

AirWave 8.2.7.1



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AirWave 8.2.7.1 introduces new features and fixes to previously outstanding issues. Refer to these release notes for the most up-to-date information.

These release notes contain the following chapters:

- "New Features and Enhancements" on page 4 describes the new features and enhancements in this release.
- "Resolved Issues" on page 5 describes issues we've fixed.
- "Known Issues" on page 17 describes known issues.
- "Upgrade Instructions" on page 25 describes how to upgrade your software.

Contacting Support

Table 1: *Contact Information*

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

AirWave 8.2.7.1 is a maintenance release that introduces new features described in the following sections.

Support for New Devices

AirWave 8.2.7.1 introduces support for the following new devices:

- Aruba AP-303P access points
- Aruba Instant IAP-303P access points
- Aruba 2930M 24G and 48G Smart Rate PoE+ 1-slot switches
- HPE 5900 Switch Series

For a complete list of supported products and validated firmware versions, refer to *AirWave 8.2.7.1 Supported Infrastructure Devices*.

Importing from Ekahau Backups

If you use Ekahau 9.2 for Wi-Fi planning and site surveying, you can import data from a backup into VisualRF.

Before you begin

To ensure a seamless import:

- Configure the manufacturer and model of your APs in Ekahau.
- Check your memory allocation by going to the **VisualRF > Setup**. We recommend the following allowance: .5 GB for 1 to 75 floor plans, 1 GB for 76 to 250 floor plans, 1.5 GB for 251 to 500 floor plans, and 2 GB for 501 to 1,000 floor plans.

To import from your backup:

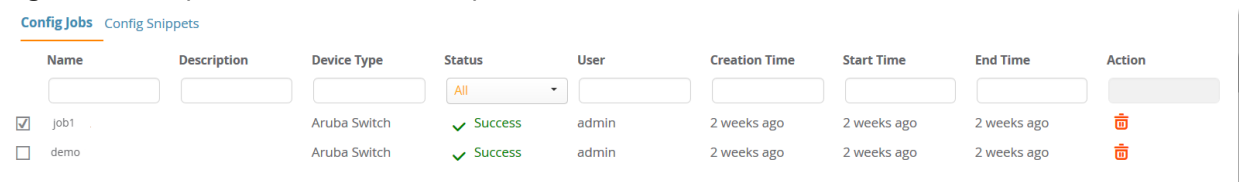
1. Navigate to **VisualRF > Import**, then click "Import Floor Plans From a Ekahau Backup".
2. Click "Begin Importing Floor Plans".
3. Follow the onscreen instructions and wait for the process to finish completely.

For information about known issues related to this functionality, see "[DE31946/DE31998](#)" on page 18

Simplified Look

We removed the icons from the left navigation sidebar and simplified timestamps on monitoring pages. Timestamps in hours, days, weeks, months, or years replace the HH:MM:SS format, as shown in [Figure 1](#).

Figure 1: Example of the New Timestamp Format



Name	Description	Device Type	Status	User	Creation Time	Start Time	End Time	Action
<input checked="" type="checkbox"/> job1		Aruba Switch	✓ Success	admin	2 weeks ago	2 weeks ago	2 weeks ago	
<input type="checkbox"/> demo		Aruba Switch	✓ Success	admin	2 weeks ago	2 weeks ago	2 weeks ago	

The following tables describe issues resolved in AirWave 8.2.7.1, 8.2.7, 8.2.6.1, and 8.2.6.

Table 2: *Issues Resolved in AirWave 8.2.7.1*

ID	Description
DE31967	<p>Symptom: AirWave pushes the uplink-vlan 233 to IAP when leaving the uplink-vlan blank</p> <p>Scenario: Now AirWave doesn't set the uplink-vlan after you delete the uplink-vlan from a thin AP Manage page.</p>
DE31959	<p>Symptom: IGC allows only 8 external captive portal profiles, including the default.</p> <p>Scenario: We increased the limit to 16 external captive profiles, including the default.</p>
DE31926	<p>Symptom: Unable to push zone setting to selected IAPs using bulk edit.</p> <p>Scenario: Now when you use the bulk edit tool, AirWave doesn't push zone setting to all the IAPs.</p>
DE31895	<p>Symptom: AirWave doesn't update the input/output (I/O) capacity information for the AP-335 multi-gigabit Ethernet port.</p> <p>Scenario: We added new values for remote port speed, so that a controller that has 2.5 GBPS as the port speed displays the I/O capacity properly.</p>
DE31787	<p>Symptom: Running command "show data path session table" from the Client Detail page displays the incorrect output.</p> <p>Scenario: We fixed the issue with wrong commands being executed from Client Detail page.</p>
DE31748 DE31661	<p>Symptom: IGC removes existing VC-specific SSIDs after creating a new SSID for the group.</p> <p>Scenario: We fixed the underlying issue which caused SSID configuration errors.</p>
DE31731	<p>Symptom: Unable to access the Rogue Detail page.</p> <p>Scenario: We've improved exception handling that caused AirWave to crash.</p>
DE31578	<p>Symptom: Delay in updating Home page graphs.</p> <p>Scenario: We fixed an underlying memory allocation issue which caused delays in graphical updates.</p>
DE31664	<p>Symptom: Unable to create report for "Most Interfering Devices" (5 GHz or 2.4 GHz).</p> <p>Scenario: AirWave reports "syslocation" correctly now and displays "no device found" for RF Health top lists.</p>
DE31574	<p>Symptom: Motorola APs 6522 and 6532 are incorrectly displayed as Motorola 100.</p> <p>Scenario: AirWave now reports the device type correctly when it discovers the Motorola AP 6522 and AP 6533.</p>
DE31518	<p>Symptom: AirWave not updating clients connected to 5 GHz radio of AP-203H.</p> <p>Scenario: AirWave now reports the correct number of clients connected to the 5 GHz radio of the AP-203H.</p>

Table 2: Issues Resolved in AirWave 8.2.7.1 (Continued)

ID	Description
DE31505	<p>Symptom: The external antenna value metric on the IAP is in dBi, but the IGC shows the value in dBm.</p> <p>Scenario: We fixed the encoding issue that caused the value conversion.</p>
DE31457	<p>Symptom: An issue is resolved that could prevent AirWave from correctly displaying client information in VisualRF.</p> <p>Scenario: Improvements to internal timeout intervals resolve an issue that could prevent VisualRF from displaying information about connected clients.</p>
DE31343	<p>Symptom: When a new device was added to the station black list and the controller sent AirWave an wlsxNStationAddedToBlackList trap message, AirWave could fail to correctly display an alert message warning users of this change.</p> <p>Scenario: AirWave correctly displays an alert message when the controller sends a trap message warning that a new device has been added to the station black list.</p>
DE31153	<p>Symptom: IAPs stop communicating with AirWave after installing a custom certificate.</p> <p>Scenario: AirWave support only RSA key certificates. When a user uploads a non-RSA key certificate, AirWave will display an error message.</p>
DE31036	<p>Symptom: Enhancements to the VisualRF feature allows users to upload VisualRF floor plans in .dwg format using the AirWave WebUI.</p> <p>Scenario: This release resolves an issue that could allow the WebUI to stop responding when floor plans in .dwg format were uploaded to AirWave using the VisualRF > Floor Plans > Edit > New Floor Plan section of the AirWave WebUI.</p>
DE30993	<p>Symptom: Device uptime report shows SNMP and ICMP communication time as more than 100%.</p> <p>Scenario: This resolves the issue where recent Device Uptime reports showed the incorrect SNMP and ICMP communication times.</p>
DE30968	<p>Symptom: AirWave didn't display information for an AP's upstream devices and upstream ports on the Device Info section of the Devices > Monitor page.</p> <p>Scenario: Upstream device and upstream port for monitored access points display properly now.</p>
DE30942	<p>Symptom: Clients connected to APs on the same floor occasionally appear outside the floor plan.</p> <p>Scenario: Improvements to the VisualRF feature allow connected clients to consistently appear in their correct locations on a selected floor plan.</p>
DE30780	<p>Symptom: Cisco IOS APs are deleted from deployed APs in VisualRF if single poller runs before AP's radio are detected.</p> <p>Scenario: We fixed this issue by updating the AP authorization information for only AMP APs found during polling.</p>
DE30679	<p>Symptom: Unable to modify any setting on Network page once Ethernet bonding is enabled.</p> <p>Scenario: AMP Setup > Network will now configure the interface.</p> <p>NOTE: See related known issue "DE32042" on page 17.</p>

