

Cloudpath Enrollment System Release Notes for Release 5.9.5179

Supporting Cloudpath Software Release 5.9

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Document History

Version	Summary of changes	Publication date
Cloudpath Enrollment System Release Notes 5.9.5179 Revision A	<ul style="list-style-type: none">• New features• Resolved issues• Known issues	December 17, 2021

Preface

Contacting RUCKUS Customer Services and Support

The Customer Services and Support (CSS) organization is available to provide assistance to customers with active warranties on their RUCKUS products, and customers and partners with active support contracts.

For product support information and details on contacting the Support Team, go directly to the RUCKUS Support Portal using <https://support.ruckuswireless.com>, or go to <https://www.commscope.com/ruckus> and select **Support**.

What Support Do I Need?

Technical issues are usually described in terms of priority (or severity). To determine if you need to call and open a case or access the self-service resources, use the following criteria:

- Priority 1 (P1)—Critical. Network or service is down and business is impacted. No known workaround. Go to the **Open a Case** section.
- Priority 2 (P2)—High. Network or service is impacted, but not down. Business impact may be high. Workaround may be available. Go to the **Open a Case** section.
- Priority 3 (P3)—Medium. Network or service is moderately impacted, but most business remains functional. Go to the **Self-Service Resources** section.
- Priority 4 (P4)—Low. Requests for information, product documentation, or product enhancements. Go to the **Self-Service Resources** section.

Open a Case

When your entire network is down (P1), or severely impacted (P2), call the appropriate telephone number listed below to get help:

- Continental United States: 1-855-782-5871
- Canada: 1-855-782-5871
- Europe, Middle East, Africa, Central and South America, and Asia Pacific, toll-free numbers are available at <https://support.ruckuswireless.com/contact-us> and Live Chat is also available.
- Worldwide toll number for our support organization. Phone charges will apply: +1-650-265-0903

We suggest that you keep a physical note of the appropriate support number in case you have an entire network outage.

Self-Service Resources

The RUCKUS Support Portal at <https://support.ruckuswireless.com> offers a number of tools to help you to research and resolve problems with your RUCKUS products, including:

- Technical Documentation—<https://support.ruckuswireless.com/documents>

- Community Forums—<https://forums.ruckuswireless.com/>
- Knowledge Base Articles—<https://support.ruckuswireless.com/answers>
- Software Downloads and Release Notes—https://support.ruckuswireless.com/#products_grid
- Security Bulletins—<https://support.ruckuswireless.com/security>

Using these resources will help you to resolve some issues, and will provide TAC with additional data from your troubleshooting analysis if you still require assistance through a support case or RMA. If you still require help, open and manage your case at https://support.ruckuswireless.com/case_management.

Document Feedback

RUCKUS is interested in improving its documentation and welcomes your comments and suggestions.

You can email your comments to RUCKUS at #Ruckus-Docs@commscope.com.

When contacting us, include the following information:

- Document title and release number
- Document part number (on the cover page)
- Page number (if appropriate)

For example:

- RUCKUS SmartZone Upgrade Guide, Release 5.0
- Part number: 800-71850-001 Rev A
- Page 7

RUCKUS Product Documentation Resources

Visit the RUCKUS website to locate related documentation for your product and additional RUCKUS resources.

Release Notes and other user documentation are available at <https://support.ruckuswireless.com/documents>. You can locate the documentation by product or perform a text search. Access to Release Notes requires an active support contract and a RUCKUS Support Portal user account. Other technical documentation content is available without logging in to the RUCKUS Support Portal.

White papers, data sheets, and other product documentation are available at <https://www.commscope.com/ruckus>.

Online Training Resources

To access a variety of online RUCKUS training modules, including free introductory courses to wireless networking essentials, site surveys, and products, visit the RUCKUS Training Portal at <https://commscopeuniversity.myabsorb.com/>.

Document Conventions

The following table lists the text conventions that are used throughout this guide.

TABLE 1 Text Conventions

Convention	Description	Example
monospace	Identifies command syntax examples	device(config)# interface ethernet 1/1/6

TABLE 1 Text Conventions (continued)

Convention	Description	Example
bold	User interface (UI) components such as screen or page names, keyboard keys, software buttons, and field names	On the Start menu, click All Programs .
<i>italics</i>	Publication titles	Refer to the <i>RUCKUS Small Cell Release Notes</i> for more information.

