

ArubaOS 8.3.0.5



Release Notes

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Revision History

The following table provides the revision history of this document.

Table 1: *Revision History*

Revision	Change Description
Revision 05	<ul style="list-style-type: none">Removed Migration Guide from the documents listed under Related Documents section as the Migration Tool is no longer supported.Removed the Migrating from ArubaOS 6.x to ArubaOS 8.x section from Upgrade Procedure chapter as the Migration Tool is no longer supported.
Revision 04	Removed bug 189970 from the Known Issues section.
Revision 03	Added bug AOS-182758.
Revision 02	Added bug 181143 and 193777.
Revision 01	Initial release.

This ArubaOS release notes includes the following topics:



Throughout this document, branch controller and local controller are termed as managed device.

- [New Features and Enhancements on page 8](#)
- [Supported Platforms on page 9](#)
- [Regulatory Updates on page 12](#)
- [Resolved Issues on page 13](#)
- [Known Issues and Limitations on page 17](#)
- [Upgrade Procedure on page 31](#)

For the list of terms, refer [Glossary](#).

Related Documents

The following guides are part of the complete documentation suite for the Aruba user-centric network:

- [ArubaOS Getting Started Guide](#)
- [ArubaOS User Guide](#)
- [ArubaOS CLI Reference Guide](#)
- [ArubaOS API Guide](#)
- [Aruba Mobility Master Licensing Guide](#)
- [Aruba Virtual Appliance Installation Guide](#)
- [Aruba Mobility Master Hardware Appliance Installation Guide](#)

Supported Browsers

The following browsers are officially supported for use with the ArubaOS WebUI:

- Microsoft Internet Explorer 11 on Windows 7 and Windows 8
- Microsoft Edge (Microsoft Edge 38.14393.0.0 and Microsoft EdgeHTML 14.14393) on Windows 10
- Mozilla Firefox 58 or later on Windows 7, Windows 8, Windows 10, and macOS
- Apple Safari 9.0 or later on macOS
- Google Chrome 67 or later on Windows 7, Windows 10, and macOS

Contacting Support

Table 2: *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	lms.arubanetworks.com
End-of-life Information	arubanetworks.com/support-services/end-of-life/
Security Incident Response Team	Site: arubanetworks.com/support-services/security-bulletins/ Email: aruba-sirt@hpe.com

There are no features or enhancements introduced in this release.

This chapter describes the hardware platforms supported in this release.

Mobility Controller Platforms

The following table displays the controller platforms that are supported in this release.

Table 3: *Supported Controller Platforms in ArubaOS 8.3.0.5*

Controller Family	Controller Model
7000 Series	7005, 7008, 7010, 7024, 7030
7200 Series	7205, 7210, 7220, 7240, 7240XM, 7280

AP Platforms

The following table displays the AP platforms that are supported in this release.

Table 4: *Supported AP Platforms in ArubaOS 8.3.0.5*

AP Family	AP Model
100 Series	AP-104, AP-105
103 Series	AP-103
103H Series	AP-103H
110 Series	AP-114, AP-115
130 Series	AP-134, AP-135
170 Series	AP-175AC, AP-175AC-F1, AP-175DC, AP-175DC-F1, AP-175P, AP-175P-F1

Table 4: Supported AP Platforms in ArubaOS 8.3.0.5

AP Family	AP Model
200 Series	AP-204, AP-205
203H Series	AP-203H
205H Series	AP-205H
207 Series	AP-207
203R Series	AP-203R, AP-203RP
210 Series	AP-214, AP-215
220 Series	AP-224, AP-225
228 Series	AP-228
270 Series	AP-274, AP-275, AP-277
300 Series	AP-304, AP-305
303 Series	AP-303
303H Series	AP-303H
310 Series	AP-314, AP-315
318 Series	AP-318
320 Series	AP-324, AP-325
330 Series	AP-334, AP-335
340 Series	AP-344, AP-345
360 Series	AP-365, AP-367
370 Series	AP-374, AP-375, AP-377

Table 4: Supported AP Platforms in ArubaOS 8.3.0.5

AP Family	AP Model
RAP 3 Series	RAP-3WN, RAP-3WNP
RAP 100 Series	RAP-108, RAP-109
RAP 155 Series	RAP-155, RAP-155P

Virtual Platforms

The following Mobility Master Hardware Appliance and Mobility Master Virtual Appliance platforms are supported in this release.

- MM-HW-1K
- MM-HW-5K
- MM-HW-10K
- MM-VA-50
- MM-VA-500
- MM-VA-1K
- MM-VA-5K
- MM-VA-10K

The following Mobility Controller Virtual Appliance platforms are supported in this release.

- MC-VA-10
- MC-VA-50
- MC-VA-250
- MC-VA-1K

This chapter contains the Downloadable Regulatory Table (DRT) file version introduced in this release.

Periodic regulatory changes may require modifications to the list of channels supported by an AP. For a complete list of channels supported by an AP using a specific country domain, access the controller CLI and execute the **show ap allowed-channels country-code <country-code> ap-type <ap-model>** command.

For a complete list of countries and the regulatory domains in which the APs are certified for operation, refer to the Downloadable Regulatory Table or the DRT Release Notes at support.arubanetworks.com.

The following DRT file version is part of this release:

- DRT-1.0_68143

This chapter describes the issues resolved in this release.

Table 5: Resolved Issues in ArubaOS 8.3.0.5

Bug ID	Description	Component	Platform	Reported Version	Resolved in Version
171246 187010 187758 187759 187764 188678 188679 188681 189142 190566	<p>Symptom: A managed device crashed and rebooted unexpectedly. The fix ensures that the managed device works as expected.</p> <p>Scenario: This issue occurred due to memory corruption. This issue was observed in 7240 and 7240XM controllers running ArubaOS 8.2.0.0 in a Mobility Master - Managed Device topology.</p>	Controller-Datapath	7240 and 7240XM controllers	ArubaOS 8.2.0.0	ArubaOS 8.3.0.5
181143	<p>Symptom: The same product key was generated when the Mobility Master Virtual Appliance or Mobility Controller Virtual Appliance was cloned. This issue is resolved by generating the product key based on the UUID of the system.</p> <p>NOTE: If a cloned Mobility Master Virtual Appliance or Mobility Controller Virtual Appliance that runs any version lower than ArubaOS 8.2.2.0 was upgraded to ArubaOS 8.2.2.0 and higher, ArubaOS 8.3.0.2 and higher, or ArubaOS 8.4.0.0 and higher, in the respective releases, the serial number and passphrase were changed and all licenses associated with the older serial number were invalidated. Migrate or regenerate the existing licenses for the new serial number after the upgrade. Contact Aruba Technical Support before the upgrade.</p> <p>Scenario: This issue occurred when an OVA-based Mobility Master Virtual Appliance or Mobility Controller Virtual Appliance was deployed, an OVF template was exported, and the exported OVF template was deployed. This issue was observed in Mobility Controller Virtual Appliance or Mobility Master Virtual Appliance running ArubaOS 8.2.0.0.</p>	Controller-Platform	All platforms	ArubaOS 8.2.0.0	ArubaOS 8.3.0.5

