

HP MSM7xx Controllers v6.0.1.0 Release Notes

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Description

These Release Notes provide important release-related information.

NOTE: In this document, except when identifying specific models, the generic term “controller” is used in place of MSM7xx Controller product names and the generic term “AP” is used in place of MSM3xx / MSM4xx Access Point product names.

Product models

This document applies to these HP products:

Model	Part
MSM710 Access Controller	J9328A
MSM710 Mobility Controller	J9325A
MSM720 Access Controller	J9693A
MSM720 Premium Mobility Controller	J9694A
MSM720 Access Controller (TAA)	J9695A
MSM720 Premium Mobility Controller (TAA)	J9696A
MSM760 Access Controller	J9421A
MSM760 Premium Mobility Controller	J9420A
MSM765zl Premium Mobility Controller	J9370A

Online documentation

You can download documentation from the HP Support Website at: www.hp.com/support/manuals. Search by product name or part number.

Software Updates and Licensing portal

The Software Updates and Licensing portal provides access to the latest software updates to customers with a support contract. An HP Passport is required to access the Software Updates and Licensing portal at www.hp.com/go/hpsoftwareupdatesupport and it is available to customers who have purchased a maintenance and support agreement.

Mandatory channel change required prior to software upgrade; discontinue use of channel 132

Applies to these Americas/USA models: MSM410 (J9426A/B), MSM422 (J9358A/B), MSM430 (J9650A), MSM460 (J9590A), MSM466 (J9621A), MSM466-R (J9715A), MSM310 (J9374A/B), MSM310-R (J9380A/B), MSM320 (J9360A/B), MSM320-R (J9365A/B), MSM325 (J9369A/B), MSM335 (J9356A/B).

- ① **IMPORTANT:** PRIOR to upgrading to MSM software version 6.0.1.0, all applicable APs (autonomous or controlled) that are manually configured to use channel 132 must be either re-configured to use a different channel or be re-configured to use auto channel. This is required because channel 132 is no longer available for use.

NOTE: Due to a problem with AP channel use validation, a banner similar to this may appear at the top of the Home screen: AP CNxxxxxxxx, Radio 1 channel configuration has been set to autochannel because the previously configured channel Auto is not supported by this version of software. The same message is added to the system log. These messages can be safely ignored.

Software configuration change may be required prior to upgrade

If the MSM7xx controller is configured with the NAT feature enabled (default setting) and with the **Extend VSC egress subnet to VSC ingress subnet** feature enabled (disabled by default), the v6.0.1.0 software will disable the NAT feature. These two features are incompatible, and the combination although not validated prior to 5.7.1.0 is now enforced. It is recommended that you review your existing settings and disable one of these features before upgrading to v6.0.1.0.

Updating software

Update the controller software as described in the “Software updates” section of the *MSM7xx Controllers Configuration Guide*. Once the controller is updated, it automatically updates all of its controlled devices to the same software version.

Downgrading software

If you upgrade to version 6.0.1.0 and then wish to return to the version that you had been running prior to upgrading, the configuration that you used originally with that version will still be available.

If you have made configuration changes while using version 6.0.1.0, those changes will not be present when you downgrade to the previous version.

If you factory reset your device after upgrading to version 6.0.1.0, your previous configurations will be lost, and when you downgrade to any previous version you will be in a factory reset state.

MSM management tool now requires web browser with SSLv3 support

NOTE: Starting with MSM software version 5.7.0.3, a web browser that supports SSLv3 is mandatory for running the MSM web-based management tool. SSLv3 is supported by Microsoft Internet Explorer 7 and 8 but must be enabled. Microsoft Internet Explorer 9 only uses SSLv3. Mozilla Firefox also supports SSLv3 but support may need to be enabled or you may need to update to a more recent version.

GMS (Guest Management Software)

MSM7xx Controllers purchased on April 15, 2010 or later, are entitled to GMS. MSM7xx Controllers with an active software support contract are also entitled to GMS.

HP GMS simplifies centralized guest-account creation from any Microsoft Windows-based computer. It provides centralized, real-time management of visitor accounts and sessions with a configurable visitor session duration per account. The intuitive user interface is designed for receptionists and clerical staff with minimal training. Working with HP MSM7xx Controllers, secure login prevents unauthorized account creation, and the reporting feature records all account management activity for audits. A digital certificate secures all communications between GMS and the MSM7xx Controller. For details and download instructions, consult the *Guest Management Software (GMS) Release Notes*. Search for “Guest Management Software” at www.hp.com/support/manuals.

