

Overview

This document is designed as a reference for installing or upgrading AirWave 8.2.9 with the CentOS 6.9 software.



AirWave does not support downgrading to older versions. In unusual circumstances requiring that you return to an earlier version of AirWave, we recommend you perform a fresh installation of the earlier AirWave version, and then restore data from a pre-upgrade backup.

The Support Download Page

The table below describes the different packages/files that you might see on the Support site when you download AirWave.

Table 1: *Download Page File Types*

File Type	Description
Install ISO	Standalone installation media, including the CentOS operating system. This image can fit on a CD/DVD, or it can be mounted as a virtual disk for installation.
Install OVA (Virtual appliance)	VMware OVA template for AirWave deployment on the VMware ESXi infrastructure. Pre-installed with CentOS and optimized for deployments up to 100 devices. Sized at 4 CPU, 8 GB RAM, 80 GB disk, based on VMware ESXi 5.5. NOTE: Use the install ISO if you intend to monitor more than 100 devices, or have a custom sizing specification.
TAR package file	Used for AirWave upgrades. The TAR package delivers updated security packages and kernel updates. NOTE: Direct updates are only supported from up to two versions prior. If you are upgrading from AirWave 8.2.4 or earlier, contact Technical Support for help with the multi-step upgrade path.

Pre-Installation Checklist

Use this check list to ensure installation goes smoothly.

Table 2: *Pre-Installation Checklist*

Task	Completed
Have available the AirWave license key sent to you in an email from Aruba Networks.	
Obtain dedicated server(s) meeting Aruba sizing specifications.	
Determine the static IP address for each AirWave server.	

Table 2: Pre-Installation Checklist (Continued)

Task	Completed
Provision firewall and enable proper ports.	
Determine WLAN infrastructure properties (type, quantity, and location).	
Determine WLAN infrastructure access credentials (SNMP, telnet, SSH, etc.).	
Determine WLAN security policy specifications.	
Set router and switches to monitoring (optional).	
Configure upstream NMS applications (optional).	
Determine wireless client authentication servers (optional).	
Determine AirWave administrative authentication servers like TACACS+, LDAP, or RADIUS (optional).	
If upgrading, ensure that your current version is not more than two versions behind. For example, when upgrading to AirWave 8.2.9, you must already be using AirWave 8.2.7 or later. Contact Technical Support for assistance upgrading AirWave software more than two versions old.	

Minimum Supported Browsers

AirWave supports the following browsers:

- Internet Explorer 11 on Windows
- Firefox 57 on Windows and macOS
- Chrome 65.0.3299.0 (64-bit) or later on Windows and macOS
- Safari 11.0.2 or later for macOS

Installation Media and Hardware Requirements

The AirWave installation ISO includes all software, including the CentOS required to complete the installation of AirWave. AirWave supports any hardware that is Red Hat Enterprise Linux 6.9 certified. By default, all installations are based on a 64-bit operating system.

AirWave hardware requirements vary by version. As additional features are added to AirWave, increased hardware resources become necessary. For the most recent hardware requirements, refer to the *AirWave 8.2.9 Server Sizing Guide*.

Installing Linux CentOS (Phase 1)

Perform the following steps to install the Linux CentOS 6.9 operating system. The Linux installation is a prerequisite to installing AirWave on the network management system.



This procedure erases the hard drive(s) on the server.

1. Insert the AirWave installation DVD into the drive and boot the server.

- Type `install` and press **Enter**.
To configure the partitions manually, type `manual` and press **Enter**.

Figure 1: AirWave Installation



- Allow the installation process to continue. Installing the CentOS software (Phase I) takes 10 to 20 minutes to complete.
Upon completion, the system will prompt you to eject the installation DVD and reboot the system.
- Remove the DVD from the drive and store it in a safe location.

Installing the AirWave Software (Phase 2)

This workflow provides step-by-step instructions for installing AirWave 8.2.9.



After installing the software, the `ampadmin` account will replace the `root` user account. You will no longer have root admin access to the legacy AMP CLI.



Use only included or Aruba-specified cables, power cords, AC power supplies and batteries. Don't use the power cord with other electrical equipment than what is specified by Aruba.

Before You Begin

Ensure that you have sufficient disk storage, memory, and hardware or software versions. As additional features are added to AirWave, increased hardware resources become necessary and hardware requirements vary by version. For the most recent hardware requirements, refer to the *AirWave 8.2.9 Server Sizing Guide*.

