

# AOS-W 6.5.4.16



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This AOS-W release notes includes the following topics:

- [New Features on page 8](#)
- [Regulatory Updates on page 9](#)
- [Resolved Issues on page 10](#)
- [Known Issues on page 15](#)
- [Upgrade Procedure on page 26](#)

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

## Supported Browsers

The following browsers are officially supported for use with AOS-W WebUI:

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

## Contacting Support

**Table 1:** *Contact Information*

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>

## Contact Center Online

### 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

This chapter describes the new features and/or enhancements introduced in this release.

## IPv6

### Network Advertisement

Starting from AOS-W 6.5.4.16, a stand-alone switch sends the network advertisement to the MAC address available in **Source Link-Layer Address** option.

This chapter contains the regulatory updates in AOS-W 6.5.4.16.

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

The following DRT file version is part of this release.

- DRT-1.0\_73982

For a complete list of countries and the regulatory domains in which the APs are certified for operation, refer to the Downloadable Regulatory Table or the DRT Release Notes at [support.esd.alcatel-lucent.com](http://support.esd.alcatel-lucent.com).



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This software release supports the channel requirements described in *ALE Support Advisory SA-N0033*, available for download from the [support.esd.alcatel-lucent.com](http://support.esd.alcatel-lucent.com) site.

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This chapter describes the issues resolved in this release.



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

**Table 2:** Resolved Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-105336	126659	<b>Symptom:</b> A local switch displayed incorrect AP up time in the <b>Access Points</b> table under <b>Dashboard &gt; Access Points</b> . The fix ensures that the correct AP up time is displayed. <b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.0 or later versions in a master-local topology.	SC Monitoring	All platforms	AOS-W 6.5.4.0
AOS-147053	179656	<b>Symptom:</b> An AP crashed and rebooted unexpectedly. The log file listed the reason for this event as <b>Kernel panic - not syncing: Fatal exception in interrupt</b> . Enhancements to the wireless driver resolved this issue. <b>Scenario:</b> This issue occurred when the mesh role in the AP provisioning profile was set to mesh point. This issue was observed in OAW-AP300 Series access points running AOS-W 6.5.4.0 or later versions.	AP-Wireless	OAW-AP300 Series access points	AOS-W 6.5.4.6
AOS-156056 AOS-196848	192076	<b>Symptom:</b> A switch did not detect an AP when the AP went down and came up. Deleting the AP configurations and initiating it again on the switch resolved this issue. <b>Scenario:</b> This issue occurred when the AP went down and a new IPv6 address was assigned to the AP. This issue was observed in switches running AOS-W 6.5.4.0 or later versions.	Switch-Datapath	All platforms	AOS-W 6.5.4.0

**Table 2:** Resolved Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-156740	193029	<p><b>Symptom:</b> A master switch showed empty headers in the output of the <b>ap debug counters</b> command. The fix ensures that the correct header is displayed.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.4.4.16 or later versions.</p>	AP-Platform	All platforms	AOS-W 6.4.4.16
AOS-157350	193820	<p><b>Symptom:</b> Some switches experienced VRRP flapping. The fix ensures that the switch works as expected.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.8 or later versions in a master-local setup.</p>	VRRP	All platforms	AOS-W 6.5.4.8
AOS-157356	193833	<p><b>Symptom:</b> The <b>firewall-dns names</b> cache was filling up and causing service interruptions. The fix clears the cache periodically and also enables the administrator to configure when to clear the <b>firewall-dns</b> table.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.10 or later versions.</p>	Switch-Datapath	All platforms	AOS-W 6.5.4.10
AOS-183226 AOS-195616 AOS-196228 AOS-193980 AOS-197435	—	<p><b>Symptom:</b> A few clients lost L3 connectivity though the L2 connectivity was up. The fix ensures that there is no packet loss and connectivity is not disrupted.</p> <p><b>Scenario:</b> This issue occurred when the client entered power saving mode and the AP queued packets. This issue was observed in OAW-AP200 Series access points running AOS-W 6.5.4.12 or later versions.</p>	AP-Wireless	OAW-AP200 Series access points	AOS-W 6.5.4.12
AOS-184474	—	<p><b>Symptom:</b> An AP crashed and rebooted unexpectedly. The log file listed the reason for this event as <b>kernel panic: Rebooting the AP because of FW ASSERT</b>. Enhancements to the wireless driver resolved this issue.</p> <p><b>Scenario:</b> This issue was observed in OAW-AP300 Series access points running AOS-W 6.5.4.0 or later versions.</p> <p><b>Duplicates:</b> AOS-186793, AOS-186872, AOS-186971, AOS-189390, AOS-190362, AOS-192337, AOS-194239, AOS-194677, AOS-195037, AOS-195056, AOS-196028, AOS-196378, AOS-196861</p>	AP-Wireless	OAW-AP300 Series access points	AOS-W 6.5.4.0

**Table 2:** Resolved Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-186242 AOS-194035	—	<p><b>Symptom:</b> A client and server were unable to pass any traffic and were not communicating. The fix ensures that the client and server are able to pass traffic.</p> <p><b>Scenario:</b> This issue occurred when the client traffic did not get routed via IPsec map as per PBR policy. This issue was observed in switches running AOS-W 6.5.4.12 or later versions.</p>	Switch-Datapath	All platforms	AOS-W 6.5.4.12
AOS-188490 AOS-189847 AOS-192747 AOS-197045	—	<p><b>Symptom:</b> A switch crashed and rebooted unexpectedly. The log file listed the reason for this event as <b>Datapath timeout (SOS Assert) (Intent:cause:register 54:86:0:20)</b>. The fix ensures that the switch works as expected.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.14 or later versions.</p>	Switch-Datapath	All platforms	AOS-W 6.5.4.14
AOS-186558	—	<p><b>Symptom:</b> A few clients were unable to connect after rebooting a switch. The fix ensures that the clients are able to connect to the switch.</p> <p><b>Scenario:</b> This issue occurred because the GRE tunnel was not established after the switch was rebooted. This issue was observed in switches running AOS-W 6.5.4.0 or later versions.</p>	Switch-Datapath	All platforms	AOS-W 6.5.4.0
AOS-191820	—	<p><b>Symptom:</b> The output of the <b>show datapath dns-cache counter</b> command did not display any information. The fix ensures that the command output displays the required DNS cache statistics.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.0 or later versions.</p>	Switch-Datapath	All platforms	AOS-W 6.5.4.0
AOS-191880	—	<p><b>Symptom:</b> A switch crashed and rebooted unexpectedly. The log file listed the reason for this event as <b>Reboot Cause: Datapath timeout (SOS Assert) (Intent:cause:register 54:86:50:2)</b>. The fix ensures that the switch works as expected.</p> <p><b>Scenario:</b> This issue was observed in master-switches running AOS-W 6.5.4.8 or later versions.</p>	Switch-Datapath	All platforms	AOS-W 6.5.4.8

