ClearPass 6.2.3

Release Notes

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Contents

Chapter 1

About ClearPass 6.2.3

ClearPass 6.2.3 is a monthly patch release that introduces new features and provides fixes to previously outstanding issues. These release notes contain the following chapters:

- Chapter 2, "Upgrade Information" on page 11—Provides upgrade instructions and considerations.
- Chapter 3, "What's New in This Release" on page 13—Describes new features and issues introduced in this 6.2.3 release as well as issues fixed in this 6.2.3 release.
- Chapter 4, "Enhancements in Previous 6.2.x Releases" on page 19—Describes new features introduced in earlier 6.2 releases.
- Chapter 5, "Issues Fixed in Previous 6.2.x Releases" on page 23—Lists issues fixed in previous 6.2 releases.
- Chapter 6, "Known Issues Identified in Previous Releases" on page 31—Lists currently existing issues identified in previous releases.
- Chapter 7, "Introducing Guest in the Integrated Platform" on page 39—Introduces the integrated ClearPass platform for users migrating from Amigopod 3.9.x.

Supported Browsers

For the best user experience, we recommend you update your browser to the latest version available. Supported browsers for ClearPass are:

- Microsoft Internet Explorer 7.0 and later on Windows XP, Windows Vista, Windows 7, Windows 8, and Windows 8.1.

The 6.2.3 patch cannot be uploaded on the Internet Explorer (IE) browser. For details, please see issue #19288 in "New Known Issues in the 6.2.3 Release" on page 16.

IE10 is supported only in compatibility mode. For details, please refer to http://windows.microsoft.com/en-US/internet-explorer/products/ie-9/features/compatibility-view.

- Mozilla Firefox on Windows XP, Windows Vista, Windows 7, and Mac OS
- Google Chrome for Mac OS and Windows
- Apple Safari 3.x and later on Mac OS
- Mobile Safari 5.x on iOS

Microsoft Internet Explorer 6.0 is now considered a deprecated browser. You might encounter some visual and performance issues when using this browser version.

System Requirements

ClearPass Guest and ClearPass Onboard are part of the ClearPass Policy Manager platform. ClearPass comes pre-installed when you purchase an appliance. ClearPass can also be installed on a virtual appliance.

Virtual Appliance Requirements

The following specifications are recommended in order to properly operate Aruba ClearPass Policy Manager in 64-bit VMware ESX or ESXi server environments. To ensure successful deployment and maintain sufficient performance, verify that your hardware meets the following minimum specifications.

ClearPass VMware ships with a 15 GB hard disk volume. This must be supplemented with an additional storage/ hard disk through the VMware's settings by adding a new hard disk before the VM is powered on. The additional space required depends on the ClearPass model purchased. Space requirements are described below.

Supported ESX/ESXi Versions

- 4.0 (Recommended minimum version of software for CP-VA-500 and CP-VA-5K. It does not support greater than 8 virtual CPUs required for the CP-VA-25K.)
- 5.0
- 5.1

CP-VA-500

- 2 Virtual CPUs
- 250 GB disk space (When you upgrade to a later version, a second drive of 250 GB will also be needed)
- 4 GB RAM
- 2 Gigabit virtual switched ports (Only one is needed if you do not use separate ports for data and management traffic)
- Functional IOP rating for a 40-60 read/write profile for 4K random read/write = 75

An additional hard disk equal to the size of the new hard disk is required in order to upgrade to future versions. For more information, please refer to the section on upgrading in the Tech Note "Installing or Upgrading on a Virtual Machine".

CP-VA-5K

- 8 Virtual CPUs
- 250 GB disk space (When you upgrade to a later version, a second drive of 250 GB will also be needed)
- 8 GB RAM
- 2 Gigabit virtual switched ports (Only one is needed if you do not use separate ports for data and management traffic)
- Functional IOP rating for a 40-60 read/write profile for 4K random read/write = 105

CP-VA-25K

- At least 12 Virtual CPUs (Aruba hardware appliances ship with 24 cores)
- 512 GB disk space (When you upgrade to a later version, a second drive of 512 GB will also be needed)
- At least 24 GB RAM (Aruba hardware appliances ship with 64 GB RAM)
- 2 Gigabit virtual switched ports (Only one is needed if you do not use separate ports for data and management traffic)

- Functional IOP rating for a 40-60 read/write profile for 4K random read/write = 350

In order for a CP-VA-25K virtual appliance to properly support up to 25,000 unique authentications with full logging capability, customers should configure additional hardware to match the number of CPUs and RAM that ship in our hardware appliances. If you do not have the VA resources to support a full workload, please consider ordering the ClearPass Policy Manager hardware appliance.

Evaluation version

- 2 Virtual CPUs
- 40 GB disk space
- 4 GB RAM
- 2 Gigabit virtual switched ports (Only one is needed if you do not use separate ports for data and management traffic)

An evaluation version can be upgraded to a later evaluation version in a manner similar to a production upgrade. An evaluation version cannot be upgraded to a production version.

VMware Player is not supported. Please contact Arubacustomer support at support@arubanetworks.com with any further questions or if you need additional assistance.

ClearPass OnGuard Unified Agent Requirements

Be sure that your system meets the following requirements before installing the ClearPass OnGuard Agent:

- 1 GB RAM recommended, 512 MB RAM minimum
- 200 MB Disk Space
- Mac OS X: Version 10.6 or higher (64-bit only)
- Windows XP: Service Pack 3 or higher
- Windows 2003: Service Pack 2 or higher

Windows 7, Windows 8, Windows Vista, and Windows Server 2008 are all supported with no Service Pack requirements.

Installing the Unified Agent will remove an existing VIA installation. To continue using VPN functionality, log in to CPPM as the administrator, go to **Administration > Agents and Software Updates > OnGuard Settings**, and select **Install and enable Aruba VPN component** from the **Installer Mode** drop-down list.

Use of Cookies

Cookies are small text files that are placed on a user's computer by Web sites the user visits. They are widely used in order to make Web sites work, or work more efficiently, and to provide information to the owners of a site. Session cookies are temporary cookies that last only for the duration of one user session.

When a user registers or logs in via an Aruba captive portal, Aruba uses session cookies solely to remember between clicks who a guest or operator is. Aruba uses this information in a way that does not identify any user-specific information, and does not make any attempt to find out the identities of those using its ClearPass products. Aruba does not associate any data gathered by the cookie with any personally identifiable information (PII) from any source. Aruba uses session cookies only during the user's active session and does not store any permanent cookies on a user's computer. Session cookies are deleted when the user closes the browser.

Contacting Support

Main Site	arubanetworks.com
Support Site	support.arubanetworks.com
Airheads Social Forums and Knowledge Base	community.arubanetworks.com
North American Telephone	1-800-943-4526 (Toll Free) 1-408-754-1200
International Telephones	arubanetworks.com/support-services/aruba-support-program/contact-support/
Software Licensing Site	licensing.arubanetworks.com
End of Support information	www.arubanetworks.com/support-services/end-of-life-products/end-of-life-policy/
Wireless Security Incident Response Team (WSIRT)	arubanetworks.com/support/wsirt.php
Support Email Addresses	
Americas and APAC	support@arubanetworks.com
EMEA	emea_support@arubanetworks.com
WSIRT Email Please email details of any security problem found in an Aruba product.	wsirt@arubanetworks.com

Chapter 2

Upgrade Information

This chapter provides instructions and considerations for upgrading to the 6.2 release.

Upgrading to ClearPass Policy Manager 6.2

You can upgrade to ClearPass Policy Manager 6.2 from ClearPass Policy Manager 5.2.0 (non-VM), 6.0.x, or 6.1.x.

- Upgrade images are available within ClearPass Policy Manager from the Software Updates Portal at **Administration > Agents and Software Updates > Software Updates**.
- For appliance upgrades from 5.2.0, the upgrade image is available on the Support site.
- Direct upgrades from versions prior to CPPM 5.2.0 are not supported. Customers with earlier versions of 5.x must upgrade to either ClearPass Policy Manager 5.2.0 or 6.x first before upgrading to 6.2.
- Direct upgrades from CPPM 5.2.0 VM are not supported. Customers must install the 6.2.x VM version and then migrate their data to this new version.

Before You Upgrade

Before you begin the upgrade process, please review the following important items:

- User modifications on default services (dynamically received data such as Guest SSIDs) will not be carried forward after the upgrade. You must configure these inputs again after you upgrade.
- Data filter and Syslog Export filter configurations will be removed after the upgrade. You may have to reconfigure them.
- If you are upgrading a ClearPass Policy Manager 6.1.2 production virtual machine, you must add an additional hard disk (SCSI 0:2) to the VM before you upgrade. Please refer to the ClearPass VMware installation instructions Tech Note available in the Deployment Guides section at support.arubanetworks.com.
- Any log settings that were modified prior to the upgrade are not retained, and are reset to the default. The administrator should configure any custom log settings again after the upgrade.
- If you upgrade to ClearPass 6.2 after installing the 6.1.3 patch:
  - For offline upgrades from 6.1.3 to 6.2, please use the 6.2 signed upgrade image posted on the Support Web site.
  - For upgrading to 6.2 from versions prior to 6.1.3, please use the 6.2 unsigned upgrade image.

MySQL is supported in CPPM 6.0.x and greater. Aruba does not ship drivers for MySQL by default. Customers who require MySQL can contact Aruba support to get the required patch. Users should be aware that this patch does not persist across upgrades, so customers using MySQL should contact support before they upgrade.

After You Upgrade

The following actions might be required after upgrading to Policy Manager 6.2.0:

- If Guest Access with MAC caching service was configured prior to the 6.2 or 6.1 release, then after upgrading to the current release, the service must be recreated from the Service Template “Guest MAC Authentication”. The new enforcement profiles “Guest Expire Post Login” and “Guest Do Expire” will then be included in the enforcement policies. (#16270)
- The **Configuration > Authentication > Sources** filters might show duplicate filters. This may be seen after migration or upgrade if the backup included user-modified attributes. To ensure that user-modified attributes are not overwritten during the upgrade, both the default attributes and the modified attributes in the backup are loaded during the migration/upgrade. Users should manually remove the unused attributes after the migration/upgrade. (#16430)
- System Monitoring Information is not migrated when upgrading from previous versions of 6.X to 6.2, and the system monitoring node table will be empty after the upgrade. Users should manually add these values. (#16431)

This chapter provides a summary of the new features and changes in the ClearPass 6.2.3 release.

