
SUPPORT GUIDELINE

CASE OPENING GUIDELINES

ARUBA NETWORKS TECHNICAL SUPPORT



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This document will outline steps to help customers and partners obtain efficient technical support from Aruba Networks.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

CASE OPENING GUIDELINE - COMMON

Customer/Partner Commitment

It is expected that responsible technical personnel have executed basic problem determination process before contacting Aruba Networks support. Steps may include, but are not limited to:

- Examining syslog and/or SNMP trap server logs
- Examining WebGUI or CLI information to isolate the symptoms
- Examining change management records to identify if symptoms began in conjunction with IT or environmental changes
- Consult relevant product documentation and **Release Notes (RN)** to determine if the symptoms may be fixed by Software or firmware updates

Customer/Partner information

To maintain accurate record of data, the following information is mandatory to open a technical support case.

Partner Details: Accurate details help expedite entitlement process

- Partner Account Name
- Contact Person's Name
- Email Address
- Phone Number
- End Customer Account Name
- Serial# of the Product

Case Information

To expedite the problem resolution and to provide a better customer experience, the following information would help us

Effective Problem Description: The problem description should contain a concise statement of the symptoms like

- What does not work? - *Identify the actual problem symptom and loss of expected behavior*
- Where does it not work? - *Identify if the problem symptom is location specific or device specific*
- When does it not work? - *Identify if there is a pattern to the problem symptom occurrence, by time of the day*
- How does it not work? - *Identify the expected behavior Vs. actual behavior. Comparative good/bad example*
- Isolate the symptoms - *Identify any common parameters. E.g. Is the problem specific to certain H/w, S/w or User?*

Qualifying Questions: These questions help better understand the problem

- When were the symptoms first reported? - *Date/time or Event*
- What environment components changed? - *Possible network changes or other associated component change*
- How often do the symptoms occur? - *Frequency of the problem symptoms*
- How long does the symptoms last? - *Constant, x seconds, x hours...etc.*
- Are symptoms reproducible at will? - *Action that provoke the symptom or steps to reproduce in lab*

Priority of the Problem: Help us classify the 'Priority' of the problem based on the below general guidelines

- Priority 1 – Critical - *Complete or Significant service outage in 'Live' production environment.*
- Priority 2 – High - *Intermittent or partial service outage in 'Live' production environment.*
- Priority 3 – Medium - *Minor degradation of system or service.*
- Priority 4 – Low - *No impact to service. Includes questions on configuration or functionality of equipment.*

Remote Access: Remote access to the affected network can be very helpful in expediting problem resolution.

- Please indicate whether remote access is possible or not, and if yes, the preferred method/tool to obtain remote access.

CASE OPENING GUIDELINE - ARUBAOS

Minimum information required for opening a Technical Support case for ArubaOS products.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

Requesting Technical Support:

Please refer to the [Common Guidelines](#) for mandated and suggested information in addition to the below

Files & Data Required:

- Serial# of all affected units
- Please run the command `tar logs tech-support` and attach the `logs.tar` bundle to the case
- Network diagram to detail the setup
- Software Version running on device. The command `show version` can give you the details.
- If there is a crash, please upload the `crash.tar` file to the case. You can run the command `tar crash` to generate the file.
- To troubleshoot client specific issues, please provide the list of affected WLAN client model numbers and driver versions
- Include the AP tech-support to troubleshoot AP/Client specific problems. You can run the command `show ap tech-support ap-name <name of the ap>`
- Please include the site survey report detailing coverage and AP placements to troubleshoot client connectivity/roaming issues
- Please include syslog data generated at the time of the problem. It is recommended to add a syslog server permanently to capture controller logs.
- Please include any relevant 'Network Sniffer' traces from Wireshark or Omnipcap

CASE OPENING GUIDELINE - CLEARPASS

Minimum information required for opening a Technical Support case for ClearPass products.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

Requesting Technical Support:

Please refer to the [Common Guidelines](#) for mandated and suggested information in addition to the below

Files & Data Required:

- Serial# of all affected units or Service Tag# if serial# not present.
- Please provide, ClearPass version, ClearPass platform and also indicate if Virtual/Physical server.
- Please include dashboard details with server logs with specific processes in DEBUG mode (*Please see below on recommendation for DEBUG*).
- Please include server backup.
- Please include dashboard details exported from the *access tracker* entry.
- Please include relevant screenshots of the error message wherever applicable.
- For server performance issues, please indicate changes/updates made to the server, server specifications, license usage, server setup details with user count, last known time when performance was normal and include server logs.
- For issues with server joining the Active Directory, please include screenshot of the error, debug logs from *access tracker* with domain services in debug mode and pcap on the ClearPass.
- For issues with configuration, please describe the server setup details, requirements, external devices that would be part of the configuration and what configuration has been done so far.
- For network related issues, please include packet captures taken on the uplink port of the server wherever applicable.
- For cluster related issues, please provide IP address of all affected nodes (both Data & Mgmt), network architecture / diagram, static routes if configured. Please indicate if cluster is over WAN and the latency of the WAN connection. It is recommended to collect logs starting from 2 days before the issue occurred till the day (or +1 day) of the issue happening.
- For OnBoard related issues, please include details of the user affected, certificates in use, device type, make, model and s/w version on the device.
- For OnGuard related issues, please include the server logs with recommended services in DEBUG, OnGuard Client/Agent logs and windows Event Viewer Logs.
- For Guest related issues, please include the application logs.

Recommended services for DEBUG: Based on the problem symptom, the following services are recommended to be set to DEBUG mode

- For RADIUS related issues, DEBUG RADIUS and Policy.
- For TACACS related issues, DEBUG ClearPass Network and TACACS.
- For InSight, MDM, PostAuth & RFC3576 related issues, DEBUG Async Netd.
- For Profiler related issues, DEBUG ClearPass Network and Async Netd.
- For AirGroup related issues, DEBUG AirGroup Notification.
- For Licensing, Web Server Certificate, HTTP and GUI related issues, DEBUG Admin.
- For Cluster related issues, DEBUG Multi-Master Cache, DB Change Notification and DB Replication.
- For OnBoard related issues, DEBUG OnBoard Plugin.
- For OnGuard related issues, DEBUG Async Netd, Policy Server and RADIUS.
- For issues with server joining the AD, DEBUG domain service.

- For AD related issues, DEBUG AD/LDAP, request handling under Policy Server and RADIUS.

CASE OPENING GUIDELINE - AIRWAVE

Minimum information required for opening a Technical Support case for **AirWave products**.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

Requesting Technical Support:

Please refer to the [Common Guidelines](#) for mandated and suggested information in addition to the below

Files & Data Required:

- Serial# of all affected units or Service Tag# if serial# not present.
- Please refer to *Support Infrastructure Device Guide* under *Documentation* section on the server for support availability
- Please provide AirWave version, make and type of device being monitored, also indicate if Virtual/Physical server
- Please run the command *diag tar ball* (or from *System>Status* page on the WebUI) and upload the file *diagnostic.tar.gz*
- For upgrade failure issues, please send the upgrade log from */var/log/upgrade/<upgrade version.filename>*
- For server performance issues please include screenshot of *system performance* page, *AMP setup* page, output of *# show_tech_support* and # of devices monitored/managed.
 - If Physical server then RAID info and Disk Spindle Speed.
 - If Virtual server then IOPS achievable, indicate if resources are shared with other VM instances or reserved for AirWave exclusively and comparative performance of other applications on the VM.
- For client monitoring issues, check if *Prefer amon v/s SNMP is enabled*, send client count from device and Airwave client count, Device model and firmware version.
- For SNMP communication issues, please include the output of *snmp walk* from Airwave to the device
- For issues with SNMP trap not being received, ensure Airwave is added as trap receiver.
- For issues with SNMP trap not being received, run command *tcpdump -s0 -w /tmp/controller_snmp.pcap host <controller IP> && port 162*
- For issues with VisualRF, please send the screenshot of *VisualRF > Setup* page and screenshots of any error messages.
 - If issue is related to *heatmap* on particular floor(s), send the site xml (*ctrl+x+m+l*) of the floor plan, VisualRf logs from */va/log/visualrf* and any related screenshots.
- For Rogue discovery issues, please send the screenshot of *RAPIDS Setup* Page, *RAPIDS > Rule* page. Include details of what devices are not shown as rogue and any related screenshots.

