

# OmniVista 3600 Air Manager 8.2.4.1



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OmniVista 3600 Air Manager 8.2.4.1 introduces new features, support for the latest Instant software version, and fixes to previously outstanding issues.

These release notes contain the following chapters:

- "What's New in this Release" on page 4 describes the important changes to OV3600 and new features in this release.
- "Supported Infrastructure Devices" on page 6 lists new Instant software supported in this release.
- "Resolved Issues" on page 7 describes issues we've fixed.
- "Known Issues" on page 20 describes known issues.
- "Upgrade Instructions" on page 35 describes upgrading your software.

## Contacting Support

Contact Center Online	
Main Site	<a href="http://www.enterprise.alcatel-lucent.com">http://www.enterprise.alcatel-lucent.com</a>
Support Site	<a href="https://support.esd.alcatel-lucent.com/">https://support.esd.alcatel-lucent.com/</a>
Email	<a href="mailto:ebg_global_supportcenter@al-enterprise.com">ebg_global_supportcenter@al-enterprise.com</a>
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EMEA	+800 00200100 (Toll Free) or +1 (650) 385-2193
Asia Pacific	+65 6240 8484
Worldwide	1-818-878-4507

OV3600 8.2.4.1 introduces the following important changes to functionality and new features.

### Important Changes

Default scan credentials previously created during installation have been deprecated, including: admin, default, private, and public.

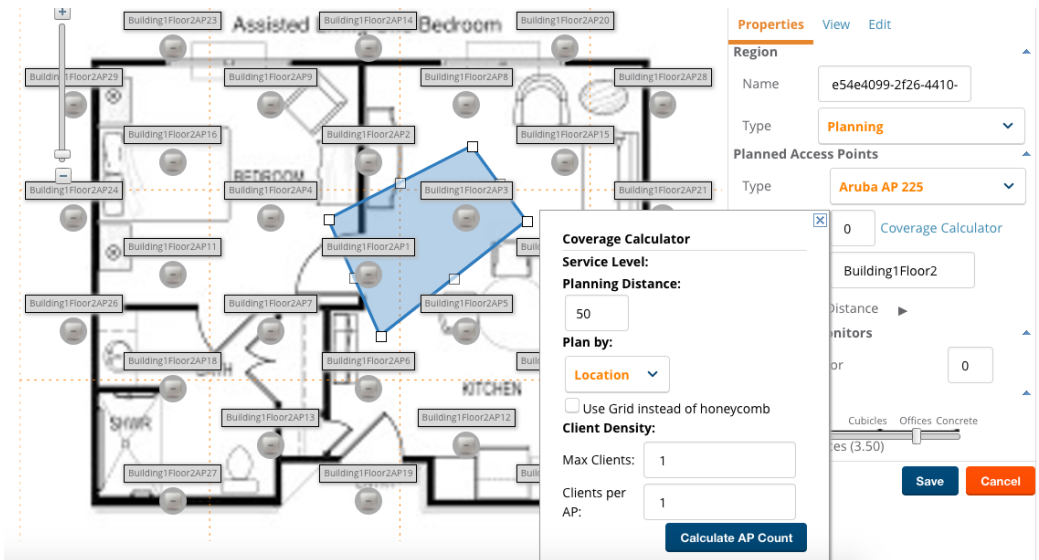
### New Features

OV3600 8.2.4.1 introduces the following new features:

- Support for Instant 6.5.3.0. With the release of Instant 6.5.3.0, OV3600 supports low assurance devices without a TPM chip. By default, this feature is turned on in OV3600. You can change this setting by going to the **OV3600 Setup > General** page, scrolling down to **Alcatel-Lucent Instant Options**, and then selecting **No** for the **Allow None-TPM Devices** option. For information about configuring Instant options, see the *OmniVista 3600 Air Manager 8.2.4 User Guide*.

OV3600 also includes the following Instant Config enhancements:

- The **Allow Low assurance PKI** option in the **System > General** menu becomes available when you enable cluster security. You can configure the Virtual Controller to allow non-TPM devices to cluster swarm with this option.
- The **Enable SSL protocol for web-server** option in the **System > General** menu becomes available when you set the **Security method for adding new Virtual Controllers** option to **Certificate only**. This option enables OAW-IAP authentication using TSL and SSL certificates.  
For information about the low assurance device feature introduced in Instant 6.5.3.0, see the *Alcatel-Lucent Instant 6.5.3.0 User Guide*. For information about using the Instant GUI Config, see the *Alcatel-Lucent Instant in OV3600 8.2.4 Deployment Guide*.
- VisualRF enhancements. Improvements to floor plans include:
  - The **Planning Distance** option in the Edit menu is available when you select honeycomb instead of grid layout. To change the distance, go to the **Edit** menu, select a region, and type the distance to be measured between two APs.
  - AP labels now include the building number, floor number, and AP number.



For information about working with floor plans, see the *OmniVista 3600 Air Manager 8.2.4 User Guide*.

- Alert severity. Alerts are easier to identify by color-coded icons. For example, alerts with high severity are red and warnings are blue.

Triggers									
TYPE	TRIGGER	ADDITIONAL NOTIFICATION OPTIONS	NMS TRAP DESTINATIONS	SEVERITY	FOLDER	GROUP	INCLUDE SUBFOLDERS	LOGGED ALERT VISIBILITY	SUPPRESS UNTIL ACKN.
<input type="checkbox"/>	Device Down	Device Type is Access Point	-	-	-	-	-	By Role	Yes
<input type="checkbox"/>	Device Event	Event Type is Syslog and Syslog Severity == Critical	-	-	Critical	Top	Yes	By Triggering Agent	Yes
<input type="checkbox"/>	Device Event	Event Type is Syslog and Syslog Category is Hardware Monitor	-	-	Minor	Top	Yes	By Triggering Agent	No
<input type="checkbox"/>	Disk Usage	Partition Percent Used == 80%	-	-	Warning	-	-	-	Yes
<input type="checkbox"/>	Total RADIUS Authentication Issues	Count == 1 for 5 minute	-	-	Normal	Top	Yes	-	Yes

For information about working with alerts, see the *OmniVista 3600 Air Manager 8.2.4 User Guide*.

OV3600 8.2.4.1 provides a range of features to manage network infrastructure devices from Alcatel-Lucent and other vendors.

### Support for New Devices

There are no new devices supported in OV3600 8.2.4.1.

For a complete list of supported products, refer to *OV3600 8.2.4 Supported Infrastructure Devices*.

### Support for Instant

OV3600 8.2.4.1 supports template and Instant GUI Config (IGC) for Alcatel-Lucent OAW-IAPs running Instant 6.5.3.0 software and versions that have not reached end of support.

To find out when each version of Instant was initially supported in OV3600, refer to *OV3600 8.2.4 Supported Infrastructure Devices*.

The following tables describe issues resolved in OV3600 8.2.4.1 and previous releases.

**Table 1:** *Issues Resolved in OV3600 8.2.4.1*

ID	Description
DE29409	<p><b>Symptom:</b> RF channel quality information was inaccurate for a managed AMP that has IAPs.</p> <p><b>Scenario:</b> OV3600 now supports this feature for Instant APs running Instant 6.5.3.0.</p>
DE29293	<p><b>Symptom:</b> After upgrading to OV3600 8.2.4 from 8.2.3.1, controllers were mismatched and configuration imports failed.</p>
DE29243	<p><b>Scenario:</b> When you enabled 2-factor authentication, VisualRF failed to authenticate internally and displayed an error message that the role wasn't found.</p>
DE29235	<p><b>Symptom:</b> The VisualRF backup is not available for download.</p> <p><b>Scenario:</b> With OV3600 8.2.4.1, you can download the VisualRF backup from the <code>/var/ampcli/user</code> directory.</p>
DE29196	<p><b>Symptom:</b> The Save button wasn't working on the Instant Config page after making a second configuration change on Instant APs running Instant 6.5.0.0-4.3.0 and 6.4.4.0-4.2.4.</p> <p><b>Scenario:</b> The Save button now works when you make configuration changes on the Instant Config page.</p>
DE28904	<p><b>Scenario:</b>The <i>OV3600 8.2.4 User Guide</i> now contains documentation for configuring the Alcatel-Lucent Instant Options under "Secure Access to OV3600".</p>
DE28987	<p><b>Scenario:</b> Table 132: UCC Report Fields in the <i>OV3600 8.2.4 User Guide</i> has been revised to include descriptions for the following connectivity types:</p> <ul style="list-style-type: none"> <li>● WiFi to external</li> <li>● WiFi to PSTN</li> </ul>
DE28985	<p><b>Scenario:</b>Table 136: Reports &gt; Generated Page Fields and Descriptions in the <i>OV3600 8.2.4 User Guide</i> has been revised to include additional information for the Report Start and Report End fields.</p>
DE27014	<p>References to OV3600 8.1 have been removed from Table 1: Instant support in OV3600 in the <i>OV3600 8.2.4 User Guide</i>.</p>

**Table 2:** *Issues Resolved in OV3600 8.2.4*

ID	Description
DE28904	<p><b>Symptom:</b> The release notes didn't document the new Alcatel-Lucent Instant options that were introduced in OV3600 8.2.3.</p> <p><b>Scenario:</b> We've added information about Instant certificate authentication to the <i>OV3600 8.2.4 User Guide</i>.</p>

ID	Description
DE28863	<p><b>Symptom:</b> IGC became mismatched when the DHCP profile contained 3 or more IP addresses.</p> <p><b>Scenario:</b> The WebUI has been updated to allow clients to enter up to 2 IP addresses in DHCP profile.</p>
DE28704	<p><b>Symptom:</b> The shellinaboxd daemon was using 99% CPU cycles, preventing ALC from starting.</p> <p><b>Scenario:</b> The issue that caused shellinaboxd to use 99% CPU has been fixed.</p>
DE28446	<p><b>Symptom:</b> OV3600 sent false alerts indicating working devices as down devices.</p> <p><b>Scenario:</b> The false trigger causing the down device alerts has been fixed.</p>
DE28386	<p><b>Symptom:</b> The IGC produced extra overrides that did not exist before migration.</p> <p><b>Scenario:</b> We've fixed this issue to prevent the IGC from producing excessive overrides during migration.</p>
DE28374	<p><b>Symptom:</b> Heat maps are out of place when the floor plan dimensions are metric.</p> <p><b>Scenario:</b> Importing floor plans now works as expected when using metric dimensions.</p>
DE28245	<p><b>Symptom:</b> Spikes in OAW-IAP VPN usage graphs were shown to be displaying higher values than actual VPN usage.</p> <p><b>Scenario:</b> This issue was fixed in OV3600 8.2.4.</p>
DE28174	<p><b>Symptom:</b> Virtual switches fluctuated between up and down status, while OAW-IAPs associated with the Virtual switches remain UP.</p> <p><b>Scenario:</b> Caused by clients with user names containing illegal utf-8 characters. This issue has been fixed.</p>
DE28140	<p><b>Symptom:</b> Documentation of the minimum version of VMware ESXi that OV3600 supports needed to be updated.</p> <p><b>Scenario:</b> We've updated the VMware ESXi requirement to 5.5 or higher in the <i>OV3600 8.2.4 Installation Guide</i>.</p>
DE27829	<p><b>Symptom:</b> In the Client Sessions Summary Report, the session data by SSID's bytes in and out data were switched.</p> <p><b>Scenario:</b> This issue was resolved by switching these values to their correct locations.</p>
DE26556	<p><b>Symptom:</b> OV3600 displays an incorrect client count.</p> <p><b>Scenario:</b> This issue was resolved by an update released in Alcatel-Lucent AOS-W 8.1.</p>
DE26333	<p><b>Symptom:</b> When restarting OSU VisualRF, the alert to were not activated to send a user notification that Visula RF was down.causing a false positive.</p> <p><b>Scenario:</b> This issue was resolved. Upon restarting OSU VisualRF the triggers now prevent false positives from occurring.</p>