NOTE: GMS 6.0.0 works with and is required for MSM software version 6.0.1.0. See also “GMS support for teaming” (page 5).

RF Manager software and MSM software version compatibility

RF Manager versions 5.9.x and 6.0.x work with MSM software version 5.5.x and higher. However, to use the WLAN Integration feature in RF Manager 6.0.x, the RF Manager and MSM software versions must be matched as follows:

MSM7xx software version	Compatible RF Manager version(s)	Sensor devices version	
		Sensor-only devices (MSM415)	AP/Sensor combo devices (MSM320*, MSM325, MSM335)
5.7.1.x/5.7.2.0/6.0.0.1/6.0.1.0	6.0.177 or above	Upgraded automatically by RF Manager	Upgraded automatically by MSM7xx Controller
5.7.0.2/5.7.0.3/5.7.0.4	6.0.162 or above		
5.5.3.x	6.0.157 or above		
5.5.1.x/5.5.2.x	6.0.154 or above		
5.5.0.x	5.9.203, 6.0.147 or above		

*MSM320 APs that have been upgraded to MSM325 RF sensor via HP MSM320 RF Sensor License J9384A.

NOTE: Software version 6.0.1.0 is compatible with RF Manager 6.0.177 and RF Manager 6.7.x, but the MSM325 and MSM335 sensors may appear orange and indicate that there is a version mismatch. This is expected and the sensors will function normally.

NOTE: If with RF Manager 6.0.177 or above, you choose to use mismatched software versions, you should first turn off the WLAN Integration in RF Manager.

NOTE: Upgrading an MSM7xx Controller to v6.0.1.0 will also automatically upgrade any MSM325 and MSM335 Sensors it manages to MSM software v6.0.1.0 and sensor code v6.0.185.

NOTE: The MSM415 Sensor has no MSM software dependency. It is managed and upgraded directly by RF Manager.

GMS support for teaming

GMS 6.0.0 supports teaming in MSM software 6.0.1.0 with the following limitations:

- **Only the team manager controller is supported.** GMS interacts only with the team manager controller and not team member controllers.
- **Subscription plans not supported.** User sessions are not synchronized across all members in a team. Therefore, subscription plans are not supported on a controller team. User accounts cannot have **Validity** set to **Subscription Plan**. **Custom Validity** is the only choice for **Validity**.
- **Automatic account removal only supported for Inactivity.** Due to a lack of synchronization between team members and the team manager, automatic account removal due to **Inactivity** is not supported on a controller team. Automatic account removal due to **Invalidity** is supported on a controller team.
- **Maximum number of concurrent sessions not supported.** Since this option is per controller, it is not supported in a team. This option is fixed at **Unlimited** for controller teams.

Configuring the service controller in GMS (when teaming is used):

- Do NOT configure a controller in GMS when the team manager controller is not available and a team member is temporarily taking its place.
- GMS interacts only with the team manager controller, you cannot add a team member as the controller.

- Any attempt to add a team member as a service controller in GMS will be rejected, with the following message displayed: *“An error occurred while uploading the CA to the Service Controller. Please check if the Services Controller is a member of a team. If teamed, please add the Service Controller using the team IP or team manager IP.”*
- It is best to use the team IP address for the controller configuration.
- If you specify the team manager controller IP address, GMS detects that it is the team manager controller and automatically adds the controller using the team IP address. This confirmation message is displayed: *“The Service Controller you are trying to add is the team manager. GMS will add this Service Controller using the team IP address instead of the Service Controller IP address.”* This is normal.
- On the **Service Controller** tab, the **Edit Service Controller** button cannot be used to edit the controller information for teamed controllers (parameters such as Team IP, HTTP port number, and SOAP port number). Attempts to do this cause this message to be displayed: *“Editing Service Controller details is not supported. If the details are altered, please delete and add the Service Controller using the Add device wizard.”* As the message indicates, delete and then add the controller back with the wizard, specifying the changed values.

Adding/editing user accounts in GMS when the team manager is unavailable:

- Like when teamed controllers are not used and the controller becomes unavailable, if the team manager controller becomes unavailable, users can still be added and edited in GMS but the controller (team manager) is not updated until it comes back online.
- In this case when adding/editing user accounts, the following prompt is displayed: *“The selected team is in standby mode. GMS will add the account once the team manager is active. Do you want to continue?”* Select **Yes** to add/edit the account in GMS only for now, with automatic update of the team manager controller upon its availability.

