

ArubaOS 8.3.0.7



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 04	<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 03	Removed bug AOS-145876 from the Resolved Issues section.
Revision 02	Removed bug AOS-154581 from the Known Issues section.
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 26](#)
- [Upgrade Procedure on page 42](#)

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 platforms supported in this release.

Mobility Master Platforms

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

Table 3: *Supported Mobility Master Platforms in ArubaOS 8.3.0.7*

Mobility Master Family	Mobility Master Model
Hardware Mobility Master	MM-HW-1K, MM-HW-5K, MM-HW-10K
Virtual Mobility Master	MM-VA-50, MM-VA-500, MM-VA-1K, MM-VA-5K, MM-VA-10K

Mobility Controller Platforms

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

Table 4: *Supported Controller Platforms in ArubaOS 8.3.0.7*

Mobility Controller Family	Mobility Controller Model
7000 Series Hardware Mobility Controllers	7005, 7008, 7010, 7024, 7030
7200 Series Hardware Mobility Controllers	7205, 7210, 7220, 7240, 7240XM, 7280
MC-VA-xxx Virtual Mobility Controllers	MC-VA-50, MC-VA-250, MC-VA-1K

AP Platforms

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

Table 5: Supported AP Platforms in ArubaOS 8.3.0.7

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
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
[[[Undefined variable Variables.228AP 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

Table 5: *Supported AP Platforms in ArubaOS 8.3.0.7*

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

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_70537

This chapter describes the issues resolved 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.

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-137345 AOS-156729	166773 193017	Symptom: The profmgr process in a Mobility Master crashed unexpectedly. The fix ensures that the Mobility Master works as expected. Scenario: This issue occurred when the device configuration settings were replaced with new configuration settings. This issue was observed in Mobility Masters running ArubaOS 8.0.1.0 or later versions.	Configuration	All platforms	ArubaOS 8.0.1.0
AOS-138677	168457	Symptom: The license count in Mobility Master > Licenses page in the WebUI did not reflect the ACR license usage. The fix ensures that the WebUI reflects the license count. Scenario: This issue occurred when the license count was not communicated to the applications running on Standby Mobility Master. This issue was observed in Mobility Master running ArubaOS 8.2.0.0 or later versions.	Licensing	All platforms	ArubaOS 8.2.0.0
AOS-145954 AOS-185421	178070	Symptom: ARM process crashed in the Mobility Master unexpectedly. The fix ensures that the Mobility Master works as expected. Scenario: This issue occurred when the show ap virtual-beacon-report all , arm move-sta or arm cellular-move-sta commands were executed. This issue was observed in Mobility Masters running ArubaOS 8.3.0.0 or later versions.	ARM	All platforms	ArubaOS 8.3.0.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-146331 AOS-183502 AOS-184796 AOS-185200	178574	Symptom: Managed Device crashed and rebooted unexpectedly. The fix ensures that the managed device works as expected. Scenario: This issue occurred due to datapath crash. This issue was observed in managed devices running ArubaOS 8.3.0.0 or later versions.	Controller Datapath	All platforms	ArubaOS 8.3.0.0
AOS-146459 AOS-147238 AOS-147239 AOS-153832	178760 179949 179950 189003	Symptom: Instant APs connecting to a managed device obtained IP address in the reverse order. The fix ensures that the IP addresses are sent to the Instant APs in the correct order. Scenario: This issue occurred when a MAC address of an Instant AP was configured with a remote IP address in the remote whitelist database using the whitelist-db rap add mac-address <mac-address> command. This issue was observed in Mobility Controller Virtual Appliance running ArubaOS 8.3.0.0 or later versions.	CPsec	All platforms	ArubaOS 8.3.0.0
AOS-146663	179027	Symptom: Active VRRP managed devices were not forwarding traffic upstream through the GRE tunnel. The fix ensures that the traffic is forwarded upstream through the GRE tunnel. Scenario: This issue was observed in managed devices running ArubaOS 8.2.1.0 in a cluster setup.	Controller-Datapath	All platforms	ArubaOS 8.2.1.0
AOS-146670 AOS-157311 AOS-182295	179034 193759	Symptom: Clients experience poor performance with 300 Series access points. Enhancements to the wireless driver has resolved this issue. Scenario: The issue occurred in 300 Series access points running ArubaOS 8.0.0.0 or later versions.	AP-Wireless	300 Series access points	ArubaOS 8.0.0.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-147036 AOS-155499 AOS-158444	179623 191227 195448	Symptom: Mobility Master crashed and rebooted unexpectedly. The log file lists the reason for the event as Reboot Cause: Datapath timeout (SOS Assert) (Intent:cause:register 54:86:0:20) . The fix ensures that the Mobility Master works as expected. Scenario: This issue occurred due to a race condition while upgrading the hardware caches. This issue was observed in Mobility Masters running ArubaOS 8.4.0.0 or later versions.	Controller Datapath	All platforms	ArubaOS 8.4.0.0
AOS-147294 AOS-151207	180045 185407	Symptom: The Configuration > Roles and Policies page of the WebUI displayed an incorrect position for the policies for each user role. The fix ensures that the WebUI displays the correct position of the role policies. Scenario: This issue was observed in managed devices running ArubaOS 8.3.0.0 or later versions.	Configuration	All platforms	ArubaOS 8.3.0.0
AOS-151110 AOS-155015 AOS-180155 AOS-182098	185286 187984 190542	Symptom: A radio experienced a high number of resets in APs. Enhancements to the wireless driver resolved this issue. Scenario: This issue occurred when the APs are in Air Monitor mode. This issue was observed in AP-335 access points running ArubaOS 8.2.0.0 or later versions.	AP-Wireless	AP-335 access points	ArubaOS 8.2.0.0
AOS-151413 AOS-152871 AOS-153240 AOS-153948 AOS-153981 AOS-155577	185679 187734 188214 189144 189191 191414	Symptom: An AP crashed and rebooted unexpectedly. Enhancements to the wireless driver resolved this issue. Scenario: This issue is observed in APs running ArubaOS 8.2.2.0 or later versions.	AP-Platform	All platforms	ArubaOS 8.2.2.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-151652 AOS-186197	186018	Symptom: Mobility Master sent a large number of authorization requests to the ClearPass Policy Manager for the AirGroup users. The fix ensures that the IPV6 addresses do not age out early. Scenario: This issue occurred as the IPV6 addresses were aging out. This issue was observed in Mobility Masters running ArubaOS 8.2.1.1 or later versions.	SDN	All Platforms	ArubaOS 8.2.1.1
AOS-152338	186981	Symptom: SNMP configuration on the controller displays an error message Not in life time window failure: Possible Privacy password mismatch. 663 . The fix ensures that the controller works as expected. Scenario: This issue occurred when AirWave sent empty messages to the controller. This issue was observed in Mobility Masters running ArubaOS 8.2.0.0 or later versions.	SNMP	All platforms	ArubaOS 8.2.0.0
AOS-152763 AOS-186100	187585	Symptom: Unable to establish an IPsec tunnel between VPNC and Mobility Master Hardware Appliance. The fix ensures that the Mobility Master Hardware Appliance receives correct MAC address, which is the first MAC address in the box. Scenario: This issue occurred because the MAC address was received from Eth0 device. This issue occurred in Mobility Master Hardware Appliances running ArubaOS 8.4.0.0 or later versions	IPsec	All platforms	ArubaOS 8.4.0.0
AOS-153185	188148	Symptom: The Dashboard > Security > Active rogue > locate did not function in the WebUI. The fix ensures that the WebUI can locate the active rouge AP when clicked on Locate . Scenario: This issue was observed in Mobility Masters running ArubaOS 8.3.0.1 or later versions.	WebUI	All platforms	ArubaOS 8.3.0.1
AOS-153573	188646	Symptom: Whitelist search in the Configuration > Access Points page in the WebUI displayed only 50 AP entries although there are more number of APs. The fix ensures that all the AP entries are listed. Scenario: This issue was observed in managed devices running ArubaOS 8.3.0.3 or later versions.	WebUI	All platforms	ArubaOS 8.3.0.3