This chapter contains the following sections:

Release Overview

ClearPass 6.2.3 is a monthly patch release that offers new features and provides fixes for known issues. The 6.2.3 cumulative update patch is available in ClearPass Policy Manager under **Administration > Agents and Software Updates > Software Updates**.

When the 6.2.3 monthly patch is installed through the UI, a known issue causes the Clear and Close button to be enabled before the installation is complete. If this button is clicked, then the log file is not displayed when the Needs Restart link is clicked, and an error message is displayed instead. A workaround exists for this issue. For more information, please see "Known Issues Identified in Previous Releases" on page 31 and refer to issue #17769 in the Policy Manager section.

New Features and Enhancements in the 6.2.3 Release

Policy Manager

Support was added for the Windows 8.1 Network Access Protection (NAP) Agent. RADIUS requests from the Windows 8.1 NAP Agent are now categorized as Windows 8. (#18775)

AirGroup

- A new configuration option for the AirGroup controller allows the timeout value to be specified when getting configuration information from the device. The default value is 15 seconds (increased from 5 seconds in previous releases). If the controller is a master controller with many APs configured, or if network conditions require an additional delay, you might need to further increase the value. (#18454)

Onboard

Support was added for onboarding devices running Mac Mavericks (OS X 10.9). (#18630)

OnGuard

- Support was added for non-English characters in usernames and passwords for the Clearpass OnGuard Unified Agent running on MAC OSX. (#13840, #13841)
- Support was added for Data File Time check for antivirus and antispyware health classes for Mac OS X. (#17532)
- Support was added for Mac Mavericks (OS X 10.9). (#18614)

- Support was added for detecting newer antivirus and antispyware products on Windows OS using Windows Security Center (WSC). (#18582)
- The logic for selecting an antivirus/antispyware application was changed to 'Any Supported Product'. An antivirus/antispyware application that has RTP Enabled is now given higher preference than one that has RTP disabled. (#18208)
- Support was added for the following new products: (#17996, #18381)

Table 1 *OnGuard Added Product Support*

Product Category	Product
Anti-Virus/Anti-Spyware	Panda Antivirus Pro 13.x (Windows) Quick Heal Total Security 15.x (Windows) avast! Pro Antivirus 9.x (Windows) avast! Free Antivirus 8.x (Mac) Malwarebytes Anti-Malware 1.x (Windows) Malwarebytes Anti-Malware Pro 1.x (Windows) AVG AntiVirus Free Edition 2014.x (Windows) AVG AntiVirus 2014.x (Windows) AVG Premium Security 2014.x (Windows)
Firewall	Mac OS X Builtin Firewall 10.9.x (Mac)
Disk Encryption	FileVault 10.9.x (Mac)
Patch Management	DELL Kace Agent 5.x (Mac and Windows) Software Update 10.9.x (Mac)

Issues Resolved in the 6.2.3 Release

The following issues have been fixed in the ClearPass 6.2.3 release.

Policy Manager

Table 2 *Policy Manager Issues Fixed in 6.2.3*

Bug ID	Description
#17331	High memory usage of the Admin UI occurred when there was a continuous heavy load of TipsAPI requests, which resulted in errors in Access Tracker and in Analysis and Trending.
#17743	CPPM did not send a RADIUS CoA when changes were made to an AirGroup shared device.
#18153	The WorkSpace license count in a cluster is now shown correctly. Before the fix, for a two-node cluster with default licenses, the Enterprise license count correctly showed 50 (25 per node) but only 25 were shown for the WorkSpace license.
#18185	Access Tracker was hanging and not showing information from the subscriber CPPM node. This occurred on nodes where there were multiple syslog queries that each took hours to complete. The fix now ensures that syslog queries never scan more than 10 minutes of data at a time.
#18216	Restoring the database from 6.2.1 to 6.2.2 produced a migration error for Policy Manager.
#18380	A failed publisher would re-acquire the VIP in the case of a split-brain network condition. The failed publisher now correctly releases the VIP and stops its VIP service when it detects that the secondary has taken over as publisher.

Table 2 *Policy Manager Issues Fixed in 6.2.3 (Continued)*

Bug ID	Description
#18477	In some cases, Access Tracker requests were not seen in the Admin UI if multiple requests were made while loading was in progress.
#18595	Upgrading VMware tools from the vSphere console made CPPM unusable. Note: Although the issue is fixed, we recommend that customers do not update VMware tools without confirming compatibility with Aruba documentation/support.
#18620	Security enhancements ensure that no Admin user can view users' credentials. Prior to the fix, passwords could be shown in clear text to some Admin users if inspected through browser developer tools.
#18639	The CLI commands **`krb auth`** and **`krb list`** now work correctly. Prior to the fix, some clients were unable to authenticate users across a Kerberos authentication source.
#18699	Corrected an issue with the Direct Web Remoting (DWR) interface in CPPM that made it possible for an authenticated user to reuse the session cookie of another authenticated user.
#18898	Optimized the SQL query used in the Post Authentication module to fetch the list of active users.

AirGroup

Table 3 *AirGroup Issues Fixed in 6.2.3*

Bug ID	Description
#18454	A new configuration option for the AirGroup controller allows the timeout value to be specified when getting configuration information from the device. The default value is 15 seconds (increased from 5 seconds in previous releases). If the controller is a master controller with many APs configured, or if network conditions require an additional delay, you might need to further increase the value.

Guest

Table 4 *Guest Issues Fixed in 6.2.3*

Bug ID	Description
#18455	The plain text format used when exporting the application log is updated. In addition to the existing fields, the generated text file now includes any arguments that were logged.
#18457	Creating multiple guest accounts now attempts to find a username that isn't in use when it generates an existing username. Prior to the fix, multiple account creation would stop before completing.

Onboard

Table 5 *Onboard Issues Fixed in 6.2.3*

Bug ID	Description
#18922	Onboard was not recording multiple MAC addressed in the TLS client certificate.

OnGuard

Table 6 *OnGuard Issues Fixed in 6.2.3*

Bug ID	Description
#13841	Non-English characters are now supported in usernames and passwords for the Clearpass OnGuard Unified Agent running on MAC OSX.
#15176	Remediation tasks for Set RTP now work correctly in AVG Free Antivirus (2013).
#17193	An issue caused the ClearPass Unified OnGuard Agent service to crash. The issue was rare, and occurred when the backend service attempted to contact the front end before it was running.
#17489	An issue caused the Clearpass OnGuard Unified Agent to be displayed every 5-10 seconds.
#18180	Windows 8 clients sometimes took too long to submit health information (5 to 6 minutes) or would fail to submit it, although on retry the information was submitted and the client was marked healthy.
#18430	On slower systems, the OnGuard health check took two or three hours to run. Slow systems sometimes caused the backend service to take more than three minutes to perform the health check. This in turn caused the OnGuard Agent to time out, and the health check would run for two or three hours. The health collection timeout limit is now increased from three minutes to 20 minutes to accommodate slow conditions, and the cache is not automatically cleared.
#18459	Starting Onguard would open two instances of OnGuard on the same client. This was observed on MAC OSX.
#18849	The warning message “”ClearPassOnGuard.pkg” is from an unidentified developer” was displayed when the user tried to open the ClearPass Unified OnGuard installer package on a Mac OS X.

WorkSpace

Table 7 *WorkSpace Issues Fixed in 6.2.3*

Bug ID	Description
#15126	Enforcement of an app’s geo-fencing policy is now immediate. Prior to the fix, when a geo-fencing policy was enabled for an app and that app (instead of WorkSpace) was active, enforcement of the geo-fencing policy was sometimes delayed until the next WorkSpace configuration poll was run.
#18846	The latest WorkSpace dylib-1.2.57770 was updated with fixes.
#18847	The Aruba new overlay icon was updated.

New Known Issues in the 6.2.3 Release

The following known issues were identified in the ClearPass 6.2.3 release.


NOTE

The 6.2.3 patch cannot be uploaded on the Internet Explorer (IE) browser. For details, please refer to #19288.

Policy Manager

Table 8 *Policy Manager Known Issues in 6.2.3*

Bug ID	Description
#18947	**Symptom:** During a patch installation, when the installation is almost complete CPPM might hang for a long time. This issue only happens occasionally. **Scenario:** This may occur during a patch installation through the user interface. **Workaround:** Refresh the user interface or log out and log in again.

Table 8 *Policy Manager Known Issues in 6.2.3 (Continued)*

Bug ID	Description
#19288	**Symptom:** The 6.2.3 patch cannot be uploaded on the Internet Explorer (IE) browser. **Scenario:** On Internet Explorer, uploading the 6.2.3 patch through the Admin UI fails with the message "Content-Type "Text/plain" is not supported". **Workaround:** Use the Firefox or Chrome browser instead of IE.

OnGuard

Table 9 *OnGuard Known Issues in 6.2.3*

Bug ID	Description
#18904	**Symptom:** The ClearPass OnGuard dissolvable agent displays the security warning message, "The certificate is not valid and cannot be used to verify the identity of this Web site. This application will be blocked in a future Java security update because the JAR file manifest does not contain the Permissions attribute." **Scenario:** This occurs on the guest portal for all endpoints. The message does not affect functionality. **Workaround:** None.
#18924	**Symptom:** The ClearPass OnGuard Unified Agent fails to print AntiVirus remediation messages. **Scenario:** This occurs on a Mac OS if the .DAT file's update interval is configured. **Workaround:** Do not configure the .DAT file update interval.

Chapter 4

Enhancements in Previous 6.2.x Releases

This chapter provides a brief summary of the features and enhancements introduced in previous ClearPass 6.2.x releases.

Features and Enhancements in Previous 6.2.x Releases

This section provides detailed information about changes to each functionality area. Issue tracking IDs are included when available.

