

# **OmniVista 3600**

## **Air Manager**

### **8.2.8.2**

Alcatel·Lucent   
Enterprise

Release Notes

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OV3600 8.2.8.2 is a patch release that introduces new features and includes fixes to previously known issues. Refer to these release notes for the most up-to-date information.

These release notes contain the following chapters:

- "What's New in This Release" on page 4 describes new features in this release.
- "Resolved Issues" on page 7 describes the issues we've fixed.
- "Known Issues" on page 26 describes known issues.
- "Upgrade Instructions" on page 38 describes how to upgrade your software.

## Contacting Support

Contact Center Online	
Main Site	<a href="https://www.al-enterprise.com/">https://www.al-enterprise.com/</a>
Support Site	<a href="https://businessportal2.alcatel-lucent.com/">https://businessportal2.alcatel-lucent.com/</a>
Email	<a href="mailto:ebg_global_supportcenter@al-enterprise.com">ebg_global_supportcenter@al-enterprise.com</a>
Service & Support Contact Center Telephone	
North America	1-800-995-2696
Latin America	1-877-919-9526
EMEA	+800 00200100 (Toll Free) or +1 (650) 385-2193
Asia Pacific	+65 6240 8484
Worldwide	1-818-878-4507

OV3600 8.2.8.2 introduces the following important changes to functionality and new features.

### Important Changes

In OV3600 8.2.8.2, the "spoofed deauth blacklist" configuration option in IDS profiles has been deprecated.

### Support for New Devices

OV3600 introduces support for Cisco 819 Series Integrated Service Routers with the WLAN ID AP802H-AGN-A-K9. For a complete list of supported products and validated firmware versions, refer to *OmniVista 3600 Air Manager 8.2.8.2 Supported Infrastructure Devices*.

### Support for Instant

OV3600 8.2.8.2 supports template configuration and IGC for Instant APs running Instant 8.4.0.1. For a complete list of supported firmware versions, refer to *OmniVista 3600 Air Manager 8.2.8.2 Supported Infrastructure Devices*.

### Ignore DHCP Server during Configuration Audit

You can now ignore IP addresses that are configured by a DHCP server when OV3600 runs the configuration audit. You might use this feature with Alcatel-Lucent Instant templates, to manage OAW-IAPs with fixed IP subnets to prevent APs from showing a configuration mismatch.

To ignore DHCP configurations:

1. Navigate to **Groups > Basic** and locate the Alcatel-Lucent Instant section.
2. Click **Yes** for the "Ignore DHCP configuration" option.
3. Click **Save and Apply**.

For more information about configuring group settings for OAW-IAPs, refer to the *OmniVista 3600 Air Manager 8.2.8.2 User Guide*.

### Rolling Upgrades for Instant APs

OV3600 now supports rolling upgrades for Instant APs running Instant 8.4.0.0 or later and in standalone mode. In a rolling upgrade, Instant APs deployed in standalone mode are sequentially upgraded and rebooted one at a time. This reduces the impact of upgrading a site to a single AP at any point in time and enhances the overall availability of the wireless network.



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For this release, the **Sequential Reboot** and **Fast Download** options on the **Groups > Firmware** page are beta features. For more information about these settings, see the *OV3600 8.2.8.2 Instant Deployment Guide*.

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### Support for Electronic Shelf Labels

For IAPs running Instant 8.4.0.0 or later, OV3600 now supports ESL profiles used to configure electronic shelf labels by SES-imagotag. For more information about the SES-imagotag ESL System, see the *Alcatel-Lucent AOS-W*

## Per-Device Configuration

1. Go to the Manage page for the device, then scroll down to **Settings**.
2. Enter the channel number for the "Sesimagotag Channel" option.

Figure 1: Device Manage page

The screenshot shows the 'Settings' page for a device. The 'Sesimagotag Channel: (0-10)' field is highlighted with a red border and contains the value '1'. Other fields include Name (f0:5c:19:cb:3f:64), Preferred Master (ap will reboot.) (No), Zone Name (Enter a Value), RF Zone Name (Enter a Value), USB Port Enabled (Yes), Modem PIN (Enter a Value), Latitude (Enter a Value), Longitude (Enter a Value), Altitude (m) (Enter a Value), Group (esl.config), and Folder (esl.config).

3. Click **Save and Apply** at the bottom of the page.

## Group Configuration Using a Template

You can configure the ESL channel and server IP address as variables in the VC template, or import ESL settings from an Instant AP. On the **Groups > Template**, you will find the "sesimagotag-esl-channel" and "sesimagotag-esl-serverip" variables (see [Figure 2](#)).

Figure 2: Template Configuration using Variables

The screenshot shows the 'Template' configuration page. On the left, there is a list of variables and their values. On the right, there is a list of available variables that can be used in the template. The variables listed on the right include: dns\_srv, domain\_name, dot11a\_antenna\_gain, ip6\_gateway, dot11a\_channel, lan\_mac, dot11a\_disable, manager\_ip\_address, dot11a\_xmit\_power, modem\_pin, dot11g\_antenna\_gain, netmask, dot11g\_channel, preferred\_master, dot11g\_disable, rf\_zone\_name, dot11g\_xmit\_power, rf\_zone\_name, sesimagotag\_channel, dual\_a\_enabled, swarm\_mode, enet0\_bridging, usb\_port\_disable, gateway, vlan, has\_dot11, wifi\_role, hes\_dot11g, wifi\_role, hostname, zone\_name, ip\_address, and ipv6\_address.

## Group Configuration using the Instant GUI Config (IGC)

Alternatively, you can configure the ESL settings for the devices in a group using the IGC. Go to **Groups > Instant Config**, then click the VC List tab to enter the communication channel number in the "Sesimago Tag

Channel" option and the IPv4 address for the "Sesimago Tag Server" option at the bottom of the page (see Figure 3).

**Figure 3:** Group Configuration using the IGC

The screenshot displays a configuration page with a left-hand navigation menu and a main configuration area. The navigation menu includes 'Menu', 'VC List', 'Networks', 'Access Points', 'System' (highlighted with a minus sign), 'General', and 'Admin'. The main configuration area is titled 'Virtual Controller network settings: Default' and contains the following options:

- Dynamic proxy:  RADIUS  TACACS
- Terminal access:  Enabled  Disabled
- Console access:  Enabled  Disabled
- Telnet server:  Enabled  Disabled
- Manual input
- Sesimago Tag Channel: [Text input field]
- Sesimago Tag Server: [Text input field]

## PoE Alerts

OV3600 8.2.8.2 can now alert you to the following events for HPE Alcatel-Lucent AOS-W-Switches:

- PoE power loss
- Near-capacity Interface outputs
- Controller failures
- Redundant power supplies and their failures
- Overcurrents
- Non-802.3bt standard devices, non-802.3at/af standard devices, and their failures
- Syslog messages

## Topology Improvements

OV3600 8.2.8.2 introduces an improved birds eye view and removes the ability to expand and collapse views in the topology map. For more information about the map components and navigation, see the *OV3600 8.2.8.2 User Guide*.

The following tables describe issues resolved in OV3600 8.2.8.2, 8.2.8.1, 8.2.8, 8.2.7.1, 8.2.7, 8.2.6.1, and 8.2.6.

**Table 1:** Fixed Issues in OV3600 8.2.8.2

ID	Description
DE32666	<p><b>Symptom:</b> Update to the User Guide needed for "Archive Controller/Switch Backups" option on the <b>Groups &gt; Basic</b> page.</p> <p><b>Scenario:</b> Table 46 in the <i>OV3600 8.2.8.2 User Guide</i> has been updated to include the following description: This setting enables OV3600 to create config backups manually. NOTE: After you enable this setting, you can go to the Device Configuration page and click <b>Create Backup Now</b>. An archived config backup is available for only Aruba controllers and Mobility Access Switches.</p>
DE32617	<p><b>Symptom:</b> OV3600 displayed an increase in unknown clients on user data and client graphs.</p> <p><b>Scenario:</b> When wireless clients were in sleep mode or not found on the network, unknown client counts on user data and client graphs increased. OV3600 now uses the last known SSID until the client connects to a new SSID.</p>
DE32611	<p><b>Symptom:</b> Repair option is available for the devices having a "Good" configuration state.</p> <p><b>Scenario:</b> We removed the <b>Repair</b> button when the device configuration status "Good" and configuration variables are not defined in the template.</p>
DE32575	<p><b>Symptom:</b> Upgrade package downloads from the HPE My Networking Portal failed for OV3600 8.2.8.0 and later.</p> <p><b>Scenario:</b> We corrected target versions in the names of the upgrade files.</p>
DE32533	<p><b>Symptom:</b> While configuring the centralized DHCP VLAN to a wired network, the "Client VLAN assignment" options are not present in the IGC.</p> <p><b>Scenario:</b> Now you can assign the client VLAN for a centralized DHCP scope.</p>
DE32505	<p><b>Symptom:</b> The batch command execute API call doesn't provide output.</p> <p><b>Scenario:</b> We fixed the issue which resulted in no output when using APIs to batch execute AP commands, and you no longer see "The batch command execute is initializing..." message in the browser.</p>
DE32456	<p><b>Symptom:</b> Update to the User Guide is needed for the "Enable Central Authentication Service" and "Central Authentication Hostname" options on the <b>AMP Setup &gt; General &gt; AMP Features</b> page.</p> <p><b>Scenario:</b> Table 8 in the <i>OV3600 8.2.8.2 User Guide</i> has been updated to include descriptions for these options.</p>
DE32442	<p><b>Symptom:</b> The client signal quality graph is empty.</p> <p><b>Scenario:</b> Some customers would see "No Data Available" instead of a signal quality graph although OV3600 displayed a usage graph. This issue occurred when using a custom time range and going back in time farther than OV3600 would consolidate the RRD data.</p>

**Table 1: Fixed Issues in OV3600 8.2.8.2 (Continued)**

ID	Description
DE32400	<p><b>Symptom:</b> Creating an Ethernet bond with bond0 ip = eth0 ip gives errors.</p> <p><b>Scenario:</b> OV3600 now alerts the user that the bonded IP address should be different from the bonded interface IP addresses, sets round robin as the default mode, and allows LACP rate configuration when you enter <b>4</b> for dynamic link aggregation.</p>
DE32356	<p><b>Symptom:</b> AVG IN and MAX IN values are same for daily network reports.</p> <p><b>Scenario:</b> We fixed this issue that was observed for custom reports.</p>
DE32355	<p><b>Symptom:</b> Restore menu and download menu in the AMP CLI are broken.</p> <p><b>Scenario:</b> When you select a file from the Restore menu and Download menu in the CLI, OV3600 now processes the correct file.</p>
DE32286	<p><b>Symptom:</b> VisualRF doesn't remove radio object in database after removing the client object.</p> <p><b>Scenario:</b> We fixed this issue by removing radio object and client object simultaneously.</p>
DE32149	<p><b>Symptom:</b> IPv6 isn't working correctly if the prefix length was entered on the gateway.</p> <p><b>Scenario:</b> We added extra rules for ICMPv6 message types to allow for neighbor advertisements and no longer see this issue.</p>
DE32139	<p><b>Symptom:</b> The WebUI displayed an incorrect containment status.</p> <p><b>Scenario:</b> This issue occurred in the cluster environment when OV3600 looked up the managed device instead of the master. Now OV3600 always looks up the master for cluster environments.</p>
DE32108	<p><b>Symptom:</b> After upgrading to OV3600 8.2.7, VisualRF walls moved a few millimeters.</p> <p><b>Scenario:</b> Some users who used metric measurements experienced this issue when upgrading to OV3600 8.2.7.</p>
DE32075	<p><b>Symptom:</b> The SNMP trap "downAP" and the object "awampApName" is showing the AP MAC address instead of the AP name.</p> <p><b>Scenario:</b> There is only one trap "downAP" instead of two, "downAP" and "downAPEnhanced".</p>
DE32056	<p><b>Symptom:</b> VisualRF doesn't age out rogues for more than an hour even though rogues have been removed from the OAW-IAP.</p> <p><b>Scenario:</b> Rogue AP and device location data is now correctly updated.</p>
DE32013	<p><b>Symptom:</b> Failover server did not take over when the primary AMP went down.</p> <p><b>Scenario:</b> We changed the way OV3600 handles restore failures that caused this issue.</p>
DE32093	<p><b>Symptom:</b> Nightly backup failing on clean database.</p> <p><b>Scenario:</b> Nightly maintenance now completes if the database cleanup times out.</p>
DE31964	<p><b>Symptom:</b> OV3600 stops writing syslog and SNMP trap messages to the device event table.</p> <p><b>Scenario:</b> This issue occurred when OV3600 received invalid syslog message. We fixed this issue by discarding the invalid syslog message.</p>