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-153580	188659	Symptom: An SNMP walk reported incorrect values for Broadcast / Multicast packets. The fix ensures that the SNMP walk displays correct values. Scenario: This issue was observed in Mobility Masters running ArubaOS 8.3.0.3 or later versions.	SNMP	All platforms	ArubaOS 8.3.0.3
AOS-154386 AOS-157543	189716 194143	Symptom: A default crypto isakmp policy with a value above 10000 could be created but not deleted. The fix ensures that the default policies above 10000 cannot be edited or created. Scenario: This issue was observed in a Mobility Master Virtual Appliance running ArubaOS 8.2.2.1.	IPsec	All platforms	ArubaOS 8.2.2.1
AOS-154466	189823	Symptom: Managed devices were unable to ping the IPv6 address of the Mobility Master. The fix ensures that the managed devices can reach the Mobility Master by pinging to the IPv6 address. Scenario: This issue occurred when SOS was programmed with VRRP IPv6 address route cache before the completion of DAD process. This issue was observed in Mobility Masters running ArubaOS 8.0.0.0 or later versions.	VRRP	All platforms	ArubaOS 8.0.0.0
AOS-154564 AOS-155770 AOS-156549	189952 191667 192768	Symptom: The SNMP process crashed in a managed device. The fix ensures that the managed device works as expected. Scenario: This issue occurred when the SNMP process received a request to query the table, wlsxSwitchAccessPointTable . This issue was observed in 7240XMcontrollers running ArubaOS 8.2.1.1 or later versions.	SNMP	7240XMcontrollers	ArubaOS 8.2.1.1
AOS-154647	190062	Symptom: Output of the show datapath frame all command did not display any values. The fix ensures that the correct values are displayed when the show datapath frame all command is executed. Scenario: This issue was observed in 7240XM controllers running ArubaOS 8.2.1.1.	Controller-Datapath	7240XMcontrollers	ArubaOS 8.2.1.1
AOS-154665	190094	Symptom: A client connected to an AP displayed low signal strength. The fix ensures that an error message is displayed where it confirms that the Front End Module (FEM) is defective. Scenario: This issue occurred in 340 Series access points running ArubaOS 8.3.0.3 or later versions.	AP-Wireless	340 Series access points	ArubaOS 8.3.0.3