Policy Manager

- Support was added for detecting the iOS 7 Captive Network Assistant. This capability may be required in certain circumstances, especially if a captive portal is used for onboarding iOS 7 devices. For full details, see the App Note "Apple Captive Network Assistant Bypass with Guest" in the Tech Notes section of the Support site. The App Note includes instructions for successfully implementing the Guest captive portal instead of the Apple Captive Network Assistant to onboard iOS 7 devices. (#17749, #17820)
- A "Monitor Mode" option was added for the Windows Hotfixes health class. When Monitor Mode is enabled, the health status of the Windows Hotfixes health class is always set to Healthy. This allows administrators to collect information related to missing hotfixes but not have the client treated as unhealthy if some hotfixes are missing. The option is similar to the Monitor Mode option for Service. After the Monitor Mode option is enabled, the **Output** tab for a session on the **Monitoring > Live Monitoring > Access Tracker** list will display the list of missing hotfixes, and will also display "Hotfixes:MonitorMode = Enabled" to indicate why the client is marked Healthy.
- ClearPass WorkSpace lets IT secure, distribute, and manage enterprise apps on mobile devices. A companion WorkSpace mobile app enforces policies, encrypts data, and provides a single sign-on for all work apps. WorkSpace supports an ecosystem of enterprise mobile apps and application partners across key categories. An organization's IT department can use WorkSpace to easily secure, distribute, and manage more than 40 leading third-party enterprise productivity apps as well as internally-developed apps. WorkSpace features are part of ClearPass Onboard, which is now labeled **Onboard + WorkSpace** in the left navigation.
- CPPM can now send syslog messages to the Syslog server over TCP. (#11755)
- New ClearPass WorkSpace licensing was implemented in ClearPass. Starting with the 6.2.0 release, ClearPass includes a production WorkSpace license for 25 endpoints by default. Users should be aware that to run WorkSpace, a corresponding Onboard or Enterprise license is required.(#12639)
- Users can configure a downloadable access control list (dACL) through the new **Role Configuration** tab in the Aruba Downloadable Role Enforcement Profile for Aruba Mobility Access switches. (#12825)
- The Clearpass OnGuard Unified Agent now supports health checks over VPN connections (IPSec) terminated on the Aruba Controller. (#13010)
- ClearPass now supports a framework for sending outbound http based enforcement actions to external context servers. This could include sending a message to an MDM server to trigger a remote wipe or remote lock. Example enforcement actions are listed for the various endpoint context servers supported and will be updated in future releases. (#13450)
- On the **Administration> Create Certificate Signing Request** form, the **Common Name** (CN) is now prepopulated with the fully-qualified domain name, and the default value for **Key Length** is increased to 2048. (#13551)

- CPPM can now make authorization decisions using the **Enhanced Key Usage** (EKU) field. (#14183)
- CPPM's integration with Palo Alto Networks firewall is enhanced to reduce the delay in notification updates. The polling timeout interval may now be set to a default value of as little as 30 seconds, supporting near-realtime updates of external entities. (#14270, 15194)
- CPPM's integration with Active Directory (AD) servers is enhanced. This also corrects an issue where, under certain conditions, a winbind/AD connection caused Active Directory authentications to fail. (#14273)
- CPPM now supports sending logs to multiple syslog servers. (#14391)
- CPPM's external context server (MDM) integration is enhanced to support the following operations, strengthening the ability to fetch data from MDM vendors for use in ClearPass policies (#14392):
  - Data retrieval via paging
  - Ability to change URLs used for API calls to MDM vendors (already supported in 6.1)
  - Ability to "refresh" data from a specific MDM vendor
- CPPM now supports Citrix XenMobile as an external context server. (#14511)
- CPPM can now make authorization decisions based on the "Not Valid After" attribute in a certificate. This enables ClearPass to put up a captive portal page that warns the user that their Onboarded client certificate is about to expire. (#14772)
- CPPM now has Cisco NCS (Prime) TACACS Service Dictionary included. (#15082)
- The new VSA "Aruba-AP-IP-Address" was added to the Aruba RADIUS dictionary. This VSA downloads the IP address from the RADIUS server to be used as a static inner IP for the RAP. (#15371)

Guest

- Updated French translation packs are available. (#16634)
- Support was added to allow Web logins and guest registrations behind wired Cisco switches. Guests can also log in via server-initiated RFC-3576 calls in addition to the standard HTTP POST. (#17175)
- Auto-complete options for sponsor lookups were added to guest self-registrations. (#9446)
- ClearPass Guest now supports HigherOne CASHnet as a credit card transaction processor. (#9363)
- Support for Meru Networks controllers was added to Web Login pages. (#10480)
- The sponsorship confirmation email now includes the ability to let the sponsor change the account expiration time.(#11292)
- The application log viewer is enhanced to allow viewing of logs for other servers in a cluster. (#12044)
- When customizing forms, you can now add static text rather than having to base the addition on an existing field. (#13514)
- The **Translation** section in ClearPass Guest's Configuration module, in conjunction with Translation Assistant plugins, let you define and edit language translation packs and enable application features that provide assistance with translation. (#15998, #15102)
- The Japanese translations language pack is updated. (#16266)

Insight

- Clearpass Insight now has two new templates (#15032):
  - Endpoint—New template to generate reports on endpoints
  - Unique sessions—New template to generate unique mac and user details
- The Session and NAS template has been modified to include session statistics, such as Average Session and Average Traffic.

Onboard

- Onboard includes the ability to provision a TLS certificate in the Windows computer store. (#12166)
- For OS X and iOS, added the ability to define custom fields that appear in Onboard device provisioning login forms and are included in TLS client certificates. This feature is not supported on Windows or Android yet. (#14327)
- Added the ability for the configuration profile provisioned to devices to be dynamically specified via returned RADIUS attributes. (#14357)
- Added an option to have device TLS certificates issued by Active Directory Certificate Services. (#14492)
- SHA 256 is now supported as a digest algorithm for the Onboard Certificate Authority. (#14565)
- Added a BYOD self-service portal through which users can view, enable, disable, and delete their own Onboard devices. (#14911)

OnGuard

- The Clearpass OnGuard Unified Agent for MAC OS X now supports Patch Management application checks. (#7161)
- The Clearpass OnGuard Unified Agent now has a new health class to check disk encryption on MAC OS X. (#14025)
- The Clearpass OnGuard Unified Agent now has a new health class to check running/stopped processes on MAC OS X. (#14026)
- The Clearpass OnGuard Unified Agent now has a new health class to check running/stopped services on MAC OS X. (#14028)
- The Clearpass OnGuard Unified Agent now has a new health class to check Peer to Peer (P2P) applications on MAC OS X. (#14029)
- The Clearpass OnGuard Unified Agent now has a new health class to check USB mass storage devices on MAC OS X. (#14031)
- The Clearpass OnGuard Unified Agent now has a new health class to check disk encryption on Windows OS. This feature has been tested using BitLocker Drive Encryption, and is supported for Windows 7, and Windows 8 Pro and Enterprise editions. (#14035)
- The Clearpass OnGuard Unified Agent now supports Active Directory Single Sign On (SSO) on Windows Platforms. (#14421)
- Clearpass administrators can now configure a default email address on Clearpass OnGuard settings. This email address will be used by clients to send the logs when user clicks Send Logs. (#14917)

Installing Unified Client will remove an existing VIA installation. To continue using VPN functionality, log in to CPPM as the administrator, go to **Administration > Agents and Software Updates > OnGuard Settings**, and select **Install and enable Aruba VPN component** from the **Installer Mode** drop-down list.

The following issues were fixed in previous 6.2.x releases. For a list of issues resolved in the 6.2.3 release, see the What's New in This Release chapter.

Fixed in 6.2.2

Policy Manager

Table 10 *Policy Manager Issues Fixed in 6.2.2*

Bug ID	Description
17938	Airgroup MAC Auth against Guest devices was counted towards the ClearPass Guest License.

Guest

Table 11 *Guest Issues Fixed in 6.2.2*

Bug ID	Description
17817	Corrected a potential security issue regarding the redirect functionality of the "target" field in Amigopod login page authentication. Redirect behavior is restricted to internal addresses.
17820	Added support for iOS 7 to the Apple Captive Network Assistant bypass feature (landing.php). Refer to the App Note "Apple Captive Network Assistant Bypass with Amigopod" for details.

Onboard

Table 12 *Onboard Issues Fixed in 6.2.2*

Bug ID	Description
17980	Mac OS X "System" profiles did not keep the 802.1X connection alive when no users were logged in.

OnGuard

Table 13 *OnGuard Issues Fixed in 6.2.2*

Bug ID	Description
17688 17712	The Onguard Process Check on Windows failed for a non-English Windows OS.

WorkSpace

Table 14 *WorkSpace Issues Fixed in 6.2.2*

Bug ID	Description
17881	The "role enforcement based on WS app auth" functionality was added.
17903	The WorkSpace dylib-1.2.56304 was updated.
17953	Users were not able to reinstall the configuration profile.
18032	The error message “Invalid Client Certificate” was displayed when provisioning the workspace with certain certificate authorities.

Fixed in 6.2.1

Policy Manager

Table 15 *Policy Manager Issues Fixed in 6.2.1*

Bug ID	Description
15382	The 6.2.1 patch addressed a known vulnerability in Struts CVE-2013-2251 that could be introduced by manipulating parameters prefixed with "action:"/"redirect:"/"redirectAction:", allowing remote command execution.
16498	Support was added for the vendor-specific attribute Aruba-Essid-Name.
16586	Corrected an issue with netevents generation where more than 10,000 audit entries within two minutes would cause high CPU and memory usage, affecting CPPM functionality.
16712	The CPPM 6.2 Dissolvable Agent did not work if a Virtual IP FQDN was used to load the Clearpass Onguard portal.
16803	After upgrading to 6.2.0, a configuration file was deleted. This caused the Dissolvable Agent to not load the Clearpass Onguard portal page, and a “Cache entry not found” Java error was displayed.
16825	VIP service restart on the nodes is no longer required when VIP failover wait time is changed in cluster-wide parameters.
17130	The cpass-async-netd service sometimes failed to start. This issue was seen on low-power virtual machines (VMs) when most of the services were activated, causing a high load.
17145	The AD recovery section of Radius Service Parameters now includes an option to restart Winbind Service.
17280	When installing certificates in the machine store, onboarding did not work for usernames that contained a period character (.).
17283	The MaxClients limit for the Apache httpd Web server could not be set to a value greater than 256.
17321	CPPM now supports using Radius CoA for Network Access Devices (NAD) that use Classless Inter-Domain Routing (CIDR) addresses.
17531	The “Not Valid After” attribute did not return a proper value. This caused authorization decisions based on that attribute in a certificate to not work properly.
17645	The HTTP authorization source feature now supports talking to HTTPS servers and servers that require authentication. Nested elements in the JSON payload returned by the server are ignored.
17648	Disabled support for AECDH ciphers to prevent a possible man-in-the-middle attack against the SSL protocol.