Table 5: Resolved Issues in ArubaOS 8.3.0.5

Bug ID	Description	Component	Platform	Reported Version	Resolved in Version
183973 186151	<p>Symptom: Wireless clients failed to reconnect to the SSID after being dropped from the network. The log files listed the following error messages:</p> <ul style="list-style-type: none"> ■ user repkey change failed ■ macuser repkey change failed <p>The fix ensures that the wireless clients are able to reconnect to the SSID.</p> <p>Scenario: This issue occurred when the Global System for Mobile (GSM) slot in a user channel was not deleted, which reduced the available GSM slots to zero. This issue was observed in managed devices running ArubaOS 8.2.1.1.</p>	Base OS Security	All platforms	ArubaOS 8.2.1.1	ArubaOS 8.3.0.5
185255 192649 193573	<p>Symptom: Licenses were not sent to managed devices. The fix ensures that the licenses are sent to managed devices.</p> <p>Scenario: This issue occurred when the Mobility Master was using an external Mobility Master or a stand-alone controller as the licensing server. This issue was observed in Mobility Masters running ArubaOS 8.3.0.3 or later versions.</p>	Licensing	All platforms	ArubaOS 8.3.0.3	ArubaOS 8.3.0.5
186608 193304	<p>Symptom: The datapath process in a managed device crashed when a Skype call was initiated from a wireless client. The fix ensures that the managed device works as expected.</p> <p>Scenario: This issue was observed in managed devices running ArubaOS 8.3.0.1 or later versions.</p>	Controller-Datapath	All platforms	ArubaOS 8.3.0.1	ArubaOS 8.3.0.5

Table 5: Resolved Issues in ArubaOS 8.3.0.5

Bug ID	Description	Component	Platform	Reported Version	Resolved in Version
190677 191836 191870	<p>Symptom: The DDS process in a managed device crashed unexpectedly. The fix ensures that the managed device works as expected.</p> <p>Scenario: This issue occurred when the Mobility Master was upgraded to ArubaOS 8.2.2.2 or later versions. This issue was observed in managed devices running ArubaOS 8.2.1.1 or later versions.</p>	DDS	All platforms	ArubaOS 8.2.1.1	ArubaOS 8.3.0.5
190797	<p>Symptom: Incremental Frame Check Sequence received (FCS Rx) errors are observed in APs. The fix ensures that the APs work as expected</p> <p>Scenario: The issue occurred when the APs were connected using a cable with length greater than 100 meters. This issue was observed in AP-365 access points running ArubaOS 8.3.0.0 or later versions.</p>	AP-Wireless	AP-365 access points	ArubaOS 8.3.0.0	ArubaOS 8.3.0.5
191753	<p>Symptom: Users were unable to log in using the WebUI when the username or password contained the semi-colon character. The fix ensures that the users are able to use the semi-colon character in the username or password to access the WebUI.</p> <p>Scenario: This issue was observed in managed devices and Mobility Masters running ArubaOS 8.2.2.2 or later versions.</p>	WebUI	All platforms	ArubaOS 8.3.0.4	ArubaOS 8.3.0.5

This chapter describes the known issues and limitations observed in this release.



We have migrated to a new defect tracking tool. Some bugs are listed with the new bug ID, which is prefixed by AOS.

Known Issues

Following are the known issues observed in this release.

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
AOS-182758	<p>Symptom: Memory leak is observed in managed devices.</p> <p>Scenario: This issue occurs because the Common Gateway Interface related file size is increasing continuously on the managed device. This issue is observed in managed devices running ArubaOS 8.3.0.5.</p> <p>Workaround: None.</p>	Controller-Platform	All platforms	ArubaOS 8.3.0.5
162623	<p>Symptom: The output of the show ap arm history ap-name <ap-name> command does not display the radar detection event for an AP.</p> <p>Scenario: This issue is observed in APs running ArubaOS 8.2.0.0 or later versions.</p> <p>Workaround: None.</p>	ARM	All platforms	ArubaOS 8.2.0.0
166773 193017	<p>Symptom: The managed device crashes and reboots unexpectedly.</p> <p>Scenario: This issue occurs when the configuration node replace config command is executed to replace the existing configuration with a new configuration. This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.0.1.0

Table 6: Known Issues in ArubaOS 8.3.0.5

Bug ID	Description	Component	Platform	Reported Version
168180	<p>Symptom: The profmgr process in a managed device crashes when a single instance default profile is modified in the disaster recovery mode.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.0.1.0
168636	<p>Symptom: A client is unable to connect to a controller from Aruba Central using SSH.</p> <p>Scenario: This issue is observed in 7005 controllers running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Aruba Central	7005 controllers	ArubaOS 8.0.1.0
172217	<p>Symptom: Write memory does not show the configurations that are committed.</p> <p>Scenario: This issue occurs when a user configures ACLs, VLANs, and interfaces, and then executes the write memory command. This issue is observed in managed devices running ArubaOS 8.2.0.1.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.2.0.1
172360	<p>Symptom: The output of the show lldp neighbor command displays only the first entry from the LLDP neighbors table.</p> <p>Scenario: This issue occurs as the other neighbor entries are overwritten. This issue is observed in managed devices running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	SNMP	All platforms	ArubaOS 8.3.0.0
172857 178662	<p>Symptom: The BOCMGR process in a Mobility Master crashes unexpectedly.</p> <p>Scenario: This issue is observed in Mobility Masters running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	Controller-Platform	All platforms	ArubaOS 8.3.0.0
175138	<p>Symptom: The Configurations > Services > Guest provisioning page appears blank and non-editable.</p> <p>Scenario: This issue occurs when a user enters the & character in the email fields and submits the changes. This issue is observed in managed devices running ArubaOS 8.2.0.2 or later versions.</p> <p>Workaround: None.</p>	Guest Provisioning	All platforms	ArubaOS 8.2.0.2

