

Aruba Instant On User Guide



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The Instant On Solution is a simple, fast, and secure solution designed for small business networks. The Instant On Solution is affordable to own and easy-to-use. The Instant On Solution is ideal for the businesses with simple technology requirements and setups that do not have IT staff. Instant On offers the very latest Wi-Fi technology so that your business can have fast experience even in a busy office or store.

Instant On mobile app and web application in the Instant On Solution suite enables provisioning, monitoring, and managing your networks. Instant On offers the following benefits:

- Mobile app and web application based quick setup and faster network bring-up
- Ease of use and right-sized feature set
- Simple statistics to view the network health and usage
- Remote monitoring capabilities
- Simple troubleshooting

Key Features

The key features introduced as part of the Aruba Instant On app are:

- Monitoring Site Health
- Configuring Networks
- Analyzing Application Usage
- Managing Clients
- Managing Sites Remotely

Supported Devices

Aruba Instant On currently supports the following APs:

- AP 11
- AP11D
- AP12
- AP15
- AP17

This chapter describes the following procedures:

- Downloading the Mobile App
- Setting up your network
- Accessing Aruba Instant On Application
- Discovering Available Devices
- Managing Sites Remotely

Downloading the Mobile App

The Aruba Instant On mobile app enables you to provision, manage, and monitor your network on the go.

To start using the Instant On mobile app, perform the following actions:

1. Download the app on your smartphone
 - To install the app on iPhone, go to [Apple App Store](#) and search for Aruba Instant On.
 - To install the app on Android phones, go to [Google Play Store](#) and search for Aruba Instant On.
2. Launch the Instant On application and follow the on-screen instructions to complete the setup.

Alternatively, you may choose to complete the setup on a web browser using the Instant On web application. For more information, see [Accessing Aruba Instant On Application](#).

Setting up your network

The Instant On Solution requires you to connect the Aruba Instant On access point (AP) to your wired network that provides internet connectivity.

Pre-Requisites

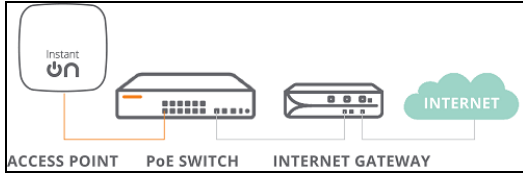
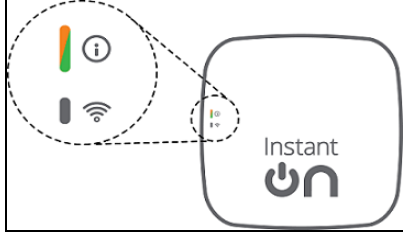

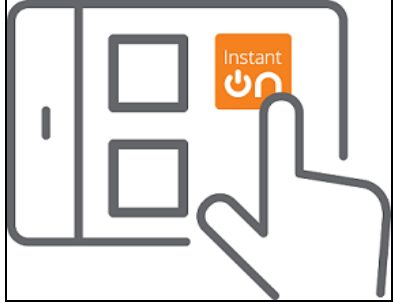
Before you begin to provision your Instant On AP, ensure that the following pre-requisites are adhered to:

- A stable internet connection.
- A switch that is connected to the Internet gateway or modem.
- A DHCP server that should be available to provide IP addresses to the clients connecting to the Wi-Fi network. The DHCP server may be offered by the switch or the internet gateway..
- Ports 80, 443, and 123 should not be blocked by a firewall.
- The Instant On APs must be powered on and have access to the internet.