Table 2: Issues Resolved in AirWave 8.2.7.1 (Continued)

ID	Description
DE30538	<p>Symptom: AirWave WebUI displayed incorrect IP addresses for wired clients using 802.1X authentication to connect to an HP switch.</p> <p>Scenario: AirWave now displays correct IP addresses these clients.</p>
DE30499	<p>Symptom: Devices displayed in the Most Transmit Power section of the RF Health report were not ranked correctly, and devices with more transmit power changes appeared farther down the list than devices with fewer changes.</p> <p>Scenario: The Most Transmit Power changes section of the RF Health report correctly ranks devices according to the number of power changes.</p>
DE30173	<p>Symptom: Individual layers of a .dwg file appeared in unexpected locations on a VisualRF floor plan.</p> <p>Scenario: When a user uploads individual layers of a .dwg floor plan into VisualRF, the walls in each layer appear in the expected location.</p>
DE30097	<p>Symptom: On the AMP Setup page, entering 0 for a data retention period doesn't disable the option.</p> <p>Scenario: We removed the description "zero disables" from the option labels. If you enter 0, AirWave keeps the data indefinitely. If you want to keep the data for a minimum length of time, enter 1.</p> <p>NOTE: After an upgrade to AirWave 8.2.7.1, AirWave resets the following AMP settings from 0 to default values:</p> <ul style="list-style-type: none"> ● Client Association Relevance Factor ● Rogue AP Discovery Events ● Client Association and VPN Session History ● Delete Rogues not detected for
DE29481	<p>Symptom: Maximum and average incoming values are same for daily network usage reports.</p> <p>Scenario: We added a line at the top of the daily network usage report stating that AirWave will show the same values for Max In and Max Out if the date range on the report is less than 5 minutes.</p> <p>NOTE: This issue has not been fixed for custom reports.</p>
DE29447	<p>Symptom: AirWave discovered a controller's identify twice when that controller was supporting both IPv4 and IPv6 clients, allowing a single device to appear twice in device lists.</p> <p>Scenario: AirWave now discovers and identifies each controller only once, regardless of whether clients connecting to that controller are using IPv4, IPv6, or both protocols.</p>
DE29440	<p>Symptom: The location column in the Inventory > Devices report for Juniper devices failed to display device location data.</p> <p>Scenario: AirWave properly displays location information for Juniper devices on both the Device Summary > Devices page of the WebUI and the Inventory > Devices report.</p>
DE26985	<p>Symptom: The Groups > Controller Config> Security > Server Groups> Internal page displayed incorrect information for guest users managing a controller in managed mode.</p> <p>Scenario: AirWave now displays guest users correctly, matching the guest client information displayed on the Configuration > Security > Authentication > Internal DB page of the controller WebUI.</p>
DE24650	<p>Symptom: The search bar appeared incorrectly at the top of the Home > Overview page when a primary AirWave server failed over to a secondary failover server.</p> <p>Scenario: This release resolves an issue that prevented the Home > Overviews page from correctly displaying after a failover.</p>

Table 3: Issues Resolved in AirWave 8.2.7

ID	Description
DE31329 DE31422	<p>Symptom: After upgrading from AirWave 8.2.3 to 8.2.6.1, the configuration status of a managed Instant AP showed a mismatch. Similarly, the configuration status showed a mismatch after a successful configuration push.</p> <p>Scenario: AirWave now handles the RF profile correctly for Instant APs running versions of Aruba Instant earlier than 8.3.0.0.</p>
DE31273	<p>Symptom: When pushing a configuration using the Instant GUI Config (IGC), AirWave adds double quotation marks to the RADIUS server password.</p> <p>Scenario: Now AirWave adds double quotation marks only for passwords with a space.</p>
DE31264	<p>Symptom: When doing a bulk template update to manage firmware versions on device groups, AirWave creates an extra VC template, causing configuration push errors.</p> <p>Scenario: AirWave no longer allows mixed firmware versions on a template. If you have multiple groups with different firmware versions to update, you must manually update each version with a template.</p>
DE31243	<p>Symptom: After generating the AppRF report, older data was missing although AirWave is configured to retain up to 30 GB of AppRF data for 30 days.</p> <p>Scenario: We changed the way AirWave handles errors during nightly maintenance so that data that is present remains usable.</p>
DE31241 DE31371	<p>Symptom: After changing the user name and password for a device, or the SNMP community string, with a configuration template, AirWave couldn't communicate with the device.</p> <p>Scenario: AirWave now updates the configuration status when changes are made, or before pushing the configuration change to the device when the device becomes reachable.</p>
DE31216	<p>Symptom: After changing ARM power range settings, the configuration push from the IGC resulted in a mismatch.</p> <p>Scenario: AirWave now handles the RF profile correctly for Instant APs running versions of Aruba Instant earlier than 8.3.0.0.</p>
DE31214	<p>Symptom: Report output included client information from restricted folders.</p> <p>Scenario: We fixed the issue with folder restrictions and created a new client report.</p>
DE31207	<p>Symptom: Couldn't modify the wired network configuration from the Instant Config page.</p> <p>Scenario: When you create a wired network, configuration changes made on the Instant Config page for the VC get pushed normally.</p>
DE31195	<p>Symptom: You couldn't contain rogue APs on controller running ArubaOS 8.2.x.x.</p> <p>Scenario: Underlying issues with ArubaOS have been fixed, and, when enabled, rogue containment works properly now.</p>
DE31190	<p>Symptom: In AppRF, the destination showed "dnsdel," but, when you open the WebUI for the controller, "dnsdel" isn't listed in the Destination tab.</p> <p>Scenario: This issue occurred when a DNS entry is deleted and the controller sends "dnsdel" to AirWave. Now, AirWave doesn't display this as the destination.</p>

Table 3: Issues Resolved in AirWave 8.2.7 (Continued)