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
176330 177428	<p>Symptom: The Diagnostics > Technical Support > Copy Files page of the WebUI displays a success message although the TFTP file transfer fails.</p> <p>Scenario: This issue occurs when a user attempts to copy a file using TFTP. This issue is observed in Mobility Master running ArubaOS 8.2.0.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.2.0.0
177044 186119	<p>Symptom: AP-103H crashes and reboots unexpectedly. The log files for the event lists the reason as Reboot caused by out of memory.</p> <p>Scenario: This issue occurs because the AP has low memory. This issue is observed in AP-103H access points running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	AP-Platform	AP-103H access points	ArubaOS 8.3.0.0
177204	<p>Symptom: The following streaming API and the CLI command on a managed device returns a value of 0 for Minimum RTT:</p> <ul style="list-style-type: none"> ■ The stats_ip_probe_uplink streaming API ■ The show ip health-check verbose CLI command <p>Scenario: This issue occurs in managed devices with the Uplink Health-check configuration enabled. This issue is observed in 7000 Series and 7200 Series controllers running ArubaOS 8.0.1.0.</p> <p>Workaround: None.</p>	Controller-Datapath	7000 Series and 7200 Series controllers	ArubaOS 8.0.1.0
177800	<p>Symptom: Aruba Central agent debugging logs contain the hash value for the certificate sign challenge.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Logging	All platforms	ArubaOS 8.0.1.0
177898 179840	<p>Symptom: Clients are unable to obtain IP addresses and the DHCP requests are not sent to the DHCP server.</p> <p>Scenario: This issue occurs when uplink load balancing is enabled on a managed device. This issue is observed in managed devices running ArubaOS 8.2.1.0.</p> <p>Workaround: None.</p>	Controller-Platform	All platforms	ArubaOS 8.2.1.0
178173 185322	<p>Symptom: The log file of a Mobility Master Virtual Appliance displays the OID not increasing SNMP error message.</p> <p>Scenario: This issue is observed in a Mobility Master Virtual Appliance running ArubaOS 8.2.0.2.</p> <p>Workaround: None.</p>	SNMP	All platforms	ArubaOS 8.2.0.2

Table 6: Known Issues in ArubaOS 8.3.0.5

Bug ID	Description	Component	Platform	Reported Version
178221 189525	Symptom: The show airgroup aps command does not list AirGroup APs on a managed device. Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.0. Workaround: None.	AirGroup	All platforms	ArubaOS 8.3.0.0
178419 180044 181059	Symptom: The mDNS RADIUS requests are sent with the NAS-IP address in reverse order to the ClearPass Policy Manager. Scenario: This issue occurs because of wrong endianness. This issue is observed in managed devices running ArubaOS 8.3.0.0 or later versions. Workaround: None	AirGroup	All platforms	ArubaOS 8.3.0.0
178564 185403	Symptom: A Mobility Master Virtual Appliance crashes unexpectedly due to memory corruption. Scenario: This issue is observed in a Mobility Master Virtual Appliance running ArubaOS 8.1.0.0 or later versions. Workaround: None.	Logging	All platforms	ArubaOS 8.1.0.0
178633	Symptom: An AP console displays the error message, fsl_dpa ethernet.17 eth0: ErrFD status = 0x00000020 . Scenario: This issue occurs when the AP receives bad checksum uplink packets. This issue is observed in AP-335 access points running ArubaOS 8.3.0.0 or later versions. Workaround: None.	AP Datapath	AP-335 access points	ArubaOS 8.3.0.0
178676 183015	Symptom: APs crash randomly and the clients fail to authenticate to an AP. Scenario: This issue is observed in 330 Series access points running ArubaOS 8.3.0.0 or later versions. Workaround: None.	AP-Platform	330 Series access points	ArubaOS 8.3.0.0
178709	Symptom: The Ipsec-map name drop-down list does not display the system-generated IPsec map in the WebUI. Scenario: This issue occurs when the user creates a new policy rule in the Configuration > Roles & Policies > Policies > <policy_name> > <new_policy_rule> page, and selects Forward to ipsec-map option from the Action drop-down list in the WebUI. This issue is observed in Mobility Masters running ArubaOS 8.2.1.0. Workaround: None.	WebUI	All platforms	ArubaOS 8.2.1.0

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
178760 179949 179950	<p>Symptom: Instant APs connecting to a managed device obtain IP address in the reverse order.</p> <p>Scenario: This issue occurs when a MAC address of an Instant AP is configured with a remote IP address in the remote whitelist database using the whitelist-db rap add mac-address command. This issue is observed in Mobility Controller Virtual Appliance running ArubaOS 8.3.0.0.</p> <p>Workaround: None.</p>	CPsec	All platforms	ArubaOS 8.3.0.0
178936 179171	<p>Symptom: The General Information > Networking page in a Mobility Controller does not display the DNS server and IP address information.</p> <p>Scenario: This issue is observed in a Mobility Master Virtual Appliance running ArubaOS 8.3.0.0.</p> <p>Workaround: None.</p>	Controller-Platform	All platforms	ArubaOS 8.3.0.0
179107	<p>Symptom: A stand-alone controller displays the error message, Module licensemgr is busy. Please try later.</p> <p>Scenario: This issue occurs when the licenses are added. This issue is observed in stand-alone controllers running ArubaOS 8.1.0.4 or later versions in a master - local topology.</p> <p>Workaround: None.</p>	Licensing	All platforms	ArubaOS 8.1.0.4
179347	<p>Symptom: The default node does not change its path when the group name is changed.</p> <p>Scenario: This issue is observed in Mobility Master Virtual Appliance running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.3.0.0
179869	<p>Symptom: A managed device does not display any validation error message when the user attempts to delete role default session ACL by executing the no access-list session apprf-<role name>-sacl command.</p> <p>Scenario: This issue occurs when the system flags applicable to the user role are erased when the Mobility Master is rebooted. This issue is observed in managed devices running ArubaOS 8.2.1.0 or later versions.</p> <p>Workaround: Do not delete default session ACL after configuring a user role.</p>	Configuration	All platforms	ArubaOS 8.2.1.0
180406	<p>Symptom: Clients are receiving IPv6 router advertisements randomly from different VLANs.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.0 or later versions.</p> <p>Workaround: None.</p>	IPv6	All platforms	ArubaOS 8.2.1.0

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
180489	<p>Symptom: CLI-based upgrade of a stand-alone controller fails with the error message, Timed out, Try again.</p> <p>Scenario: This issue occurs in a slow network connection when the copy scp command fails to download the ArubaOS image after 15 minutes. This issue is observed in stand-alone controllers running ArubaOS 8.2.1.0.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.2.1.0
180821 190676	<p>Symptom: Clients are unable to make Skype calls.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.2.0-FIPS or later versions.</p> <p>Workaround: None.</p>	Controller-Datapath	All platforms	ArubaOS 8.2.2.0
181322	<p>Symptom: A stand-alone controller is displayed as Mobility Master in the WebUI.</p> <p>Scenario: This issue is observed in stand-alone controllers running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.3.0.0
182073	<p>Symptom: An AP crashes and reboots unexpectedly. The log file lists the reason for the event as Kernel panic - not syncing: Rebooting the AP because of FW ASSERT: rcRateFind+229; ratectrl_11ac.c:2394.</p> <p>Scenario: This issue is observed in AP-315 access points running ArubaOS 8.2.1.0.</p> <p>Workaround: None.</p>	AP-Wireless	AP-315 access points	ArubaOS 8.2.1.0
182352	<p>Symptom: An AP does not accept the EIRP settings from the radio profile and broadcasts with high EIRP.</p> <p>Scenario: This issue is observed in access points running ArubaOS 8.2.1.1.</p> <p>Workaround: None.</p>	AirMatch	All platforms	ArubaOS 8.2.1.1
183034	<p>Symptom: Clients get disconnected after roaming, although auto connect is enabled.</p> <p>Scenario: This issue is observed in access points running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	AP-Platform	All platforms	ArubaOS 8.2.1.1