Notes, Cautions, and Safety Warnings

Notes, cautions, and warning statements may be used in this document. They are listed in the order of increasing severity of potential hazards.

NOTE

A NOTE provides a tip, guidance, or advice, emphasizes important information, or provides a reference to related information.

ATTENTION

An ATTENTION statement indicates some information that you must read before continuing with the current action or task.



CAUTION

A CAUTION statement alerts you to situations that can be potentially hazardous to you or cause damage to hardware, firmware, software, or data.



DANGER

A DANGER statement indicates conditions or situations that can be potentially lethal or extremely hazardous to you. Safety labels are also attached directly to products to warn of these conditions or situations.

Command Syntax Conventions

Bold and italic text identify command syntax components. Delimiters and operators define groupings of parameters and their logical relationships.

Convention	Description
bold text	Identifies command names, keywords, and command options.
<i>italic text</i>	Identifies a variable.
[]	Syntax components displayed within square brackets are optional. Default responses to system prompts are enclosed in square brackets.
{x y z}	A choice of required parameters is enclosed in curly brackets separated by vertical bars. You must select one of the options.
x y	A vertical bar separates mutually exclusive elements.
< >	Nonprinting characters, for example, passwords, are enclosed in angle brackets.
...	Repeat the previous element, for example, <i>member[member...]</i> .
\	Indicates a "soft" line break in command examples. If a backslash separates two lines of a command input, enter the entire command at the prompt without the backslash.

About This Document

The Cloudpath Enrollment System (ES) release notes contain information about new and updated features, system updates, bug fixes, and known issues.

For the latest versions of Cloudpath manuals, go to one of the following sites:

- <https://support.ruckuswireless.com/>

- <https://docs.commscope.com>

New Features in Release 5.9.5179

- **Resending unit assignment/SMS email to a tenant:** This is described in the *Cloudpath Enrollment System Property Management Administration Guide*, 5.9R3.
- **Enabling/disabling the "Manual DPSK Secret Allowed" field** when configuring a unit: This setting determines the method a tenant can use to reset a wi-fi passphrase on the tenant portal. This is described in the *Cloudpath Enrollment System Property Management Administration Guide*, 5.9R3.
- **CAPTCHA usage:** Includes the ability to disable CAPTCHA and RECAPTCHA in the use of out-of-band workflows. For more information, see the *Cloudpath Enrollment System Deployment Administration Guide*, 5.9R3, "Using CAPTCHA Options With Out-of-Band Workflow Plugins" section.
- **Users Managing their Devices During Enrollment:** A new configuration option has been added to the "Ask the user to name their device" workflow plugin that allows users to name their devices and delete old devices. This workflow step can be used in conjunction with other workflow steps, such as the MAC Registration List step. For more information as well as an example workflow, see the *Cloudpath Enrollment System Deployment Administration Guide*, 5.9R3, "Prompting Users to Name Their Device and Remove Old Devices" section.
- **Customizeable login text for tenant portal:** The welcome text that is presented to tenants accessing their tenant portal can be customized in the Cloudpath UI. For more information on configuring the tenant portal, see the *Cloudpath Enrollment System Property Management Administration Guide*, 5.9R3.

NOTE

The following Cloudpath manuals have been updated for this release and should be used instead of their "5.9" counterparts.

- *Cloudpath Enrollment System Property Management Administration Guide*, 5.9R3
- *Cloudpath Enrollment System Deployment Administration Guide*, 5.9R3
- *Cloudpath Enrollment System Quick Start Guide*, 5.9R3
- *Cloudpath Enrollment System End-User Experience for Supported Devices*, 5.9R3

Otherwise, manuals ending with "5.9" in the title still apply to this 5.9.5179 release.

Known Issues in Release 5.9.5179

- For mobileconfig-based Mac OS X enrollments to be disconnected upon profile installation, the "WLAN Profile Type" must be set to "Machine." To locate this setting in the UI for a completed device configuration, go to **Configuration > Device** Configurations, then click the arrow to expand the device configuration. Next, click the **OS Settings** tab, then click the pencil icon to edit the field called "Configuration from the Network(s) and Trust tabs" under the **Mac OS X Settings** area. In the Advanced Settings area, see "WLAN Profile Type." For more information, refer to the "Device Configuration and Client Certificate" section in the *Cloudpath Enrollment System Deployment Administration Guide*.
- For the property management feature, if the DPSK pool associated with a property contains more than one SSID, then a tenant must access the wi-fi network by performing the following steps (the wi-fi QRCode will not currently provide access in the two-SSID scenario):
 1. Select the appropriate SSID on their device.
 2. Manually enter the dynamic pre-shared key (DPSK). This is the "Wi-Fi Passphrase" on the Tenant Portal home page. (The property manager can also simply provide this key to the tenant.)
- With the use of Rest APIs, policies with a start time of 0:00 or an end time of 23:59 will fail on attempts to apply them to an eDPSK pool. All other timeframes work properly.