If you purchased an AirWave appliance, power-up the appliance to view the GRUB screen and log in to the AMP with the user name **root** and password **admin**.

Step 1: Configure the Date and Time

Follow these steps to configure the date and time when the GRUB screen appears:

Configure the date and time for the AirWave server when the following message appears:

```
----- Date and Time Configuration -----
```

```
Current Time: Mon Jun 03 09:20:14 PST 2019
```

- ```
1) Change Date and Time
2) Change Time Zone
```

```
0) Finish
```

- a. Select **1** to set the date and select **2** to set the time zone. Press **Enter** after each configuration to return to the message menu above.
- b. Select **0** to complete the configuration of date and time information, then press **Enter**.

## Step 2: Check Installed Software

If your server has an earlier version of AirWave installed, you'll see a message that asks you to reinstall AirWave.



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This action erases the current database, including all historical information. To ensure that the AMP database is backed up prior to reinstallation, answer **n** at the prompt and contact your Value Added Reseller or Aruba support.

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## Step 3: Install the Software

Wait several minutes for the installer to install AirWave 8.2.9.

## Step 4: Verify Software Installation

Wait for the installer to check that the database is up and running the current version.

## Step 5: Create the Recovery User

During this step, AirWave configures the AMP CLI while creating the recover user account. At the prompt, enter a user name for the recovery user. If you don't enter a username, AirWave uses the default recovery user, called "amprecovery".



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You can change the password later from the AMP CLI by selecting **9** to open the Security menu, then **2** to reset the password. For more information, refer to the *AirWave 8.2.9 User Guide*.

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## Step 6: Create the Admin User

At the prompt, enter a user name and password for the admin CLI user account. If you don't enter a user name, AirWave uses the default admin user, called "ampadmin".



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Save your user name and password somewhere safe because you'll need them to log in to the CLI.

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## Step 7: Configure the Network

The following example shows how to configure the default eth0 interface. If you want to configure additional interfaces, repeat this step for each interface.

Enter the IPv4 static IP address, subnet mask, and gateway addresses (the IPv6 and secondary DNS settings are optional) when the following message appears:

STEP 6: Assigning AMP's address

AirWave must be configured with a static IP.

Here are the ethernet interfaces with hardware present:

1. eth0
2. eth1
3. eth2
4. eth3
- q. Quit

Which interface shall we configure?

- a. Select **1** and press **Enter**.

```
----- Network Interface Configuration for eth0 -----
1) IPv4 Address : xxx.xxx.xxx.xxx
2) IPv4 Netmask : xxx.xxx.xxx.xxx
```

- 3) IPv4 Gateway : xxx.xxx.xxx.xxx
- 4) IPv6 Address (optional) : xxx.xxx.xxx.xxx
- 5) IPv6 Gateway (optional) : xxx.xxx.xxx.xxx
- 6) Primary DNS : xxx.xxx.xxx.xxx
- 7) Secondary DNS : xxx.xxx.xxx.xxx
  
- 9) Commit Changes
- 0) Exit (discard changes)

- b. Select **1** to enter the network information, then press **Enter**.
- c. Select **2** to enter the subnet mask, then press **Enter**.
- d. Select **3** to enter the gateway, then press **Enter**.
- e. Select **6** to enter the primary DNS address, then press **Enter**.
- f. To commit the changes, type **9** and then press **Enter**. To discard the changes, type **0** and then press **Enter**.
- g. To restart the network with the configured settings, type **y**.

## Step 8: Generate an SSL Certificate

To generate the SSL certificate for the AirWave server:

- If AirWave does not have a valid host name on the network, type **n**.
- If AirWave has a valid host name on the network, type **y** and enter the fully qualified domain name for the AirWave server (for example, *myserver.example.com*)




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After installing AirWave, you can install a new SSL certificate, or generate a CSR to install a signed certificate from the AMP CLI.

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## Step 9: Complete the Installation

Upon completion of all previous steps, the following message appears.

```
CONGRATULATIONS! AMP is configured properly.
To access the AMP web console, browse to https://<IP Address>
Login with the following credentials:
Username: admin
Password: [User-provided password from above for 'ampadmin' user]
```




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Once you log out, the root user will be disabled. Subsequently, you must use the ampadmin user generated during the software installation to log in to the CLI.