**Table 2:** Resolved Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-192868	—	<p><b>Symptom:</b> The OV3600 graph for some clients displayed zero value. The fix ensures that the correct graph is displayed.</p> <p><b>Scenario:</b> This issue occurred when the <b>CL_TX_DATA_BYTES_TRANSMITTED</b> counter and the <b>CL_RX_DATA_BYTES</b> counter were decremented from <b>AMON_STATION_STATS_MESSAG</b>, and the wireless clients downloaded huge files from the wired side FTP Servers. This issue was observed in OAW-4030 switches running AOS-W 6.5.4.13 or later versions.</p>	Air Management-IDS	OAW-4030 switches	AOS-W 6.5.4.13
AOS-193587	—	<p><b>Symptom:</b> Some APs were sending incorrect <b>Admission Mandatory</b> values. Enhancements to the wireless driver resolved this issue.</p> <p><b>Scenario:</b> This issue was observed in APs running AOS-W 6.5.3.4 or later versions.</p>	WMM	All platforms	AOS-W 6.5.3.4
AOS-193669	—	<p><b>Symptom:</b> Some clients experienced one way audio issues. The fix ensures that there are no audio issues.</p> <p><b>Scenario:</b> This issue occurred when route ACL was mapped to user-role. This issue was observed in switches running AOS-W 6.5.4.9 or later versions.</p>	Policy Based Routing	All platforms	AOS-W 6.5.4.9
AOS-194157	—	<p><b>Symptom:</b> A client that failed wired Secure Jack 802.1X authentication was able to obtain an IP address on the post-auth VLAN in a switch. The fix ensures that the switch works as expected.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.13 or later versions in a master-local topology.</p>	Base OS Security	All platforms	AOS-W 6.5.4.13
AOS-194306	—	<p><b>Symptom:</b> The IDS did not populate the wired mac addresses for the Rouge devices connected via VLAN in a switch. The fix ensures that the wired mac addresses for the Rouge devices are populated.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.12 or later versions.</p>	Air Management-IDS	All platforms	AOS-W 6.5.4.12

**Table 2:** Resolved Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-194520	—	<p><b>Symptom:</b> The VRRP preempt delay timer did not reset even after receiving heartbeat from the VRRP-master when VRRP preempt was enabled with preemption delay. The fix ensures that the VRRP preempt delay timer gets reset upon receiving the heartbeat from the master before the preempt delay timer expires.</p> <p><b>Scenario:</b> This issue was observed in switches running AOS-W 6.5.4.0 or later versions.</p>	VRRP	All platforms	AOS-W 6.5.4.9
AOS-194774	—	<p><b>Symptom:</b> Some clients were unable to program the VLAN IP address in the control plane when the VRRP peers were reloaded together. The fix ensures that clients are able to program the VLAN IP address.</p> <p><b>Scenario:</b> This issue occurred when the VRRP VLANs did not have a single physical port associated and were L2 connected through L2 GRE tunnels. This issue was observed in switches running AOS-W 6.5.4.9.</p>	VLAN	All platforms	AOS-W 6.5.4.9
AOS-195688	—	<p><b>Symptom:</b> Some APs frequently detected wrong radars in a high density deployment. Enhancements to the wireless driver resolved this issue.</p> <p><b>Scenario:</b> The issue was observed only on JP3 regulatory domain. This issue was observed in OAW-AP325 access points running AOS-W 6.5.4.12 or later versions.</p>	AP-Wireless	OAW-AP325 access points	AOS-W 6.5.4.12

This chapter describes the known issues identified in this release.



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

**Table 3:** *Known Issues in AOS-W 6.5.4.16*

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-95455 AOS-190285	114072	<b>Symptom:</b> Some switches display error message, <b>Auth GSM : DEV_ID_CACHE publish failed for mac ... result error_no_free_slots</b> , as there are no free slots in the <b>dev_id_cache</b> GSM channel. <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.0 or later versions. <b>Workaround:</b> None.	SNMP	All platforms	AOS-W 6.4.2.2
AOS-127982 AOS-145349	177271	<b>Symptom:</b> Some APs display incorrect IPv6 addresses when checked using SNMP. <b>Scenario:</b> This issue is observed in APs running AOS-W 6.5.1.9 or later versions. <b>Workaround:</b> None.	SNMP	All platforms	AOS-W 6.5.1.9
AOS-128831 AOS-147829 AOS-148994	155936 180912 182485	<b>Symptom:</b> A switch does not respond to the PPP LCP echo request messages from a PPPoE server making the PPPoE link unusable. <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.1.2 or later versions. <b>Workaround:</b> None.	PPPoE	All platforms	AOS-W 6.5.1.2
AOS-130510 AOS-177783	158149 176715	<b>Symptom:</b> The BLE scanning in an AP is slow and fewer BLE devices are reported. <b>Scenario:</b> This issue is observed in OAW-AP207 access points running AOS-W 6.5.2.0 or later versions. <b>Workaround:</b> None.	BLE	OAW-AP207 access points	AOS-W 6.5.2.0

**Table 3:** Known Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-133222	161655	<p><b>Symptom:</b> Some high-frequency radio statistics like Tx time, Rx time, and Rx clear are not collected correctly per beacon period in an AP.</p> <p><b>Scenario:</b> This issue is observed in APs running AOS-W 6.5.2.0 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Platform	All platforms	AOS-W 6.5.2.0
AOS-133616 AOS-144468 AOS-144501	162140 176047 176088	<p><b>Symptom:</b> The BLE devices connected to an AP display the output as <b>Ineligible</b> for the <b>show ap debug ble-update-status ap-name</b> command.</p> <p><b>Scenario:</b> This issue is observed in APs running AOS-W 6.5.3.3 or later versions.</p> <p><b>Workaround:</b> None.</p>	IoT	All platforms	AOS-W 6.5.3.3
AOS-134588	163341	<p><b>Symptom:</b> Some clients stop sending data traffic after every three hours approximately.</p> <p><b>Scenario:</b> This issue occurs due to broken L3 connectivity. This issue is observed in APs running AOS-W 6.5.1.5 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	All platforms	AOS-W 6.5.1.5
AOS-137064 AOS-140141	166426 167050 170409	<p><b>Symptom:</b> A master-switch and a standby-switch reboot unexpectedly. The log file lists the reason for this event as <b>Reboot Cause: Datapath timeout (SOS Assert) (Intent:cause:register 54:86:50:60)</b>.</p> <p><b>Scenario:</b> This issue occurs when clients send A-MSDU traffic to switches. This issue is observed in OAW-40xx Series switches running AOS-W 6.5.1.9 or later versions in a master-standby topology.</p> <p><b>Workaround:</b> None.</p>	Switch-Datapath	OAW-40xx Series switches	AOS-W 6.5.1.9
AOS-137371 AOS-142604	166800 173645	<p><b>Symptom:</b> False detections of type-5 radars are triggered in the FCC domain.</p> <p><b>Scenario:</b> This issue is observed in OAW-AP200 Series and OAW-AP220 Series access points running AOS-W 6.5.1.5 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	OAW-AP200 Series and OAW-AP220 Series access points	AOS-W 6.5.1.5