Resolved Issues in Release 5.9.5179

- When configuring a vSmartZone integrated system in the Cloudpath UI (**Configuration > Integrated Systems**) for network segmentation, using the IP address of the vSmartZone controller can throw a "Hostname verification failed" exception. Perform one of the following two methods to allow for successful self-signed SmartZone integration with Cloudpath:
 - To prevent the exception, before you add the integrated system, manually upload the SmartZone self-signed server certificate to the Cloudpath truststore (**Configuration > Truststore**). Once this certificate exists in the Cloudpath truststore, you can use either the SmartZone IP address or its hostname to integrate with Cloudpath.
 - You can auto-pin the SmartZone self-signed server certificate. With this method, Cloudpath retrieves and verifies the remote self-signed certificate. The default verification matches the hostname with the subject alternative name of the certificate, as specified in the exception. If you used the vSmartZone IP address to add the integrated system, navigate to **Configuration > Truststore > Server Status** and click the **fixing** button.

NOTE

Network segmentation requires a vSmartZone 6.1 controller. For more information about network segmentation, refer to the *RUCKUS SmartZone and Cloudpath Network Segmentation Configuration Guide*, available with the release of vSmartZone 6.1.

Resolved Issues in Release 5.9.5179

- An issue with Google LDAP that was causing an "Unable to resolve user-provided username to a DN" error has been resolved.
- An issue where the code signing certificate on hosted Cloudpath servers showing as "Blocked" for macOS devices has been resolved.
- An issue where using English (canada) as the preferred language in a browser would not let a policy be successfully saved has been resolved.

Upgrade Information

How to Upgrade to Cloudpath Version 5.9.5179

The process you follow to upgrade to version 5.9.5179 depends on which version you are currently running.

Follow the steps in the applicable section(s).

Upgrading From Cloudpath Version 5.6.4580 or Later

If you are updating from Cloudpath Version 5.6.4580 or later, navigate to **Administration > System Updates**, then proceed to download and install the update.

Upgrading From Cloudpath Version 5.5.4464

To update from Cloudpath Version 5.5.4464, you can use one of two methods.

The *first* method is to upgrade to 5.8.5012, then to subsequently upgrade from 5.8.5012 to the current release. The incremental upgrade is time consuming and only recommended if deploying a new VM/OVA is not possible in your infrastructure.

1. Upgrade to 5.8.5012 by following the instructions in your Cloudpath 5.8.5012 release notes for upgrading to 5.8.5012.
2. Upgrade to 5.9.5179 by following the instructions in the preceding section called "Upgrading From Cloudpath Version 5.6.4580 or Later."

The *second* method, which is a faster method but requires deploying a new OVA, is to do the following:

1. Deploy a new 5.9.5179 OVA.
2. Import the database from the existing system from the command-line configuration utility (**klish** command) of the new OVA system:

```
#maintenance cannibalize [oldsystemhostname]
```

3. After the import is finished, you can accept the prompt to have the system automatically move the IP address to the new system and shut down the old system.

For more information about how to perform a database import for upgrades, refer to the *Cloudpath Enrollment System Upgrade Guide*.

Upgrading From Cloudpath Version in the Range 5.2.3585 to 5.4.4284

To update from versions in the range of 5.2.3585 to 5.4.4284, you can use one of two methods.

The *first* method is to incrementally upgrade to 5.7.4774, then to subsequently upgrade from 5.7.4774 to the current release. The incremental upgrade is time consuming and only recommended if deploying a new VM/OVA is not possible in your infrastructure.

1. Upgrade to 5.7.4774 by following the instructions in your Cloudpath 5.7.4774 release notes for upgrading to 5.7.4774.
2. Upgrade to 5.9.5179 by following the instructions in the preceding section called "Upgrading From Cloudpath Version 5.6.4580 or Later."