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- To view the Phase 1 installation log file, type **cat /root/install.log**.
- To view the Phase 2 installation log file, type **cat /root/amp-install.log**.

## Installing AirWave in a VMware Environment

The following sections provide information to help you install AirWave on VMware® ESX(i).

- ["VMware Requirements" on page 5](#)
- ["Creating a VMware Virtual Machine " on page 6](#)

### VMware Requirements

AirWave supports VMware ESX(i) 5.5 and later. To be sure that enough resources are allocated to the virtual machine, consult the *AirWave 8.2.6 Server Sizing Guide*.

If your VM host is hosting other instances, ensure that the AirWave instance has the highest priority. A virtual SCSI disk is recommended over IDE.

## Creating a VMware Virtual Machine

The VMware Infrastructure Client provides a wizard to create a new virtual machine. The resulting virtual machine acts like physical host, in which you install the AirWave software.

The recommended OS is CentOS 6 (64-bit). Refer to the *AirWave 8.2.9 Server Sizing Guide* for memory and storage requirements.

To create a virtual machine:

1. From the VMware Infrastructure Client, select **Create a new virtual machine**.
2. Select **Next**, and then select **Typical > Virtual Machine Configuration**.
3. Name your virtual machine (for example, AirWave), and then click **Next**.
4. Select an available datastore with sufficient space for the number of APs that your AirWave will manage, choosing the right server hardware to comply with the hardware requirements. Click **Next**.
5. Select the **Linux** radio button, and then select the OS. Click **Next**.
6. Select the appropriate number of processors, and then specify the minimum virtual RAM.
7. Accept the VMware default virtual network adapter, and click **Next**.
8. Allocate a virtual disk large enough to contain the AirWave operating system, application, and data files.
9. Review the virtual machine settings, and then click **Finish** when you are done.

## Installing AirWave in a Hyper-V Environment

The following sections provide information to help you install AirWave on a virtual machine running a Hyper-V:

- ["Hyper-V Requirements" on page 6](#)
- ["Adding the Hyper-V Network Adapter" on page 6](#)

### Hyper-V Requirements

AirWave supports using Hyper-V Manager on:

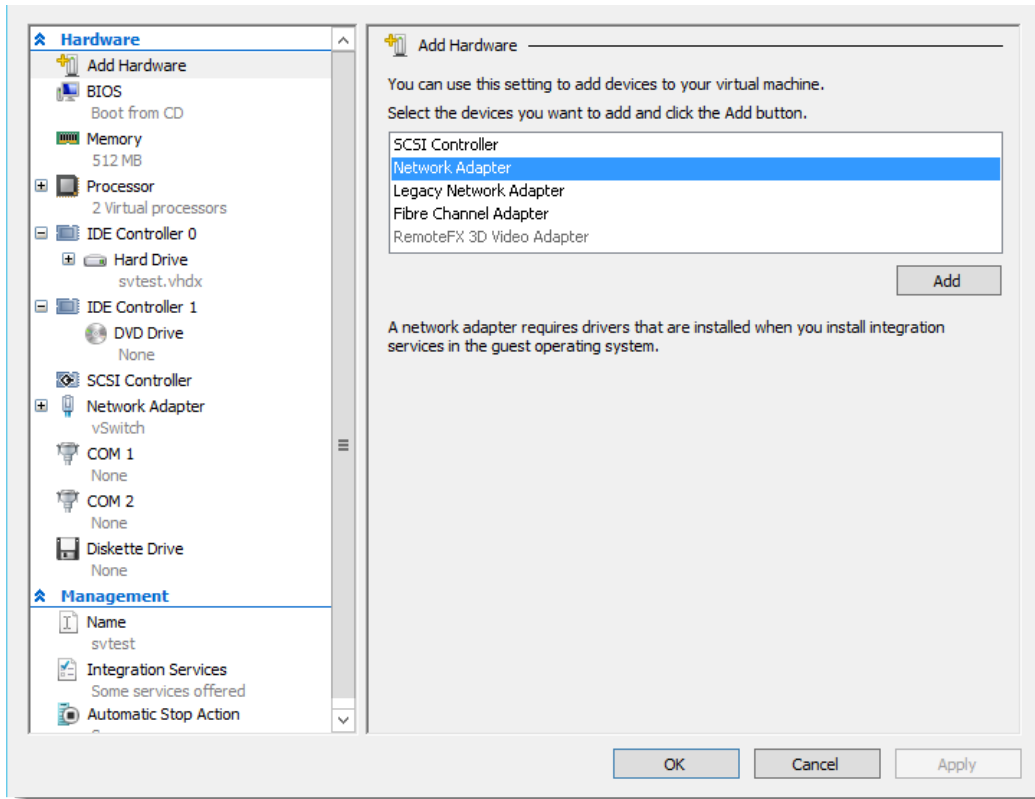
- Windows Server 2003 or later.
- Windows Server 2012 R2. You might experience boot issues using Windows Server 2012 Standard (not R2).

