

This document describes the initial setup of an Aruba user-centric network that consists of an Aruba controller and Aruba Access Points (APs). The installation consists of the following steps:

1. Launch the WebUI or Console Setup Wizard to configure the controller.
2. Connect the controller to the wired network.
3. Configure the controller to allow APs, when installed and powered on, to be able to locate and connect to the controller. If you are configuring mesh, define the mesh cluster profile, mesh radio profile, before installing APs in a mesh networking environment.
4. Install and connect your APs to the network.

Before you begin, review the contents of your controller shipment to ensure that you have received the following items, then read the *Aruba Software License Agreement*.

- The Aruba controller with appropriate power cord and accessories
- The *ArubaOS 6.4.4.0 Quick Start Guide*
- The *ArubaOS Software License Agreement*

Install the Controller

The WebUI Startup Wizard allows you to configure access to the controller, install software licenses, and configure wireless local area networks (WLANs) for internal or guest users. The Startup Wizard is available the first time you connect to and log into the controller or whenever the controller is reset to its factory default configuration. The serial console setup dialog allows you to configure basic controller settings through a serial port connection to the controller. After you complete the Startup Wizard or serial console setup procedure, the controller reboots using the new configuration information you entered.

Do not connect the controller to your network when running the Setup Wizard or serial console setup dialog. The factory-default controller boots up with a default IP address and both DHCP server and spanning tree functions enabled. Once you have completed setup and rebooted the controller, you can use the controller CLI or WebUI to complete its configuration before connecting the controller to your network.

In addition to the traditional method mentioned above, the 7000 Series controllers running ArubaOS 6.4.3.1 and later can be configured without user intervention with zero touch provisioning (ZTP). This option automatically configures the controller using DHCP, Activate, or mini-setup. For more details, see [“Zero Touch Provisioning” on page 7](#).



NOTE

ZTP is enabled only on branch controllers. Only 7000 Series controllers running ArubaOS 6.4.3.1 or later can function as a branch controller. Hence, 7005, 7010, and 7030 controllers running earlier versions of ArubaOS must upgrade to ArubaOS 6.4.3.1 before they can function as a branch controller. A 7200 Series controller cannot function as a branch controller, regardless of which version of ArubaOS is running on that device.

Initial Setup Using the WebUI Setup Wizard

The following browsers are officially supported for use with the ArubaOS 6.4.4.0 Setup wizard and WebUI:

Table 1 Supported Browsers for Controller WebUI

Operating System	Supported Browsers
MacOS	Apple Safari and Mozilla Firefox
Windows XP, Windows 7, Windows 8	Microsoft Internet Explorer 10 and 11, and Mozilla Firefox

You can launch the setup wizard using any PC or workstation that can run a supported Web browser. The PC or workstation must either be configured to obtain its IP address using DHCP, or configured to have a static IP address on the 172.16.0.0/24 subnetwork. The default IP address of the controller is 172.16.0.254. Connect a PC or workstation to any line port on the controller, then enter this IP address into a supported Web browser to launch the Setup Wizard.

To run the Setup Wizard:

1. Connect your PC or workstation to a line port on the controller.
2. Make sure that the controller is not connected to any device on your network.
3. Boot up the controller.
4. On your PC or workstation, open a Web browser and connect to <https://172.16.0.254>.
5. The controller contains a default server certificate to validate the device on the network. At the Security Alert, click **Yes** to proceed with the Setup Wizard.
6. The initial window of the Mobility Controller Setup Wizard asks you to select one of the following deployment modes. Select **Standalone**, **Master**, **Local**, or **Branch** then click **Continue**.
 - **Standalone**: This is the only controller on the network.
 - **Master**: This controller will manage other controllers on the network.
 - **Local**: This controller will be managed by a master controller.
 - **Branch**: This controller will be a branch controller on the network. That is, all settings for this controller are managed by a master controller.
7. If you selected **Standalone** or **Master** in [step 6](#), you will be prompted to select the **Campus WLAN** deployment mode. The **Remote Access Points** deployment mode allows you to configure additional settings specific to remote APs. Go to [step 8](#).