ID	Description
DE31189 DE30073	<p>Symptom: When you uploaded more than one floor plan, VisualRF became unavailable and restarted on the second upload.</p> <p>Scenario: We fixed the memory issue which occurred when DWG files are more than 500 KB.</p>
DE31181 DE30811	<p>Symptom: The VC or IAP configuration status was stuck in "Verifying" until you restarted the daemons.</p> <p>Scenario: We fixed the memory allocation issue.</p>
DE31147	<p>Symptom: AirWave showed a configuration mismatch when the IGC saved the IPv6 address without stripping the leading zeroes.</p> <p>Scenario: The IGC now strips the zeroes and saves the configuration.</p>
DE31143	<p>Symptom: In VisualRF, the floor plan is blurred a day after being uploaded.</p> <p>Scenario: We fixed the issue that occurred when 2 files (JPEG and SVG) were created in one floor plan.</p>
DE31134	<p>Symptom: The SNMP trap "wlsxLicensePlatformMismatch" is seen in the AirWave WebUI although AirWave isn't configured as a trap receiver for the Instant AP.</p> <p>Scenario: AirWave now handles the RF profile correctly for Instant APs running versions of Aruba Instant earlier than 8.3.0.0.</p>
DE31132	<p>Symptom: IGC didn't allow you to configure more than 1 DSCP value, or to type more than 2 digits for DSCP mapping.</p> <p>Scenario: AirWave now supports assigning multiple DSCP values for the same WMM standard.</p>
DE31102	<p>Symptom: VisualRF doesn't retain the aspect ratio of a DWF image and shows dark triangles on the floor plan.</p> <p>Scenario: We fixed the issues which caused the aspect ratio and triangle errors on the floor plan.</p>
DE31092	<p>Symptom: There is no SNMPv3 protocol privacy AES option in the IGC.</p> <p>Scenario: The IGC has been updated. When you create an SNMPv3 user in the IGC, go to System > Monitoring and select DES or AES from the privacy protocol menu.</p>
DE31091	<p>Symptom: When you select Enable Instant GUI Config on the Groups > Basic page, AirWave doesn't push the DNS IP address for a VC although the IP address is set on the configuration template.</p> <p>Scenario: This issue has been fixed and the IGC pushes the IP address properly.</p>
DE31071	<p>Symptom: After upgrading the AirWave 8.2.6, the channel utilization and performance graphs didn't continuously update.</p> <p>Scenario: We changed the way AirWave handles negative interference which caused this issue.</p>
DE30994	<p>Symptom: AirWave failed to push or verify configurations for Aruba switches.</p> <p>Scenario: We fixed the database error which caused this issue.</p>

Table 3: Issues Resolved in AirWave 8.2.7 (Continued)

ID	Description
DE30989	<p>Symptom: The Reboot selected devices menu option from the Modify Devices tool didn't work for ArubaOS 8.0.x.x managed devices.</p> <p>Scenario: We added support for ArubaOS 8.0.x.x managed devices, so that you can reboot the selected devices.</p>
DE30964	<p>Symptom: Clarity Live information on the Home page doesn't display all the AP or client details.</p> <p>Scenario: This issue no longer occurs when AirWave doesn't know all the IP addresses configured on the controller.</p>
DE30910	<p>Symptom: You couldn't configure a banner for an internal captive portal using characters like õ, ä, ö, and ü.</p> <p>Scenario: We have added support for non-ASCII characters.</p>
DE30802	<p>Symptom: Usage graph (RRD) showed "No data available" in the monitoring page for the controller.</p> <p>Scenario: We fixed the issue that caused AirWave to drop the BSSID tunnel data.</p>
DE30609	<p>Symptom: AMP didn't show VPN users and sessions although the "Prefer AMON vs SNMP Polling" option is enabled.</p> <p>Scenario: As a workaround to an underlying ArubaOS issue, we added a flag in AMP Setup > General page called "Prefer SNMP Polling for VPN Clients". If enabled, AirWave will continue to retrieve VPN data over SNMP even if "Prefer AMON vs SNMP Polling" is enabled.</p>
DE30582	<p>Symptom: In VisualRF, IAPs organized in groups and folders under deployed APs didn't appear in the deployed AP list.</p> <p>Scenario: This issue occurred because AirWave didn't have folder information for the IAP when sending update messages to VisualRF. Now every update message has folder and group IDs.</p>
DE30551	<p>Symptom: The <i>AirWave 8.2.6.1 Supported Devices Guide</i> didn't list the AP 303HR in Table 1, "ArubaOS Device Support".</p> <p>Scenario: This information has been added to the <i>AirWave 8.2.7 Supported Devices Guide</i>.</p>
DE30530	<p>Symptom: Upgrading from AirWave 8.0.11.2 to 8.2.5.1 failed.</p> <p>Scenario: This issue has been fixed, and now you can upgrade to AirWave 8.2.5.1 from any 8.0 release.</p>
DE30510 DE28933 DE30282	<p>Symptom: Font resolution in DWG files differs after upgrading to AirWave 8.2.3.1 or later.</p> <p>Scenario: This VisualRF issue has been previously resolved in AirWave 8.2.5.1.</p>
DE30481	<p>Symptom: The hostname for an IAP changed to a MAC address after rebooting the device in the IGC.</p> <p>Scenario: This issue has been fixed, and the hostname displays correctly.</p>
DE30446	<p>Symptom: Unable to audit the device when password configuration control is enabled for the Aruba 2930F switch.</p> <p>Scenario: This issue has been fixed, and AirWave can audit the switch.</p>

Table 3: Issues Resolved in AirWave 8.2.7 (Continued)

ID	Description
DE30069	<p>Symptom: Inventory report showed inconsistent data.</p> <p>Scenario: We fixed the issue caused by AirWave looking for the Aruba thin AP's instead of the hardcoded vendor name.</p>
DE29304	<p>Symptom: Error message seen in AirWave boot log after every reboot.</p> <p>Scenario: We fixed the Perl library path that generated the boot error message.</p>
DE29257	<p>Symptom: AirWave automatically logged out after you logged in using Internet Explorer 11.</p> <p>Scenario: We fixed the token mismatch error that caused this issue AirWave 8.2.2.x, 8.2.3.x, and 8.2.4.</p> <p>NOTE: After upgrading to AirWave 8.2.7, delete the cookies and clear the cache in Internet Explorer 11.</p>
DE28643	<p>Symptom: WebUI crashes while navigating to Report > Definition page when the timezone on the AirWave server is set to the time in São Paolo, Brazil.</p> <p>Scenario: We fixed this issue by updating the time zone library.</p>
DE28542	<p>Symptom: Incorrect timestamp shown in the client diagnostics graph.</p> <p>Scenario: The graph will use UTC time zone, depending on the user's time zone settings.</p>
DE28432	<p>Symptom: Network usage reports show graphs but also say "No Data to Report" at the bottom of the page, so AirWave doesn't send the reports by email as it should.</p> <p>Scenario: This issue has been fixed in this release.</p>
DE28297	<p>Symptom: AirWave cached 100 GB of work_queue_clobber data, and disk space filled up every 2 days even after clearing all the logs and older backups.</p> <p>Scenario: We fixed this issue by making some changes to the AppRF tables.</p>
DE28201	<p>Symptom: Channel overlay option doesn't show the "show overlapping areas" option.</p> <p>Scenario: The overlay option doesn't work with 80 Mhz channel width and Channel 52 to 64, or when you select all channels. You can workaround this issue by upgrading to AirWave 8.2.6.1.</p>
DE27631	<p>Symptom: Sometimes auto-match times out in the WebUI.</p> <p>Scenario: Now AirWave shows a UI notification when restore and auto-match are in progress.</p>

Table 4: Issues Resolved in AirWave 8.2.6.1

ID	Description
DE30997	<p>Symptom: An IAP could be managed locally and through the IGC at the same time.</p> <p>Scenario: This issue has been fixed, and the IGC displays a mismatch if local changes are made.</p>
DE30982	<p>Symptom: IAPs and factory-set IAPs shipped with AOS 8.3.0.0 or later don't contain the country codes for US and the US territories (AS, FM, GU, MH, MP, PR, US, and VI).</p> <p>Scenario: To set these country codes on IAPs running AOS 8.3.0.0 or later:</p> <ol style="list-style-type: none"> 1. Enable IGC > AirWave > AirWave Setting > Allow Configuration of Country Code. 2. Set the country codes on IGC > System > General > Country Code.

