

## Aerohive Release Notes

Version: GuestManager 1.0r2 General Release

Platform: GuestManager

Date: August 12, 2008

GuestManager 1.0r2 is the latest general software release for the Aerohive GuestManager platform. GuestManager is a visitor management solution through which administrators—called operators—can easily create and manage visitor accounts. The accounts are then stored on the GuestManager RADIUS server. Captive web portals running on HiveAPs communicate with the RADIUS server to authenticate users such as visiting guests, contractors, and mobile employees and provide them with simple and secure wireless network access.

The GuestManager 1.0r2 release addresses several issues, which are summarized in the “Addressed Issues” section later in this document.

### Upgrading GuestManager Software

To upgrade to the GuestManager 1.0r2 release, make sure that GuestManager has access to the Internet. Then perform the following steps.

1. To prepare the configuration of the Aerohive Kernel for the upgrade, click **Administrator > Plugin Manager > Manage Plugins > Configuration** (for Aerohive Kernel), enter the following, and then click **Save Configuration**:

Subscription ID: **rr72rb-71qss3-d7gp8y-1p9kqd-c2q7br**

(Note: This subscription ID number is the same for all GuestManager appliances.)

Update Base URL: **<https://gmupdates.aerohive.com/webservice>**

The Available Plugins page appears.

2. At the bottom of the Available Plugins list, click **Add new plugin**.

The Add New Plugin page appears.

3. Click **Add Plugin from the Internet**.

A list of updated plugins appears with the default selections to update and add already selected. Note that GuestManager 1.0r2 consists of the combined set of updated plugins that together constitute a single release.

4. To download and update the plugins, click **Finish**.

As GuestManager downloads and installs all the selected plugins, it displays the progress of these operations. When complete, it displays a summary reporting the plugins that were updated and their version numbers.

*Note: Do not reboot GuestManager while it is updating plugins. In particular, rebooting the device during the Aerohive OS plugin update can sometimes cause that update process to suspend indefinitely, even after the reboot is complete.*

- To make sure that all the OS updates are complete, click **Administrator > OS Updates > Manual OS Updates > Review System Updates Log**, choose the date when you performed the updates from the Log File drop-down list, and then click **View Log**.

- Scroll to the end of the system updates log, and check that the following appears:

```

Updating      : freeradius                ##### [ 1/12]
Updating      : freeradius-postgresql    ##### [ 2/12]
Updating      : aerohive-base            ##### [ 3/12]
Installing:   vixie-cron                  ##### [ 4/12]
Installing:   crontabs                    ##### [ 5/12]
Updating      : aerohive_lic              ##### [ 6/12]
Updating      : aerohive-webapp          ##### [ 7/12]

```

```

Dependency Installed: crontabs.noarch 0:1.10-8 vixie-cron.i386 4:4.1-72.el5
Updated: aerohive-base.i386 0:1.1.9-1 aerohive-webapp.i386 0:1.1.30-1
aerohive_lic.i386 0:0.5r1-1 freeradius.i386 0:1.1.3-2.2.aerohive.3
freeradius-postgresql.i386 0:1.1.3-2.2.aerohive.3
Complete!

```

Update process completed successfully.

- To be able to use the updates, you must restart system services. Click **Administrator > System Control > Restart Services**.

GuestManager restarts its services with the updated plugins.

- Click **Administrator > System Control > Reboot Now** to reboot GuestManager and complete the upgrade procedure.

*Note: After GuestManager reboots, you can set an interval to check for plugin updates automatically. Click **Administrator > Plugin Manager > Configure Update Checks**, choose an interval from the Update Checks drop-down list, and then click **Save Changes**.*

## Configuration Notes

- After restoring a saved configuration that contains a NAS list, you must reboot the RADIUS server.
- For the steps to set up GuestManager and a HiveAP to work together so that they can provide RADIUS authentication and accounting services, see the *Aerohive GuestManager Getting Started Guide*.

## Documentation

Documentation for installing and configuring the Aerohive GuestManager appliance is provided in the *Aerohive GuestManager Getting Started Guide*.

## Known Issues

The following is the only major known issue at the time of the GuestManager 1.0r2 release.

### Known Issue in GuestManager 1.0r2

GM1031, 5172	There is no mechanism for GuestManager to update a HiveAP when a previously authenticated user extends a currently active session. If a hotel guest, for example, has purchased a ten-hour session and, after nine hours of activity, extends the session for another ten hours, the HiveAP will terminate the first session at the end of the first ten hours. The user will then have to reconnect and register.
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## Addressed Issues

The following are previously known major issues that are addressed in the GuestManager 1.0r2 release.

### Addressed Issues in GuestManager 1.0r2

GM1046	The time displayed on the Home > Time Zone page was not the same time as that displayed on the Administrator > Server Time page.
GM1045	GuestManager continued to use the IP address for a primary DNS server learned through DHCP even after you manually set a different address. For example, the LAN interface connected to the network and received its network settings—including the IP address of its primary DNS server—through DHCP. Then you manually set the IP address, netmask, and gateway for both the LAN and MGT interfaces. You also defined the IP address of a different DNS server for the MGT interface. However, if you checked the Administrator > Network Setup page, you could see that GuestManager continued to use the first address instead of the second one.
GM1029	The maximum length of the RADIUS shared secret that you could enter on a HiveAP is 64 characters, but on GuestManager the maximum length was 31. GuestManager now also supports 64 characters.