CASE OPENING GUIDELINE - INSTANTOS

Minimum information required for opening a Technical Support case for **InstantOS products**.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

Requesting Technical Support:

Please refer to the [Common Guidelines](#) for mandated and suggested information in addition to the below

Files & Data Required:

- Serial# of all affected units
- Please run the command *show tech-support / show tech-support supplemental* and attach it to the case.
- In case of AP crash, run the command *show ap debug crash-info* and attach it to the case.
- In case of IAP VPN issues, please run the command *tar logs tech-support* and attach the *logs.tar* bundle to the case
- Please include the site survey report detailing coverage and AP placements to troubleshoot client connectivity/roaming issues
- Please include syslog data generated at the time of the problem. It is recommended to add a syslog server permanently to capture InstantAP logs.
- Please include any relevant 'Network Sniffer' traces from Wireshark or Omnipcap

CASE OPENING GUIDELINE – ARUBA CENTRAL

Minimum information required for opening a Technical Support case for Aruba Central products.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

Requesting Technical Support:

Please refer to the [Common Guidelines](#) for mandated and suggested information in addition to the below

Files & Data Required:

- Serial# of all affected units
- Email address to manage the Aruba Central account.
- For IAP device onboarding issues, we would need the outputs - *show clock*, *show activate status* and *show ap debug cloud-server*.
- Enable support mode for remote debugging.
- We would need the admin password of the affected group for remote debugging.
- Please include the site survey report detailing coverage and AP placements to troubleshoot client connectivity/roaming issues
- Please include syslog data generated at the time of the problem. It is recommended to add a syslog server permanently to capture Instant AP logs.

CASE OPENING GUIDELINE – ARUBA VIA

Minimum information required for opening a Technical Support case for Aruba VIA product.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

Requesting Technical Support:

Please refer to the [Common Guidelines](#) for mandated and suggested information in addition to the below

Files & Data Required:

- Please include the client VIA logs
- Please run the command 'tar logs tech-support' and attach the logs.tar bundle to the case
- Please include packet captures done on the affected client at the time of the issue

CASE OPENING GUIDELINE – MESHOS

Minimum information required for opening a Technical Support case for MeshOS product.

The information requested presumes that the problem situation does not prevent the information from being obtained, for example – it is not possible, or expected to gather CLI information from a controller, which cannot be powered on.

Requesting Technical Support:

Please refer to the [Common Guidelines](#) for mandated and suggested information in addition to the below

Files & Data Required:

- Serial# of all affected units - use *show inventory* and *show hardware* commands.
- Please run the command *show tech-support* and attach the output to the case.
- Network diagram to detail the setup.
- Please include output of the command *show version*.
- To troubleshoot Mesh connectivity related issues, provide *show rf-management neighbors*
- Run and capture the output of the command *show interface dot11radio* at multiple intervals to provide details about radio's perception of the RF scenario.
- Please include the site survey report detailing coverage and AP placements (possibly pictures or coordinates in google maps).
- For issues related to routing, please provide output for commands *show ip route*, *show ip awr neighbor* & *show ip awr database*. Provide *show vplm membership-database* output when applicable.
- Please include syslog data generated at the time of the problem. It is recommended to add a syslog server permanently to capture MeshOS logs.
- Please include any relevant 'Network Sniffer' traces from Wireshark or Omnippeek