

AirWave 8.2.4



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AirWave 8.2.4 introduces new features, new supported devices, and fixes to previously outstanding issues.

These release notes contain the following chapters:

- "What's New in this Release" on page 4 describes the important changes to AirWave and new features in this release.
- "Supported Infrastructure Devices" on page 6 lists new devices supported in this release.
- "Resolved Issues" on page 7 describes issues we've fixed.
- "Known Issues" on page 19 lists and describes known issues in this release.
- "Upgrade Instructions" on page 35 describes upgrading your software.

Related Documents

For more information about the features described in these release notes, refer to the following documents:

- *AirWave 8.2.4 User Guide*
- *Aruba 8.2.4 Supported Infrastructure Devices*
- *Aruba Instant in AirWave 8.2 Deployment Guide*

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 8.2.4 introduces the following important changes to functionality and new features.

Important Changes

AirWave introduces the following changes to functionality:

- CLI replacement. AirWave 8.2.4 has a new, modular command line interface (CLI). You can no longer use legacy commands to run AMP services. See Appendix B, "AMP Command Line Interface" in the *AirWave 8.2.4 User Guide* for a command line reference. If a deprecated CLI command has no equivalent option, contact [technical support](#) for help.
- Root user deprecation. In order to provide better security, root admin access is no longer supported. You can log in to the CLI as an administrator with the username root and perform a few tasks using CLI options that replace the legacy AMP CLI commands.
- Pound service replacement. AirWave now uses the Nginx HTTP and reverse proxy server. Nginx installation and configuration requires no user input.

New Features

AirWave 8.2.4 introduces the following new features:

- Topology Map. AirWave 8.2.4 provides a live monitoring, bandwidth analysis, and quick troubleshooting from an interactive, topology map. See "Using Topology," in the *AirWave 8.2.4 User Guide*.
- New triggers for interface errors and hardware failures. You can set critical thresholds to help you monitor interface errors and failures to your APs, Aruba switches, and hardware components. For information about configuring these triggers and viewing the events, see "Creating Triggers" in the *AirWave 8.2.4 User Guide*.
- AirWave config settings API. You can obtain various AirWave settings via an HTTP request to `/api/amp_config`. The API results are in JSON format.
- New, lighter interface. The WebUI display uses more white space so that the data, charts, and color in your dashboards stand out. What you see (fonts, table formats, and page layouts) is similar to the new AirWave Glass WebUI.
- Hyperlink to AirWave Glass. If you have added the AirWave server to AirWave Glass, you will see a **Back to AirWave Glass** link in the upper-left corner of the WebUI. Click this link to open AirWave Glass.
- Device Status. AirWave now displays the device status (Up or Down) on the Audit page.
- `AP LED Blinking Enable` and `AP LED Blinking Disable` commands. You can make the LED lights on an AP flash by selecting the `AP LED Blinking Enable` command from the Run command menu on the monitoring page. After you locate the AP, stop the flashing by selecting the `AP LED Blinking Disable` command.
- IPv6 addresses. AirWave now supports addresses that are 128 bits long. The AirWave server should be configured dual-stacked (IPv4/IPv6), and the primary network interface must have an IPv4 address. This feature requires AOS 8.1 and AirWave 8.2.4.
- Secure AMON. AirWave uses DTLS, a standard security protocol, to encrypt AMON traffic between mobility controllers and AirWave. This feature requires AOS 8.1 and AirWave 8.2.4.

If you aren't sure whether DTLS is enabled on your AirWave server, go to **System > Status** to view the AMON DTLS receiver status (`/var/log/goldy.log`), or go to **System > Status** to view the **AMON Packet Arrival / Processing Rate** widget. You can upload DTLS certificates to the `/var/airwave/certificate/amon/`

directory from the AMP CLI by selecting Option **9-4**. For information about the new AMP CLI, see "Appendix B, AMP Command Line Interface" in the *AirWave 8.2.4 User Guide*.

To register a management server with the controller using the ArubaOS CLI, enter the following command:
`mgmt-server primary-server <ip-addr> profile default-amp transport udp secure`

For information on configuring the secure AMON feed from *ArubaOS*, refer to the *ArubaOS 8.1.0.0 User Guide*.

- Provisioning Aruba 2930F Switch Stacks. AirWave makes it easy to provision the VSF switch stack by copying the 4-member configuration to the first device in the stack using ZTP. All you need to do is connect the cables to the reserved VSF ports for the other stack members.
- `show ap client trail-info` command. You can troubleshoot client issues by running the `show ap client trail-info` command from the Client Details page. The output shows the client's activity, such as the reason for deauthentication, alerts for the client, and timestamps for each entry.
- VisualRF enhancements. You can place APs in the center of circles in honeycomb layouts and along the edges of gridlines. VisualRF also gives you the option to report on AP radio count, AM radio count, and AP:AM ratio in your floor plan.
- Configuration audit report in XLSX. AirWave lets you run a configuration audit on all your devices and export the data into a spreadsheet in XLSX format.
- Enhanced support for ArubaOS 6.5.1.5 and 6.5.2.0. AirWave supports controllers running ArubaOS 6.5.1.5 and 6.5.2.0. For more information on the new features, enhancements, or hardware introduced, refer to the ArubaOS 6.5.1.5 and 6.5.2.0 release notes.
- Enhanced support for Aruba Instant. AirWave supports web certificate downloads in PEM format, Instant GUI Config (IGC) and template configuration for Aruba Instant access points running Instant 6.5.2.0.
- UCC for wired devices. AirWave now collects UCC data for wired devices, meaning you can see statistics for wired to Wi-fi, wired to external, and wired to wired call connections in the UCC dashboard.

AirWave 8.2.4 provides a range of features to manage network infrastructure devices from Aruba Networks and other vendors.

Support for New Devices

AirWave 8.2.4 introduces support for the following devices:

- Aruba AP-203H, AP-203R, AP-203RP, AP-303H, AP-365, and AP-367 access points
- Aruba IAP-203H, IAP-203R, IAP-203RP, IAP-303H, IAP-365, and IAP-367 access points
- Aruba 2930M switches
- Aruba MM-HW-1K, MM-HW-5K, and MM-HW-10K Mobility Master hardware appliances
- Aruba MM-VA Mobility Master virtual appliances
- Cisco Aironet 1852i, 1852e, and 3802s (and generic) access points

Support for Instant

AirWave 8.2.4 supports Aruba IAPs running Aruba Instant 6.5.2.0 and prior versions, including the management of configuration settings and software upgrades. To find out when each new version of Instant was initially supported in AirWave, refer to *Aruba 8.2.4 Supported Infrastructure Devices*.

Support for Aruba Devices

AirWave 8.2.4 supports Aruba switches running 16.04 and prior versions. For information about the supported Aruba switches, refer to *Aruba 8.2.4 Supported Infrastructure Devices*.

The following tables describe issues resolved in AirWave 8.2.4 and previous releases.

Table 2: *Issues Resolved in AirWave 8.2.4*

ID	Description
DE28904	<p>Symptom: The release notes didn't document the new Aruba Instant options that were introduced in AirWave 8.2.3.</p> <p>Scenario: We've added information about Instant certificate authentication to the AirWave 8.2.4 User Guide.</p>
DE28863	<p>Symptom: IGC became mismatched when the DHCP profile contained 3 or more IP addresses.</p> <p>Scenario: The WebUI has been updated to allow clients to enter up to 2 IP addresses in DHCP profile.</p>
DE28704	<p>Symptom: The shellinaboxd daemon was using 99% CPU cycles, preventing ALC from starting.</p> <p>Scenario: The issue that caused shellinaboxd to use 99% CPU has been fixed.</p>
DE28446	<p>Symptom: AirWavesent false alerts indicating working devices as down devices.</p> <p>Scenario:The false trigger causing the down device alerts has been fixed.</p>
DE 28386	<p>Symptom: The IGC produced extra overrides that did not exist before migration.</p> <p>Scenario:AirWave 8.2.4 fixed this issue to prevent the IGC from producing excessive overrides during migration.</p>
DE28245	<p>Symptom: Spikes in IAP VPN usage graphs were shown to be displaying higher values than actual VPN usage.</p> <p>Scenario:This issue was fixed in AirWave 8.2.4.</p>
DE28174	<p>Symptom: Virtual controllers fluctuated between up and down status, while Instant APs associated with the Virtual controllers remain UP.</p> <p>Scenario: : Caused by clients with usernames containing illegal utf-8 characters. This issue has been fixed.</p>
DE28140	<p>Symptom: Documentation of the minimum version of VMware ESXi that AirWave supports needed to be updated.</p> <p>Scenario: We've updated the VMware ESXi requirement to 5.5 or higher in the AirWave 8.2.4 Installation Guide</p>
DE27829	<p>Symptom:In the Client Sessions Summary Report, the Session data by SSID's bytes in and out data were switched.</p> <p>Scenario: This issue was resolved by switching these values to their correct locations.</p>
DE26556	<p>Symptom:AirWave displays an incorrect client count.</p> <p>Scenario: This issue was resolved by an update released in ArubaOS 8.1.</p>

ID	Description
DE26333	<p>Symptom: When restarting OSU VisualRF, the alert to were not activated to send a user notification that Visula RF was down.causing a false positive.</p> <p>Scenario: This issue was resolved. Upon restarting OSU VisualRF the triggers now prevent false positives from occurring.</p>