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
183072 189384	<p>Symptom: The datapath process in a managed device crashes and reboots unexpectedly.</p> <p>Scenario: This issue occurs when a client sends FTP traffic and NAT is applied. This issue is observed in managed devices running ArubaOS 8.3.0.0.</p> <p>Workaround: None</p>	DPI	All platforms	ArubaOS 8.3.0.0
183246	<p>Symptom: Managed devices gets converted to master nodes automatically when a power outage occurs while a configuration change is received from the Mobility Master.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.0.1.0
184786	<p>Symptom: APs are not broadcasting on Virtual APs and are displaying D flag in the output of the command show ap database, indicating that the AP configuration either has errors or is missing.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.0.2 or later versions in a cluster setup.</p> <p>Workaround: Ensure that the VLAN name binding on virtual-ap profile is same as the name of named VLAN.</p>	AP-Platform	All platforms	ArubaOS 8.2.0.2
184849	<p>Symptom: Clients are unable to make or receive calls. A Network busy error message is displayed.</p> <p>Scenario: This issue occurs when WMM is disabled on the managed device. This issue is observed in AP-315 access points running ArubaOS 8.2.1.1.</p> <p>Workaround: None.</p>	WMM	AP-315 access points	ArubaOS 8.2.1.1
184972	<p>Symptom: IP OSPF message-digest key gets erased unexpectedly.</p> <p>Scenario: This issue occurs when the managed device enters or returns from disaster recovery mode. This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.2.1.1
185165	<p>Symptom: A managed device crashes unexpectedly. The log file lists the reason for this event as Reboot Cause: Reboot by Upgrade Manager Intent:cause:register 60:86:50:60.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	Controller platform	All platforms	ArubaOS 8.2.1.1

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
185309	<p>Symptom: Clients connected to AP-345 access points are unable to connect to the network.</p> <p>Scenario: This issue occurs when the clients are connected through an SSID for a virtual AP in bridge forwarding mode. This issue is observed in AP-345 access points running ArubaOS 8.3.0.0.</p> <p>Workaround: None.</p>	AP-Wireless	AP-345 access points	ArubaOS 8.3.0.0
185506	<p>Symptom: A managed device is unable to synchronize its AP whitelist on Mobility Master with the Activate whitelist database.</p> <p>Scenario: This issue occurs when the managed device is unable to contact the Mobility Master to establish IPsec tunnels. This issue is observed in managed devices running ArubaOS 8.0.1.0.</p> <p>Workaround: None.</p>	Controller-Platform	All platforms	ArubaOS 8.0.1.0
185508	<p>Symptom: The Configuration > System > Licenses WebUI page does not load when new licenses are added.</p> <p>Scenario: This issue is observed in Mobility Masters running ArubaOS 8.3.0.1.</p> <p>Workaround: None.</p>	Licensing	All platforms	ArubaOS 8.3.0.1
185602	<p>Symptom: Managed devices are unable to pass traffic to a nexthop VPN concentrator (VPNC) using policy-based routing.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Policy-Based Routing	All platforms	ArubaOS 8.0.1.0
186018	<p>Symptom: Mobility Master sends a large number of authorization requests to the ClearPass Policy Manager for AirGroup users.</p> <p>Scenario: This issue occurs as the IPv6 addresses are aging out. This issue is observed in Mobility Masters running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	SDN	All platforms	ArubaOS 8.2.1.1
186146	<p>Symptom: The output of the show ap debug port status ap-name <ap-name> command displays the status of the PortFast parameter as unknown.</p> <p>Scenario: This issue is observed in AP-303H access points running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	AP-Platform	AP-303H access points	ArubaOS 8.2.1.1

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
186605 184774 185405	<p>Symptom: A managed device fails to establish an IPsec tunnel on its primary uplink.</p> <p>Scenario: This issue occurs because the socket descriptor slots are not reused when the IP address is flapped in the isakmpd process. This issue is observed in managed devices running ArubaOS 8.0.1.0.</p> <p>Workaround: None.</p>	Controller-Datapath	All platforms	ArubaOS 8.0.1.0
187027	<p>Symptom: A user is unable to import a .CSV file on a stand-alone controller.</p> <p>Scenario: This issue is observed in a stand-alone controller running ArubaOS 8.3.0.1.</p> <p>Workaround: None.</p>	Guest Provisioning	All platforms	ArubaOS 8.3.0.1
184626 187077	<p>Symptom: A user is able to log in through SSH although the no ssh mgmt-auth username/password configuration is applied.</p> <p>Scenario: This issue occurs when the Mobility Master is rebooted. This issue is observed in Mobility Masters running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	Authentication	All platforms	ArubaOS 8.3.0.0
187191	<p>Symptom: Mobility Master is unable to learn the wireless key host as an openflow host.</p> <p>Scenario: This issue is observed in Mobility Masters running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	SDN	All platforms	ArubaOS 8.2.1.1
187205	<p>Symptom: User is unable to bulk provision Remote APs to Campus APs using the Configuration > Access > Provisioning Rules page of the WebUI.</p> <p>Scenario: This issue is observed in AP-303H access points running ArubaOS 8.3.0.2 or later versions.</p> <p>Workaround: None.</p>	WebUI	AP-303H access points	ArubaOS 8.3.0.2
187390	<p>Symptom: VoIP clients face connectivity issues when IPv6 is enabled.</p> <p>Scenario: This issue occurs when UCC flows are processed using the IPv6 address instead of the IPv4 address of the managed device in an IPv6 cluster. This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	UCC	All platforms	ArubaOS 8.2.1.1