If you selected **Branch** in [step 6](#), you will be prompted to enter the IP address or FQDN of the master controller for this branch. Go to [step 9](#).



By default, the last 1000BASE-X port of the branch controller is selected as the uplink port.

8. Enter the information described in [Table 2](#), and, if desired, the optional configuration information described in ["Optional Information"](#) on [page 3](#).

Table 2 Required Information for the Setup Wizard

Requirement	Description
System Name	A user-defined name by which the controller will be referenced. You can specify a name of up to 63 characters.

Table 2 Required Information for the Setup Wizard (Continued)

Requirement	Description
Country Code	A valid ISO 3166 country code for the country in which the controller will operate. The country code determines the 802.11 wireless transmission spectrum. You cannot change the country code for controllers designated for certain countries, such as the U.S. or Israel. Improper country code assignment can disrupt wireless transmissions. Most countries impose penalties and sanctions for operators of wireless networks with devices set to improper country codes.
Admin Password	Password of up to 32 characters for the admin user to log in to the controller.
Enable Mode Password	Password of up to 15 characters for the admin user to access the Enable mode in the CLI.
Date and Time	You can either manually set the date, time, and GMT time zone or specify the IP address of an NTP server from which the controller will obtain its date and time settings.
Connectivity Settings	Enter the IPv4 or IPv6 controller IP address and default gateway. The gateway is usually the IP address of the interface on the upstream switch or router to which you will connect the controller. The default gateway and the VLAN 1 IP address need to be in the same network.
Authentication Settings	<ul style="list-style-type: none">• If you are configuring a master or local controller that uses pre-shared key authentication, enter the pre-shared key.• If you are configuring a master controller to use certificate authentication, enter the MAC addresses of the local controllers.• If you are configuring a local controller to use certificate authentication, enter the MAC address of the master controller.



The default certificate installed in the controller does not guarantee security in production networks. Aruba strongly recommends that you replace the default certificate with a custom certificate issued for your site or domain by a trusted Certificate Authority. See the *ArubaOS 6.4.x User Guide* for more information about certificates.

9. For a local or branch controller, enter the IP address or FQDN of the master controller, or for a branch controller that requires layer-3 redundancy, the IP address or FQDN of the primary *and* backup master. Click **Continue** to reboot the controller with default option.

Optional Information

The Setup Wizard to also allows you to:

- Create virtual local area networks (VLANs) in which wireless users are placed after authentication.
- Modify default port settings.
- Enable the Uplink firewall, and configure the following Management and Aruba interface types.
 - Management Interfaces: SSH, HTTPS, SNMP and DHCP.
 - Aruba Interfaces: RAP, VIA, VIA Mac and Site-to-Site VPN.
- Install licenses for ArubaOS software modules.
- Configure internal and guest WLANs.
- Specify IP address pools to define the inner IP addresses assigned to VPN clients and access points connecting to a local controller, or to a standalone or master controller with remote APs.

If you plan on adding controller licenses or configuring additional VLANs, WLANs, or port settings on your controller, make a note of the desired licenses or settings before you launch the Setup wizard.



The optional configuration settings described in the section above cannot be configured when running initial setup on a serial port connection.

Initial Setup on a Serial Port Connection

The serial port is located on the front panel of the controller. You can start the Initial Setup dialog when you connect a terminal, PC or workstation running a terminal emulation program to the serial port on the controller.

The serial port connection only allows you to configure the basic configuration required to connect the controller to the network. The recommended browser-based Setup Wizard allows you to also install software licenses and configure internal and guest WLANs (see [“Initial Setup Using the WebUI Setup Wizard” on page 2](#)). If you use the Initial Setup dialog to configure the controller, the browser-based Setup Wizard will not be available unless you reset the controller to its factory default configuration.