Table 3: *Issues Resolved in AirWave 8.2.3.1*

ID	Description
DE28019	<p>Symptom: There was an extra space in the Select a Profile drop-down menu.</p> <p>Scenario: This problem no longer occurs when you run an on-demand synthetic test and don't have any other test profiles.</p>
DE27748	<p>Symptom: A Jedis exception error didn't allow synthetic tests to run.</p> <p>Scenario: AirWave sends an error instead of stopping VisualRF and Clarity Synthetic when it encounters a Jedis exception error.</p>
DE27747	<p>Symptom: In AirWave 8.2.2, the PCI compliance report for PCI 4.1.1 showed pass instead of fail.</p> <p>Scenario: This compliance report would be inaccurate because of an underlying ArubaOS issue, where the client encryption method data was missing. We've changed the way AirWave handles this data to assume the exchange of information is unencrypted if the authentication method is captive portal.</p>
DE27711	<p>Symptom: The release notes didn't document the supported upgrade paths for AirWave 8.2.x.</p> <p>Scenario: This document adds "Upgrade Instructions" on page 35.</p>
DE27672	<p>Symptom: Synthetic tests failed if the AP name contained spaces.</p> <p>Scenario: When passing a command, the controller handled the space in the AP name as a break between commands. Clarity Synthetic now allows AP names to contain spaces to make setting an AP in synthetic mode possible.</p>
DE27630	<p>Symptom: In AirWave 8.2.2.1, the AirWave server crashed if the storage disk was full.</p> <p>Scenario: Now AirWave displays a warning when the storage disk is running out of space, giving you time to free up space.</p>
DE27586	<p>Symptom: In AirWave 8.2.3, the log collection failed if the AirWave server host name was invalid.</p> <p>Scenario: We've fixed this Clarity Synthetic issue and log collection no longer fails with an invalid host name error.</p>
DE27566	<p>Symptom: In AirWave 8.2.2.1, the client count and usage graphs didn't display properly.</p> <p>Scenario: We've fixed a rare condition where illegal UTF-8 encoding caused problems with client monitoring after upgrading from older AirWave 7.7 releases.</p>
DE27366	<p>Symptom: The Results page for a synthetic test displayed "Success" for response time and loss.</p> <p>Scenario: Clarity Synthetic has been corrected to display all time results using milliseconds (ms).</p>

Table 3: Issues Resolved in AirWave 8.2.3.1 (Continued)

ID	Description
DE27467	<p>Symptom: In AirWave 8.2.2, the Interface Monitoring page for the Aruba 2530-24G Switch didn't display VLAN (tagged) information.</p> <p>Scenario: AirWave 8.2.3.1 resolves an issue that prevented the display of DOT1D, DOT1Q, and VLAN information in the Physical Interfaces table.</p>
DE27338	<p>Symptom Clarity Synthetic showed browser exception errors in the WebUI.</p> <p>Scenario: Under some circumstances, running a bulk test would throw exceptions like "TypeError: Cannot set property" or "TypeError: Cannot read property". These situations now fail gracefully.</p>
DE27269	<p>Symptom Clarity Synthetic showed hyperlinks in the timestamp for tests that in progress, implying that results were available.</p> <p>Scenario: This hyperlink becomes available in the timestamp after the synthetic test is complete.</p>
DE27163	<p>Symptom: AppRF data didn't load data for 1-day or 2-day intervals.</p> <p>Scenario: We've fixed an issue which caused a page-lock issue that prevented AppRF from displaying all data properly.</p>
DE27121	<p>Symptom: In AirWave 8.2.2.1, updates to the client and usage graphs on the Controller Monitoring page were delayed by 45 minutes to an hour.</p> <p>Scenario: We fixed this issue in AirWave 8.2.3, and the client and usage graphs display properly</p>
DE27088	<p>Symptom: Your synthetic test failed if you used the same AP as a client and a target.</p> <p>Scenario: In AirWave 8.2.3.1, Clarity Synthetic will not allow you to run a test if using an existing profile if the AP you selected as a client is already a target.</p>
DE27068	<p>Symptom: XML external entity (XXE) and cross-site scripting (XSS) security vulnerabilities were discovered in VisualRF.</p> <p>Scenario: AirWave 8.2.3.1 addresses the security advisory ARUBA-PSA-2017-001, resolving security vulnerabilities CVE-2016-8526 and CVE-2016-8527.</p>
DE27029	<p>Symptom: If you ran many synthetic tests, then you had to scroll through a long Results page to view your test results.</p> <p>Scenario: We've added a column to the Results page to optimize the test results displayed on your monitor.</p>
DE26866	<p>Symptom: When running the page load test, Clarity Synthetic was set up use to the HTTPS version of a website.</p> <p>Scenario: The page load test has been changed to use the HTTP version.</p>
DE26634	<p>Symptom: VisualRF doesn't crash when loading .dwg drawings.</p> <p>Scenario: Improvements in VisualRF prevents the AirWave WebUI from timing out when uploading floorplans in the .dwg format.</p>
DE26499	<p>Symptom: The interface information was missing for the stack member client diagnostic page for Aruba MAS switches.</p> <p>Scenario: The stack member client diagnostic page interface has been added to the topology view.</p>

Table 3: *Issues Resolved in AirWave 8.2.3.1 (Continued)*

ID	Description
DE26322	<p>Symptom: AirWave deleted configuration jobs scheduled on a device if you deleted the device.</p> <p>Scenario: This issue no longer occurs when you delete devices from multiple folders in AirWave 8.0.11.1</p>
DE21040	<p>Symptom: AppRF data exceeded allocation limits.</p> <p>Scenario: Failed nightly maintenance jobs caused AppRF tables to bloat. AirWave 8.2.3.1 fixes this issue.</p>

Table 4: *Issues Resolved in AirWave 8.2.3*

ID	Description
US14762	<p>Symptom: After upgrading the Instant software version on a virtual controller, AirWave lost the IGC-based configuration overrides, resulting in configuration mismatches.</p> <p>Scenario: AirWave 8.2.3 resolves an issue in AirWave 8.0.x that caused the virtual controller to lose configuration overrides after an Instant upgrade.</p>
US15871	<p>Symptom: Upgrading AirWave to 8.0.10, 8.0.11 and 8.2.0.1 failed during database migration if there were missing tables, indexes, or foreign keys, causing the server to crash.</p> <p>Scenario: AirWave checks the database schema before it starts an upgrade, then it logs an error if the database schema is incomplete.</p>
DE26260 DE25721	<p>Symptom: A security scan might highlight several vulnerabilities in AirWave 8.2x.</p> <p>Scenario: AirWave 8.2.3 addresses CESA-2016:0494, Oracle Java SE, security vulnerabilities. These fixes include a CentOS 6 update, Oracle Java for Business, and NTP 4.2.8p8 updates.</p>
DE27379	<p>Symptom: In previous versions of AirWave, there were only libX11 and libX11-common RPMs in the software package, which caused security scans to report vulnerabilities.</p> <p>Scenario: AirWave 8.2.3 has been updated with the libX11-1.6.3-2 replacement to avoid this issue.</p>
DE27281	<p>Symptom: Zero touch provisioning (ZTP) device registration failed after a fresh installation or an upgrade to AirWave 8.2.3.</p> <p>Scenario: In AirWave 8.2.3, there is a new setting under AMP Setup > Additional AMP Services, called Disable TLS 1.0 and 1.1. This option is set to Yes by default. In order for Aruba switches to automatically check-in to AirWave by ZTP, you must change this option to No.</p>
DE27123	<p>Symptom: Upgrading AirWave 8.0.9 to 8.2.2 or 8.2.2.1 on Red Hat Enterprise Linux (RHEL) 6.3 failed.</p> <p>Scenario: We addressed an issue with processing internal messages that prevented successful upgrades on systems running RHEL 6.3.</p>
DE27121	<p>Symptom: In AirWave 8.2.2.1, updates to the client and usage graphs on the Controller Monitoring page were delayed by 45 minutes to an hour.</p> <p>Scenario: We fixed this issue in AirWave 8.2.3, and the client and usage graphs display properly now.</p>

Table 4: Issues Resolved in AirWave 8.2.3 (Continued)

ID	Description
DE26934	<p>Symptom: VisualRF didn't update the 5 GHz radio information for Cisco 3600i APs.</p> <p>Scenario: We fixed an issue that occurs when you use an 802.11a/b/g/n device that supports 802.11ac but don't upgrade it to 802.11ac.</p>
DE26905	<p>Symptom: AirWave displays the last authenticated username for a client if it's connected without a username.</p> <p>Scenario: This issue no longer occurs for authenticated clients, connecting with LMAC and captive portal, or for unauthenticated clients.</p>
DE26651	<p>Symptom: AirWave failed to push new certificate and captive portal settings to Aruba MAS switches.</p> <p>Scenario: If you enabled overrides for new certificate and captive portal settings, AirWave no longer marks the switches as being mismatched</p>
DE26058	<p>Symptom: AirWave didn't provide a Media Classify option for access list profiles.</p> <p>Scenario: You can configure this option from the Groups > Controller Config page or the AP/Devices > Manage > Overrides page.</p>
DE25721	<p>Symptom: Earlier versions of AirWave used SHA-1certificates, which were set to expire in 2017.</p> <p>Scenario: AirWave 8.2.3.1 addresses an NTP security vulnerability.</p>
DE25533	<p>Symptom: Earlier versions of AirWave used SHA-1certificates, which were set to expire in 2017.</p> <p>Scenario: AirWave 8.2.1 and later use the replacement SHA-2 certificates.</p>
DE25122	<p>Symptom: The Interface Monitoring page displayed incorrect interface and port statistics for x86 controllers.</p> <p>Scenario: AOS 8.0.1 fixes issues related to x86 controller interface statistics that caused the Usage and Interface Frame Counter graphs and the in and out values in the Interface table to appear as "zero".</p>

Table 5: Issues Resolved in AirWave 8.2.2

ID	Description
DE26397	<p>Symptom: In earlier AirWave releases, users with regular, non-administrator accounts couldn't see AppRF and UCC data in the dashboards.</p> <p>Scenario: Starting with AirWave 8.2.2, you can create an AppRF or UCC role that gives non-administrator users read-only privilege. For information about configuring user roles, see the <i>AirWave 8.2.3 User Guide</i>.</p>
DE26139 DE26138	<p>Symptom: The Clarity Live data on the Home > Clarity page of the AirWave WebUI shows accurate data for MAC authentication failures.</p> <p>Scenario: This resolves an issue where the MAC authentication failure counters on the top of the Clarity dashboard page were not incrementing correctly.</p>
DE26038	<p>Symptom: Walls appeared incorrectly in the VisualRF floor plan after an upgrade to AirWave 8.2.x.</p> <p>Scenario: An issue is resolved that affects how files are backed up and restored in AirWave 8.2.2.</p>

Table 5: Issues Resolved in AirWave 8.2.2 (Continued)