**Table 1: Fixed Issues in OV3600 8.2.8.2 (Continued)**

ID	Description
DE31701	<p><b>Symptom:</b> In the Master Console, graphs didn't display the correct client counts and usage.</p> <p><b>Scenario:</b> Client and usage graphs display properly now.</p>
DE31634	<p><b>Symptom:</b> You can't export CSV reports.</p> <p><b>Scenario:</b> This issue no longer occurs when you select one of the following custom RF Health options:</p> <ul style="list-style-type: none"><li>• Top Folders By worst Client and Radio Statistics Combined 2.4 GHz and 5 GHz</li><li>• Top Folders By worst Client and Radio Statistics 2.4 GHz</li><li>• Top Folders By worst Client and Radio Statistics 5 GHz</li></ul>
DE31587	<p><b>Symptom:</b> For the Aruba 5400R switches, OV3600 doesn't support firmware upgrades for the standby management module.</p> <p><b>Scenario:</b> OV3600 now supports redundancy switchover and upgrades the firmware for both the active and standby management modules.</p>
DE31575	<p><b>Symptom:</b> No topology map while switches are added and monitored by OV3600, and Topology doesn't display third party devices.</p> <p><b>Scenario:</b> The topology map now properly displays monitored devices and upstream switches.</p>
DE31458	<p><b>Symptom:</b> Placement of AP changes when changing meters to feet option in VisualRF.</p> <p><b>Scenario:</b> This issue no longer occurs when switching between metric to imperial measurements.</p>
DE31355	<p><b>Symptom:</b> OV3600 receives SNMPv3 traps but doesn't update them.</p> <p><b>Scenario:</b> For SNMPv3, OV3600 supports SNMPv3 informs only; SNMPv3 traps are not supported. The <i>OV3600 8.2.8 Getting Started Guide</i> has been updated with this information.</p>
DE31352	<p><b>Symptom:</b> The planning region shrinks and boundaries move for newly added floor plans when the units are metric.</p> <p><b>Scenario:</b> This issue no longer occurs when rounding off decimals while converting between imperial and metric measurements.</p>
DE31312	<p><b>Symptom:</b> Alert trigger for new device does not work for ZTP with whitelist.</p> <p><b>Scenario:</b> Now when the device is added to a whitelist, or the ZTP process is triggered, a new device alert is generated.</p>
DE31161	<p><b>Symptom:</b> Incorrect Airmatch data updating in OV3600 for AOS-W 6.5.4.x.</p> <p><b>Scenario:</b> OV3600 AirMatch support is available for AOS-W 6.x (ARM) and AOS-W 8.x (AirMatch). AirMatch is supported only for Aruba devices.</p>
DE31125	<p><b>Symptom:</b> Floor plan is blank after performing the replace background option in VisualRF.</p> <p><b>Scenario:</b> We fixed the issue with files uploaded in DWG format.</p>
DE31070	<p><b>Symptom:</b> OV3600 displays an error similar to "Desired Start Date/Time: did not understand "4:30 pm AEST" when scheduling a recurring report(daily/weekly, etc) with the time zone as Australian Eastern Standard Time (AEST).</p> <p><b>Scenario:</b> OV3600 now supports AEST.</p>

**Table 1:** Fixed Issues in OV3600 8.2.8.2 (Continued)

ID	Description
DE31063	<p><b>Symptom:</b> The device down time detail report is not getting generated.</p> <p><b>Scenario:</b> OV3600 generates the report with a reboot count properly after the device polling period is done, usually after 10 minutes.</p>
DE30984	<p><b>Symptom:</b> The Managed AMP Down trigger is not consistent with its definition in the AWAMP-MIB.my.</p> <p><b>Scenario:</b> The notification now includes the OV3600 folder path.</p>
DE28710	<p><b>Symptom:</b> When you select a group for deletion while logged in as "APs/Device Manager", OV3600 deletes all empty groups.</p> <p><b>Scenario:</b> OV3600 now deletes only the selected group while logged in as "Device Manager".</p> <p><b>NOTE:</b> In versions of OV3600 earlier than 8.2.7, this role was called "APs/Device Manager".</p>
DE27410	<p><b>Symptom:</b> When using RADIUS to authenticate management users, OV3600 doesn't send RADIUS requests with service type, NAS port type, and other RADIUS attributes.</p> <p><b>Scenario:</b> We added missing key-value pairs in RADIUS requests.</p>

**Table 2:** Fixed Issues in OV3600 8.2.8.1

ID	Description
DE32532	<p><b>Symptom:</b> After upgrading to OV3600 8.2.8.0, OV3600 didn't show any IAP clients.</p> <p><b>Scenario:</b> We added support for the latest IAP 8.4.0.0 protocol buffer definition, and we are able to see IAP client data again.</p>

**Table 3:** Issues Resolved in OV3600 8.2.8

ID	Description
DE32366	<p><b>Symptom:</b> The Total Data description in the Device Summary Report in the User Guide gives an unclear explanation.</p> <p><b>Scenario:</b> We updated old information on the page and changed the description to: "Displays the total data usage on the device in MB, GB or TB during the reported time period."</p>
DE32336	<p><b>Symptom:</b> Unable to access the OV3600 server.</p> <p><b>Scenario:</b> We fixed the issue which caused the postgres transaction to reach the maximum limit.</p>
DE32190	<p><b>Symptom:</b> Controller IP address changes from physical IP to VRRP IP automatically on the OV3600 server.</p> <p><b>Scenario:</b> The failover issue with the 7000 controller which occurred after an upgrade to OV3600 8.2.7 has been fixed.</p>
DE32168	<p><b>Symptom:</b> The event 'Internal Error: Couldn't determine class for type 'bgN'' repeats in the event log when not set on the Alcatel-Lucent OAW-AP345 in dual 5-Ghz mode.</p> <p><b>Scenario:</b> This issue no longer occurs when dual 5-Ghz mode is enabled on the Alcatel-Lucent OAW-AP345.</p>

**Table 3: Issues Resolved in OV3600 8.2.8 (Continued)**

ID	Description
DE32155	<b>Symptom:</b> AP relation lines don't display properly for IAP's in VisualRF. <b>Scenario:</b> We fixed the issue which caused the RF Neighbors tab to be blank on the monitoring page for an IAP.
DE32152	<b>Symptom:</b> OV3600 displays innacurate client counts on the controller cluster dashboard. <b>Scenario:</b> We fixed the data loss issue, and the client counts are accurately displayed in the controller cluster dashboard.
DE32144	<b>Symptom:</b> Unable to install certificate in OV3600 8.2.7.1. <b>Scenario:</b> The SSL certificate installed must use RSA private key. You can't upload certificates using other types of keys. This is a new limitation in OV3600 8.2.7.1 for added security.
DE32118	<b>Symptom:</b> Searching for controllers from Master Console does not work. <b>Scenario:</b> We fixed a schema change which previously prevented Master Console from finding controllers in a search.
DE32107	<b>Symptom:</b> The Client Session Report shows inaccurate data. <b>Scenario:</b> This issue no no longer occurs when reporting on inactive clients.
DE32090	<b>Symptom:</b> Unable to delete SSIDs over IGC. <b>Scenario:</b> We now support deleting at the group level in the IGC.
DE32088	<b>Symptom:</b> In OV3600 8.2.6.1, BSSID mappings were incorrect for APs. <b>Scenario:</b> Enabling the audit of the APs configuration resolved issue.
DE32081	<b>Symptom:</b> After an upgrade to OV3600 8.2.7, Instant-enabled IAPs showed the configuration errors "template not found". <b>Scenario:</b> We changed the way OV3600 handles configuration mismatches when the template is not found.
DE32047	<b>Symptom:</b> Master console displays errors when you click on the link for down devices from the header statistics at the top of the page. <b>Scenario:</b> This issue no longer occurs when a stack has no master.
DE32023 DE31724	<b>Symptom:</b> IGC failed to modify an SSID time-range profile. <b>Scenario:</b> We now support overrides for delete in the IGC.
DE32018	<b>Symptom:</b> OV3600 services restarted on multiple servers daily. <b>Scenario:</b> We fixed the issue which caused the AMP services to continuously restart.
DE31934	<b>Symptom:</b> Juniper device doesn't appear in the topology map. <b>Scenario:</b> Topology now creates the edge when the LAN MAC is not same as the actual device MAC reported by LLDP.

**Table 3: Issues Resolved in OV3600 8.2.8 (Continued)**

ID	Description
DE31878	<p><b>Symptom:</b> Client counts in OV3600 are inconsistent in an AOS-W 8.x.x.x cluster environment with SNMP polling.</p> <p><b>Scenario:</b> OV3600 experiences issues with SNMP polling to manage AOS-W cluster setup.</p> <p><b>Workaround:</b> Use only AMON to manage the AOS-W 8.x.x.x cluster setup.</p>
DE31845	<p><b>Symptom:</b> The <b>Client Diagnostics</b> page shows a broken image instead of the floor plan and an incorrect hyperlink and floor plan name.</p> <p><b>Scenario:</b> Now, the <b>Client Diagnostics</b> page shows the correct floor plan, the hyperlink, and floor plan name.</p>
DE31836	<p><b>Symptom:</b> The top header statistic changes based on the display size.</p> <p><b>Scenario:</b> We resized the header statistics so that it displays the same data regardless of the display size.</p>
DE31774	<p><b>Symptom:</b> The PAPI handler consumed most CPU time.</p> <p><b>Scenario:</b> CPU utilization is no longer quickly consumed in scenarios such as when the controller sends AMON RSSiv2 messages every 5 seconds.</p>
DE31725	<p><b>Symptom:</b> Security flaws were found in the way the Linux kernel handled the reassembly of fragmented IPv4 and IPv6 packets that could allow a remote denial of service and in an integer overflow in the create_elf_tables function. (CVE-2018-5391 and CVE-2018-14634).</p> <p><b>Scenario:</b> OV3600 8.2.8 contains the following updated kernel packages, which correct these issues: kernel-2.6.32-754.6.3.el6, kernel-firmware-2.6.32-754.6.3.el6, and kernel-headers-2.6.32-754.6.3.el6 (RHSA-2018:2846).</p> <p><b>NOTE:</b> In order for the security fixes to work, you must apply the kernel update after you complete the upgrade to OV3600 8.2.8.0. For more information, see "<a href="#">Upgrading the Kernel OS</a>" on page 39 and <a href="#">RHSA-2018:2846</a>.</p>
DE31700	<p><b>Symptom:</b> A modified AP name list didn't update without restarting the IGC.</p> <p><b>Scenario:</b> This issue no longer occurs when you manually modify AP names in the IGC.</p>
DE31698	<p><b>Symptom:</b> The RF health reports failed after upgrading to OV3600 8.2.6.1.</p> <p><b>Scenario:</b> We fixed the underlying RRDTTool errors.</p>
DE31555	<p><b>Symptom:</b> The Aruba 8320 and 8400 Switch Series don't appear in the topology map although OV3600 discovers the LLDP neighbors at both ends.</p> <p><b>Scenario:</b> OV3600 discovers these switches, displays neighbors details in the Neighbors tab on the switch monitoring page, and displays them in the topology map.</p>
DE31540	<p><b>Symptom:</b> OV3600 listed the physical interfaces for the Aruba 8320 and 8400 Switch Series as virtual interfaces.</p> <p><b>Scenario:</b> OV3600 correctly lists physical interfaces on the Interface page.</p>