**Table 3: Issues Resolved in OV3600 8.2.3.1**

ID	Description
DE28019	<p><b>Symptom:</b> There was an extra space in the Select a Profile drop-down menu.</p> <p><b>Scenario:</b> This problem no longer occurs when you run an on-demand synthetic test and don't have any other test profiles.</p>
DE27748	<p><b>Symptom:</b> A Jedis exception error didn't allow synthetic tests to run.</p> <p><b>Scenario:</b> OV3600 sends an error instead of stopping VisualRF and Clarity Synthetic when it encounters a Jedis exception error.</p>
DE27747	<p><b>Symptom:</b> In OV3600 8.2.2, the PCI compliance report for PCI 4.1.1 showed pass instead of fail.</p> <p><b>Scenario:</b> This compliance report would be inaccurate because of an underlying AOS-W issue, where the client encryption method data was missing. We've changed the way OV3600 handles this data to assume the exchange of information is unencrypted if the authentication method is captive portal.</p>
DE27711	<p><b>Symptom:</b> The release notes didn't document the supported upgrade paths for OV3600 8.2.x.</p> <p><b>Scenario:</b> This document adds <a href="#">"Upgrade Instructions"</a> on page 35.</p>
DE27672	<p><b>Symptom:</b> Synthetic tests failed if the AP name contained spaces.</p> <p><b>Scenario:</b> When passing a command, the controller handled the space in the AP name as a break between commands. Clarity Synthetic now allows AP names to contain spaces to make setting an AP in synthetic mode possible.</p>
DE27630	<p><b>Symptom:</b> In OV3600 8.2.2.1, the OV3600 server crashed if the storage disk was full.</p> <p><b>Scenario:</b> Now OV3600 displays a warning when the storage disk is running out of space, giving you time to free up space.</p>
DE27586	<p><b>Symptom:</b> In OV3600 8.2.3, the log collection failed if the OV3600 server host name was invalid.</p> <p><b>Scenario:</b> We've fixed this Clarity Synthetic issue, and log collection no longer fails with an invalid host name error.</p>
DE27566	<p><b>Symptom:</b> In OV3600 8.2.2.1, the client count and usage graphs didn't display properly.</p> <p><b>Scenario:</b> We've fixed a rare condition where illegal UTF-8 encoding caused problems with client monitoring after upgrading from older OV3600 7.7 releases.</p>
DE27366	<p><b>Symptom:</b> The Results page for a synthetic test displayed "Success" for response time and loss.</p> <p><b>Scenario:</b> Clarity Synthetic has been corrected to display all time results using milliseconds (ms).</p>
DE27467	<p><b>Symptom:</b> In OV3600 8.2.2, the Interface Monitoring page for the Aruba 2530-24G switch didn't display VLAN (tagged) information.</p> <p><b>Scenario:</b> OV3600 8.2.3.1 resolves an issue that prevented the display of DOT1D, DOT1Q, and VLAN information in the Physical Interfaces table.</p>
DE27338	<p><b>Symptom</b> Clarity Synthetic showed browser exception errors in the WebUI.</p> <p><b>Scenario:</b> Under some circumstances, running a bulk test would throw exceptions like "TypeError: Cannot set property" or "TypeError: Cannot read property". These situations now fail gracefully.</p>

**Table 3: Issues Resolved in OV3600 8.2.3.1 (Continued)**

ID	Description
DE27269	<p><b>Symptom</b> Clarity Synthetic showed hyperlinks in the timestamp for tests that in progress, implying that results were available.</p> <p><b>Scenario:</b> This hyperlink becomes available in the timestamp after the synthetic test is complete.</p>
DE27163	<p><b>Symptom:</b> AppRF data didn't load data for 1-day or 2-day intervals.</p> <p><b>Scenario:</b> We've fixed an issue which caused a page-lock issue that prevented AppRF from displaying all data properly.</p>
DE27121	<p><b>Symptom:</b> In OV3600 8.2.2.1, updates to the client and usage graphs on the Controller Monitoring page were delayed by 45 minutes to an hour.</p> <p><b>Scenario:</b> We fixed this issue in OV3600 8.2.3, and the client and usage graphs display properly</p>
DE27088	<p><b>Symptom:</b> Your synthetic test failed if you used the same AP as a client and a target.</p> <p><b>Scenario:</b> In OV3600 8.2.3.1, Clarity Synthetic will not allow you to run a test if using an existing profile if the AP you selected as a client is already a target.</p>
DE27068	<p><b>Symptom:</b> XML external entity (XXE) and cross-site scripting (XSS) security vulnerabilities were discovered in VisualRF.</p> <p><b>Scenario:</b> OV3600 8.2.3.1 addresses the security advisory ARUBA-PSA-2017-001, resolving security vulnerabilities CVE-2016-8526 and CVE-2016-8527.</p>
DE27029	<p><b>Symptom:</b> If you ran many synthetic tests, then you had to scroll through a long Results page to view your test results.</p> <p><b>Scenario:</b> We've added a column to the Results page to optimize the test results displayed on your monitor.</p>
DE26866	<p><b>Symptom:</b> When running the page load test, Clarity Synthetic was set up use to the HTTPS version of a website.</p> <p><b>Scenario:</b> The page load test has been changed to use the HTTP version.</p>
DE26634	<p><b>Symptom:</b> VisualRF doesn't crash when loading .dwg drawings.</p> <p><b>Scenario:</b> Improvements in VisualRF prevents the OV3600 WebUI from timing out when uploading floorplans in the .dwg format.</p>
DE26499	<p><b>Symptom:</b> The interface information was missing for the stack member client diagnostic page for Alcatel-Lucent MAS switches.</p> <p><b>Scenario:</b> The stack member client diagnostic page interface has been added to the topology view.</p>
DE26322	<p><b>Symptom:</b> OV3600 deleted configuration jobs scheduled on a device if you deleted the device.</p> <p><b>Scenario:</b> This issue no longer occurs when you delete devices from multiple folders in OV3600 8.0.11.1</p>
DE21040	<p><b>Symptom:</b> AppRF data exceeded allocation limits.</p> <p><b>Scenario:</b> Failed nightly maintenance jobs caused AppRF tables to bloat. OV3600 8.2.3.1 fixes this issue.</p>

**Table 4: Issues Resolved in OV3600 8.2.3**

ID	Description
US14762	<p><b>Symptom:</b> After upgrading the Instant software version on a virtual switch, OV3600 lost the IGC-based configuration overrides, resulting in configuration mismatches.</p> <p><b>Scenario:</b> OV3600 8.2.3 resolves an issue in OV3600 8.0.x that caused the virtual controller to lose configuration overrides after an Instant upgrade.</p>
US15871	<p><b>Symptom:</b> Upgrading OV3600 to 8.0.10, 8.0.11 and 8.2.0.1 failed during database migration if there were missing tables, indexes, or foreign keys, causing the server to crash.</p> <p><b>Scenario:</b> OV3600 checks the database schema before it starts an upgrade, then it logs an error if the database schema is incomplete.</p>
DE26260 DE25721	<p><b>Symptom:</b> A security scan might highlight several vulnerabilities in OV3600 8.2x.</p> <p><b>Scenario:</b> OV3600 8.2.3 addresses CESA-2016:0494, Oracle Java SE, security vulnerabilities. These fixes include a CentOS 6 update, Oracle Java for Business, and NTP 4.2.8p8 updates.</p>
DE27379	<p><b>Symptom:</b> In previous versions of OV3600, there were only libX11 and libX11-common RPMs in the software package, which caused security scans to report vulnerabilities.</p> <p><b>Scenario:</b> OV3600 8.2.3 has been updated with the libX11-1.6.3-2 replacement to avoid this issue.</p>
DE27281	<p><b>Symptom:</b> Zero touch provisioning (ZTP) device registration failed after a fresh installation or an upgrade to OV3600 8.2.3.</p> <p><b>Scenario:</b> In OV3600 8.2.3, there is a new setting under <b>AMP Setup &gt; Additional AMP Services</b>, called <b>Disable TLS 1.0 and 1.1</b>. This option is set to <b>Yes</b> by default. In order for Aruba switches to automatically check-in to OV3600 by ZTP, you must change this option to <b>No</b>.</p>
DE27123	<p><b>Symptom:</b> Upgrading OV3600 8.0.9 to 8.2.2 or 8.2.2.1 on Red Hat Enterprise Linux (RHEL) 6.3 failed.</p> <p><b>Scenario:</b> We addressed an issue with processing internal messages that prevented successful upgrades on systems running RHEL 6.3.</p>
DE27121	<p><b>Symptom:</b> In OV3600 8.2.2.1, updates to the client and usage graphs on the Controller Monitoring page were delayed by 45 minutes to an hour.</p> <p><b>Scenario:</b> We fixed this issue in OV3600 8.2.3, and the client and usage graphs display properly now.</p>
DE26934	<p><b>Symptom:</b> VisualRF didn't update the 5 GHz radio information for Cisco 3600i APs.</p> <p><b>Scenario:</b> We fixed an issue that occurs when you use an 802.11a/b/g/n device that supports 802.11ac but don't upgrade it to 802.11ac.</p>
DE26905	<p><b>Symptom:</b> OV3600 displays the last authenticated username for a client if it's connected without a username.</p> <p><b>Scenario:</b> This issue no longer occurs for authenticated clients, connecting with LMAC and captive portal, or for unauthenticated clients.</p>
DE26651	<p><b>Symptom:</b> OV3600 failed to push new certificate and captive portal settings to Alcatel-Lucent MAS switches.</p> <p><b>Scenario:</b> If you enabled overrides for new certificate and captive portal settings, OV3600 no longer marks the switches as being mismatched</p>

**Table 4: Issues Resolved in OV3600 8.2.3 (Continued)**

ID	Description
DE26058	<p><b>Symptom:</b> OV3600 didn't provide a <b>Media Classify</b> option for access list profiles.</p> <p><b>Scenario:</b> You can configure this option from the <b>Groups &gt; Controller Config</b> page or the <b>AP/Devices &gt; Manage &gt; Overrides</b> page.</p>
DE25721	<p><b>Symptom:</b> Earlier versions of OV3600 used SHA-1 certificates, which were set to expire in 2017.</p> <p><b>Scenario:</b> OV3600 8.2.3.1 addresses an NTP security vulnerability.</p>
DE25533	<p><b>Symptom:</b> Earlier versions of OV3600 used SHA-1 certificates, which were set to expire in 2017.</p> <p><b>Scenario:</b> OV3600 8.2.1 and later use the replacement SHA-2 certificates.</p>
DE25122	<p><b>Symptom:</b> The Interface Monitoring page displayed incorrect interface and port statistics for x86 switches.</p> <p><b>Scenario:</b> AOS-W 8.0.1 fixes issues related to x86 controller interface statistics that caused the <b>Usage</b> and <b>Interface Frame Counter</b> graphs and the in and out values in the <b>Interface</b> table to appear as "zero".</p>