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-154908	190396	<p>Symptom: The console logs of an AP showed the standby IP address as 0.0.0.0. During a failover, the AP lost connectivity with the standby managed device and it did not come up. The fix ensures that the AP failover occurs when the standby managed device is up and the AP obtains the correct IP address of the standby managed device.</p> <p>Scenario: This issue occurred during a cluster failover when an AP lost connectivity with the standby managed device. This issue was observed in APs running ArubaOS 8.3.0.1.</p>	AP Datapath	All platforms	ArubaOS 8.3.0.1
AOS-155352	191031	<p>Symptom: Bandwidth contract was not getting applied when clients disconnected and reconnected to an AP. The fix ensures that the bandwidth contract gets applied even if the clients disconnect and reconnect.</p> <p>Scenario: This issue was observed in Mobility Masters running ArubaOS 8.2.0.0 or later versions.</p>	Base OS Security	All platforms	ArubaOS 8.2.0.0
AOS-155880 AOS-156610	191821 192852	<p>Symptom: Mobility Master crashed and rebooted unexpectedly. The log file listed the reason for the event as mcallsolverstart process error. The fix ensures that the Mobility Master does not crash when the database contains invalid timezone string but logs the error message.</p> <p>Scenario: This issue occurred because of an invalid timezone string. This issue was observed in Mobility Masters running ArubaOS 8.3.0.0 or later versions.</p>	AirMatch	All platforms	ArubaOS 8.3.0.0
AOS-156027	192034	<p>Symptom: Access point stopped broadcasting on 2.4 GHz radios. Enhancements to the wireless driver resolved the issue.</p> <p>Scenario: This issue was observed in AP-105 access points connected to 7220 controllers running ArubaOS 8.2.0.0.</p>	AP-Wireless	AP-105 access points	ArubaOS 8.2.0.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-156117	192163	<p>Symptom: The RTLS Server configuration field under Advanced accordion of Configuration > System > Profiles > All Profiles > AP > AP system profile <profile-name> page displayed incorrect value of the include unassoc-sta parameter. The fix ensures that the correct value of the include unassoc-sta parameter is displayed.</p> <p>Scenario: This issue occurred when the IP address or port of the RTLS server was configured. This issue was observed in 7205 stand alone controllers running ArubaOS 8.3.0.2 or later versions in a master-standby topology.</p>	WebUI	7205 controllers	ArubaOS 8.3.0.2
AOS-156162 AOS-158131	192223 195005	<p>Symptom: Managed devices were rebooting intermittently. The log file listed the reason for the event as dds process died. The fix ensures that the managed devices work as expected.</p> <p>Scenario: This issue was observed in managed devices running ArubaOS 8.3.0.3 or later versions.</p>	HA-Lite	All platforms	ArubaOS 8.3.0.3
AOS-156267	192349	<p>Symptom: The mDNS process running in a managed device consumed more memory than the typical threshold limit. This issue is resolved by ensuring that the clients are created only when they send an AirGroup packet.</p> <p>Scenario: This issue was observed in managed devices running ArubaOS 8.4.0.0</p>	AirGroup	All platforms	ArubaOS 8.4.0.0
AOS-156283	192379	<p>Symptom: APs were unable to connect to the stand-alone controller. The fix ensures that the APs work as expected.</p> <p>Scenario: This issue occurred because the synchronized licenses were lost when the standby controller rebooted. This issue was observed in stand-alone controllers running ArubaOS 8.3.0.4 in a stand-alone redundancy setup.</p>	Licensing	All platforms	ArubaOS 8.3.0.4
AOS-156712 AOS-157661	192999 194318	<p>Symptom: Mesh APs were unable to consume licenses when virtual APs were enabled or disabled in the network. The fix ensures that mesh APs are able to consume licenses dynamically.</p> <p>Scenario: This issue was observed in APs connected to managed devices running ArubaOS 8.3.0.0 or later versions in Mesh mode.</p>	AP-Platform	All platforms	ArubaOS 8.3.0.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-156788 AOS-157820	193096 194558	Symptom: Users were unable to view Chromecast devices. The fix ensures that the username is case insensitive. Scenario: This issue occurs when the 802.1x username and the username shared in the ClearPass Policy Manager list used different cases. This issue was observed in AirGroup that is enabled with CPPM-based policies running ArubaOS 8.4.0.0.	AirGroup	All platforms	ArubaOS 8.4.0.0
AOS-156878	193199	Symptom: A controller crashed when collecting support logs. The fix ensures that the controller works as expected. Scenario: This issue occurred when the show openflow debug ports command was executed. This issue is observed in 7240 controllers running ArubaOS 8.2.2.1.	SDN-Platform	7240 controllers	ArubaOS 8.2.2.1
AOS-157003	193349	Symptom: The WebUI displayed an incorrect license key information when the user selected a license under Mobility Master Licenses in the Configuration > System > Licensing page. The fix ensures that the correct license key is displayed. Scenario: This issue was observed in a Mobility Controller Virtual Appliance running ArubaOS 8.3.0.1 or later versions.	WebUI	All platforms	ArubaOS 8.3.0.1
AOS-157162	193561	Symptom: A UAC tunnel is not formed in a cluster. The log file lists the reason for the event as Dynamic BSS tunnel could not be setup /Denied; AP not found in STM . Scenario: This issue is observed in 7240 controllers running ArubaOS 8.2.2.3 in a cluster setup.	Cluster Manager	7240 controllers	ArubaOS 8.2.2.3
AOS-157205	193617	Symptom: High Availability on the backup LMS configuration is displayed as disabled when the show ap debug system-status command was executed although High Availability was enabled on the controller. The fix ensures that the show ap debug system-status command displays the correct values. Scenario: This issue was observed in 7200 Series controllers running ArubaOS 8.3.0.0 or later versions.	HA-Lite	7200 Series controllers	ArubaOS 8.3.0.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-157293	193731	<p>Symptom: A VLAN was not preserved and a client got an IP address from a different VLAN that was configured in the VLAN pool. The fix ensures that the preserve VLAN feature works as expected.</p> <p>Scenario: This issue was observed in managed devices running ArubaOS 8.2.2.2.</p>	Station Management	All platforms	ArubaOS 8.2.2.2
AOS-157308 AOS-158209	193755	<p>Symptom: The wlsxWlanRadioTable SNMP did not show all radio types. The fix ensures that the wlsxWlanRadioTable SNMP displays all radio types.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.0.</p>	Station Management	All platforms	ArubaOS 8.2.1.0
AOS-157340	193796	<p>Symptom: The WebUI displayed the Antenna gain not provisioned for radio 0/1 Dual-5GHz mode external antennas error message when provisioning an AP in the Configuration > Access Points > Campus APs page. The fix ensures that the error message is not displayed and the user is able to provision the AP.</p> <p>Scenario: This issue was observed in AP-334 access points running ArubaOS 8.3.0.7.</p>	WebUI	AP-334 access points	ArubaOS 8.3.0.7
AOS-157357	193834	<p>Symptom: Static link aggregation was not formed correctly when switchport mode and VLAN STP were disabled. Enhancements to the driver resolved this issue.</p> <p>Scenario: This issue was observed in stand-alone controllers running ArubaOS 8.0.0.0 or later versions.</p>	Port-Channel	All platforms	ArubaOS 8.0.0.0
AOS-157584	194205	<p>Symptom: A client that was connected to the ENET port of an AP and having both IPv4 and IPv6 addresses lost the bandwidth-contract. This issue is resolved by ensuring that the bandwidth contract is deleted when the last ip-user is removed.</p> <p>Scenario: This issue occurred when the IPv6 entry was timed-out. This issue is observed in managed devices running ArubaOS 8.2.2.3.</p>	IPv6	All platforms	ArubaOS 8.2.2.3