**Table 3: Issues Resolved in OV3600 8.2.8 (Continued)**

ID	Description
DE31536	<p><b>Symptom:</b> In VisualRF, the deployed list doesn't show unprovisioned AP's when the "Hide deployed AP's" option is selected.</p> <p><b>Scenario:</b> We improved the show and hide feature, and OV3600 OV3600 now displays "loading" status to the drag area of the "Deployed list of APs" while populating the list.</p>
DE31533	<p><b>Symptom:</b> OV3600 added the product name with the configured server name when forwarding the Syslog messages.</p> <p><b>Scenario:</b> Syslog message format now complies with RFC 5424 and doesn't include the host in the message header.</p>
DE31424	<p><b>Symptom:</b> Clients on AOS-W 8.x.x.x cluster not showing correct location in VisualRF.</p> <p><b>Scenario:</b> Client location shows accurately in VisualRF.</p>
DE31300 DE31154	<p><b>Symptom:</b> The topology map didn't appear.</p> <p><b>Scenario:</b> We fixed issues showing edges when the core switch has multiple MAC addresses in LLDP transaction data.</p>
DE31136	<p><b>Symptom:</b> When OV3600 sent an SNMP trap to an external NMS server, the MAC address displayed in ASCII format.</p> <p><b>Scenario:</b> OV3600 now displays the MAC address with the proper format.</p>
DE31201	<p><b>Symptom:</b> An OV3600 upgrade from HPE My Networking Portal (MNP) failed.</p> <p><b>Scenario:</b> We fixed the upgrade script to follow MNP API format. Subsequent upgrades after you upgrade to OV3600 8.2.8 will work directly from the MNP if a valid SAID license is attached to the user account.</p>
DE31082	<p><b>Symptom:</b> Users couldn't choose required bonding option from the ampadmin login.</p> <p><b>Scenario:</b> We added support to change interface bonding options with a new Enter Command, called "ethernet_bonding". The modes include Round Robin, Active Backup, XOR (Exclusive OR), Broadcast, Dynamic Link Aggregation, Transmit Load Balancing (TLB), and Adaptive Load Balancing. Applying the change requires a network service restart.</p>
DE30865	<p><b>Symptom:</b> Mismatches of improper sorting and for username other than admin not getting cleared after import.</p> <p><b>Scenario:</b> We resolved mismatches caused by improper sorting of an IP address pool.</p>
DE30831	<p><b>Symptom:</b> OV3600 does HTTP logins to Aruba Controllers periodically.</p> <p><b>Scenario:</b> We fixed the issue which caused periodic HTTP logins.</p>
DE30771 DE29481	<p><b>Symptom:</b> AVG IN and MAX IN values are same for daily network reports.</p> <p><b>Scenario:</b> We added a comment at the top of the report saying that 5-minute intervals will have same AVG IN and MAX IN. For longer periods the AVG IN and MAX IN values will be different.</p>
DE30430	<p><b>Symptom:</b> The switch usage graph doesn't appear on the Devices page.</p> <p><b>Scenario:</b> We changed the way OV3600 aggregates client usage for Aruba and MAS switches.</p>

**Table 3: Issues Resolved in OV3600 8.2.8 (Continued)**

ID	Description
DE29252	<p><b>Symptom:</b> VisualRF displayed CAD layers discrepancies when you imported floor plans in DWG format.</p> <p><b>Scenario:</b> We fixed the CAD layer discrepancies, where VisualRF misinterpreted walls after you imported a floor plan in DWG format.</p>
DE29174	<p><b>Symptom:</b> A high Transmit Power value in the Switch configuration generates an error.</p> <p><b>Scenario:</b> OV3600 now accepts the Transmit Power value of 127.</p>

**Table 4: Issues Resolved in OV3600 8.2.7.1**

ID	Description
DE31967	<p><b>Symptom:</b> OV3600 pushed the uplink-vlan 233 to the OAW-IAP when the uplink-vlan is undefined.</p> <p><b>Scenario:</b> Now OV3600 doesn't set the uplink-vlan after you delete the uplink-vlan from a thin AP Manage page.</p>
DE31959	<p><b>Symptom:</b> IGC allows only 8 external captive portal profiles, including the default.</p> <p><b>Scenario:</b> We increased the limit to 16 external captive profiles, including the default.</p>
DE31926	<p><b>Symptom:</b> When you attempted to push a zone setting to a selection of OAW-IAPs using the bulk edit tool, OV3600 pushed the setting to all the IAPs in the group.</p> <p><b>Scenario:</b> Now when you use the bulk edit tool, OV3600 doesn't push zone setting to all the IAPs.</p>
DE31895	<p><b>Symptom:</b> OV3600 doesn't update the input/output (I/O) capacity information for the AP-335 multi-gigabit Ethernet port.</p> <p><b>Scenario:</b> We added new values for remote port speed, so that a controller that has 2.5 GBPS as the port speed displays the I/O capacity properly.</p>
DE31787	<p><b>Symptom:</b> Running the command "show data path session table" from the Client Detail page displays the incorrect output.</p> <p><b>Scenario:</b> We fixed the issue with wrong commands being executed from Client Detail page.</p>
DE31748 DE31661	<p><b>Symptom:</b> IGC removes existing VC-specific SSIDs after creating a new SSID for the group.</p> <p><b>Scenario:</b> We fixed the underlying issue which caused SSID configuration errors.</p>
DE31731	<p><b>Symptom:</b> Unable to access the Rogue Detail page.</p> <p><b>Scenario:</b> We've improved exception handling that caused OV3600 to crash.</p>
DE31673 DE31655	<p><b>Symptom:</b> Config jobs defined on the <b>Groups &gt; Config</b> Jobs page of the OV3600 WebUI cannot be run for a local controller or managed device running Alcatel-Lucent AOS-W 8.x.x.x.</p> <p><b>Scenario:</b> OV3600 can now push a configuration to for a local controller or managed device running AOS-W 8.x.x.x.</p>
DE31578	<p><b>Symptom:</b> There is a delay in updating Home page graphs.</p> <p><b>Scenario:</b> We fixed an underlying memory allocation issue which caused delays in graphical updates.</p>

**Table 4:** *Issues Resolved in OV3600 8.2.7.1 (Continued)*

ID	Description
DE31664	<p><b>Symptom:</b> Users can't create a report for "Most Interfering Devices" (5 GHz or 2.4 GHz).</p> <p><b>Scenario:</b> OV3600 reports "syslocation" correctly now and displays "no device found" for RF Health top lists.</p>
DE31574	<p><b>Symptom:</b> Motorola APs 6522 and 6532 are incorrectly displayed as Motorola 100.</p> <p><b>Scenario:</b> OV3600 now reports the device type correctly when it discovers the Motorola AP 6522 and AP 6533.</p>
DE31518	<p><b>Symptom:</b> OV3600 isn't updating clients connected to 5 GHz radio of the AP-203H.</p> <p><b>Scenario:</b> OV3600 now reports the correct number of clients connected to the 5 GHz radio of the AP-203H.</p>
DE31505	<p><b>Symptom:</b> The external antenna value metric on the IAP is in dBi, but the IGC shows the value in dBm.</p> <p><b>Scenario:</b> We fixed the encoding issue that caused the value conversion.</p>
DE31457	<p><b>Symptom:</b> An issue is resolved that could prevent OV3600 from correctly displaying client information in VisualRF.</p> <p><b>Scenario:</b> Improvements to internal timeout intervals resolve an issue that could prevent VisualRF from displaying information about connected clients.</p>
DE31343	<p><b>Symptom:</b> When a new device was added to the station black list and the controller sent OV3600 an <b>wlsxNStationAddedToBlackList</b> trap message, OV3600 could fail to correctly display an alert message warning users of this change.</p> <p><b>Scenario:</b> OV3600 correctly displays an alert message when the controller sends a trap message warning that a new device has been added to the station black list.</p>
DE31153	<p><b>Symptom:</b> IAPs stop communicating with OV3600 after installing a custom certificate.</p> <p><b>Scenario:</b> OV3600 support only RSA key certificates. When a user uploads a non-RSA key certificate, OV3600 will display an error message.</p>
DE31036	<p><b>Symptom:</b> Enhancements to the VisualRF feature allows users to upload VisualRF floor plans in .dwg format using the OV3600 WebUI.</p> <p><b>Scenario:</b> This release resolves an issue that could allow the WebUI to stop responding when floor plans in .dwg format were uploaded to OV3600 using the <b>VisualRF &gt; Floor Plans &gt; Edit &gt; New Floor Plan</b> section of the OV3600 WebUI.</p>
DE30993	<p><b>Symptom:</b> Device uptime report shows SNMP and ICMP communication time as more than 100%.</p> <p><b>Scenario:</b> This resolves the issue where recent Device Uptime reports showed the incorrect SNMP and ICMP communication times.</p>
DE30968	<p><b>Symptom:</b> OV3600 didn't display information for an AP's upstream devices and upstream ports on the <b>Device Info</b> section of the <b>Devices &gt; Monitor</b> page.</p> <p><b>Scenario:</b> Upstream device and upstream port for monitored access points display properly now.</p>

**Table 4: Issues Resolved in OV3600 8.2.7.1 (Continued)**

ID	Description
DE30942	<p><b>Symptom:</b> Clients connected to APs on the same floor occasionally appear outside the floor plan.</p> <p><b>Scenario:</b> Improvements to the VisualRF feature allow connected clients to consistently appear in their correct locations on a selected floor plan.</p>
DE30780	<p><b>Symptom:</b> Cisco IOS APs are deleted from deployed APs in VisualRF if single poller runs before AP's radio are detected.</p> <p><b>Scenario:</b> We fixed this issue by updating the AP authorization information for only AMP APs found during polling.</p>
DE30679	<p><b>Symptom:</b> Unable to modify any setting on Network page once Ethernet bonding is enabled.</p> <p><b>Scenario:</b> <b>OV3600 Setup &gt; Network</b> will now configure the interface.</p> <p><b>NOTE:</b> See related known issue "<a href="#">"DE32042"</a>" on page 31.</p>
DE30538	<p><b>Symptom:</b> The WebUI displayed incorrect IP addresses for wired clients using 802.1X authentication to connect to an HP switch.</p> <p><b>Scenario:</b> OV3600 now displays correct IP addresses these clients.</p>
DE30499	<p><b>Symptom:</b> Devices displayed in the <b>Most Transmit Power</b> section of the <b>RF Health</b> report were not ranked correctly, and devices with more transmit power changes appeared farther down the list than devices with fewer changes.</p> <p><b>Scenario:</b> The <b>Most Transmit Power</b> changes section of the <b>RF Health</b> report correctly ranks devices according to the number of power changes.</p>
DE30430	<p><b>Symptom:</b> For Aruba and MAS switches, you can't see the switch usage graph on the switch monitoring page.</p> <p><b>Scenario:</b> This issue no longer occurs when you navigate to the switch monitoring page from a folder or group monitoring page.</p>
DE30173	<p><b>Symptom:</b> Individual layers of a .dwg file appeared in unexpected locations on a VisualRF floor plan.</p> <p><b>Scenario:</b> When a user uploads individual layers of a .dwg floor plan into VisualRF, the walls in each layer appear in the expected location.</p>
DE30097	<p><b>Symptom:</b> On the <b>OV3600 Setup</b> page, entering 0 for a data retention period doesn't disable the option.</p> <p><b>Scenario:</b> We removed the description "zero disables" from the option labels. If you enter 0, OV3600 keeps the data indefinitely. If you want to keep the data for a minimum length of time, enter 1.</p> <p><b>NOTE:</b> After an upgrade to OV3600 8.2.7.1, OV3600 resets the following OV3600 settings from 0 to default values:</p> <ul style="list-style-type: none"> <li>• Client Association Relevance Factor</li> <li>• Rogue AP Discovery Events</li> <li>• Client Association and VPN Session History</li> <li>• Delete Rogues not detected for</li> </ul>

**Table 5: Issues Resolved in OV3600 8.2.7.1**

ID	Description
DE31774	<p><b>Symptom:</b> The PAPI handler consumes most CPU time.</p> <p><b>Scenario:</b> CPU utilization no longer nears 100%.</p>