Guest

Table 16 *Guest Issues Fixed in 6.2.1*

Bug ID	Description
17132	Corrected an issue in self-registrations where, if the user logged in after looking up a sponsor, the error message “NwaLdapSponsorUserSearchAjax not callable” was displayed.
17165	Users were able to log in without sponsor approval if MAC caching was enabled.
17173	The custom **CSS Class** field was ignored when rendering the **Submit** button on a registration form. The class is now included as expected.
17188	Corrected the import of Amigopod 3.9 “Network Login Access Setup” settings. Operator login “allowed” and “denied” networks are now ignored as they are obsolete.
17190	The list of accounts and devices shown on the **List Accounts** and **List Devices** pages became faulty whenever an invalid condition was added to the **“**[Guest Roles]**”** role mapping policy. Invalid conditions in the “[Guest Roles]” role mapping policy are now ignored and they no longer affect the **List Accounts** or **List Devices** pages.
17204	User search and autocomplete in the **LDAP Sponsor Lookup** field failed with a JavaScript error for certain skins.
17211	Onboard device provisioning pages were imported as Web login pages.
17242	Added reporting capabilities for up to 20 custom fields defined in Guest.
17302	The PHP version was upgraded to 5.4.19. This version includes fixes for the CVE-2013-4248, CVE-2013-4113, CVE-2013-2110, CVE-2013-1635, CVE-2013-1643, CVE-2013-1824 vulnerability issues.

Insight

Table 17 *Insight Issues Fixed in 6.2.1*

Bug ID	Description
17150	The message “Internal Server Error” was displayed when the user tried to log in to Insight after Network Restrictions was configured.

Onboard

Table 18 *Onboard Issues Fixed in 6.2.1*

Bug ID	Description
16707	Corrected an issue that prevented migrating Onboard backups that contain multiple copies of the same certificate.
17177	In cases where the profile signing certificate trust chain is incomplete, the error message now more clearly describes the problem.
17210	Corrected an issue that prevented signing a previously-created certificate signing request (CSR).
17658	A “profile installation failed” error was displayed when retrieving certificates that were generated by ADCS during enrollment.

OnGuard

Table 19 *OnGuard Issues Fixed in 6.2.1*

Bug ID	Description
16032	ClearPass OnGuard failed to read the encryption state of drives using Symantec Endpoint Encryption 8.2.1 (Full Disk).
16829	The Windows update check failed on a Windows XP non-English system, and displayed the error message “The periodic scan of this system for security updates failed. Please try again.”
17313	Support was added for the Clearpass Onguard Unified Agent to detect Virtual Machine checks for Hyper-V Manager.
17357	The Dissolvable Agent did not work on client machines that had Java 6 installed, and the error message “Starting applet clearpass OnGuard” was displayed.
17582	Support was added for Kaspersky Internet Security 14.0.

WorkSpace

Table 20 *WorkSpace Issues Fixed in 6.2.1*

Bug ID	Description
16479	The WorkSpace banner was not shown on the iPhone or iPod, and the **WorkSpace > Preferences > Notifications From Admin** page was blank.
17268	After the user upgraded, a License error message was displayed on the **Onboard + WorkSpace > WorkSpace Configuration** pages.
17269 17270	The database query error “invalid input syntax” was displayed if the user tried to save an App Set or an App Policy Template without a name.
17271	The Application Log displayed the error message “Invalid argument supplied for foreach ()” if the user tried to add “Device Restrictions” to a configuration profile after migrating from 6.1.2 to 6.2.0.
17272	The WorkSpace Dynamic Library (dylib) file was updated to version 1.1.54873.
17273	WorkSpace authentication failed if the password included an ampersand character (&).
17274	If a user initiated the MDM “wipe device” Option, it remained stuck in the queue and subsequent MDM actions were also queued and not sent to the device.

Fixed in 6.2.0

Policy Manager

Table 21 *Policy Manager Issues Fixed in 6.2.0*

Bug ID	Description
11593	After a restore operation, the EAP-FAST master keys are generated and updated in 30 minutes on the restored machine. Corrected an issue where, during this period, authentications using EAP-FAST mechanism might fail.
14297	When a cluster password was changed, users had to restart the async-netd service in order to start sending events to Insight.
14448	The list of IdP Certificates on the **Configuration > Identity > SSO** page included certificates which were not enabled in the trust list. A note was added with an alert stating that only trusted certificates which are enabled in the trust list will be shown under the IdP certificate List.

AirGroup

Table 22 *AirGroup Issues Fixed in 6.2.0*

Bug ID	Description
14342	Adding an Aruba Instant AP to the list of AirGroup Controllers failed with a message similar to “Could not read configuration from controller (error 4: State not matched in expect)”.
14771	Added support for reading roles from Aruba Instant access points when using the **AirGroup Controllers > Read Configuration** command.
15472	Reading the configuration from an AirGroup Controller would not read the details of more than 32 access points.
15656	Using the Read Configuration command with an AirGroup controller did not always obtain the list of AP Groups and the list of access points.

Guest

Table 23 *Guest Issues Fixed in 6.2.0*

Bug ID	Description
13876	If the sponsor overrode the guest’s role with a new setting, after the guest logged in with the new role and logged out again, Active Sessions still showed the original role instead of the expected role.
14207	After migrating from 6.0.1 or 6.0.2 to 6.1, users that were created in 6.0.x with “No Expiry” showed an expiration date in 2038.
14274	Users could not be disconnected from the **Guest > Active Sessions** page when using Cisco WLC.
14426	Selecting specific guest roles in the operator profile caused a “Database query error” on the **Guest > Active Sessions** list view.
15057	If the language was set to certain European languages, hotspot signups displayed values in Euros instead of US dollars.
15213	SMS notification email messages were sent using the SMTP settings configured for email notifications, instead of the SMS notification settings, when the **CPPM > Administration > External Servers > Messaging** option “Use the same settings for sending both emails and SMSes” was unchecked.
15427	A trailing space was added to the MAIL FROM: header line in an outbound SMTP connection, even when no mail parameters were specified. This behavior was in violation of the SMTP protocol specified in RFC 2821 and could lead to issues with certain SMTP gateways.
15473	Disabling or deleting a guest account did not always generate a corresponding RFC 3576 Disconnect-Request for other active sessions associated with the guest account using MAC caching.
15545	A guest form configured with a Captcha field displayed the message “The security code is incorrect” on a ClearPass server configured as a subscriber node.

Insight

Table 24 *Insight Issues Fixed in 6.2.0*

Bug ID	Description
11818	PDF and HTML data tables were not created when a CSV file size was greater than 1MB.

Onboard

Table 25 *Onboard Issues Fixed in 6.2.0*

Bug ID	Description
14244	Clicking the **Cancel** button of an export certificate form on the subscriber threw an exception. Also fixed the issue where on the trust chain page of a certificate, clicking the **Cancel** button of an export certificate form would log out the user.
14249	A new TLS client certificate is generated for devices that re-enroll when their previous certificate has less than 25% of its lifetime remaining. This corrects an issue where the existing client certificate was reissued to a device that re-enrolled even if the certificate was about to expire.
14305	Corrected the default reconnect settings for iOS devices when importing a version 3.9 backup. The **Allow Automatic Reconnect** and **Allow Manual Reconnect** check boxes under **Provisioning Settings > iOS and OS X** are now selected by default.
14312	For wired configurations, the client did not respond to a new authorization attempt and remained in MAC or EAP-PEAP instead of switching over to EAP-TLS. The wired zero configuration is now correctly restarted and the role authorized.
14363	Trying to provision Android 4.2.2 produced the error “There was a problem in connecting to the network, please retry”.
14364	Android devices could not be connected after provisioning if there was a period character (.) in the SSID.
14677	Corrected errors in migration of Onboard configuration from 6.0.2 and earlier systems.
14932	Corrected an issue that could result in the message “Onboard provisioning can not be performed at this host address. If you were redirected here, please contact a network administrator” when attempting to provision a device.
14965	Increased the default “Reconnect Timeout” used by iOS and OS X devices during Onboard device provisioning from 15 seconds to 20 seconds. Also fixed an issue where the administrator-specified “Reconnect Timeout” was being ignored. These changes will reduce the likelihood of a “Failed to connect to...” error message being shown to the user during device provisioning.
15443	Corrected the auto-reconnect when “switchip” and “mac” are provided to an earlier login page in a multi-page sequence.
15486	The per-user limit for the number of Onboard devices was only applied using case-sensitive matching. This allowed users to bypass the limit by specifying usernames that varied only by case.
15522	Onboard error messages for iOS/OS X were not displayed to the client on the provisioning page.
15598	Corrected an issue that could cause the root certificate download link to not display even when the user required the root certificate for the profile to show as Trusted.
15652	Corrected the device password generation for repeat enrollments when using certificates created by the device.
15681	Automatic reconnect after device provisioning failed if multiple links were used to reach the device provisioning page.
15891	The **Delete Client Certificates** option on a Certificate Authority did not delete the corresponding device accounts under **Onboard Devices** in Policy Manager.
16075	Removed hostname checking in Onboard that could result in “Onboard provisioning can not be performed at this host address” error being displayed.

OnGuard

Table 26 *OnGuard Issues Fixed in 6.2.0*

Bug ID	Description
10671	The HideLogoutButton parameter for OnGuard only applied to the Windows OS. The HideLogoutButton parameter now applies to all operating systems, and is included in the global settings options at A**dministration > Agents and Software Updates > OnGuard Settings > Global Agent Settings**.
13508	OnGuard did not support the **Cache Credentials For Days** option under **Global Agent Settings**.
14279	Mac OS X ClearPass OnGuard categorized 3G USB Data Cards as VPN type instead of OTHERS.
14886	OnGuard failed to enable RTP of Malwarebytes Anti-Malware Pro (1.75.0.1300) anti-spyware application on Windows.
15259	High memory usage was seen on the Clearpass OnGuard Unified Agent if the client PC had AVG Antivirus.

Chapter 6

Known Issues Identified in Previous Releases

The following known issues for this release were identified in previous releases. Workarounds are included when possible. For a list of known issues identified in the 6.2.3 release, see the What's New in This Release chapter.