ID	Description
DE25921	<p>Symptom: Device communication credentials for new devices are no longer visible via the View Device Credentials link in the Device Communications section of APs/Devices > Manage page, or the Default Credentials section of the Device Setup > Communication page of the AirWave WebUI.</p> <p>Scenario: In previous releases, credentials for newly discovered devices were visible by default.</p>
DE25884	<p>Symptom: The Group > Monitor page displayed the wrong bandwidth usage for a controller. For example, AirWave reports the device usage as 163 Gbps on the Group page and 260 Mbps on the Monitoring page for the same device.</p> <p>Scenario: AirWave properly displays information about your device bandwidth usage.</p>
DE25821	<p>Symptom: AirWave reported inconsistent numbers of clients on the APs/Devices > Monitor page.</p> <p>Scenario: The wired client count under the Monitor Info section was double the count found in Radio and Wired Interfaces combined. This issue, which occurred when the IAP acted as a gateway for wired networks, has been addressed.</p>
DE25645	<p>Symptom: If you restored one Instant cluster with an backup of another Instant cluster, AirWave rebooted the IAPs because they used the same virtual controller key.</p> <p>Scenario: When the IAPs are in monitor-mode, AirWave now warns you if the IAPs are using the same virtual controller key.</p>
DE25211	<p>Symptom: AirWave reported inconsistent numbers of clients on the APs/Devices> Monitor page.</p> <p>Scenario: The wired client count under the Monitor Info section of the APs/Devices> Monitor page was double the count found in Radio and Wired Interfaces combined. This issue, which occurred when the IAP acted as a gateway for wired networks, has been addressed.</p>
DE24958	<p>Symptom: Connecting to the AirWave server with SSH was possible using the Diffie-Hellman Group 1 key exchange.</p> <p>Scenario: AirWave no longer supports SSH client to server connections using the Diffie-Hellman Group 1 option and instead uses Group 14, for greater security.</p>
DE24406	<p>Symptom: Backup configurations downloaded from the AirWave WebUI couldn't be restored from because the files weren't compressed properly.</p> <p>Scenario: This issue occurred when using the Chrome browser to download the backups.</p>
DE22421	<p>Symptom: The usage field and usage graph that showed bandwidth used for incoming and outgoing traffic on a radio did not display on the APs/Device Monitor page.</p> <p>Scenario: This issue affected HP ProCurve MSM controllers running AirWave 8.0.6.3 and Firmware 6.2.1.0 or 6.4.2.0.</p>

Table 6: Issues Resolved in AirWave 8.2.1.1

ID	Description
DE26015 DE25582	<p>Symptom: AirWave 8.2.1 did not support ZTP on the HPE Aruba Switch Models 2530 YB and 2620.</p> <p>Scenario: We addressed this issue by supporting CBC ciphers in order to accept TLS 1.0 calls.</p>

ID	Description
DE25988	<p>Symptom: Client graphs were inconsistent with corresponding AMON data after upgrading to AirWave 8.2.1 from 8.2.0.3.</p> <p>Scenario: This issue occurred when the new AMON receiver crashed while trying to calculate AMON message loss. Message loss monitoring has been fixed.</p>
DE25869	<p>Symptom: If you upgraded the firmware on a controller and then rebooted it, the device might appear to be down although its status is up when polled.</p> <p>Scenario: This issue has been fixed. You no longer see a <code>Device Down</code> error in the event log.</p>
DE25577	<p>Symptom: After an upgrade to AirWave 8.2.0.2, AirWave tried to restart every few seconds when running out of memory.</p> <p>Scenario: We fixed an issue that prevented AirWave from loading AppRF data.</p>

Table 7: *Issues Resolved in AirWave 8.2.1*

ID	Description
DE25427	<p>Symptom: A controller does not automatically reboot if a firmware download operation fails.</p> <p>Scenario: If the AirWave system boot process detects file copy failures during a firmware upgrade, the reboot process will not initialize, and the switch will not reboot.</p>
DE25735	<p>Symptom: AirWave is now able to restore a backup file after an AirWave server upgrades from AirWave 8.0.x to AirWave 8.2.1.</p> <p>Scenario: Improvements to how the internal <code>server_watcher_limits</code> file is handled resolve this issue in AirWave 8.2.1.</p>
DE25704	<p>Symptom: AirWave 8.2.1 does not create duplicate entries for devices added via Activate if those devices are moved to another group.</p> <p>Scenario: When a Mobility Access Switch is added to AirWave 8.2.1 via Activate Zero-Touch Provisioning and then moved into a group other than the group defined via Activate, a duplicate entry for that device no longer reappears in the original AirWave folder specified by Activate.</p>
DE25599	<p>Symptom: Planned APs correctly appear on an AirWave 8.2.1 VisualRF floorplan.</p> <p>Scenario: An issue was identified in AirWave 8.2 that prevented planned APs from appearing on a floorplan. This issue is resolved in AirWave 8.2.1 by improvements to the parsing of the internal catalog repository that maintains all of the values used by VisualRF.</p>
DE25580 DE25544	<p>Symptom: An issue is resolved where Instant APs configured via the Instant GUI Config (IGC) feature could lose a configured PPPOE-password parameter and incorrectly add an additional ACL entry.</p> <p>Scenario: This issue occurred when IGC incorrectly identified a mismatch on the device, and attempted to modify the device configuration to resolve that mismatch. Internal changes in AirWave 8.2.1 prevent a mismatch from being incorrectly identified, resolving this issue.</p>
DE25691	<p>Symptom: APs placed in a VisualRF floorplan no longer shift location slightly when the page is refreshed.</p> <p>Scenario: When APs were placed on a small VisualRF floor plan configured with metric units and a small grid size, rounding errors in internal calculations made the AP change positions slightly when the position was saved to the floorplan. This issue is resolved in AirWave 8.2.1.</p>

Table 7: Issues Resolved in AirWave 8.2.1 (Continued)

ID	Description
DE25623	<p>Symptom: An Instant AP image can not be uploaded via an external file server if an image with the same name is already uploaded to the AirWave server.</p> <p>Scenario: The Device Setup > Upload Firmware & Files page of the AirWave WebUI now supports uploading files via an external file server, even if a file with the same name already exists in the firmware list on the Groups > Firmware page.</p>
DE25540	<p>Symptom: AirWave failed to import Cisco IOS templates from standalone APs.</p> <p>Scenario: This issue has been fixed in AirWave 8.2.1.</p>
DE25539	<p>Symptom: AirWave 8.2.1 contains OpenSSL security updates for RHSA-2016:0996-2.</p> <p>Scenario: Security flaws in OpenSSL could allow an application that is compiled against it to crash, or execute arbitrary code, using the permissions of the user running the application. AirWave 8.2.1 includes enhancement for RHSA-2016:0996-2, which resolves vulnerabilities CVE-2016-2842, CVE-2016-2100, CVE-2016-2108, CVE-2016-2107, CVE-2016-2106, CVE-2016-2105, and CVE-2016-0799.</p>
DE25509	<p>Symptom: An issue is resolved where an Instant AP cluster appeared in an error state after upgrading from Instant 4.1.1.13 to Instant 4.1.3.</p> <p>Scenario: Changes to how the AirWave Instant GUI Config (IGC) feature handles Instant releases with double digits resolves this issue in AirWave 8.2.1.</p>
DE25472 DE24975	<p>Symptom: AirWave 8.2.1 contains OpenSSL security updates for RHSA-2016:0301-1.</p> <p>Scenario: Security flaws in OpenSSL allowed side-channel attacks, application crashes, decryption of RSA-encrypted cipher text, or allowed malicious SSLv2 clients to negotiate SSLv2 ciphers that were disabled on the server. AirWave 8.2.1 includes enhancement for RHSA-2016:0301-1, which resolves vulnerabilities CVE-2015-3197, CVE-2016-0702, CVE-2016-0705, CVE-2016-0797 and CVE-2016-0800.</p>
DE25434	<p>Symptom: An issue is resolved where a large number of alerts for high CPU or memory usage were incorrectly triggered.</p> <p>Scenario: An AirWave trigger configured as "<i>Device Type is Access Point, Percent CPU Utilization >= 80% or Percent Memory Utilization >= 30% for 1 minutes</i>" triggered many alerts where the alert type appeared as "deleted" in the System > Alerts page. Improvements to CPU utilization processes resolve this issue in AirWave 8.2.1.</p>
DE25421	<p>Symptom: Some .dwg files were not correctly uploaded into VisualRF as floorplan images.</p> <p>Scenario: Improvements to an internal image converter process resolves an issue where some .dwg images were not getting correctly converted to .svg images in VisualRF.</p>
DE25385	<p>Symptom: In previous releases of AirWave, filters applied to limit the display of rogue devices could not be removed all filters at once, but had to be removed individually.</p> <p>Scenario: AirWave 8.2.1 resolves this issue with the addition of a new Reset filters link on the RAPIDS > List page.</p>

Table 7: Issues Resolved in AirWave 8.2.1 (Continued)

ID	Description
DE25382	<p>Symptom: The default duration for a support connection is fourteen days in AirWave 8.2.1. In previous versions of AirWave 8.2.x, the default connection period was one day.</p> <p>Scenario: A support connection is a point-to-point IP tunnel that is initiated from a customer AirWave server to Aruba's support server. A support connection on a server running AirWave 8.2.1 remains open for seven days, unless it is manually closed using the command # service support_connection stop.</p>
DE25373	<p>Symptom: When running a custom report with the Uptime by Device option selected, AirWave reported incorrect uptimes or reported devices as being down although they were running.</p> <p>Scenario: This issue has been fixed by improvements to the order in which device uptime records are set.</p>
DE25317	<p>Symptom: The Clients > Diagnostics page inaccurately reported the channel width when it displayed 120 MHz for very high throughput (VHT) mode.</p> <p>Scenario: The channels displayed are now correct for high throughput (HT) and VHT networks. Channels a device can use are: 20, 40, 80, or 160.</p>
DE25282	<p>Symptom: An AirWave server running AirWave 8.2.0.x sent random authentication requests to the RADIUS server.</p> <p>Scenario: This issue occurred only for RADIUS authentication, where unexpected RADIUS requests were repeatedly sent to the RADIUS server, and continually failed.</p>
DE24713	<p>Symptom: Cisco 2700e LWAPP APs did not correctly display heat maps for 802.11ac radios, although heatmaps did correctly display for radios in 'ng' or 'na' modes.</p> <p>Scenario: Updates to the internal catalog allows VisualRF to recognize Cisco 2700e LWAPP AP radios in 802.11ac mode.</p>
DE24567	<p>Symptom: Previous releases of AirWave 8.x generated two NMS events for the same rogue ID classification if a trigger is configured to forward an alert to another network management system.</p> <p>Scenario: Improvements in AirWave 8.2.1 sends a single detailed alert for an NMS trap, rather than sending one NMS trap with details, and another NMS trap without details.</p>
DE22575	<p>Symptom: The Supported Platforms column in the interfaces table on the Groups > Controller Config > Local Config > Network > Port/Interfaces > Gigabit Ethernet page now correctly lists the Aruba7205 controller.</p> <p>Scenario: In previous releases of AirWave, the 7205controller was incorrectly omitted as a supported platform for Ethernet interfaces that were supported by that device.</p>

