

Cloudpath[®] Enrollment System Release Notes for Release 6.0.5870

Supporting Cloudpath Software Release 6.0 R2

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Document History

Version	Summary of Changes	Publication Date
Cloudpath Enrollment System Release Notes 6.0 Revision B	<ul style="list-style-type: none">EnhancementsResolved issues	31 March 2025

Contact Information, Resources, and Conventions

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.ruckusnetworks.com> 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://community.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.ruckusnetworks.com>.

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/>. The registration is a two-step process described in this [video](#). You create a CommScope account and then register for, and request access for, CommScope University.

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, Enhancements, and Behavior Changes

This section lists the new features, enhancements, and changed behavior in this release.

New Features and Enhancements

- Added support for AWS and Azure hypervisor installations.

Changed Behavior

- Added a limit on the maximum number of DPSKs that can be defined within a DPSK pool.
- The expiration of **Offline** sponsor requests is now configurable with the new default: 10 days (previously it was 2 days).
- The DPSK **device** API JSON response now includes the **lastAuthTimestamp** field.
- The RADIUS log message associated with incorrect DPSK passphrases has been renamed from **No PMK Found** to **No matching DPSK**.

Resolved Issues

Following are resolved issues for this release of the product.

- Improved the system performance in environments that have persistent devices repeatedly attempting DPSK authentication with incorrect passphrases.
- Resolved an issue with mixed-case hostnames resulting in mismatches with published enrollment portal URLs.
- Resolved an issue with Hyper-V hypervisor installations where the IP address and hostname of the virtual machine (VM) were not correctly communicated to the host hypervisor.
- Resolved an issue with Palo Alto Firewall integrations where concurrency of outbound API requests was too high.
- Resolved an issue with Palo Alto Firewall integrations that resulted in Palo Alto side "pan_hip_report_init_xml" error/warnings.
- Resolved an issue with the Admin UI **Policy Tester** interface that resulted in incorrect **time** field error in certain browser-based locales.
- Added support for inbound captive portal redirect requests for MAC Registration enrollments that use **usermac** parameters, such as Fortigate.

Upgrade Information

Cloudpath version 5.12 or earlier requires using the maintenance cannibalize CLI command method for upgrade to version 6.0 R2, while version 6.0 to 6.0 R2 can be upgraded through the Admin UI or using the CLI.

Upgrading From Cloudpath Version 5.12.5614 or Earlier

To upgrade from Cloudpath version 5.12.5614 (or earlier) to version 6.0 R2, a new virtual machine image is required. In-place upgrades through the Admin UI are not supported for this transition. However, a utility is provided to streamline the migration of configuration and data from your existing 5.x system to the new 6.x virtual machine.

Upgrade Information

Upgrading From Cloudpath Version 6.0

To update from version 5.12.5614 or earlier, you must perform the following steps:

1. Download the new virtual machine image of Cloudpath ES 6.0.5870 relevant to your hypervisor (.ova, .qcow2, .vhdx, and so on).

NOTE

Note that a new license key or activation code is not required. The licensing information will be imported from your existing system.

2. Install and deploy the new virtual machine to your hypervisor.
3. In the initial CLI-based setup for the new VM, provide a temporary IP address and network settings that can reach the existing system.
4. Use the following command on the new virtual machine to import information from the existing system to the new system:

```
system:# maintenance cannibalize [existing-system-hostname-or-IP]
```

5. The **maintenance cannibalize** command will prompt for SSH credentials for the **cpn_service** account on the existing system and copy and port data from the existing system.
6. At the end of the process, accept the prompt to have the system automatically move the IP address to the new system.
7. The prior existing system will automatically shutdown, the new system will boot and assume the IP address. For more information about how to perform a “cannibalize” import for upgrades, refer to the *Cloudpath Enrollment System Upgrade Guide*.

Upgrading From Cloudpath Version 6.0

Cloudpath version 6.0 R2 supports upgrades through the Admin UI, or the cannibalization method.

To upgrade Cloudpath version 6.0 to 6.0 R2, complete the following steps using the Admin UI.

1. Select **Administration > System Updates**.
2. Expand the **Update** section for the upgrade version.
3. Click the icon on the right side for the selected update. The button appears in green for the active build version, and is clear for available build version.
4. After several minutes the server restarts. During the initial login, you are prompted for information.
5. Select **Administration > System Updates** to confirm the update.

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 6.0 R2

To upgrade your cluster to version 6.0 R2, you must deploy new VMs, as follows:

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.

1. Deploy two new .OVAs as virtual appliances by following the instructions in either the *Deploying Cloudpath as a Virtual Appliance on a VMware™ Server, Release 6.0* or *Cloudpath Enrollment System Deploying Cloudpath as Virtual Appliance using Microsoft Hyper-V, Release 6.0* document, as applicable.
2. Disable the replication service on all current cluster nodes by following the instructions in the *Setting Up Clustering With Cloudpath Servers* guide, 6.0 (or earlier).
3. Import the database from the old primary node to the new primary node using the command-line configuration utility (**klish** 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*.

4. 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.
5. Configure the new secondary node to match the network settings of the old secondary node.
6. Once all the nodes have been upgraded, follow the steps in the applicable section of the *Cloudpath Enrollment System Replication Configuration Guide*, Version 6.0 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"



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