The *second* method, which is a faster method but requires deploying a new OVA, is to do the following:

1. Deploy a new 5.9.5179 OVA.
2. Import the database from the existing system from the command-line configuration utility (**klish** command) of the new OVA system:

```
#maintenance cannibalize [oldsystemhostname]
```

3. After the import is finished, you can accept the prompt to have the system automatically move the IP address to the new system and shut down the old system.

For more information about how to perform a database import for upgrades, refer to the *Cloudpath Enrollment System Upgrade Guide*.

Upgrading From Cloudpath Version in the Range 5.0.3314 to 5.1.3483

To update from versions in the range of 5.0.3314 to 5.1.3483, you can use one of two methods.

The *first* method is to incrementally upgrade to a 5.2 series version, then to subsequently upgrade from 5.2 to the current release. The incremental upgrade is time consuming and only recommended if deploying a new VM/OVA is not possible in your infrastructure.

1. Upgrade to any 5.2 series version by following the instructions in your Cloudpath 5.2 release notes for upgrading to the desired 5.2 build.
2. Upgrade to 5.9.5179 by following the instructions in the preceding section called "Upgrading From Cloudpath Version in the Range 5.2.3585 to 5.4.4284."

The *second* method, which is a faster method but requires deploying a new OVA, is to do the following:

1. Deploy a new 5.9.5179 OVA.
2. Import the database from the existing system from the command-line configuration utility (**klish** command) of the new OVA system:

```
#maintenance cannibalize [oldsystemhostname]
```

3. After the import is finished, you can accept the prompt to have the system automatically move the IP address to the new system and shut down the old system.

For more information about how to perform a database import for upgrades, refer to the *Cloudpath Enrollment System Upgrade Guide*.

Upgrade Information

Minimum Wizard Version

Upgrading From Cloudpath Version 5.0.3302 or Earlier

To update from version 5.0.3302 or earlier, you must perform the following steps:

1. Deploy a new 5.9.5179 OVA.
2. Import the database from the existing system from the command-line configuration utility (**klis** command) of the new OVA system:

```
#maintenance cannibalize [oldsystemhostname]
```
3. After the import is finished, you can accept the prompt to have the system automatically move the IP address to the new system and shut down the old system.

For more information about how to perform a database import for upgrades, refer to the *Cloudpath Enrollment System Upgrade Guide*.

Minimum Wizard Version

The Cloudpath server requires a minimum version of the wizard.

When performing a system update from the Admin UI or by using database import, the system automatically updates your Cloudpath wizard to the appropriate version.

Snapshots

When upgrading your system, all previous snapshots will remain in the system, will be labeled not compatible, and will not be selectable for active snapshots.

As part of the upgrade process, a new snapshot is created with the latest wizard build. This automatic snapshot creation allows the system to be fully updated and usable when the upgrade is finished.

Upgrading a Cluster to 5.9.5179

The process you follow to upgrade your cluster to version 5.9.5179 depends on which version you are currently running and on your infrastructure.

Follow the steps in the applicable section(s).

Upgrading a Cluster Containing More than Two Nodes to 5.9.5179 From 5.7.4774 Or Later

If you have a cluster of more than two nodes running 5.7.4774 or later, follow the steps below to upgrade to 5.9.5179:

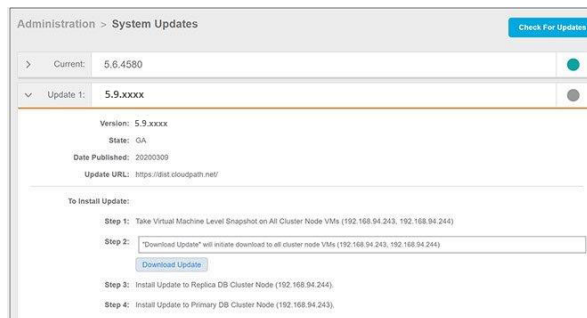
1. Remove all APP-only nodes from the cluster. Retain two DB nodes in the cluster. For instructions, refer to the *Cloudpath Enrollment System Replication Configuration Guide*, 5.7R2.
2. Individually upgrade all APP nodes to 5.9.5179 by following the instructions in [Upgrading From Cloudpath Version 5.6.4580 or Later](#) on page 8.
3. Upgrade the retained two-node DB cluster by following the steps in [Upgrading a Two-Node Cluster to 5.9.5179 from 5.6.4580 or Later](#).
4. Add all APP nodes back into the cluster. For instructions, refer to the *Cloudpath Enrollment System Replication Configuration Guide*, 5.7R2.

