

HPE Networking Instant On cloud upgrade from R2.9.1 to R3.0.0

Will the current Instant On portal URL change?

No. You will continue to access the cloud portal from the same URL [“portal.arubainstanton.com”](https://portal.arubainstanton.com)

Can I continue to use the same Instant On mobile app?

Yes.

Do I need to update my mobile app?

Yes. Updating the mobile app to R3.0.0 is mandatory because some features of R3.0.0 are not compatible with older mobile applications.

What will happen on Day 0 of the cloud portal upgrade to Release 3.0.0?

On Day 0 of the R3.0.0 cloud upgrade, you will see the updated user interface and be able to take advantage of cloud-centric features such as site health improvements, site cloning, new administrative user roles, easy search, long list handling, policies, etc.

However, device firmware-dependent features such as IGMP querier, SNMP read-only access, and Smart Mesh 6GHz support for Instant On AP32 will only be available once the device firmware upgrade is completed.

Policies and user roles will be available shortly after day 0. They will be enabled on the cloud side first and an update to the mobile application is required to see these new features.

What happens to Instant On devices on Day 0 of the cloud update? Will the device firmware use R2.9.1 or R3.0.0?

On Day 0 of the 3.0 cloud upgrade, you will see the new look of R3.0.0 on the cloud portal but the devices will still be running firmware R2.9.1 until their firmware is updated.

When do the devices get upgraded from Release 2.9.1 to Release 3.0.0 on a site?

All devices (Instant On switches and APs) on the site will get device firmware upgraded from R2.9.1 to R3.0.0 based on the software maintenance schedule window that has been configured on the site.

Will the mobile app also change after the R3.0.0 upgrade?

Yes. Changes to the mobile app include the addition of site health and policies to the home screen along with new R3.0.0 features added to the mobile app. Overall the changes to the interface and navigation of the app will be minimal when compared with the previous version.

Will the transition be seamless?

The transition is expected to be seamless as all the clickable cards in R2.9.1 will have an equivalent in R3.0.0. Cards have been enhanced with more insights and cards for policies and health have been added using the same navigation principles.

Will there be a change to the login page on Day 0 of the R3.0.0 launch?

Yes. As the Instant On cloud portal is upgraded on Day 0, the login page will change. However, you will still be able to use the same Instant On account (email address) for login and management.

If I have multiple sites under a single account, how will they be updated?

The cloud portal will change to R3.0.0 with all cloud-centric features available for the user, whereas individual network device upgrades will happen based on the software maintenance schedule configured for each site. The network device firmware upgrade can be scheduled site by site.

During the upgrade process, the software maintenance schedule configured for your site will dictate when the site devices get their upgrade to the latest R3.0.0 firmware. The software maintenance schedule can be adjusted within a 30-day window on a per site basis.

An operator will manage the different sites on Day 0 from an upgraded R3.0.0 cloud portal, and each site will either have devices running R2.9.1 pending upgrade or have already-upgraded devices running R3.0.0.



What is the general firmware upgrade procedure for Instant On sites?

- When the Instant On cloud server is upgraded, all Instant On sites worldwide will have immediate access to the new cloud portal Release 3.0.0.
- The network devices in a specific site will still be running old firmware and their firmware upgrade will follow the configured site schedule upgrade plan.
- By default, to reduce network downtime, a site device upgrade is scheduled on Sunday at 3am local time. This upgrade schedule can be adjusted to another day and time within a 30-day window.
- As the firmware will be deployed in a phased approach, if a user has multiple sites, they will not necessarily all receive the update at the same time.

Will all network policies, clients, etc migrate automatically or will there be manual adjustments required post R3.0.0 upgrade?

- All instances of Instant On devices, clients, networks, etc are migrated with their full configuration to R3.0.0 and are accessible from the new Release 3.0.0 portal from Day 0 of the cloud upgrade.
- Current WLAN schedules and application WLAN rules will automatically be converted to the policies introduced in R3.0.0.
- Once upgraded to R3.0.0, the mobile app will automatically synchronize.

How will R2.9.1 user accounts be migrated to the new user roles and enhanced profiles in R3.0.0?

- Instant On 2.9.1 site administrator accounts are automatically migrated to R3.0.0 and assigned the "Administrator" role.
- After upgrade, the administrator(s) managing a site can set different user roles to the accounts managing this site or invite new users and set roles according to their own needs.

- The flow remains the same for inviting new users to manage a site — an email invitation will be triggered inviting the user to manage the site.
- If the new user is already a member, they can login to the portal. Otherwise, they will be required to sign up and create an Instant On account.

Will there be downtime during the upgrade period?

No. There is no downtime expected during the cloud upgrade to R3.0.0.

How long will the release roll out take?

- The R3.0.0 roll out process will happen in phases:
 - The first 5% of Instant On sites will get the notification to upgrade, which will be monitored for a week.
 - The remaining 95% of the sites will be rolled out progressively in subsequent weeks.
- All sites will be rolled out within 3 to 4 weeks of the initial rollout date.

How can I get help if I have an issue during the upgrade? Who should I contact?

The HPE Networking Instant On support team will be available to address customer issues.

Is HPE Support geared up to handle this change?

Yes.

What do I do if any product fails in transition?

If a device firmware upgrade fails, then the device will automatically retry to get the firmware from the cloud and upgrade on the next attempt. The upgrade will then happen automatically, no manual effort required.

Where can I find more details about the Instant On Release 3.0.0 online?

The blog is a helpful starting point and it can be viewed [here](#). For complete details read the 3.0 deployment notes found [here](#).