SOAP function limitations for teaming environment

The functions discussed in this section may be of interest to developers who make use of SOAP to communicate and configure devices, especially when creating and managing user accounts on a controller. The following SOAP function calls that were not available in previous versions are re-enabled in MSM software version 6.0.1.0.

- `UpdateUserAccountMaxConcurrentSession`: The user account limit is per controller instead of being applied globally to the team.
- `UpdateUserAccountValidity`: This function will return an error if subscription plans are selected to set the account validity.
- `ExecuteUserAccountLogout`: The action of logging out a user will only take effect if the user is logged in on the team manager.
- `UpdateUserAccountRemovalSettings`

The above limitations **ONLY** apply to controller teams.

Although enabled in MSM software release 6.0.1.0, the following SOAP functions should not be used on a controller team. If you attempt to use any of these functions when teaming is enabled, an error is returned.

- `ExecuteBackupUserAccountsPersistentData`
- `ExecuteUserAccountRenewPlan`
- `AddSubscriptionPlan`
- `DeleteSubscriptionPlan`
- `DeleteAllSubscriptionPlans`
- `UpdateSubscriptionPlanName`

- UpdateSubscriptionPlanOnlineTimeState
- UpdateSubscriptionPlanValidityPeriodState
- UpdateSubscriptionPlanOnlineTime
- UpdateSubscriptionPlanValidityPeriodMethodState
- UpdateSubscriptionPlanValidityPeriodFor
- UpdateSubscriptionPlanValidityPeriodBetween
- UpdateSubscriptionPlanValidityPeriodFrom
- UpdateSubscriptionPlanValidityPeriodUntil
- UpdateSubscriptionPlanBooleanAttribute
- UpdateSubscriptionPlanIntAttribute
- UpdateSubscriptionPlanBandwidthLevelAttribute

Note on SOAP function UpdateUserAccountRemovalSettings

The **Removal due to invalidity** option of this function works in a teaming environment. However, the **Removal due to inactivity** option should be avoided when teaming because it could cause the controllers to wrongly remove active accounts.

Changes to the management tool interface

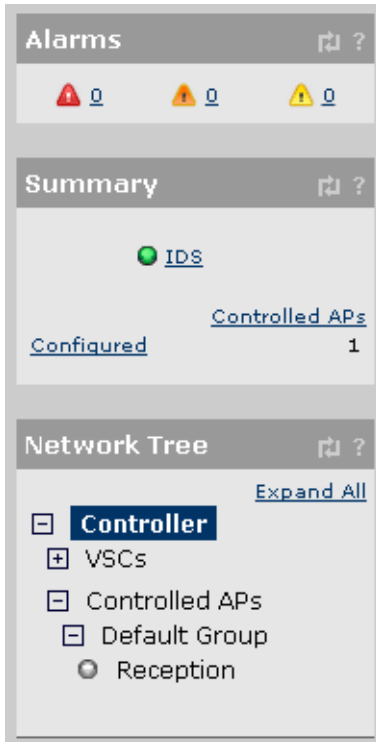
A number of recent changes have been made to the management tool interface to support the addition of new features and to enhance usability. The following is an overview of the key changes.

For a description of each new feature, consult the *New in release 6.0.0.0* section of the *MSM7xx Controllers Configuration Guide*.

For a description of each new feature, consult the *New in release 6.0.0.0* section of the *MSM3xx / MSM4xx APs Configuration Guide*.

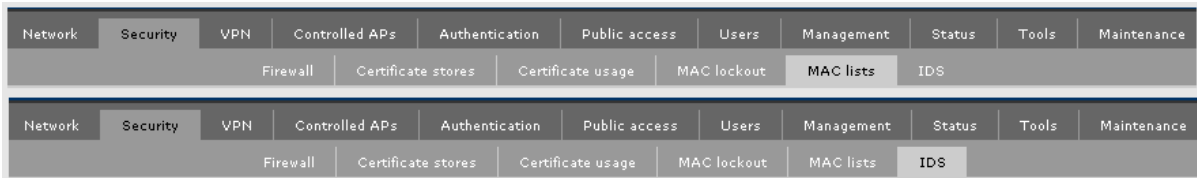
Changes to the left pane

- An **Alarms** box has been added above the **Summary** box.
- The **Summary** box now includes status information for the new IDS feature.