To run the Initial full setup dialog from a serial connection:

1. Configure your terminal or terminal emulation program to use the following communication settings:

Table 3 *Terminal Communication Settings*

Baud Rate	Data Bits	Parity	Stop Bits	Flow Control
9600	8	None	1	None

2. Connect your terminal or PC/workstation to the serial port on the controller using an RS-232 serial cable. All accessory kits shipped with Aruba controllers contain an RJ-45 cable and DB-9 to RJ-45 adapter. You may need to provide a USB adapter to connect the serial cable to your PC.
3. Boot up the Aruba controller. After the controller has booted up, you should see a screen similar to [Figure 1](#) for branch controllers or [Figure 2](#) for other controllers:

Figure 1 *Initial Setup Dialog*

```
User: admin
Password: *****
(Aruba7030) >enable
Password:*****

Auto-provisioning is in progress. Choose one of the following options to override or
debug...
'enable-debug' : Enable auto-provisioning debug logs
'disable-debug': Disable auto-provisioning debug logs
'mini-setup'   : Stop auto-provisioning and start mini setup dialog for smart-branch
role
'full-setup'   : Stop auto-provisioning and start full setup dialog for any role

Enter Option (partial string is acceptable):f
Are you sure that you want to stop auto-provisioning and start full setup dialog? (yes/
no): y
Reading configuration from factory-default.cfg
```

4. (Applicable only for branch controllers) enter **f** to invoke full-setup. You will see a screen similar to Figure 2.

Figure 2 Initial Full Setup for Serial Port Connection

```
***** Welcome to the Aruba 7030 setup dialog *****
This dialog will help you to set the basic configuration for the switch.
These settings, except for the Country Code, can later be changed from the
Command Line Interface or Graphical User Interface.
```

```
Commands: <Enter> Submit input or use [default value], <ctrl-I> Help
<ctrl-B> Back, <ctrl-F> Forward, <ctrl-A> Line begin, <ctrl-E> Line end
<ctrl-D> Delete, <BackSpace> Delete back, <ctrl-K> Delete to end of line
<ctrl-P> Previous question <ctrl-X> Restart beginning
```

5. The serial port configuration dialog displays the configuration prompts described in Table 4. The available prompts vary, depending upon the switch role you choose. Enter the required information at each prompt, then press **Enter** to continue to the next question.

Table 4 Serial Console Configuration Dialog

Console Prompt	Description	Applicable Role
Enter System Name	Enter a name for the controller, or press Enter to use the default system name. You can specify a name of up to 63 characters.	all roles
Enter Switch Role, (master local standalone branch)	Specify one of the following switch roles: <ul style="list-style-type: none"> • Master: This controller manages other controllers on the network. You are prompted to specify the type of authentication to be used by the master controller. If you are configuring a master controller that uses pre-shared key authentication to communicate with local controllers, enter the pre-shared key. If you are configuring a master controller to use certificate authentication, specify the MAC addresses of the local controllers. • Local: This controller will be managed by a master controller. You are prompted to specify the type of authentication to be used by the controller. If you are configuring a local controller to use pre-shared key authentication to communicate with the master controller, enter the IP address of the master controller and the pre-shared key. If you are configuring a local controller to use certificate authentication, specify the MAC addresses of the master controller. • Standalone: This is the only controller on your network. • Branch: This controller will most likely use cloud security architectures instead of dedicated security appliances, and where clients are likely to access applications in the cloud, rather than on local application servers. 	all roles
Enter VLAN 1 interface IP address	The controller takes its IP address from VLAN 1 and uses this IP address to communicate with other controllers and with APs. Enter an IPv4 VLAN 1 interface IP address, or press Enter without specifying an IP address to use the default address 172.16.0.254.	Master Local Standalone
Enter VLAN 1 interface subnet mask	Enter an IPv4 VLAN 1 interface IP subnet mask, or press Enter without specifying an IP address to use the default address 255.255.255.0.	Master Local Standalone