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
187735	<p>Symptom: The configured MTU value of an AP is incorrect in the managed device.</p> <p>Scenario: This issue occurs when the AP is rebooted after configuring the SAP MTU in the AP system-profile. This issue is observed in access points running ArubaOS 8.1.0.0 or later versions.</p> <p>Workaround: None.</p>	Mesh	All platforms	ArubaOS 8.1.0.0
187744 189352	<p>Symptom: APs are rebooting randomly. The log files for the event lists the reason as Reboot caused by kernel panic: Fatal exception.</p> <p>Scenario: This issue is observed in APs running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	AP Regulatory	All platforms	ArubaOS 8.3.0.0
187745	<p>Symptom: An AP requests for less PoE power in the LLDP negotiation, which leads to insufficient power.</p> <p>Scenario: This issue occurs when the AP requested for 20.8W. This issue is observed in AP-318 and 370 Series access points running ArubaOS 8.3.0.2 or later versions.</p> <p>Workaround: None.</p>	AP-Wireless	AP-318 and 370 Series access points	ArubaOS 8.3.0.2
187865	<p>Symptom: A user is able connect to the AP using telnet although the telnet option is disabled in the ap-system profile.</p> <p>Scenario: This issue is observed in stand-alone 7220 controllers running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None</p>	AP-Platform	7220 controllers	ArubaOS 8.3.0.0
188120	<p>Symptom: BLE relay does not display the correct output for transport profile when the show running-config include iot command is executed.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.1 or later versions.</p> <p>Workaround: None.</p>	BLE	All platforms	ArubaOS 8.3.0.1
188497	<p>Symptom: A 7240 controller sends RSSI AMON messages even though the location is disabled in the management server profile.</p> <p>Scenario: This issue is observed in 7240 controllers running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	AMON	7240 controllers	ArubaOS 8.2.1.1

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
188601	<p>Symptom: Managed devices are unable to synchronize the configuration due to a system-generated ACL.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.0.</p> <p>Workaround: None.</p>	Base OS Security	All platforms	ArubaOS 8.2.1.0
188659	<p>Symptom: An SNMP walk reports incorrect values for Broadcast / Multicast packets.</p> <p>Scenario: This issue is observed in Mobility Masters running ArubaOS 8.3.0.3 or later versions.</p> <p>Workaround: None.</p>	SNMP	All platforms	ArubaOS 8.3.0.3
188667 190096 190508	<p>Symptom: APs are unable to boot on a stand-alone controller and APs rebooted with the reason, Error:RC_ERROR_ISAKMP_N_CERT_SELF_SIGNED_VERIFY_FAILED.</p> <p>Scenario: This issue occurs when CPsec is enabled. This issue is observed in AP-303 access points running ArubaOS 8.3.0.0 or later versions on a Mobility Controller Virtual Appliance.</p> <p>Workaround: None.</p>	AP-Platform	AP-303 access points	ArubaOS 8.3.0.0
189024	<p>Symptom: An AP does not receive an IP address when its ENET1 port is used as uplink and the ENET0 port is simultaneously connected to a client.</p> <p>Scenario: This issue is observed in APs running ArubaOS 8.3.0.0.</p> <p>Workaround: None.</p>	AP-Platform	All platforms	ArubaOS 8.3.0.0
189270	<p>Symptom: An attribute (Filter-ID) that assigns VLANs to the users is missing from a managed device even though the attribute is available in the device configuration settings.</p> <p>Scenario: This issue is observed in managed devices in a cluster setup running ArubaOS 8.2.1.1.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.2.1.1
189523 191049	<p>Symptom: An AP that terminated on a managed device with CPsec enabled does not come up after a cluster failover.</p> <p>Scenario: This issue occurs when a cluster failover message times out in the AP after a cluster failover. This issue is observed in access points running ArubaOS 8.2.0.0 or later versions.</p> <p>Workaround: None.</p>	AP-Platform	All platforms	ArubaOS 8.2.0.0

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
189795	<p>Symptom: A mesh point fails to come up after the mesh portal was rebooted.</p> <p>Scenario: This issue occurs when the Mobility Master fails to set up a mesh link. This issue is observed in Mobility Masters running ArubaOS 8.3.0.2 or later versions.</p> <p>Workaround: None.</p>	Mesh	All platforms	ArubaOS 8.3.0.2
190291	<p>Symptom: An error message, Max CP firewall limit (32) reached is displayed even when less than the maximum number of ACE 32 entries are added to the device using the firewall cp command.</p> <p>Scenario: This issue occurs when firewall rules are configured and deleted from multiple managed devices. This issue is observed in Mobility Masters running ArubaOS 8.2.1.0 or later versions.</p> <p>Workaround: None.</p>	Base OS Security	All platforms	ArubaOS 8.2.1.0
190396	<p>Symptom: The console logs of an AP show the standby IP address as 0.0.0.0.</p> <p>Scenario: This issue occurs during a cluster failover when an AP does not have the IP address of the standby managed device. This issue is observed in APs running ArubaOS 8.3.0.1.</p> <p>Workaround: None.</p>	AP Datapath	All platforms	ArubaOS 8.3.0.1
190448	<p>Symptom: A few APs do not get High Availability (HA) standby IP address and fail to connect to a controller.</p> <p>Scenario: This issue is observed in stand-alone controllers running ArubaOS 8.3.0.3 or later versions.</p> <p>Workaround: None.</p>	HA-Lite	All platforms	ArubaOS 8.3.0.3
190571	<p>Symptom: A Remote AP fails to come up.</p> <p>Scenario: This issue occurs in a Remote AP with EST key type X9.62/SECG curve. This issue is observed in AP-303H access points running ArubaOS 8.3.0.3 or later versions.</p> <p>Workaround: None.</p>	CPsec	AP-303H access points	ArubaOS 8.3.0.3
190795	<p>Symptom: An AP fails to come up.</p> <p>Scenario: This issue occurs when a Remote AP is configured to use PPPoE. This issue is observed in AP-203R, AP-303H, and AP-305 access points running ArubaOS 8.3.0.3 or later versions.</p> <p>Workaround: None.</p>	Remote AP	AP-203R, AP-303H, AP-305 access points	ArubaOS 8.3.0.3