**Table 3: Known Issues in AOS-W 6.5.4.16**

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-138939	168789	<p><b>Symptom:</b> An AP with 802.1X supplicant configuration fails to boot.</p> <p><b>Scenario:</b> This issue occurs when an ACL denies a DNS response from the DNS server. This issue is observed in APs running AOS-W 6.5.4.0 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Platform	All platforms	AOS-W 6.5.4.0
AOS-139580	169622	<p><b>Symptom:</b> A syslog server displays the error message, <b>aruba_change_channel 512 channel 6 mode 3 not found</b> for some APs.</p> <p><b>Scenario:</b> This issue is observed in OAW-AP314 and OAW-AP315 access points running AOS-W 6.5.1.5.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	OAW-AP314 and OAW-AP315 access points	AOS-W 6.5.1.5
AOS-139880 AOS-139898	170037 170055	<p><b>Symptom:</b> An AP does not discover a master switch through ADP.</p> <p><b>Scenario:</b> This issue occurs when a static IP address is configured in an AP and the ACL denies ADP packets. This issue is observed in APs running AOS-W 6.5.4.2 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Platform	All platforms	AOS-W 6.5.4.2
AOS-140532	154625	<p><b>Symptom:</b> The VRRP state changes although heartbeats are not missed.</p> <p><b>Scenario:</b> This issue occurs when a standby switch inadvertently transitions to master state because the master switch delays the processing of VRRP advertisements. This issue is observed in switches running AOS-W 6.5.0.3 in a master-local topology.</p> <p><b>Workaround:</b> Disable debug logs and syslog server. Increase the advertisement interval.</p> <p><b>New Duplicates:</b> AOS-127789, AOS-128621, AOS-128792, AOS-129208, AOS-130788, AOS-133333, AOS-140532, AOS-141083, AOS-142791, AOS-148054</p> <p><b>Old Duplicates:</b> 155709, 156383, 158536, 155894, 161789, 170955, 171717, 173885, 181227</p>	Switch-Platform	All platforms	AOS-W 6.5.0.3

**Table 3:** Known Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-140642	171103	<b>Symptom:</b> A switch crashes and reboots unexpectedly. The log file lists the reason for this event as <b>Reboot Cause: Datapath timeout (SOS Assert) (Intent:cause:register 54:86:50:2)</b> . <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.1.9 or later versions. <b>Workaround:</b> None.	Switch-Datapath	All platforms	AOS-W 6.5.1.9
AOS-141528	172305	<b>Symptom:</b> A switch sends many SNMP error messages, <b>snmp [21466]: PAPI_Send: To: 7f000001:8419 Type:0x4 Timed out</b> . <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.1.9 or later versions. <b>Workaround:</b> None.	SNMP	All platforms	AOS-W 6.5.1.9
AOS-142230	173168	<b>Symptom:</b> AppRF does not block Hotspot-Shield traffic in a switch. <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.1.9 or later versions. <b>Workaround:</b> None.	Switch-Datapath	All platforms	AOS-W 6.5.1.9
AOS-142392	173359	<b>Symptom:</b> A switch crashes and reboots unexpectedly. The log file lists the reason for this event as <b>Datapath timeout (SOS Assert) (Intent:cause:register 54:86:50:2)</b> . <b>Scenario:</b> This issue is observed in OAW-4750 switches running AOS-W 6.5.3.3 or later versions. <b>Workaround:</b> None.	Switch-Datapath	OAW-4750 switches	AOS-W 6.5.3.3
AOS-143005	174150	<b>Symptom:</b> A switch crashes and reboots unexpectedly. The log file lists the reason for this event as <b>Datapath crash</b> . <b>Scenario:</b> This issue is observed in 7280 switches running AOS-W 6.5.4.2 or later versions. <b>Workaround:</b> None.	Switch-Datapath	7280 switches	AOS-W 6.5.4.2
AOS-143252	174473	<b>Symptom:</b> A switch crashes and reboots unexpectedly. The log file lists the reason for the event as <b>Datapath crash</b> . <b>Scenario:</b> This issue is observed in 7280 switches running AOS-W 6.5.4.0 or later versions. <b>Workaround:</b> None.	Switch-Datapath	7280 switches	AOS-W 6.5.4.0

**Table 3: Known Issues in AOS-W 6.5.4.16**

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-143457	174743	<p><b>Symptom:</b> A switch crashes and reboots unexpectedly. The log file lists the reason for the event as <b>Datapath crash</b>.</p> <p><b>Scenario:</b> This issue is observed in 7280 switches running AOS-W 6.5.4.0 or later versions.</p> <p><b>Workaround:</b> None.</p>	Switch-Datapath	7280 switches	AOS-W 6.5.4.0
AOS-143904	175340	<p><b>Symptom:</b> The AP logs for a Remote AP displays the error message, <b>connect-debounce failed, port 1 disabled</b>.</p> <p><b>Scenario:</b> This issue is observed in OAW-RAP3WNP access points running AOS-W 6.5.3.1 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Platform	OAW-RAP3WNP access points	AOS-W 6.5.3.1
AOS-144689	176344	<p><b>Symptom:</b> A switch does not retain the cached ACR license.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.3.3-FIPS version.</p> <p><b>Workaround:</b> None.</p>	Licensing	All platforms	AOS-W 6.5.3.3-FIPS
AOS-144882	176622	<p><b>Symptom:</b> The UCC data export function is missing from the AOS-W version running in a switch.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.1.9 or later versions.</p> <p><b>Workaround:</b> None.</p>	UCC	All platforms	AOS-W 6.5.1.9
AOS-145603	177606	<p><b>Symptom:</b> The error <b>VLAN IP address conflict with another interface</b> is displayed while configuring a named VLAN under <b>Configure Controller &gt; VLANs and IP Interfaces &gt; Named VLANs</b> tab.</p> <p><b>Scenario:</b> This issue is observed in OAW-4005 switches running AOS-W 6.5.1.4 or later versions.</p> <p><b>Workaround:</b> None.</p>	WebUI	OAW-4005 switches	AOS-W 6.5.1.4
AOS-145636	177651	<p><b>Symptom:</b> Some Windows 64 bit clients detected 32 bit version of VIA while trying to download it using Microsoft Edge browser.</p> <p><b>Scenario:</b> This issue is observed in OAW-AP225 access points running AOS-W 6.5.1.4 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	OAW-AP225 access points	AOS-W 6.5.1.4