**Table 6: Issues Resolved in OV3600 8.2.7**

ID	Description
DE31329 DE31422	<p><b>Symptom:</b> After upgrading from OV3600 8.2.3 to 8.2.6.1, the configuration status of a managed Instant AP showed a mismatch. Similarly, the configuration status showed a mismatch after a successful configuration push.</p> <p><b>Scenario:</b> OV3600 now handles the RF profile correctly for Instant APs running versions of Alcatel-Lucent Instant earlier than 8.3.0.0.</p>
DE31273	<p><b>Symptom:</b> When pushing a configuration using the Instant GUI Config (IGC), OV3600 adds double quotation marks to the RADIUS server password.</p> <p><b>Scenario:</b> Now OV3600 adds double quotation marks only for passwords with a space.</p>
DE31264	<p><b>Symptom:</b> When doing a bulk template update to manage firmware versions on device groups, OV3600 creates an extra VC template, causing configuration push errors.</p> <p><b>Scenario:</b> OV3600 no longer allows mixed firmware versions on a template. If you have multiple groups with different firmware versions to update, you must manually update each version with a template.</p>
DE31243	<p><b>Symptom:</b> After generating the AppRF report, older data was missing although OV3600 is configured to retain up to 30 GB of AppRF data for 30 days.</p> <p><b>Scenario:</b> We changed the way OV3600 handles errors during nightly maintenance so that data that is present remains usable.</p>
DE31241 DE31371	<p><b>Symptom:</b> After changing the user name and password for a device, or the SNMP community string, with a configuration template, OV3600 couldn't communicate with the device.</p> <p><b>Scenario:</b> OV3600 now updates the configuration status when changes are made, or before pushing the configuration change to the device when the device becomes reachable.</p>
DE31216	<p><b>Symptom:</b> After changing ARM power range settings, the configuration push from the IGC resulted in a mismatch.</p> <p><b>Scenario:</b> OV3600 now handles the RF profile correctly for Instant APs running versions of Alcatel-Lucent Instant earlier than 8.3.0.0.</p>
DE31214	<p><b>Symptom:</b> Report output included client information from restricted folders.</p> <p><b>Scenario:</b> We fixed the issue with folder restrictions and created a new client report.</p>
DE31207	<p><b>Symptom:</b> Users couldn't modify the wired network configuration from the Instant Config page.</p> <p><b>Scenario:</b> When you create a wired network, configuration changes made on the Instant Config page for the VC get pushed normally.</p>
DE31195	<p><b>Symptom:</b> You couldn't contain rogue APs on Switch running AOS-W 8.2.x.x.</p> <p><b>Scenario:</b> Underlying issues with AOS-W have been fixed, and, when enabled, rogue containment works properly now.</p>
DE31190	<p><b>Symptom:</b> In AppRF, the destination showed "dnsdel," but, when you open the WebUI for the Switch, "dnsdel" isn't listed in the Destination tab.</p> <p><b>Scenario:</b> This issue occurred when a DNS entry is deleted and the controller sends "dnsdel" to OV3600. Now, OV3600 doesn't display this as the destination.</p>

**Table 6:** Issues Resolved in OV3600 8.2.7 (Continued)

ID	Description
DE31189 DE30073	<p><b>Symptom:</b> When you uploaded more than one floor plan, VisualRF became unavailable and restarted on the second upload.</p> <p><b>Scenario:</b> We fixed the memory issue which occurred when DWG files are more than 500 KB.</p>
DE31181 DE30811	<p><b>Symptom:</b> The VC or IAP configuration status was stuck in "Verifying" until you restarted the daemons.</p> <p><b>Scenario:</b> We fixed the memory allocation issue.</p>
DE31147	<p><b>Symptom:</b> OV3600 showed a configuration mismatch when the IGC saved the IPv6 address without stripping the leading zeroes.</p> <p><b>Scenario:</b> The IGC now strips the zeroes and saves the configuration.</p>
DE31143	<p><b>Symptom:</b> In VisualRF, the floor plan is blurred a day after being uploaded.</p> <p><b>Scenario:</b> We fixed the issue that occurred when 2 files (JPEG and SVG) were created in one floor plan.</p>
DE31134	<p><b>Symptom:</b> The SNMP trap "wlsxLicensePlatformMismatch" is seen in the OV3600 WebUI although OV3600 isn't configured as a trap receiver for the Instant AP.</p> <p><b>Scenario:</b> OV3600 now handles the RF profile correctly for Instant APs running versions of Alcatel-Lucent Instant earlier than 8.3.0.0.</p>
DE31132	<p><b>Symptom:</b> IGC didn't allow you to configure more than 1 DSCP value, or to type more than 2 digits for DSCP mapping.</p> <p><b>Scenario:</b> OV3600 now supports assigning multiple DSCP values for the same WMM standard.</p>
DE31102	<p><b>Symptom:</b> VisualRF doesn't retain the aspect ratio of a DWF image and shows dark triangles on the floor plan.</p> <p><b>Scenario:</b> We fixed the issues which caused the aspect ratio and triangle errors on the floor plan.</p>
DE31092	<p><b>Symptom:</b> There is no SNMPv3 protocol privacy AES option in the IGC.</p> <p><b>Scenario:</b> The IGC has been updated. When you create an SNMPv3 user in the IGC, go to <b>System &gt; Monitoring</b> and select DES or AES from the privacy protocol menu.</p>
DE31091	<p><b>Symptom:</b> When you select <b>Enable Instant GUI Config</b> on the <b>Groups &gt; Basic</b> page, OV3600 doesn't push the DNS IP address for a VC although the IP address is set on the configuration template.</p> <p><b>Scenario:</b> This issue has been fixed and the IGC pushes the IP address properly.</p>
DE31071	<p><b>Symptom:</b> After upgrading the OV3600 8.2.6, the channel utilization and performance graphs didn't continuously update.</p> <p><b>Scenario:</b> We changed the way OV3600 handles negative interference which caused this issue.</p>
DE30994	<p><b>Symptom:</b> OV3600 failed to push or verify configurations for Alcatel-Lucent switches.</p> <p><b>Scenario:</b> We fixed the database error which caused this issue.</p>

**Table 6: Issues Resolved in OV3600 8.2.7 (Continued)**

ID	Description
DE30989	<p><b>Symptom:</b> The <b>Reboot selected devices</b> menu option from the Modify Devices tool didn't work for AOS-W 8.0.x.x managed devices.</p> <p><b>Scenario:</b> We added support for AOS-W 8.0.x.x managed devices, so that you can reboot the selected devices.</p>
DE30964	<p><b>Symptom:</b> Clarity Live information on the Home page doesn't display all the AP or client details.</p> <p><b>Scenario:</b> This issue no longer occurs when OV3600 doesn't know all the IP addresses configured on the Switch.</p>
DE30910	<p><b>Symptom:</b> You couldn't configure a banner for an internal captive portal using characters like ð, ä, ö, and ü.</p> <p><b>Scenario:</b> We have added support for non-ASCII characters.</p>
DE30831	<p><b>Symptom:</b> OV3600 doing HTTP logins to Aruba Controllers periodically.</p> <p><b>Scenario:</b> We fixed the issue that caused OV3600 to periodically do HTTP log ins to the controller.</p>
DE30802	<p><b>Symptom:</b> The usage graph (RRD) showed "No data available" in the monitoring page for the Switch.</p> <p><b>Scenario:</b> We fixed the issue that caused OV3600 to drop the BSSID tunnel data.</p>
DE30644	<p><b>Symptom:</b> IP addresses for wired clients using MAC or 802.1X authentication are not seen on the AMP even though they are connected to the switch.</p> <p><b>Scenario:</b> We fixed the issue and the IP addresses show properly.</p>
DE30609	<p><b>Symptom:</b> AMP didn't show VPN users and sessions although the "Prefer AMON vs SNMP Polling" option is enabled.</p> <p><b>Scenario:</b> As a workaround to an underlying AOS-W issue, we added a flag in <b>AMP Setup &gt; General</b> page called "Prefer SNMP Polling for VPN Clients". If enabled, OV3600 will continue to retrieve VPN data over SNMP even if "Prefer AMON vs SNMP Polling" is enabled.</p>
DE30582	<p><b>Symptom:</b> In VisualRF, IAPs organized in groups and folders under deployed APs didn't appear in the deployed AP list.</p> <p><b>Scenario:</b> This issue occurred because OV3600 didn't have folder information for the IAP when sending update messages to VisualRF. Now every update message has folder and group IDs.</p>
DE30551	<p><b>Symptom:</b> The <i>OV3600 8.2.6.1 Supported Devices Guide</i> didn't list the AP 303HR in Table 1, "AOS-W Device Support".</p> <p><b>Scenario:</b> This information has been added to the <i>OV3600 8.2.7 Supported Devices Guide</i>.</p>
DE30530	<p><b>Symptom:</b> Upgrading from OV3600 8.0.11.2 to 8.2.5.1 failed.</p> <p><b>Scenario:</b> This issue has been fixed, and now you can upgrade to OV3600 8.2.5.1 from any 8.0 release.</p>
DE30510 DE28933 DE30282	<p><b>Symptom:</b> Font resolution in DWG files differs after upgrading to OV3600 8.2.3.1 or later.</p> <p><b>Scenario:</b> This VisualRF issue has been previously resolved in OV3600 8.2.5.1.</p>

**Table 6:** Issues Resolved in OV3600 8.2.7 (Continued)

ID	Description
DE30481	<p><b>Symptom:</b> The hostname for an IAP changed to a MAC address after rebooting the device in the IGC.</p> <p><b>Scenario:</b> This issue has been fixed, and the hostname displays correctly.</p>
DE30446	<p><b>Symptom:</b> Users can't audit the device when password configuration control is enabled for the Alcatel-Lucent 2930F switch.</p> <p><b>Scenario:</b> This issue has been fixed, and OV3600 can audit the switch.</p>
DE30069	<p><b>Symptom:</b> The inventory report showed inconsistent data.</p> <p><b>Scenario:</b> We fixed the issue caused by OV3600 looking for the Aruba thin AP's instead of the hardcoded vendor name.</p>
DE29304	<p><b>Symptom:</b> OV3600 shows an error message in the boot log after every reboot.</p> <p><b>Scenario:</b> We fixed the Perl library path that generated the boot error message.</p>
DE29257	<p><b>Symptom:</b> OV3600 automatically logged out after you logged in using Internet Explorer 11.</p> <p><b>Scenario:</b> We fixed the token mismatch error that caused this issue OV3600 8.2.2.x, 8.2.3.x, and 8.2.4.</p> <p><b>NOTE:</b> After upgrading to OV3600 8.2.7, delete the cookies and clear the cache in Internet Explorer 11.</p>
DE28643	<p><b>Symptom:</b> WebUI crashes while navigating to <b>Report&gt; Definition</b> page when the timezone on the OV3600 server is set to the time in São Paulo, Brazil.</p> <p><b>Scenario:</b> We fixed this issue by updating the time zone library.</p>
DE28542	<p><b>Symptom:</b> OV3600 shows an incorrect timestamp shown in the client diagnostics graph.</p> <p><b>Scenario:</b> The graph will use UTC time zone, depending on the user's time zone settings.</p>
DE28432	<p><b>Symptom:</b> Network usage reports show graphs but also say "No Data to Report" at the bottom of the page, so OV3600 doesn't send the reports by email as it should.</p> <p><b>Scenario:</b> This issue has been fixed in this release.</p>
DE28297	<p><b>Symptom:</b> OV3600 cached 100 GB of work_queue_clobber data, and disk space filled up every 2 days even after clearing all the logs and older backups.</p> <p><b>Scenario:</b> We fixed this issue by making some changes to the AppRF tables.</p>
DE28201	<p><b>Symptom:</b> Channel overlay option doesn't show the "show overlapping areas" option.</p> <p><b>Scenario:</b> The overlay option doesn't work with 80 Mhz channel width and Channel 52 to 64, or when you select all channels. You can workaround this issue by upgrading to OV3600 8.2.6.1.</p>
DE27631	<p><b>Symptom:</b> Sometimes auto-match times out in the WebUI.</p> <p><b>Scenario:</b> Now OV3600 shows a UI notification when restore and auto-match are in progress.</p>