**Table 5: Issues Resolved in OV3600 8.2.2**

ID	Description
DE26397	<p><b>Symptom:</b> In earlier OV3600 releases, users with regular, non-administrator accounts couldn't see AppRF and UCC data in the dashboards.</p> <p><b>Scenario:</b> Starting with OV3600 8.2.2, you can create an AppRF or UCC role that gives non-administrator users read-only privilege. For information about configuring user roles, see the <i>OV3600 8.2.3 User Guide</i>.</p>
DE26139 DE26138	<p><b>Symptom:</b> The Clarity Live data on the <b>Home &gt; Clarity</b> page of the OV3600 WebUI shows accurate data for MAC authentication failures.</p> <p><b>Scenario:</b> This resolves an issue where the MAC authentication failure counters on the top of the Clarity dashboard page were not incrementing correctly.</p>
DE26038	<p><b>Symptom:</b> Walls appeared incorrectly in the VisualRF floor plan after an upgrade to OV3600 8.2.x.</p> <p><b>Scenario:</b> An issue is resolved that affects how files are backed up and restored in OV3600 8.2.2.</p>
DE25921	<p><b>Symptom:</b> Device communication credentials for new devices are no longer visible via the <b>View Device Credentials</b> link in the <b>Device Communications</b> section of <b>APs/Devices &gt; Manage</b> page, or the <b>Default Credentials</b> section of the <b>Device Setup &gt; Communication</b> page of the OV3600 WebUI.</p> <p><b>Scenario:</b> In previous releases, credentials for newly discovered devices were visible by default.</p>
DE25884	<p><b>Symptom:</b> The <b>Group &gt; Monitor</b> page displayed the wrong bandwidth usage for a switch. For example, OV3600 reports the device usage as 163 Gbps on the <b>Group</b> page and 260 Mbps on the <b>Monitoring</b> page for the same device.</p> <p><b>Scenario:</b> OV3600 properly displays information about your device bandwidth usage.</p>

**Table 5: Issues Resolved in OV3600 8.2.2 (Continued)**

ID	Description
DE25821	<p><b>Symptom:</b> OV3600 reported inconsistent numbers of clients on the <b>APs/Devices &gt; Monitor</b> page.</p> <p><b>Scenario:</b> The wired client count under the <b>Monitor Info</b> section was double the count found in <b>Radio and Wired Interfaces</b> combined. This issue, which occurred when the OAW-IAP acted as a gateway for wired networks, has been addressed.</p>
DE25645	<p><b>Symptom:</b> If you restored one Instant cluster with a backup of another Instant cluster, OV3600 rebooted the OAW-IAPs because they used the same virtual controller key.</p> <p><b>Scenario:</b> When the OAW-IAPs are in monitor-mode, OV3600 now warns you if the OAW-IAPs are using the same virtual controller key.</p>
DE25211	<p><b>Symptom:</b> OV3600 reported inconsistent numbers of clients on the <b>APs/Devices&gt; Monitor</b> page.</p> <p><b>Scenario:</b> The wired client count under the Monitor Info section of the <b>APs/Devices&gt; Monitor</b> page was double the count found in Radio and Wired Interfaces combined. This issue, which occurred when the OAW-IAP acted as a gateway for wired networks, has been addressed.</p>
DE24958	<p><b>Symptom:</b> Connecting to the OV3600 server with SSH was possible using the Diffie-Hellman Group 1 key exchange.</p> <p><b>Scenario:</b> OmniVista 3600 Air Manager no longer supports SSH client to server connections using the Diffie-Hellman Group 1 option and instead uses Group 14, for greater security.</p>
DE24406	<p><b>Symptom:</b> Backup configurations downloaded from the OV3600 WebUI couldn't be restored from because the files weren't compressed properly.</p> <p><b>Scenario:</b> This issue occurred when using the Chrome browser to download the backups.</p>
DE22421	<p><b>Symptom:</b> The usage field and usage graph that showed bandwidth used for incoming and outgoing traffic on a radio did not display on the <b>APs/Device Monitor</b> page.</p> <p><b>Scenario:</b> This issue affected HP ProCurve MSM switches running OV3600 8.0.6.3 and Firmware 6.2.1.0 or 6.4.2.0.</p>

**Table 6: Issues Resolved in OV3600 8.2.1.1**

ID	Description
DE26015 DE25582	<p><b>Symptom:</b> OV3600 8.2.1 did not support ZTP on the HPE Aruba Switch Models 2530 YB and 2620.</p> <p><b>Scenario:</b> We addressed this issue by supporting CBC ciphers in order to accept TLS 1.0 calls.</p>
DE25988	<p><b>Symptom:</b> Client graphs were inconsistent with corresponding AMON data after upgrading to OV3600 8.2.1 from 8.2.0.3.</p> <p><b>Scenario:</b> This issue occurred when the new AMON receiver crashed while trying to calculate AMON message loss. Message loss monitoring has been fixed.</p>
DE25869	<p><b>Symptom:</b> If you upgraded the firmware on a switch and then rebooted it, the device might appear to be down although its status is up when polled.</p> <p><b>Scenario:</b> This issue has been fixed. You no longer see a <code>Device Down</code> error in the event log.</p>
DE25577	<p><b>Symptom:</b> After an upgrade to OmniVista 3600 Air Manager 8.2.0.2, OmniVista 3600 Air Manager tried to restart every few seconds when running out of memory.</p> <p><b>Scenario:</b> We fixed an issue that prevented OmniVista 3600 Air Manager from loading AppRF data.</p>

**Table 7: Issues Resolved in OV3600 8.2.1**

ID	Description
DE25427	<p><b>Symptom:</b> A switch does not automatically reboot if a firmware download operation fails.</p> <p><b>Scenario:</b> If the OV3600 system boot process detects file copy failures during a firmware upgrade, the reboot process will not initialize, and the switch will not reboot.</p>
DE25735	<p><b>Symptom:</b> OV3600 is now able to restore a backup file after an OV3600 server upgrades from OV3600 8.0.x to OV3600 8.2.1.</p> <p><b>Scenario:</b> Improvements to how the internal server_watcher_limits file is handled resolve this issue in OV3600 8.2.1.</p>
DE25599	<p><b>Symptom:</b> Planned APs correctly appear on an OV3600 8.2.1 VisualRF floorplan.</p> <p><b>Scenario:</b> An issue was identified in OV3600 8.2 that prevented planned APs from appearing on a floorplan. This issue is resolved in OV3600 8.2.1 by improvements to the parsing of the internal catalog repository that maintains all of the values used by VisualRF.</p>
DE25580 DE25544	<p><b>Symptom:</b> An issue is resolved where Instant APs configured via the Instant GUI Config (IGC) feature could lose a configured PPPOE-password parameter and incorrectly add an additional ACL entry.</p> <p><b>Scenario:</b> This issue occurred when IGC incorrectly identified a mismatch on the device, and attempted to modify the device configuration to resolve that mismatch. Internal changes in OV3600 8.2.1 prevent a mismatch from being incorrectly identified, resolving this issue.</p>
DE25691	<p><b>Symptom:</b> APs placed in a VisualRF floorplan no longer shift location slightly when the page is refreshed.</p> <p><b>Scenario:</b> When APs were placed on a small VisualRF floor plan configured with metric units and a small grid size, rounding errors in internal calculations made the AP change positions slightly when the position was saved to the floorplan. This issue is resolved in OV3600 8.2.1.</p>
DE25623	<p><b>Symptom:</b> An Instant AP image can not be uploaded via an external file server if an image with the same name is already uploaded to the OV3600 server.</p> <p><b>Scenario:</b> The <b>Device Setup &gt; Upload Firmware &amp; Files</b> page of the OV3600 WebUI now supports uploading files via an external file server, even if a file with the same name already exists in the firmware list on the <b>Groups &gt; Firmware</b> page.</p>
DE25540	<p><b>Symptom:</b> OV3600 failed to import Cisco IOS templates from standalone APs.</p> <p><b>Scenario:</b> This issue has been fixed in OV3600 8.2.1.</p>
DE25539	<p><b>Symptom:</b> OV3600 8.2.1 contains OpenSSL security updates for RHSA-2016:0996-2.</p> <p><b>Scenario:</b> Security flaws in OpenSSL could allow an application that is compiled against it to crash, or execute arbitrary code, using the permissions of the user running the application. OV3600 8.2.1 includes enhancement for RHSA-2016:0996-2, which resolves vulnerabilities CVE-2016-2842, CVE-2016-2100, CVE-2016-2108, CVE-2016-2107, CVE-2016-2106, CVE-2016-2105, and CVE-2016-0799.</p>
DE25509	<p><b>Symptom:</b> An issue is resolved where an Instant AP cluster appeared in an error state after upgrading from Instant 4.1.1.13 to Instant 4.1.3.</p> <p><b>Scenario:</b> Changes to how the OV3600 Instant GUI Config (IGC) feature handles Instant releases with double digits resolves this issue in OV3600 8.2.1.</p>

**Table 7: Issues Resolved in OV3600 8.2.1 (Continued)**

ID	Description
DE25472 DE24975	<p><b>Symptom:</b> OV3600 8.2.1 contains OpenSSL security updates for RHSA-2016:0301-1.</p> <p><b>Scenario:</b> Security flaws in OpenSSL allowed side-channel attacks, application crashes, decryption of RSA-encrypted cipher text, or allowed malicious SSLv2 clients to negotiate SSLv2 ciphers that were disabled on the server. OV3600 8.2.1 includes enhancement for RHSA-2016:0301-1, which resolves vulnerabilities CVE-2015-3197, CVE-2016-0702, CVE-2016-0705, CVE-2016-0797 and CVE-2016-0800.</p>
DE25434	<p><b>Symptom:</b> An issue is resolved where a large number of alerts for high CPU or memory usage were incorrectly triggered.</p> <p><b>Scenario:</b> An OV3600 trigger configured as "<i>Device Type is Access Point, Percent CPU Utilization &gt;= 80% or Percent Memory Utilization &gt;= 30% for 1 minutes</i>" triggered many alerts where the alert type appeared as "deleted" in the <b>System &gt; Alerts</b> page. Improvements to CPU utilization processes resolve this issue in OV3600 8.2.1.</p>
DE25421	<p><b>Symptom:</b> Some .dwg files were not correctly uploaded into VisualRF as floorplan images.</p> <p><b>Scenario:</b> Improvements to an internal image converter process resolves an issue where some .dwg images were not getting correctly converted to .svg images in VisualRF.</p>
DE25385	<p><b>Symptom:</b> In previous releases of OV3600, filters applied to limit the display of rogue devices could not be removed all filters at once, but had to be removed individually.</p> <p><b>Scenario:</b> OV3600 8.2.1 resolves this issue with the addition of a new <b>Reset filters</b> link on the <b>RAPIDS &gt; List</b> page.</p>
DE25382	<p><b>Symptom:</b> The default duration for a support connection is fourteen days in OV3600 8.2.1. In previous versions of OV3600 8.2.x, the default connection period was one day.</p> <p><b>Scenario:</b> A support connection is a point-to-point IP tunnel that is initiated from a customer OV3600 server to Aruba's support server. A support connection on a server running OV3600 8.2.1 remains open for seven days, unless it is manually closed using the command <b># service support_connection stop</b>.</p>
DE25373	<p><b>Symptom:</b> When running a custom report with the <b>Uptime by Device</b> option selected, OV3600 reported incorrect uptimes or reported devices as being down although they were running.</p> <p><b>Scenario:</b> This issue has been fixed by improvements to the order in which device uptime records are set.</p>
DE25317	<p><b>Symptom:</b> The <b>Clients &gt; Diagnostics</b> page inaccurately reported the channel width when it displayed 120 MHz for very high throughput (VHT) mode.</p> <p><b>Scenario:</b> The channels displayed are now correct for high throughput (HT) and VHT networks. Channels a device can use are: 20, 40, 80, or 160.</p>
DE25282	<p><b>Symptom:</b> An OV3600 server running OV3600 8.2.0.x sent random authentication requests to the RADIUS server.</p> <p><b>Scenario:</b> This issue occurred only for RADIUS authentication, where unexpected RADIUS requests were repeatedly sent to the RADIUS server, and continually failed.</p>