Table 4: Issues Resolved in AirWave 8.2.6.1 (Continued)

ID	Description
DE30903	<p>Symptom: The AirWave SNMP MIB file wasn't current.</p> <p>Scenario: We updated the SNMPv1 MIBs to continue supporting SNMPv1 traps.</p>
DE30821	<p>Symptom: During a vulnerability scan, we found that AirWave 8.2.6.1 supported weak algorithms.</p> <p>Scenario: AirWave now requires strong ciphers for the SSH daemon (sshd) and not for the outbound SSH traffic.</p>
DE30797	<p>Symptom: After upgrading the firmware on the controller to AOS 8.2.0.2, geographic settings used with Google Maps were missing from the APs/Devices > Manage page.</p> <p>Scenario: We added Latitude, Longitude, and Altitude options to the Settings section of the APs/Devices > Manage page.</p> <p>To enter the information:</p> <ol style="list-style-type: none"> 1. Navigate to APs/Devices > List, then right click the device and select Manage from the shortcut menu to access the Management page. 2. Enter your coordinates. 3. Click Save and Apply.
DE30724	<p>Symptom: Unable to edit and save external captive portal settings for IAP from the Instant GUI Config if you used a space in the new profile name.</p> <p>Scenario: AirWave now allows spaces in external captive portal profile names.</p>
DE30707	<p>Symptom: The network edge was missing in the topology map after a web socket update.</p> <p>Scenario: Topology gets the latest network status and no longer shows a down device without a link, appearing as standalone devices in the topology map.</p>
DE30703	<p>Symptom: Time zone changes weren't updated in the /etc/sysconfig/clock file.</p> <p>Scenario: Now, when AirWave updates the local time zone (for example, during a software upgrade), it updates the time zone in the /etc/sysconfig/clock file.</p>
DE30673	<p>Symptom: RF health report shows PHY and MAC errors as greater than 100%.</p> <p>Scenario: We've changed the way AirWave interprets PHY and MAC errors sent and received on the channel.</p>
DE30666	<p>Symptom: Unable to delete an SSID profile from a VC in a group of VCs.</p> <p>Scenario: You can override the SSID profile to hide or disable the VC.</p>
DE30653 DE30557	<p>Symptom: AirWave shows two 5 GHz interfaces.</p> <p>Scenario: AirWave now supports the Cisco 2802 AP.</p>
DE30646 DE30512	<p>Symptom: Topology page doesn't load the topology map when you log into the AirWave WebUI with a host name.</p> <p>Scenario: We fixed the underlying issue of multiple cookies that prevented AirWave from loading the topology map.</p>

Table 4: Issues Resolved in AirWave 8.2.6.1 (Continued)

ID	Description
DE35816	<p>Symptom: Error message "Failed to enable 'Prefer AMPN vs SNMP Polling' since its Telnet/SSH credentials are empty" appear in Event logs.</p> <p>Scenario: AirWave doesn't check for empty ssh credentials when the use_amon_vs_snmp option is disabled.</p>
DE30422	<p>Symptom: Unable to get most of the report summary while using API by latest_report.xml.</p> <p>Scenario: We added summary XML to the client session report in the latest_report.xml.</p>
DE30386	<p>Symptom: Automated backup transfer didn't work when the external server is a Windows server.</p> <p>Scenario: We fixed the automated backup transfer to work with Solarwinds SFTP Server.</p>
DE30362	<p>Symptom: Graphs behaved strangely when you selected Nov 5, which is the change over date to Daylight Savings Time (DST).</p> <p>Scenario: We prevented AirWave from automatically adjusting time for change to DST.</p>
DE30308	<p>Symptom: In AirWave 8.2.5.1, when you selected the "Client Association" or "Client Neighbors" relation line options, VisualRF didn't display them in your floor plan view.</p> <p>Scenario: We fixed the way VisualRF receives and processes neighbor RSSI values from an AMON message. Now you can see these relation lines when you customize your floor plan with these options.</p>
DE30262	<p>Symptom: After replacing hardware on an AP, AirWave retained the old controller ID.</p> <p>Scenario: AirWave now updates the controller ID for the new hardware.</p>
DE28190	<p>Symptom: Graph lines were horizontal, and the Service Watcher log showed that processes reached memory limits and tried to restart.</p> <p>Scenario: When the host name for an AirWave server can't be resolved in DNS, AirWave will restart the RabbitMQ server.</p>

Table 5: Issues Resolved in AirWave 8.2.6

ID	Description
DE30706	<p>Symptom: Full config push didn't take the IPv6 address of the AirWave server.</p> <p>Scenario: AirWave supports only full config, config jobs, and ZTP for IPv6 addresses.</p>
DE30621	<p>Symptom: Unable to add planned APs to floor plan when you set the service level to signal.</p> <p>Scenario: Now when you click Add APs to Floor Plan, VisualRF adds the APs to the floor plan.</p>
DE30590	<p>Symptom: Unable to configure captive portal to use an external CP using authenticated text in Instant config page.</p> <p>Scenario: You can successfully create an SSID from the Instant GUI Config without an authentication server.</p>