Upgrading a Two-Node Cluster to 5.9.5179 from 5.6.4580 or Later

If your cluster is running 5.6.4580 or later, follow the steps below to upgrade the cluster to 5.9.5179:

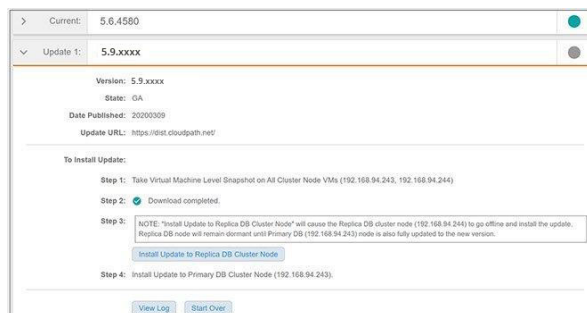
1. From the Cloudpath UI on the primary node in your cluster, navigate to **Administration > System Updates**. A screen such as the following indicates that there is a newer build (the build number is xxxx only for the purpose of the illustration) to which you can upgrade your cluster:

FIGURE 1 System Updates Screen for Upgrading a Cluster From 5.6.4580 (or Later) to 5.9.5179



2. Follow the instructions on the screen under the "To Install Update:" section.
3. After the update completes, you should see the following screen:

FIGURE 2 Download Completed for Update

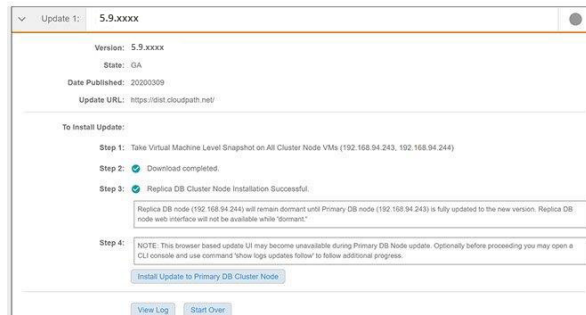


4. Continue by clicking **Install Update to Replica DB Cluster Node**.
5. After successful replication DB installation, you should see the following screen to indicate that the replica database cluster node installation was successful:

Upgrade Information

Upgrading a Cluster to 5.9.5179

FIGURE 3 Replica DB Installation Successful



6. Continue by clicking **Install Update to Primary DB Cluster Node**.

The system will be unavailable for several minutes during the upgrade.

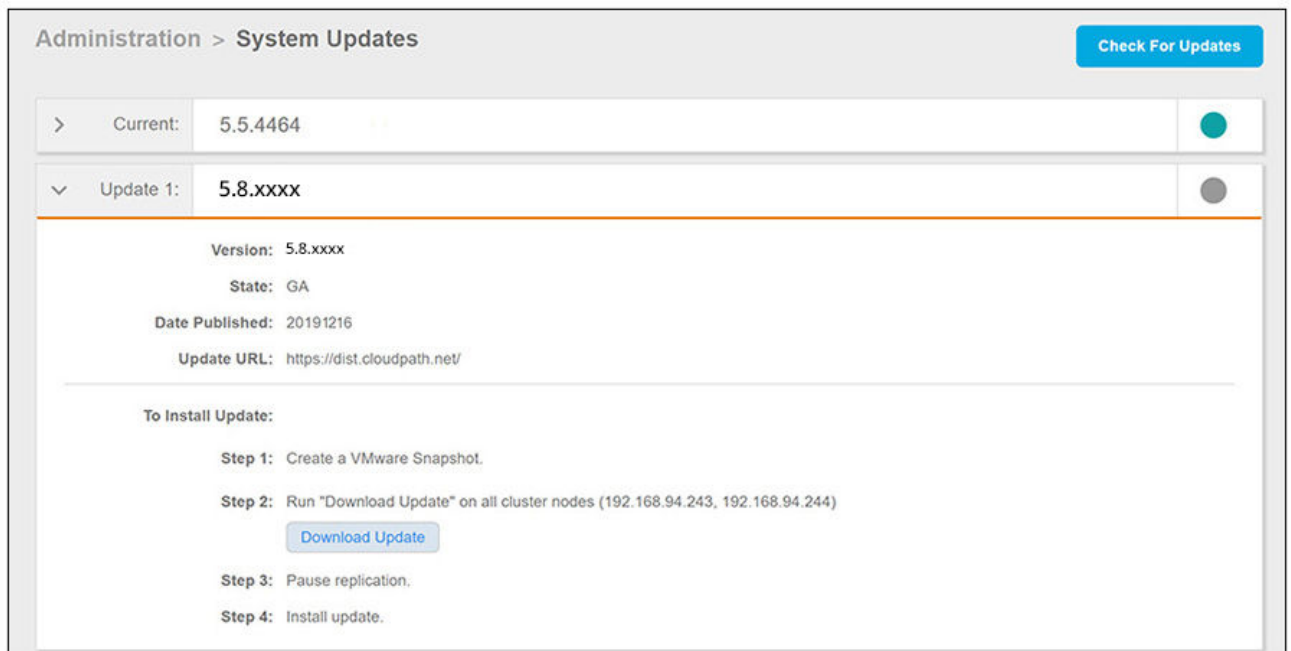
7. After a few minutes, you can log in to both nodes to verify that they have been successfully upgraded to the new build. Be sure to collapse all navigation bars on the left side of the UI, then check the lower-left corner of the UI for the release and build number.