Table 4 Serial Console Configuration Dialog (Continued)

Console Prompt	Description	Applicable Role
Enter IP Default gateway	This is usually the IP address of the interface on the upstream switch or router to which you will connect the controller. The default gateway and the VLAN 1 IP address need to be in the same network. Enter an IPv4 gateway IP address, or press Enter to continue without specifying an IP gateway.	Master Local Standalone
Do you wish to configure an IPv6 address on vlan 1 (yes no) [yes]:	Enter yes to configure an IPv6 address on the VLAN 1 interface. If you enter no , you will not be able to configure an IPv6 address on VLAN 1.	Master Local Standalone
Enter the VLAN 1 interface IPv6 address [2000::1]:	The controller takes its IP address from VLAN 1 and uses this IP address to communicate with other controllers and with APs. Supported subnets are: Global Unicast: 2000::/3, Unique local unicast: fc00::/7 Enter an IPv6 VLAN 1 interface IP address, or press Enter without specifying an IP address to use the default address 2000::1.	Master Local Standalone
Enter VLAN 1 interface IPv6 prefix length [64]:	Enter a value from 0 to 128 to define an IPv6 VLAN 1 interface IP prefix length, or press Enter without specifying a prefix length to use the default value of 64.	Master Local Standalone
Enter IPv6 default gateway [none]:	This optional value is usually the IP address of the interface on the upstream switch or router to which you will connect the controller. The default gateway and the VLAN 1 IP address need to be in the same network. Enter an IPv6 gateway IP address to configure this setting, or press Enter to continue without specifying an IP gateway.	Master Local Standalone
Enter Branch Primary Master switch IP address	Enter the IP address or FQDN of the branch primary master controller. Enter branch master switch IP address or FQDN	Branch
Enter Branch Secondary Master switch IP address	If your branch controller deployment requires layer-3 redundancy enter the IP address or FQDN of the branch's secondary master controller.	Branch
Enter Branch wired uplink port [GE 1/0]	Its not value 1 or 0, value should be 1/0 or 0/0/0 or any port based on the controller platform	Branch
Enter Branch wired-vlan Type (pppoe dhcp static) [static]	Enter the type of the branch wired VLAN.	Branch
This controller is restricted to Country code US for United States, please confirm (yes no)	If your controller has a country code that restricts its usage, enter yes to confirm this code.	all roles
Enter Time Zone	Enter the time zone for the controller, or press Enter to select the default time zone.	all roles
Enter Time in UTC	Enter the current time in UTC format, or press Enter to select the default time.	all roles
Enter Date (MM/DD/YYYY)	Enter the current date, or press Enter to select the default date.	all roles

Table 4 Serial Console Configuration Dialog (Continued)

Console Prompt	Description	Applicable Role
Enter Password for admin login (up to 32 chars)	Enter a password to allow the admin user to login to the controller WebUI, CLI and console interfaces. This password can be up to 32 alphanumeric characters long.	Master Local Standalone
Enter Password for enable mode (up to 15 chars)	Enter a password for the admin user to access Enable mode in the controller WebUI, CLI and console interfaces. This password can be up to 15 alphanumeric characters.	Master Local Standalone
Do you wish to shutdown all the ports (yes no)? [no]	Enter yes to shut down all ethernet ports on the controller, or press Enter to allow all ports to remain active.	Master Local Standalone

6. At the end of the Initial Setup, you are asked to review and confirm your configuration changes. Enter **y** to accept the changes. The controller reboots.



If you want to complete optional configuration options (e.g. disabling spanning tree or installing software licenses) before connecting the controller to the network, refer to the *ArubaOS 6.4.x User Guide* for additional information on controller configuration.

