

Introduction

ClearPass 6.7.0 is a major release that introduces new features and provides fixes for known issues. The purpose of this TechNote is to provide a quick overview of the upgrade process. It does not replace the release notes which should be reviewed in their entirety but provides a higher-level view of the steps and any important notes.

Important Changes

1. ClearPass 6.7.0 changes the licensing methodology of the product requiring new license keys for customers upgrading. With the exception of the Enterprise and Subscription based license keys, all ClearPass legacy license conversions to ClearPass new licenses (NL) are managed using the My Networking Portal conversion [tool](#). The Enterprise and Subscription based license keys require assistance from [Aruba Support](#). For more details The migration guide can be found [here](#).



CAUTION

Prior to converting licenses, ensure that you read the details below about the HPE Passport usage in ClearPass 6.7.

2. ClearPass hardware appliances shipping under the JZ508A, JZ509A, JZ510A SKUs will not ship with a capacity license key. Instead they require a Platform Activation Key (PAK) to be installed to use ClearPass 6.7.0. A PAK can be obtained from the [Register License](#) section of the My Networking Portal available under the **Evaluation/No-Charge Licenses** section and selecting **ClearPass Hardware Appliance Platform Activation Key**.
3. ClearPass 6.7.0 NL keys are not required immediately after upgrade. The Policy Manager license key (previously the 500, 5K and 25K) will auto-convert into a pre-activated Platform Activation Key. The system will also be pre-activated with 1000 Access, 100 Onboard and 100 OnGuard licenses that are set to expire 180 days after the upgrade has completed.



NOTE

Even though most customers will exceed 1000 Access, 100 Onboard and 100 OnGuard licenses, the user interface will not lockout due to the license violation. A warning message will be displayed but no services will be impacted during the 180 days while running in this state even if the licenses are being exceeded.

4. ClearPass 6.7.0 eliminates the usage of the Subscription ID to validate support entitlement for access to the Software Updates Portal (e.g. Posture & Profile Data Updates, Software Updates, & Skins). The HPE Passport account credentials that are associated with the customers' ClearPass licenses is now used to validate entitlement to simplify and reduce the frequency of issues previously seen by customers when they updated their support contract but it was not recognized by the Subscription ID.
5. It is recommended that customers use a 'generic' HPE Passport account (e.g. clearpass@customerX.com or CustomerXClearPass) to avoid any future issues should an individual employee leave the business and the HPE Passport account is closed or the password is forgotten. Legacy ClearPass licenses and their associated Subscription ID(s) should be moved to this account first before initiating the license conversions. This ensures that the legacy Subscription ID information is properly mapped to the HPE Passport account credentials.

6. ClearPass Skins used to customize the ClearPass Guest portal are now tied to the HPE Passport account. Upgrades will carry forward installed Skins over to ClearPass 6.7.0 but if a new Skin is delivered at a later date, it will be tied to the HPE Passport account. If Skins disappear after the upgrade, contact [Aruba Support](#).

Who can Upgrade?

- All ClearPass hardware appliances with the exception of the 1st generation CP-HW-500 (image below).
 - The 1st generation CP-HW-500 included 4GB of RAM which is no longer sufficient.



- ClearPass virtual appliances running on VMware vSphere Hypervisor (ESXi) 5.5, 6.0, 6.5, and 6.5 U1.
 - Existing virtual appliances configured using the ClearPass 6.5 specifications for the CP-VA-500 should increase their memory to at least 6GB.
- ClearPass virtual appliances running on Microsoft Hyper-V Server 2012 R2 and 2016, Windows Server 2012 R2 with Hyper-V, and Windows Server 2016 with Hyper-V.
 - Existing virtual appliances configured using the ClearPass 6.5 specifications for the CP-VA-500 should increase their memory to at least 6GB.

Virtual appliance customers who use KVM hypervisors are advised to not apply the ClearPass 6.7.0 upgrade at this time. Our tests have shown a negative performance impact when 6.7.0 is installed on a KVM virtual appliance. To prevent this happening to our customers, at the time of this release we have not posted the virtual appliance image for KVM with the other 6.7.0 images. Because ClearPass upgrade patches are the same for all platforms, KVM customers are not recommended to apply the 6.7.0 upgrade patch at any point. We are working to resolve the issue in a future patch release. We will then repost the KVM virtual appliance image and let users know we again recommend upgrading to 6.7.0 on KVM hypervisors. (#42601)



What are the Upgrade Paths?

This table provides a simple breakdown of the steps required to upgrade from earlier ClearPass releases.