**Table 7: Issues Resolved in OV3600 8.2.6.1**

ID	Description
DE30997	<p><b>Symptom:</b> An IAP could be managed locally and through the IGC at the same time.</p> <p><b>Scenario:</b> This issue has been fixed, and the IGC displays a mismatch if local changes are made.</p>
DE30982	<p><b>Symptom:</b> IAPs and factory-set IAPs shipped with AOS-W 8.3.0.0 or later don't contain the country codes for US and the US territories (AS, FM, GU, MH, MP, PR, US, and VI).</p> <p><b>Scenario:</b> To set these country codes on IAPs running AOS-W 8.3.0.0 or later:</p> <ol style="list-style-type: none"> <li>1. Enable <b>IGC &gt; OV3600 &gt; OV3600 Setting &gt; Allow Configuration of Country Code.</b></li> <li>2. Set the country codes on <b>IGC &gt; System &gt; General &gt; Country Code.</b></li> </ol>
DE30903	<p><b>Symptom:</b> The OV3600 SNMP MIB file wasn't current.</p> <p><b>Scenario:</b> We updated the SNMPv1 MIBs to continue supporting SNMPv1 traps.</p>
DE30821	<p><b>Symptom:</b> During a vulnerability scan, we found that OV3600 8.2.6.1 supported weak algorithms.</p> <p><b>Scenario:</b> OV3600 now requires strong ciphers for the SSH daemon (sshd) and not for the outbound SSH traffic.</p>
DE30797	<p><b>Symptom:</b> After upgrading the firmware on the Switch to AOS-W 8.2.0.2, geographic settings used with Google Maps were missing from the <b>APs/Devices &gt; Manage</b> page.</p> <p><b>Scenario:</b> We added <b>Latitude, Longitude, and Altitude</b> options to the Settings section of the <b>APs/Devices &gt; Manage</b> page.</p> <p>To enter the information:</p> <ol style="list-style-type: none"> <li>1. Navigate to <b>APs/Devices &gt; List</b>, then right click the device and select <b>Manage</b> from the shortcut menu to access the Management page.</li> <li>2. Enter your coordinates.</li> <li>3. Click <b>Save and Apply</b>.</li> </ol>
DE30749 DE30293	<p><b>Symptom:</b> STP blocking port information isn't available for aggregated ports.</p> <p><b>Scenario:</b> Topology provides the aggregated link in a spanning tree status.</p>
DE30724	<p><b>Symptom:</b> Unable to edit and save external captive portal settings for IAP from the Instant GUI Config if you used a space in the new profile name.</p> <p><b>Scenario:</b> OV3600 now allows spaces in external captive portal profile names.</p>
DE30707	<p><b>Symptom:</b> The network edge was missing in the topology map after a web socket update.</p> <p><b>Scenario:</b> Topology gets the latest network status and no longer shows a down device without a link, appearing as standalone devices in the topology map.</p>
DE30703	<p><b>Symptom:</b> Time zone changes weren't updated in the /etc/sysconfig/clock file.</p> <p><b>Scenario:</b> Now, when OV3600 updates the local time zone (for example, during a software upgrade), it updates the time zone in the /etc/sysconfig/clock file.</p>
DE30673	<p><b>Symptom:</b> RF health report shows PHY and MAC errors as greater than 100%.</p> <p><b>Scenario:</b> We've changed the way OV3600 interprets PHY and MAC errors sent and received on the channel.</p>

**Table 7: Issues Resolved in OV3600 8.2.6.1 (Continued)**

ID	Description
DE30666	<b>Symptom:</b> Unable to delete an SSID profile from a VC in a group of VCs. <b>Scenario:</b> You can override the SSID profile to hide or disable the VC.
DE30653 DE30557	<b>Symptom:</b> OV3600 shows two 5 GHz interfaces. <b>Scenario:</b> OV3600 now supports the Cisco 2802 AP.
DE30646 DE30512	<b>Symptom:</b> Topology page doesn't load the topology map when you log into the OV3600 WebUI with a host name. <b>Scenario:</b> We fixed the underlying issue of multiple cookies that prevented OV3600 from loading the topology map.
DE35816	<b>Symptom:</b> Error message "Failed to enable 'Prefer AMPN vs SNMP Polling' since its Telnet/SSH credentials are empty" appear in Event logs. <b>Scenario:</b> OV3600 doesn't check for empty ssh credentials when the <b>use_amon_vs_snmp</b> option is disabled.
DE30422	<b>Symptom:</b> Unable to get most of the report summary while using API by latest_report.xml. <b>Scenario:</b> We added summary XML to the client session report in the latest_report.xml.
DE30386	<b>Symptom:</b> Automated backup transfer didn't work when the external server is a Windows server. <b>Scenario:</b> We fixed the automated backup transfer to work with Solarwinds SFTP Server.
DE30362	<b>Symptom:</b> Graphs behaved strangely when you selected Nov 5, which is the change over date to Daylight Savings Time (DST). <b>Scenario:</b> We prevented OV3600 from automatically adjusting time for change to DST.
DE30308	<b>Symptom:</b> In OmniVista 3600 Air Manager 8.2.5.1, when you selected the "Client Association" or "Client Neighbors" relation line options, VisualRF didn't display them in your floor plan view. <b>Scenario:</b> We fixed the way VisualRF receives and processes neighbor RSSI values from an AMON message. Now you can see these relation lines when you customize your floor plan with these options.
DE30262	<b>Symptom:</b> After replacing hardware on an AP, OV3600 retained the old controller ID. <b>Scenario:</b> OV3600 now updates the controller ID for the new hardware.
DE28190	<b>Symptom:</b> Graph lines were horizontal, and the Service Watcher log showed that processes reached memory limits and tried to restart. <b>Scenario:</b> When the host name for an OV3600 server can't be resolved in DNS, OV3600 will restart the RabbitMQ server.

**Table 8: Issues Resolved in OV3600 8.2.6**

ID	Description
DE30706	<b>Symptom:</b> Full config push didn't take the IPv6 address of the OV3600 server. <b>Scenario:</b> OV3600 supports only full config, config jobs, and ZTP for IPv6 addresses.

**Table 8: Issues Resolved in OV3600 8.2.6 (Continued)**

ID	Description
DE30621	<p><b>Symptom:</b> Unable to add planned APs to floor plan when you set the service level to signal.</p> <p><b>Scenario:</b> Now when you click <b>Add APs to Floor Plan</b>, VisualRF adds the APs to the floor plan.</p>
DE30590	<p><b>Symptom:</b> Unable to configure captive portal to use an external CP using authenticated text in Instant config page.</p> <p><b>Scenario:</b> You can successfully create an SSID from the Instant GUI Config without an authentication server.</p>
DE30542	<p><b>Symptom:</b> The OV3600 8.2.5.1 release notes stated incorrectly that you could upgrade directly from OV3600 8.0 to 8.2.5.1.</p> <p><b>Scenario:</b> The following correction was made to the OV3600 8.2.5.1 Release Notes:            You can upgrade directly to OV3600 8.2.5.1 from the following software versions: OV3600 8.2.2, 8.2.2.1, 8.2.3, 8.2.3.1, 8.2.4, 8.2.4.1, and 8.2.5. If you are running earlier versions of OV3600, upgrade to OV3600 8.2.2 before upgrading to 8.2.5.1.</p>
DE30540	<p><b>Symptom:</b> The User Role field is blank for a Dot1x user connected to the switch although the user role is sent from the switch to the OV3600 server.</p> <p><b>Scenario:</b> Now the role name for the Dot1x user displays in the Connected Devices table for the switch.</p>
DE30537	<p><b>Symptom:</b> The header column doesn't move when you scroll through the Connected Clients section on the <b>APs/Devices &gt; Monitor</b> page for a switch.</p> <p><b>Scenario:</b> This issue has been fixed and is no longer seen in Chrome, IE, and Firefox browsers.</p>
DE30531 DE30523	<p><b>Symptom:</b> Channel utilization, goodput, and radio channel display "no data available" on the <b>Radio Statistics</b> page for the AP after upgrading the 7220 controller from AOS-W 8.1.0.3 to 8.2.0.1.</p> <p><b>Scenario:</b> We fixed the way OV3600 calculates channel utilizations and can get the radio information now.</p>
DE30514 DE30351	<p><b>Symptom:</b> Unable to see the application-based access rules on Instant GUI of the OV3600 server, or push any configuration to the VC.</p> <p><b>Scenario:</b> An issue with the Instant GUI Config CLI that prevented access rules mapped to roles from displaying properly or config pushes to work has been fixed.</p>
DE30509	<p><b>Symptom:</b> Unable to see an AP when you go to the Instant GUI Config on an OV3600 server running OV3600 8.2.5.1.</p> <p><b>Scenario:</b> APs display properly in the Instant GUI Config page.</p>
DE30504	<p><b>Symptom:</b> Clarity Live shows only DNS even though it receives data.</p> <p><b>Scenario:</b> We fixed this issue and see all information displayed properly in Clarity Live.</p>
DE30495	<p><b>Symptom:</b> Master console shows incorrect counts for unique APs in summary report for network-wide client sessions.</p> <p><b>Scenario:</b> Master Console shows the unique mac address aggregated from different OV3600 servers.</p>

**Table 8:** *Issues Resolved in OV3600 8.2.6 (Continued)*

ID	Description
DE30465 DE30434	<p><b>Symptom:</b> OV3600 continuously attempts to connect via SSH to the VSF switch regardless of configuration status, causing high CPU utilization.</p> <p><b>Scenario:</b> This issue has been resolved.</p>
DE30452	<p><b>Symptom:</b> Mismatches for transmit power due to sorting on OV3600 8.2.5.1.</p> <p><b>Scenario:</b> This configuration mismatch issue has been resolved.</p>
DE30418	<p><b>Symptom:</b> Flat Graph lines due to FastMmap cache size issue (topic: association_tables).</p> <p><b>Scenario:</b> This graphing issue has been resolved.</p>
DE30410	<p><b>Symptom:</b> OV3600 8.2.5 incorrectly shows overrides when there are none.</p> <p><b>Scenario:</b> This issue has been fixed, and OV3600 doesn't show configuration overrides when none are present.</p>
DE30392	<p><b>Symptom:</b> BSSID API doesn't work properly for Cisco APs after upgrading to OV3600 8.2.5.</p> <p><b>Scenario:</b> OV3600 correctly shows radio data from the BSSID API for Cisco devices now.</p>
DE30390	<p><b>Symptom:</b> Failover upgrade process from OV3600 8.2.2 to 8.2.5 hangs.</p> <p><b>Scenario:</b> The failover upgrade process continues without stopping indefinitely at a configuration check.</p>
DE30350 DE29633	<p><b>Symptom:</b> After changing the time zone to Australian Eastern Standard Time (AEST) from the CLI, the time zone name is displayed incorrectly in the WebUI as Eastern Standard Time (EST).</p> <p><b>Scenario:</b> The time zone name has been corrected to display as AEST in the WebUI.</p>
DE30503 DE30343	<p><b>Symptom:</b> Client connected list doesn't show in OV3600 for IAP 105 and IAP 205.</p> <p><b>Scenario:</b> We fixed this issue by encoding the ALC payload, so client statistics populate correctly in OV3600.</p>
DE30311	<p><b>Symptom:</b> After upgrading to OV3600 8.2.5, the same computer model icon is used for all device models in VisualRF.</p> <p><b>Scenario:</b> The issue has been fixed and you can see correct icons for different device models in VisualRF.</p>
DE30281	<p><b>Symptom:</b> Ambiguity in the license report in CSV format.</p> <p><b>Scenario:</b> We've fixed the formatting of the "Total License Used" and "Campus License Used" columns so that you can read both the number and percentage of licenses in the CSV file.</p>
DE30252	<p><b>Symptom:</b> Bulk edit configuration is not updating.</p> <p><b>Scenario:</b> We removed the <b>save</b> option when you do a bulk edit in the Instant GUI Config, so your changes apply automatically.</p>
DE30249	<p><b>Symptom:</b> The Argentina Time (ARST) in the WebUI is an hour ahead of the time shown on the hardware clock of the OV3600 server.</p> <p><b>Scenario:</b> We fixed this issue by updating the time zone library.</p>



**Table 8:** *Issues Resolved in OV3600 8.2.6 (Continued)*

ID	Description
DE30242	<p><b>Symptom:</b> Unable to change the "Authentication" option from "Authentication server" to "Internal," or from "Authentication Server w/fallback to Internal" to "Internal" using the Instant GUI Config.</p> <p><b>Scenario:</b> Changing the configuration setting works properly now.</p>
DE30213	<p><b>Symptom:</b> The campus background disappears if you open VisualRF on a mobile device.</p> <p><b>Scenario:</b> We fixed the issue that caused the campus background to disappear.</p>
DE30172	<p><b>Symptom:</b> OV3600 doesn't update the switch interface description after you add the switch.</p> <p><b>Scenario:</b> The switch description displays correctly in the Physical Interfaces table now.</p>
DE30163	<p><b>Symptom:</b> Nginx doesn't start up if you change the host name from the CLI.</p> <p><b>Scenario:</b> The underlying issue with changes to the /etc/hosts file has been fixed.</p>
DE30088	<p><b>Symptom:</b> Number of concurrent max clients is incorrect in the device summary report.</p> <p><b>Scenario:</b> The number of concurrent max clients connected displays correctly now.</p>
DE30060	<p><b>Symptom:</b> OV3600 unable to archive Cisco WLC device configuration.</p> <p><b>Scenario:</b> OV3600 archives the configuration only when there is a change in desired configuration and during the attempt to push the configuration to the device.</p>
DE29956	<p><b>Symptom:</b> Multiple alerts issued for the same rogue.</p> <p><b>Scenario:</b> We've fixed the condition which would cause OV3600 to generate multiple alerts in email and NMS notifications for the same detected rogue.</p>
DE28444	<p><b>Symptom:</b> The RAP wired clients' usage isn't seen in usage reports.</p> <p><b>Scenario:</b> The issue with reports has been fixed, and RAPs with wired and wireless clients connected to them show client usage properly on the monitoring page and in the clients' detail pages.</p>
DE28257	<p><b>Symptom:</b> OV3600 doesn't generate VisualRF down alerts.</p> <p><b>Scenario:</b> The VisualRF down alert is now triggered when the VisualRF process shuts down.</p>

This chapter identifies the known issues in OV3600 8.2.8.2, 8.2.8, 8.2.7.1, 8.2.7, 8.2.6.1 and 8.2.6.