**Table 7: Issues Resolved in OV3600 8.2.1 (Continued)**

ID	Description
DE24713	<p><b>Symptom:</b> Cisco 2700e LWAPP APs did not correctly display heat maps for 802.11ac radios, although heatmaps did correctly display for radios in 'ng' or 'na' modes.</p> <p><b>Scenario:</b> Updates to the internal catalog allows VisualRF to recognize Cisco 2700e LWAPP AP radios in 802.11ac mode.</p>
DE24567	<p><b>Symptom:</b> Previous releases of OV3600 8.x generated two NMS events for the same rogue ID classification if a trigger is configured to forward an alert to another network management system.</p> <p><b>Scenario:</b> Improvements in OV3600 8.2.1 sends a single detailed alert for an NMS trap, rather than sending one NMS trap with details, and another NMS trap without details.</p>
DE22575	<p><b>Symptom:</b> The <b>Supported Platforms</b> column in the interfaces table on the <b>Groups &gt; switch Config &gt; Local Config &gt; Network &gt; Port/Interfaces &gt; Gigabit Ethernet</b> page now correctly lists the Alcatel-Lucent switch.</p> <p><b>Scenario:</b> In previous releases of OV3600, the switch was incorrectly omitted as a supported platform for Ethernet interfaces that were supported by that device.</p>

**Table 8: Issues Resolved in OV3600 8.2.0.3**

ID	Description
DE25624	<p><b>Symptom:</b> OV3600 did not generate matching event reports for an AP on the <b>Reports &gt; Detail</b> page although it had connected clients.</p> <p><b>Scenario:</b> This issue occurred when OV3600 skipped AMON messages that didn't contain AP identification information. The method in which OV3600 obtains the identification information for an AP has been changed to resolve this issue.</p>
DE25570	<p><b>Symptom:</b> When VisualRF ran calculations to build the campus grid, it generated large amounts of data which resulted in extremely large backups.</p> <p><b>Scenario:</b> As a result of this issue, VisualRF ran out of memory and crashed. Visual RF now runs calculations in smaller intervals.</p>
DE25448	<p><b>Symptom:</b> Sometimes the Domain Name System (DNS) Resolution graph in the Clarity dashboard wouldn't display.</p> <p><b>Scenario:</b> This graph wouldn't load because of an underlying AOS-W issue, where the DNS samples field populated when it shouldn't. The mechanism for querying the DNS samples measured has been corrected.</p>
DE25419	<p><b>Symptom:</b> Old JRE files remained after an upgrade.</p> <p><b>Scenario:</b> When upgrading from an earlier version of OV3600, a new JRE installs over itself, leaving JREs from previous installations. You can run a script and select which JRE files to delete. The script is in the /src/x86_64/rpms/Makefile directory.</p>
DE25416	<p><b>Symptom:</b> After upgrading from OV3600 8.0.11.1 to 8.2.x, the Network view in VisualRF displayed incorrect results on the campus map.</p> <p><b>Scenario:</b> OV3600 8.2.0.3 fixes an issue where the data migration of pixel width and height didn't work during an upgrade from 8.0.11.x. Campuses no longer overlay each other on the map, and you can drag and drop, or auto arrange items again.</p>



**Table 8: Issues Resolved in OV3600 8.2.0.3 (Continued)**

ID	Description
DE25408	<p><b>Symptom:</b> You could not modify the primary, secondary, or tertiary switches from the <b>Cisco Thin AP Settings</b> or the <b>Manage Configuration</b> page.</p> <p><b>Scenario:</b> After upgrading from an earlier version of OV3600 to 8.2.0.1, you couldn't make a selection from the drop down menu, or access the drop down menu. These issues are resolved for all web browsers.</p>
DE25352	<p><b>Symptom:</b> In the <b>Usage</b> graph for connected clients, accessed from the <b>Client &gt; Connection</b> page, the labels and color codings were incorrect.</p> <p><b>Scenario:</b> The information in these graphs, such as color coding, axis direction, and client traffic direction, were changed to match other Usage graphs in the WebUI.</p>
DE25346	<p><b>Symptom:</b> During an upgrade to OV3600 8.2.x, the system attempted to upgrade the firmware after exceeding the maximum retries limit.</p> <p><b>Scenario:</b> The system now stops the upgrade when it reaches the maximum retries limit.</p>
DE25320	<p><b>Symptom:</b> The row of statistics hyperlinks at the top of the OV3600 WebUI (Top Header Stats), displayed incorrectly.</p> <p><b>Scenario:</b> OV3600 8.2.0.3 corrects this screen output issue.</p>
DE25312	<p><b>Symptom:</b> Security flaws in the OV3600 8.0.x release could have caused an application that is compiled against the NSS library to crash, or execute arbitrary code, using the permissions of the user running the application (CVE-2016-1978 and CVE-2016-1979).</p> <p><b>Scenario:</b> OV3600 8.2.0.3 contains the following Linux security updates, which correct these issues:</p> <ul style="list-style-type: none"><li>• nss-util security update RHSA-2016:0370-1</li><li>• glibc security and bug fix update RHSA-2016:0175-1</li><li>• kernel security and bug fix update RHSA-2015:2636-1</li><li>• nss, nss-util, and NSPR security update RHSA-2016:0591-1</li></ul>
DE25310	<p><b>Symptom:</b> AMON messages sent from Alcatel-Lucent AOS-Wswitches contain timestamps in various formats.</p> <p><b>Scenario:</b> OV3600 8.2.0.3 resolves this issue by reporting all messages in the <b>Clarity</b> dashboard in milliseconds. In order to view complete Clarity data, upgrade OV3600 to 8.2.0.3 and ensure that the controller is running AOS-W 6.4.3.9, 6.4.4.8, or later.</p>
DE25067	<p><b>Symptom:</b> When you deploy an AP in a floor plan, VisualRF doesn't display a heatmap for the AP unless you restart VisualRF.</p> <p><b>Scenario:</b> VisualRF automatically refreshes and displays a heatmap for APs added to a floor plan.</p>
DE24962	<p><b>Symptom:</b> The <b>telnet_cmds</b> log file tracks commands sent between OV3600 and a device using Telnet or SSH and might include passwords and secret data.</p> <p><b>Scenario:</b> Security enhancements in OV3600 8.2.0.3 prevent these files from being viewed using the WebUI and prevent them from being included in an OV3600 backup file.</p>

**Table 9: Issues Resolved in OV3600 8.2.0.2**

ID	Description
DE25409 DE25378	<p><b>Symptom:</b> Clients associated to an Instant AP correctly appear in VisualRF.</p> <p><b>Scenario:</b> In previous releases of OV3600 8.2.x, OAW-IAP clients did not appear correctly in VisualRF floor plans.</p>
DE25333	<p><b>Symptom:</b> OV3600 8.2.x processed incoming rogue data and didn't update the AP database. correctly.</p> <p><b>Scenario:</b> OV3600 stores this rogue AP data and shows rogue devices accurately in the RAPIDs overview pages.</p>
DE25314	<p><b>Symptom:</b> In the <b>Home &gt; Clarity</b> Monitoring pages of the WebUI, the <b>AP Name</b> column in the <b>AP Summary table</b> and APs column <b>of the AP Association</b> table display the AP name defined by the switch to which that AP is associated.</p> <p><b>Scenario:</b> OV3600 displays the correct AP name sent by the switch in the Clarity monitoring tables and graphs.</p>
DE25260	<p><b>Symptom:</b> An issue prevented OV3600 7.7.14 from upgrading to earlier releases of OV3600 8.2.x.</p> <p><b>Scenario:</b> This issue is resolved by changes to the internal installation process that modified the order in which some modules were installed.</p>
DE25429	<p><b>Symptom:</b> The DNS failure graph on the <b>Home &gt; Clarity</b> pages of the WebUI displayed inaccurate DNS data.</p> <p><b>Scenario:</b> Alcatel-Lucent switches running Alcatel-Lucent AOS-W 6.4.4.6 sent continuous server timeout errors. As a result, the DNS failure graphs displayed inaccurate data. This issue has been resolved.</p>
US14749	<p><b>Symptom:</b> The accuracy of Clarity data is improved with a change that allows OV3600 to use VLAN IP addresses to validate the source of the AMON messages sent to the OV3600 server.</p> <p><b>Scenario:</b> This change resolves an issue that allowed the <b>Home &gt; Clarity</b> Monitoring pages to display inaccurate information for the following deployments:</p> <ul style="list-style-type: none"> <li>• In a Master+Master-Standby switch deployment with VRRP and LMS IP set on the switch, AMON AP messages were being sent with the LMS IP, preventing OV3600 from processing them.</li> <li>• If messages were sent from the AP use a different VLAN IP than the switch, OV3600 would not process them correctly.</li> <li>• If the IP address used by a single switch VLAN is defined as the IP address by which OV3600 communicates with the switch, AP station AMON messages sent from any other VLAN IP defined on the switch would not be processed correctly by OV3600.</li> </ul>

**Table 10: Issues Resolved in OV3600 8.2.0.1**

ID	Description
DE25275 DE25251	<p><b>Symptom:</b> An issue is resolved where an OV3600 server upgrading to OV3600 8.2.0 might have insufficient disk space issue to allow the upgrade to completing successfully.</p> <p><b>Scenario:</b> This issue is resolved by changes to the internal upgrade procedures in OV3600 8.2.0.1 that reduced the required disk space for the upgrade.</p>
DE23592	<p><b>Symptom:</b> VisualRF correctly saves grid size modifications to floor plans.</p> <p><b>Scenario:</b> OV3600 8.2.0.1 resolves an issue that prevented VisualRF section of the OV3600 UI from saving modifications to the floor plan grid size property.</p>

**Table 11:** *Issues Resolved in OV3600 8.2*

ID	Description
DE23305	<p><b>Symptom:</b> VisualRF floor plans could display floor plan dimensions in feet, even if VisualRF was configured to display metric units. OV3600 8.2 resolves this issue, and floor plan dimensions are correctly converted from imperial to metric measurements.</p> <p><b>Scenario:</b> This issue was observed when VisualRF settings were changed to display dimensions in metric units.</p>
DE22577	<p><b>Symptom:</b> In OV3600 8.0, VisualRF did not update the grid size after you resized a floorplan which in turn prevented heatmaps from displaying correctly.</p> <p><b>Scenario:</b> We fixed this issue in OV3600 8.2, and now VisualRF updates the grid size with new dimensions and displays the heat map.</p>

The following tables describe known issues identified in OV3600 8.2.4 and previous releases. There are no known issues in OV3600 8.2.0.1 and 8.2.1.1.