Release	Method	Package Required
6.6.x	Manual	ClearPass 6.7.0 Upgrade Image
6.6.x	Cluster Upgrade Interface	If you are running ClearPass 6.6.7 or 6.6.8, a preparation patch is required first, earlier 6.6.x releases do not require it. The Cluster Upgrade Tool Patch for ClearPass 6.6.7 & 6.6.8 to Enable ClearPass 6.7.0 Upgrade is available through the Support site or through the ClearPass Software Updates portal. This patch is only required to be installed on the Publisher and does not require a reboot after installation.

ClearPass 6.7 Upgrade Overview

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Release	Method	Package Required
		Once the preparation patch is applied, proceed to download the ClearPass 6.7.0 Upgrade Image and begin the upgrade using the Cluster Upgrade Interface.
6.5.x	Manual	<p>You must first update to ClearPass 6.5.7, direct upgrades from ClearPass 6.5.0 to 6.5.6 are not supported. Once running ClearPass 6.5.7, a preparation patch is required first. The ClearPass 6.7.0 Upgrade Preparation Patch for ClearPass 6.5.7 is available through the Support site or through the ClearPass Software Updates portal. This patch is required to recognize the signature of the ClearPass 6.7.0 Upgrade Image. This patch is required on all members of the cluster and does not require a reboot after installation.</p> <p>Once the preparation patch is applied, proceed with the ClearPass 6.7.0 Upgrade Image.</p>
6.5.3	Manual (JZ508A, JZ509A, JZ510A Hardware Appliances)	<p>ClearPass hardware appliances that are ordered using the JZ508A, JZ509A, JZ510A SKUs will initially ship with ClearPass 6.5.3. ClearPass 6.5.3 is the current shipping release on all hardware (including pre-6.7 based SKUs). A ClearPass 6.7.x release will be released on these hardware appliances at a later date.</p> <p>These SKUs will also not ship with a capacity license key unlike their predecessors. Instead they require a Platform Activation Key (PAK) to be installed to use ClearPass 6.7.0. A PAK can be obtained after serial number validation using the Register License section of the My Networking Portal under the Evaluation/No-Charge Licenses section and selecting ClearPass Hardware Appliance Platform Activation Key.</p> <p>To directly upgrade a fresh 6.5.3 hardware appliance, you must first configure it using the console/CLI startup-wizard and then the PAK can be used to enable it. The PAK will be treated as a Permanent Policy Manager key and converted back to PAK when in ClearPass 6.7.0.</p> <p>Once access to the UI has been established, an upgrade preparation patch specifically for 6.5.3 is required before upgrading to ClearPass 6.7.0. The ClearPass 6.7.0 Upgrade Preparation Patch for ClearPass 6.5.3 is available through the Support site or through the Software Updates portal. The following Subscription ID, 95jqdf-x6xvc4-gvgy7-x288zb-vd7fjq, may be used to validate access to the Software Updates portal. The preparation patch is required to recognize the signature of the ClearPass 6.7.0 Upgrade Image and does not require a reboot after installation.</p> <p>Once the preparation patch is applied, proceed with the ClearPass 6.7.0 Upgrade Image.</p>

Release	Method	Package Required
6.5.x	Cluster Upgrade Tool	<p>You must first update to ClearPass 6.5.7. Once running ClearPass 6.5.7, you must install the Cluster Upgrade tool for ClearPass 6.7.0. This patch is titled Cluster Upgrade Tool for 6.7.0 Upgrades.</p> <p>The preparation patch is available through the Support site or through the ClearPass Software Updates portal. A reboot is not required after installation.</p> <p>Once the preparation patch is applied, proceed to download the ClearPass 6.7.0 Upgrade Image and begin the upgrade using the Cluster Upgrade Interface.</p>
6.4.x & Below	Manual	<p>For ClearPass 6.4.x and below upgrades, direct upgrades are not supported. You must first upgrade to 6.5.7 or 6.6.x and then follow the appropriate 6.7.0 upgrade procedure provided above from 6.5.7 or 6.6.x. Please refer to the release notes of 6.5.0 and 6.6.0 for details on upgrading to either of those releases.</p>

Frequently Asked Questions

1. Do I have to upgrade to ClearPass 6.7 within 6 months (180 days) of its release to convert my licenses?
 - a. No, the 180-day timer is after you have upgraded to ClearPass 6.7. For example, if you upgrade on June 1st 2018, you have 180 days from that date to install the new licenses.
2. Do the new hardware SKUs have different specifications than their predecessors other than the elimination of their bundled capacity licenses?
 - a. The hardware specifications are identical between the three legacy SKUs and the new SKUs.
 - JW770A = JZ508A
 - JX920A = JZ510A
 - JX921A = JZ509A

Change Log

Version	Date	Modified By	Comments
2017-01	12/4/2017	Madani Adjali Aruba Security Group	Initial Release.

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