updates Page**

2. Specify the **Software Updates** parameters as described in the following table:
### Table 10: Software Updates Page Parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Action/Description</th>
</tr>
</thead>
</table>
| **HPE Passport Credentials** | Enter the **HPE Passport Credentials** provided to you. This text box is enabled only on a Publisher node. The first time the HPE Passport Credentials are saved, the ClearPass server performs the following operations:  
- Contacts the Webservice server to download the latest Posture & Profile Data updates (depending on the Cluster-Wide Parameter settings for those parameters).  
- Checks for any available firmware and patch updates. |
| **Posture & Profile Data Updates** | To download the Posture and Profile Data Updates to the client (for example, a Windows laptop):  
1. From the client device, log in to the [Aruba Support Center](https://supportcenter.aruba.com).  
2. Select the Download Software tab, then navigate to **ClearPass > Tools > Posture & Profile Data Updates**.  
3. Click the desired update(s) (which are in zip file format) and save the file.  
4. From ClearPass, click the **Posture and Profile Data Updates > Import Updates** button to import the downloaded file into ClearPass.  
**NOTE:** In a ClearPass cluster, the **Import Updates** option is available on the Publisher node only.  
By default, updates for **Posture Signature, Windows Hotfixes**, and **Endpoint Profile Fingerprints** are not automatically downloaded and installed. To set these updates to be automatic, you must set the following **Cluster-Wide Parameters** to **TRUE**:  
- Automatically download Posture Signature and Windows Hotfixes Updates  
- Automatically download Endpoint Profile Fingerprints |
| **Firmware & Patch Updates** | **NOTE:** The Firmware & Patch Updates table shows only the data that is known to Webservice or imported using the **Import Updates** button.  
**NOTE:** Patch residual files under `/var/avenda/platform/backup`, `/var/avenda/platform/patches`, and `/var/avenda/platform/store/updates` seven days old and older are automatically deleted daily.  
If the server is not able to reach the Webservice server, click **Import Updates** to import the latest signed Firmware and Update patch binaries (obtained via support or other means) into this server. |
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Action/Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>These patch binaries will appear in the table and can be installed by clicking the <strong>Install</strong> button. When logged in as <em>appadmin</em>, you can manually install the Upgrade and Patch binaries imported via the CLI using the following commands:</td>
</tr>
</tbody>
</table>
|               |  - **system update** (for patches)  
|               |  - **system upgrade** (for upgrades)  
|               | If a patch requires a prerequisite patch, that patch’s **Install** button will not be enabled until the prerequisite patch is installed.              |
| Install       | The **Install** button appears after the update has been downloaded. Click **Install**.                                                               |
|               | When you click **Install**, the installation of the update starts and the **Install Update** dialog box appears, showing the log messages that are generated. |
| Re-Install    | Click **Re-Install** to reinstall a patch in the event the previous attempt to install fails.                                                           |
|               | Reinstalling a patch is available only for the last installed patch.                                                                                 |
| Uninstall     | To uninstall a skin, click **Uninstall** (for details, see [Using Microsoft Hyper-V to Install ClearPass on a Virtual Appliance](#)).                  |
|               | **NOTE:** You cannot uninstall cumulative or point patch updates.                                                                                    |
| Needs Restart | The **Needs Restart** link appears when an update needs a reboot of the server in order to complete the installation.                                |
|               | Clicking this link displays the **Install Update** dialog box, which shows the log messages generated during the installation.                     |
| Installed     | The **Installed** link appears when an update has been successfully installed. Clicking this link displays the **Install Update** dialog box, which shows the log messages generated during the installation. |
| Install Error | This link appears when an update install encounters an error. Clicking this link displays the **Install Update** dialog box, which shows the log messages generated during the install. |
| Other         |                                                                                                                                                  |
| Check Status  | Click this button to perform an on-demand check for available updates. **Check Status Now** applies to updates only on a Publisher node, as well as Firmware & Patch Updates. |
| Delete        | Use this option to delete a downloaded update.                                                                                                       |
Changing the Administration Password

When the cluster password for this ClearPass server is set upon initial configuration (see Completing the Virtual Appliance Configuration on page 49), the administration password is also set to the same password. If you wish to assign a unique admin password, use this procedure to change it.

To change the administration password:

1. In ClearPass, navigate to Administration > Users and Privileges > Admin Users.
   - The Admin Users page opens.

   **Figure 50 Admin Users Page**

   ![Admin Users Page](image)

2. Select the appropriate admin user.
   - The Edit Admin User dialog opens.

   **Figure 51 Changing the Administration Password**

   ![Edit Admin User](image)

3. Change the administration password, verify the new password, then click Save.

Powering Off the ClearPass Virtual Appliance

This procedure gracefully shuts down the virtual appliance without having to log in.