**Table 3: Known Issues in AOS-W 6.5.4.16**

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-145876 AOS-156159 AOS-157877	177969 192218 194648	<p><b>Symptom:</b> On a 2.4 GHz radio, channel utilization is very low for a few APs.</p> <p><b>Scenario:</b> This issue is observed in OAW-AP203R, OAW-AP207, and OAW-AP315 access points running AOS-W 6.5.4.0 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	OAW-AP203R, OAW-AP207, and OAW-AP315 access points	AOS-W 6.5.4.9
AOS-146105 AOS-179536	185354	<p><b>Symptom:</b> An AP crashes and reboots unexpectedly. The log file lists the reason for this event as <b>rebooted caused by external watchdog reset</b>.</p> <p><b>Scenario:</b> This issue occurs in the driver when Multicast or DMO performance test is done either in bridge mode or tunnel mode. This issue is observed in OAW-AP203H, OAW-AP203R, and OAW-AP207 access points running AOS-W 6.5.4.8 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	OAW-AP203H, OAW-AP203R, and OAW-AP207 access points	AOS-W 6.5.4.8
AOS-146916	179360	<p><b>Symptom:</b> A switch displays the <b>Module L2TP is busy. Please try later</b> error message and does not provide the L2TP IP address.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.2.0 or later versions.</p> <p><b>Workaround:</b> None.</p>	IPsec	All platforms	AOS-W 6.5.2.0
AOS-146948	179408	<p><b>Symptom:</b> A switch log file displays the <b> localdb   wl-sync  Skipping db_sync</b> messages.</p> <p><b>Scenario:</b> This issue is observed in OAW-4650 switches running AOS-W 6.5.3.4 or later versions.</p> <p><b>Workaround:</b> None.</p>	802.1X	OAW-4650 switches	AOS-W 6.5.3.4
AOS-147255	179970	<p><b>Symptom:</b> The <b>flags</b> column in the output of the <b>show ap bss-table</b> displays wrong characters for wired clients.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.7 or later versions.</p> <p><b>Workaround:</b> None.</p>	Station Management	All platforms	AOS-W 6.5.4.7

**Table 3:** *Known Issues in AOS-W 6.5.4.16*

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-147309	180094	<p><b>Symptom:</b> The console output of an AP shows <b>asap_user_set_acl: no name for id 0</b> message with the MAC address of the associated clients.</p> <p><b>Scenario:</b> This issue is observed in APs running AOS-W 6.5.3.6 or later versions.</p> <p><b>Workaround:</b> None.</p>	Authentication	All platforms	AOS-W 6.5.3.6
AOS-148146	181354	<p><b>Symptom:</b> Some clients experience ping loss while pinging a switch.</p> <p><b>Scenario:</b> This issue occurs when the switch is connected to a mesh point. This issue is observed in switches running AOS-W 6.5.4.8 or later versions.</p> <p><b>Workaround:</b> None.</p>	Mesh	All platforms	AOS-W 6.5.4.8
AOS-148329	181606	<p><b>Symptom:</b> The output of the <b>show ap debug log</b> command displays the <b>Bridge entry insertion failure</b> error message.</p> <p><b>Scenario:</b> This issue is observed in OAW-AP225 and OAW-AP335 access points running AOS-W 6.5.4.5 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP Datapath	OAW-AP225 and OAW-AP335 access points	AOS-W 6.5.4.5
AOS-149135	182683	<p><b>Symptom:</b> The redirect page is blank and displays only <b>URL=</b> for WISPR clients.</p> <p><b>Scenario:</b> This issue occurs when the CPU utilization is high. This issue is observed in switches running AOS-W 6.5.1.6 or later versions.</p> <p><b>Workaround:</b> None.</p>	WISPR Interoperability	All platforms	AOS-W 6.5.1.6
AOS-151814	186224	<p><b>Symptom:</b> Clients are unable to connect to a bridge mode virtual AP after a VLAN assignment failure.</p> <p><b>Scenario:</b> This issue occurs when the VLAN in a switch is removed causing subsequent deauthentication of all the clients associated with the virtual APs. This issue is observed in switches running AOS-W 6.5.4.6 or later versions.</p> <p><b>Workaround:</b> None.</p>	Station Management	All platforms	AOS-W 6.5.4.6
AOS-152338	186981	<p><b>Symptom:</b> The SNMP polling displays incorrect privacy password mismatch error though the credentials are correct.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.3.6 or later versions.</p> <p><b>Workaround:</b> None.</p>	SNMP	All platforms	AOS-W 6.5.3.6

**Table 3:** Known Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-153087	188021	<p><b>Symptom:</b> A switch generates the console error message <code> snmp  An internal system error has occurred at file ../unix/aruba_main.c function snmpRequestProcessing line 704 error Cannot send snmp response.</code></p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.6 or later versions.</p> <p><b>Workaround:</b> None.</p>	SNMP	All platforms	AOS-W 6.5.4.6
AOS-153844	189017	<p><b>Symptom:</b> A few 802.11b clients are unable to pass traffic.</p> <p><b>Scenario:</b> This issue is observed in OAW-AP305 access points running AOS-W 6.5.4.0 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	OAW-AP305 access points	AOS-W 6.5.4.6
AOS-154191	189490	<p><b>Symptom:</b> Some APs send AMON messages such as <code>CL_HT_MODE</code> with incorrect values displaying 0, 9, and 255.</p> <p><b>Scenario:</b> This issue is observed in APs running AOS-W 6.5.4.7 or later versions.</p> <p><b>Workaround:</b> None.</p>	Station Management	All platforms	AOS-W 6.5.4.7
AOS-154324	189646	<p><b>Symptom:</b> Some clients using Fing mobile software are able to discover some wireless devices connected to the same AP.</p> <p><b>Scenario:</b> This issue is not restricted to any specific switch model or AOS-W release version.</p> <p><b>Workaround:</b> None.</p>	Multicast	All platforms	AOS-W 6.5.4.8
AOS-154460	189816	<p><b>Symptom:</b> The WebUI of a switch does not display the certificate information under <b>Configuration &gt; Management</b> tab.</p> <p><b>Scenario:</b> This issue is observed in switch running AOS-W 6.5.4.8 or later versions.</p> <p><b>Workaround:</b> None.</p>	WebUI	All platforms	AOS-W 6.5.4.8
AOS-154965	190482	<p><b>Symptom:</b> The global timers under <b>Configuration &gt; Security &gt; Authentication &gt; Advanced</b> tab cannot be configured.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.9 or later versions.</p> <p><b>Workaround:</b> None.</p>	WebUI	All platforms	AOS-W 6.5.4.9