Table 5: *Issues Resolved in AirWave 8.2.6 (Continued)*

ID	Description
DE30542	<p>Symptom: The AirWave 8.2.5.1 release notes stated incorrectly that you could upgrade directly from AirWave 8.0 to 8.2.5.1.</p> <p>Scenario: The following correction was made to the AirWave 8.2.5.1 Release Notes: You can upgrade directly to AirWave 8.2.5.1 from the following software versions: AirWave 8.2.2, 8.2.2.1, 8.2.3, 8.2.3.1, 8.2.4, 8.2.4.1, and 8.2.5. If you are running earlier versions of AirWave, upgrade to AirWave 8.2.2 before upgrading to 8.2.5.1.</p>
DE30540	<p>Symptom: The User Role field is blank for a Dot1x user connected to the switch although the user role is sent from the switch to the AirWave server.</p> <p>Scenario: Now the role name for the Dot1x user displays in the Connected Devices table for the switch.</p>
DE30537	<p>Symptom: The header column doesn't move when you scroll through the Connected Clients section on the APs/Devices > Monitor page for a switch.</p> <p>Scenario: This issue has been fixed and is no longer seen in Chrome, IE, and Firefox browsers.</p>
DE30531 DE30523	<p>Symptom: Channel utilization, goodput, and radio channel display "no data available" on the Radio Statistics page for the AP after upgrading the 7220 controller from AOS 8.1.0.3 to 8.2.0.1.</p> <p>Scenario: We fixed the way AirWave calculates channel utilizations and can get the radio information now.</p>
DE30514 DE30351	<p>Symptom: Unable to see the application-based access rules on Instant GUI of the AirWave server, or push any configuration to the VC.</p> <p>Scenario: An issue with the Instant GUI Config CLI that prevented access rules mapped to roles from displaying properly or config pushes to work has been fixed.</p>
DE30509	<p>Symptom: Unable to see an AP when you go to the Instant GUI Config on an AirWave server running AirWave 8.2.5.1.</p> <p>Scenario: APs display properly in the Instant GUI Config page.</p>
DE30504	<p>Symptom: Clarity Live shows only DNS even though it receives data.</p> <p>Scenario: We fixed this issue and see all information displayed properly in Clarity Live.</p>
DE30495	<p>Symptom: Master console shows incorrect counts for unique APs in summary report for network-wide client sessions.</p> <p>Scenario: Master Console shows the unique mac address aggregated from different AirWave servers.</p>
DE30465 DE30434	<p>Symptom: AirWave continuously attempts to connect via SSH to the VSF switch regardless of configuration status, causing high CPU utilization.</p> <p>Scenario: This issue has been resolved.</p>
DE30452	<p>Symptom: Mismatches for transmit power due to sorting on AirWave 8.2.5.1.</p> <p>Scenario: This configuration mismatch issue has been resolved.</p>
DE30418	<p>Symptom: Flat Graph lines due to FastMmap cache size issue (topic: association_tables).</p> <p>Scenario: This graphing issue has been resolved.</p>

Table 5: Issues Resolved in AirWave 8.2.6 (Continued)

ID	Description
DE30410	<p>Symptom: AirWave 8.2.5 incorrectly shows overrides when there are none.</p> <p>Scenario: This issue has been fixed, and AirWave doesn't show configuration overrides when none are present.</p>
DE30392	<p>Symptom: BSSID API doesn't work properly for Cisco APs after upgrading to AirWave 8.2.5.</p> <p>Scenario: AirWave correctly shows radio data from the BSSID API for Cisco devices now.</p>
DE30390	<p>Symptom: Failover upgrade process from AirWave 8.2.2 to 8.2.5 hangs.</p> <p>Scenario: The failover upgrade process continues without stopping indefinitely at a configuration check.</p>
DE30350 DE29633	<p>Symptom: After changing the time zone to Australian Eastern Standard Time (AEST) from the CLI, the time zone name is displayed incorrectly in the WebUI as Eastern Standard Time (EST).</p> <p>Scenario: The time zone name has been corrected to display as AEST in the WebUI.</p>
DE30503 DE30343	<p>Symptom: Client connected list doesn't show in AirWave for IAP 105 and IAP 205.</p> <p>Scenario: We fixed this issue by encoding the ALC payload, so client statistics populate correctly in AirWave.</p>
DE30311	<p>Symptom: After upgrading to AirWave 8.2.5, the same computer model icon is used for all device models in VisualRF.</p> <p>Scenario: The issue has been fixed and you can see correct icons for different device models in VisualRF.</p>
DE30281	<p>Symptom: Ambiguity in the license report in CSV format.</p> <p>Scenario: We've fixed the formatting of the "Total License Used" and "Campus License Used" columns so that you can read both the number and percentage of licenses in the CSV file.</p>
DE30252	<p>Symptom: Bulk edit configuration is not updating.</p> <p>Scenario: We removed the save option when you do a bulk edit in the Instant GUI Config, so your changes apply automatically.</p>
DE30249	<p>Symptom: The Argentina Time (ARST) in the WebUI is an hour ahead of the time shown on the hardware clock of the AirWave server.</p> <p>Scenario: We fixed this issue by updating the time zone library.</p>
DE30242	<p>Symptom: Unable to change the "Authentication" option from "Authentication server" to "Internal," or from "Authentication Server w/fallback to Internal" to "Internal" using the Instant GUI Config.</p> <p>Scenario: Changing the configuration setting works properly now.</p>
DE30213	<p>Symptom: The campus background disappears if you open VisualRF on a mobile device.</p> <p>Scenario: We fixed the issue that caused the campus background to disappear.</p>
DE30172	<p>Symptom: AirWave doesn't update the switch interface description after you add the switch.</p> <p>Scenario: The switch description displays correctly in the Physical Interfaces table now.</p>

Table 5: *Issues Resolved in AirWave 8.2.6 (Continued)*

ID	Description
DE30163	Symptom: Nginx doesn't start up if you change the host name from the CLI. Scenario: The underlying issue with changes to the /etc/hosts file has been fixed.
DE30088	Symptom: Number of concurrent max clients is incorrect in the device summary report. Scenario: The number of concurrent max clients connected displays correctly now.
DE30060	Symptom: AirWave unable to archive Cisco WLC device configuration. Scenario: AirWave archives the configuration only when there is a change in desired configuration and during the attempt to push the configuration to the device.
DE29956	Symptom: Multiple alerts issued for the same rogue. Scenario: We've fixed the condition which would cause AirWave to generate multiple alerts in email and NMS notifications for the same detected rogue.
DE28444	Symptom: The RAP wired clients' usage isn't seen in usage reports. Scenario: The issue with reports has been fixed, and RAPs with wired and wireless clients connected to them show client usage properly on the monitoring page and in the clients' detail pages.
DE28257	Symptom: AirWave doesn't generate VisualRF down alerts. Scenario: The VisualRF down alert is now triggered when the VisualRF process shuts down.

This chapter identifies the known issues in AirWave 8.2.7.1, 8.2.7, 8.2.6.1 and 8.2.6.

Table 6: *Known Issues in AirWave 8.2.7.1*

ID	Description
DE32069	<p>Symptom: In VisualRF, for some floors, some of the clients are shown outside of the floor plan.</p> <p>Scenario: If you click on the floor plan, you can see the client appears outside of the floor plan in the top left corner.</p> <p>Workaround: There is no workaround.</p>
DE32048	<p>Symptom: In the Client Diagnostics page, the client is shown outside of the floor plan.</p> <p>Scenario: If you click on the floor plan, you can see the client appears outside of the floor plan in the top left corner.</p> <p>Workaround: There is no workaround.</p>
DE32042	<p>Symptom: The AMP Setup > Network page shows information for eth1 although the update changes take place against eth0.</p> <p>Scenario When you configure eth0 and eth1, changes to the IP address for eth1 are made against the wrong interface.</p> <p>Workaround: There is no workaround.</p>
DE32037	<p>Symptom: In Visual RF, if you want to drag and drop devices into the floor plan, the folder list is empty and then group list becomes empty when you switch views again.</p> <p>Scenario: This issue occurs when you select the "By Folder" view.</p> <p>Workaround: You can work around this issue by using the "By Group" view:</p> <ol style="list-style-type: none"> 1. Refresh your browser. VisualRF returns to the floor plan view. 2. Click Edit, then click Add Deployed Devices. The devices in the group will display properly.
DE32036	<p>Symptom: The floor plan image doesn't display in the Rogue Detail page as expected.</p> <p>Scenario: When you click on the suspected rogue, the Detail page shows a broken image in place of the floor plan.</p> <p>Workaround: There is no workaround.</p>
DE32026	<p>Symptom: The floor plan image doesn't display in the Client Detail page as expected.</p> <p>Scenario: When you drill down to the Client Details page, the floor plan shows a broken image in place of the floor plan.</p> <p>Workaround: There is no workaround.</p>