Changes to the Controller menu

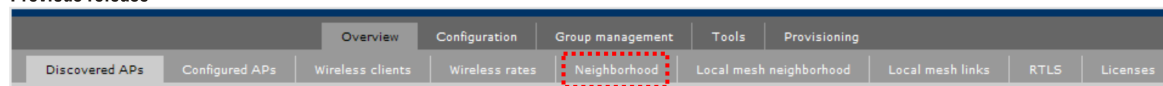
- Two new items have been added to the **Controller >> Security** menu: **MAC lists** and **IDS**.



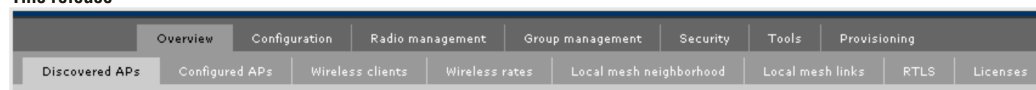
Changes to the Controlled APs menu

- **Overview menu:** The **Neighborhood** page has been moved from the **Overview** menu to the new **Security** menu.

Previous release



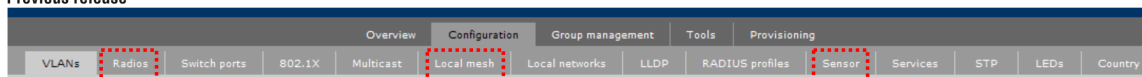
This release



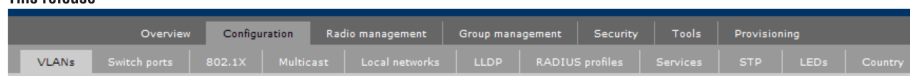
- **Configuration menu:** The **Radios** page has been moved from the **Configuration** menu to the new **Radio management** menu and renamed to **Radio configuration**. The **Local mesh** page has been

moved from the **Configuration** menu to the new **Radio management** menu. The **Sensor** page has been moved from the **Configuration** menu to the new **Security** menu.

Previous release

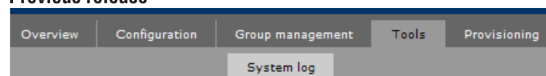


This release

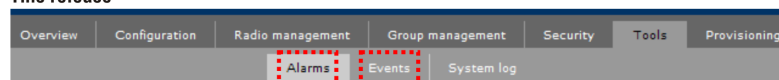


- **Tools menu:** The new **Alarms** and **Events** features have been added to the **Tools** menu.

Previous release

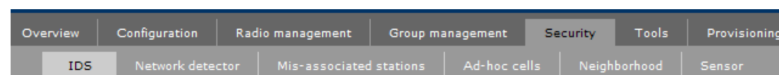
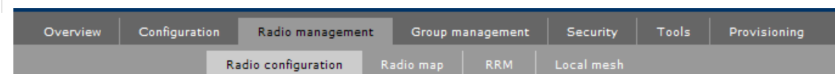


This release



- **New menus:** Two new menus have been added: **Radio Management** and **Security**.

The **Radio management** menu provides access to radio-related configuration options that were previously on the **Configuration** menu, and includes two new features: **Radio map** and **RRM**. The **Security** menu provides access to the **Neighborhood** and **Sensor** configuration options that were previously on the **Overview** and **Configuration** menus, and includes options for the new IDS feature.



Fixes

Version 6.0.1.0 contains all of the “Fixes” found in versions 5.7.2.0 (including support releases 5.7.2.0 SR1 and 5.7.2.0 SR2) and 5.7.3.0 (including support release 5.7.3.0 SR1). In addition, these fixes since version 6.0.0.0 are also present in this release:

- The IF-MIB SNMP MIB does not contain accurate descriptions for all interfaces.
- When an MSM controller is upgraded to a 6.x version from an older version where the **Access Point Name** is not an available option for the System name (**Controlled APs >> Configuration > LLDP**), the **Access Point Name** option should not appear as Enabled.
- HMAC tag secret is now configurable in the Internal Public Access web server.
- There is no RF Manager version 6.7 sensor software update for the MSM325 and MSM335 sensors. An error indicating that there is a version mismatch may be displayed, but the sensors will continue to operate normally.
- (Applies to MSM720, MSM760, MSM765 in teaming mode.) When a set of MSM controllers is configured to create a team and communicate using the LAN port, the secondary controllers may fail to synchronize to the primary controllers.