Connect the Controller to the Wired Network

Once controller setup is complete, connect a port on the controller to the appropriately-configured port on a Layer-2 switch or router. Make sure that you have the correct cables and that the port LEDs indicate proper connections. Refer to the Installation Guide for your Aruba controller for port LED and cable descriptions.

Zero Touch Provisioning

Zero touch provisioning (ZTP) makes the deployment of branch controllers plug-n-play. The branch controller gets its local and global configuration and license limits from a central controller, and uses that information to provision itself automatically.

The main elements of ZTP are:

- Auto discovery of the primary master (and optionally, backup master) controller.
- Configuration download from the master controller.

Provisioning Modes

ZTP supports the following provisioning modes:

- **auto:** In this mode, the controller provisions completely automatically. The controller gets its local IP address and routing information from DHCP and gets information about the primary and secondary master controllers and its regulatory domain from one of the supported servers. Then, it downloads the entire configuration from the primary master controller.
- **mini-setup:** In this mode, controller gets its local IP address and routing information from DHCP server. However, user is required to provide the primary and secondary master controller information and the regulatory domain. Then, it downloads the entire configuration from the primary master controller.

- **full-setup:** In this mode, controller gets all basic provisioning information from user input. However, even in this mode, controller configured with a branch controller role can download its configuration from the primary master controller.



In the default state, controller starts in auto provisioning mode. While the controller is trying to provision automatically, users are also provided an option to override the auto provisioning mode and select the desired mode. If there is no ZTP provisioning data available in activate or through external DHCP server, then quick setup will wait for the user to provide input.



To auto provision a a 7000 Series controller, the last physical interface port should be connected as uplink. This uplink will be in VLAN 4094 and act as a DHCP client.

Automatically Provisioning a Branch Controller

An auto provisioning branch controller acts as a DHCP client to get its local IP address, routing information, and master controller information and regulatory domain from a DHCP server or Activate server. A factory-default branch controller boots in auto provisioning mode. To interrupt the auto provisioning process, enter the string **mini-setup** or **full-setup** at the initial setup dialog prompt shown below:

```
Auto-provisioning is in progress. Choose one of the following options to override or
debug...
'enable-debug' : Enable auto-provisioning debug logs
'disable-debug': Disable auto-provisioning debug logs
'mini-setup'   : Stop auto-provisioning and start mini setup dialog for smart-branch role
'full-setup'   : Stop auto-provisioning and start full setup dialog for any role
Enter Option (partial string is acceptable):_
```

If the controller can not complete ZTP provisioning through an external DHCP server or Activate, then the initial setup process waits for the user to provide input.

DHCP Server Provisioning

- The controller gets its local IP address and routing information from DHCP. The controller also adds “ArubaMC” as vendor class identifier (VCI-option 60) in its DHCP requests and the DHCP server sends that information as vendor-specific information (VSI - option 43) in its response to the controller.
- The controller gets information about the regulatory domain country code, the primary master controller (and the secondary master controller, if configured) from the DHCP server. The DHCP server is configured with the master information corresponding to that identifier.

DHCP Interface— The DHCP server is configured with the same option-60 information (“ArubaMC”), and option-43 Vendor Specific Information (VSI) with a master IP address, the country code, and optionally, a secondary master IP (for deployments requiring Layer-3 redundancy). This VSI must be in one of the following formats, where the IP address of a master is in dotted-decimal notation (a.b.c.d) format, and the country code contains a valid ISO 3166 country codes, such as **US**, **AU**, or **IN**.