**Table 12:** *Known Issues in OV3600 8.2.4*

ID	Description
DE29223	<p><b>Symptom:</b> After planning and placing your APs, the planning circles still show up on the VisualRF floor plan.</p> <p><b>Scenario:</b> If the Plan By Distance option is chosen when creating a new floor plan the planning circle shown around the individual APs will continue to display after the APs have been installed.</p> <p><b>Workaround:</b> Set the host name using the AMP CLI.</p>
DE29172	<p><b>Symptom:</b> The GPS 1 and GPS 2 fields can not be saved when creating a Visual RF floor plan.</p> <p><b>Scenario:</b> When creating a new floor plan in Visual RF, if the user chooses to edit the building orientation by adding coordinates in the GPS1 and GPS2 fields and click Save, then reopen the building orientation menu, the values will change to 0.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE29118	<p><b>Symptom:</b> You can't navigate to the device monitoring from the topology map when IPSEC is enabled.</p> <p><b>Scenario:</b> In such cases, the DHCP server IP address is the source of the device IP address in Topology whereas OV3600 uses the inner IP address.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE29085	<p><b>Symptom:</b> Customer must configure only one DTLS mgmt-server in Alcatel-Lucent AOS-W 8.1 switch.</p> <p><b>Scenario:</b> This issue is cause by a limitation when interacting with a switch configured with Alcatel-Lucent AOS-W 8.1.</p> <p><b>Workaround:</b> To fix this, the user must configure one Alcatel-Lucent AOS-W switchDTLS mgmt-server in Alcatel-Lucent AOS-W 8.1 using the following command:</p> <pre>mgmt-server primary-server &lt;dlst amp IP&gt; profile default amp transport udp secure</pre>
DE29065	<p><b>Symptom:</b> The bandwidth usage graph displays the message "No data available" on the switch monitoring page.</p> <p><b>Scenario:</b> Prior to Alcatel-Lucent AOS-W 8.1, OV3600 collects data from the APs,, which is sent to the switch for aggregation. A parameter introduced in Alcatel-Lucent AOS-W8.1 allows the controller to collect this data, rather than OV3600.</p> <p><b>Workaround:</b> Set Prefer AMON vs SNMP Polling to <b>Yes</b>, then enter the following CLI command:</p> <pre>[mynode] (config) #controller-amon bssid-tunnel-stats.</pre> <p>If Prefer AMON vs SNMP Polling is set to <b>No</b>, the data will not display.</p>

**Table 12:** Known Issues in OV3600 8.2.4 (Continued)

ID	Description
DE29036	<p><b>Symptom:</b> OV3600 fails to deploy the AMP CLI properly.</p> <p><b>Scenario:</b> This issue occurs when OV3600 with an outdated system time fails to deploy AMPCI properly.</p> <p><b>Workaround:</b> Update system time prior to upgrading to OV3600 8.2.4.</p> <p>If the system can not connect to the Internet, use the command below:</p> <pre>#ntpdate pool.ntp.org</pre> <p>If the system still can not connect to the Internet, replace <code>pool.ntp.org</code> with an internal ntp server.</p>
DE28980	<p><b>Symptom:</b> OV3600 Topology contains the wrong time zone for the Last Contacted field.</p> <p><b>Scenario:</b> The way OV3600 creates date and time in Topology is not the same as it does for the monitoring page. As a result, the device monitoring page shows the server time, and last Topology shows the browser time.</p> <p><b>Workaround:</b> Go to the device monitoring page to view the correct time stamp.</p>
DE28962	<p><b>Symptom:</b> There is a long wait time when restoring the customer database after upgrading to OV3600 8.2.4.</p> <p><b>Scenario:</b> After upgrading to OV3600 8.2.4, it took a customer 50 minutes for the database to restore.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28960	<p><b>Symptom:</b> The topology map shows the switch health is good although there are rouges connected to it.</p> <p><b>Scenario:</b> After the rogue device displays on the device monitoring page and you manually poll the device, it takes more than 5 minutes for the topology page to update the status.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28870	<p><b>Symptom:</b> Total IN value displays as 0 on the switch monitor page.</p> <p><b>Scenario:</b> The Total In value always shows as 0, while the Total Out value shows correctly. This is a limitation caused by Alcatel-Lucent AOS-W software.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28764	<p><b>Symptom:</b> Battery tags for charged devices display as empty.</p> <p><b>Scenario:</b> When viewing the Visual RF floor plan, the battery tags for charged devices appear as empty.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28743	<p><b>Symptom:</b> Stack member details aren't available in the Details Taskpane when you click on a stack switch in the topology map.</p> <p><b>Scenario:</b> The Details Taskpane doesn't display stack member details in OV3600 8.2.4. This feature will be available in a future release.</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 12: Known Issues in OV3600 8.2.4 (Continued)**

ID	Description
DE28729	<p><b>Symptom:</b> The topology map doesn't show a wired connection.</p> <p><b>Scenario:</b> If you reconfigure a stack member as a standalone switch, the Topology map can't create the link connections for the switch.</p> <p><b>Workaround:</b> Add the switches to OV3600 again.</p>
DE28718	<p><b>Symptom:</b> After updating the kernel for DL360 HP blades, the system can't reboot.</p> <p><b>Scenario:</b> When the system tries to reboot, you see the error message: Error 15: File not found. Airwave doesn't support EFI.</p> <p><b>Workaround:</b> Set the BIOS of a system to use the legacy BIOS mode.</p>
DE28698	<p><b>Symptom:</b> The link between nodes is missing in the topology map.</p> <p><b>Scenario:</b> This issue occurs on an Alcatel-Lucent MAS switch for the last interface (port 24 or 48) if SFP+ up-link models are active.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28608	<p><b>Symptom:</b> IPv6 addresses don't display for switches in the Interfaces page.</p> <p><b>Scenario:</b> The Interfaces page displays only IPv4 addresses for switches in the Virtual Interfaces table. This is a limitation caused by Alcatel-Lucent AOS-W software.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28430	<p><b>Symptom:</b> In 6.5.2, IAP default ip-mode has changed to <b>v4-prefer</b>. There will be a mismatch if the template contains <b>ip-mode v4-prefer</b>.</p> <p><b>Scenario:</b> This issue occurs when the template contains <b>ip-mode v4-prefer</b> configuration when managing 6.5.2 IAPs.</p> <p><b>Workaround:</b> Client must manually remove the <b>ip-mode v4-prefer</b> from the template when a mismatch occurs.</p>
DE28140	<p><b>Symptom:</b> Customer is deploying OV3600 8.2.3 OVA and getting the following error message: "Unsupported Hardware family vmx-10"</p> <p><b>Scenario:</b> This issue occurs when user deploys using ESX 5.1.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28408	<p><b>Symptom:</b> The ClearPass CPU utilization graph may display inaccurate information, but continues to relay accurate CPU-based alerts</p> <p><b>Scenario:</b> This issue occurs when the client viewing CPU utilization from the Clearpass WebUI.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE27948	<p><b>Symptom:</b> OV3600 displays the device status for a virtual controller as being up although it is down.</p> <p><b>Scenario:</b> This issue might occur when OV3600 audits the device configuration and the status is verifying or down.</p> <p><b>Workaround:</b> There is no workaround available at this time</p>

**Table 12:** *Known Issues in OV3600 8.2.4 (Continued)*

ID	Description
DE26333	<p><b>Symptom:</b> OV3600 displays the device status for a virtual controller as being up although it is down.</p> <p><b>Scenario:</b> This issue might occur when OV3600 audits the device configuration and the status is verifying or down.</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 13:** *Known Issues in OV3600 8.2.3.1*

ID	Description
DE28176 DE27653	<p><b>Symptom:</b> Clarity Synthetic doesn't display DHCP failures in the Results page.</p> <p><b>Scenario:</b> When a WPA test passes and a DHCP test fails, Clarity Synthetic doesn't report the failure or reason code.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28154	<p><b>Symptom:</b> Clarity Synthetic displays page load test status as green when the Results popup might show a differently colored status.</p> <p><b>Scenario:</b> All page load tests show green status in the Test Details page.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28153	<p><b>Symptom:</b> In Clarity Synthetic, the displayed screen is too small in the lower section of the Results page.</p> <p><b>Scenario:</b> You might notice this issue in the Test Results page.</p> <p><b>Workaround:</b> The screen resolution needs to be adjusted to make the text easier to read.</p>
DE28152	<p><b>Symptom:</b> Clarity Synthetic displays the selected target as unknown in the Results page although the target is the one used in the synthetic test.</p> <p><b>Scenario:</b> The Results page incorrectly reports the target as unknown.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28151	<p><b>Symptom:</b> In Clarity Synthetic, the Test Details page, when filtered, doesn't display properly in small windows.</p> <p><b>Scenario:</b> This issue occurs when you apply a filter to the Test Details and then resize the window. You might be able to move the colored status indicators with a mouse-click.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE25761	<p><b>Symptom:</b> When you try to upload a DWF file, VisualRF crashes.</p> <p><b>Scenario:</b> When this issue occurs, VRF restarts but doesn't import the file.</p> <p><b>Workaround:</b> Instead of DWF files, upload your floor plans as JPEG files.</p>

**Table 14: Known Issues in OV3600 8.2.3**

ID	Description
DE27651	<p><b>Symptom:</b> OV3600 generates errors when an internal query fails on controllers running AOS-W 8.0.1.</p> <p><b>Scenario:</b> Underlying issues with AOS-W cause client connections to fail. You will see a message similar to: 'Error: "ExecUIQuery failed...'" in the OV3600 event log.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE27474	<p><b>Symptom:</b> Upgrading from OV3600 7.7 to 8.2.3 fails.</p> <p><b>Scenario:</b> When you try to upgrade from OV3600 7.7 to 8.2.3, the process stops and prompts you to contact Alcatel-Lucent Technical Support.</p> <p><b>Workaround:</b> Upgrading directly from OV3600 7.7 to 8.2.3 is not supported. Complete the interim upgrade to OV3600 8.0 before upgrading to 8.2.3.</p>
DE27378	<p><b>Symptom:</b> The bandwidth usage is not reported at the group-level for wired clients.</p> <p><b>Scenario:</b> The <b>Groups &gt; List</b> page should report bandwidth usage for wired clients.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE27278	<p><b>Symptom:</b> Alcatel-Lucent-managed nodes display as generic Alcatel-Lucent devices instead of Alcatel-Lucent Virtual Mobility switches because of a software change introduced in AOS-W 8.0.1.</p> <p><b>Scenario:</b> OV3600 can't poll these devices and reports them incorrectly as generic Alcatel-Lucent devices. This issue will be fixed in AOS-W 8.1.0.0.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE27214	<p><b>Symptom:</b> Firmware upgrade for Dell MD series is not available from the <b>APs/Devices &gt; Manage</b> page.</p> <p><b>Scenario:</b> This issue occurs only on the Alcatel-Lucent Virtual Mobility switches that are not deployed in physical switches and has been fixed in AOS-W 8.1.0.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE27058	<p><b>Symptom:</b> In VisualRF, changing the language to Italian, German, Spanish, and Turkish for building properties results in an error.</p> <p><b>Scenario:</b> In OV3600 8.2.2.1, when you modify building properties, such as building names, floor plans, longitude and latitude, and ceiling height and attenuation, or change the language settings, VisualRF generates the following error: Enter a decimal number between 1 and 100.</p> <p><b>Workaround:</b> In order to save these changes, select English as the language.</p>
DE26975	<p><b>Symptom:</b> After an upgrade from OV3600 8.0.1 to 8.2.2, not all services restart completely.</p> <p><b>Scenario:</b> This issue occurs when services reach their memory limits.</p> <p><b>Workaround:</b> Contact technical support to fix this by increasing ALC memory.</p>
DE26680	<p><b>Symptom:</b> Updates to the client and usage graphs on the <b>Home &gt; Overview</b> page might take from 45 to 60 minutes.</p> <p><b>Scenario:</b> This issue occurs in AirWave 8.2.0.2 and later.</p> <p><b>Workaround:</b> There is no workaround.</p>