Provision the Instant On Network

To provision your network, follow these steps:

Table 1: *Instant On Network Provisioning*

SL No	Steps	Illustration
1.	Power on the Aruba Instant On AP using the power adapter or using a Power over Ethernet (PoE) port on a PoE capable switch. Ensure that the AP is connected to your network using an ethernet cable (included in the box).	 <p>The diagram illustrates the physical network connection. An 'Instant On' AP is connected via an orange cable to a 'PoE SWITCH'. The switch is connected to an 'INTERNET GATEWAY', which in turn connects to an 'INTERNET' cloud.</p>
2.	Verify the LED indicators. If the AP is successfully connected to your provisioning network and is ready for you to configure, the LED indicator starts blinking alternatively between green and amber.	 <p>A close-up of the Instant On AP. A dashed circle highlights a status icon on the front panel, which includes a Wi-Fi symbol and a power button icon.</p>
3.	Download the mobile app on your Android or iOS device. For more information, see Downloading the Mobile App. As an alternative, you may choose to configure the Instant On AP using the web application. For more information, see Accessing Aruba Instant On Application.	 <p>This section shows the branding for the Instant On mobile application, including the 'Instant On' logo and download instructions for both the 'App Store' and 'Google Play'.</p>
4.	Launch the Instant On application, follow the on-screen instructions to complete the setup.	 <p>An illustration of a hand interacting with a smartphone screen. The hand is shown tapping on the 'Instant On' app icon, which is displayed among other app icons.</p>

Accessing Aruba Instant On Application

Ensure that your system meets the following device OS and browser requirements to access the Instant On mobile app or web application.

Mobile OS Requirements

The following mobile OS versions support the Aruba Instant On mobile app:

- Android 7 or later versions
- iOS 11 or later versions

Browser Requirements

The following versions of the web browsers support the Instant On web application:

- Google Chrome
- Mozilla Firefox

- Microsoft Edge
- Apple Safari

Create an Instant On Account

Follow these steps to create an Instant On account:

1. Launch the Instant On mobile app or web application.
2. Click **Create an account** to create a new Instant On account.
3. Enter an email ID in the **Email** field. The email ID should not be associated with another Instant On account.
4. Enter a password for the account in the **Password** field.
5. Select the End User License Agreement and Data Privacy Policy and Security Agreement checkbox.
6. Click **Create Account**.
7. A verification email is sent to your email account. Follow the instructions in the email to activate your Instant On account.

NOTE: The email notification with the verification link could sometimes end up in the junk email folder instead of your inbox.

8. Once the above task is complete, click **Continue** on the mobile app or web application. You have now successfully registered an Instant On account.

You can use the same account credentials to sign in to the mobile app, web application, community site, and support site.

Logging in to Instant On

To log in to the Instant On application, launch the Aruba Instant On mobile app or web application.

In the Mobile app

If you are signing in for the first time, enter the registered email ID and password in the **Email** and **Password** boxes respectively, and then click **Review**. For all future logins, the Instant On app stores the credentials and attempts to validate them every time the app is launched. Hence, for all future logins, the Instant On mobile app or web application displays the home page directly.

In the Web Application

1. Open a browser.
2. Type **https://portal.arubainstanton.com** in the address bar and press the **Enter** key.
3. If you are signing in for the first time, enter the registered email ID and password in the **Email** and **Password** boxes respectively, and then click **Sign In**. For all future logins, the credentials are saved based on the web browser settings.

NOTE: The home page is displayed based on the number of sites associated with your account. For multiple sites associated with your account, you have the option to choose a site from the list before you are taken to the respective home page.

Follow the onscreen instructions to complete the access point setup, if the Instant On mobile app or web interface is launched for the first time.

Resetting Your Account Password

To reset your Instant On login password, follow these steps:

1. Click **Forgot your password?** on the login screen.
2. Enter the email address associated with your Aruba Instant On account in the space provided.
3. Click **Reset password**. The instructions to create a new password will be sent to your email address.

4. Open the link provided in the email. The change password page is displayed.
5. To change the password of your Instant On account, confirm your email address and enter a new password.
6. Click **Change Password**. An acknowledgment message that your password has been changed successfully is displayed on the screen.

NOTE: The email notification with the Reset password link may sometimes end up in the junk email folder instead of your inbox.

Discovering Available Devices

Once the initial setup for your network is complete and you have created an Instant On account, you can begin to add the available devices in your network. There are multiple ways to add an Instant On AP to a site.