**Table 3:** *Known Issues in AOS-W 6.5.4.16*

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-155267	190912	<p><b>Symptom:</b> The <code>show datapath bridge ap-name</code> command and <code>show ap mesh debug forwarding-table ap-name</code> command run in to an infinite loop and display <b>Warning: Not enough memory to complete this operation</b> error message.</p> <p><b>Scenario:</b> This issue occurs when the AP is configured as an Remote AP with PPPoE enabled. This issue is observed in switches running AOS-W 6.5.4.9 or later versions.</p> <p><b>Workaround:</b> None.</p>	RAP-NG	All platforms	AOS-W 6.5.4.9
AOS-156223	192294	<p><b>Symptom:</b> Some BSSIDs are classified as interfering instead of being classified as <b>suspected-rogue</b>.</p> <p><b>Scenario:</b> This issue occurs when <code>rules_match_mask</code> does not reset while resetting the Remote AP attributes. This issue is observed in APs running AOS-W 6.5.1.10 or later versions.</p> <p><b>Workaround:</b> None.</p>	Air Management-IDS	All platforms	AOS-W 6.5.1.10
AOS-185212	—	<p><b>Symptom:</b> The <b>Authentication</b> process crashes in a switch.</p> <p><b>Scenario:</b> This issue is observed in 7280 switches running AOS-W 6.5.4.12 or later versions.</p> <p><b>Workaround:</b> None.</p>	Base OS Security	7280 switches	AOS-W 6.5.4.12
AOS-186649	—	<p><b>Symptom:</b> The word <b>Fragments</b> is misspelled in the <code>show datapath network ingress</code> command output.</p> <p><b>Scenario:</b> This issue is not limited to any switch model or AOS-W release versions.</p> <p><b>Workaround:</b> None.</p>	Switch-Datapath	All platforms	AOS-W 6.5.4.12
AOS-187337	—	<p><b>Symptom:</b> The AOS-W WebUI allows access to pages which are inaccessible to administrators.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.12 or later versions.</p> <p><b>Workaround:</b> None.</p>	WebUI	All platforms	AOS-W 6.5.4.12
AOS-187671	—	<p><b>Symptom:</b> The <b>mDNS</b> process crashes and the switch reboots unexpectedly.</p> <p><b>Scenario:</b> This issue occurs because of a memory corruption in the <b>mDNS</b> process. This issue is observed in switches running AOS-W 6.5.4.0 or later versions.</p> <p><b>Workaround:</b> None.</p>	AirGroup	All platforms	AOS-W 6.5.4.0

**Table 3:** Known Issues in AOS-W 6.5.4.16

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-188527 AOS-193897	—	<b>Symptom:</b> The IP address of the NAT configured switch is visible in the HTTP header of the web server. <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.12 or later versions. <b>Workaround:</b> None.	Webserver	All platforms	AOS-W 6.5.4.12
AOS-190633 AOS-191480 AOS-196430	—	<b>Symptom:</b> A few clients connected to APs through bridge mode SSID are unable to obtain IP address or forward traffic. Also, the APs crash and reboot unexpectedly when the <b>show ap debug acl-table ap-name &lt;ap-name&gt;</b> command is executed. <b>Scenario:</b> This issue is observed in OAW-AP215 access points running AOS-W 6.5.4.0 or later versions. <b>Workaround:</b> None.	AP Datapath	OAW-AP215 access points	AOS-W 6.5.4.0
AOS-190911 AOS-192857	—	<b>Symptom:</b> The <b>fw_visibility</b> process crashes in a 4-node cluster after an upgrade. <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.8 or later versions. <b>Workaround:</b> None.	Firewall Visibility	All platforms	AOS-W 6.5.4.8
AOS-192771 AOS-198102	—	<b>Symptom:</b> A switch crashes and reboots unexpectedly. The log file lists the reason for this event as <b>Reboot Cause: Datapath timeout (SOS Assert) (Intent:cause:register 54:86:0:20)</b> . <b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.13 or later versions. <b>Workaround:</b> None.	Switch-Datapath	All platforms	AOS-W 6.5.4.13
AOS-193751	—	<b>Symptom:</b> Some switches do not display certificate information in the WebUI. <b>Scenario:</b> This issue occurs when the account type is read-only. This issue is observed in switches running AOS-W 6.5.4.8 or later versions. <b>Workaround:</b> None.	WebUI	All platforms	AOS-W 6.5.4.8

**Table 3:** *Known Issues in AOS-W 6.5.4.16*

New Bug ID	Old Bug ID	Description	Component	Platform	Reported Version
AOS-194571	—	<p><b>Symptom:</b> Some wireless clients experience <b>IEEE80211_IOCTL_ARUBA_STA_STATS_64</b> call overflow like a 32-bit value that leads to counter reset.</p> <p><b>Scenario:</b> This issue is observed in switches running AOS-W 6.5.4.9 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP-Wireless	All platforms	AOS-W 6.5.4.9
AOS-194739	—	<p><b>Symptom:</b> A switch crashes and reboots unexpectedly. The log file lists the reason for this event as <b>Reboot Cause: Datapath timeout (SOS Assert) (Intent:cause:register 54:86:0:20)</b>.</p> <p><b>Scenario:</b> This issue is observed in 7280 switches running AOS-W 6.5.4.13 or later versions.</p> <p><b>Workaround:</b> None.</p>	Switch-Datapath	7280 switches	AOS-W 6.5.4.13
AOS-194962	—	<p><b>Symptom:</b> Some clients are unable to connect to the 2.4 GHz radio channel.</p> <p><b>Scenario:</b> This issue occurs when clients disable the 2.4 GHz radio and enable it again, causing the 802.11r SSID profile to get disabled between connections. This issue is observed in APs running AOS-W 6.5.4.13 or later versions.</p> <p><b>Workaround:</b> Disable the 802.11r SSID profile manually when the 2.4 GHz radio is enabled again.</p>	AP-Platform	All platforms	AOS-W 6.5.4.13
AOS-195015	—	<p><b>Symptom:</b> An AP crashes and reboots unexpectedly. The log file lists the reason for this event as <b>kernel panic: Fatal exception</b>.</p> <p><b>Scenario:</b> This issue is observed in OAW-AP335 access points running AOS-W 6.5.4.9 or later versions.</p> <p><b>Workaround:</b> None.</p>	AP Datapath	OAW-AP335 access points	AOS-W 6.5.4.9

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



CAUTION

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Read all the information in this chapter before upgrading your switch.