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-157600	194231	<p>Symptom: AP crashed unexpectedly. The log file listed the reason for the event as Reboot reason: BadAddr:100000000000338 PC:wlc_tso_hdr_length+0x0/0x78 [wl] Warm-reset. The fix ensures that the APs work as expected.</p> <p>Scenario: This issue was observed in 340 Series access points running ArubaOS 8.3.0.3.</p>	AP-Wireless	340 Series access points	ArubaOS 8.3.0.3
AOS-158093	194946	<p>Symptom: The WEP key ID of multicast packets in a managed device was incorrect. This issue is resolved by ensuring that the WEP key ID to set to 1.</p> <p>Scenario: This issue occurred when AirMatch changed the channel. This issue was observed in managed devices running ArubaOS 8.2.2.1.</p>	Base OS Security	All platforms	ArubaOS 8.2.2.1
AOS-158180 AOS-158565 AOS-182719 AOS-183629 AOS-184955 AOS-185312 AOS-185342 AOS-185428	195080 195592	<p>Symptom: The licenses within the AP licensing pool were consumed every time the mesh point was rebooted or was disconnected from its parent. The fix ensures that the license count does not get exhausted.</p> <p>Scenario: This issue was observed in APs in mesh portal and mesh point mode running ArubaOS 8.2.0.0 or later versions.</p>	AP-Platform	All platforms	ArubaOS 8.2.0.0
AOS-158204	195106	<p>Symptom: OFA process crashed in a controller unexpectedly. The fix ensures that the controllers work as expected.</p> <p>Scenario: This issue was observed in 7240 controllers running ArubaOS 8.2.2.3 in a cluster setup.</p>	Controller-Platform	7240controllers	ArubaOS 8.2.2.3

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-158311	195264	<p>Symptom: A managed device did not prompt an error or show restriction when configuring a VRRP authentication key. The fix ensures that an error is displayed if a VRRP authentication key is configured with more than 8 characters.</p> <p>Scenario: This issue occurred when the VRRP authentication key contained more than 8 characters. This issue was observed in managed devices running ArubaOS 8.2.1.0.</p>	VRRP	All platforms	ArubaOS 8.2.1.0
AOS-158455	195461	<p>Symptom: The output of the show configuration system-commands pending command displayed committed configuration details instead of pending configuration details. The fix ensures that the command displays the pending configuration details.</p> <p>Scenario: This issue was observed in a Mobility Master Virtual Appliance running ArubaOS 8.2.1.0 or later versions.</p>	Controller-Platform	All platforms	ArubaOS 8.2.1.0
AOS-181974	—	<p>Symptom: The packetin_dispatcher process crashed multiple times on a Mobility Master Virtual Appliance. The fix ensures that the Mobility Master Virtual Appliance works as expected.</p> <p>Scenario: This issue was observed in Mobility Master Virtual Appliances running ArubaOS 8.2.2.3 or later versions.</p>	SDN-Platform	All platforms	ArubaOS 8.2.2.3
AOS-182091 AOS-183253 AOS-183255	—	<p>Symptom: The mDNS process in a managed device crashed unexpectedly. The fix ensures that the managed devices work as expected.</p> <p>Scenario: This issue occurred because of memory corruption. This issue was observed in a Mobility Master Hardware Appliance running ArubaOS 8.2.2.3.</p>	AirGroup	All platforms	ArubaOS 8.2.2.3
AOS-182221	—	<p>Symptom: Some Remote APs took a longer time to come up on a controller during initial provisioning or after a reboot. Reducing the idle time between the AP and controller resolved this issue.</p> <p>Scenario: This issue occurred due to poor CPU performance of the AP causing a delay in AP boot phase and image check phase. This issue was observed in AP-303H access points running ArubaOS 8.2.1.0 or later versions.</p>	AP-Platform	AP-303H access points	ArubaOS 8.2.1.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-182928 AOS-183355	—	Symptom: A managed device crashed due to MDNS memory leak. The fix ensures that the managed device works as expected. Scenario: This issue occurred due to a race condition causing memory allocation failure. This issue was observed in managed devices running ArubaOS 8.4.0.0 or later versions.	AirGroup	All platforms	ArubaOS 8.4.0.0
AOS-183023 AOS-185198 AOS-185429	—	Symptom: Clients were unable to view AirGroup servers in a centralized AirGroup deployment. The fix ensures that clients are able to view AirGroup servers. Scenario: This issue occurred due to an error in the policy lookup. This issue was observed in Mobility Masters running ArubaOS 8.4.0.0 or later versions.	AirGroup	All platforms	ArubaOS 8.4.0.0
AOS-183148 AOS-183454 AOS-183782 AOS-184700 AOS-185163	—	Symptom: APs crashed and rebooted unexpectedly. The log file lists the reason for the event as Reboot reason: fatal exception in interrupt . The fix ensures that the APs work as expected. Scenario: This issue is observed in AP-214, AP-215 and AP-315 running ArubaOS 8.0.0.0 or later versions.	AP-Platform	AP-214, AP-215 and AP-315 access points	ArubaOS 8.0.0.0
AOS-183227 AOS-185109	—	Symptom: Users are unable to access devices that were connected to a managed device on an untrusted port. The fix ensures that the ip-session access list is created by the Mobility Master and sent to the managed device. Scenario: This issue occurred because the ip-session access-list was not sent to the managed device when the Mobility Master was migrated from ArubaOS 6.5.4.8 to ArubaOS 8.3.0.5 version. This issue is not specific to any controller model or ArubaOS version.	Configuration	All platforms	ArubaOS 8.4.0.0