### Adding the Hyper-V Network Adapter

When you create the virtual machine in Hyper-V Manager, you must configure a virtual network adapter in order to install AirWave. Hyper-V provides two virtual network adapters: a default and a legacy adapter (for generation 1 virtual machines). If you use the legacy network adapter to establish networking, you might experience connectivity issues even though there are no resource constraints on the server.

To add the Hyper-V network adapter:

1. Open Hyper-V Manager, then connect to the Hyper-V host.
2. Right-click the virtual machine and select **Settings**.
3. From the Add Hardware window, select **Network Adapter** then click **Add**.



4. View the adapter properties, and click **OK**.
5. Click **OK**.

## Installing AirWave on a KVM Virtual Machine

The following sections provide information to help you install AirWave on a KVM:

- "KVM Requirements" on page 7
- "Creating a KVM Virtual Machine" on page 7

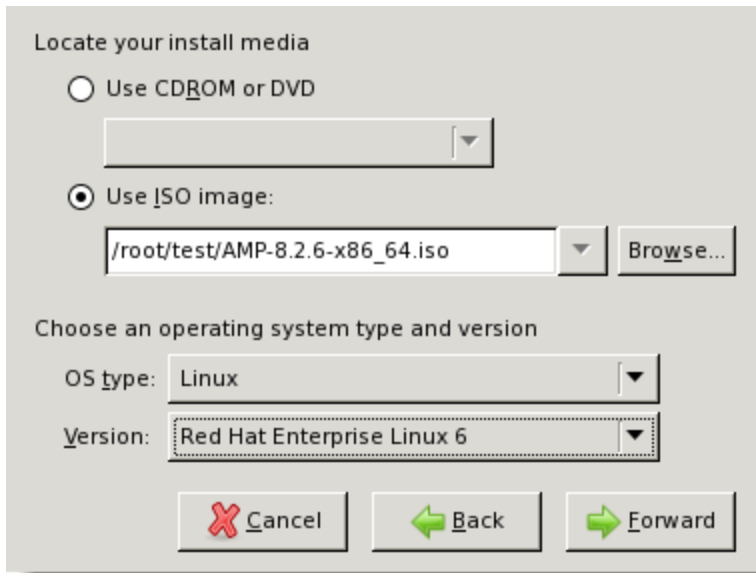
### KVM Requirements

The recommended OS is CentOS 6 (64-bit). Refer to the *AirWave 8.2.9 Server Sizing Guide* for memory and storage requirements.