To power off the ClearPass virtual appliance:

1. To connect to the command-line interface, right-click the name of the virtual machine, then choose Connect.

2. Enter the following commands:
   - `login: poweroff`
   - `password: poweroff`

The ClearPass virtual appliance shuts down.
Maintaining ClearPass Policy Manager Services

This section contains the following information:

- Starting or Stopping ClearPass Services
- Summary of the Server Configuration Page
- Subset of CLI for ClearPass Maintenance Tasks

Starting or Stopping ClearPass Services

From the Services Control page, you can view the status of a service (that is, see whether a service is running or not), and stop or start Policy Manager services, including any Active Directory domains to which the current server is now joined.

To access the Services Control page:

1. In ClearPass, navigate to Administration > Server Manager > Server Configuration.
   The Server Configuration page opens.
2. Click the row that lists the ClearPass server of interest.
   The Server Configuration screen for the selected ClearPass server opens.

Figure 52  ClearPass Server Configuration Page for Selected Server

3. Select the Services Control tab.
   The Services Control page opens.
You will notice that the Virtual IP service is the only service that is not running. It's normal for the Virtual IP service to be stopped when it is not being used.

From the Services Control page, you can:

- View the status of all the services: Running or Stopped.
- Stop or start ClearPass services, including any Active Directory domains that the server joins.
- If a service is stopped, use its Start button to restart it.

Starting Services from the Command Line

- You can also start an individual service from the command line:
  
  ```bash
  service start <service_name>
  ```

- You can start all the services from the command line:
  
  ```bash
  service start all
  ```

Summary of the Server Configuration Page

The Server Configuration page provides many options.

Table 11 describes each of the top-level server configuration options that are available. For details, refer to the “Server Configuration” section in the “Administration” chapter of the ClearPass Policy Manager User Guide.
Table 11: Description of the Server Configuration Page

<table>
<thead>
<tr>
<th>Tab</th>
<th>Description</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>System</td>
<td>Displays server identity and connection parameters. The configurations for the management port and the data port are also displayed.</td>
<td>This tab also provides parameters to allow you to enable Insight and specify the Insight master, enable OnConnect, and enable ingress events processing.</td>
</tr>
<tr>
<td>Services Control</td>
<td>You can view the status of a Policy Manager service (that is, see whether a service is running or not), and stop or start services.</td>
<td></td>
</tr>
<tr>
<td>Service Parameters</td>
<td>This option allows you to change the system parameters for all services.</td>
<td>The options on this page vary based on the service selected.</td>
</tr>
<tr>
<td>System Monitoring</td>
<td>This option allows you to configure SNMP parameters, ensuring that external MIB browsers can browse the system-level MIB objects exposed by the Policy Manager appliance.</td>
<td>The options on this page vary based on the SNMP version that you select.</td>
</tr>
<tr>
<td>Network</td>
<td>Use the Network page to:</td>
<td>• A GRE tunnel creates a virtual point-to-point link between controllers over a standard IP network or the Internet.</td>
</tr>
<tr>
<td></td>
<td>• Configure Application Access Control—allow or deny access to network resources.</td>
<td>• To create VLANs, your network infrastructure must support tagged 802.1Q packets on the physical interface selected.</td>
</tr>
<tr>
<td></td>
<td>• Add SSH Public Keys</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Create generic routing encapsulation (GRE) tunnels</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Create IPsec tunnels</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Create VLANs related to guest users.</td>
<td></td>
</tr>
<tr>
<td>FIPS</td>
<td>Enables ClearPass to operate in Federal Information Processing Standard mode.</td>
<td>For most users, this tab should be ignored.</td>
</tr>
<tr>
<td></td>
<td></td>
<td><strong>NOTE:</strong> Enabling FIPS mode resets the database.</td>
</tr>
</tbody>
</table>
CLI Task Examples

View the Policy Manager Data and Management Port IP Address and DNS Configuration

[appadmin]# show ip

Reconfigure DNS or Add a New DNS

[appadmin]# configure dns <primary> [secondary] [tertiary]

Reconfigure or Add Management and Data Ports

[appadmin]# configure ip <mgmt | data> <ipadd> netmask <netmask address> gateway <gateway address>

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
</table>
| ip <mgmt| data> <ip address> | ● Network interface type: mgmt (management) or data  
● Server IP address |
| netmask <netmask address> | Netmask to be applied to the network interface and server IP addresss  |
| gateway <gateway address> | Gateway IP address  |

Configure the Date

Configuring the time and time zone is optional.

[appadmin]# configure date -d <date> [-t <time>] [-z <timezone>]

Configure the Host Name for the Node

[appadmin]# configure hostname <hostname>

Join the ClearPass Policy Manager Appliance to the Active Directory Domain

If you are using Active Directory to authenticate users, be sure to join the ClearPass Policy Manager appliance to the Active Directory domain.

[appadmin]# ad netjoin <domain-controller.domain-name> [domain NetBIOS name]

<table>
<thead>
<tr>
<th>Flag/Parameter</th>
<th>Description</th>
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| <domain-controller.domain-name> | Required. This is the name of the host to be joined to the domain.  
**NOTE:** Use the Fully Qualified Domain Name. |
| [domain NetBIOS name]           | Optional.  |
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USA