- <Master-IP-address>
- <Master-ip-address>,<Country-code>
- <Primary-master-IP-address>,<Country-Code>,<Secondary-master-IP-address>

If controller does not receive “ArubaMC” in option-60, or if the received IP address is not valid, option-43 will be completely discarded and ZTP will move to the next discovery method. The DHCP options for a branch controller with a primary and secondary master controller are as follows:


```

dhcp server profile "ouzo_uplink1"
-----
Parameter                Value
-----                -
Domain name for the pool  N/A
DHCP server pool          192.168.1.0/255.255.255.0
DHCP pool lease time     0 days 1 hr 0 min 0 sec
Vendor Class Identifier   ArubaAP
DHCP default router address 192.168.1.1
Configure DNS servers     10.13.6.110
Configure netbios name servers N/A
DHCP Option             43 text 10.16.66.8,US,10.12.50.45
DHCP Option             60 text ArubaMC
Exclude address           N/A
Exclude address           N/A

```

Activate

The branch controller interacts with the activate server to get master information. The branch controller establishes HTTPS connection with the activate server and posts provision requests to it. The activate server authenticates the controller and provides the master information and country code to the branch controller.

Activate Interface— The branch controller and the master controller interact with the activate server to receive information about each other. Once all the information is available in the activate server, the relationship between a master controller and all the branch controllers managed by it is provisioned automatically.

Branch controllers interact with the activate server to learn about their role, master controller information, and their regulatory domain. Master controller sends its own information and not branch controller information. Activate reuses existing AP-information field for controller interactions. To achieve this, the following two steps are performed:

1. Master controller retrieving whitelist db from activate server

The following steps are involved to get the whitelist db:

- a. Master controller sends initial post with 'keep-alive' connection type with the following information:
 - Type as provision update, mode as controller, session id, AP-information that includes <serial number>, <mac>, <model>.
- b. Activate responds with the following information:
 - Type as provision update, activate assigned session id, status, and connection as keep alive.
- c. Master controller then sends a second POST with 'close' connection type with the following information:
 - Type as provision update, session id received from activate, Ap-information that includes <serial number>, <mac>, <model>, length of certificate, signed certificate, and device certificate.
- d. Activate then responds with the following information:
 - Type as provision update, the same session id that activate assigned in the first response, status as success or failure, mode as master, and the list of branch controllers with the whitelist db that contains <MAC address>,<Serial number>,<Model>,<Mode>,<Hostname>, and <Config group>.

2. Branch controller contacting activate and retrieving the provisioning rule

The following steps are involved to retrieve the provision rule:

- a. Navigate to the device list and select a device that you want to designate as master controller.

- b. Edit the selected device and set its mode to **Master**.
- c. Go to setup and create a folder with the Branch_to_Master rule.
- d. Populate the rule with the following information:
 - Select master device.
 - Specify IP address of the master.
 - Specify country code for branch controllers that will be in this folder.
 - Specify configuration group for branch controllers that will be in this folder.



A folder can contain only one type of branch controller that have the same country code and map to the same configuration group. Different folders need to be created for each such group, if the country code or mapping to the configuration changes.

- e. Again, navigate to the device list and select a device that you intend to designate as branch controller.
- f. Edit the selected device and set its name to the desired hostname. If the name is not set, it will be autogenerated.
- g. Move the selected branch controller device to the folder created in [step c](#).

Configure the Controller to Support APs

Before you install APs in a network environment, you must ensure that the APs will be able to locate and connect to the controller when powered on. Specifically, you need to ensure the following:

- When connected to the network, each AP is assigned a valid IP address
- APs are able to locate the controller

Each Aruba AP requires a unique IP address on a subnetwork that has connectivity to a controller. Aruba recommends using the Dynamic Host Configuration Protocol (DHCP) to provide IP addresses for APs; the DHCP server can be an existing network server or an Aruba controller configured as a DHCP server.

If an AP is on the same subnetwork as the master controller, you can configure the controller as a DHCP server to assign an IP address to the AP. The controller must be the only DHCP server for this subnetwork.

Enable DHCP Server Capability

Use the following procedure to use the controller WebUI to enable DHCP server capability:

1. Enter the IP address of the controller in the URL of a browser window to access the controller WebUI.
2. At the WebUI login page, enter the **admin** user name and the password you entered during the Initial Setup.
3. Navigate to the **Configuration > Network > IP > DHCP Server** page.
4. Select the **Enable DHCP Server** checkbox.
5. In the **Pool Configuration** section, click **Add**.
6. Enter information about the subnetwork for which IP addresses are to be assigned. Click **Done**.
7. If there are addresses that should not be assigned in the subnetwork:
 - a. Click **Add** in the **Excluded Address Range** section.
 - b. Enter the address range in the **Add Excluded Address** section.