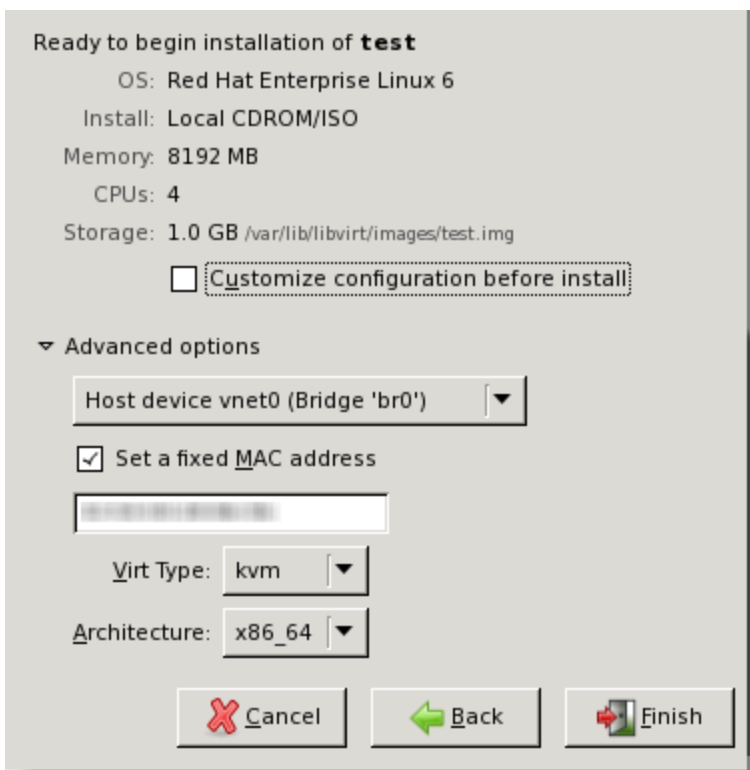
### Creating a KVM Virtual Machine

To create a KVM virtual machine:

1. On the local host, type **virt manager** to run the New VM wizard.
2. Type a name for the virtual machine, select **Local install media (ISO image or CDROM)**, and then click **Forward**.
3. Click **Browse** to find the ISO image. Select **Linux** and **Red Hat Enterprise Linux 6** from the drop-down menus, then click **Forward**.



4. Assign memory to the KVM and CPUs, then click **Forward**.
5. Assign disk storage, enable the **Allocate entire disk now** option, and then click **Forward**.
6. Before you start the installation, under the Advanced options, select the Host device and enter the fixed MAC address of the bridge (typically br0) into the text box.



7. Click **Finish**. The Virtual Machine Manager creates the virtual machine and opens the AirWave console.

## Upgrade Paths

Your upgrade procedure depends upon your current version of AirWave.



- **Direct upgrade path:** You can upgrade directly to AirWave 8.2.9 from the following software versions: 8.2.7, 8.2.7.1, 8.2.8, 8.2.8.1, and 8.2.8.2.
- **Two-step upgrade path:** To upgrade to AirWave 8.2.9 from AirWave 8.2.5, you must follow these upgrade paths before you upgrade to AirWave 8.2.9:
  - AirWave 8.2.6 to 8.2.8.
  - AirWave 8.2.5 to 8.2.7.

If you are upgrading from AirWave 8.2.4 or earlier, contact [Technical Support](#) for help with the multi-step upgrade path.

## Upgrade from AirWave 8.2.7 or Later

Use the AMP CLI to install the AirWave 8.2.9 upgrade package on your system. If your network doesn't allow AirWave to connect to the Internet, you must [manually download the software](#) and upload the software before performing this upgrade.



You can change the existing amprecovery username by backing up the server, reinstalling the software, and restoring from the backup. For information about setting up the amprecovery account, refer to *"Installing the AirWave Software (Phase 2)" on page 3*.

Follow these steps to upgrade from AirWave 8.2.7 or later:

1. Log in to the AirWave server with the "ampadmin" user name and password. If you subsequently changed the ampadmin user name and password, enter the current admin name and password.
2. Enter **7** to select Upgrade.
  - a. At the next prompt, enter **1** to select Upgrade AirWave Management Platform.
  - b. Enter **8.2.9.0**.
  - c. Enter **y** to enable AirWave to connect to a proxy server. Or, you can enter **N** to bypass this step and go to [step d on page 9](#) to download the software. At the next prompt:
    - (1) Enter the server address and port number (for example, *test.proxy.com* and port 22).
    - (2) Enter **y** to enter the proxy user name and password (for example, *testuser* and *password*).
  - d. Enter **1** or **2** to log in to your customer portal with your support user name and password.
  - e. Follow the onscreen instructions to download the software.

## Upgrading the Kernel OS

After the upgrade completes, you might see the following message:

```
Updated kernel packages that fix various security issues are now available for your OS. To
upgrade, select "Upgrade" menu item on the AMPCLI Menu,
and then choose "Upgrade OS Kernel" menu item.
```

To run the kernel upgrade:

1. Log in to the AMP CLI as the ampadmin.
2. Select **7** to open the Upgrade menu, then select **2** to run the kernel upgrade. A system reboot is required to complete the kernel upgrade.

## Manually Download the Software

You can manually download the software if your AirWave server can't access the Internet.

1. Go to the [Aruba Support Portal](#) or the [HPE My Networking Portal](#) to download the upgrade image.
2. Click the upgrade package, then click **Save** and install the file later.