Table 6: *Known Issues in AirWave 8.2.7.1 (Continued)*

ID	Description
DE32010	<p>Symptom: If no hostname was provided for the AMP server, the AMP Setup > Network page will not respond if hostname returns "localhost.localdomain".</p> <p>Scenario: This issue occurs when attempting to save the form with the hostname set to "localhost.localdomain".</p> <p>Workaround: From the AMP CLI menu, select 8 to open the Advanced menu, then select 4 to set the hostname of the AMP server.</p> <p>NOTE: Changing the hostname causes the AMP services to restart.</p>
DE31995	<p>Symptom: The usage graph on the monitoring page for a Mobility Master controller doesn't show the correct data.</p> <p>Scenario: If you look at the usage graph on the monitoring page for the AP, the data should be the same for clients connected to the AP with the same SSID.</p> <p>Workaround: There is no workaround.</p>
DE31946/ DE31998	<p>Symptom: After importing a backup, VisualRF doesn't display all APs on the floor plan.</p> <p>Scenario: When the AP model and AP vendor settings aren't configured, heat maps don't display because VisualRF can't get the radio information correctly.</p> <p>Workaround: For VisualRF to show the APs, configure the AP model and vendor on import.</p>
DE31938	<p>Symptom: PUTN 1.0 clients don't appear in AirWave although AMON is enabled.</p> <p>Scenario: PUTN 1.0 clients will not appear in AirWave with AMON enabled when the AOS version is less than 8.4.0.0.</p> <p>Workaround: There is no workaround.</p>
DE31904	<p>Symptom: Scheduled firmware upgrade runs immediately instead of at the scheduled time.</p> <p>Scenario: The issue occurs when the upgrade is scheduled for "tonight at HH:MM".</p> <p>Workaround: When scheduling the upgrade, use the time format "today at HH:MM".</p>
DE31878	<p>Symptom: Client count is inconsistent in an AOS 8.x cluster environment with SNMP polling.</p> <p>Scenario: AirWave experiences issues with SNMP polling to manage the AOS cluster setup.</p> <p>Workaround: As a workaround, go to AMP Setup > General > Additional AMP Services and select the "Prefer AMON vs SNMP Polling" option.</p>
DE31801	<p>Symptom: AirWave doesn't provide interface details for the HPE 5930 Switch Series.</p> <p>Scenario: There are no physical or virtual interfaces on the Interfaces page and, subsequently prevents the topology map from showing the device.</p> <p>Workaround: There is no workaround.</p>
DE31800	<p>Symptom: AirWave doesn't display the usage graph for the HPE 5930 Switch Series as expected.</p> <p>Scenario: AirWave doesn't display any usage statistics on the monitoring page for the switch.</p> <p>Workaround: There is no workaround.</p>

Table 6: Known Issues in AirWave 8.2.7.1 (Continued)

ID	Description
DE31774	<p>Symptom: The PAPI handler consumes the most CPU time.</p> <p>Scenario: CPU utilization nears 100% quickly when this issue occurs.</p> <p>Workaround: We recommend increasing from 24 GB to 32 GB of RAM.</p>
DE31555	<p>Symptom: ArubaOS-CX switches don't appear in the Topology page although AirWave discovers the LLDP neighbours at both ends.</p> <p>Scenario: AirWave discovers these switches and reports the neighbors in the Neighbors tab on the switch monitoring page, but doesn't display the switch in the topology map.</p> <p>Workaround: There is no workaround.</p>
DE31481	<p>Symptom: The stack icon will not display properly in the Devices list when you navigate to Devices from VisualRF using the navigation sidebar.</p> <p>Scenario: This issue occurs when you go to the VisualRF page and then navigate to the Devices tab, which lists discovered stack devices.</p> <p>Workaround: Refresh the browser to display the stack icon.</p>
DE31424	<p>Symptom: Clients on ArubaOS 8.x cluster not showing correct location in VisualRF.</p> <p>Scenario: ArubaOS 8.x does not by default send RSSI messages required for client location.</p> <p>Workaround: For AOS 8.x controllers, configure the IDS general profile as follows:</p> <ol style="list-style-type: none">1. Log in to the web management interface for the controller.2. Navigate to AP Group > Profiles.3. Select IDS General from the list of profiles for the default group.4. Enable station RSSI messages.5. Set the station RSSI message interval to 300 seconds.
DE31355	<p>Symptom: AirWave receives SNMPv3 traps but doesn't update them.</p> <p>Scenario: This issue occurs when you have configured SNMPv3 on the controller running AOS 6.x.</p> <p>Workaround: N/A</p>
DE31300	<p>Symptom: Unable to load Topology page.</p> <p>Scenario: This issue occurs after upgrading from AirWave 8.2.5.1 to 8.2.6.1 on multiple browsers, including Google Chrome and Mozilla Firefox.</p> <p>Workaround: There is no workaround.</p>
DE31154	<p>Symptom: Unable to load Topology page.</p> <p>Scenario: This issue occurs after upgrading to Airwave AirWave 8.2.6 or 8.2.6.1.</p> <p>Workaround: There is no workaround.</p>
DE30919	<p>Symptom: Radio graph shows PHY error is larger than total packets in the AirWave server.</p> <p>Scenario: Technically, the graph shows correct stats. It's expected that TotalPackets can be less than PhyErrors since total packets accounts for per-AP traffic, while Phy/Mac errors accounts for all errors detected in RF neighborhood across all APs.</p> <p>Workaround: N/A</p>

Table 6: *Known Issues in AirWave 8.2.7.1 (Continued)*

ID	Description
DE29624	<p>Symptom: Brocade switch is not showing on Client > Diagnostics page.</p> <p>Scenario: This issue has been reported with AirWave 8.2.3.1.</p> <p>Workaround: There is no workaround.</p>
DE29561	<p>Symptom: On the Interface Summary page for controllers, the Mode displays "Access" instead of "Trunk".</p> <p>Scenario: This issue occurs when you change the interface configuration from access to trunk port on a 7240 controller because there is no OID support in AOS.</p> <p>Workaround: There is no workaround.</p>
DE27568	<p>Symptom: AirWave doesn't update the upstream device information when using SNMPv3.</p> <p>Scenario: This issue occurs when polling a Cisco switch by SNMPv3.</p> <p>Workaround: Change the SNMP polling option to SNMPv2.</p>
DE25666	<p>Symptom: Users with the role "sm sponsor" and "sm client" could previously access VisualRF directly from several URLs.</p> <p>Scenario: HTTPS access to VisualRF is no longer authorized for users with roles "sm sponsor" and "sm client".</p> <p>Workaround: There is no workaround.</p>