**Table 9:** *Known Issues in OV3600 8.2.8.2*

ID	Description
DE32815	<p><b>Symptom:</b> SNR (dB) values shows zero (0) for the client in the Client Diagnostics page for Alcatel-Lucent AOS-W 8.x.x.x controllers.</p> <p><b>Scenario:</b> This issue is unresolved due to Alcatel-Lucent AOS-W defect AOS-185071.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32798	<p><b>Symptom:</b> The Neighbor table doesn't show for IAPs running Instant 6.x.x.x and 8.3.x.x.</p> <p><b>Scenario:</b> LLDP neighbor support is not available for IAPs running Instant 6.x.x.x and 8.3.x.x. As a result, you can't see the neighbor details of these IAPs.</p> <p><b>Workaround:</b> Upgrade the IAPs to Instant 8.4.x.x.</p>
DE32797	<p><b>Symptom:</b> The Advanced Search doesn't work.</p> <p><b>Scenario:</b> When <b>Display RAPIDS</b> is set to <b>No</b>, OV3600 hides the RAPIDS submenu from the left navigation menu, and you can search only managed devices and not other .</p> <p><b>Workaround:</b> Go to <b>AMP SETUP &gt; General &gt; AMP Features</b> and change <b>Display RAPIDS</b> to <b>Yes</b>.</p>
DE32719	<p><b>Symptom:</b> The System CPU Utilization graph on the <b>System &gt; Performance</b> page shows &gt; 90%.</p> <p><b>Scenario:</b> This issue occurs when OV3600 is managing many wireless devices (&gt; 3000) and if the controller version is AOS-W 8.x. In some cases the controller sends too many invalid AMON_BSSID_TUNNEL_STATS_MESSAGE messages to OV3600.</p> <p><b>Workaround:</b> Disable AMON_BSSID_TUNNEL_STATS_MESSAGE messages on the controller by running the "no controller-amon bssid-tunnel-stats" command. As a result, OV3600 will not show the usage graph on the controller monitoring page.</p>
DE32695	<p><b>Symptom:</b> The numbers of clients is inconsistent between the controller UI and OV3600 WebUI.</p> <p><b>Scenario:</b> The client count in OV3600 changes throughout the day and is 40% to 50% less than what the controller UI displays.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32667	<p><b>Symptom:</b> An update to Switch Configuration Guide is needed for ZTP configuration examples.</p> <p><b>Scenario:</b> This is a documentation request for examples of configuring ZTP with templates and variables for ArubaOS switches.</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 9:** *Known Issues in OV3600 8.2.8.2 (Continued)*

ID	Description
DE32650	<p><b>Symptom:</b> OV3600 doesn't display the usage graph in the monitoring page for the managed device running AOS-W 8.4.0.0 in a cluster.</p> <p><b>Scenario:</b> The usage graph for the managed device is blank even though OV3600 shows expected data in the associated AP's monitoring page because of an underlying Alcatel-Lucent AOS-W issue.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32626	<p><b>Symptom:</b> Clients graph for tunneled client fluctuates every 7 minutes if "Prefer AMON vs SNMP Polling" is enabled.</p> <p><b>Scenario:</b> This issue occurs in an AOS-W 8 setup. OV3600 shows the client count and then disconnects, dropping to zero, every 7 minutes.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32589	<p><b>Symptom:</b> Missing default route for all Ethernet bonding options.</p> <p><b>Scenario:</b> When Ethernet bonding is enabled, the primary interface shows the bonded interface in the details on the <b>AMP Setup &gt; Network</b> page but not the secondary interface details. You can't edit the Ethernet bond interface from the WebUI.</p> <p><b>Workaround:</b> For help editing the Ethernet bonding interface, contact <a href="#">Technical Support</a>.</p>
DE32539	<p><b>Symptom:</b> User can't view the complete switch configuration through AMP.</p> <p><b>Scenario:</b> On a Device Configuration page for a switch, OV3600 doesn't show the complete device configuration. When you select a backup or configuration, the window that opens doesn't move when you scroll down through the configuration. This issue occurs with Chrome browsers on Windows and Mac OS systems.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32497	<p><b>Symptom:</b> Background images for floor plans aren't loading.</p> <p><b>Scenario:</b> After a floor plan has been uploaded successfully to VisualRF, the browser after a refresh doesn't point to the background image on the server.</p> <p><b>Workaround:</b> Remove the <b>visualrf_bootstrap</b> file and then restart VisualRF. You can do this from the CLI by selecting <b>11</b> to open the Enter Commands menu. At the prompt, enter <b>remove_visualrf_cache</b>.</p>
DE32329	<p><b>Symptom:</b> In OV3600 8.2.7.1, overrides are generated in the IGC due to the access rule option "classify-media" when you upgrade the OAW-IAP to Instant 8.3.0.4.</p> <p><b>Scenario:</b> This behavior is expected for OAW-IAPs running Instant 8.3.0.0 or later.</p> <p><b>Workaround:</b> Before upgrading the OAW-IAPs from Instant 6.5.4.0 and 6.5.3.0 or earlier releases to Instant 8.3.0.0 or later, turn off the "classify-media" option in all access rules.</p>

**Table 9:** *Known Issues in OV3600 8.2.8.2 (Continued)*

ID	Description
DE32325	<p><b>Symptom:</b> The topology map doesn't display the HPE 5820 switch, and the monitoring page for the HPE 5820 switch doesn't show the LAN MAC address.</p> <p><b>Scenario:</b> This issue occurs after upgrading to OV3600 8.2.7.1. The MAC address appears only when adding the device or when the device goes down and comes up.</p> <p><b>Workaround:</b> To update the LAN MAC address and show the device in Topology, do one of the following steps:</p> <ul style="list-style-type: none"> <li>● Delete and add the device.</li> <li>● If you want to retain the history of the device, modify the device with wrong SNMP credentials to bring the device "down" and then update the device with correct credentials to bring the device state "up".</li> </ul>
DE31609	<p><b>Symptom:</b> Periodic drop in client and usage graphs.</p> <p><b>Scenario:</b> This issue is observed on OV3600 8.2.6.1 weekly or bi-monthly. The graphs drop for about 30 minutes randomly and then display correctly.</p> <p><b>Workaround:</b> Increase number of AMON Aggregators instances to 4 for better load balancing and to prevent unwanted restarts.</p>
DE31531	<p><b>Symptom:</b> When importing files from VisualRF Planner 7.7 to VisualRF in OV3600, the walls shift a centimeter apart on the floor plan.</p> <p><b>Scenario:</b> After uploading the files, the floor plan measurements are different.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31166	<p><b>Symptom:</b> VisualRF reads incorrect measurements for height and width when you add floor plans in DWG format.</p> <p><b>Scenario:</b> When it comes to importing DWG files, the third party library uses a default value for height and width. This might result in incorrect floor plan measurements.</p> <p><b>Workaround:</b> Follow these steps to manually edit the floor plan measurements:</p> <ol style="list-style-type: none"> <li>1. Go to <b>VisualRF &gt; Floor Plans</b>, then click Network to open the Network view.</li> <li>2. Drill down to the floor plan.</li> <li>3. In the floor plan properties, click <b>Measure</b> and measure a portion of the floor to change the current height and width.</li> <li>4. Follow the onscreen instructions.</li> <li>5. Click <b>Save</b>.</li> </ol>
DE27810	<p><b>Symptom:</b> In VisualRF, the AP icon is barely visible on the generated Bill Of Materials report.</p> <p><b>Scenario:</b> This issue can happen when the floor plan is too large or too small.</p>

**Table 10:** *Known Issues in OV3600 8.2.8*

ID	Description
DE32527	<p><b>Symptom:</b> "Restrict to daily time window" and "Include weekends" options in the <b>Reports &gt; Definitions</b> page doesn't work.</p> <p><b>Scenario:</b> These time restrictions are only applicable to Device Uptime reports and shouldn't be available when creating other custom reports, such as RF Health reports.</p>

**Table 10: Known Issues in OV3600 8.2.8 (Continued)**

ID	Description
DE32488	<p><b>Symptom:</b> ZTP fails for switches with Firmware versions 16.01 and 16.02.</p> <p><b>Scenario:</b> Switch ZTP logs show SSL handshake failure because OV3600 uses TLS 1.2, but older firmware versions on switches use TLS 1.1 and lower.</p> <p><b>Workaround:</b> Go to <b>OV3600 Setup &gt; Additional OV3600 Services</b>, then select "No" for the "Disable TLS 1.0 and 1.1" option and restart the AMP services.</p>
DE32392 DE31822	<p><b>Symptom:</b> VisualRF stops running when you click <b>Add Deployed Device</b>.</p> <p><b>Scenario:</b> In the map view, <b>Add Deployed Device</b> gets stuck in loading state.</p> <p><b>Workaround:</b> Follow these steps to clear the caches and restart VisualRF:</p> <ol style="list-style-type: none"> <li>1. Contact <a href="#">Technical Support</a> to help clear the Redis cache.</li> <li>2. From the CLI, select <b>11</b> to open the Enter Commands menu.</li> <li>3. At the prompt, enter <b>remove_visualrf_cache</b>.</li> <li>4. From the WebUI, go to <b>VisualRF &gt; Setup</b>, and, under the Server Settings, click <b>No</b> for the "Enable VisualRF Engine" option and click <b>Save</b> to stop VisualRF.</li> <li>5. Change the setting back to <b>Yes</b> and click <b>Save</b> to restart VisualRF.</li> </ol>
DE32376	<p><b>Symptom:</b> lms_ip not proper in the AMON packet for IPv6 .</p> <p><b>Scenario:</b> The IPv6 addresses of the local mobility switches (lms_ip)) are incorrect in the AMON packet for different message types.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32375	<p><b>Symptom:</b> IPv6 returning wrong value in MD for master IP address.</p> <p><b>Scenario:</b> An underlying issue with AOS-W causes Pv6 to return wrong value in MD for master IP address on the monitoring page.</p> <p><b>Workaround :</b> There is no workaround.</p>
DE32356	<p><b>Symptom:</b> Maximum and average incoming values are same for daily network usage reports.</p> <p><b>Scenario:</b> This issue occurs with custom report options, such as Usage, Client Count, and Total Usage</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32449 DE32444	<p><b>Symptom:</b> The WAN tunnel list on the WAN Monitoring page is empty.</p> <p><b>Scenario:</b> WAN tunnels will show only if you add both branch office controller (BOC) and VPN controller (VPNC) in OV3600.</p> <p><b>Workaround:</b> In order to use this feature, ensure that you have added the BOC and VPNC on the <b>Device Setup &gt; Add</b> page.</p>
DE32439	<p><b>Symptom:</b> Localization isn't available for new switch monitoring and snippet pages.</p> <p><b>Scenario:</b> Buttons, menus, and tabs display in English.</p> <p><b>Workaround:</b> Use a translation tool to translate the page.</p>
DE32438	<p><b>Symptom:</b> None of the charts on the WAN Monitoring page displays when the device is down.</p> <p><b>Scenario:</b> When the device is down, OV3600 should display historical data.</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 10: Known Issues in OV3600 8.2.8 (Continued)**