---

Topics in this chapter include:

- [Upgrade Caveats on page 26](#)
- [GRE Tunnel-Type Requirements on page 28](#)
- [Important Points to Remember and Best Practices on page 28](#)
- [Memory Requirements on page 29](#)
- [Backing up Critical Data on page 29](#)
- [Upgrading in a Multi-switch Network on page 31](#)
- [Installing AOS-W 6.5.x-FIPS Version on page 31](#)
- [Upgrading AOS-W on page 31](#)
- [Downgrading AOS-W on page 34](#)
- [Before You Call Technical Support on page 37](#)

## Upgrade Caveats

- OAW-AP120 Series access points, OAW-4306 Series, OAW-4x04 Series, OAW-S3, and OAW-6000 switches are not supported in AOS-W 6.5.x. Do not upgrade to AOS-W 6.5.x if your deployment contains a mix of these switches in a master-local setup.
- If your switch is running AOS-W 6.4.0.0 or later versions, do not use a Windows-based TFTP server to copy the AOS-W image to the nonboot partition of the switch for upgrading or downgrading. Use FTP or SCP to copy the image.
- Starting from AOS-W 6.4.x, you cannot create redundant firewall rules in a single ACL. AOS-W will consider a rule redundant if the primary keys are the same. The primary key is made up of the following variables:
  - source IP or alias
  - destination IP or alias
  - proto-port or service

If you are upgrading from AOS-W 6.1 or earlier and your configuration contains an ACL with redundant firewall rules, upon upgrading, only the last rule will remain.

For example, in the following ACL, both ACE entries could not be configured in AOS-W 6.4.x. When the second ACE is added, it overwrites the first.

```
(host)(config) #ip access-list session allowall-laptop
(host)(config-sess-allowall-laptop) #any any any permit time-range test_range
(host)(config-sess-allowall-laptop) #any any any deny
(host)(config-sess-allowall-laptop) #!
(host)(config) #end
(host) #show ip access-list allowall-laptop
```

```
ip access-list session allowall-laptop
allowall-laptop
-----
Priority      Source  Destination      Service Action  TimeRange
-----
1             any    any              any    deny
```

- When upgrading the software in a multi-switch network (one that uses two or more Alcatel-Lucent switches), upgrade all the switches in the proper sequence listed in [Upgrading in a Multi-switch Network on page 31](#).

## AOS-W 6.5.0.0-FIPS Upgrade Failure

Customers upgrading from any FIPS version of AOS-W prior to AOS-W 6.5.0.0-FIPS to AOS-W 6.5.0.0-FIPS or later version may experience symptoms that indicate an upgrade failure. Symptoms may include loss of configuration or administrative access to the switch, and/or hostname reset of the switch to default value.

This condition is caused by a change in the FIPS requirement for the strength of the hashing algorithm that is used to protect the configuration file from outside tampering. Starting from AOS-W 6.5.0.0-FIPS, all versions of AOS-W are changed to use stronger hashing algorithm to meet FIPS requirements. This change is known to create a challenge when upgrading or downgrading a switch between AOS-W 6.4.0.0-FIPS version and AOS-W 6.5.0.0-FIPS version. In some instances, the new stronger hash value may be missing or incorrect. This may disrupt switch reboot.

The most common scenario is:

1. When a switch running any version of AOS-W 6.5.0.0-FIPS or later version is downgraded to any version of AOS-W 6.4.0.0-FIPS or prior version
2. Switch is upgraded to AOS-W 6.5.0.0-FIPS or later version.

To restore service, roll back to the previous AOS-W version:

1. Connect an administrative terminal to the console port of the switch.
2. Reboot the switch.
3. On the administrative terminal, interrupt the boot process when prompted to enter the cpboot bootloader.
4. Execute the **osinfo** command to display the versions of AOS-W hosted on partition 0 and partition 1.
5. Execute the **def\_part 0** or **def\_part 1** command depending on which partition hosts the AOS-W 6.4.0.0-FIPS or later version.

6. Execute the **reset** or **bootf** to reboot the switch.

This restores the switch configuration and the previous AOS-W version. Contact Alcatel-Lucent support for instructions to upgrade.

## GRE Tunnel-Type Requirements

This section describes the important points to remember when configuring an L2 GRE tunnel:

- AOS-W 6.5.4.16 continues to support L2 GRE tunnel type zero, but it is recommended to use a non-zero tunnel type.
- If both L2 and L3 tunnels are configured between endpoint devices, you must use a non-zero tunnel type for L2 GRE tunnels.

## Important Points to Remember and Best Practices

To upgrade your switch:

- Schedule the upgrade during a maintenance window and notify your community of the planned upgrade. This prevents users from being surprised by a brief wireless network outage during the upgrade.
- Avoid making any changes to your network, such as configuration changes, hardware upgrades, or changes to the rest of the network during the upgrade. This simplifies troubleshooting.
- Know your network and verify the state of the network by answering the following questions:
  - How many APs are assigned to each switch? Verify this information by navigating to the **Monitoring > NETWORK > All Access Points** page in the WebUI, or by executing the **show ap active** or **show ap database** commands.
  - How are those APs discovering the switch (DNS, DHCP Option, Broadcast)?
  - What version of AOS-W runs on your switch?
  - Are all switch running the same version of AOS-W?
  - What services are used on your switch (employee wireless, guest access, Remote AP, wireless voice)?
- Resolve any existing issues (consistent or intermittent) before you upgrade.
- If possible, use FTP to load AOS-W images to the switch. FTP is faster than TFTP and offers more resilience over slow links. If you must use TFTP, ensure the TFTP server can send over 30 MB of data.
- Always upgrade the non-boot partition first. If you encounter any issue during the upgrade, you can restore the flash, and switch back to the boot partition. Upgrading the non-boot partition gives you a smoother downgrade path, if required.
- Before you upgrade to this version of AOS-W, assess your software license requirements and load any new or expanded licenses that you might require. For a detailed description of these new license modules, refer to the “Software Licenses” chapter in the *AOS-W 6.5.x User Guide*.