Table 8: Issues Resolved in AirWave 8.2.0.3

ID	Description
DE25624	<p>Symptom: AirWave did not generate matching event reports for an AP on the Reports > Detail page although it had connected clients.</p> <p>Scenario: This issue occurred when AirWave skipped AMON messages that didn't contain AP identification information. The method in which AirWave obtains the identification information for an AP has been changed to resolve this issue.</p>

Table 8: Issues Resolved in AirWave 8.2.0.3 (Continued)

ID	Description
DE25570	<p>Symptom: When VisualRF ran calculations to build the campus grid, it generated large amounts of data which resulted in extremely large backups.</p> <p>Scenario: As a result of this issue, VisualRF ran out of memory and crashed. Visual RF now runs calculations in smaller intervals.</p>
DE25448	<p>Symptom: Sometimes the Domain Name System (DNS) Resolution graph in the Clarity dashboard wouldn't display.</p> <p>Scenario: This graph wouldn't load because of an underlying ArubaOS issue, where the DNS samples field populated when it shouldn't. The mechanism for querying the DNS samples measured has been corrected.</p>
DE25419	<p>Symptom: Old JRE files remained after an upgrade.</p> <p>Scenario: When upgrading from an earlier version of AirWave, a new JRE installs over itself, leaving JREs from previous installations. You can run a script and select which JRE files to delete. The script is in the /src/x86_64/rpms/Makefile directory.</p>
DE25416	<p>Symptom: After upgrading from AirWave 8.0.11.1 to 8.2.x, the Network view in VisualRF displayed incorrect results on the campus map.</p> <p>Scenario: AirWave 8.2.0.3 fixes an issue where the data migration of pixel width and height didn't work during an upgrade from 8.0.11.x. Campuses no longer overlay each other on the map, and you can drag and drop, or auto arrange items again.</p>
DE25408	<p>Symptom: You could not modify the primary, secondary, or tertiary controllers from the Cisco Thin AP Settings or the Manage Configuration page.</p> <p>Scenario: After upgrading from an earlier version of AirWave to 8.2.0.1, you couldn't make a selection from the drop down menu, or access the drop down menu. These issues are resolved for all web browsers.</p>
DE25352	<p>Symptom: In the Usage graph for connected clients, accessed from the Client > Connection page, the labels and color codings were incorrect.</p> <p>Scenario: The information in these graphs, such as color coding, axis direction, and client traffic direction, were changed to match other Usage graphs in the WebUI.</p>
DE25346	<p>Symptom: During an upgrade to AirWave 8.2.x, the system attempted to upgrade the firmware after exceeding the maximum retries limit.</p> <p>Scenario: The system now stops the upgrade when it reaches the maximum retries limit.</p>
DE25320	<p>Symptom: The row of statistics hyperlinks at the top of the AirWave WebUI (Top Header Stats), displayed incorrectly.</p> <p>Scenario: AirWave 8.2.0.3 corrects this screen output issue.</p>

Table 8: Issues Resolved in AirWave 8.2.0.3 (Continued)

ID	Description
DE25312	<p>Symptom: Security flaws in the AirWave 8.0.x release could have caused an application that is compiled against the NSS library to crash, or execute arbitrary code, using the permissions of the user running the application (CVE-2016-1978 and CVE-2016-1979).</p> <p>Scenario: AirWave 8.2.0.3 contains the following Linux security updates, which correct these issues:</p> <ul style="list-style-type: none"> • nss-util security update RHSA-2016:0370-1 • glibc security and bug fix update RHSA-2016:0175-1 • kernel security and bug fix update RHSA-2015:2636-1 • nss, nss-util, and NSPR security update RHSA-2016:0591-1
DE25310	<p>Symptom: AMON messages sent from ArubaOScontrollers contain timestamps in various formats.</p> <p>Scenario: AirWave 8.2.0.3 resolves this issue by reporting all messages in the Clarity dashboard in milliseconds. In order to view complete Clarity data, upgrade AirWave to 8.2.0.3 and ensure that the controller is running ArubaOS 6.4.3.9, 6.4.4.8, or later.</p>
DE25067	<p>Symptom: When you deploy an AP in a floor plan, VisualRF doesn't display a heatmap for the AP unless you restart VisualRF.</p> <p>Scenario: VisualRF automatically refreshes and displays a heatmap for APs added to a floor plan.</p>
DE24962	<p>Symptom: The telnet_cmds log file tracks commands sent between AirWave and a device using Telnet or SSH and might include passwords and secret data.</p> <p>Scenario: Security enhancements in AirWave 8.2.0.3 prevent these files from being viewed using the WebUI and prevent them from being included in an AirWave backup file.</p>

Table 9: Issues Resolved in AirWave 8.2.0.2

ID	Description
DE25409 DE25378	<p>Symptom: Clients associated to an Instant AP correctly appear in VisualRF.</p> <p>Scenario: In previous releases of AirWave 8.2.x, IAP clients did not appear correctly in VisualRF floor plans.</p>
DE25333	<p>Symptom: AirWave 8.2.x processed incoming rogue data and didn't update the AP database. correctly.</p> <p>Scenario: AirWave stores this rogue AP data and shows rogue devices accurately in the RAPIDs overview pages.</p>
DE25314	<p>Symptom: In the Home > Clarity Monitoring pages of the WebUI, the AP Name column in the AP Summary table and APs column of the AP Association table display the AP name defined by the controller to which that AP is associated.</p> <p>Scenario: AirWave displays the correct AP name sent by the controller in the Clarity monitoring tables and graphs.</p>
DE25260	<p>Symptom: An issue prevented AirWave 7.7.14 from upgrading to earlier releases of AirWave 8.2.x.</p> <p>Scenario: This issue is resolved by changes to the internal installation process that modified the order in which some modules were installed.</p>

Table 9: Issues Resolved in AirWave 8.2.0.2 (Continued)

ID	Description
DE25429	<p>Symptom: The DNS failure graph on the Home > Clarity pages of the WebUI displayed inaccurate DNS data.</p> <p>Scenario: Aruba controllers running ArubaOS 6.4.4.6 sent continuous server timeout errors. As a result, the DNS failure graphs displayed inaccurate data. This issue has been resolved.</p>
US14749	<p>Symptom: The accuracy of Clarity data is improved with a change that allows AirWave to use VLAN IP addresses to validate the source of the AMON messages sent to the AirWave server.</p> <p>Scenario: This change resolves an issue that allowed the Home > Clarity Monitoring pages to display inaccurate information for the following deployments:</p> <ul style="list-style-type: none"> • In a Master+Master-Standby controller deployment with VRRP and LMS IP set on the controller, AMON AP messages were being sent with the LMS IP, preventing AirWave from processing them. • If messages were sent from the AP use a different VLAN IP than the controller, AirWave would not process them correctly. • If the IP address used by a single controller VLAN is defined as the IP address by which AirWave communicates with the controller, AP station AMON messages sent from any other VLAN IP defined on the controller would not be processed correctly by AirWave.

Table 10: Issues Resolved in AirWave 8.2.0.1

ID	Description
DE25275 DE25251	<p>Symptom: An issue is resolved where an AirWave server upgrading to AirWave 8.2.0 might have insufficient disk space issue to allow the upgrade to completing successfully.</p> <p>Scenario: This issue is resolved by changes to the internal upgrade procedures in AirWave 8.2.0.1 that reduced the required disk space for the upgrade.</p>
DE23592	<p>Symptom: VisualRF correctly saves grid size modifications to floor plans.</p> <p>Scenario: AirWave 8.2.0.1 resolves an issue that prevented VisualRF section of the AirWave UI from saving modifications to the floor plan grid size property.</p>

Table 11: Issues Resolved in AirWave 8.2

ID	Description
DE23305	<p>Symptom: VisualRF floor plans could display floor plan dimensions in feet, even if VisualRF was configured to display metric units. AirWave 8.2 resolves this issue, and floor plan dimensions are correctly converted from imperial to metric measurements.</p> <p>Scenario: This issue was observed when VisualRF settings were changed to display dimensions in metric units.</p>
DE22577	<p>Symptom: In AirWave 8.0, VisualRF did not update the grid size after you resized a floorplan which in turn prevented heatmaps from displaying correctly.</p> <p>Scenario: We fixed this issue in AirWave 8.2, and now VisualRF updates the grid size with new dimensions and displays the heat map.</p>

The following tables describe known issues identified in AirWave 8.2.4 and previous releases. There are no known issues in AirWave 8.2.0.1 and 8.2.1.1.