- c. Click **Done**.
8. Click **Save Configuration** at the top of the page to save the configuration to the controller's flash memory.

Controller Discovery

An Aruba AP can discover the IP address of the controller in one of several ways. The Aruba Discovery Protocol (ADP) is enabled by default on all Aruba APs and controllers. If all APs and controllers are connected to the same Layer-2 network, APs will use ADP to discover their controllers. If the devices are on different networks, you must configure the AP to use a Layer-3 compatible discovery mechanism such as DNS, DHCP, or IGMP forwarding after installing the AP on the network. For details, refer to the *ArubaOS 6.4.x User Guide*.

With ADP, APs send out periodic multicast and broadcast queries to locate the master controller. If the APs are in the same broadcast domain as the master controller, the controller automatically responds to the APs' queries with its IP address. If the APs are not in the same broadcast domain as the master controller, you need to enable multicast on the network. If multicast is not an option, then the APs can be configured to use DNS or DHCP based provisioning to contact the controller.

Plan for a Mesh Network Environment



The information in this section applies only if you are configuring and deploying APs in a mesh networking environment. If you are not, proceed to [“Install the APs” on page 11](#).

Before you install APs in a mesh networking environment, you must do the following:

- Define and configure the mesh cluster profile and mesh radio profile before configuring an AP to operate as a mesh node. An AP configured for mesh is also known as a mesh node.
- Provision one of the following mesh roles on the AP:
 - Mesh portal: The gateway between the wireless mesh network and the enterprise wired LAN.
 - Mesh point: APs that can provide traditional Aruba WLAN services (such as client connectivity, intrusion detection system (IDS) capabilities, user roles association, LAN-to-LAN bridging, and Quality of Service (QoS) for LAN-to-mesh communication) to clients on one radio and perform mesh backhaul/network connectivity on the other radio. Mesh points provides LAN-to-LAN bridging through their Ethernet interfaces. It can now provide backhaul and access BSSIDs on the same radio.

For detailed provisioning guidelines, caveats, and instructions, see the “Secure Enterprise Mesh” chapter in the *ArubaOS 6.4.x User Guide*.

Install the APs

Refer to the AP placement map generated by RF Plan to identify the locations in which to physically install your APs. You can either connect the AP directly to a port on the controller, or connect the AP to another switch or router that has Layer-2 or Layer-3 connectivity to the controller. If the Ethernet port on the controller is an 802.3af Power over Ethernet (PoE) port, the AP automatically uses it to power up. If a PoE port is not available, contact your Aruba vendor to obtain an AC adapter for the AP.

Once an AP is connected to the network and powered up, it will automatically attempt to locate the controller. You can view a list of all APs connected to the controller by accessing the **Configuration > Wireless > AP Installation** page in the controller WebUI. An AP installed on the network advertises its default SSID. Wireless users can connect to this SSID, but will not have access to the network until you configure authentication policies and user roles for your wireless users. For complete details on authentication policies and user roles, refer to the *ArubaOS 6.4.x User Guide*.

Contacting Support

Table 5 *Contact Information*

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	http://www.arubanetworks.com/support-services/contact-support/
Software Licensing Site	licensing.arubanetworks.com
End of Support information	http://www.arubanetworks.com/support-services/end-of-life-products/end-of-life-policy/
Security Incident Response Team (SIRT)	http://www.arubanetworks.com/support-services/security-bulletins/
Support Email Addresses	
Americas, APAC, and EMEA	support@arubanetworks.com
Security Incident Response Team (SIRT)	sirt@arubanetworks.com

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