**Table 14:** *Known Issues in OV3600 8.2.3 (Continued)*

ID	Description
DE26784	<p><b>Symptom:</b> The stack member interface list has duplicate entries.</p> <p><b>Scenario:</b> This issue occurs when the stacked switch is dismantled and converted into separate switches.</p> <p><b>Workaround:</b> Delete the switches and add the switches again.</p>
DE26772	<p><b>Symptom:</b> When you try to import a certificate from the <b>Device Setup &gt; Certificates</b> menu, OV3600 fails to parse the certificate and cannot import it.</p> <p><b>Scenario:</b> This issue occurs for the following types of certificates: PEM, CER, Trusted CA, and Intermediate CA.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE26513	<p><b>Symptom:</b> It takes time to populate IP changes in the switch ARP table.</p> <p><b>Scenario:</b> If a gateway switch is not added in OV3600, then the IP change will not be updated.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE26477	<p><b>Symptom:</b> The Monitoring page for a Cisco Integrated Services Router (ISR) displays the wireless interface incorrectly as a neighbor in the CDP Neighbor table.</p> <p><b>Scenario:</b> This wireless interface would more reliably display as a wireless module or a switch property for the ISR.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE26383	<p><b>Symptom:</b> In VisualRF, importing maps fails with an internal server error.</p> <p><b>Scenario:</b> This issue occurs when the backup.zip file exceeds 300 Mb.</p> <p><b>Workaround:</b> Use the command line to import maps.</p>
DE26282	<p><b>Symptom:</b> The device configuration table grows up to 30 GB, resulting in slow processing and monitoring.</p> <p><b>Scenario:</b> This issue occurs in networks with more than 100 switches and 10 or more archived configurations.</p> <p><b>Workaround:</b> Reduce the amount of archives to 1.</p>
DE26389	<p><b>Symptom:</b> When upgrading a 2-core processor to OV3600 8.2.2, you might see a discrepancy in the number of monitoring processes reported on the <b>AMP Setup</b> page.</p> <p><b>Scenario:</b> This issue occurs on a 2-core processor because the maximum processes allowed by the database is 3 but the UI allows only 2.</p> <p><b>Workaround:</b> Navigate to <b>AMP Setup &gt; Performance</b> , change the number of monitoring processes to 2, and click <b>Save</b>.</p>

**Table 14:** Known Issues in OV3600 8.2.3 (Continued)

ID	Description
DE26383	<p><b>Symptom:</b> In VisualRF, importing a map fails with an internal server error when the backup.zip file is larger than 300 MB.</p> <p><b>Scenario:</b> There are no errors in the VisualRF log, but you might see an error similar to the following in the httpd error log:</p> <pre>Handler/Mocha/InlineStats/Base.pm line 189. Use of uninitialized value \$avg_time in numeric gt (&gt;) at /usr/local/airwave/lib/perl/Mercury/Handler/Mocha/InlineStats/Base.pm line 189. /bin/df: `/var/lib/pgsql/pg_stats_temp': Permission denied /bin/df: `/var/lib/pgsql/pg_stats_temp': Permission denied /bin/df: `/var/lib/pgsql/pg_stats_temp': Permission denied Out of memory! Callback called exit at /opt/airwave/local/lib/perl5/site_ perl/5.10.0/HTTP/Headers.pm line 84.</pre> <p><b>Workaround:</b> Use the command line to import maps.</p>
DE26367	<p><b>Symptom:</b> In VisualRF, the floor plan size does not display in list view.</p> <p><b>Scenario:</b> This can happen even though you restart VisualRF.</p> <p><b>Workaround:</b> Navigate to <b>VisualRF &gt; Floor Plans</b> and click <b>Map</b> to view floor plan sizes.</p>
DE26182	<p><b>Symptom:</b> There's a discrepancy between the statistics in the Clarity Dashboard widgets and the statistics that display in related reports.</p> <p><b>Scenario:</b> When you double-click the Summary widget, the same statistics might display incorrectly in the window that opens. For example, the Association column in the Summary widget displays a 53% failure rate and a 15/28 session count, but the window that opens when you double-click the Summary widget shows a failure rate of 78% and a session count of 15/19.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE26109	<p><b>Symptom:</b> OV3600 does not display licensing report data for switches that are not active on the network.</p> <p><b>Scenario:</b> If a switch is not active on the network, OV3600 is not able to return licensing data from that device. As a result, the <b>Reports &gt; Detail</b> page does not correctly display the licensing portion of that report, which appears to be stuck in a loading state.</p>
DE25530	<p><b>Symptom:</b> OV3600 can create a nightly backup that is unusable.</p> <p><b>Scenario:</b> During a scheduled backup, OV3600 may a backup file that is incomplete and unusable if the process to clean the database fails due to insufficient disk space.</p> <p><b>Workaround:</b> Restore the OV3600 server from an earlier backup. If you can't restore from a backup created before the issue occurred, contact technical support for help.</p>

**Table 14: Known Issues in OV3600 8.2.3 (Continued)**

ID	Description
DE25520 DE25148	<p><b>Symptom:</b> OV3600 8.2.2 does not discover rogue devices for switches running AOS-W 8.0.</p> <p><b>Scenario:</b> OV3600 should support RAPIDS for switches running AOS-W 8.0.</p> <p><b>Workaround:</b> Follow these steps to work around this issue:</p> <ol style="list-style-type: none"> <li>Using OV3600, add all SCs and LCs manually, or discover them through a network scan (see the <i>OV3600 8.2.3 User Guide</i> for help with manually adding devices or adding networks for SNMP/HTTP scanning).</li> <li>Update the local switch to services switch relation by using the SQL update command. The syntax is:  <pre>update ap set master_controller_id=ap2.id from ap as ap2 where ap2.apparent_ip=ap.aruba_master_ip and ap.aruba_switch_role=2 and ap2.aruba_switch_role=1;</pre> </li> <li>Ensure that the monitoring page for the local switch shows the services switch name and a link to its monitoring page.</li> </ol>
DE25439	<p><b>Symptom:</b> OV3600 could not complete nightly maintenance tasks.</p> <p><b>Scenario:</b> OV3600 maintenance tasks could fail due to corrupt client history round-robin database (RRD) files, triggering the following alert: Nightly Maintenance failed due to unsuccessful jobs: corrupted_rrds, chron_ssid_cleanup, rf_capacity_scatter.</p> <p><b>Workaround:</b> Copy the <b>identify_broken_rrds</b> script from another OV3600 server to the <b>/usr/local/airwave/bin/</b> and <b>/root/svn/mercury/scripts/</b> directories, then run the script.</p>
DE25063	<p><b>Symptom:</b> OV3600 failed to push IP address settings to a Cisco wireless LAN controller.</p> <p><b>Scenario:</b> If you update the IP addresses of the primary, secondary, or tertiary switches, OV3600 fails to configure the IP addresses and marks the switches' configuration as mismatched. This issue occurs on Cisco devices running 8.0.121.0 managed by OV3600 8.x.</p>
DE23425	<p><b>Symptom:</b> OV3600 may report incorrect client counts on local switches.</p> <p><b>Scenario:</b> This issue might occur during peak usage when OV3600 falls behind in processing AMON data.</p>

**Table 15: Known Issues in OV3600 8.2.1**

ID	Description
DE25926	<p><b>Symptom:</b> HPE Aruba 2530YA, 2530YB and 2620 switches fail to register with OV3600 through zero-touch provisioning (ZTP) or configuration pushes from OV3600 to the switch command-line interface.</p> <p><b>Scenario:</b> OpenSSL updates in OV3600 cause compatibility issues with these devices.</p>
DE25875	<p><b>Symptom:</b> OV3600 displays incorrect transmission power for APs running Alcatel-Lucent AOS-W 6.4.4.0 to 6.4.4.6.</p> <p><b>Scenario:</b> For APs running the impacted versions of AOS-W, transmission power levels on the <b>APs/Devices &gt; Monitor</b> page are displayed as twice the actual level on the AP, and VisualRF heatmaps may display incorrect information. This issue is caused by changes in the information sent to OV3600 by the devices running these versions of Alcatel-Lucent AOS-W.</p>

**Table 15: Known Issues in OV3600 8.2.1 (Continued)**

ID	Description
DE25845	<p><b>Symptom:</b> The configuration snippet push to a ZTP device gets stuck in the "In Progress" state.</p> <p><b>Scenario:</b> After you start a partial configuration job for a group of factory-default devices added to OV3600 via ZTP, you might see "In Progress" for the ZTP device in the <b>Job Details</b> table on the <b>Groups &gt; Templates &gt; Partial Config</b> page. This partial configuration option was designed for only Alcatel-Lucent switches, and factory-default devices should not be available for selection from the partial configuration option.</p>
DE25501	<p><b>Symptom:</b> EAP failures in 802.1X AMON messages are not monitored by OV3600.</p> <p><b>Scenario:</b> If clients with invalid certificates attempt to associate to OV3600, OV3600 drops EAP_FAILURE Dot1x messages, preventing the tracking of clients which are facing EAP-FAILURE.</p>
DE25400	<p><b>Symptom:</b> The OV3600 RAPIDS feature might calculate incorrect signal strengths from the RSSI value for rogue devices.</p> <p><b>Scenario:</b> The cause of this issue is under investigation.</p>
DE25399	<p><b>Symptom:</b> RAPIDS drops the event that corresponds to the strongest RSSI signal heard from a rogue AP.</p> <p><b>Scenario:</b> RAPIDS records the strongest signal heard for a rogue as the rogue entry's signal value and doesn't overwrite that value until a stronger signal is heard, but RAPIDS may fail to retain the discovery event for that entry.</p>
DE25350	<p><b>Symptom:</b> There is no support for pushing a full configuration for an Aruba switch running the ArubaOS-switch Operating System using the secure file transfer protocols, SCP and SFTP.</p> <p><b>Scenario:</b> If you use the (unsupported) <b>no tftp</b> client CLI command, the switch is unable to accept TFTP requests. As a result, OV3600 cannot push full configurations to the switch.</p>
DE25268	<p><b>Symptom:</b> Database schema failures do not cause the upgrade process to halt.</p> <p><b>Scenario:</b> When a database schema change fails during a software upgrade, the upgrade process continues running.</p>
DE24019	<p><b>Symptom:</b> When monitoring a stack of Aruba switches, or a standalone switch that has stacking-enabled, OV3600 shows a junk record for a switch with a status of Unknown.</p> <p><b>Scenario:</b> This issue occurs when you remove the switch designated as commander from a stack and move it to another part of the network. When SNMP discovery finds the switch in a new stack, the junk record disappears.</p>


**Table 16: Known Issues in OV3600 8.2.0.3**

ID	Description
DE25598 DE25522 DE25500	<p><b>Symptom:</b> After updating the IP address of the switch, you see syslog error messages listed under device events in the <b>Clients &gt; Detail</b> page and not in the <b>Clarity</b> dashboard.</p> <p><b>Scenario:</b> Underlying issues with Alcatel-Lucent AOS-W caused OV3600 to report only DNS information in the <b>Clarity</b> dashboard.</p> <p><b>Workaround:</b> Upgrade OV3600 to 8.2.0.3 or later, and ensure that the switch is running Alcatel-Lucent AOS-W 6.4.3.9, 6.4.4.8, or later.</p>