Table 6: Resolved Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-183468 AOS-183550 AOS-183551 AOS-184610		<p>Symptom: The managed devices crashed and rebooted unexpectedly. The log file listed the reason for the event as datapath timeout (Fpapps Initiated) (Intent:cause:register 51:86:50:2). This issue is resolved by not sending unnecessary ARP traffic from a managed device to a Mobility Master, thereby reducing the load on the managed device.</p> <p>Scenario: This issue occurred because OpenFlow from the managed device was sending all ARP packets to the Mobility Master. This issue was observed in Mobility Masters running ArubaOS 8.4.0.0.</p>	Controller - Datapath	All platforms	ArubaOS 8.4.0.0
AOS-183549 AOS-184354	—	<p>Symptom: Managed devices crashed and rebooted unexpectedly. The log files listed the reason for the event as Datapath timeout (SOS Assert) (Intent:cause:register 54:86:50:2). The fix ensures that the managed devices work as expected.</p> <p>Scenario: This issue was observed in managed devices running ArubaOS 8.3.0.0 in a cluster setup.</p>	Controller- Datapath	All platforms	ArubaOS 8.3.0.0
AOS-183640 AOS-184351 AOS-184539 AOS-184540	—	<p>Symptom: A leak in the mDNS process was observed when the show airgroup ap or tar logs command was executed. This issue is resolved by fixing the memory leak in the mDNS process.</p> <p>Scenario: This issue occurred because of a memory leak in the mDNS process and this leak was significantly high in a large network with over 1000 APs. This issue was observed in Mobility Master Virtual Appliance running ArubaOS 8.3.0.0 or later versions.</p>	AirGroup	All platforms	ArubaOS 8.3.0.0
AOS-184296	—	<p>Symptom: An AP crashed and rebooted unexpectedly. The log file listed the reason for this event as Reboot caused by kernel panic: Fatal exception in interrupt. The fix ensures that the AP works as expected.</p> <p>Scenario: This issue was observed in AP-325 access points running ArubaOS 8.3.0.0 or later versions.</p>	AP Datapath	AP-325 access points	ArubaOS8.3.0.0
AOS-184269 AOS-185202	—	<p>Symptom: APs were unable to join a cluster and were rebooting with the error, unable to contact switch: HELLO-TIMEOUT. The fix ensures that the APs are able to join the cluster.</p> <p>Scenario: This issue occurred when the cluster leader received a dormant add to DDS from a different managed device that was a previous leader. This issue was observed in managed devices running ArubaOS 8.3.0.6.</p>	Cluster Manager	All platforms	ArubaOS 8.3.0.6

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 7: *Known Issues in ArubaOS 8.3.0.7*

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-131862	159923	Symptom: The Configuration > Services > WAN page of the managed device does not have the Policy-Based Routing and NextHop Configuration accordions in the WebUI. Scenario: This issue is observed in managed devices running ArubaOS 8.1.0.0. Workaround: None.	WebUI	All platforms	ArubaOS 8.1.0.0
AOS-133998	162623	Symptom: The output of the show ap arm history ap-name <ap-name> command does not display the radar detection event for an AP. Scenario: This issue is observed in AP-203H access points running ArubaOS 8.2.0.0. Workaround: None.	ARM	AP-203H access points	ArubaOS 8.2.0.0
AOS-138468	168180	Symptom: The profmgr process in a managed device crashes when a single instance default profile is modified in the disaster recovery mode. Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions. Workaround: None.	Configuration	All platforms	ArubaOS 8.0.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-138833	168636	Symptom: A client is unable to connect to a controller from Aruba Central using SSH. Scenario: This issue is observed in 7005controllers running ArubaOS 8.0.1.0 or later versions. Workaround: None.	Aruba Central	7005controllers	ArubaOS 8.0.1.0
AOS-141408	172137	Symptom: Users are unable to delete a routing ACL from the managed device even though it is not referenced by VLAN interface or tunnels. Scenario: This issue is observed in managed devices running ArubaOS 8.1.0.0. Workaround: None.	Policy-Based Routing	All platforms	ArubaOS 8.1.0.0
AOS-141568	172360	Symptom: The output of the show lldp neighbor command displays only the first entry from the LLDP neighbors table. 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. Workaround: None.	SNMP	All platforms	ArubaOS 8.3.0.0
AOS-141831	172680	Symptom: The MIB files and IDS logs have references to an unnecessary URL. Scenario: This issue is observed in MIB files and IDS logs of managed devices running ArubaOS 8.2.0.0. Workaround: None.	SNMP	All platforms	ArubaOS 8.2.0.0
AOS-141973 AOS-146393	172857 178662	Symptom: The BOCMGR process in a Mobility Master crashes unexpectedly. Scenario: This issue is observed in Mobility Masters running ArubaOS 8.2.0.2 or later versions. Workaround: None.	Controller-Platform	All platforms	ArubaOS 8.2.0.2
AOS-142546	173570	Symptom: The text banner is not displayed at the login prompt of the WebUI. Scenario: This issue is observed in a Mobility Master Virtual Appliance running ArubaOS 8.2.0.1. Workaround: None.	WebUI	All platforms	ArubaOS 8.2.0.1

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-143095 AOS-154432	174270 189772	Symptom: Managed Devices display a large number of PAPI_open_udp_socket error messages when the show log all include PAPI_open command is executed. Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions. Workaround: None.	Controller-Platform	All platforms	ArubaOS 8.0.1.0
AOS-143747	175138	Symptom: The Configurations > Services > Guest provisioning page appears blank and non-editable. 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. Workaround: None.	Guest Provisioning	All platforms	ArubaOS 8.2.0.2
AOS-144500 AOS-145987	176087 178109	Symptom: Users are unable to configure netdestination or netservice using WebUI. Scenario: This issue is observed in Mobility Masters or managed devices running ArubaOS 8.4.0.0. Workaround: None.	WebUI	All platforms	ArubaOS 8.4.0.0
AOS-144676 AOS-145471	176330 177428	Symptom: The Diagnostics > Technical Support > Copy Files page of the WebUI displays a success message even though the TFTP file transfer fails. Scenario: This issue occurs when a user copies a file using TFTP. This issue is observed in Mobility Masters running ArubaOS 8.2.0.0 or later versions. Workaround: None.	Configuration	All platforms	ArubaOS 8.2.0.0
AOS-144684 AOS-184346	176339	Symptom: Managed devices are getting log files that contain incorrect or garbled essid and bssid values. Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.0 or later versions. Workaround: None.	Station Management	All platforms	ArubaOS 8.2.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-145098	176930	<p>Symptom: An AirGroup server that is connected as a Per User Tunneled Node client is not showing up as an AirGroup server on the Mobility Master.</p> <p>Scenario: This issue occurs when a tunneled_node GSM channel is used for user subscription. This issue is observed in managed devices running ArubaOS 8.2.1.0 or later versions.</p> <p>Workaround: None.</p>	SDN-Platform	All platforms	ArubaOS 8.2.1.0
AOS-145102 AOS-145544	176935 177529	<p>Symptom: The profmgr process in a managed device crashes when the user attempts to delete the expired evaluation licenses from the Configuration >System >Licensing page of the WebUI.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.3.0.0
AOS-145303	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 Uplink Health-check configuration enabled. This issue is observed in 7000 Series and 7200 Series controllers running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Controller-Datapath	7000 Series and 7200 Series controllers	ArubaOS 8.0.1.0
AOS-145566	177559	<p>Symptom: A Mobility Master is unable to forward the traffic that is sourced from an IP interface in the gateway.</p> <p>Scenario: This issue occurs when netdestinations are used in the routing ACL rule. This issue is observed in Mobility Masters running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	Policy-Based Routing	All platforms	ArubaOS 8.0.1.0
AOS-145747	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