### 3. Define a user that can transfer AirWave images, and then upload the software:



For security purposes, image file transfer users are automatically removed every night during nightly maintenance operations.

- a. From the AMP command-line interface, with the "ampadmin" user name and password. If you subsequently changed the ampadmin user name and password, enter the current admin name and password.
- b. Enter **8** to open the **Advanced** menu options.
- c. Enter **7** to add a file transfer user.
- d. Enter a user name for the file transfer user, then click **Enter**. The username for an AirWave image file transfer user must be five characters or longer, and contain only lowercase letters and numbers. To use the default file transfer username **awsftp**, click **Enter** without entering a username.
- e. Enter a password for the file transfer user, then click **Enter**. The password must be eight characters or longer, and can contain uppercase and lowercase letters, numbers, and non-alphanumeric characters. Spaces are not allowed.
- f. Enter **b** to go back to the main CLI menu.
- g. Enter **1** to upload the file from the source location to the AMP server using SCP to transfer the file.
- h. At the prompt, enter the location of the source file (for example, *user@host:path*. User is the name of the account on the host computer, host is the hostname of the computer on which the source file exists, and path is the location of the directory that contains the upgrade package.
- i. At the prompt, enter the password on the source location.

## Configuring and Mapping Port Usage for AirWave

The following table itemizes the communication protocols and ports necessary for AirWave to communicate with wireless LAN infrastructure devices, including access points (APs), controllers, routers, switches, and RADIUS servers. Assign or adjust port usage on the network administration system as required to support these components.

**Table 3:** AirWave Protocol and Port Chart

| Port | Type | Protocol | Description                        | Data Flow Direction | Device Type                |
|------|------|----------|------------------------------------|---------------------|----------------------------|
| 21   | TCP  | FTP      | Firmware distribution              | >                   | APs or controllers         |
| 22   | TCP  | SSH      | Configure devices                  | >                   | APs or controllers         |
| 22   | TCP  | SSH      | Configure AirWave from the CLI     | <                   | Laptop or workstation      |
| 22   | TCP  | VTUN     | Support connection (optional)      | >                   | Aruba supports home office |
| 22   | TCP  | SCP      | Transfer configuration files or FW | <                   | APs or controllers         |
| 23   | TCP  | Telnet   | Configure devices                  | >                   | APs or controllers         |

**Table 3: AirWave Protocol and Port Chart (Continued)**

| Port | Type | Protocol          | Description                                                                                                                                                                                            | Data Flow Direction | Device Type                 |
|------|------|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|-----------------------------|
| 23   | TCP  | VTUN              | Support connection (Optional)                                                                                                                                                                          | >                   | Aruba supports home office  |
| 25   | TCP  | SMTP              | Support email (optional)                                                                                                                                                                               | >                   | Aruba supports email server |
| 49   | UDP  | TACACS            | AirWave Administrative Authentication                                                                                                                                                                  | >                   | Cisco TACACS+               |
| 53   | UDP  | DNS               | DNS lookup from AirWave                                                                                                                                                                                | >                   | DNS Server                  |
| 69   | UDP  | TFTP              | Transfer configuration files or FW                                                                                                                                                                     | <                   | APs or controllers          |
| 80   | TCP  | HTTP              | Configure devices                                                                                                                                                                                      | >                   | Legacy APs                  |
| 80   | TCP  | VTUN              | Support connection (optional)                                                                                                                                                                          | >                   | Aruba supports home office  |
| 161  | UDP  | SNMP              | Get and Set operations                                                                                                                                                                                 | >                   | APs or controllers          |
| 162  | UDP  | SNMP              | Traps from devices                                                                                                                                                                                     | <                   | APs or controllers          |
| 162  | UDP  | SNMP              | Traps from AirWave                                                                                                                                                                                     | >                   | NMS                         |
| 443  | TCP  | HTTPS             | Web management                                                                                                                                                                                         | <                   | Laptop or workstation       |
| 443  | TCP  | HTTPS             | WLSE polling                                                                                                                                                                                           | >                   | WLSE                        |
| 443  | TCP  | VTUN              | Support connection (optional)                                                                                                                                                                          | >                   | Aruba supports home office  |
| 1701 | TCP  | HTTPS             | AP and rogue discovery                                                                                                                                                                                 | >                   | WLSE                        |
| 1741 | TCP  | HTTP              | WLSE polling                                                                                                                                                                                           | >                   | WLSE                        |
| 1812 | UDP  | RADIUS Auth       | Authenticate & authorize AirWave administrative users on a RADIUS server.                                                                                                                              | >                   | RADIUS auth server          |
| 1813 | UDP  | RADIUS accounting | Retrieve user names for authenticated WLAN clients from NAS (captive portal, controller, autonomous AP). Only used when user names are not available in the SNMP MIB of a controller or autonomous AP. | <                   | RADIUS accounting client    |