ID	Description
DE32436	<p><b>Symptom:</b> APs are not placed during planning when using the coverage calculator in the region.</p> <p><b>Scenario:</b> VisualRF displays the error "com.airwave.model.AccessPointRadio error getting sensor: java.lang.NullPointerException" when this issue occurs.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32375	<p><b>Symptom:</b> IPv6 returning wrong value in MD for masterip address on the monitoring page.</p> <p><b>Scenario:</b> An underlying issue in AOS-W causes this issue in OV3600.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32355	<p><b>Symptom:</b> Restore menu and Download menu is broken by internal digest files.</p> <p><b>Scenario</b> When you select a file from the Restore menu and Download menu in the CLI, the wrong file is processed.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32345	<p><b>Symptom:</b> In the AMP CLI, the download and delete options only show tar.gz and zip files and not other files that could have been uploaded.</p> <p><b>Scenario:</b> OV3600 filters files and displays only those formatted as tar.gz or .zip files.</p> <p><b>Workaround:</b> Using the AMP CLI, do one of the following:</p> <ul style="list-style-type: none"><li>● Select <b>8</b> to open the Advanced menu, then select <b>7</b> to add the SFTP user who can manage the files in the directory using an SFTP client.</li><li>● Select <b>11</b> to open the Enter Commands menu. At the prompt, enter <b>rm</b> to remove files or <b>cleanup</b> to delete old files, including logs and backups. Enter <b>?</b> for help and <b>q</b> to return the CLI menu.</li></ul>
DE32239	<p><b>Symptom:</b> Dynamic segmentation clients missing in OV3600 for Switches and switches configured with IPV6 tunnels.</p> <p><b>Scenario:</b> Dynamic segmentation clients and tunnels are not showing in OV3600 for Switches and switches configured with IPV6 tunnels, when OV3600 is managing the devices using IPV4.</p> <p><b>Workaround::</b> Manage devices with the same protocol( IPV6/IPv4) if dynamic segmentation is configured in network.</p>
DE32149	<p><b>Symptom:</b> IPv6 not working correctly if prefix length is entered on the gateway.</p> <p><b>Scenario"</b> An ipv6 ip reachability issue generates an error similar to: <code>WARN : [ipv6_add_route] Unknown error &lt;- Error seen with IPV6_DEFAULTGW having prefix length mentioned.</code></p> <p><b>Workaround:</b> Disable the IPv6 firewall using the <code>service ip6tables stop</code> command and then restart the network service.</p>

**Table 11:** Known Issues in OV3600 8.2.7.1

ID	Description
DE32069	<p><b>Symptom:</b> In VisualRF, for some floors, some of the clients are shown outside of the floor plan.</p> <p><b>Scenario:</b> If you click on the floor plan, you can see the client appears outside of the floor plan in the top left corner.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32048	<p><b>Symptom:</b> In the Client Diagnostics page, the client is shown outside of the floor plan.</p> <p><b>Scenario:</b> If you click on the floor plan, you can see the client appears outside of the floor plan in the top left corner.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32042	<p><b>Symptom:</b> The <b>OV3600 Setup &gt; Network</b> page shows information for eth1 although the update changes take place against eth0.</p> <p><b>Scenario</b> When you configure eth0 and eth1, changes to the IP address for eth1 are made against the wrong interface.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32037	<p><b>Symptom:</b> In Visual RF, if you want to drag and drop devices into the floor plan, the folder list is empty and then group list becomes empty when you switch views again.</p> <p><b>Scenario:</b> This issue occurs when you select the "By Folder" view.</p> <p><b>Workaround:</b> You can work around this issue by using the "By Group" view:</p> <ol style="list-style-type: none"><li>6. Refresh your browser. VisualRF returns to the floor plan view.</li><li>7. Click Edit, then click Add Deployed Devices. The devices in the group will display properly.</li></ol>
DE32036	<p><b>Symptom:</b> The floor plan image doesn't display in the Rogue Detail page as expected.</p> <p><b>Scenario:</b> When you click on the suspected rogue, the Detail page shows a broken image in place of the floor plan.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32026	<p><b>Symptom:</b> The floor plan image doesn't display in the Client Detail page as expected.</p> <p><b>Scenario:</b> When you drill down to the Client Details page, the floor plan shows a broken image in place of the floor plan.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE32010	<p><b>Symptom:</b> If no hostname was provided for the AMP server, the <b>AMP Setup &gt; Network</b> page will not respond if hostname returns "localhost.localdomain".</p> <p><b>Scenario:</b> This issue occurs when attempting to save the form with the hostname set to "localhost.localdomain".</p> <p><b>Workaround:</b> From the AMP CLI menu, select <b>8</b> to open the Advanced menu, then select <b>4</b> to set the hostname of the AMP server.</p> <p><b>NOTE:</b> Changing the hostname causes the AMP services to restart.</p>

**Table 11: Known Issues in OV3600 8.2.7.1 (Continued)**

ID	Description
DE31995	<p><b>Symptom:</b> The usage graph on the monitoring page for a Mobility Master controller doesn't show the correct data.</p> <p><b>Scenario:</b> If you look at the usage graph on the monitoring page for the AP, the data should be the same for clients connected to the AP with the same SSID.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31946/ DE31998	<p><b>Symptom:</b> After importing a backup, VisualRF doesn't display all APs on the floor plan.</p> <p><b>Scenario:</b> When the AP model and AP vendor settings aren't configured, heat maps don't display because VisualRF can't get the radio information correctly.</p> <p><b>Workaround:</b> For VisualRF to show the APs, configure the AP model and vendor on import.</p>
DE31939	<p><b>Symptom:</b> Dynamic segmentation clients not showing up in OV3600 with SNMP enabled with AOS-W 8.3.0.3.</p> <p><b>Scenario:</b> Dynamic segmentation clients will not show up in OV3600 with SNMP enabled on AOS-W Versions earlier than 8.4.0.0</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31938	<p><b>Symptom:</b> Dynamic segmentation clients don't appear in OV3600 although AMON is enabled.</p> <p><b>Scenario:</b> Dynamic segmentation clients will not appear in OV3600 with AMON enabled when the AOS-W version is less than 8.4.0.0.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31904	<p><b>Symptom:</b> Scheduled firmware upgrade runs immediately instead of at the scheduled time.</p> <p><b>Scenario:</b> The issue occurs when the upgrade is scheduled for "tonight at HH:MM".</p> <p><b>Workaround:</b> When scheduling the upgrade, use the time format "today at HH:MM".</p>
DE31801	<p><b>Symptom:</b> OV3600 doesn't provide interface details for the HPE 5930 Switch Series.</p> <p><b>Scenario:</b> There are no physical or virtual interfaces on the Interfaces page and, subsequently prevents the topology map from showing the device.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31800	<p><b>Symptom:</b> OV3600 doesn't display the usage graph for the HPE 5930 Switch Series as expected.</p> <p><b>Scenario:</b> OV3600 doesn't display any usage statistics on the monitoring page for the switch.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31481	<p><b>Symptom:</b> The stack icon will not display properly in the Devices list when you navigate to Devices from VisualRF using the navigation sidebar.</p> <p><b>Scenario:</b> This issue occurs when you go to the VisualRF page and then navigate to the Devices tab, which lists discovered stack devices.</p> <p><b>Workaround:</b> Refresh the browser to display the stack icon.</p>




**Table 11: Known Issues in OV3600 8.2.7.1 (Continued)**

ID	Description
DE31355	<p><b>Symptom:</b> OV3600 receives SNMPv3 traps but doesn't update them.</p> <p><b>Scenario:</b> For SNMPv3, OV3600 supports SNMPv3 informs only; SNMPv3 traps are not supported.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30919	<p><b>Symptom:</b> Radio graph shows PHY error is larger than total packets in the OV3600 server.</p> <p><b>Scenario:</b> Technically, the graph shows correct stats. It's expected that TotalPackets can be less than PhyErrors since total packets accounts for per-AP traffic, while Phy/Mac errors accounts for all errors detected in RF neighborhood across all APs.</p> <p><b>Workaround:</b> N/A</p>
DE29624	<p><b>Symptom:</b> Brocade switch is not showing on <b>Client &gt; Diagnostics</b> page.</p> <p><b>Scenario:</b> This issue has been reported with OV3600 8.2.3.1.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE29561	<p><b>Symptom:</b> On the Interface Summary page for controllers, the Mode displays "Access" instead of "Trunk".</p> <p><b>Scenario:</b> This issue occurs when you change the interface configuration from access to trunk port on a 7240 controller because there is no OID support in AOS-W.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE27568	<p><b>Symptom:</b> OV3600 doesn't update the upstream device information when using SNMPv3.</p> <p><b>Scenario:</b> This issue occurs when polling a Cisco switch by SNMPv3.</p> <p><b>Workaround:</b> Change the SNMP polling option to SNMPv2.</p>
DE25666	<p><b>Symptom:</b> Users with the role "sm sponsor" and "sm client" could previously access VisualRF directly from several URLs.</p> <p><b>Scenario:</b> HTTPS access to VisualRF is no longer authorized for users with roles "sm sponsor" and "sm client".</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 12: Known Issues in OV3600 8.2.7**

ID	Description
DE31783	<p><b>Symptom:</b> If you import CAD files, VisualRF subsequently pixelates or blurs the map and crashes when you try to import DWG files.</p> <p><b>Scenario:</b> This issue occurs with files saved with AutoCAD 2019.</p> <p><b>Workaround:</b> Export the CAD file to an older version format, such as AutoCAD 2010, and try to import the floor plan again.</p>

**Table 12:** *Known Issues in OV3600 8.2.7 (Continued)*

ID	Description
DE31554	<p><b>Symptom:</b> Config Job status is failed for the command that has an informative response from the device although the config command pushes successfully to the device.</p> <p><b>Scenario:</b> This issue occurs when you go to the Device Config page, select Config Job and click <b>Add config Job</b>.</p> <p><b>Workaround:</b>There is no workaround.</p>
DE31544	<p><b>Symptom:</b> APs are incorrectly grouped on a floor plan if you replace a floor plan in PNG format with a floor plan in DWG format.</p> <p><b>Scenario:</b> If you import a floor plan in DWG format, by replacing a floor plan in PNG format, OV3600 can incorrectly place the APs in the newer floor plan on top of each other in the top left corner.</p> <p><b>Workaround:</b> If the floor plan isn't unlocked, click , and then drag the APs back to the correct locations on the floor plan.</p>
DE31486	<p><b>Symptom:</b> OV3600 fails to show neighbor details of ArubaOS-CX attributes in the neighbor table on the monitoring page for the ArubaOS-CX device.</p> <p><b>Scenario:</b> OV3600 lists neighbors but doesn't provide the IP address or firmware version of neighbor as it does for the AOS-W-Switch.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31468	<p><b>Symptom:</b> The switch monitoring page displays the old monitor page after you add the device to OV3600.</p> <p><b>Scenario:</b> OV3600 waits for the auto SNMP polling to finish before it displays the new monitoring page.</p> <p><b>Workaround:</b> Wait for the "Poll now" operation to complete.</p>
DE31180	<p><b>Symptom:</b> "show ipv6" command doesn't work for AOS-W-CX switches.</p> <p><b>Scenario:</b> The result displays "Command incomplete".</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31125	<p><b>Symptom:</b> Floor plan is blank after replacing the background in VisualRF.</p> <p><b>Scenario:</b> This issue occurs when you select the "Replace Background" option for a floor plan in DWG format. After uploading the file, the floor plan is black.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31074	<p><b>Symptom:</b> Some menus in VisualRF haven't been localized.</p> <p><b>Scenario:</b>When you change the language of the buttons, menus, and tabs to Spanish and open a floor plan in VisualRF, you'll see that "Replace Background" and "Add Planned Devices" display in English.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE31029	<p><b>Symptom:</b> IP address isn't displayed in the Virtual Interfaces table for the VLANs configured on AOS-W-CX switch.</p> <p><b>Scenario:</b> This issue occurs although the IP address is configured on default VLAN.</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 12: Known Issues in OV3600 8.2.7 (Continued)**