Table 6: *Known Issues in ArubaOS 8.3.0.5*

Bug ID	Description	Component	Platform	Reported Version
190957	<p>Symptom: A managed device crashes and reboots unexpectedly. The log file lists the reason for this event as Hardware Watchdog Reset (Intent:cause:register 54:86:0:8020).</p> <p>Scenario: This issue is observed in 7280 controllers running ArubaOS 8.3.0.3 or later versions.</p> <p>Workaround: None.</p>	Controller-Datapath	7280 controllers	ArubaOS 8.3.0.3
191092 191483	<p>Symptom: Multiple processes in a managed device crash unexpectedly.</p> <p>Scenario: The issue occurs due to a memory leak and high CPU utilization on the managed device. This issue is observed in managed devices running ArubaOS 8.2.0.2 or later versions.</p> <p>Workaround: None.</p>	SDN	All platforms	ArubaOS 8.2.0.2
191171	<p>Symptom: A RADIUS server IP address changes to an incorrect IP address on all managed devices.</p> <p>Scenario: This issue is observed when managed devices reboot after full synchronization. This issue is observed in managed devices running ArubaOS 8.3.0.3.</p> <p>Workaround: None.</p>	Base OS Security	All platforms	ArubaOS 8.3.0.3
191274	<p>Symptom: An error message, Error while removing tacacs-accounting reference to server-group LMHS-CP_TACACS is displayed when TACACS accounting is enabled on any server group.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.3.</p> <p>Workaround: None.</p>	TACACS	All platforms	ArubaOS 8.3.0.3
191480	<p>Symptom: Mesh APs do not have licenses and the log files display an error message, no mesh license. The show license client-table command output also displays an incorrect value for used licenses.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.1 or later versions.</p> <p>Workaround: None.</p>	AP-Platform	All platforms	ArubaOS 8.3.0.1
191667	<p>Symptom: The SNMP process crashes in a managed device.</p> <p>Scenario: This issue occurs when the SNMP process receives a request to query the table, wlsxSwitchAccessPointTable. This issue is observed in 7240XM controllers running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	SNMP	7240XMcontrollers	ArubaOS 8.2.2.1

Table 6: Known Issues in ArubaOS 8.3.0.5

Bug ID	Description	Component	Platform	Reported Version
191876	<p>Symptom: Clients are getting de-authenticated when the User Anchor Controller (UAC) is down.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	Station Management	All platforms	ArubaOS 8.2.1.1
192223	<p>Symptom: Managed devices are rebooting intermittently. The log file lists the reason for the event as dds process died.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.3 or later versions.</p> <p>Workaround: None.</p>	HA-Lite	All platforms	ArubaOS 8.3.0.3
193195	<p>Symptom: Managed devices crash and reboot unexpectedly. The log file lists the reason for the event as Datapath timeout (SOS Assert) (Intent:cause:register 54:86:50:2).</p> <p>Scenario: This issue is observed in 7240XM controllers running ArubaOS 8.2.2.0 or later versions.</p> <p>Workaround: None.</p>	Controller - Datapath	7240XM controllers	ArubaOS 8.2.2.0
193777	<p>Symptom: The authentication process crashes when the managed device is upgraded from ArubaOS 8.2.1.1 to ArubaOS 8.3.0.5.</p> <p>Scenario: When the system configuration contains netdestination aliases and they are included in ACLs as an ACE entry, the aliases are expanded as hit entries. This issue is observed when the number of hit entries exceed the maximum limit of 8K (maximum of 8192), post which the new hit entries are not accepted and the system is vulnerable to authentication process crash. This issue is observed in managed devices running ArubaOS 8.3.0.1 or later versions.</p> <p>Workaround: None.</p>	Base OS Security	All platforms	ArubaOS 8.3.0.5

This chapter details software upgrade procedures. It is recommended that you schedule a maintenance window for the upgrade.



CAUTION

Read all the information in this chapter before upgrading your Mobility Master, managed device, master controller, stand-alone controller.

Topics in this chapter include:

- [Important Points to Remember on page 31](#)
- [Memory Requirements on page 32](#)
- [Backing up Critical Data on page 33](#)
- [Upgrading ArubaOS on page 34](#)
- [Downgrading ArubaOS on page 37](#)
- [Before Calling Technical Support on page 39](#)

Important Points to Remember

To upgrade your Mobility Master or managed device:

- Schedule the upgrade during a maintenance window and notify your community of the planned upgrade. This prevents users from being surprised by a brief wireless network outage during the upgrade.
- Avoid making any changes to your network, such as configuration changes, hardware upgrades, or changes to the rest of the network during the upgrade. This simplifies troubleshooting.
- Know your network and verify the state of the network by answering the following questions:
 - How many APs are assigned to each managed device? Verify this information by navigating to the **Dashboard > Access Points** page in the WebUI, or by executing the **show ap active** or **show ap database** commands.
 - How are those APs discovering the managed device (DNS, DHCP Option, Broadcast)?
 - What version of ArubaOS runs on your managed device?
 - Are all managed devices running the same version of ArubaOS?
 - What services are used on your managed device (employee wireless, guest access, Remote AP, wireless voice)?
- Resolve any existing issues (consistent or intermittent) before you upgrade.

- If possible, use FTP to load ArubaOS images to the managed device. FTP is faster than TFTP and offers more resilience over slow links. If you must use TFTP, ensure the TFTP server can send over 30 MB of data.
- If you encounter any issue during the upgrade, you can restore the flash, and switch back to the boot partition. Upgrading the non-boot partition gives you a smoother downgrade path, if required.
- Before you upgrade to this version of ArubaOS, assess your software license requirements and load any new or expanded licenses you may require. For a detailed description of these new license modules, *Aruba Mobility Master Licensing Guide*.

Memory Requirements

All Aruba managed devices store critical configuration data on an onboard compact flash memory module. Ensure that there is always free flash space on the managed device. Loading multiple large files such as JPEG images for RF Plan can consume flash space quickly. Following are the best practices for memory management:

- Do not proceed with an upgrade unless 100 MB of free memory is available. Execute the **show memory** command to identify the available free memory. To recover memory, reboot the managed device. After the managed device comes up, upgrade immediately.
- Do not proceed with an upgrade unless 150 MB of flash space is available. Execute the **show storage** command to identify the available flash space. If the output of the **show storage** command indicates that there is insufficient flash memory, free some used memory. Copy any log files, crash data, or flash backups from your managed device to a desired location. Deleted the following files to free some memory:
 - **Crash data:** Execute the **tar crash** command to compress crash files to a file named **crash.tar**. Use the procedures described in [Backing up Critical Data on page 33](#) to copy the **crash.tar** file to an external server. Execute the **tar clean crash** command to delete the file from the managed device.
 - **Flash backups:** Use the procedures described in [Backing up Critical Data on page 33](#) to back up the flash directory to a file named **flash.tar.gz**. Execute the **tar clean flash** command to delete the file from the managed device.
 - **Log files:** Execute the **tar logs** command to compress log files to a file named **logs.tar**. Use the procedures described in [Backing up Critical Data on page 33](#) to copy the **logs.tar** file to an external server. Execute the **tar clean logs** command to delete the file from the managed device.



In certain situations, a reboot or a shutdown could cause the managed device to lose the information stored in its flash memory. To avoid such issues, it is recommended that you execute the **halt** command before power cycling.

Deleting a File

You can delete a file using the WebUI or the CLI.

In the WebUI

From the Mobility Master, navigate to **Diagnostic > Technical Support > Delete Files** and remove any aging log files or redundant backups.