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-145910	178014	<p>Symptom: Managed devices send RADIUS accounting request packets to ClearPass without class attributes.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.2.0.2.</p> <p>Workaround: None.</p>	Base OS Security	All platforms	ArubaOS 8.2.0.2
AOS-146042 AOS-151140	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
AOS-146200	178394	<p>Symptom: When an incorrect password is entered in an external captive portal, errmsg=Authentication%20failed is appended incorrectly to the URL and the login page does not load correctly.</p> <p>Scenario: This issue occurs when external captive portal is used with a non-ClearPass Policy Manager server. This issue is observed in managed devices running ArubaOS 8.2.1.0 or later versions.</p> <p>Workaround: None.</p>	Captive Portal	All platforms	ArubaOS 8.2.1.0
AOS-146425	178709	<p>Symptom: The Ipsec-map name drop-down list does not display the system-generated IPsec map in the WebUI.</p> <p>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.</p> <p>Workaround: None.</p>	WebUI	All platforms	ArubaOS 8.2.1.0
AOS-146571	178905	<p>Symptom: The role name is incorrectly displayed in the edit rule table in Configuration > Roles & Policies > Roles > Global Rules page of the WebUI.</p> <p>Scenario: This issue is observed in a managed devices running ArubaOS 8.2.1.0.</p> <p>Workaround: None.</p>	WebUI	All platforms	ArubaOS 8.2.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-146588 AOS-146778	178936 179171	Symptom: The General Information > Networking page in a Virtual Mobility Controller does not display the information about DNS server and IP address. Scenario: This issue is observed in a Mobility Master Virtual Appliance running ArubaOS 8.3.0.0. Workaround: None.	Controller-Platform	All platforms	ArubaOS 8.3.0.0
AOS-146720	179107	Symptom: A stand-alone controller displays the Module licensmgr is busy. Please try later error message while adding licenses. Scenario: This issue is observed in stand-alone controllers running ArubaOS 8.1.0.4 in a master-local topology. Workaround: None.	Licensing	All platforms	ArubaOS 8.1.0.4
AOS-146829	179248	Symptom: No error message is displayed when an SNMP community / user string is configured with less than 5 characters. Scenario: This issue is observed in the managed devices running in ArubaOS 8.2.1.0-FIPS. Workaround: None.	SNMP	All platforms	ArubaOS 8.2.1.0
AOS-146989	179483	Symptom: A user is unable to delete folder_config1 folder on the Mobility Master WebUI. Scenario: This issue occurs due to dummy nodes created in the datastore that are not deleted after executing a configuration difference. This issue is observed in a Mobility Master Virtual Appliance running ArubaOS 8.2.1.0. Workaround: None.	Configuration	Mobility Master Virtual Appliance	ArubaOS 8.2.1.0
AOS-147039 AOS-156717	179627 193004	Symptom: The FPAPPs process is stuck in a managed device. Scenario: This issue occurs when the initial full-setup wizard is used to switch a 7205 controller that is running in stand-alone mode to a managed device and an invalid netmask is entered. This issue is observed in 7205 controllers running ArubaOS 8.2.1.0. Workaround: None.	L2 Forwarding	7205controllers	ArubaOS 8.2.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-147511	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
AOS-147552	180489	<p>Symptom: CLI-based upgrade of a stand-alone controller fails with the Timed out, Try again error message.</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 managed devices running ArubaOS 8.2.1.0 or later versions.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.2.1.0
AOS-148349	181630	<p>Symptom: User is not able to disable the openflow-profile on a managed device.</p> <p>Scenario: This issue occurs when user disables the openflow profile at a configuration level lower than /md. This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions.</p> <p>Workaround: None.</p>	SDN	All platforms	ArubaOS 8.2.1.1
AOS-149084	182604	<p>Symptom: The Illegal operation on the interface error is observed when the user tries to add or remove a trusted VLAN on the managed device.</p> <p>Scenario: This issue occurs when the user tries to configure the GigabitEthernet interface with a valid port range. This issue is observed in managed devices running ArubaOS 8.2.0.0 or later versions.</p> <p>Workaround: None.</p>	VLAN	All platforms	ArubaOS 8.2.0.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-149214	182780	<p>Symptom: The output of few show datapath commands displays the MAC address in upper case.</p> <p>Scenario: This issue occurs when the following show datapath commands are issued. This issue is not restricted to any controller or ArubaOS versions.</p> <ul style="list-style-type: none"> ■ show datapath route-cache ■ show datapath station ■ show datapath bridge ■ show datapath firewall-agg-sess ■ show datapath tunnel ■ show datapath tunnel station-list ■ show datapath user ■ show datapath user rad-counter <p>Workaround: None.</p>	Controller-Datapath	All platforms	ArubaOS 8.2.1.0
AOS-149407	183034	<p>Symptom: Clients get disconnected after roaming although auto connect is enabled.</p> <p>Scenario: This issue is observed in APs running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	AP-Platform	All platforms	ArubaOS 8.0.1.0
AOS-149578 AOS-154680	183246 190113	<p>Symptom: Managed devices get converted to master node 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
AOS-149983 AOS-153622	183788 188706	<p>Symptom: A few APs that are displayed as up when the show ap database command is executed are not displayed in the Dashboard > Infrastructure > Access Points page of the Mobility Master WebUI.</p> <p>Scenario: This issue is observed in Mobility Masters running ArubaOS 8.3.0.0.</p> <p>Workaround: None.</p>	AP-Platform	All platforms	ArubaOS 8.3.0.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-150202	184070	<p>Symptom: VIA clients are unable to connect to Suite-B (AES-GCM) cryptographic algorithms with ECDSA certificates enabled on a managed device.</p> <p>Scenario: This issue occurs due to improper interaction of advanced cryptographic license with IKE module. This issue is observed in managed devices running ArubaOS 8.2.0.0 or later versions.</p> <p>Workaround: None.</p>	IPsec	All platforms	ArubaOS 8.2.0.0
AOS-150721	184754	<p>Symptom: The certificate expiration date is not calculated correctly and displays the current date as the expiration validity date.</p> <p>Scenario: This issue occurs when the day light savings is not considered in the timezone calculation. This issue is observed in managed devices running ArubaOS 8.2.1.0 or later versions.</p> <p>Workaround: None.</p>	Certificate Manager	All platforms	ArubaOS 8.2.1.0
AOS-150748	184786	<p>Symptom: APs are not broadcasting on Virtual APs and are displaying D flag in the output of the show ap database command, 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 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
AOS-150797	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
AOS-150844	184903	<p>Symptom: AMON messages related to uplink load balancing are not forwarded to Central.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions.</p> <p>Workaround: None.</p>	AMON	All platforms	ArubaOS 8.0.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-150496 AOS-150883 AOS-158128	184454 184972 195001	Symptom: The IP OSPF message-digest key gets erased. Scenario: This issue occurs when the managed device enters or returns from the disaster recovery mode. This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions. Workaround: None.	Configuration	All platforms	ArubaOS 8.2.1.1
AOS-151012 AOS-146980	185165	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 . Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions. Workaround: None.	Controller-Platform	All platforms	ArubaOS 8.2.1.1
AOS-151275	185499	Symptom: Managed devices at the branch office are unable to receive IP address from the branch uplink pool. Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.0 or later versions. Workaround: None.	IPsec	All platforms	ArubaOS 8.2.1.0
AOS-151282	185506	Symptom: A managed device is unable to synchronize its AP whitelist on Mobility Master with the Activate whitelist database. 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. Workaround: None.	Controller-Platform	All platforms	ArubaOS 8.0.1.0
AOS-151350	185597	Symptom: The output of the show switches command displays the IPv6 address of a standby Mobility Master as none . Scenario: This issue occurs when the show switches command is executed on a Mobility Master. This issue is observed in Mobility Masters running ArubaOS 8.2.1.1. Workaround: None.	Configuration	All platforms	ArubaOS 8.2.1.1