ID	Description
DE30984	<p><b>Symptom:</b> The Managed AMP Down trigger is not consistent with its definition in the AWAMP-MIB.my.</p> <p><b>Scenario:</b> The trap contains awampFolderPath although it does not in the MIB definition, which can be a severe issue.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30584 DE23654	<p><b>Symptom:</b> 30 days after disabling VisualRF, heat maps won't display when you re-enable VisualRF.</p> <p><b>Scenario:</b> VisualRF files and directory are deleted after 30 days</p> <p><b>Workaround:</b> Manually create the VisualRF directory under /var/tmp.</p>
DE30100	<p><b>Symptom:</b> When you add a Cisco Catalyst 3750 switch to OV3600, and the switch is down, an SNMP walk fails with "no response."</p> <p><b>Scenario:</b> OV3600 doesn't support SNMPv3 users with AES-256 encryption.</p> <p><b>Workaround:</b> Change the encryption type to AES-128 on the switch.</p>
DE27568	<p><b>Symptom:</b> OV3600 doesn't update the upstream device information for access points connected to Cisco switches when Cisco switches are polled when using SNMPv3.</p> <p><b>Scenario:</b> Cisco has restricted access to the BRIDGE-MIB when using SNMPv3. When you access a Cisco switch using SNMPv3, APs connected to that switch may not be able to show upstream device info.</p> <p><b>Workaround:</b> Add SNMPv3 bridge commands to the Cisco switches in order to expose VLAN values for the MIB polled by UDT. If there are devices on a switch, add the following command for each VLAN-#:  <code>snmp-server group &lt;GroupName&gt; v3 priv context</code></p> <p>You may need to append views to the command, as follows:  <code>snmp-server group &lt;GroupName&gt; v3 priv context &lt;VLAN-#&gt; read &lt;ViewName&gt;</code></p> <p>Use the <b>match prefix</b> parameter to expose all existing VLANs:</p> <ul style="list-style-type: none"> <li><code>snmp-server group &lt;GroupName&gt; v3 priv context vlan- match prefix</code></li> <li><code>snmp-server group &lt;GroupName&gt; v3 priv context vlan- match prefix access</code></li> </ul>

**Table 13: Known Issues in OV3600 8.2.6.1**

ID	Description
DE30951	<p><b>Symptom:</b> Unable to create a VisualRF backup for export from the Network view.</p> <p><b>Scenario:</b> This function doesn't work when you right-click on a campus from the Network view.</p> <p><b>Workaround:</b> Navigate through the Network view to make your export selection from the building or floor plan views. To make a complete VisualRF backup that includes all campuses, select the entire network in the Export Floor Plans pop-up window.</p>

**Table 14: Known Issues in OV3600 8.2.6**

ID	Description
DE30749	<p><b>Symptom:</b> STP blocking port information isn't available for HP trunk aggregated ports.</p> <p><b>Scenario:</b> OV3600 isn't retrieving this information from the switch MIBs.</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 14:** *Known Issues in OV3600 8.2.6 (Continued)*

ID	Description
DE30716	<p><b>Symptom:</b> The <code>license</code> command doesn't handle an empty license or multiple licenses.</p> <p><b>Scenario:</b> The Enter Commands &gt; License option will crash if you have a trial system without a license, or if you have multiple licenses.</p> <p><b>Workaround:</b> View licenses from the Web UI on the <b>Home &gt; License</b> page.</p>
DE30608	<p><b>Symptom:</b> Navigation from the Device Config pag back to the APs/Device List page is broken.</p> <p><b>Scenario:</b> When you click the configuration hyperlink on the Device Config pag and then click <b>Back</b>, OV3600 should reopen the <b>APs/Device &gt; List</b> page.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30582	<p><b>Symptom:</b> In VisualRF, IAPs organized in groups and folders under deployed APs don't appear in the deployed AP list.</p> <p><b>Scenario:</b> This issue occurs for only IAPs.</p> <p><b>Workaround:</b> Restart VisualRF.</p>
DE30557	<p><b>Symptom:</b> The AP monitoring page for the Cisco 2802 AP displays 2-802.11ac radio interfaces.</p> <p><b>Scenario:</b> Even though the user configures the dual band radio as 2.5 GHz (local) role, OV3600 still shows it as 5 GHz (802.11ac).</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30432	<p><b>Symptom:</b> The Topology WebUI doesn't load.</p> <p><b>Scenario:</b> The Topology WebUI crashes when there is a duplicate node entry in the Topology API.</p> <p><b>Workaround:</b> Restart services by going to the <b>System &gt; Status</b> page, then click <b>Restart AMP</b> at the bottom of the page.</p>
DE30357	<p><b>Symptom:</b> Seeing the default SSL certificate when trying to hit other AMP ports like 60001, which is used by Clarity Synthetic.</p> <p><b>Scenario:</b> Adding SSL certificates doesn't apply to ports besides HTTPS port 443.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30293	<p><b>Symptom:</b> STP blocking port information isn't available for aggregated ports.</p> <p><b>Scenario:</b> Topology doesn't provide the aggregated link in a spanning tree status.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30217	<p><b>Symptom:</b> You can add a device in OV3600 twice without OV3600 reporting a duplicate.</p> <p><b>Scenario:</b> When you add a device with the category "Router/Switch," OV3600 doesn't retrieve the MAC address.</p> <p><b>Workaround:</b> There is no workaround.</p>

**Table 14:** Known Issues in OV3600 8.2.6 (Continued)

ID	Description
DE30204	<p><b>Symptom:</b> OV3600 installed on Hyper-V 2016 loses network connectivity often.</p> <p><b>Scenario:</b> If you use the legacy network adapter for network settings, as the Installation Guide suggests, the network connection is lost even though there are no resource constraints on the server.</p> <p><b>Workaround:</b> Use the default adapter instead of the legacy adapter for Hyper-V installs.</p>
DE30136	<p><b>Symptom:</b> The monitoring page for Aruba 8320 switches doesn't display the IP address for ArubaOS-Switch neighbors in the Neighbor table.</p> <p><b>Scenario:</b> This issue occurs for Aruba 8320 switches running ArubaOS-CX XL.10.00.0001-72.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30129	<p><b>Symptom:</b> Restricted users can see all spanning tree nodes in the topology map.</p> <p><b>Scenario:</b> Role-based access control permissions don't work when a user applies the spanning tree filter. However, the user cannot select or get any more information about the spanning tree for restricted devices.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE30001	<p><b>Symptom:</b> OV3600 doesn't display spanning tree data for Alcatel-Lucent controllers and Aruba MAS switches.</p> <p><b>Scenario:</b> Topology shows spanning tree data only for switches which support IEEE standard spanning tree MIBS.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE29990	<p><b>Symptom:</b> OV3600 doesn't display neighbors of the Alcatel-Lucent 3630 controller in the topology map.</p> <p><b>Scenario:</b> This issue occurs because OV3600 doesn't poll LLDP MIBs for this Switch.</p> <p><b>Workaround:</b> There is no workaround.</p>
DE28412	<p><b>Symptom:</b> For Alcatel-Lucent 2930F switches running OV3600 8.2.4, you see the following configuration status:</p> <pre data-bbox="342 1318 1247 1346">Telnet/SSH Error: Could not fetch config file; command timed-out</pre> <p><b>Scenario:</b> This error occurs when the banner on the switch contains "#," or the host name on the switch contains a whitespace.</p> <p><b>Workaround:</b> Your banner should not include a "#," and the host name should not include a whitespace.</p>
DE27568	<p><b>Symptom:</b> Cisco switches with monitored with SNMPV3 don't show LLDP neighbors and don't display in the topology map.</p> <p><b>Scenario:</b> This issue occurs because OV3600 doesn't poll LLDP MIBs for CISCO switches with SNMPV3 config.</p> <p><b>Workaround:</b> Enable SNMPv3 for these devices as follows:</p> <ol data-bbox="342 1696 1507 1812" style="list-style-type: none"> <li>1. Go to <b>Groups &gt; Basic</b>, then scroll down to "Cisco IOS/Catalyst" and select <b>3</b> for the "SNMP Version" option.</li> <li>2. Scroll down to "Universal Devices, Routers and Switches," then select <b>3</b> for the "SNMP Version" option.</li> <li>3. Poll the device.</li> </ol>

This chapter provides the following information to help you with the upgrade process:

- "Minimum Requirements" on page 38
- "Upgrade Paths" on page 38
- "Upgrade from OV3600 8.2.4 " on page 38
- "Upgrade from OV3600 8.2.6 or Later" on page 39
- "Manually Download the Software" on page 39

## Minimum Requirements

Ensure that you have sufficient disk storage, memory, and hardware or software versions. As additional features are added to OV3600, increased hardware resources become necessary and hardware requirements vary by version. For the most recent hardware requirements, refer to the *OmniVista 3600 Air Manager 8.2.6 Server Sizing Guide*.

## Upgrade Paths

Your upgrade procedure depends upon your current version of OV3600.

- **Direct upgrade path:** You can upgrade directly to OV3600 8.2.8.2 from the following software versions: 8.2.6, 8.2.6.1, 8.2.7, 8.2.7.1, 8.2.8, and 8.2.8.1.
- **Two-step upgrade path:** If you are running OV3600 8.2.4, you must upgrade to OV3600 8.2.6 before performing the final upgrade to OmniVista 3600 Air Manager 8.2.8.2. If your OV3600 is running OV3600 8.2.4, you can use the AMP CLI to install the upgrade package

## Upgrade from OV3600 8.2.4

Upgrades from OV3600 8.2.4 require a two-step upgrade path, with an interim upgrade to OV3600 8.2.6 before the final upgrade to OV3600 8.2.8. However, unlike older versions of OV3600, upgrades from OV3600 8.2.4 can 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.



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You can change the existing amprecovery username by backing up the server, reinstalling the software, and restoring from the backup. For information about setting up the amprecovery account, refer to "Installing the Software(Phase 2) " on page 1 in the *OmniVista 3600 Air Manager 8.2.8.2 Installation Guide*.

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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.
2. Enter **7** to select Upgrade.
  - a. At the next prompt, enter **1** to select Upgrade OV3600 Management Platform.
  - b. Enter **8.2.6**.
  - 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 39](#) 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*).
  - d. Enter **1** or **2** to log in to your customer portal with your support user name and password.
  - e. Follow the onscreen instructions to download the software.
3. Follow the steps described in "[Upgrade from OV3600 8.2.6 or Later](#)" on page 39 to complete the final upgrade to OV3600 8.2.8.2.

## Upgrade from OV3600 8.2.6 or Later

Use the AMP CLI to install the OV3600 8.2.8.2 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.



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You can change the existing amprecovery username by backing up the server, reinstalling the software, and restoring from the backup. For information about setting up the amprecovery account, refer to "Installing the Software (Phase 2)" on page 1 in the *OV3600 8.2.8.2 Installation Guide*.

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Follow these steps to upgrade from OV3600 8.2.6 or later:

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.
2. Enter **7** to select Upgrade.
  - a. At the next prompt, enter **1** to select Upgrade OV3600 Management Platform.
  - b. Enter **8.2.8.2**.
  - 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 39](#) 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*).
  - d. Enter **1** or **2** to log in to your customer portal with your support user name and password.
  - e. Follow the onscreen instructions to download the software.

## Upgrading the Kernel OS

After the upgrade completes, you might see the following message:

```
Updated kernel packages that fix various security issues are now available for your OS. To upgrade, select "Upgrade" menu item on the AMPCLI Menu, and then choose "Upgrade OS Kernel" menu item.
```

To run the kernel upgrade:

1. Log in to the AMP CLI as the ampadmin.
2. Select **7** to open the Upgrade menu, then select **2** to run the kernel upgrade. A system reboot is required to complete the kernel upgrade.

## Manually Download the Software

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

1. Enter your Alcatel-Lucent support user name and password to get the software from the [Alcatel-Lucent Support Center](#).
2. Click the upgrade package, then click **Save** and install the file later.

3. Upload the file. The procedure to upload the file varies, depending upon the version of OV3600 currently on your server.
  - 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 or OV3600 8.2.6:
    - (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.
    - (2) At the prompt, enter 1 to upload the file from the source location to the AMP server 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)
    - (4) At the prompt, enter the password of the source location.
  - If you are upgrading from OV3600 8.2.6.1 or later, you must define a user that can transfer OV3600 images, and then upload the software, as described in the following steps.:



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For security purposes, Image file transfer users are automatically removed every night during nightly maintenance operations.

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- (1) From the OV3600 command-line interface, with the "ampadmin" user name and password. If you subsequently changed the ampadmin user name and password, enter the current admin name and password.
- (2) enter **8** to open the **Advanced** menu options.
- (3) Enter **7** to add a file transfer user.
- (4) Enter a user name for the file transfer user, then click **Enter**. The username for an OV3600 image file transfer user must be five characters or longer, and contain only lowercase letters and numbers. To use the default file transfer username **awsftp**, click **Enter** without entering a username.
- (5) Enter a password for the file transfer user, then click **Enter**. The password must be eight characters or longer, and can contain uppercase and lowercase letters, numbers, and non-alphanumeric characters. Spaces are not allowed.
- (6) Enter **b** to go back to the main CLI menu.
- (7) Enter **1** to upload the file from the source location to the AMP server using SCP to transfer the file.
- (8) 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).
- (9) At the prompt, enter the password on the source location.