- RRM is not able to automatically configure the settings for a given radio unless 3 co-channel neighbor radios are detected.
- When IDS is enabled, the following error messages are displayed on the system logs:


```
<ip-address>crit store-devices: <serial#> Unable to get type definition for type=3a37463a32435d0d
<ip-address>crit store-devices: <serial#> assert:
payloadserializationapi.c PayloadGetSerializedSize 197
```
- The **VSC>>Overview>Wireless Clients** page fails to load when there are more than 3,000 users.
- (Applies to MSM720, MSM760, MSM765 in teaming mode.) When multiple teams of MSM controllers synchronize to a single iMC server using WSM, the second and subsequent teams of MSM controllers fail to synchronize with the iMC server.
- MSM controllers allow the removal of a MAC list that has already been applied to a MAC filter.
- The RRM network completeness analysis may take longer than expected (up to 3 minutes).
- On a system with 1,000 or more RRM radios, CPU utilization may increase by 20% over operation without RRM.
- The message `maximum simultaneous number of RADIUS Requests waiting for answer have been reached` appears when too many RADIUS clients go offline without closing the session properly. The controller sends RADIUS Accounting packets for these idle clients, and they were never cancelled.
- The following OIDs contained within the COLUBRIS-DEVICE-WIRELESS SNMP MIB object have the same description:


```
coDevWirCliStaTrafficAuthorized
coDevWirCliSta8021xAuthenticated
coDevWirCliStaMACAuthenticated
coDevWirCliStaMACFiltered
```
- The **Duration** column on the **Access Point > Wireless Clients** page incorrectly shows "HH:MM:SS" instead of the actual wireless user connection time.
- After an upgrade, the following assert error message is displayed on the system log after all access points get synchronized to the controller: `assert: rmam_channel_sm.cpp RMAMScanChannelChangeComplete 170 (siContext != NULL).>`
- When the team leader fails over to an alternate leader, RRM is not updated with the new leader's information and the following error message is displayed on the system log: `store-devices: Client '44:1E:A1:C2:A2:CE' skipped sending entries '12273' to '12281'.`
- An incorrect error message is reported if the user tries to start an RRM analysis while an RRM plan application is in progress. The error reads, `An internal software error occurred instead of Cannot start RRM analysis, please wait for the plan application to complete.` In addition, the system log will contain an entry, such as: `<date> <time> err rfmgr_sc:Unexpected RPC return code:-33.`
- The wireless MAC filter for a VSC has been extended to support 256 MAC addresses (instead of the previous limit of 64).

Known issues

These issues are present in this release:

- SNMP process may become unresponsive (Timeout: No response) when IMC is used for monitoring or an "SNMPwalk" of the entire MIB tree is done very frequently (i.e. every 30 seconds).
- Controllers in a team with several hundred APs may experience trouble with connections to IMC.

- MTM is not supported when APs are adopted by controllers using NAT.
- iPads/iPods/iPhones cannot authenticate using the secondary RADIUS server with the default configuration. As a workaround, reduce the retry interval in the RADIUS Profile configuration to 5 seconds.
- In controlled mode, the filter settings for the web system log shown at the AP level do not work. The default values are always used (severity level higher than or equal to warning). As a workaround, use a remote system log server to capture AP system logs below warning level.
- (Applies to MSM720, MSM760, MSM765.) Re-deploying an AP from one controller to another controller might generate false attacks reported by IDS on the original controller. As a workaround, reboot the controller after removing the AP.
- (Applies to MSM720, MSM760, MSM765.) In some cases, the network subnet information about rogue APs reported by the intrusion detection system (IDS) is incorrect. The IP address will display as 0.0.0.0.
- (Applies to MSM720, MSM760, MSM765.) In the system logs page, only the logs local to the master show up when selecting **Team** in the network tree. Selecting **Controllers** shows logs for all slaves. Directly selecting the master controller shows no logs.
- Clients using the PPTP VPN server might experience connectivity issues when sending large packets.
- The SNMP OIDs that report information about the configuration of the Autochannel features “COLUBRIS-DEVICE-WIRELESS-MIB coDevWirIfStaAutoChannelEnabled” and “coDevWirIfStaAutoChannelInterval” may report incorrect information on the MSM410, MSM430, MSM460, MSM466, and MSM466-R.
- The Neighborhood Scanning feature configured to scan on all channels only scans on channels within the regulatory domain's approved channel list rather than all channels in the respective band. For example, with the location set to the United States, Neighborhood Scanning will not scan channels 12 or 13 since they are not part of the U.S. regulatory domain. This is true in both the 2.4 GHz and 5 GHz bands. This affects the MSM410, MSM430, MSM460, MSM466, and MSM466-R. There is no workaround.