**Table 3:** AirWave Protocol and Port Chart (Continued)

| Port | Type | Protocol | Description                         | Data Flow Direction | Device Type        |
|------|------|----------|-------------------------------------|---------------------|--------------------|
| 2002 | TCP  | HTTPS    | Retrieve client authentication info | >                   | ACS                |
| 5050 | UDP  | RTLS     | Real Time Location Feed             | <                   | Aruba thin APs     |
| 8211 | UDP  | PAPI     | Real Time Feed (AMON)               | < >                 | WLAN controllers   |
|      |      | ICMP     | Ping Probe                          | >                   | APs or controllers |

## Getting Started

To start using AirWave for the first time:

- "Log in to the WebUI" on page 12
- "Change the Language" on page 13
- "Install the License" on page 13
- "Change the Default User" on page 13
- "Navigate the WebUI" on page 13
- "Work with Default and Filtered Views" on page 15

### Log in to the WebUI

AirWave comes with a default user account with the user name "admin" and password "admin". In order to log in to the WebUI for the first time, you have to log in as the default user.

To access the AirWave WebUI:

1. Enter the AirWave IP address (IPv4 or IPv6) or hostname in the address bar of any browser.
2. Enter the default user name and password: **admin** and **<admin password>**.
3. Click **Log In**.



## Change the Language

You can change the language of the buttons, menus, and tabs in AirWave. You'll see the available languages at the bottom of the Login window. Look for the language that you want and select it.

If you want to change a language again, you must log out of AirWave and reopen the Login window.

## Install the License

The first page to appear after you initially log in is the **Home > Overview** page. If you have more than one license to install, repeat this procedure for each license.



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AirWave pages are protected via SSL. Some browsers will display a confirmation dialog for your self-signed certificate. Signing your certificate will prevent this dialog from displaying.

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To install the AirWave license:

1. On the License page, paste the AirWave license key you received into the license field on this page.
2. Click **Save**.
3. In the AirWave licensing agreement, click **I Accept** to agree to the license terms and apply the license key.

## Change the Default User

For security reasons, it's a good idea to change the default user name and password. You can do this from the **AMP Setup > Users** page. Refer to the procedure [Creating AirWave User Roles](#) in the *AirWave 8.2.9 User Guide* for additional information.

## Navigate the WebUI

The AirWave WebUI contains the following elements on every page:

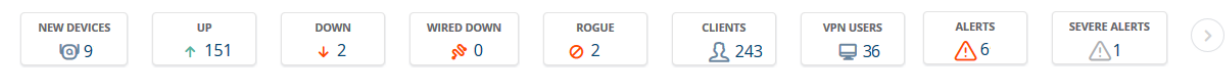
- Header statistics
- Search utility
- Navigation sidebar
- Documentation links

## Header Statistics

The top header of each AirWave WebUI page displays icons that provide counts on newly discovered devices, device status, mismatches, rogues, clients, and both unacknowledged and severe alerts. These icons also provide direct links for immediate access to key system components.

You can customize your header statistics to display what you want to monitor. For information, see the *AirWave 8.2.9 User Guide*.

**Figure 2: Header Statistics**



## Search Utility

The **Search** field at the top of every AirWave page provides a simple way to find devices, clients, groups, and rogues. You can search for things like notes, firmware versions, serial numbers, IP addresses (IPv4 or IPv6), MAC addresses, and users.

To find something using the Search field:



1. Click ,
2. In the Search field, type a keyword or the first few letters and numbers and do one of the following:
  - Press Enter. You can change this default search method preference in the **Home > User Info** page.
  - Click the down arrow and select a method from the list of search options.
  - Click  to see quick search results, showing connected clients, which might already be your default search method.

Figure 3 shows the the search results for "00:". Results include hypertext links to additional pages, and the **Filter** icon over some columns allows for additional filtering of search returns.