Policy Manager

Table 27 *Known Issues in Policy Manager*

Bug ID	Description
	The subscription ID is not retained when you upgrade to CPPM 6.0.2. After you upgrade, you must re-enter the subscription ID at **Administration > Agents and Software Updates > Software Updates**. This is the same subscription ID that was used for 6.0.1, and is required in order to receive software updates.
	Alert messages in the access tracker might be missing for some failed RADIUS authentication requests.
	OCSP s cannot be accessed through HTTP proxy from CPPM.
	Upgrading from previous versions to 6.0.1 will fail if ClearPass Policy Manager is already joined to the domain. **Workaround**: Perform a "leave domain" before starting an upgrade.
	If Profile is enabled, cleanup intervals for Known/Unknown/Disabled endpoints in the Cluster Wide Parameters must not be configured. This is known to cause issues with the cleanup process.
	Domain join operations will fail if the domain password contains special characters such as a space, quotation marks, or a "$" symbol.
10447	Internet Explorer 10 is supported only in compatibility mode. For details, please refer to http://windows.microsoft.com/en-US/ internet-explorer/products/ie-9/features/compatibility-view.
10881	Entity updates with PostAuth enforcement fail if publisher is down.
11744	Upgrading from 5.2 to 6.x will fail if CPPM is joined to a domain. This issue does not exist for customers who have installed the latest cumulative patch.
11906	The Aruba dictionary becomes disabled by default after upgrading from Policy Manager 4.x to 6.0.1. **Workaround:** Customers who run into this issue must enable the Aruba dictionary manually from the **Administration > Dictionaries** page.
12316	Syslog Filters and Data Filters configuration will be removed after an upgrade. Policy Manager does not carry forward Syslog Filters and Data Filters configuration. Only default data is migrated.
13645	Authorization attributes are not cached for the Okta authentication source.
13781	In the 6.1 release, the default unit for the CRL update interval is now "hours" instead of "days." When restoring a 5.x backup on 6.x CPPM, this default unit will update to "hours."
13999 13975	In order to add or update a PostAuth profile configuration, the admin must first delete old profiles from CPPM, and then add the new/updated profiles.
14186	PostAuth will fail in MAB flow if a user tries to connect using an endpoint that is UNKNOWN to CPPM.
14190	In order for PostAuth to work in MAC Authentication Bypass (MAB) flow, users must add a new blacklist repository with a custom filter.

Table 27 *Known Issues in Policy Manager (Continued)*

Bug ID	Description
17769	**Symptom:** The **Clear and Close** button is enabled before the installation is complete. If this button is clicked, then the log file is not displayed when the **Needs Restart** link is clicked, and the error message “Install Error - Object Object” is displayed instead. **Scenario:** This happens when the 6.2.x monthly patch is installed through the user interface. **Workaround:** Do not click the Clear and Close button; only use the **Close** button. You can then click the **Needs Restart** link to access the **Reboot** button. If the Clear and Close button is clicked by mistake, you can reboot the server from the **Administration > Server Manager > Server Configuration** screen.

Guest

Table 28 *Known Issues in Guest*

Bug ID	Description
2272 (9967)	Unicode SMS messages are limited to 70 Unicode characters. The ClearPass Guest user interface still displays 160 characters as the limit. Sending a Unicode SMS message over 70 characters may fail if the SMS service provider does not support multi-part SMS messages. **Workaround**: If you plan to use Unicode SMS messages, check your SMS receipt carefully to ensure it is not over 70 characters in length.
10334	Filtering on the Guest Manager List Accounts page (guest_users) might not work when non-standard columns are displayed. You might see the message “Internal error: NwaClearPassApi does not support this query: Complex queries using _Build are not supported”. **Workaround**: Use default columns, or disable searching on additional columns that are added to the view (customize the view, edit the column, and deselect the **Include values when performing a quick search** check box).
10613	Advertising Services is not available in this version of ClearPass Guest.
15684	**Symptom/Scenario:** If the MAC delimiter for the Mac Auth profile is not set to **“**dash**”** (-) in the controller, CoA is not sent to the active MAC connection. **Workaround:** Ensure that the MAC delimiter character for the Aruba controller's Mac Auth profile is set to “dash” (-).
15809	User names are treated case-sensitively by ClearPass Policy Manager. **Workaround**: Be aware that authentication is always case-sensitive and enter your username accordingly.

Insight

Table 29 *Known Issues in Insight*

ID	Description
	The previous configuration for the Report Analytics selection is not retained when a report is edited. **Workaround:** Select the appropriate Analytics columns again before you click Save.
11696	Generated reports for missing hotfixes do not display properly.
11827	Insight is not supported in Internet Explorer 8 (IE8).
12096	Editing a report to select some columns for analytics overwrites/replaces the chosen columns for the corresponding report.

Table 29 *Known Issues in Insight (Continued)*

ID	Description
12159	Insight reports do not immediately display License changes. These changes may take up to 24 hours, depending on when the changes were completed.
12315	When editing a report, the new report does not retain the previously configured Report Analytics selection.
12414	Insight HTML reports that are accessed from inside the Insight UI do not show images that are attached to the report. Note that PDF reports correctly display the images.
13980	Columns with non-ascii values do not display in PDF reports.
14420	In 6.1, Insight is disabled by default. New customers as well as customers who upgrade must enable Insight on the desired server. To enable Insight, navigate to the Policy Manager **Administration > Server Manager > Server Configuration** page, select the server on which to enable Insight, and then select the **Enable Insight** check box.

Onboard

Table 30 *Known Issues in Onboard*

Bug ID	Description
2202 (9897)	ClearPass Onboard does not update the Policy Manager endpoints table with an endpoint record when provisioning an iOS 5 device. This is because the iOS 5 device does not report its MAC address to ClearPass Onboard during device provisioning.
10127	Auto-reconnect does not work for Mac OS X 10.7. This client will reconnect using the original credentials that were used to connect to the SSID (PEAP instead of TLS). This happens even if the “Remember this Network” option is NOT selected when connecting to the provisioning network.
10667	When using Onboard to provision a OS X system with a system profile, an administrator user must select the appropriate certificate when connecting to the provisioned network for the first time. The administrator should also ensure that the system's network settings are configured to automatically prefer connecting to the provisioned network, if the intent is for non-administrator users to always use that network. The process to provision an OS X system with a system profile is: • The administrator should log in to the OS X system and connect to the provisioning SSID. Do not select “Remember this network.” • Use Onboard to provision the device with an EAP-TLS profile, ignoring the username/password prompt. • Connect to the provisioned network, selecting EAP-TLS as the mode and selecting the provisioned certificate, but ignoring the username field. • When the system connects and authorizes to the network, use Network Preferences to place the EAP-TLS network first in the priority list. • After the administrator logs out, users logging in are connected by EAP-TLS and cannot modify those settings.

OnGuard

Memory utilization for ClearPass OnGuard depends on the Health Classes configured and the type of Windows OS; however, the minimum requirement for ClearPass OnGuard running on a Windows platform is 90 MB

Table 31 *Known Issues in OnGuard*

ID	Description
	OnGuard fails to collect health on Windows 8 OS if VMWare Server 2.0.2.X is installed.
	Symptom: Upgrading ClearPass OnGuard from versions 3.5, 4.0, 5.0, 5.0.1, 5.1.1, and 5.2 to 6.0 will fail if the OnGuard installer is invoked without administrative privileges on the client. **Scenario:** This applies to the MSI version only. **Workaround**: Execute the `msiexec/I ClearPassOnGuardInstall.msi` command from the windows command prompt as the administrator user.
	Disabling USB storage devices on Windows 2008 server (64-bit) is not supported.
	Migration of Posture Policies from earlier versions of ClearPass Policy Manager to 5.1.x/5.2.0/6.0 is not supported. **Workaround**: Add/configure posture policies directly on the upgraded version of CPPM again.
	Live updates for Windows Defender is not supported on Windows 8, and users cannot browse the URL provided in the OnGuard remediation messages.
	Auto-Remediation fails if the OnGuard agent is installed by a domain user (non-administrator). Two workarounds are available: **Workaround 1**: Install OnGuard using administrator privileges from the command prompt. Command to execute: `msiexec /i ClearPassOnGuardInstall.msi` **Workaround 2**: Use the EXE version of the installer (ClearPassOnGuardInstall.exe) to install OnGuard.
10165	**Symptom:** ClearPass OnGuard cannot restrict the clients based on Windows service packs. **Scenario:** If any of the Windows System Health Validator check fails, the health status of client is set to unhealthy but no SoHR is send to OnGuard. OnGuard cannot display a specific remediation message; however, the icon is set to Red shield to indicate the client is Unhealthy. **Workaround:** There is no workaround at this time.
11319	Live updates for Windows Defender antivirus software is not supported on Windows 8. Users cannot currently browse the URL that is provided in OnGuard remediation messages.
11806	ClearPass OnGuard 6.1 does not support Sophos 10.0.4 on Windows XP SP3.
12342	The OnGuard agent fails to collect health on Windows 8 if VMware Server 2.0.2.X is installed.
13164	**Symptom:** The hardware installation pop-up dialog appears to stop installing the ClearPass OnGuard Unified Agent for VIA+Onguard mode. A warning message similar to “The software you are installing... has not passed Windows Logo testing” might be displayed during installation. **Scenario:** This might occur during the installation of the ClearPass OnGuard Unified Agent on WinXP and Windows 2003 SP2. **Workaround:** Users should click **“**Continue Anyway**”** to proceed.
13363	**Symptom/** On MAC OS, The current version of the ClearPass OnGuard Unified Agent VPN component does not show some VPN related information—for example, tunnel IP assigned by the controller, packet count, or diagnostic details. **Scenario:** This occurs on MAC OS. It does not occur on Windows OS.
13379	Uninstalling OnGuard is not supported from the UI. Users must currently run the following script from the CLI for in order to remove OnGuard from the system completely: `/usr/local/bin/clearpassonguarduninstaller.sh`
13557	Auto-Remediation (Enable Real Time Protection) for MacKeeper does not work with MAC OnGuard. MAC OnGuard indicates that the Real Time Protection for MacKeeper is enabled, but on the backend the RTP is still disabled.
13676	OnGuard no longer supports the Client Certificate Check feature, which was available in prior versions.
13677	OnGuard does not support the External Captive Portal Support feature.
13929	At times, OnGuard may fail to detect peer-to-peer applications, such as Bittorrent/uTTorrent, on Windows 2008 R2
13935	OnGuard does not support enabling/disabling the Windows Update Agent Patch Management Application.
13970	After anti-virus software is installed, the system must be rebooted before using ClearPass OnGuard.