Table 7: *Known Issues in AirWave 8.2.7*

ID	Description
DE31783	<p>Symptom: If you import CAD files, VisualRF subsequently pixelates or blurs the map and crashes when you try to import DWG files.</p> <p>Scenario: This issue occurs with files saved with AutoCAD 2019.</p> <p>Workaround: Export the CAD file to an older version format, such as AutoCAD 2010, and try to import the floor plan again.</p>
DE31655	<p>Symptom: Config jobs defined on the Groups > Config Jobs page of the AirWave WebUI cannot be run for a local controller or managed device running ArubaOS 8.x.</p> <p>Scenario: AirWave is not able to push a configuration to for a local controller or managed device running ArubaOS 8.x. The AirWave 8.2.7 WebUI allows you to create a config job for these devices, but this feature is not supported on a local controller or managed device running ArubaOS 8.x, and the config job will fail.</p> <p>Workaround: There is no workaround.</p>
DE31554	<p>Symptom: Config Job status is failed for the command that has an informative response from the device although the config command pushes successfully to the device.</p> <p>Scenario: This issue occurs when you go to the Device Config page, select Config Job and click Add config Job.</p> <p>Workaround: There is no workaround.</p>

Table 7: Known Issues in AirWave 8.2.7 (Continued)


ID	Description
DE31544	<p>Symptom: APs are incorrectly grouped on a floor plan if you replace a floor plan in PNG format with a floor plan in DWG format.</p> <p>Scenario: If you import a floor plan in DWG format, by replacing a floor plan in PNG format, AirWave can incorrectly place the APs in the newer floor plan on top of each other in the top left corner.</p> <p>Workaround: If the floor plan isn't unlocked, click , and then drag the APs back to the correct locations on the floor plan.</p>
DE31540	<p>Symptom: AirWave lists the physical interfaces for the Aruba 8320 and 8400 Switch Series as virtual interfaces.</p> <p>Scenario: Discovered devices appear as expected in the topology map, but when you go to the Interface page, physical interfaces like 1/1/1 and 1/1/2 are listed under virtual interfaces instead of physical interfaces.</p> <p>Workaround: There is no workaround.</p>
DE31486	<p>Symptom: AirWave fails to show attributes of the Aruba 8320 and 8400 Switch Series in the Neighbors table on the switch monitoring page.</p> <p>Scenario: AirWave lists the neighbors but doesn't provide the IP address or firmware version for the neighbors as it does. This issue doesn't happen for ArubaOS-Switches.</p> <p>Workaround: There is no workaround.</p>
DE31468	<p>Symptom: The switch monitoring page displays the old monitor page after you add the device to AirWave.</p> <p>Scenario: AirWave waits for the auto SNMP polling to finish before it displays the new monitoring page.</p> <p>Workaround: Wait for the "Poll now" operation to complete.</p>
DE31180	<p>Symptom: "show ipv6" command doesn't work for ArubaOS-CX switches.</p> <p>Scenario: The result displays "Command incomplete".</p> <p>Workaround: There is no workaround.</p>
DE31125	<p>Symptom: Floor plan is blank after replacing the background in VisualRF.</p> <p>Scenario: This issue occurs when you select the "Replace Background" option for a floor plan in DWG format. After uploading the file, the floor plan is black.</p> <p>Workaround: There is no workaround.</p>
DE31074	<p>Symptom: Some menus in VisualRF haven't been localized.</p> <p>Scenario: When you change the language of the buttons, menus, and tabs to Spanish and open a floor plan in VisualRF, you'll see that "Replace Background" and "Add Planned Devices" display in English.</p> <p>Workaround: There is no workaround.</p>
DE31029	<p>Symptom: IP address isn't displayed in the Virtual Interfaces table for the VLANs configured on ArubaOS-CX switch.</p> <p>Scenario: This issue occurs although the IP address is configured on default VLAN.</p> <p>Workaround: There is no workaround.</p>

Table 7: Known Issues in AirWave 8.2.7 (Continued)

ID	Description
DE30984	<p>Symptom: The Managed AMP Down trigger is not consistent with its definition in the AWAMP-MIB.my.</p> <p>Scenario: The trap contains awampFolderPath although it does not in the MIB definition, which can be a severe issue.</p> <p>Workaround: There is no workaround.</p>
DE30584 DE23654	<p>Symptom: 30 days after disabling VisualRF, heat maps won't display when you re-enable VisualRF.</p> <p>Scenario: VisualRF files and directory are deleted after 30 days</p> <p>Workaround: Manually create the VisualRF directory under /var/tmp.</p>
DE30100	<p>Symptom: When you add a Cisco Catalyst 3750 switch to AirWave, and the switch is down, an SNMP walk fails with "no response."</p> <p>Scenario: AirWave doesn't support SNMPv3 users with AES-256 encryption.</p> <p>Workaround: Change the encryption type to AES-128 on the switch.</p>
DE27568	<p>Symptom: AirWave doesn't update the upstream device information for access points connected to Cisco switches when Cisco switches are polled when using SNMPv3.</p> <p>Scenario: Cisco has restricted access to the BRIDGE-MIB when using SNMPv3. When you access a Cisco switch using SNMPv3, APs connected to that switch may not be able to show upstream device info.</p> <p>Workaround: Add SNMPv3 bridge commands to the Cisco switches in order to expose VLAN values for the MIB polled by UDT. If there are devices on a switch, add the following command for each VLAN-#: <pre>snmp-server group <GroupName> v3 priv context</pre> You may need to append views to the command, as follows: <pre>snmp-server group <GroupName> v3 priv context <VLAN-#> read <ViewName></pre> Use the match prefix parameter to expose all existing VLANs: <ul style="list-style-type: none"> • <pre>snmp-server group <GroupName> v3 priv context vlan- match prefix</pre> • <pre>snmp-server group <GroupName> v3 priv context vlan- match prefix access</pre> </p>

Table 8: Known Issues in AirWave 8.2.6.1

ID	Description
DE30951	<p>Symptom: Unable to create a VisualRF backup for export from the Network view.</p> <p>Scenario: This function doesn't work when you right-click on a campus from the Network view.</p> <p>Workaround: Navigate through the Network view to make your export selection from the building or floor plan views. To make a complete VisualRF backup that includes all campuses, select the entire network in the Export Floor Plans pop-up window.</p>

Table 9: Known Issues in AirWave 8.2.6

ID	Description
DE30749	<p>Symptom: STP blocking port information isn't available for HP trunk aggregated ports.</p> <p>Scenario: AirWave isn't retrieving this information from the switch MIBs.</p> <p>Workaround: There is no workaround.</p>