Table 12: *Known Issues in AirWave 8.2.4*

ID	Description
DE29235	<p>Symptom: Drop down menus under Plan By Distance do not display when creating multiple floor plans.</p> <p>Scenario: If the Plan By Distance option is selected when creating the first floor plan, the following floor plan will appear with this option already selected, but does not display the drop down menus that were present when creating the previous floor plan.</p> <p>Workaround: There is no workaround.</p>
DE29223	<p>Symptom: After planning and placing your APs, the planning circles still show up on the VisualRF floor plan.</p> <p>Scenario: If a client chooses the Plan By Distance option when creating a new floor plan the planning circle shown around the individual APs will continue to display after the APs have been installed.</p> <p>Workaround: There is no workaround.</p>
DE29172	<p>Symptom: The GPS 1 and GPS 2 fields can not be saved when creating a Visual RF floor plan.</p> <p>Scenario: When creating a new floor plan in Visual RF, if the user chooses to edit the building orientation by adding coordinates in the GPS1 and GPS2 fields and click Save, then reopen the building orientation menu, the values will change to 0.</p> <p>Workaround: There is no workaround.</p>
DE29118	<p>Symptom: You can't navigate to the device monitoring from the topology map when IPSEC is enabled.</p> <p>Scenario: In such cases, the DHCP server IP address is the source of the device IP address in Topology whereas AirWave uses the inner IP address.</p> <p>Workaround: There is no workaround.</p>
DE29085	<p>Symptom: Customer must configure only one DTLS mgmt-server in ArubaOS 8.1 controller.</p> <p>Scenario: This issue is cause by a limitation when interacting with a controller configured with ArubaOS 8.1.</p> <p>Workaround: To fix this, the user must configure one ArubaOS controllerDTLS mgmt-server in ArubaOS 8.1 using the following command:</p> <pre>mgmt-server primary-server <dlst amp IP> profile default amp transport udp secure</pre>

Table 12: Known Issues in AirWave 8.2.4 (Continued)

ID	Description
DE29065	<p>Symptom: The bandwidth usage graph displays the error message "No Data Available."</p> <p>Scenario: When viewing the bandwidth usage graph for an AP, the user will get the message "No Data Available" when a controller is set to "prefer AMON over SNMP".</p> <p>Workaround: To view bandwidth usage data from a controller, the user must disable AMON data collection by completing one of the options below:</p> <ol style="list-style-type: none"> 1. Enable the following CLI command: <code>controller-amon bssid-tunnel-stats.</code> 2. From the controller UI, change the Enable AMON Data Collection option to No. In this case, bandwidth usage data will be aggregated by the APs instead of the controller.
DE29036	<p>Symptom: AMP fails to deploy AMPCLI properly.</p> <p>Scenario: This issue occurs when AMP with an outdated system time fails to deploy AMPCLI properly.</p> <p>Workaround: Update system time prior to upgrading to AirWave 8.2.3.1</p> <p>If the system can not connect to the Internet, use the command below:</p> <pre>#ntpdate pool.ntp.org</pre> <p>If the system still can not connect to the Internet, replace <code>pool.ntp.org</code> with an internal ntp server.</p>
DE28980	<p>Symptom: AirWaveTopology contains the wrong time zone for the Last Contacted field.</p> <p>Scenario: The way AirWave creates date and time in Topology is not the same as it does for the monitoring page. As a result, the device monitoring page shows the server time, and last Topology shows the browser time.</p> <p>Workaround: Go to the device monitoring page to view the correct time stamp.</p>
DE28962	<p>Symptom: There is a long wait time when restoring the customer database after upgrading to AirWave 8.2.4.</p> <p>Scenario: After upgrading to AirWave 8.2.4 it took a customer 50 minutes for the database to restore.</p> <p>Workaround: There is no workaround.</p>
DE28960	<p>Symptom: The topology map shows the controller health is good although there are rogues connected to it.</p> <p>Scenario: After the rogue device displays on the device monitoring page and you manually poll the device, it takes more than 5 minutes for the topology page to update the status.</p> <p>Workaround: There is no workaround.</p>
DE28870	<p>Symptom: Total IN value displays as 0 on the controller monitor page.</p> <p>Scenario: The Total In value always shows as 0, while the Total Out value shows correctly.</p> <p>Workaround: There is no workaround.</p>
DE28764	<p>Symptom: Battery tags for charged devices display as empty.</p> <p>Scenario: When viewing the Visual RF floor plan, the battery tags for charged devices appear as empty.</p> <p>Workaround: There is no workaround.</p>

Table 12: Known Issues in AirWave 8.2.4 (Continued)

ID	Description
DE28743	<p>Symptom: Stack member details aren't available in the Details Taskpane when you click on a stack switch in the topology map.</p> <p>Scenario: The Details Taskpane doesn't display stack member details in AirWave 8.2.4. This feature will be available in a future release.</p> <p>Workaround: There is no workaround.</p>
DE28729	<p>Symptom: The topology map doesn't show a wired connection.</p> <p>Scenario: If you reconfigure a stack member as a standalone switch, the Topology map can't create the link connections for the controller.</p> <p>Workaround: Add the controllers to AirWave again.</p>
DE28718	<p>Symptom: After updating the kernel for DL360 HP blades, the system can't reboot.</p> <p>Scenario: When the system tries to reboot, you see the error message: Error 15: File not found. Airwave doesn't support EFI.</p> <p>Workaround: Set the BIOS of a system to use the legacy BIOS mode.</p>
DE28698	<p>Symptom: The link between nodes is missing in the topology map.</p> <p>Scenario: This issue occurs on an Aruba MAS controller for the last interface (port 24 or 48) if SFP+ up-link models are active.</p> <p>Workaround: There is no workaround.</p>
DE28608	<p>Symptom: IPv6 addresses don't display for controllers in the Interfaces page.</p> <p>Scenario: The Interfaces page displays only IPv4 addresses for controllers in the Virtual Interfaces table.</p> <p>Workaround: There is no workaround.</p>
DE28430	<p>Symptom: In 6.5.2, IAP default ip-mode has changed to v4-prefer. There will be a mismatch if the template contains ip-mode v4-prefer.</p> <p>Scenario: This issue occurs when the template contains ip-mode v4-prefer configuration when managing 6.5.2 IAPs.</p> <p>Workaround: Client must manually remove the ip-mode v4-prefer from the template when a mismatch occurs.</p>
DE28140	<p>Symptom: Customer is deploying Dell Airwave 8.2.3 OVA and getting the following error message: "Unsupported Hardware family vmx-10"</p> <p>Scenario: This issue occurs when user deploys using ESX 5.1.</p> <p>Workaround: There is no workaround.</p>
DE28408	<p>Symptom: The ClearPass CPU utilization graph may display inaccurate information, but continues to relay accurate CPU-based alerts</p> <p>Scenario: This issue occurs when the client viewing CPU utilization from the Clearpass WebUI.</p> <p>Workaround: There is no workaround.</p>

Table 12: *Known Issues in AirWave 8.2.4 (Continued)*

ID	Description
DE27948	<p>Symptom: AirWave displays the device status for a virtual controller as being up although it is down.</p> <p>Scenario: This issue might occur when AirWave audits the device configuration and the status is verifying or down.</p> <p>Workaround: There is no workaround available at this time</p>
DE26333	<p>Symptom: AirWave displays the device status for a virtual controller as being up although it is down.</p> <p>Scenario: This issue might occur when AirWave audits the device configuration and the status is verifying or down.</p> <p>Workaround: There is no workaround.</p>

Table 13: *Known Issues in AirWave 8.2.3.1*

ID	Description
DE28374	<p>Symptom: Heat maps are out of place when the floor plan dimensions are metric.</p> <p>Scenario: This issue occurs when you use the metric system.</p> <p>Workaround: In VisualRF, go to the Setup page and change the Use Metric Units option to No , then click Save.</p>
DE28176 DE27653	<p>Symptom: Clarity Synthetic doesn't display DHCP failures in the Results page.</p> <p>Scenario: When a WPA test passes and a DHCP test fails, Clarity Synthetic doesn't report the failure or reason code.</p> <p>Workaround: There is no workaround.</p>
DE28154	<p>Symptom: Clarity Synthetic displays page load test status as green when the Results popup might show a differently colored status.</p> <p>Scenario: All page load tests show green status in the Test Details page.</p> <p>Workaround: There is no workaround.</p>
DE28153	<p>Symptom: In Clarity Synthetic, the displayed screen is too small in the lower section of the Results page.</p> <p>Scenario: You might notice this issue in the Test Results page.</p> <p>Workaround: The screen resolution needs to be adjusted to make the text easier to read.</p>
DE28152	<p>Symptom: Clarity Synthetic displays the selected target as unknown in the Results page although the target is the one used in the synthetic test.</p> <p>Scenario: The Results page incorrectly reports the target as unknown.</p> <p>Workaround: There is no workaround.</p>

Table 13: *Known Issues in AirWave 8.2.3.1 (Continued)*

ID	Description
DE28151	<p>Symptom: In Clarity Synthetic, the Test Details page, when filtered, doesn't display properly in small windows.</p> <p>Scenario: This issue occurs when you apply a filter to the Test Details and then resize the window. You might be able to move the colored status indicators with a mouse-click.</p> <p>Workaround: There is no workaround.</p>
DE25761	<p>Symptom: When you try to upload a DWF file, VisualRF crashes.</p> <p>Scenario: When this issue occurs, VRF restarts but doesn't import the file.</p> <p>Workaround: Instead of DWF files, upload your floor plans as JPEG files.</p>

Table 14: *Known Issues in AirWave 8.2.3*

ID	Description
DE27651	<p>Symptom: AirWave generates errors when an internal query fails on controllers running AOS 8.0.1.</p> <p>Scenario: Underlying issues with AOS cause client connections to fail. You will see a message similar to: 'Error: "ExecUIQuery failed...'" in the AirWave event log.</p> <p>Workaround: There is no workaround.</p>
DE27474	<p>Symptom: Upgrading from AirWave 7.7 to 8.2.3 fails.</p> <p>Scenario: When you try to upgrade from AirWave 7.7 to 8.2.3, the process stops and prompts you to contact Aruba Technical Support.</p> <p>Workaround: Upgrading directly from AirWave 7.7 to 8.2.3 is not supported. Complete the interim upgrade to AirWave 8.0 before upgrading to 8.2.3.</p>
DE27378	<p>Symptom: The bandwidth usage is not reported at the group-level for wired clients.</p> <p>Scenario: The Groups > List page should report bandwidth usage for wired clients.</p> <p>Workaround: There is no workaround.</p>
DE27278	<p>Symptom: Aruba-managed nodes display as generic Aruba devices instead of Aruba Virtual Mobility Controllers because of a software change introduced in AOS 8.0.1.</p> <p>Scenario: AirWave can't poll these devices and reports them incorrectly as generic Aruba devices. This issue will be fixed in AOS 8.1.0.0.</p> <p>Workaround: There is no workaround.</p>
DE27214	<p>Symptom: Firmware upgrade for Dell MD series is not available from the APs/Devices > Manage page.</p> <p>Scenario: This issue occurs only on the Aruba Virtual Mobility Controllers that are not deployed in physical controllers and has been fixed in AOS 8.1.0.</p> <p>Workaround: There is no workaround.</p>