**Table 16:** *Known Issues in OV3600 8.2.0.3 (Continued)*

ID	Description
DE25434	<p><b>Symptom:</b> OV3600 sends hundreds of alerts for high CPU or memory usage.</p> <p><b>Scenario:</b> You might encounter this issue if you configured OV3600 to send alert notification until it is acknowledged.</p> <p><b>Workaround:</b> When adding a trigger on the <b>System &gt; Triggers</b> page, set the Suppress until acknowledge option to Yes.</p>
DE25324	<p><b>Symptom:</b> Upgrading from OV3600 8.0.x caused VisualRF beamwidth, orientation and gain values to reset to their default values.</p> <p><b>Scenario:</b> The beamwidth, orientation and gain values are not retained after flushing the bootstrap file or upgrading the OV3600 server.</p> <p><b>Workaround:</b> None.</p>
DE25226	<p><b>Symptom:</b> OV3600 takes longer to process station statistics AMON messages than it did in OV3600 8.0.x.</p> <p><b>Scenario:</b> This issue has been associated with the Internet Explorer web browser.</p> <p><b>Workaround:</b> None.</p>

**Table 17:** *Known Issues in OV3600 8.2.0.2*

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

**Table 18:** *Known Issues in OV3600 8.2*

ID	Description
DE25324	<p><b>Symptom:</b> VisualRF Beamwidth, Orientation and Gain values on deployed APs automatically reset when you upgrade OV3600 to any version, or when you remove the bootstrap file.</p> <p><b>Scenario:</b> The beamwidth, orientation and gain values are not retained after flushing the bootstrap file or upgrading the OV3600 server.</p>
DE25220	<p><b>Symptom:</b> VisualRF indicated an incorrect number of APs associated with the OV3600 server.</p> <p><b>Scenario:</b> In a deployment where over 4,000 APs were associated to an OV3600 server, and the active APs status icon at the top of the WebUI page showed the correct number of APs, VisualRF incorrectly indicated that OV3600 had over 10,000 associated APs.</p>

**Table 18: Known Issues in OV3600 8.2 (Continued)**

ID	Description
DE25154	<p><b>Symptom:</b> If an AP upgrades to Instant 4.2.3 and uses Lync applications in its access control rules, Instant GUI Config (IGC) may show a configuration mismatch for that device.</p> <p><b>Scenario:</b> This issue occurs because the list of Lync applications that can be included in an access control rule in the OV3600 8.2 IGC feature differs from the list of available rules in Instant 4.2.3. The following applications are unsupported by IGC in OV3600 8.2.</p> <ul style="list-style-type: none"> <li>• SOS ALG SVP</li> <li>• SOS ALG Vocera</li> <li>• SOS ALG FTP</li> <li>• SOS ALG RTSP</li> <li>• SOS ALG SIP</li> <li>• SOS ALG NOE</li> <li>• SOS ALG SIPS</li> <li>• SOS ALG H323</li> <li>• SOS ALG Facetime</li> <li>• SOS ALG Skype4B Voice</li> <li>• SOS ALG Skype4B Video</li> <li>• SOS ALG Skype4B File-Transfer</li> <li>• SOS ALG Skype4B</li> <li>• SOS ALG SIP-Audio</li> <li>• SOS ALG SIP-Video</li> <li>• SOS ALG Skype4B Desktop-Sharing</li> <li>• SOS ALG Jabber</li> <li>• SOS ALG Jabber-MC</li> <li>• square application</li> <li>• pearsonvue web</li> <li>• squirrelsweb</li> <li>• learninganalytics web</li> <li>• youtubeeducation web</li> </ul>
DE25110	<p><b>Symptom:</b> If a switch IP address is changed from a static IP address to an IP address dynamically assigned via DHCP, the device may appear as down in OV3600.</p> <p><b>Scenario:</b> This issue is triggered because OV3600 has no way to determine the IP address that will be assigned to the switch after the change to a DHCP-assigned IP address.</p> <p><b>Workaround:</b> Manually change the IP address when the IP provisioning option is changed from static to DHCP.</p>
DE24785 DE24834 DE24836 DE24872	<p><b>Symptom:</b> When the <b>Groups &gt; Instant Config</b> pages of the OV3600 WebUI are accessed using the Internet Explorer web browser, these pages may not properly display Instant Config (IGC) configuration settings or browser elements, and may not correctly save or update configuration changes.</p> <p><b>Scenario:</b> This issue occurs when you attempt to use Internet Explorer to create or modify a configuration for Instant devices via <b>Groups &gt; Instant Config</b>. This issue does not occur with other supported web browsers.</p> <p>Possible IGC behaviors in Internet Explorer include the following:</p> <ul style="list-style-type: none"> <li>• Drop-down lists may not display properly</li> <li>• Configured settings may not save or update properly</li> <li>• Scrolling down a page in the IGC WebUI may cause the browser to unexpectedly return to the top of the page.</li> <li>• Clicking the <b>Save</b> or <b>Apply</b> button may not save any configuration changes, may cause the browser to unexpectedly return to the top of the page.</li> </ul> <p><b>Workaround:</b> Use an alternate web browser, such as Mozilla, to configure Instant devices.</p>
DE24424	<p><b>Symptom:</b> A non-default <b>Failure Timeout</b> value configured via <b>OV3600 Setup &gt; General &gt; Firmware upgrade/Reboot Options</b> is not correctly applied.</p> <p><b>Scenario:</b> By default, if a firmware upgrade on a switch fails, the switch state becomes locked, and a failure timeout of 60 minutes must elapse before the switch attempts another upgrade. In OV3600 8.2, if you configure a non-default value for this failure timeout, the switch state might lock for 60 minutes <i>plus</i> the new failure timeout period. For example, if you configure a custom failure timeout period of 15 minutes, that setting might keep a switch locked for 75 minutes.</p>

**Table 18: Known Issues in OV3600 8.2 (Continued)**

ID	Description
DE24417	<p><b>Symptom:</b> Firmware updates on Alcatel-Lucent switches may fail when firmware changes are simultaneously sent to switches in a multi-level switch topology, where an upstream switch is located between a downstream switch and the OV3600 server.</p> <p><b>Scenario:</b> This issue occurs when an upstream switch downloads the firmware image and reboots, temporarily disrupting the firmware download on the second, downstream switch. This disruption may cause the firmware upgrade on the second switch to fail.</p> <p><b>Workaround:</b> Perform separate firmware upgrades on switches at different levels. (For example, upgrade the first-level (upstream) switches before you upgrade any second level (downstream) switches.)</p>
DE24406	<p><b>Symptom:</b> Backup configurations downloaded from the OV3600 WebUI are not compressed properly, cannot be restored.</p> <p><b>Scenario:</b> This issue occurs when a nightly backup file is downloaded using the Chrome web browser.</p> <p><b>Workaround:</b> Use a different web browser to download the backup file.</p>
DE24163	<p><b>Symptom:</b> The <b>Current Secondary Version</b> column in the <b>System &gt; Firmware Upgrade Job Detail &gt; Devices Being Upgraded</b> table displays incorrect image information for an Aruba switch.</p> <p><b>Scenario:</b> The <b>Devices Being Upgraded</b> table should display the version number for the software stored in the secondary flash in the <b>Current Secondary Version</b> column. This column may instead display the boot ROM software version.</p> <p><b>Workaround:</b> Access the switch command-line interface and issue the command <b>show flash</b> to view the primary and secondary image versions.</p>
DE24019	<p><b>Symptom:</b> The <b>Member Switches</b> table on the <b>APs/Devices &gt; Monitor</b> page for an Aruba switch may display incorrect stack member information.</p> <p><b>Scenario:</b> If a HPE 3810 stack is discovered via SNMP discovery on the network, and the stack member with commander status is moved to another stack, an invalid stack record may appear in the <b>Member Switch</b> table for members of the original stack.</p> <p><b>Workaround:</b> Adding another stack to the OV3600 server may clear these invalid entries.</p>
DE23592	<p><b>Symptom:</b> VisualRF does not correctly save modifications to floor plans.</p> <p><b>Scenario:</b> When modifying floor plans using the <b>VisualRF</b> section of the OV3600 WebUI, changes to the floor plans settings (like the floor name or number) are not correctly saved.</p> <p><b>Workaround:</b> Measure the floor plan again to your save modifications.</p>
DE23289	<p><b>Symptom:</b> VisualRF floor plans do not open correctly for clients accessing the OV3600 WebUI via the Microsoft Edge browser.</p> <p><b>Scenario:</b> When viewing the <b>VisualRF</b> section of the OV3600 WebUI using the Microsoft Edge browser on a Windows 10 client, double clicking on a building or floor does not open the page for that building or floor.</p>

**Table 18: Known Issues in OV3600 8.2 (Continued)**

ID	Description
DE23281	<p><b>Symptom:</b> If the <b>APs/Devices &gt; Monitor</b> page for a device displays a VPN IP address, hovering your mouse over that VPN IP address displays a HTTPS and SSH tooltip that contains invalid links.</p> <p><b>Scenario:</b> This issue occurs because the VPN IP address displayed on that page is an internal IP address. Clicking the HTTP link in the tooltip displays a blank page, and on the SSH link does not log a user into any device.</p>
DE19402	<p><b>Symptom:</b> Reports exported via FTP are not sent if the report is modified, as the modified report fails to authenticate to the FTP server.</p> <p><b>Scenario:</b> This issue occurs when you modify an existing FTP report and do not re-enter the FTP server passwords in the <b>Export Options</b> section of the <b>Reports &gt; Definition &gt; Export Options</b> page.</p> <p><b>Workaround:</b> Redefine the FTP server password when you modify a report to be exported via FTP.</p>
US14365	<p><b>Symptom:</b> PVOS commands values are unnecessarily grouped in the device running-config</p> <p><b>Scenario:</b> Some ArubaOS-Switch Operation System commands that run individually on the switch appear grouped on the device running the configuration. OV3600 supports a 1:1 comparison of commands from the template and the device running the configuration. As a result, the grouped commands might incorrectly cause a mismatch.</p> <p>For example, the template might show two separate commands:</p> <pre>loop-protect transmit-interval 10 loop-protect disable-timer 3000</pre> <p>While the running configuration groups them into a single command:</p> <pre>loop-protect transmit-interval 10 disable-timer 3000</pre> <p><b>Workaround:</b> Use the grouped commands directly in the template to avoid a mismatch.</p>
US14468	<p><b>Symptom:</b> PVOS commands values may vary between the template and device running-config</p> <p><b>Scenario:</b> When using template configuration to configure Power over Ethernet settings, the template command <b>power-over-ethernet pre-std-detect</b> is modified in the running configuration to add port values. OV3600 supports a 1:1 comparison of commands from the template and the device running-config, so this modification of the value may incorrectly cause the device to show a mismatch.</p> <p>For example, the template may show the command:</p> <pre>power-over-ethernet pre-std-detect</pre> <p>While the running-config adds port number values</p> <pre>power-over-ethernet pre-std-detect ports 1-48</pre>
US14468	<p><b>Symptom:</b> PVOS commands values may vary between the template and device running-config</p> <p><b>Scenario:</b> When using template configuration for 5400R, 3810, and 3800 Aruba switches, if the template command <b>ip aspath list</b> does not include a sequence number, the running configuration applies a sequence value of <b>5</b>. OV3600 supports a 1:1 comparison of commands from the template and the device running-config, so this modification of the value may incorrectly cause the device to show a mismatch.</p> <p>For example, the template may show the commands:</p> <pre>ip aspath-list listname deny abcd</pre> <p>While the running-config adds a sequence number to the running configuration:</p> <pre>ip aspath-list "listname" seq 5 deny "abcd"</pre>