**Figure 3: Example of Search Results for 00:**


| NAME              | MAC ADDRESS       | IP ADDRESS | DEVICE TYPE              | AP              | CONNECT TIME               | MODE             | FLOOR PLAN |
|-------------------|-------------------|------------|--------------------------|-----------------|----------------------------|------------------|------------|
| 00:21:6a:9a:b6:36 | 00:21:6A:9A:B6:36 | -          | Windows 7                | 6cf3:7fc6:76:8e | 13 hours 45 minutes        | 11n 5 GHz (20)   | -          |
| 00:61:71:64:cb:78 | 00:61:71:64:CB:78 | -          | iPhone                   | venupragada     | 5 days 18 hours 16 minutes | 11ac 5GHz (80)   | -          |
| 192.168.177.129   | 00:25:9C:82:5C:77 | -          | Cisco-Linksys, LLC       | rbalay          | 6 days 7 hours 51 minutes  | 11n 5 GHz (20)   | -          |
| pdedia            | 00:24:D7:63:FD:FC | -          | Windows                  | 1248-325        | 54 minutes                 | 11n 5 GHz (20)   | -          |
| -                 | 00:19:94:49:34:31 | -          | Jorjin Technologies Inc. | Outdoor1        | 18 minutes                 | 11n 2.4 GHz (20) | -          |
| -                 | 00:25:9C:DE:29:4D | -          | Windows XP               | AP325-SW        | 3 hours 19 minutes         | 11n 5 GHz (40)   | -          |

## Navigation Sidebar

The navigation bar allows you to access WebUI pages within AirWave. When you click in the AirWave WebUI and select a component from the navigation sidebar, AirWave will display monitoring, management, details, and dashboard pages to the right.

Some navigation menus, such as AMP Setup, might be hidden from a user depending on the user's role.

## Documentation Links

You can access the *AirWave 8.2.9 User Guide* and other documents by clicking  in the upper-right corner of the WebUI page, or you can select **Home > Documentation** from the navigation sidebar.

## Work with Default and Filtered Views

AirWave provides predefined, default views for lists displayed on the **Devices** and **RAPIDS** pages ([Figure 4](#)). These default views cannot be modified. However, you can adjust how much information displays in your view, then filter the results.

**Figure 4:** *Default View for Devices*



| TYPE            | VERSION | DEVICE                   | STATUS | FIRMWARE STATUS | CONFIGURATION | CONTROLLER |
|-----------------|---------|--------------------------|--------|-----------------|---------------|------------|
| Aruba 51500-48P | 7.2.2.0 | platform-dbrakid01-DCT0W | Up     | -               | Workstation   | -          |
| Aruba 7000      | 8.2.0.0 | MB-7000-View25           | Up     | -               | View          | -          |

In addition to the default view, you can create a new view, or edit and copy a view, and then save the view to access information you frequently use. For more information on filtering data from your view, see "Creating Customized Filtered Views" in the *AirWave 8.2.9 User Guide*.

## Contacting Support

|                                           |                                                                                                                                                                                                               |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Main Site                                 | <a href="http://arubanetworks.com">arubanetworks.com</a>                                                                                                                                                      |
| Support Site                              | <a href="http://support.arubanetworks.com">support.arubanetworks.com</a>                                                                                                                                      |
| Airheads Social Forums and Knowledge Base | <a href="http://community.arubanetworks.com">community.arubanetworks.com</a>                                                                                                                                  |
| North American Telephone                  | 1-800-943-4526 (Toll Free)<br>1-408-754-1200                                                                                                                                                                  |
| International Telephone                   | <a href="http://arubanetworks.com/support-services/contact-support/">arubanetworks.com/support-services/contact-support/</a>                                                                                  |
| Software Licensing Site                   | <a href="http://hpe.com/networking/support">hpe.com/networking/support</a>                                                                                                                                    |
| End-of-life Information                   | <a href="http://arubanetworks.com/support-services/end-of-life/">arubanetworks.com/support-services/end-of-life/</a>                                                                                          |
| Security Incident Response Team (SIRT)    | Site: <a href="http://arubanetworks.com/support-services/security-bulletins/">arubanetworks.com/support-services/security-bulletins/</a><br>Email: <a href="mailto:aruba-sirt@hpe.com">aruba-sirt@hpe.com</a> |



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