Table 14: *Known Issues in AirWave 8.2.3 (Continued)*

ID	Description
DE27058	<p>Symptom: In VisualRF, changing the language to Italian, German, Spanish, and Turkish for building properties results in an error.</p> <p>Scenario: In AirWave 8.2.2.1, when you modify building properties, such as building names, floor plans, longitude and latitude, and ceiling height and attenuation, or change the language settings, VisualRF generates the following error: Enter a decimal number between 1 and 100.</p> <p>Workaround: In order to save these changes, select English as the language.</p>
DE26975	<p>Symptom: After an upgrade from AirWave 8.0.1 to 8.2.2, not all services restart completely.</p> <p>Scenario: This issue occurs when services reach their memory limits.</p> <p>Workaround: Contact technical support to fix this by increasing ALC memory.</p>
DE26680	<p>Symptom: Updates to the client and usage graphs on the Home > Overview page might take from 45 to 60 minutes.</p> <p>Scenario: This issue occurs in AirWave 8.2.0.2 and later.</p> <p>Workaround: There is no workaround.</p>
DE26784	<p>Symptom: The stack member interface list has duplicate entries.</p> <p>Scenario: This issue occurs when the stacked switch is dismantled and converted into separate switches.</p> <p>Workaround: Delete the switches and add the switches again.</p>
DE26772	<p>Symptom: When you try to import a certificate from the Device Setup > Certificates menu, AirWave fails to parse the certificate and cannot import it.</p> <p>Scenario: This issue occurs for the following types of certificates: PEM, CER, Trusted CA, and Intermediate CA.</p> <p>Workaround: There is no workaround.</p>
DE26513	<p>Symptom: It takes time to populate IP changes in the switch ARP table.</p> <p>Scenario: If a gateway switch is not added in AirWave, then the IP change will not be updated.</p> <p>Workaround: There is no workaround.</p>
DE26477	<p>Symptom: The Monitoring page for a Cisco Integrated Services Router (ISR) displays the wireless interface incorrectly as a neighbor in the CDP Neighbor table.</p> <p>Scenario: This wireless interface would more reliably display as a wireless module or a switch property for the ISR.</p> <p>Workaround: There is no workaround.</p>
DE26383	<p>Symptom: In VisualRF, importing maps fails with an internal server error.</p> <p>Scenario: This issue occurs when the backup.zip file exceeds 300 Mb.</p> <p>Workaround: Use the command line to import maps.</p>

Table 14: *Known Issues in AirWave 8.2.3 (Continued)*

ID	Description
DE26282	<p>Symptom: The device configuration table grows up to 30 GB, resulting in slow processing and monitoring.</p> <p>Scenario: This issue occurs in networks with more than 100 controllers and 10 or more archived configurations.</p> <p>Workaround: Reduce the amount of archives to 1.</p>
DE26389	<p>Symptom: When upgrading a 2-core processor to AirWave 8.2.2, you might see a discrepancy in the number of monitoring processes reported on the AMP Setup page.</p> <p>Scenario: This issue occurs on a 2-core processor because the maximum processes allowed by the database is 3 but the UI allows only 2.</p> <p>Workaround: Navigate to AMP Setup > Performance , change the number of monitoring processes to 2, and click Save.</p>
DE26383	<p>Symptom: In VisualRF, importing a map fails with an internal server error when the backup.zip file is larger than 300 MB.</p> <p>Scenario: There are no errors in the VisualRF log, but you might see an error similar to the following in the httpd error log:</p> <pre data-bbox="367 884 1520 1209"> Handler/Mocha/InlineStats/Base.pm line 189. Use of uninitialized value \$avg_time in numeric gt (>) at /usr/local/airwave/lib/perl/Mercury/Handler/Mocha/InlineStats/Base.pm line 189. /bin/df: `/var/lib/pgsql/pg_stats_temp': Permission denied /bin/df: `/var/lib/pgsql/pg_stats_temp': Permission denied /bin/df: `/var/lib/pgsql/pg_stats_temp': Permission denied Out of memory! Callback called exit at /opt/airwave/local/lib/perl5/site_perl/5.10.0/HTTP/Headers.pm line 84. </pre> <p>Workaround: Use the command line to import maps.</p>
DE26367	<p>Symptom: In VisualRF, the floor plan size does not display in list view.</p> <p>Scenario: This can happen even though you restart VisualRF.</p> <p>Workaround: Navigate to VisualRF > Floor Plans and click Map to view floor plan sizes.</p>
DE26182	<p>Symptom: There's a discrepancy between the statistics in the Clarity Dashboard widgets and the statistics that display in related reports.</p> <p>Scenario: When you double-click the Summary widget, the same statistics might display incorrectly in the window that opens. For example, the Association column in the Summary widget displays a 53% failure rate and a 15/28 session count, but the window that opens when you double-click the Summary widget shows a failure rate of 78% and a session count of 15/19.</p> <p>Workaround: There is no workaround.</p>

Table 14: Known Issues in AirWave 8.2.3 (Continued)

ID	Description
DE26109	<p>Symptom: AirWave does not display licensing report data for controllers that are not active on the network.</p> <p>Scenario: If a controller is not active on the network, AirWave is not able to return licensing data from that device. As a result, the Reports > Detail page does not correctly display the licensing portion of that report, which appears to be stuck in a loading state.</p>
DE25530	<p>Symptom: AirWave can create a nightly backup that is unusable.</p> <p>Scenario: During a scheduled backup, AirWave may create a backup file that is incomplete and unusable if the process to clean the database fails due to insufficient disk space.</p> <p>Workaround: Restore the AirWave server from an earlier backup. If you can't restore from a backup created before the issue occurred, contact technical support for help.</p>
DE25520 DE25148	<p>Symptom: AirWave 8.2.2 does not discover rogue devices for controllers running ArubaOS 8.0.</p> <p>Scenario: AirWave should support RAPIDS for controllers running ArubaOS 8.0.</p> <p>Workaround: Follow these steps to work around this issue:</p> <ol style="list-style-type: none"> Using AirWave, add all SCs and LCs manually, or discover them through a network scan (see the <i>AirWave 8.2.3 User Guide</i> for help with manually adding devices or adding networks for SNMP/HTTP scanning). Update the local controller to services controller relation by using the SQL update command. The syntax is: <pre>update ap set master_controller_id=ap2.id from ap as ap2 where ap2.apparent_ip=ap.aruba_master_ip and ap.aruba_switch_role=2 and ap2.aruba_switch_role=1;</pre> Ensure that the monitoring page for the local controller shows the services controller name and a link to its monitoring page.
DE25439	<p>Symptom: AirWave could not complete nightly maintenance tasks.</p> <p>Scenario: AirWave maintenance tasks could fail due to corrupt client history round-robin database (RRD) files, triggering the following alert: <code>Nightly Maintenance failed due to unsuccessful jobs: corrupted_rrds, chron_ssid_cleanup, rf_capacity_scatter.</code></p> <p>Workaround: Copy the identify_broken_rrds script from another AirWave server to the /usr/local/airwave/bin/ and /root/svn/mercury/scripts/ directories, then run the script.</p>
DE25063	<p>Symptom: AirWave failed to push IP address settings to a Cisco wireless LAN controller.</p> <p>Scenario: If you update the IP addresses of the primary, secondary, or tertiary controllers, AirWave fails to configure the IP addresses and marks the controllers' configuration as mismatched. This issue occurs on Cisco devices running 8.0.121.0 managed by AirWave 8.x.</p>
DE23425	<p>Symptom: AirWave may report incorrect client counts on local controllers.</p> <p>Scenario: This issue might occur during peak usage when AirWave falls behind in processing AMON data.</p>

Table 15: Known Issues in AirWave 8.2.1

ID	Description
DE25926	<p>Symptom: HPE Aruba 2530YA, 2530YB and 2620 switches fail to register with AirWave through zero-touch provisioning (ZTP) or configuration pushes from AirWave to the switch command-line interface.</p> <p>Scenario: OpenSSL updates in AirWave cause compatibility issues with these devices.</p>
DE25875	<p>Symptom: AirWave displays incorrect transmission power for APs running ArubaOS 6.4.4.0 to 6.4.4.6.</p> <p>Scenario: For APs running the impacted versions of ArubaOS, transmission power levels on the APs/Devices > Monitor page are displayed as twice the actual level on the AP, and VisualRF heatmaps may display incorrect information. This issue is caused by changes in the information sent to AirWave by the devices running these versions of ArubaOS.</p>
DE25845	<p>Symptom: The configuration snippet push to a ZTP device gets stuck in the "In Progress" state.</p> <p>Scenario: After you start a partial configuration job for a group of factory-default devices added to AirWave via ZTP, you might see "In Progress" for the ZTP device in the Job Details table on the Groups > Templates > Partial Config page. This partial configuration option was designed for only Aruba switches, and factory-default devices should not be available for selection from the partial configuration option.</p>
DE25501	<p>Symptom: EAP failures in 802.1X AMON messages are not monitored by AirWave.</p> <p>Scenario: If clients with invalid certificates attempt to associate to AirWave, AirWave drops EAP_FAILURE Dot1x messages, preventing the tracking of clients which are facing EAP-FAILURE.</p>
DE25400	<p>Symptom: The AirWave RAPIDS feature might calculate incorrect signal strengths from the RSSI value for rogue devices.</p> <p>Scenario: The cause of this issue is under investigation.</p>
DE25399	<p>Symptom: RAPIDS drops the event that corresponds to the strongest RSSI signal heard from a rogue AP.</p> <p>Scenario: RAPIDS records the strongest signal heard for a rogue as the rogue entry's signal value and doesn't overwrite that value until a stronger signal is heard, but RAPIDS may fail to retain the discovery event for that entry.</p>
DE25350	<p>Symptom: There is no support for pushing a full configuration for an Aruba switch running the ArubaOS-switch Operating System using the secure file transfer protocols, SCP and SFTP.</p> <p>Scenario: If you use the (unsupported) no tftp client CLI command, the switch is unable to accept TFTP requests. As a result, AirWave cannot push full configurations to the switch.</p>
DE25268	<p>Symptom: Database schema failures do not cause the upgrade process to halt.</p> <p>Scenario: When a database schema change fails during a software upgrade, the upgrade process continues running.</p>
DE24019	<p>Symptom: When monitoring a stack of Aruba switches, or a standalone switch that has stacking-enabled, AirWave shows a junk record for a switch with a status of Unknown.</p> <p>Scenario: This issue occurs when you remove the switch designated as commander from a stack and move it to another part of the network. When SNMP discovery finds the switch in a new stack, the junk record disappears.</p>