**Table 18: Known Issues in OV3600 8.2 (Continued)**

ID	Description
US14471	<p><b>Sympto:</b> PVOS commands values may vary between the template and device running-config</p> <p><b>Scenario:</b> On 2530 and 2620 Aruba switches, some ArubaOS-Switch Operation System commands which are executed individually on the switch appear in a modified format in the device running-config, where leading zeros in a configuration value are added or deleted, and hexadecimal values in a template configuration may appear in a decimal value in the running configuration. OV3600 supports a 1:1 comparison of commands from the template and the device running-config, so this modification of the value format may incorrectly cause the device to show a mismatch.</p> <p>For example, the template may show the command:  <pre>qos rate-limit dscp 0 1 kbps 0</pre></p> <p>While the running-config adds one or more leading zeros to the value:  <pre>qos rate-limit dscp 000000 1 kbps 0</pre></p> <p><b>Workaround:</b> Use the expanded command set in the template to avoid a mismatch.</p>
US14471	<p><b>Symptom:</b> Individual PVOS commands values are unnecessarily divided in the device running-config</p> <p><b>Scenario:</b> Some ArubaOS-Switch Operation System commands which are executed individually on the switch appear in multiple lines in the device running-config. OV3600 supports a 1:1 comparison of commands from the template and the device running-config, so this grouping may incorrectly cause the device to show a configuration mismatch.</p> <p>For example, the template may show one individual command:  <pre>ip source-interface all vlan 1</pre></p> <p>While the running-config divides the values from this command into multiple lines:  <pre>ip source-interface tacacs vlan 1 ip source-interface radius vlan 1 ip source-interface syslog vlan 1 ip source-interface telnet vlan 1 ip source-interface tftp vlan 1 ip source-interface snmp vlan 1 ip source-interface sflow vlan 1</pre></p> <p><b>Workaround:</b> Use the expanded command set in the template to avoid a mismatch.</p>
N/A	<p><b>Symptom:</b> Due to a known issue on an Aruba switch (CR191863), the switch state does not change from <b>Factory</b> to <b>Non-Factory</b> unless the switch reboots. If OV3600 pushes a partial configuration that does not require a reboot, OV3600 continues to see the switch in the <b>Factory</b> state.</p> <p><b>Scenario:</b> The switch UI page that allows you to fetch a template includes a <b>Push complete configuration file: Device is rebooted after config push</b> option. If a user selects <b>No</b> for this option on a factory-default switch provisioned via a DHCP server, OV3600 only pushes a delta configuration, which does not result in a switch reboot. If a user adds settings via OV3600 that are not supported by OV3600 8.2, the full configuration is not pushed and hence the unsupported commands are not applied on the switch.</p>
N/A	<p><b>Symptom:</b> If a user decides to reset the switch to a factory default state from the switch command-line interface, all stored passwords, security credentials and system settings will reboot in a factory default state.</p> <p><b>Scenario:</b> This issue occurs because OV3600 always executes the <b>include-credentials</b> command when pushing a configuration to a switch.</p>

**Table 18: Known Issues in OV3600 8.2 (Continued)**

ID	Description
N/A	<p><b>Symptom:</b> Unrecognized PVOS command syntax.</p> <p><b>Scenario:</b> OV3600 may not recognize some syntax for some ArubaOS-Switch Operating System commands, and therefore will not allow to users to configure these commands via OV3600.</p>
N/A	<p><b>Symptom:</b> Unrecognized PVOS defaults and values.</p> <p><b>Scenario:</b> OV3600 may not recognize some default values or the "no" syntax for some ArubaOS-Switch Operating System commands, and therefore will not recognize these values when these commands are configured via OV3600.</p> <p>For example, if a template has the command <b>ipv6 hop-limit 100</b>, OV3600 would be expected to push the default value for this command ( 64 hops) if that line is removed from the template. If the default value is missing from the command and not recognized by OV3600, the device could not return to its default value, and a configuration mismatch could occur.</p> <p><b>Workaround:</b> Issue the default value for the command within <b>&lt;push_to_exclude&gt;</b> tags in the template, as shown below.</p> <pre data-bbox="344 783 625 867">&lt;push_to_exclude&gt;     ipv6 hop-limit 64 &lt;/push_to_exclude&gt;</pre>
N/A	<p><b>Symptom:</b> Commands are hidden in the running-config.</p> <p><b>Scenario:</b> Some commands may be hidden by the switch in the running-config and CLI help. Additional steps may be required to add these command settings via template configuration.</p> <p><b>Workaround:</b> Add a hidden command to a device running config by including within <b>&lt;push_to_exclude&gt;</b> tags. For example, to ad the commands <b>crypto key zeroize autorun rsa</b> and <b>crypto key zeroize ssh-client-key</b>, to the template, use the following format:</p> <pre data-bbox="344 1136 808 1247">&lt;push_to_exclude&gt; crypto key zeroize autorun rsa crypto key zeroize ssh-client-key &lt;/push_to_exclude&gt;</pre>

You can upgrade directly to OV3600 8.2.4.1 from OV3600 8.0.8 or later.

### Upgrade from OV3600 8.2.3.1 or Earlier Versions

If you upgrade from OV3600 8.2.3.1 or earlier, you will no longer have root user access to the Linux shell after the upgrade to OV3600 8.2.4.1, and your system will be converted to use the new AMP CLI. For information about using the AMP CLI, see the *OmniVista 3600 Air Manager 8.2.4 User Guide*.

Follow these steps to upgrade from OV3600 8.2.3.1 or earlier:

1. Log in to the OV3600 server as the root user.

2. Run the upgrade utility:

```
#start_amp_upgrade -v 8.2.4.1
```

The upgrade utility looks for the local upgrade package.

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

```
Validating the upgrade package...
Upgrade package is OK.
Using upgrade script extracted from local package.
Upgrade package found in local cache.
```

If the software is not available, [manually download the software](#) and then perform this step again.

3. After the OV3600 services restart, you will see the following message:

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

Enter the new ampadmin password. If you don't enter a user name, OV3600 uses the default "ampadmin".

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

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

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

### Upgrade from OV3600 8.2.4

Use the AMP CLI to install the upgrade package on your system. If your network doesn't allow OV3600 to connect to the Internet, you must [manually download the software](#) and upload the software before performing this upgrade.

Follow these steps to upgrade from OV3600 8.2.4:

1. Log in to the OV3600 server with the "ampadmin" user name and password. If you subsequently changed the ampadmin user name and password, enter the current admin name and password. The AMP CLI displays the following menu options.

```
AirWave Management Platform 8.2.4 on example.host.com
1 Upload File
2 Download File
3 Delete File
4 Backup
5 Restore
6 Support
7 Upgrade
8 Advanced
9 Security
10 Custom Commands
q >> Quit
Your choice: █
```

2. Enter **7** to select Upgrade.

```
AirWave Management Platform 8.2.4 on example.host.com
1 Upload File
2 Download File
3 Delete File
4 Backup
5 Restore
6 Support
7 Upgrade
8 Advanced
9 Security
10 Custom Commands
q >> Quit
Your choice: █
```

- a. At the next prompt, enter **1** to select Upgrade OV3600 Management Platform.
- b. Enter **8.2.4.1**.

```
Upgrade
1 Upgrade AirWave Management Platform
2 Upgrade OS Kernel
b >> Back
Your choice: 1

Running Upgrade AirWave Management Platform

AMP version: 8.2.4.1
Running [/usr/local/airwave/bin/start_amp_upgrade -f /var/ampcli/user -v 8.2.4.1]...
Upgrade script AMP-8.2.4.1-amp_upgrade was not found in local cache.
Upgrade package AMP-8.2.4.1-x86_64-cvs.tar.gz was not found in local cache.

Upgrade package will be downloaded from the internet...
Do you use proxy server? (y/N): █
```

- c. Enter **y** to enable OV3600 to connect to a proxy server. Or, you can enter **N** to bypass this step and go to [step d on page 37](#) to download the software. At the next prompt:
  - (1) Enter the server address and port number (for example, *test.proxy.com* and port 22).
  - (2) Enter **y** to enter the proxy user name and password (for example, *testuser* and *password*).

```
Upgrade package will be downloaded from the internet...
Do you use proxy server? (y/N): y
Enter the proxy server address (proxy.myprovider.net): test.proxy.com
Enter the proxy port: 22
Setting the proxy server to test.proxy.com:22.
Do you use a proxy username/password? (yes/no): y
Enter the proxy username: testuser
Enter the proxy password:
```

- d. Enter **1** or **2** to log in to your customer portal with your support user name and password.

```
Download upgrade package from:
  1. Aruba Support Portal
  2. HPE My Networking Portal
Enter your choice (1 or 2): █
```

- e. Follow the onscreen instructions to download the software.

## Manually Download the Software

You can manually download the software if your OV3600 server can't access the Internet.

3. Enter your Alcatel-Lucent support user name and password to get the software from the Alcatel-Lucent Support Center.
4. Click the upgrade package, then click **Save** and install the file later.
5. Upload the file:
  - If you are upgrading from OV3600 8.2.3.1 or earlier, copy the file to the OV3600 server's **/root** directory using an SCP file transfer application.
  - If you are upgrading from OV3600 8.2.4, upload the software:
    - (1) Log in to the OV3600 server with the "ampadmin" user name and password. If you subsequently changed the ampadmin user name and password, enter the current admin name and password. The AMP CLI displays the following menu options.

```
AirWave Management Platform 8.2.4 on example.host.com
 1 Upload File
 2 Download File
 3 Delete File
 4 Backup
 5 Restore
 6 Support
 7 Upgrade
 8 Advanced
 9 Security
10 Custom Commands
 q >> Quit
Your choice: █
```

- (2) Enter **1** to upload the file from the AMP server to a source location using SCP to transfer the file.
- (3) At the prompt, enter the location of the source file (for example, *user@host:path*. User is the name of the account on the host computer, host is the hostname of the computer on which the source file exists, and path is the location of the directory that contains the upgrade package).

```
AirWave Management Platform 8.2.4 on example.host.com air
1 Upload File
2 Download File
3 Delete File
4 Backup
5 Restore
6 Support
7 Upgrade
8 Advanced
9 Security
10 Custom Commands
q >> Quit
Your choice: 1

Running Upload File

SCP Source (user@host:path): █
```

(4) At the prompt, enter the password on the source location.

## Minimum Requirements

Ensure that you have sufficient disk storage, memory, and hardware or software versions. As additional features are added to AirWave, increased hardware resources become necessary and hardware requirements vary by version. For the most recent hardware requirements, refer to the *OV3600 8.2.4 Server Sizing Guide* on the **Home > Documentation** page.

## Supported Upgrade Paths

You can upgrade directly to OV3600 8.2.4.1 from the following software versions:

- 8.0.8 through 8.0.11.2
- 8.2.0 through 8.2.3.1
- 8.2.4

There is no direct upgrade between OV3600 7.7.x and 8.2.4.1.