Table 31 *Known Issues in OnGuard (Continued)*

ID	Description
13556	OnGuard fails to read the last scan time for MAC Keeper Antivirus and Kaspersky Antivirus in MAC 10.8.
14196	ClearPass OnGuard will not be able get the correct status of 'Software Update' PM application on Mac OS X, if “Check for updates” and “Download updates automatically” are not toggled at least once.
14673	The Mac OnGuard Agent does not support bouncing of a VPN Interface other than the Aruba VPN Interface (version 6.1).
14760	In some cases, OnGuard fails to connect to the CPPM server from a wired interface if the VPN is connected from a trusted network.
14842	Installing the ClearPass OnGuard Unified Agent removes an existing VIA installation. To continue to use VPN functionality, go to **Administration > Agents and Software Updates > OnGuard Settings** and select **Install and enable Aruba VPN component** from the drop-down list.
14959	Users should be aware that Windows 2003 requires Service Pack 2 in order to run the ClearPass OnGuard Unified Agent. Refer to the ClearPass OnGuard Unified Agent Requirements section in the About ClearPass 6.2.3 chapter.
14996	If McAfee VE is running on Windows XP, the ClearPass OnGuard Unified Agent VPN will not work.
15072	VIA connection profile details are not carried forward after upgrade from VIA 2.0 to ClearPass OnGuard Unified Agent 6.1.1.
15097	The ClearPass OnGuard Unified Agent does not support installation of a VPN component on Mac OS X 10.6.
15156	VPN configuration is not retained after upgrading to the ClearPass OnGuard Unified Agent using MSI Installer on a 64 bit Windows system.
15233	On Win 7 (64 Bit), upgrading an existing VIA 2.1.1.X to the ClearPass OnGuard Unified Agent can lead to an inconsistent state. Users should first uninstall VIA and then proceed with the ClearPass OnGuard Unified Agent installation.
15360 15362	Portable versions of applications and antivirus (AV) cannot be detected by OnGuard.
15586	**Symptom:** The ClearPass OnGuard 6.2 Dissolvable agent does not support the following new health classes on Mac OS X: Processes, Patch Management, Peer-To-Peer, Services, USB Devices, and Disk Encryption. The Dissolvable Agent (DA) does not display these health classes as remediation messages in the user interface because java binary sdk support is not included. **Scenario:** The client will be unhealthy if any of the health classes listed above are configured and performing a health scan via the DA.
15956	ClearPass OnGuard does not support enabling RTP and start Full System Scan for Microsoft Forefront Endpoint Protection 2010 Antivirus.
15986	ClearPass OnGuard returns the product name of Microsoft Forefront Endpoint protection AntiVirus as “Microsoft Security Essential”.
16181	**Symptom:** The command level process can be detected using the path **“**none**”**, but the application level process can't be detected by setting the path to “none”. **Scenario:** This applies to MAC OS. **Workaround:** The application-level process health should be configured with the path set to **Applications > Firefox.app**.
16550	**Symptom/Scenario:** The ClearPass OnGuard Unified Agent does not support checking of disk encryption state using the Mackeeper (ZeoBIT LLC) Disk Encryption Product on MAC OS X. This causes the client to be treated as healthy even if none of the disk is encrypted. **Workaround:** There is no workaround at this time.

WorkSpace

Table 32 *WorkSpace Known Issues in 6.2.3*

Bug ID	Description
11152 12541	**Symptom/Scenario:** The WorkSpace app uses the native iOS email app for sending debug logs. **Workaround:** Users must configure their native iOS email client in order to send debug logs to the administrator.
11315	**Symptom/Scenario:** If **"**Allow app to email the document**"** is not enabled, then users cannot send the document using the e-mail option in Open-IN. **Workaround:** Select the e-mail application (Ikonic or TouchDown) from the list of applications shown in the open-IN dialog.
12095	**Symptom:** Dolphin displays a blank page when a Network Access Policy is applied. **Scenario:** In a Network Access Policy, the type of value specified in the **"**Hostname/IP/range**"** field must match that of the "Redirect to Server" field. **Workaround:** If a hostname is used in the **"**Hostname/IP/range**"** field, then a hostname must be used in the "Redirect to Server" field. Similarly, if IP/range is used, it must be used in both fields.
12683	Insight reporting is not supported for WorkSpace in 6.2.
12726	**Symptom/Scenario:** A user search for a location on a map might appear to give the wrong coordinates. In fact, for geo-fencing co-ordinates, when multiple results are returned for a search string, the first result returned is used.
12739	**Symptom/Scenario:** Accessing self-signed certificate Web sites via https does not work with Dolphin for the Aruba App. If the user clicks to accept the certificate when prompted, the page loading process goes into a loop and the screen flickers. **Workaround:** Add the certificate to the trusted store before accessing the resource.
12752	**Symptom:** On some devices, the Box app might not show the 'Use' option after capturing a video. **Scenario:** This situation can occur with policy-enabled apps. It does not occur with personal apps. **Workaround:** There is no workaround at this time.
14654	**Symptom:** WorkSpace cannot detect and prevent cloud apps such as Box from providing the option to email a document within the application that uses email on the server. **Scenario:** If sharing is not disabled, files can be sent to any outside users from the registered email account. **Workaround:** The IT administrator should disable the Share option in Box.
14758	**Symptom:** An error page or a Google search page is displayed when a URL is tapped in an email application. **Scenario:** This occurs if Dolphin is configured as the default browser and the hostname URL is selected from a policy-enabled app. When a URL is tapped in a policy-enabled email application, WorkSpace opens the link in the policy-enabled browser. If the destination is an internal resource and if the VPN is not connected, then an error page or a Google search page is displayed. **Workaround:** Refresh the page after the VPN connection is established.
14992	**Symptom/Scenario:** When a File is uploaded to Box from another application, the preview for the file may not be displayed correctly. **Workaround:** There is no workaround at this time.
15228	**Symptom:** The **"**Enforce Apps up to date**"** option does not work on the client in this version. **Workaround:** The user should manually check for updates to third-party applications.
16123	**Symptom:** Devices and users cannot be deleted from WorkSpace. **Scenario:** The Delete button removes the device or user from the page but not from the database, and the device or user is displayed again when the page is reloaded. **Workaround:** There is no workaround at this time.
16428	**Symptom:** Changing the value of "Minimum SDK version for partner apps" in a WorkSpace Policy will make all provisioned WorkSpace apps unusable. **Scenario:** This situation occurs in all WorkSpace apps assigned the WorkSpace policy in which the Minimum SDK version for partner apps" field is changed. This field is in **WorkSpace Configuration > WorkSpace > [WorkSpace Settings] > Edit > iOS Devices**. **Workaround:** Delete and reinstall WorkSpace to update the user device ID.

Table 32 *WorkSpace Known Issues in 6.2.3 (Continued)*

Bug ID	Description
17160	ADCS is currently not supported for MDM and WorkSpace.

Chapter 7

Introducing Guest in the Integrated Platform

If you are migrating from Amigopod to ClearPass 6.x, this chapter helps you know what to expect. It describes what's new, what's changed, and what's the same in your applications.

This chapter contains the following sections:

Integrated Platform Overview

The ClearPass 6.0 release fully integrated the ClearPass Guest and ClearPass Onboard applications as options with the ClearPass Policy Manager platform. A single login gives access to all ClearPass applications.

What has Changed in Guest? What's the Same?

This section briefly summarizes the changes in ClearPass Guest. For detailed information about changes to each functionality area, see "Using ClearPass Guest in the Integrated Platform" on page 41 of this chapter.

ClearPass Guest 3.9 and earlier used www.amigopod.com for a number of actions, including updates, SMS, and network diagnostics. The address now used is www.clearpass.arubanetworks.com. If you have opened host-specific openings in your firewall for the ClearPass appliance, please update it to the new name. The IP address of this server is currently 199.127.104.89.

- Because ClearPass Policy Manager (CPPM) centralizes and automates many access, policy, provisioning, and security management features, most of ClearPass Guest's system-level administrative features have moved to the underlying Policy Manager platform. The RADIUS and Reporting modules, as well as some sections within the Administration and other modules, no longer appear in ClearPass Guest because their features are now managed in CPPM.
- Application-level administrative and configuration features are still managed within the ClearPass Guest application.
- The features within the Guest Manager and Customization modules are mostly unchanged except for some additions.
- WorkSpace was combined with the Onboard module.
- ClearPass Policy Manager's skin is used for all its applications, so ClearPass Guest has a new "look and feel," including a slightly different behavior for its left navigation links.
- There are some changes to login and navigation:
  - You can log in directly to ClearPass Guest or, if you will also be working in ClearPass Policy Manager, a single login provides access to all your applications from the CPPM dashboard.
  - The URL has changed slightly.

- The order of ClearPass Guest's modules has changed slightly in the left navigation, but navigation within most modules is much the same.
- While navigating in ClearPass Guest, you will notice a few name changes: The Administrator module is now Administration, the Customization module is now Configuration, and Onboard is now Onboard + WorkSpace.

See "Navigation" on page 45 for details of login and navigation changes.

- The Advertising Services feature is not available in this version of ClearPass Guest.

Where Can I Find the Features I'm Used To?

Most of the features you use regularly are in their familiar locations in ClearPass Guest. See the module descriptions under "Using ClearPass Guest in the Integrated Platform" on page 41 for overviews of feature locations. If you log in through ClearPass Policy Manager, the first page that opens is CPPM's Dashboard. To access ClearPass Guest, look for the Quick Links pane on the Dashboard page and click the Guest link. See "Navigation" on page 45 for details of login and navigation changes.

To perform system-level administrative tasks that you used to do in ClearPass Guest's RADIUS or Reporting Manager modules or sections of the Administrator module, please refer to the ClearPass Policy Manager documentation.

Does My Licensing Status Change?

ClearPass Policy Manager's basic license includes a minimum user count for each of the Guest, Onboard, and OnGuard applications. Each of these applications also has a product-specific license. The user count for each product-specific license is in addition to the count provided by CPPM's basic license, so your ClearPass Guest user limit will now be slightly higher.