## Memory Requirements

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

- Do not proceed with an upgrade unless 60 MB of free memory is available for an upgrade using the WebUI or execute the **show memory** command to confirm that there is at least 40 MB of free memory available for an upgrade using the CLI. To recover memory, reboot the switch. After the switch comes up, upgrade immediately.
- Do not proceed with an upgrade unless 75 MB of flash space is available for an upgrade using WebUI or execute the **show storage** command to confirm that there is at least 60 MB of flash space available for an upgrade using the CLI. If the output of the **show storage** command indicates that there is insufficient flash memory, free some used memory. Copy any log files, crash data, or flash backups from your the switch to a desired location. Delete the following files from the switch to free some memory:
  - **Crash Data:** Execute the **tar crash** command to compress crash files to a file named **crash.tar**. Use the procedures described in [Backing up Critical Data on page 29](#) to copy the **crash.tar** file to an external server, and then execute the **tar clean crash** command to delete the file from the switch.
  - **Flash Backups:** Use the procedures described in [Backing up Critical Data on page 29](#) to back up the flash directory to a file named **flash.tar.gz**. Execute the **tar clean flash** command to delete the file from the switch.
  - **Log files:** Execute the **tar logs** command to compress log files to a file named **logs.tar**. Use the procedures described in [Backing up Critical Data on page 29](#) to copy the **logs.tar** file to an external server. Execute the **tar clean logs** command to delete the file from the switch.



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

---

## Backing up Critical Data

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

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

## Backing up and Restoring Flash Memory

You can backup and restore the flash memory using the WebUI or CLI.

### In the WebUI

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

1. Click **Configuration**.
2. Click **Save Configuration**.
3. Navigate to the **Maintenance > File > Backup Flash** page.
4. Click **Create Backup** to back up the contents of the flash memory to the **flashbackup.tar.gz** file.
5. Click **Copy Backup** to copy the file to an external server.

You can copy the backup file from the external server to the flash memory using the file utility in the **Maintenance > File > Copy Files** page.

6. To restore the backup file to the flash memory, navigate to the **Maintenance > File > Restore Flash** page and click **Restore**.

### In the CLI

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

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

```
(host) # write memory
```

2. Execute the following command to back up the contents of the flash memory to the **flashbackup.tar.gz** file.

```
(host) # backup flash
Please wait while we tar relevant files from flash...
Please wait while we compress the tar file...
Checking for free space on flash...
Copying file to flash...
File flashbackup.tar.gz created successfully on flash.
```

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

```
(host) copy flash: flashbackup.tar.gz ftp: <ftphost> <ftpusername> <ftpuserpassword> <remote directory>
(host) copy flash: flashbackup.tar.gz usb: partition <partition-number>
```

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

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

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

```
(host) # restore flash
```

## Upgrading in a Multi-switch Network

In a multi-switch network, upgrade the switch based on the switch type (master or local). Backup your switch before upgrading as described in [Backing up Critical Data on page 29](#).



---

All switches in the network must be upgraded with the same version of AOS-W software. Ensure that the switch model is the same for redundant environments such as VRRP.

---

To upgrade a multi-switch:

1. Load the AOS-W image on all switches (including redundant master switches).
2. If all the switches cannot be upgraded and rebooted simultaneously, use the following guidelines:
  - a. Upgrade the software image on all the switches.
  - b. Reboot the master switch.
  - c. After the master switch reboots, reboot the local switches simultaneously.
  - d. Ensure that the master and local switches are upgraded to the AOS-W version.

## Installing AOS-W 6.5.x-FIPS Version

Before you install AOS-W-FIPS version on a switch that is currently running a non-FIPS version, perform the following steps:



---

If you are currently running a AOS-W-FIPS version on the switch, do not execute the **write erase** command.

---

1. Download the AOS-W-FIPS image from the customer support site.
2. Install the AOS-W-FIPS image on the switch.
3. Execute the **write erase** command to reset the configuration to the factory default.
4. Reboot the switch by executing the **reload** command.

## Upgrading AOS-W

Upgrade AOS-W using the WebUI and the CLI.



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Ensure that there is enough free memory and flash space on your switch. For details, see [Memory Requirements on page 29](#).

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When you navigate to the **Configuration** tab in the WebUI, the switch might display the **Error getting information: command is not supported on this platform** message. This message is displayed when you upgrade using the WebUI and navigate to the **Configuration** tab after the switch reboots. This message disappears after clearing the Web browser cache.

---

## In the WebUI

The following steps describe how to upgrade AOS-W from one of these versions using local file:

- AOS-W 3.4.4.1 or later
- AOS-W 5.0.3.1 or later
- AOS-W 6.0.1.0 or later



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When upgrading from an existing AOS-W 6.4.x release, it is required to set AMON packet size manually to a desired value. However, the packet size is increased to 32K by default for fresh installations of AOS-W 6.4.3.9.

---

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



---

The AOS-W image file is digitally signed, and is verified using RSA2048 certificates preloaded at the factory. The switch will not load a corrupted AOS-W image.

---

4. Log in to the AOS-W WebUI from the PC or workstation.
5. Navigate to the **Maintenance > Controller > Image Management** page.
  - a. Select the **Local File** option.
  - b. Click **Browse** to navigate to the saved image file on your PC or workstation.
6. Select the downloaded image file.
7. Choose the non-boot partition from the **Partition to Upgrade**.
8. Choose **Yes** in the **Reboot Controller After Upgrade** to automatically reboot. Choose **No**, if you do not want the switch to reboot immediately.



---

The upgrade will not take effect until reboot.

---

9. Choose **Yes** in the **Save Current Configuration Before Reboot**.

10. Click **Upgrade**.

When the software image is uploaded to the switch, the **Changes were written to flash successfully** message is displayed.

11. Click **OK**.

The switch reboots automatically based on your selection in step 8.

## Verifying the AOS-W Upgrade

The following steps describe how to verify that the switch is functioning as expected.

1. Log in to the WebUI to verify all your switches are up after the reboot.
2. Navigate to the **Monitoring > NETWORK > Network Summary** page to determine if your APs are up and ready to accept clients.
3. Verify that the number of APs and clients are what you would expect.
4. Verify that the number of access points and clients are as expected.
5. Test a different type of client in different locations, for each access method used.
6. Complete a backup of all critical configuration data and files on the flash memory to an external server or mass storage facility. See [Backing up Critical Data on page 29](#) for information on creating a backup.