In the CLI

```
(host) #delete filename <filename>
```

Backing up Critical Data

It is important to frequently back up all critical configuration data and files on the flash memory to an external server or mass storage device. You should include the following files in these frequent backups:

- Configuration data
- WMS database
- Local user database
- Licensing database
- Custom captive portal pages
- x.509 certificates
- Log files
- Flash backup

Backing up and Restoring Flash Memory

You can backup and restore the flash using the WebUI or CLI:

In the WebUI

The following steps describe how to back up and restore the flash memory:

1. In the Mobility Master node hierarchy, navigate to the **Maintenance > Configuration Management > Backup** page.
2. Click **Create Backup** to backup the contents of the flash memory to the **flashbackup.tar.gz** file.
3. Click **Copy Backup** to copy the file to an external server.
You can copy the backup file from the external server to the flash memory using the file utility in the **Diagnostics > Technical Support > Copy Files** page.
4. To restore the backup file to the flash memory, navigate to the **Maintenance > Configuration Management > Restore** page and click **Restore**.

In the CLI

The following steps describe how to back up and restore the flash memory:

1. Execute the following command in the **enable** mode.

```
(host) #write memory
```
2. Execute the following command to back up the contents of the flash memory to the **flashbackup.tar.gz** file.

```
(host) #backup flash
Please wait while we take the flash backup.....
File flashback.tar.gz created successfully on flash.
Please copy it out of the controller and delete it when done.
```

3. Execute either of the following command to transfer the flash backup file to an external server or storage device.

```
(host) #copy flash: flashback.tar.gz ftp: <ftphost> <ftpusername> <ftpuserpassword> <remote directory>
```

```
(host) #copy flash: flashback.tar.gz usb: partition <partition-number>
```

You can transfer the flash backup file from the external server or storage device to the flash memory by executing either of the following command:

```
(host) #copy tftp: <tftphost> <filename> flash: flashback.tar.gz
```

```
(host) #copy usb: partition <partition-number> <filename> flash: flashback.tar.gz
```

4. Execute the following command to untar and extract the **flashbackup.tar.gz** file to the flash memory.

```
(host) #restore flash
Please wait while we restore the flash backup.....
Flash restored successfully.
Please reload (reboot) the controller for the new files to take effect.
```

Upgrading ArubaOS

Upgrade ArubaOS using the WebUI or CLI.



CAUTION

Ensure that there is enough free memory and flash space on your Mobility Master or managed device. For details, see [Memory Requirements on page 32](#).



NOTE

When you navigate to the **Configuration** tab in the WebUI, the managed device may display the **Error getting information: command is not supported on this platform** message. This error occurs when you upgrade from the WebUI and navigate to the **Configuration** tab as soon as the managed device completes rebooting. This error is expected and disappears after clearing the Web browser cache.

Before you upgrade Mobility Master from ArubaOS 8.0.0.0 to ArubaOS 8.3.0.0, take a note of the following points:

- ArubaOS 8.3.0.0 supports only a maximum of 3 network adapters for Mobility Master and 4 network adapters for Mobility Master Virtual Appliance. If you have 4 network adapters on your ArubaOS 8.0.0.0 Mobility Master Virtual Appliance, you must remove one before upgrading to ArubaOS 8.3.0.0 to avoid upgrade failure.



NOTE

Before you remove the additional network adapter from the Mobility Master Virtual Appliance, ensure that you copy the ArubaOS 8.0.0.0 image on the system partition of Mobility Master Virtual Appliance.

To remove a network adapter from ArubaOS 8.0.0.0 Mobility Master Virtual Appliance:

1. Log in to the vSphere client.

2. Select the Mobility Master VM instance and click **Shut down the virtual machine**.
3. Click **Edit Virtual machine settings**.
4. From the **Hardware** tab, select and remove a network adapter that is not active.
- Before upgrading to ArubaOS 8.3.0.0 from ArubaOS 8.0.0.0, ensure that you configure the MAC address of the management interface as the peer MAC address, if the peer is a Mobility Master Virtual Appliance or Mobility Master. Before reloading the new image on Mobility Master, alter the peer MAC address using the following procedure in the WebUI:
 1. From the **Managed Network** node hierarchy, select the managed device.
 2. Navigate to **Configuration > Controllers** and enter the management interface MAC address in the **Peer MAC address of master** field.
 3. Click **Submit** and click **Continue** in the reload popup.
 4. Click **Pending Changes**.
 5. In the **Pending Changes** window, select the check box and click **Deploy changes**.

Alternatively, you can execute the following CLI command on Mobility Master at the device level:

```
(host) [<device-mac-address>] (config) #masterip <ipaddr> ipsec <key> peer-mac-1 <mgmt-interface-mac> peer-mac-2 <mgmt-interface-mac> interface vlan <id>
```

- Before upgrading to ArubaOS 8.3.0.0, you must share the licenses within the global licensing pool by executing the **license-pool-profile-root** command:

```
(host) [mm] (config) #license-pool-profile-root
(host) [mm] (License root(/) pool profile) #acr-license-enable
```

In the WebUI

The following steps describe how to upgrade ArubaOS from a TFTP server, FTP server or local file:

1. Download the ArubaOS image from the customer support site.
2. Upload the new software image to a PC or workstation on your network.
3. Validate the SHA hash for a software image:
 - a. Download the **Aruba.sha256** file from the download directory.
 - b. Load the ArubaOS image to a Linux system and execute the **sha256sum <filename>** command or use a suitable tool for your operating system that can generate a **SHA256** hash of a file.
 - c. Verify that the output produced by this command matches the hash value found on the customer support site.



The ArubaOS image file is digitally signed, and is verified using RSA2048 certificates preloaded at the factory. The Mobility Master or managed device will not load a corrupted ArubaOS image.

4. Log in to the ArubaOS WebUI from the Mobility Master.
5. Navigate to the **Maintenance > Software Management > Upgrade** page.
 - a. Select the **Local File** from the **Upgrade using** drop-down list.

- b. Click **Browse** from the **Image file name** to navigate to the saved image file on your PC or workstation.
6. Select the downloaded image file.
7. Choose the partition from the **Partition to Upgrade** option.
8. Enable the **Reboot Controller After Upgrade** toggle switch to automatically reboot after upgrading. Disable the same, if you do not want to reboot immediately.



The upgrade doesn't take effect until reboot. If you chose to automatically reboot after upgrade, the Mobility Master or managed device reboots automatically.

9. Select the **Save Current Configuration**.
10. Click **Upgrade**.
11. Click **OK** when **The Changes were written to flash successfully** message is displayed.