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-151355	185602	Symptom: Managed Devices are unable to pass traffic to the nexthop VPN concentrator (VPNC) using policy-based routing. Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0 or later versions. Workaround: None.	Policy-Based Routing	All platforms	ArubaOS 8.0.1.0
AOS-151759	186146	Symptom: The output of the show ap debug port status ap-name <ap-name> command displays the status of PortFast parameter as unknown . Scenario: This issue is observed in AP-303H access points running ArubaOS 8.2.1.1 or later versions. Workaround: None.	AP-Platform	AP-303H access points	ArubaOS 8.2.1.1
AOS-152076 AOS-150739	186605 184774 185405	Symptom: A managed device fails to establish IPsec tunnel on its primary uplink. 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. Workaround: None.	Controller-Datapath	All platforms	ArubaOS 8.0.1.0
AOS-152500	187191	Symptom: Wireless clients are not added as OpenFlow hosts in the Mobility Master. Scenario: This issue is observed in Mobility Masters running ArubaOS 8.2.1.1 or later versions. Workaround: None.	SDN	All platforms	ArubaOS 8.2.1.1
AOS-152631	187390	Symptom: VoIP clients face connectivity issues when IPv6 is enabled. 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. Workaround: None.	UCC	All platforms	ArubaOS 8.2.1.1
AOS-152745	187566	Symptom: Some APs detect false radar signals and changes radio channels frequently Scenario: This issue is observed in AP-228, AP-305, 320 Series, and 340 Series access points running ArubaOS 8.3.0.1 or later versions. Workaround: None.	AP-Wireless	AP-228, AP-305, 320 Series, and 340 Series access points	ArubaOS 8.3.0.1