Upgrading a Cluster to 5.9.5179 from 5.5.4464

If your cluster is running 5.5.4464, follow the steps below to first upgrade the cluster to 5.8.5012, then upgrade from 5.8.5012 to 5.9.5179:

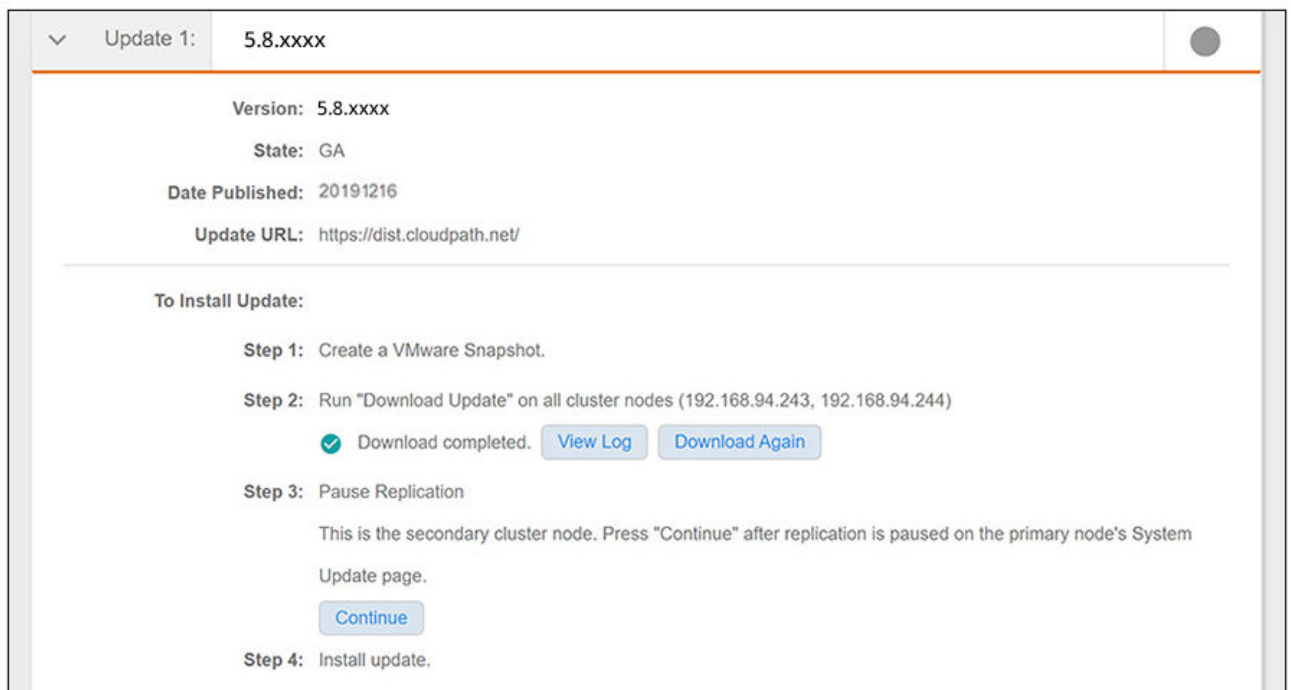
1. First, upgrade from 5.5.4464:
 - a. From the Cloudpath UI on the primary node in your cluster, navigate to **Administration > System Updates**. A screen such as the following indicates that there is a newer build (the build number is xxxx only for the purpose of the illustration) to which you can upgrade your cluster:

FIGURE 4 System Updates Screen for Upgrading a Cluster From 5.5.4464 to 5.8.5012



- b. Create a VMWare Snapshot of the primary node.
- c. Click the **Download Update** button on the primary node.
- d. From the Cloudpath UI on the secondary node in your cluster, navigate to **Administration > System Updates**.
- e. Create a VMWare Snapshot of the secondary node.
- f. Click the **Download Update** button on the secondary node.
- g. Return to the UI on the primary node, and pause replication.
- h. On the secondary node, click **Continue** (see Step 3 in the following screen):

FIGURE 5 Secondary Node Updates Screen Before Pressing "Continue" Button



NOTE

Proceed with the cluster system updates in the following order: Secondary node *must be updated first*, then the primary node.

- i. On the secondary node, click **Install Update**.

NOTE

The Admin UI on the secondary node is unavailable during the upgrade. However, you can use the Klish commands (refer to the *Cloudpath Enrollment System Command Reference, 5.6 or later*) to determine when the secondary node reboot is complete. Then, proceed with the system update on the primary node.

- j. On the primary node, click **Install Update**. The system will be unavailable for several minutes during the upgrade.

NOTE

Once the primary node completes the upgrade, both cluster nodes are accessible through the Admin UI. You can log in to the Admin UI on both systems to verify the system upgrades.

Upgrade Information

Upgrading a Cluster to 5.9.5179

- Next, upgrade from 5.8.5012 to 5.9.5179 by following the instructions in [Upgrading a Two-Node Cluster to 5.9.5179 from 5.6.4580 or Later](#).

Upgrading a Cluster to 5.9.5179 from 5.2 or Earlier

NOTE

As of release 5.5.4464, two-node clusters are supported.

Two upgrade procedures are provided in this section to upgrade your cluster from 5.2 or earlier to 5.9.5179:

- Upgrading by deploying two new virtual machines. This is the recommended method, as long as you do not have constraints on the number of VMs in your environment.
- Upgrading without creating new virtual machines.

Upgrading Cluster by deploying new VMs:

NOTE

When you first activate a new system, you are presented with a System Setup screen that contains the question: "Which Type Of Server is This?" For the node that will serve as your primary node in the cluster, select the "Standard Server (Default)" option. For the node that will serve as your secondary server, select the "Add On Server For Cluster" option.

- Deploy two new .OVAs as virtual appliances by following the instructions in either the VMWare or Hyper-V deployment guides, as applicable.
- Disable the replication service on all current cluster nodes by following the instructions in the *Setting Up Clustering With Cloudpath Servers* guide, 5.2 (or earlier).
- Import the database from the old primary node to the new primary node from the command-line configuration utility (**klis**h command) of the new OVA system:

```
#maintenance cannibalize [oldsystemhostname]
```

NOTE

For more information about how to perform a database import for upgrades, refer to the *Cloudpath Enrollment System Upgrade Guide*

- After the import is finished, you can accept the prompt to have the system automatically move the IP address to the new system and shut down the old system.
- Configure the new secondary node to match the network settings of the old secondary node.
- Once all the nodes have been upgraded, follow the steps in the applicable section of the *Cloudpath Enrollment System Replication Configuration Guide*, Version 5.6 or later, to recreate your cluster:

NOTE

Before you run the **replication setup** command, be sure you have activated both nodes.

- "Configuring an Active - Standby Replication"
- "Configuring an Active - Active Replication"

Upgrading Cluster Without Deploying New VMs:

NOTE

This method is more complex and creates more system downtime than the preferred method described above where you deploy new VMs.

1. Disable the replication service on all current cluster nodes by following the instructions in the *Setting Up Clustering With Cloudpath Servers* guide, 5.2 (or earlier).
2. Upgrade each node to the new version via the **Administration > System Updates** page by following the instructions given on that page.

NOTE

If your current version is older than 5.2, you first need to upgrade all nodes to any 5.2.xxxx version by following the instructions in your Cloudpath 5.2 release notes.

3. Once all the nodes have been upgraded, follow the steps in the applicable section of the *Cloudpath Enrollment System Replication Configuration Guide*, Version 5.6 or later, to recreate your cluster:
 - "Configuring an Active - Standby Replication"
 - "Configuring an Active - Active Replication"