ClearPass Guest now follows CPPM's method of measuring and enforcing its user count. Prior to the 6.0 release, ClearPass Guest enforced the user count as the number of concurrent users at any time. In other words, with a license for 500 users, Guest would allow 500 concurrent users but would not authenticate another user until one of the 500 had dropped off.

ClearPass Policy Manager measures usage per day and monitors the average of the past seven days. With this method, occasional spikes that exceed the licensed user count tend to be balanced by times of low usage and produce a seven-day average below the licensed limit. At the end of a month, if the average for any seven days exceeded the licensed count, a notice is displayed to the administrator. If the average continues to be high, licensing needs can be reevaluated. Users will still be authenticated, and enforcement takes the form of limiting the tasks the administrator can perform in CPPM.

How Can I Migrate my Settings From 3.9 to 6.2?

After you upgrade your 3.9 system to the latest patch and deploy your 6.2 system, you create a 3.9.x backup file and use the Import Configuration forms in ClearPass Guest's Administration module to import it. You can then review, select, and restore items from the configuration file in your 6.2 system. See the "3.9 Configuration Import" section in the "Administration" chapter of the "ClearPass Guest Deployment Guide" for more information.

Can I Re-Image my 3.9 Hardware Appliance with 6.2?

Only your ClearPass Specialist is equipped to do this. Contact them for information and assistance.

Using ClearPass Guest in the Integrated Platform

This section provides details of user interface and process changes, including documentation and navigation changes. Issue tracking IDs are included when available.

Administration

User Interface Changes

- The module's name was changed from Administrator to Administration.
- The Data Retention page was moved up to the first level in the Administration module's left navigation.
- The Support section used to be a top-level module in the left navigation; it is now part of the Administration module. System logs are no longer included in ClearPass Guest's support items because they are in ClearPass Policy Manager.
- The list view for Operator Logins was removed from ClearPass Guest. It is replaced by the **Configuration > Identity > Local Users** screen in ClearPass Policy Manager. The process of creating a new operator is now performed mostly in ClearPass Policy Manager.
- Subscription management, plugin additions, update checks, and OS updates are now handled in ClearPass Policy Manager. The Available Plugins List and plugin configuration are still in ClearPass Guest.
- Some AirGroup Services processes were added.
- Some MACTrac Services processes were added.
- The SOAP Web Services plugin was added, with Web Services access provided through the Administration module.
- The XML-RPC interface is available to administrators with the appropriate profile.
- The Backup and Restore forms are replaced by the Import Configuration forms.
- The following functionality was removed from the Administration module and is now managed entirely in ClearPass Policy Manager:
  - High Availability
  - Network Setup
  - Notifications
  - SSL Certificate
  - OS Updates
  - Server Time
  - System Log
  - Security Manager
  - System Control

AirGroup Services

AirGroup is a new feature in the ClearPass platform. AirGroup allows users to register their personal mobile devices on the local network and define a group of friends or associates who are allowed to share them. The ClearPass Policy Manager base license includes AirGroup functionality.

Use ClearPass Guest to:

- Create and manage multiple AirGroup controllers
- Configure the AirGroup plugin and set automatic polling of AirGroup controllers,
- Create AirGroup administrators and operators and set operators' device limits

- Authenticate AirGroup operators via LDAP
- Configure some fields on AirGroup device registration forms
- Log in as an AirGroup administrator or operator to register and manage shared devices
- Search for and select shared role and shared location accounts in an LDAP directory from the device registration portal

AirGroup configuration is distributed across ClearPass Policy Manager and ClearPass Guest. You use both ClearPass Policy Manager and ClearPass Guest to define AirGroup administrators and operators. AirGroup administrators can then use ClearPass Guest to register and manage an organization's shared devices and configure access according to username, role, or location. AirGroup operators (end users) can use ClearPass Guest to register their personal devices and define the group who can share them. AirGroup operators can also be authenticated via LDAP.

For complete AirGroup information, refer to:

- The "AirGroup Deployment Process" section in the ClearPass Guest Deployment Guide's "Overview" chapter
- The "AirGroup Services" section in the Deployment Guide's "Administration" chapter
- The "AirGroup Device Registration" section in the Deployment Guide's "Guest Manager" chapter
- The "Local Operator Authentication" section in the Deployment Guide's "Operator Logins" chapter
- The "Customizing AirGroup Registration Forms" section in the Deployment Guide's "Configuration" chapter
- The "AirGroup Deployment Guide" and the ClearPass Policy Manager documentation

Customization

User Interface Changes

- The module's name was changed from Customization to Configuration.
- The Authentication form was added.

Home Module

The Home module was removed from ClearPass Guest and all its functionality was moved to ClearPass Policy Manager. For complete information on these features, refer to the ClearPass Policy Manager documentation.

Onboard

User Interface Changes

- The Device Management page was added. This page lists all your onboarded devices and lets you manage the devices' access to the network.
- The Configuration Profiles section was added. A configuration profile includes information for an application set, Exchange ActiveSync settings, network settings, passcode policy, and VPN settings. Each of these is a "configuration unit." You can define multiple configurations for each of these units, and select them to add to your configuration profiles. The configuration profiles are then available in the Provisioning Settings form, and can be associated with a device provisioning configuration set.
- Some of the settings related to the Web login component for Onboard are now part of the Provisioning Settings forms and are no longer managed through **Configuration > Web Logins**. The Provisioning Settings tabbed form includes a Web Logins tab.
- WorkSpace functionality was added, and the module's name was changed from Onboard to **Onboard + WorkSpace**. WorkSpace features let IT departments secure, distribute, and manage enterprise apps on

mobile devices. The organization of the module is all new; navigation to familiar and new functionality is described in the user documentation.

Operator Logins

User Interface Changes

The **Operator Logins** list and the **Create Operator Logins** form were removed from ClearPass Guest's Administration module. This functionality is now distributed across ClearPass Policy Manager and ClearPass Guest. See "Procedure Change: Creating a ClearPass Guest User" on page 43.

Procedure Change: Creating a ClearPass Guest User

The procedure for creating an operator has changed. Some steps are now performed in CPPM, and some are performed in ClearPass Guest, as described below.

To create a new ClearPass Guest operator:

1. Create an operator profile in ClearPass Guest, or use an existing one. (To create AirGroup or MACTrac users, choose the AirGroup-specific or MACTrac-specific Administrator or Operator profile, as appropriate.) See the "Operator Profiles" section in the "Operator Logins" chapter of the "ClearPass Guest Deployment Guide".
2. If necessary, create a CPPM role for the operator: In ClearPass Policy Manager (CPPM), go to **Configuration > Identity > Roles** and create a role that matches the operator profile. Refer to the ClearPass Policy Manager documentation for information on creating the role. Many of the roles you will use are already provided in CPPM.
3. Create a local user for the operator: In CPPM, go to **Configuration > Identity > Local Users**. Select the CPPM role defined for the user. Refer to the ClearPass Policy Manager documentation for information on creating the local user.
4. If necessary, create a translation rule to map the CPPM role name to the ClearPass Guest operator profile: Many of the translation rules you will use are already provided in CPPM and mapped to the appropriate role name.
   a. In ClearPass Guest, go to **Administration > Operator Logins > Translation Rules**.
   b. In the **Translation Rules** list, choose the profile, then click its **Edit** link.
   c. Edit the fields appropriately to match the CPPM role name to the ClearPass Guest operator profile. See the LDAP Translation Rules section in the Operator Logins chapter of the ClearPass Guest Deployment Guide.
   d. Click **Save Changes**.

RADIUS Services

RADIUS Services functionality was moved to ClearPass Policy Manager. For complete information on functionality that is now in CPPM, refer to the ClearPass Policy Manager documentation.

Reporting Manager

Reporting functionality was moved to ClearPass Policy Manager, and includes the ClearPass Insight application. For complete information on functionality that is now in CPPM, refer to the ClearPass Policy Manager documentation.

SMTP Services

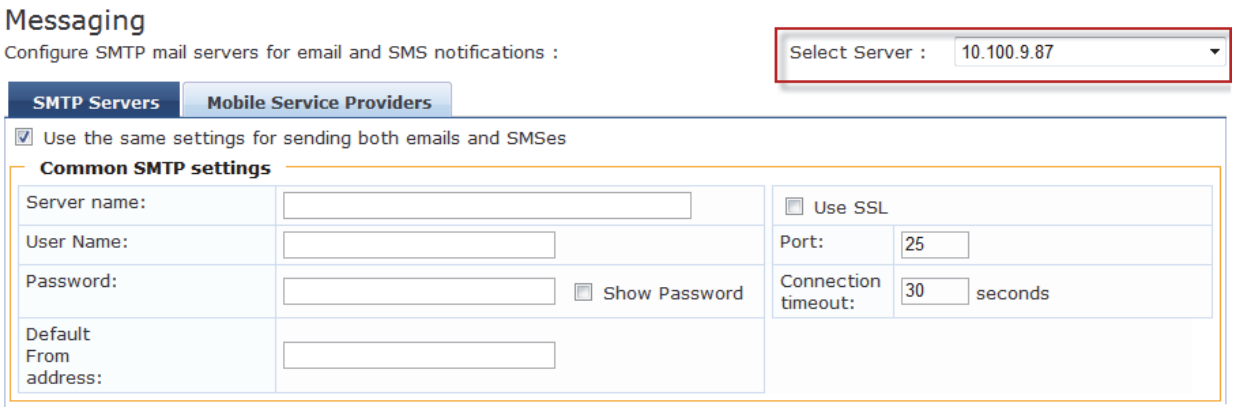
Procedure Change: Configuring SMTP Servers in CPPM

Before sending email receipts, you must now configure the SMTP server in ClearPass Policy Manager. (#10287)

To configure an SMTP server:

1. In **ClearPass Policy Manager**, go to **Administration > External Servers > Messaging Setup**. The Messaging form opens with the SMTP Servers tab displayed.

Figure 1 *The SMTP Servers Tab of CPPM's Messaging Setup Form*



2. In the **Select Server** drop-down list in the upper-right corner, select the server to configure for email receipts.
3. To configure the same settings for both SMTP and SMS email servers, mark the **Use the same settings** check box.
4. Complete the rest of the fields with the appropriate information. Include the username and password if your email, then click **Save**.

NOTE

If the SMTP server is not configured in CPPM, Guest emails will not be sent.