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-152827	187685	Symptom: User is unable to delete banner via configuration using CLI or WebUI. Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.2 or later versions. Workaround: None.	Configuration	All platforms	ArubaOS 8.3.0.2
AOS-153090	188025	Symptom: PEFNG license count is displayed incorrectly in the Mobility Master > Configuration > License > License usage > PEF column of the WebUI. Scenario: This issue is observed in Mobility Masters running ArubaOS 8.2.1.1 or later versions. Workaround: None.	WebUI	All platforms	ArubaOS 8.2.1.1
AOS-153460	188497	Symptom: A 7240 controller sends RSSI AMON messages even though the location is disabled in the management server profile. Scenario: This issue is observed in 7240 controllers running ArubaOS 8.2.1.1 or later versions. Workaround: None.	AMON	7240 controllers	ArubaOS 8.2.1.1
AOS-153842		Symptom: Few APs are unable to connect to the 5 GHz radio. Scenario: This issue is observed in 320 Series access points running ArubaOS 8.2.0.0 or later versions. Workaround: None.	320 Series access points	All platforms	ArubaOS 8.2.0.0
AOS-154246	189552	Symptom: IP access restrictions on VLAN interface is not working as expected and is not blocking expected traffic. Scenario: This issue is observed in managed devices running ArubaOS 8.2.2.1 or later versions. Workaround: None.	VLAN	All platforms	ArubaOS 8.2.2.1
AOS-155081	190642	Symptom: Post configuration changes, values of show configuration committed and show configuration effective commands are different. Scenario: This issue occurs if Iterator is not reset after handling auth-servers list in gdata. This issue is observed in a managed devices running ArubaOS 8.2.1.0 Workaround: None.	Configuration	All platforms	ArubaOS 8.2.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-155300 AOS-155345	190957 191022	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) . Scenario: This issue is observed in 7280 controllers running ArubaOS 8.3.0.3 or later versions. Workaround: None.	Controller-Datapath	7280 controllers	ArubaOS 8.3.0.3
AOS-155877	191816	Symptom: A managed device crashes and reboots unexpectedly. The log file lists the reason for the event as Reboot Cause: Kernel Panic (Intent:cause:register 12:86:0:20) . Scenario: This issue is observed in 7205 stand-alone controllers running ArubaOS 8.2.2.0 or later versions. Workaround: None.	Controller-Platform	7205 stand-alone controllers	ArubaOS 8.2.2.0
AOS-155879	191818	Symptom: User is unable to delete or edit guest provisioning user on WebUI and CLI. Scenario: This issue occurs due to a trailing space that is added when adding a user. This issue is observed in Mobility Master Virtual Appliance running ArubaOS 8.2.0.2. Workaround: None	Base OS Security	All platforms	ArubaOS 8.2.0.2
AOS-155927	191876	Symptom: Clients are getting de-authenticated when the User Anchor Controller (UAC) is down. Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.1 or later versions. Workaround: None.	Station Management	All platforms	ArubaOS 8.2.1.1
AOS-156085 AOS-157704	192119 194393	Symptom: Managed devices are unable to get the controller-IP address during boot up after an upgrade. Scenario: This issue is observed in managed devices running ArubaOS 8.1.0.0 or later versions. Workaround: None.	Configuration	All platforms	ArubaOS 8.1.0.0
AOS-156742 AOS-156977	193031 193319	Symptom: After pushing a complete configuration via API, the user is unable to make any change to IP Probe configuration. Scenario: This issue is observed in managed devices running ArubaOS 8.0.1.0. Workaround: None.	Configuration	All platforms	ArubaOS 8.0.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-156838	193158	Symptom: User is unable to reprovision an AP. Scenario: This issue occurs when a special character in a German keypad is used in the AP name. This issue is observed in APs connected to managed devices running ArubaOS 8.2.2.1. Workaround: Hard reset the access point.	Configuration	All platforms	ArubaOS 8.2.2.1
AOS-157056	193423	Symptom: The Authentication module on a managed device crashes and the APs reboot. Scenario: This issue occurs when clients that are in bridge forwarding mode, communicate with a managed device, in the split-tunnel-mode. This issue is observed in managed devices running ArubaOS 8.2.1.0. Workaround: None.	Base OS Security	All platforms	ArubaOS 8.2.1.0
AOS-157233	193662	Symptom: Device model name is displayed incorrectly in the Dashboard > Controllers > Model page in the WebUI. Scenario: This issue is observed in managed devices running ArubaOS 8.2.2.0 or later versions. Workaround: None.	VRRP	All platforms	ArubaOS 8.2.2.0
AOS-157288	193726	Symptom: The REST API returns the output in XML format instead of JSON format. Scenario: This issue occurs when the show ap arm state command is executed. This issue is observed in managed devices running ArubaOS 8.2.1.0. Workaround: None.	ARM	All platforms	ArubaOS 8.2.1.0
AOS-157563 AOS-158459	194178 195465	Symptom: A managed device reboots unexpectedly. The log file lists the reason for the event as Reboot Cause: Datapath timeout (Fpapps Initiated) (Intent:cause:register 51:86:50:4) . Scenario: This issue is observed in managed devices running ArubaOS 8.2.1.1. Workaround: None.	Controller-Datapath	All platforms	ArubaOS 8.2.1.1

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-157654	194307	<p>Symptom: AP crashes and reboots unexpectedly. The log file lists the reason for the event as kernel panic: Fatal exception in interrupt3 redundancy is not working as expected when VPNC fails.</p> <p>Scenario: This issue is observed in 200 Series and 210 Series access points running ArubaOS 8.2.2.2 or later versions.</p> <p>Workaround: None.</p>	SDN Platform	200 Series and 210 Series access points	ArubaOS 8.2.2.2
AOS-157776	194495	<p>Symptom: L3 redundancy is not working as expected when VPNC fails.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.3.0.4 or later versions.</p> <p>Workaround: None.</p>	IPsec	All platforms	ArubaOS 8.3.0.4
AOS-157815	194552	<p>Symptom: A managed device drops the tunneled node GRE packets for an AP.</p> <p>Scenario: This issue is observed in managed devices running ArubaOS 8.1.0.0.</p> <p>Workaround: None.</p>	Tunnel-Node-Manager	All platforms	ArubaOS 8.1.0.0
AOS-158046	194884	<p>Symptom: Access points crash unexpectedly. The log files lists the reason for the event as AP Reboot reason: BadAddr:b2de60c08681450d PC:wlc_send80211raw_stateful+0x1ee8/0x2288 [wl] Warm-reset.</p> <p>Scenario: This issue is observed in 340 Series access points running ArubaOS 8.3.0.4 or later versions.</p> <p>Workaround: None.</p>	AP-Wireless	340 Series access points	ArubaOS 8.3.0.4
AOS-158299	195239	<p>Symptom: The profmgr process crashes and the Mobility Master restarts unexpectedly.</p> <p>Scenario: This issue is observed in Mobility Masters running ArubaOS 8.0.1.0.</p> <p>Workaround: None.</p>	Configuration	All platforms	ArubaOS 8.0.1.0

Table 7: Known Issues in ArubaOS 8.3.0.7

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-158350 AOS-157797 AOS-158521	195313 194518 195540	Symptom: mDNS process crashes in a managed device. Scenario: This issue is observed in managed devices running ArubaOS 8.4.0.0 or later versions. Workaround: None.	AirGroup	All platforms	ArubaOS 8.4.0.0
AOS-158497	195513	Symptom: An AP reboots unexpectedly. The log file lists the reason for the event as Reboot caused by kernel panic: softlockup: hung tasks . Scenario: This issue is observed in AP-303H access points running ArubaOS 8.2.2.3. Workaround: None.	AP Datapath	AP-303H access points	ArubaOS 8.2.2.3
AOS-182929	—	Symptom: Managed devices are experiencing PIM crashes. Scenario: This issue is observed in managed devices running ArubaOS 8.2.2.3 or later versions. Workaround: None.	PIM-SM	All platforms	ArubaOS 8.2.2.3

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 42](#)
- [Memory Requirements on page 43](#)
- [Backing up Critical Data on page 44](#)
- [Upgrading ArubaOS on page 45](#)
- [Downgrading ArubaOS on page 48](#)
- [Before Calling Technical Support on page 50](#)

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 44](#) 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 44](#) 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 44](#) 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 43](#).



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 44](#) 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 44](#) 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 44](#).
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.