Table 16: Known Issues in AirWave 8.2.0.3

ID	Description
DE25598 DE25522 DE25500	<p>Symptom: After updating the IP address of the controller, you see syslog error messages listed under device events in the Clients > Detail page and not in the Clarity dashboard.</p> <p>Scenario: Underlying issues with ArubaOS caused AirWave to report only DNS information in the Clarity dashboard.</p> <p>Workaround: Upgrade AirWave to 8.2.0.3 or later, and ensure that the controller is running ArubaOS 6.4.3.9, 6.4.4.8, or later.</p>
DE25434	<p>Symptom: AirWave sends hundreds of alerts for high CPU or memory usage.</p> <p>Scenario: You might encounter this issue if you configured AirWave to send alert notification until it is acknowledged.</p> <p>Workaround: When adding a trigger on the System > Triggers page, set the Suppress until acknowledge option to Yes.</p>
DE25324	<p>Symptom: Upgrading from AirWave 8.0.x caused VisualRF beamwidth, orientation and gain values to reset to their default values.</p> <p>Scenario: The beamwidth, orientation and gain values are not retained after flushing the bootstrap file or upgrading the AirWave server.</p> <p>Workaround: None.</p>
DE25226	<p>Symptom: AirWave takes longer to process station statistics AMON messages than it did in AirWave 8.0.x.</p> <p>Scenario: This issue has been associated with the Internet Explorer web browser.</p> <p>Workaround: None.</p>

Table 17: Known Issues in AirWave 8.2.0.2

ID	Description
DE25398	<p>Symptom: When you hover your mouse over the configuration (⚙️) icon on the Groups > List page, the popup window of available actions might not appear in the correct spot, be hidden out of view, or display at the very bottom of the page.</p> <p>Scenario: This issue has been associated with the Internet Explorer web browser.</p> <p>Workaround: Use another web browser to access the WebUI, or select a group from the Groups > List page and use the navigation bar.</p>

Table 18: Known Issues in AirWave 8.2

ID	Description
DE25324	<p>Symptom: VisualRF Beamwidth, Orientation and Gain values on deployed APs automatically reset when you upgrade AirWave to any version, or when you remove the bootstrap file.</p> <p>Scenario: The beamwidth, orientation and gain values are not retained after flushing the bootstrap file or upgrading the AirWave server.</p>

Table 18: Known Issues in AirWave 8.2 (Continued)

ID	Description
DE25220	<p>Symptom: VisualRF indicated an incorrect number of APs associated with the AirWave server.</p> <p>Scenario: In a deployment where over 4,000 APs were associated to an AirWave server, and the active APs status icon at the top of the WebUI page showed the correct number of APs, VisualRF incorrectly indicated that AirWave had over 10,000 associated APs.</p>
DE25154	<p>Symptom: If an AP upgrades to Instant 4.2.3 and uses Lync applications in its access control rules, Instant GUI Config (IGC) may show a configuration mismatch for that device.</p> <p>Scenario: This issue occurs because the list of Lync applications that can be included in an access control rule in the AirWave 8.2 IGC feature differs from the list of available rules in Instant 4.2.3. The following applications are unsupported by IGC in AirWave 8.2.</p> <ul style="list-style-type: none"> • SOS ALG SVP • SOS ALG Vocera • SOS ALG FTP • SOS ALG RTSP • SOS ALG SIP • SOS ALG NOE • SOS ALG SIPS • SOS ALG H323 • SOS ALG Facetime • SOS ALG Skype4B Voice • SOS ALG Skype4B Video • SOS ALG Skype4B File-Transfer • SOS ALG Skype4B • SOS ALG SIP-Audio • SOS ALG SIP-Video • SOS ALG Skype4B Desktop-Sharing • SOS ALG Jabber • SOS ALG Jabber-MC • square application • pearsonvue web • squirrelysystems web • learninganalytics web • youtubeeducation web
DE25110	<p>Symptom: If a switch IP address is changed from a static IP address to an IP address dynamically assigned via DHCP, the device may appear as down in AirWave.</p> <p>Scenario: This issue is triggered because AirWave has no way to determine the IP address that will be assigned to the switch after the change to a DHCP-assigned IP address.</p> <p>Workaround: Manually change the IP address when the IP provisioning option is changed from static to DHCP.</p>
DE24785 DE24834 DE24836 DE24872	<p>Symptom: When the Groups > Instant Config pages of the AirWave WebUI are accessed using the Internet Explorer web browser, these pages may not properly display Instant Config (IGC) configuration settings or browser elements, and may not correctly save or update configuration changes.</p> <p>Scenario: This issue occurs when you attempt to use Internet Explorer to create or modify a configuration for Instant devices via Groups > Instant Config. This issue does not occur with other supported web browsers.</p> <p>Possible IGC behaviors in Internet Explorer include the following:</p> <ul style="list-style-type: none"> • Drop-down lists may not display properly • Configured settings may not save or update properly • Scrolling down a page in the IGC WebUI may cause the browser to unexpectedly return to the top of the page. • Clicking the Save or Apply button may not save any configuration changes, may cause the browser to unexpectedly return to the top of the page. <p>Workaround: Use an alternate web browser, such as Mozilla, to configure Instant devices.</p>

Table 18: Known Issues in AirWave 8.2 (Continued)

ID	Description
DE24424	<p>Symptom: A non-default Failure Timeout value configured via AMP Setup > General > Firmware upgrade/Reboot Options is not correctly applied.</p> <p>Scenario: By default, if a firmware upgrade on a switch fails, the switch state becomes locked, and a failure timeout of 60 minutes must elapse before the switch attempts another upgrade. In AirWave 8.2, if you configure a non-default value for this failure timeout, the switch state might lock for 60 minutes <i>plus</i> the new failure timeout period. For example, if you configure a custom failure timeout period of 15 minutes, that setting might keep a switch locked for 75 minutes.</p>
DE24417	<p>Symptom: Firmware updates on Aruba switches may fail when firmware changes are simultaneously sent to switches in a multi-level switch topology, where an upstream switch is located between a downstream switch and the AirWave server.</p> <p>Scenario: This issue occurs when an upstream switch downloads the firmware image and reboots, temporarily disrupting the firmware download on the second, downstream switch. This disruption may cause the firmware upgrade on the second switch to fail.</p> <p>Workaround: Perform separate firmware upgrades on switches at different levels. (For example, upgrade the first-level (upstream) switches before you upgrade any second level (downstream) switches.</p>
DE24406	<p>Symptom: Backup configurations downloaded from the AirWave WebUI are not compressed properly, cannot be restored.</p> <p>Scenario: This issue occurs when a nightly backup file is downloaded using the Chrome web browser.</p> <p>Workaround: Use a different web browser to download the backup file.</p>
DE24163	<p>Symptom: The Current Secondary Version column in the System > Firmware Upgrade Job Detail > Devices Being Upgraded table displays incorrect image information for an Aruba switch.</p> <p>Scenario: The Devices Being Upgraded table should display the version number for the software stored in the secondary flash in the Current Secondary Version column. This column may instead display the boot ROM software version.</p> <p>Workaround: Access the switch command-line interface and issue the command show flash to view the primary and secondary image versions.</p>
DE24019	<p>Symptom: The Member Switches table on the APs/Devices > Monitor page for an Aruba switch may display incorrect stack member information.</p> <p>Scenario: If a HPE 3810 stack is discovered via SNMP discovery on the network, and the stack member with commander status is moved to another stack, an invalid stack record may appear in the Member Switch table for members of the original stack.</p> <p>Workaround: Adding another stack to the AirWave server may clear these invalid entries.</p>
DE23592	<p>Symptom: VisualRF does not correctly save modifications to floor plans.</p> <p>Scenario: When modifying floor plans using the VisualRF section of the AirWave WebUI, changes to the floor plans settings (like the floor name or number) are not correctly saved.</p> <p>Workaround: Measure the floor plan again to your save modifications.</p>

Table 18: Known Issues in AirWave 8.2 (Continued)

ID	Description
DE23289	<p>Symptom: VisualRF floor plans do not open correctly for clients accessing the AirWave WebUI via the Microsoft Edge browser.</p> <p>Scenario: When viewing the VisualRF section of the AirWave WebUI using the Microsoft Edge browser on a Windows 10 client, double clicking on a building or floor does not open the page for that building or floor.</p>
DE23281	<p>Symptom: If the APs/Devices > Monitor page for a device displays a VPN IP address, hovering your mouse over that VPN IP address displays a HTTPS and SSH tooltip that contains invalid links.</p> <p>Scenario: This issue occurs because the VPN IP address displayed on that page is an internal IP address. Clicking the HTTP link in the tooltip displays a blank page, and on the SSH link does not log a user into any device.</p>
DE19402	<p>Symptom: Reports exported via FTP are not sent if the report is modified, as the modified report fails to authenticate to the FTP server.</p> <p>Scenario: This issue occurs when you modify an existing FTP report and do not re-enter the FTP server passwords in the Export Options section of the Reports > Definition > Export Options page.</p> <p>Workaround: Redefine the FTP server password when you modify a report to be exported via FTP.</p>
US14365	<p>Symptom: PVOS commands values are unnecessarily grouped in the device running-config</p> <p>Scenario: Some ArubaOS-Switch Operation System commands that run individually on the switch appear grouped on the device running the configuration. AirWave supports a 1:1 comparison of commands from the template and the device running the configuration. As a result, the grouped commands might incorrectly cause a mismatch.</p> <p>For example, the template might show two separate commands:</p> <pre data-bbox="347 1108 812 1165">loop-protect transmit-interval 10 loop-protect disable-timer 3000</pre> <p>While the running configuration groups them into a single command:</p> <pre data-bbox="347 1213 1073 1243">loop-protect transmit-interval 10 disable-timer 3000</pre> <p>Workaround: Use the grouped commands directly in the template to avoid a mismatch.</p>
US14468	<p>Symptom: PVOS commands values may vary between the template and device running-config</p> <p>Scenario: When using template configuration to configure Power over Ethernet settings, the template command power-over-ethernet pre-std-detect is modified in the running configuration to add port values. AirWave supports a 1:1 comparison of commands from the template and the device running-config, so this modification of the value may incorrectly cause the device to show a mismatch.</p> <p>For example, the template may show the command:</p> <pre data-bbox="347 1549 824 1577">power-over-ethernet pre-std-detect</pre> <p>While the running-config adds port number values</p> <pre data-bbox="347 1625 976 1654">power-over-ethernet pre-std-detect ports 1-48</pre>

