

HPE Networking Instant On cloud upgrade from R3.0.0 to R3.1.0

Will the current Instant On portal URL change?

Yes. The new URL is <https://portal.instant-on.hpe.com/>, starting with R3.1.0.

You will continue to access the cloud portal from the previous URL, <https://portal.arubainstanton.com>, which will be redirected to the new URL for a period.

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

Earlier this year, Aruba Instant On was rebranded to HPE Networking Instant On. To maintain brand consistency, a rebranded mobile app will also be released. We recommend users install the new “Instant On” mobile app, available on both Android and iOS platforms, to access the latest features of R3.1.0, which will be exclusive to the new app. To ensure a smooth transition, users can continue using the previous app for a limited time. Please note that a mandatory upgrade may be scheduled for later in 2025.

Do I need to update my mobile app?

It is recommended that you update your app to the R3.1.0 mobile app so that you can always benefit from the latest development from the HPE Networking Instant On team.

What is the maximum number of devices that can be managed per Instant On site?

The maximum number of devices per site in R3.0.x is 50 systems. This limit will increase to 125 devices in R3.1.0 to deliver Instant On benefits to even larger SMB workplaces. This count includes any Instant On device type.

What are the details for the Software Upgrade scheduler feature enhancement in R3.1.0?

Before R3.1.0, the software update scheduler configuration was only offered when a software update was available on the site.

Starting with R3.1.0, a user can modify the Software Upgrade scheduler date and time for all upcoming Software releases at any time and delay installation up to 4 weeks. The user setting will then persist from one release upgrade to another until modified again.

What does deprecating support for the preferred captive portal mean?

Post-upgrade to R3.1.0, Instant On sites will not show the option to configure “Preferred captive portals” servers like Aislelabs, Zoox, Beonic, Wavespot, and Purple Wi-Fi. Instant On users shall instead use the external option in the guest portal settings and manually configure the captive portal server URL of their choice. The integration will work the same as before.

What will happen to existing sites that are using the current preferred captive portal servers like Aislelabs, zoox, etc?

Instant On sites with configured captive portal parameters will automatically be migrated to R3.1.0 without the user needing to re-enter them.

With the Event log feature added to the cloud portal, what will be the duration of the significant event logs of sites be logged, and what will be the maximum entries before the logs get rotated?

Event logs are logged for events that happened in the last 24 hours and will be rotated after 2000 log entries.



Upgrade process related

What will happen on Day 0 of the cloud portal upgrade to Release 3.1.0?

On Day 0 of the R3.1.0 cloud upgrade, you will see the updated user interface and be able to take advantage of cloud-centric features such as site health condition panel recommendation, increase in allow and block list client list, add more domains as part of the walled garden, integrated online help, event logs, export of event log table, etc.

However, device firmware-dependent features will not be accessible until the site devices are upgraded. A few device's firmware-dependent features in R3.1.0 are the enable storm control option and the BPDU root guard.

What happens to Instant On devices on Day 0 of the cloud update? Will the device firmware use R3.0.0 or R3.1.0?

On Day 0 of the 3.1.0 cloud upgrade, you will see the new look of R3.1.0 on the cloud portal, as explained in Question 8. However, the devices will continue to run R3.0.0 firmware until the devices' firmware is updated for the site.

When are the devices upgraded from Release 3.0.0 to Release 3.1.0 on a site?

All devices (Instant On switches and APs) on the site will upgrade the device firmware from R3.0.0 to R3.1.0 based on the software maintenance schedule window configured on the site.

Will the mobile app also change after the R3.1.0 upgrade?

Yes. Changes to the mobile app include the addition of rebranding to the home screen along with new R3.1.0 features addition. Navigation changes of the mobile app will remain minimal for the users.

Will the R3.0.0 to R3.1.0 transition be seamless?

Adoption and ramp-up with R3.1.0 are expected to be easy and seamless, as all the clickable cards in R3.0.0 have an equivalent in R3.1.0. Cards have been enhanced with more insights on the health dashboard, and the same navigation principles are leveraged.

Will there be a change to the login page on Day 0 of the R3.1.0 launch?

Yes. As the Instant On cloud portal is rebranded on Day 0, the login page will show the new HPE rebranded images. However, you can still use the same Instant On account (email address) to log in and manage.

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

The cloud portal will be upgraded to R3.1.0 with all cloud-centric features on Day 0 for all users. The network device upgrades will happen based on the software maintenance schedule configured for each site, and therefore, the network device firmware upgrade granularity will be site by site.

During the upgrade process, the software maintenance schedule configured for your site will dictate when the site devices upgrade to the latest R3.1.0 firmware. The software maintenance schedule can be adjusted within a 30-day window per site.

An operator will manage the different sites on Day 0 from an upgraded R3.1.0 cloud portal, and each site will either have devices running R3.0.0 pending upgrade or have already upgraded devices running R3.1.0.

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 3.1.0.
- 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, a site device upgrade is scheduled for Sunday at 3 a.m. local time to reduce network downtime.
- This upgrade schedule can be adjusted to another day and time within a 30-day window. Starting in R3.1.0, this adjustment will persist for future SW upgrades.
- If a user manages multiple sites, they will not necessarily schedule their SW upgrade on the same day at the same time. The Instant On device firmware can then be deployed using a phased approach.

Will there be downtime during the upgrade period?

No. There is no downtime expected during the cloud upgrade to R3.1.0.

How long will the release rollout take?

The R3.1.0 rollout process will happen in phases:

- The first 5% of Instant On sites will be notified to upgrade and 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 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. The HPE Networking Support team is trained on this Instant On SW upgrade.

What do I do if any product fails in transition?

If a device firmware upgrade fails, the device will automatically retry to get the firmware from the cloud

and upgrade to R3.1.0 on the next attempt. The upgrade will then happen automatically, and no manual effort is required.

Where can I find more details about the Instant On Release 3.1.0 online?

The blog is a helpful starting point; it can be viewed [here](#). For complete details, read the 3.1.0 deployment notes, which are also found [here](#).