Table 9: *Known Issues in AirWave 8.2.6 (Continued)*

ID	Description
DE30716	<p>Symptom: The <code>license</code> command doesn't handle an empty license or multiple licenses.</p> <p>Scenario: The Enter Commands > License option will crash if you have a trial system without a license, or if you have multiple licenses.</p> <p>Workaround: View licenses from the Web UI on the Home > License page.</p>
DE30608	<p>Symptom: Navigation from the Device Config pag back to the APs/Device List page is broken.</p> <p>Scenario: When you click the configuration hyperlink on the Device Config pag and then click Back, AirWave should reopen the APs/Device > List page.</p> <p>Workaround: There is no workaround.</p>
DE30582	<p>Symptom: In VisualRF, IAPs organized in groups and folders under deployed APs don't appear in the deployed AP list.</p> <p>Scenario: This issue occurs for only IAPs.</p> <p>Workaround: Restart VisualRF.</p>
DE30557	<p>Symptom: The AP monitoring page for the Cisco 2802 AP displays 2-802.11ac radio interfaces.</p> <p>Scenario: Even though the user configures the dual band radio as 2.5 GHz (local) role, AirWave still shows it as 5 GHz (802.11ac).</p> <p>Workaround: There is no workaround.</p>
DE30432	<p>Symptom: The Topology WebUI doesn't load.</p> <p>Scenario: The Topology WebUI crashes when there is a duplicate node entry in the Topology API.</p> <p>Workaround: Restart services by going to the System > Status page, then click Restart AMP at the bottom of the page.</p>
DE30357	<p>Symptom: Seeing the default SSL certificate when trying to hit other AMP ports like 60001, which is used by Clarity Synthetic.</p> <p>Scenario: Adding SSL certificates doesn't apply to ports besides HTTPS port 443.</p> <p>Workaround: There is no workaround.</p>
DE30293	<p>Symptom: STP blocking port information isn't available for aggregated ports.</p> <p>Scenario: Topology doesn't provide the aggregated link in a spanning tree status.</p> <p>Workaround: There is no workaround.</p>
DE30217	<p>Symptom: You can add a device in AirWave twice without AirWave reporting a duplicate.</p> <p>Scenario: When you add a device with the category "Router/Switch," AirWave doesn't retrieve the MAC address.</p> <p>Workaround: There is no workaround.</p>

Table 9: Known Issues in AirWave 8.2.6 (Continued)

ID	Description
DE30204	<p>Symptom: AirWave installed on Hyper-V 2016 loses network connectivity often.</p> <p>Scenario: If you use the legacy network adapter for network settings, as the Installation Guide suggests, the network connection is lost even though there are no resource constraints on the server.</p> <p>Workaround: Use the default adapter instead of the legacy adapter for Hyper-V installs.</p>
DE30136	<p>Symptom: The monitoring page for Aruba 8320 switches doesn't display the IP address for ArubaOS-Switch neighbors in the Neighbor table.</p> <p>Scenario: This issue occurs for Aruba 8320 switches running ArubaOS-CX XL.10.00.0001-72.</p> <p>Workaround: There is no workaround.</p>
DE30129	<p>Symptom: Restricted users can see all spanning tree nodes in the topology map.</p> <p>Scenario: Role-based access control permissions don't work when a user applies the spanning tree filter. However, the user cannot select or get any more information about the spanning tree for restricted devices.</p> <p>Workaround: There is no workaround.</p>
DE30001	<p>Symptom: AirWave doesn't display spanning tree data for Aruba controllers and Aruba MAS switches.</p> <p>Scenario: Topology shows spanning tree data only for switches which support IEEE standard spanning tree MIBS.</p> <p>Workaround: There is no workaround.</p>
DE29990	<p>Symptom: AirWave doesn't display neighbors of the Aruba 3630 controller in the topology map.</p> <p>Scenario: This issue occurs because AirWave doesn't poll LLDP MIBs for this controller.</p> <p>Workaround: There is no workaround.</p>
DE28412	<p>Symptom: For Aruba 2930F switches running AirWave 8.2.4, you see the following configuration status: Telnet/SSH Error: Could not fetch config file; command timed-out</p> <p>Scenario: This error occurs when the banner on the switch contains "#," or the host name on the switch contains a whitespace.</p> <p>Workaround: Your banner should not include a "#," and the host name should not include a whitespace.</p>
DE27568	<p>Symptom: Cisco switches with monitored with SNMPV3 don't show LLDP neighbors and don't display in the topology map.</p> <p>Scenario: This issue occurs because AirWave doesn't poll LLDP MIBs for CISCO switches with SNMPV3 config.</p> <p>Workaround: Enable SNMPv3 for these devices as follows:</p> <ol style="list-style-type: none">1. Go to Groups > Basic, then scroll down to "Cisco IOS/Catalyst" and select 3 for the "SNMP Version" option.2. Scroll down to "Universal Devices, Routers and Switches," then select 3 for the "SNMP Version" option.3. Poll the device.

There are several ways to update your AirWave software, depending on the current software version. Read through the minimum requirements and upgrade paths before you start the update.

Minimum Requirements

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 8.2.7 Server Sizing Guide*.

Upgrade Paths

Determine your current version before you choose which upgrade path to follow:

- **Direct upgrade:** You can upgrade directly to AirWave 8.2.7.1 from the following software versions: 8.2.5, 8.2.5.1, 8.2.6, 8.2.6.1, and 8.2.7.
- **Two-step upgrade:** If you are running AirWave 8.2.4, you must upgrade to AirWave 8.2.6 before performing the final upgrade to AirWave 8.2.7.1. Contact [Technical Support](#) to obtain instructions for multiple step upgrades from earlier versions we have not listed.

Upgrade from AirWave 8.2.5 or Later

Use the AMP CLI to install the AirWave 8.2.7.1 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 the *AirWave 8.2.7.1 Installation Guide*.

Follow these steps to upgrade from AirWave 8.2.5 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 **8.2.7.1**.
 - 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 25](#) 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.

Post-Upgrade

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.

Upgrade from AirWave 8.2.4

Upgrades from AirWave 8.2.4 require a two-step upgrade path, with an interim upgrade to AirWave 8.2.6 before the final upgrade to AirWave 8.2.7.1. However, unlike older versions of AirWave, upgrades from AirWave 8.2.4 can use the AMP CLI to install the 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 the *AirWave 8.2.7.1 Installation Guide*.

Step 1: Upgrade to AirWave 8.2.6

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 **8.2.6**.
 - 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 25](#) 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.

Step 2: Upgrade to AirWave 8.2.7.1

Follow the steps described in "[Upgrade from AirWave 8.2.5 or Later](#)" on page 25 to complete the final upgrade to AirWave 8.2.7.1.

Upgrade from AirWave 8.2.3.1 or Earlier

Upgrades from AirWave 8.2.3.1 or earlier versions require at least a two-step upgrade path. Contact [Technical Support](#) for assistance if you're looking for the upgrade path for a version older than AirWave 8.2.3.1.

If you upgrade from 8.2.3.1 or earlier, you will no longer have root user access to the Linux shell, and your system will be converted to use the new AMP CLI. For information about using the CLI, see the *AirWave 8.2.7.1 User Guide*.

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. Upload the file. The procedure to upload the file varies, depending upon the version of AirWave currently on your server.
 - If you are upgrading from AirWave 8.2.3.1 or earlier, copy the file to the AirWave server's **/root** directory using an SCP file transfer application.
 - If you are upgrading from AirWave 8.2.4 or 8.2.6:
 - (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) At the prompt, enter 1 to upload the file from the source location to the AMP server using SCP to transfer the file.
 - (3) 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)
 - (4) At the prompt, enter the password of the source location.
 - If you are upgrading from AirWave 8.2.6.1 or later, you must define a user that can transfer AirWave images, and then upload the software, as described in the following steps.:



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

- (1) 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.
- (1) enter **8** to open the **Advanced** menu options.
- (2) Enter **7** to add a file transfer user.
- (3) 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.
- (4) 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.
- (5) Enter **b** to go back to the main CLI menu.
- (6) Enter **1** to upload the file from the source location to the AMP server using SCP to transfer the file.
- (7) 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).
- (8) At the prompt, enter the password on the source location.