Aerohive Release Notes

Release Versions: HiveOS 6.0r2e

Platforms: AP370 and AP390

Release Date: June 20, 2014

These are the release notes for HiveOS 6.0r2e firmware. HiveOS 6.0r2e is managed by HiveManager 6.1r2 or later software running on HiveManager. For more information about HiveManager 6.1r2 and 802.11ac features, see the Aerohive Release Notes for 6.1r2 and the 6.1r2 New Features Guide.

These release notes address the HiveOS 6.0r2e hardware platforms, summaries of which are described in the following section. The known issues are described in the "Known Issues in HiveOS 6.0r2e" on page 3 section.

AP370 and 390 Platforms

This release introduces the Aerohive AP370 and AP390 platforms. The AP370 and AP390 devices support the 802.11ac standard, which includes increased Gigabit Wi-Fi throughput. These platforms made use of advanced antennas are designed to maximize coverage.
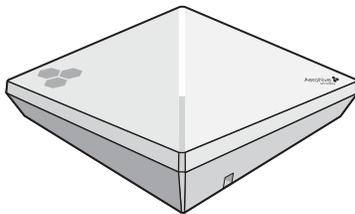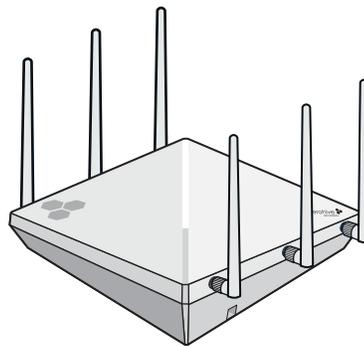
AP370   AP390

The new AP370 and AP390 802.11ac wireless access points are designed for excellent throughput and range. They provide dual concurrent 802.11b/g/n (2.4 GHz) and 802.11a/n/ac (5 GHz) radios for 3x3:3 MIMO (Multiple Input Multiple Output) antenna configurations. When you enable 802.11ac high-throughput options, such as wide-channel mode (80-MHz channel width), A-MPDU and A-MSDU packet aggregation, short guard interval, and MCS9/3 data rates, they can provide a PHY data rate up to 1300 Mbps per radio.

The AP370 has six internal antennas, and the AP390 has six detachable external antennas (three 2.4 GHz and three 5 GHz in both cases). Both models have two RJ45 10/100/1000-Mbps Ethernet ports, an RJ45 console port, and a USB modem port that is protected by a port cover. The devices have built-in track clips that allow you to install them on a ceiling track. You can also mount them on a wall using M4 wall screws.

Feature Limitations for the AP370 and AP390

The AP370 and AP390 platforms do not currently support the following features:

- Router mode
- Voice Enterprise (802.11k/r/v) and WMM-Admission Control
- IEEE 802.11w (protected management frames)
- Spectrum analysis
- Conversion of multicast frames to unicast frames
- Location services to track the location of clients

Upgrading HiveOS Firmware

Aerohive supports upgrading AP370 and AP390 devices from HiveOS 6.0r2c or later to HiveOS 6.0r2e. To upgrade your devices, follow the steps below.

1. Download the HiveOS 6.0r2e image from the Aerohive Support site.
2. Log in to HiveManager running 6.1r2 software or later using an account with super user privileges.
3. Click **Configure > Devices > Aerohive APs >** *device_name* **> Update > Advanced > Upload and Activate HiveOS Software**.
4. Choose **AP370-390-6.0r2e.img.S** from the HiveOS Image drop-down list.
5. Click **Upload**.

   HiveManager displays the *Device Update Results* page where you can track the update progress.

> 〔(ᵢ〕 *You do not need to update HiveManager at the same time because HiveManager 6.1r2 already supports HiveOS 6.0r2e features.*

Change in Behavior

The following change to behavior has been introduced in the 6.0r2e release:

- The AP370 and AP390 support eight SSIDs per radio. Because the AP370 and AP390 are dual-radio devices, the total number of SSIDs supported by each device is 16. When a radio is operating in dual mode, then the number of SSIDs supported by that radio is reduced to seven.

Documentation

You can find product documentation for the AP370 and AP390 online by visiting the HiveManager 6.1r2 Help system documentation page. In particular, see the chapter on the AP370 and AP390 in the hardware reference guide and the AP370 and AP390 QuickStart. In addition, there are online CLI reference guides that provide the syntax and explanations for every command in the CLI. They also include information on accessing the CLI through console, Telnet, and SSH connections, tips, and keyboard shortcuts.

Compatibility Issues

The following Cisco switch models have a known issue (CSCsw18530) that can cause them to provide certain 802.3af PDs (powered devices) such as the AP370 and AP390 with too much power when connected by an Ethernet cable that is shorter than 50 feet: 3750, 3750-E, 3750G, 3750-X, 3560-C, 3560-E, 3560-X, 2960, 2960C, or 2960S. As a result, the affected devices power off and on continuously.

Workaround: Use an Ethernet cable that is 50 feet or longer when connecting an AP370 or AP390 to one of the Cisco switches mentioned above.

Known Issues in HiveOS 6.0r2e

The following are known issues at the time of the HiveOS 6.0r2e release.

29484	Clients that are configured with a static IP address do not appear in the ARP (Address Resolution Protocol) table.
27516	Whether a Cisco switch provides 15.4 watts or 30 watts of power, the AP370 and AP390 function only in 802.3af mode.

Addressed Issues in HiveOS 6.0r2e

The following are known issues at the time of the HiveOS 6.0r2e release.

CFD-453 32914	Aerohive AP370 and AP390 access points spontaneously rebooted under conditions of high memory usage.
CFD-209 32803	Some 5-GHz clients lost network connectivity and could not reconnect after the AP370 or AP390 to which the clients were associated had been operating for a long duration with 30 or more connected clients.
CFD-185 32363	Aerohive AP370 and AP390 access points spontaneously rebooted under unusual traffic conditions such as when receiving a large number of probe requests.
CFD-166 31263	Under high client load operation with heavy multicast traffic, some 5-GHz clients were not able to gain an IP address through AP370 and AP390 access points.
32207, 32152, 32151	Beacons transmitted by the AP370 and AP390 incorrectly contained supported rates that did not match the configuration.