## In the CLI

The following steps describe how to upgrade AOS-W from one of these versions using the CLI:

- AOS-W 3.4.4.1 or later
- AOS-W 5.0.3.1 or the latest version of AOS-W 5.0.x
- AOS-W 6.0.1.0 or later version of AOS-W 6.x

1. Download AOS-W from the customer support site.
2. Open an SSH session on the switch.
3. Execute the **ping** command to verify the network connection between the switch and the SCP server, FTP server, or TFTP server.

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

or

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

or

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

4. Execute the **show image version** command to check if the AOS-W images is loaded on the flash partition. The partition number appears in the **Partition** row; **0:0** is partition 0, and **0:1** is partition 1. The active boot partition is marked as **Default boot**.

- Execute the **copy** command to load the new image to the non-boot partition.

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

or

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

or

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

or

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



---

The USB option is available on the OAW-40xx Series and OAW-4x50 Series switches.

---

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

- Reboot the switch.

```
(host)# reload
```

- Execute the **show version** command to verify that the upgrade is complete.

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

## Verifying the AOS-W Upgrade

The following steps describe how to verify that the switch is functioning as expected.

- Log in to the CLI to verify that all your switches are up after the reboot.
- Execute the **show ap active** command to determine if your APs are up and ready to accept clients.
- Execute the **show ap database** command to verify that the number of APs and clients are as expected.
- Test a different type of client in different locations, for each access method used.
- Complete a backup of all critical configuration data and files on the flash memory to an external server or mass storage facility. See [Backing up Critical Data on page 29](#) for information on creating a backup.

## Downgrading AOS-W

A switch has two partitions, 0 and 1. If the upgrade fails on one of the partitions, you can reboot the switch from the other partition.



---

Database versions are not compatible between different AOS-W releases.

---



CAUTION

---

If you do not downgrade to a previously saved pre-6.1 configuration, some parts of your deployment may not work as they previously did. For example, when downgrading from AOS-W 6.5.4.16 to 5.0.3.2, changes made to WIPS in AOS-W 6.x prevent the new predefined IDS profile assigned to an AP group from being recognized by the older version of AOS-W. This unrecognized profile can prevent associated APs from coming up, and can trigger a profile error. These new IDS profiles begin with *ids-transitional* while older IDS profiles do not include *transitional*. If you have encountered this issue, execute the **show profile-errors** and **show ap-group** commands to view the IDS profile associated with the AP group.

---



CAUTION

---

When reverting the switch software, use the previous version used on the switch.

---

## Prerequisites

Before you reboot the switch with the pre-upgrade AOS-W version, perform the following steps:

1. Back up your switch. For details, see [Backing up Critical Data on page 29](#).
2. Verify that the control plane security is disabled.
3. Set the switch to boot with the previously saved configuration file.
4. Set the switch to boot from the system partition that contains the pre-upgrade AOS-W version.

When you specify a boot partition or copy an image file to a system partition, switch checks if the AOS-W version is compatible with the configuration file. An error message is displayed if the boot parameters are incompatible with the AOS-W version and configuration files.

5. After switching the boot partition, perform the following steps:
  - Restore the pre-upgrade flash backup from the file stored on the switch. Do not restore the AOS-W flash backup file.
  - Do not import the WMS database.
  - If the RF plan is unchanged, do not import it. If the RF plan was changed before switching the boot partition, the changed RF plan does not appear in the downgraded AOS-W version.
  - If any new certificates were added in the upgraded AOS-W version, reinstall these certificates in the downgraded AOS-W version.

Downgrade AOS-W version using the WebUI or CLI.

## In the WebUI

The following steps describe how to downgrade the AOS-W version.

1. If the saved pre-upgrade configuration file is on an external FTP or TFTP server, copy the file to the switch by navigating to the **Maintenance > File > Copy Files** page.
  - a. For **Source Selection**, select FTP or TFTP server, and enter the IP address of the FTP or TFTP server and the name of the pre-upgrade configuration file.

- b. For **Destination Selection**, enter a file name (other than default.cfg) for Flash File System.
2. Set the switch to boot with your pre-upgrade configuration file by navigating to the **Maintenance > Controller > Boot Parameters** page.
  - a. Select the saved pre-upgrade configuration file from the **Configuration File** drop-down list.
  - b. Click **Apply**.
3. Determine the partition on which the previous AOS-W image is stored by navigating to the **Maintenance > Controller > Image Management** page. If there is no previous AOS-W image stored on the system partition, load it to the backup system partition by performing the following steps:



---

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

---

- a. Enter the FTP or TFTP server address and image file name.
  - b. Select the backup system partition.
  - c. Click **Upgrade**.
4. Navigate to the **Maintenance > Controller > Boot Parameters** page.
  - a. Select the system partition that contains the pre-upgrade image file as the boot partition.
  - b. Click **Apply**.
5. Navigate to the **Maintenance > Controller > Reboot Controller** page and click **Continue**.

The switch reboots after the countdown period.
6. After the switch reboots, log in to the WebUI and navigating to the **Maintenance > Controller > Image Management** page to verify the AOS-W version.

## In the CLI

The following steps describe how to downgrade the AOS-W version:

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

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

or

```
(host) # copy tftp: <tftphost> <image filename> system: partition 1
```
2. Set the switch to boot with your pre-upgrade configuration file.

```
(host) # boot config-file <backup configuration filename>
```
3. Execute the **show image version** command to view the partition on which your pre-upgrade AOS-W version is stored.



---

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

---

```
#show image version
```

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

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

5. Reboot the switch.

```
(host) # reload
```

6. When the boot process is complete, verify that the switch is using the correct AOS-W version.

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

## Before You Call Technical Support

Provide the following information when you call the Technical Support:

- The status of installation (new or existing) and recent changes to network, device, or AP configuration. If there was a configuration change, list the exact configuration steps and commands used.
- A detailed network topology including all the devices in the network with IP addresses and interface numbers.
- The make and model number of the wireless device and NIC, driver date, version, and configuration of the NIC, and the OS version including any service packs or patches.
- The logs and output of the **show tech-support** command.
- The syslog file at the time of the problem.
- The date and time when the problem first occurred. If the problem is reproducible, list the exact steps taken to re-create the problem.
- Any wired or wireless sniffer traces taken during the time of the problem.
- The device site access information.