Documentation

Reflecting the distribution of functionality across the ClearPass Policy Manager platform, some chapters were removed, and some sections were moved to different places within the Deployment Guide. Changes resulting from integration with ClearPass Policy Manager are summarized below. For complete information on functionality that is now in CPPM, refer to the ClearPass Policy Manager documentation.

The following sections were moved to new locations in the Deployment Guide:

- The Content Manager section is now in the Configuration chapter. It used to be in the Administrator Tasks chapter.
- Managing Data Retention is now a top-level section in the Administration chapter. It used to be a subsection within the System Control section.

The following chapters and sections were removed from the Deployment Guide. These tasks are now managed through ClearPass Policy Manager:

- Setup Guide chapter
- High Availability Services chapter
- RADIUS Services chapter

- Report Management chapter
- Administrator Tasks chapter, sections removed:
  - Network Setup section
  - SSL Certificate section
  - Backup and Restore section
  - Notifications section
  - OS Updates section
  - Parts of Plugin Manager section
  - Server Time section
  - System Log section
- Operator Logins chapter, section removed:
  - LDAP Operator Authentication section
- Onboard chapter, section removed:
  - Configuring ClearPass Servers for Device Provisioning section
- Reference chapter, sections removed:
  - Standard RADIUS Request Functions section
  - RADIUS Server Options section
  - List of Standard RADIUS Attributes section

Navigation

There are now two ways you can log in to ClearPass Guest. You can log in to the Guest application by itself, or, to work in ClearPass Guest and ClearPass Policy Manager concurrently, you can use a single login to access all your ClearPass applications from the CPPM dashboard. The URLs for each login and changes to navigation are described below.

Logging in Directly to ClearPass Guest

To log in directly to ClearPass Guest:

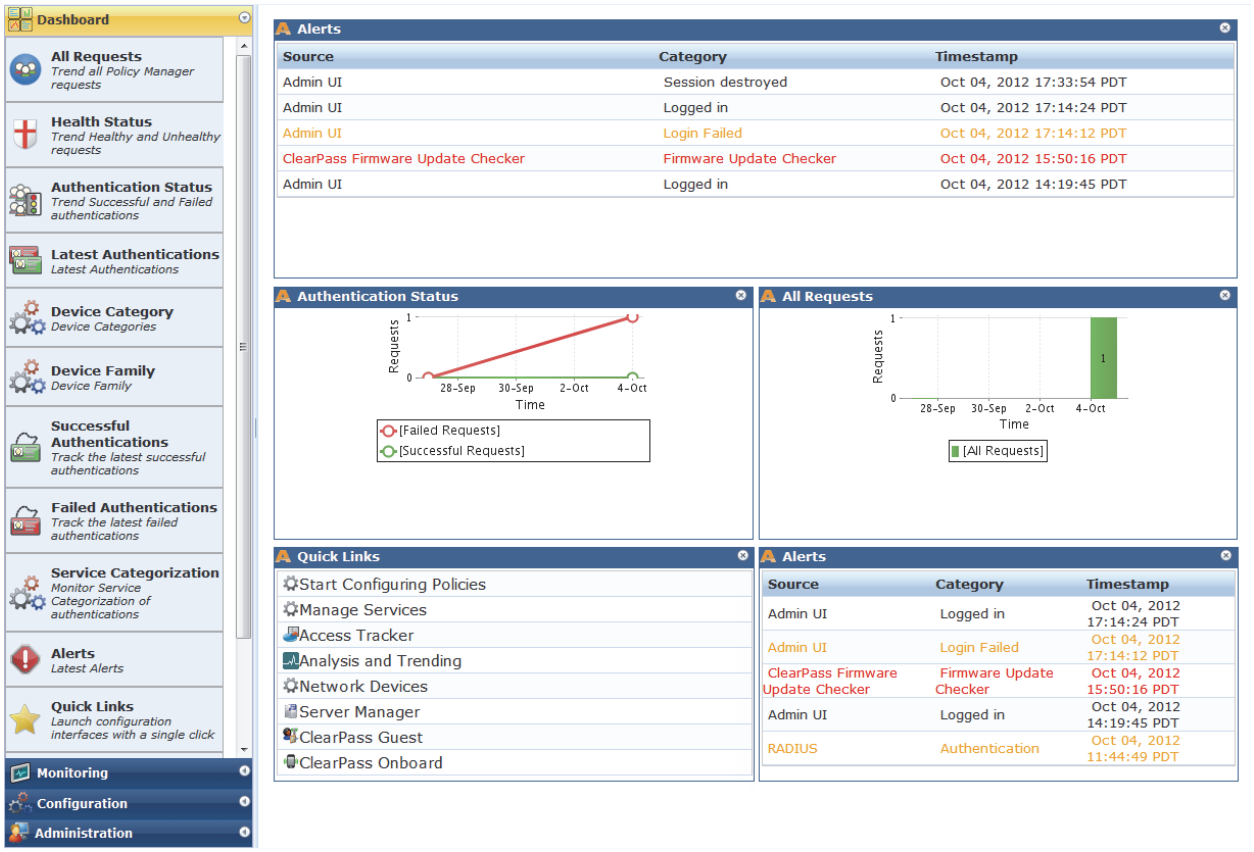
1. Using the hostname or IP address for your installation, point your browser to **https://<hostname or IP address>/guest**. The ClearPass Guest login page opens.
2. Enter your username and password and click **Log in**. The ClearPass Guest application opens with the Start page of the Guest Manager module displayed.
3. These login credentials are defined in ClearPass Policy Manager at **Configuration > Identity > Local Users**.

Accessing ClearPass Guest Through CPPM

To use a single login to log in to ClearPass Policy Manager and navigate to ClearPass Guest and your other ClearPass applications:

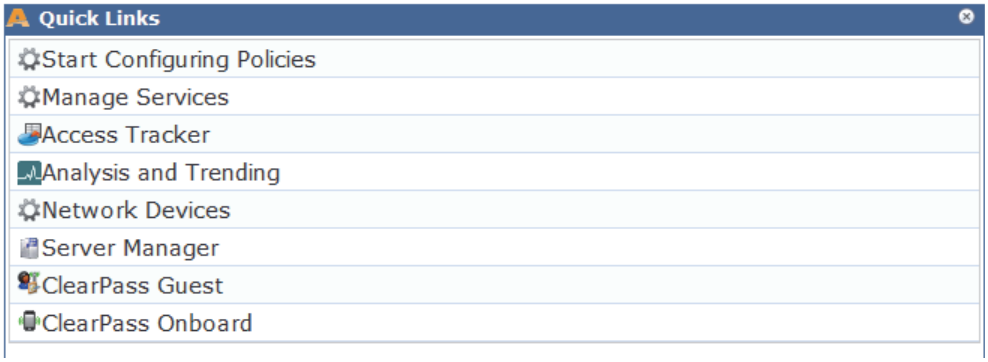
1. Using the hostname or IP address for your installation, point your browser to **https://<hostname or IP address>/tips**. The ClearPass Policy Manager login page opens.
2. Enter your username and password and click **Log In**. ClearPass Policy Manager opens with the **Dashboard** page displayed. The panes on this page display a variety of system information.

Figure 2 *The Dashboard Page and CPPM Left Navigation*



3. Look for the **Quick Links** pane in the lower left of the Dashboard. This pane contains top-level navigation links to some areas of CPPM, as well as links to ClearPass Guest and Onboard. Click the **ClearPass Guest** link.

Figure 3 *The Quick Links Pane*



The ClearPass Guest application opens in a new browser tab, with the Guest Manager module displayed. ClearPass Policy Manager stays open in the first tab so you can work in both ClearPass Guest and ClearPass Policy Manager concurrently.

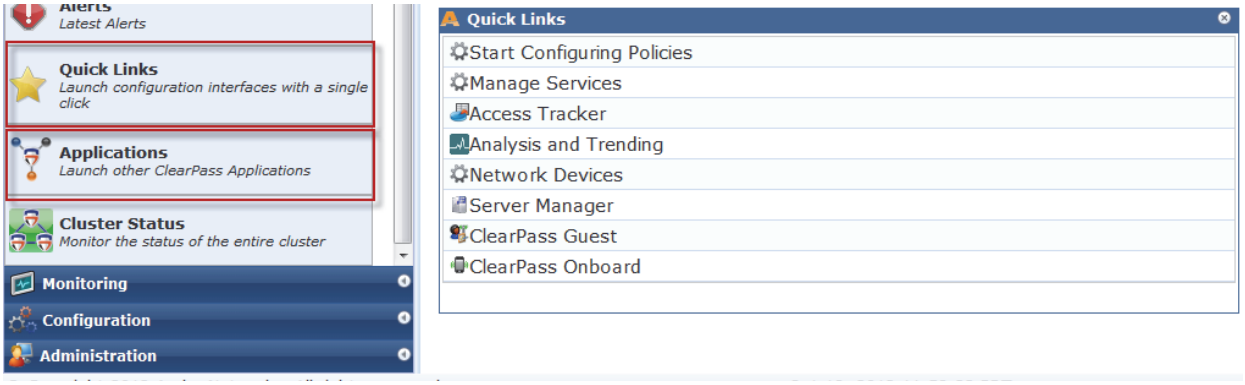
Using CPPM's Dashboard Page

When you first log in to ClearPass Policy Manager, the Dashboard page is displayed by default. The Dashboard link in the left navigation is expanded to show options, and CPPM's other left-navigation links are below.

The Dashboard is an interactive page: Its left-navigation options are not clickable links; instead, they are drag-and-drop items you can display in any pane on the Dashboard. When you drag an option to a pane, it

replaces the option that was there. To restore an option you replaced, simply drag it from the left navigation again.

Figure 4 *Drag-and-Drop Items Highlighted in CPPM's Left Navigation*



For example, the Quick Links pane has a corresponding option in the left navigation. Just below it in the left navigation is an Applications option. If you drag the **Applications** option over the Quick Links pane, a list of links to your licensed applications replaces the list of platform links, and the name of the pane changes. You can use either the **Applications** list or the **Quick Links** list to access your ClearPass applications.

Figure 5 *The Applications Pane*

ClearPass Policy Manager's other top-level left-navigation links are Monitoring, Configuration, and Administration. The Configuration and Administration modules in CPPM are for system-level changes that apply to the ClearPass platform as a whole. The Configuration and Administration modules within ClearPass Guest are for application-level changes, and affect only the Guest application.

Figure 6 *ClearPass Policy Manager's Left Navigation*