Table 18: Known Issues in AirWave 8.2 (Continued)

ID	Description
US14468	<p>Symptom: PVOS commands values may vary between the template and device running-config</p> <p>Scenario: When using template configuration for 5400R, 3810, and 3800 Aruba switches, if the template command ip aspath list does not include a sequence number, the running configuration applies a sequence value of 5. AirWave supports a 1:1 comparison of commands from the template and the device running-config, so this modification of the value may incorrectly cause the device to show a mismatch.</p> <p>For example, the template may show the commands:</p> <pre>ip aspath-list listname deny abcd</pre> <p>While the running-config adds a sequence number to the running configuration:</p> <pre>ip aspath-list "listname" seq 5 deny "abcd"</pre>
US14471	<p>Symptom: PVOS commands values may vary between the template and device running-config</p> <p>Scenario: On 2530 and 2620 Aruba switches, some ArubaOS-Switch Operation System commands which are executed individually on the switch appear in a modified format in the device running-config, where leading zeros in a configuration value are added or deleted, and hexadecimal values in a template configuration may appear in a decimal value in the running configuration. AirWave supports a 1:1 comparison of commands from the template and the device running-config, so this modification of the value format may incorrectly cause the device to show a mismatch.</p> <p>For example, the template may show the command:</p> <pre>qos rate-limit dscp 0 1 kbps 0</pre> <p>While the running-config adds one or more leading zeros to the value:</p> <pre>qos rate-limit dscp 000000 1 kbps 0</pre> <p>Workaround: Use the expanded command set in the template to avoid a mismatch.</p>
US14471	<p>Symptom: Individual PVOS commands values are unnecessarily divided in the device running-config</p> <p>Scenario: Some ArubaOS-Switch Operation System commands which are executed individually on the switch appear in multiple lines in the device running-config. AirWave supports a 1:1 comparison of commands from the template and the device running-config, so this grouping may incorrectly cause the device to show a configuration mismatch.</p> <p>For example, the template may show one individual command:</p> <pre>ip source-interface all vlan 1</pre> <p>While the running-config divides the values from this command into multiple lines:</p> <pre>ip source-interface tacacs vlan 1 ip source-interface radius vlan 1 ip source-interface syslog vlan 1 ip source-interface telnet vlan 1 ip source-interface tftp vlan 1 ip source-interface snmp vlan 1 ip source-interface sflow vlan 1</pre> <p>Workaround: Use the expanded command set in the template to avoid a mismatch.</p>
138330	<p>Symptom: AirWave might not correctly display port statistics or interface information for managed nodes or Services Controllers running ArubaOS 8.0 beta</p> <p>Scenario: This issue occurs when AirWave attempts to display information for managed nodes or a Services Controller running ArubaOS 8.0 beta in a topology where the Services Controller is installed on a server VM.</p>

Table 18: Known Issues in AirWave 8.2 (Continued)

ID	Description
137778	<p>Symptom: AirWave may not correctly display the serial number for managed nodes or Services Controllers running ArubaOS 8.0 beta.</p> <p>Scenario: This issue occurs because AirWave 8.2 reads the serial number information from the legacy MIB OID wlsxSwitchLicenseSerialNumber, which does not return the correct serial number value.</p> <p>Workaround Access the command-line interface of the device and issue the command show inventory to view the correct device serial number.</p>
N/A	<p>Symptom: Due to a known issue on an Aruba switch (CR191863), the switch state does not change from Factory to Non-Factory unless the switch reboots. If AirWave pushes a partial configuration that does not require a reboot, AirWave continues to see the switch in the Factory state.</p> <p>Scenario: The switch UI page that allows you to fetch a template includes a Push complete configuration file: Device is rebooted after config push option. If a user selects No for this option on a factory-default switch provisioned via a DHCP server, AirWave only pushes a delta configuration, which does not result in a switch reboot. If a user adds settings via AirWave that are not supported by AirWave 8.2, the full configuration is not pushed and hence the unsupported commands are not applied on the switch.</p>
N/A	<p>Symptom: If a user decides to reset the switch to a factory default state from the switch command-line interface, all stored passwords, security credentials and system settings will reboot in a factory default state.</p> <p>Scenario: This issue occurs because AirWave always executes the include-credentials command when pushing a configuration to a switch.</p>
N/A	<p>Symptom: Unrecognized PVOS command syntax.</p> <p>Scenario: AirWave may not recognize some syntax for some ArubaOS-Switch Operating System commands, and therefore will not allow to users to configure these commands via AirWave.</p>
N/A	<p>Symptom: Unrecognized PVOS defaults and values.</p> <p>Scenario: AirWave may not recognize some default values or the "no" syntax for some ArubaOS-SwitchOperating System commands, and therefore will not recognize these values when these commands are configured via AirWave.</p> <p>For example, if a template has the command ipv6 hop-limit 100, AirWave would be expected to push the default value for this command (64 hops) if that line is removed from the template. If the default value is missing from the command and not recognized by AirWave, the device could not return to its default value, and a configuration mismatch could occur.</p> <p>Workaround: Issue the default value for the command within <push_to_exclude> tags in the template, as shown below.</p> <pre data-bbox="349 1558 630 1642"><push_to_exclude> ipv6 hop-limit 64 </push_to_exclude></pre>

Table 18: *Known Issues in AirWave 8.2 (Continued)*

ID	Description
N/A	<p>Symptom: Commands are hidden in the running-config.</p> <p>Scenario: Some commands may be hidden by the switch in the running-config and CLI help. Additional steps may be required to add these command settings via template configuration.</p> <p>Workaround: Add a hidden command to a device running config by including within <push_to_exclude> tags. For example, to add the commands crypto key zeroize autorun rsa and crypto key zeroize ssh-client-key, to the template, use the following format:</p> <pre data-bbox="349 464 812 577"><push_to_exclude> crypto key zeroize autorun rsa crypto key zeroize ssh-client-key </push_to_exclude></pre>

If you're using AirWave 8.0.8.x or later, you can quickly upgrade to AirWave 8.2.4. After upgrading the software, you will no longer have root user access to the Linux shell.

Upgrade the Software

Follow these steps to upgrade the software:

1. Log in to the AirWave server as the root user.
2. Run the upgrade utility:

```
#start_amp_upgrade -v 8.2.4
```

The upgrade utility looks for the local upgrade package. If the software is located, go to the next when step when prompted to do so. If the software is not available:

- a. Enter your Aruba support credentials to get the software from the Aruba Support Center.
- b. [Manually download the software](#) and run the upgrade utility later.

After the download completes, the following message appears while the software compiles:

```
Validating the upgrade package...
Upgrade package is OK.
Using upgrade script extracted from local package.
Upgrade package found in local cache.
*****
After the upgrade, your system will be converted to use AMPCLI and the Linux shell will no
longer be accessible.
It is recommended that you cleanup some disk space before the upgrade by removing old AMP
upgrade tarballs from /root directory and/or old pre-upgrade backups from /var/airwave-backup
directory.
*****
```

3. After the AMP services restart, you will see the following message:

```
Setting up secure accounts...
Setting admin user name...
Admin Username (default 'ampadmin'):
Admin user is admpadmin
Done
Setting admin password...
Admin Password:
Verify Password:
Done
Done
Removing alias for less...
Done
AMPCLI Setup completed
```

Enter the new ampadmin password. If you don't enter a user name, AirWave uses the default "ampadmin".

4. After setting the password, you will see the following message:

```
Your system has been converted to use AMPCLI. You may now
log in as ampadmin. If you lose the password for ampadmin you
may log in as amprecovery (password recovery) on the console to reset
the ampadmin password
```

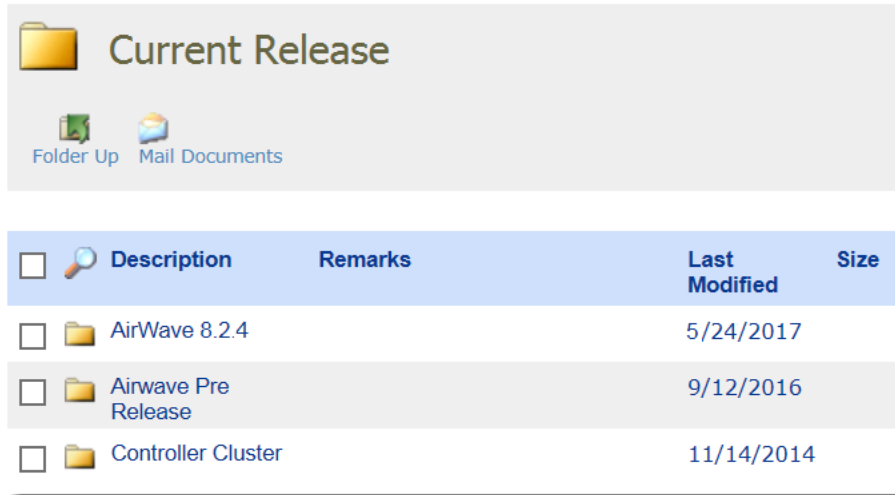
5. Finally, remove any OS user accounts to prevent unauthorized access.

Download Manually

Follow these steps to download the software manually:

1. Go to the **Download Software tab** and select **AirWave > AMP > Current Release > AirWave 8.2.4**.

Figure 1: *Software Download Location*



2. Click the upgrade package, then click **Save** and install the file later.
3. Copy the file to the AirWave server's **/root** directory using an SCP file transfer application.

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 8.2.4 Server Sizing Guide on the **Home > Documentation** page.

Supported Upgrade Paths

You can upgrade directly to AirWave 8.2.4 from the following software versions:

- 8.0.8, 8.0.8.1, and 8.0.8.10
- 8.0.9
- 8.0.10
- 8.0.11, 8.0.11.1, and 8.0.11.2
- 8.2.0, 8.2.0.1, 8.2.0.2, and 8.2.0.3
- 8.2.1 and 8.2.1.1
- 8.2.2 and 8.2.2.1
- 8.2.3 and 8.2.3.1

There is no direct upgrade between AirWave 7.7.x and 8.2.4.