In the CLI

The following steps describe how to upgrade ArubaOS from a TFTP server, FTP server or local file:

1. Download the ArubaOS image from the customer support site.
2. Open an SSH session to your Mobility Master.
3. Execute the **ping** command to verify the network connection between the Mobility Master and the SCP server, FTP server, or TFTP server.

```
(host)# ping <ftphost>
```

or

```
(host)# ping <tftphost>
```

or

```
(host)# ping <scphost>
```
4. Execute the **show image version** command to check if the ArubaOS image is loaded on the flash partitions. The partition number appears in the **Partition** row; **0:0** is partition 0, and **0:1** is partition 1. The active boot partition is marked as **Default boot**.

```
(host) #show image version
```
5. Execute the **copy** command to load the new image to the non-boot partition.

```
(host)# copy ftp: <ftphost> <ftpusername> <image filename> system: partition <0|1>
```

or

```
(host)# copy tftp: <tftphost> <image filename> system: partition <0|1>
```

or

```
(host)# copy scp: <scphost> <scpusername> <image filename> system: partition <0|1>
```

or

```
(host)# copy usb: partition <partition-number> <image filename> system: partition <0|1>
```

6. Execute the **show image version** command to verify that the new image is loaded.

```
(host)# show image version
```

7. Reboot the Mobility Master.

```
(host)# reload
```

Verifying the ArubaOS Upgrade

Verify the upgrade using the WebUI or CLI.

In the WebUI

Log in to the WebUI and navigate to the **Dashboard > WLANs** page to verify the ArubaOS image version. The following steps describe how to verify that the Mobility Master is functioning as expected:

1. Log in to the WebUI to verify if all the managed devices are up after the reboot.
2. Navigate to the **Dashboard > Access Points** page to determine if your APs are up and ready to accept clients.
3. Verify that the number of access points and clients are as expected.
4. Test a different type of client in different locations, for each access method used.
5. Complete a backup of all critical configuration data and files on the flash memory to an external server or mass storage facility. See [Backing up Critical Data on page 33](#) for information on creating a backup.

In the CLI

Execute the **show version** command to verify the ArubaOS image version. The following steps describe how to verify that the Mobility Master is functioning as expected:

1. Log in to the CLI to verify that all your managed devices are up after the reboot.
2. Execute the **show ap active** command to determine if your APs are up and ready to accept clients.
3. Execute the **show ap database** command to verify that the number of APs and clients are as expected.
4. Test a different type of client in different locations, for each access method used.
5. Complete a backup of all critical configuration data and files on the compact flash file system to an external server or mass storage facility. See [Backing up Critical Data on page 33](#) for information on creating a backup.

Downgrading ArubaOS

A Mobility Master or a managed device has two partitions, 0 and 1. If the upgrade fails on one of the partitions, you can reboot the Mobility Master or the managed device from the other partition.

Pre-requisites

Before you reboot Mobility Master or managed device with the pre-upgrade ArubaOS version, perform the following steps:

1. Back up your Mobility Master or managed device. For details, see [Backing up Critical Data on page 33](#).
2. Verify that the control plane security is disabled.
3. Set the Mobility Master or managed device to boot with the previously saved configuration file.
4. Set the Mobility Master or managed device to boot from the system partition that contains the pre-upgrade ArubaOS version.

When you specify a boot partition or copy an image file to a system partition, Mobility Master or managed device checks if the ArubaOS version is compatible with the configuration file. An error message is displayed if the boot parameters are incompatible with the ArubaOS version and configuration files.

5. After switching the boot partition, perform the following steps:
 - Restore pre-upgrade flash backup from the file stored on the Mobility Master or the managed device. Do not restore the ArubaOS flash backup file.
 - Do not import the WMS database.
 - If the RF plan was changed before switching the boot partition, the changed RF plan does not appear in the downgraded ArubaOS version.
 - If any new certificates were added in the upgraded ArubaOS version, reinstall these certificates in the downgraded ArubaOS version.

Downgrade ArubaOS version using the WebUI or CLI.

In the WebUI

The following steps describe how to downgrade the ArubaOS version:

1. If the saved pre-upgrade configuration file is on an external FTP or TFTP server, copy the file to the Mobility Master or the managed device by navigating to the **Diagnostics > Technical Support > Copy Files** page.
 - a. From **Select source file** drop-down list, select FTP or TFTP server, and enter the IP address of the FTP or TFTP server and the name of the pre-upgrade configuration file.
 - b. From **Select destination file** drop-down list, enter a file name (other than default.cfg).
 - c. Click **Copy**.
2. Determine the partition on which your pre-upgrade ArubaOS version is stored by navigating to the **Maintenance > Software Management > Upgrade** page. If a pre-upgrade ArubaOS version is not stored on your system partition, load it into the backup system partition by performing the following steps:



You cannot load a new image into the active system partition.

- a. Enter the FTP or TFTP server address and image file name.

- b. Select the backup system partition.
 - c. Enable **Reboot controller after upgrade**.
 - d. Click **Upgrade**.
3. Navigate to the **Maintenance > Software Management > Reboot** page. Select **Save configuration before reboot** option and click **Reboot**. The Mobility Master or the managed device reboots after the countdown period.
 4. When the boot process is complete, verify that the Mobility Master or the managed device is using the correct ArubaOS version by navigating to the **Maintenance > Software Management > About** page.

In the CLI

The following steps describe how to downgrade the ArubaOS version:

1. If the saved pre-upgrade configuration file is on an external FTP or TFTP server, use the following command to copy it to the Mobility Master or the managed device:

```
(host) # copy ftp: <ftphost> <ftpusername> <image filename> system: partition 1
```

or

```
(host) # copy tftp: <tftphost> <image filename> system: partition 1
```

2. Set the Mobility Master or the managed device to boot with your pre-upgrade configuration file.

```
(host) # boot config-file <backup configuration filename>
```

3. Execute the **show image version** command to view the partition on which your pre-upgrade ArubaOS version is stored. You cannot load a new image into the active system partition (the default boot).

```
#show image version
```

4. Set the backup system partition as the new boot partition.

```
(host) # boot system partition 1
```

5. Reboot the Mobility Master or the managed device.

```
(host) # reload
```

6. When the boot process is complete, verify that the Mobility Master or the managed device is using the correct ArubaOS version .

```
(host) # show image version
```

Before Calling Technical Support

Provide the following information when you call Technical Support:

- The status of installation (new or existing) and recent changes to network, device, or AP configuration. If there was a configuration change, list the exact configuration steps and commands used.
- A detailed network topology including all the devices in the network with the IP addresses and Interface numbers.

- The make and model number of the wireless device and NIC, driver date, version, and configuration of the NIC, and the OS version including any service packs or patches.
- The logs and output of the **show tech-support** command.
- The syslog file at the time of the problem.
- The date and time when the problem first occurred. If the problem is reproducible, list the exact steps taken to re-create the problem.
- Any wired or wireless sniffer traces taken during the time of the problem.
- The device site access information.