- **BLE Scanning**—The Instant On mobile app or web application scans for nearby devices through BLE and displays the discovered APs on the screen. Tap or Click the **Add devices** button to add the discovered devices to the site or **Search again** if there are more devices to be displayed.
- **Serial Number**—If the BLE scanning fails to discover any devices in the vicinity, you can choose to add devices to your network by entering their serial number. Enter the serial number information located at the back of your Instant On AP and click **Add device**.
- **Barcode Scanning**—As an alternative to manually entering the serial number to add devices, tap the barcode scan icon on the mobile app and scan the barcode at the back of your Instant On AP.

Multiple Sites

When you login to the Aruba Instant On mobile app or web application using your administrator account credentials, the **My Sites** page is displayed if multiple Aruba Instant On sites are registered to your account. To view or manage the settings of a particular site, click on any of the registered sites listed on this page.




Account Management

To navigate to the Account Management page:

1. Tap the **(M)** icon in the homepage of the Instant On mobile app or web application.
2. Select **Account Management** from the list to view the account settings. For more information, refer to *Managing Your Account*.

Setup a new site

The Instant On application prompts you to set up a new site when you sign on to the app for the first time. The site must have at least one network which would be used as the main network. You can configure up to a maximum of 8 networks in a site.

1. To register a new Instant On site to your account:
 - In the mobile app—Tap the advanced menu () icon and select **Setup a new site** from the menu. You will be redirected to the initial setup page.
 - In the web application—Click the Settings () icon and select **Setup a new site** from the drop-down list. You will be redirected to the initial setup page.
2. Follow the instructions given in *Setting up your network* to add a new Instant On site.
3. If you already have more than one site configured, and would like to setup a new site under your registered account:
 - In the mobile app—Tap the advanced menu () icon in the **My Sites** screen.
 - In the web application—Click the **Setup a new site** tab in the page header.

Sign Out

Click on this field to sign out from your Aruba Instant On account.

Help & Support

Takes you to the **Contact support** page. Following are the available technical support options:

- **Help center**—Opens the Aruba Instant On documentation portal. For more information, see <https://www.ArubaInstantOn.com/docs>.
- **Support center**—Opens the Aruba Instant On Support Portal, which provides information on warranty and support policy for the product you selected and also the chat and on-call technical support. For more information, see <https://community.arubainstanton.com/t5/Support/ct-p/Support>.

Upon instruction by a support personnel, you may also send a diagnostic report from your registered device by entering the support code in the **Support resources** field, provided to you by the on-call technical support representative.

Managing Sites Remotely

Remote access allows you to configure, monitor, and troubleshoot Aruba Instant On deployments in remote sites.

- When an Instant On site is deployed and configured, it establishes a connection to the Instant On cloud, which allows you to access and manage sites remotely. The site information and account credentials associated with the site are registered and stored in the cloud. After the Instant On site is registered, it can be accessed and managed remotely through the Instant On application.

NOTE: The remote site must have access to the Internet in order to connect to the Instant On cloud. If the site loses Internet connectivity and fails to establish a connection to the cloud, you will not be able to access the site remotely.

- When you log in to the Instant On application, the complete list of sites associated with your account is displayed. Select a site from the list for which you want to initiate a remote access session. When the remote access session is established, you can begin managing the site remotely.

NOTE: The list of sites is only displayed if your account is associated with multiple sites. If your account is only associated with one site, the Instant On application connects directly to that site.

Username and Password Management

You can change your account username or password at any point in time remotely. The Instant On application automatically communicates with the Instant On cloud to update the credentials for all sites associated with the account.

Aruba Instant On User Interface

The Aruba Instant On user interface allows you to create, modify, and monitor network components from a central location. The user interface is designed to offer ease-of-use through an intuitive layout and simple navigation model.

The Instant On user interface comprises a header and the Instant On modules.

Figure 1 Web Application User Interface Overview

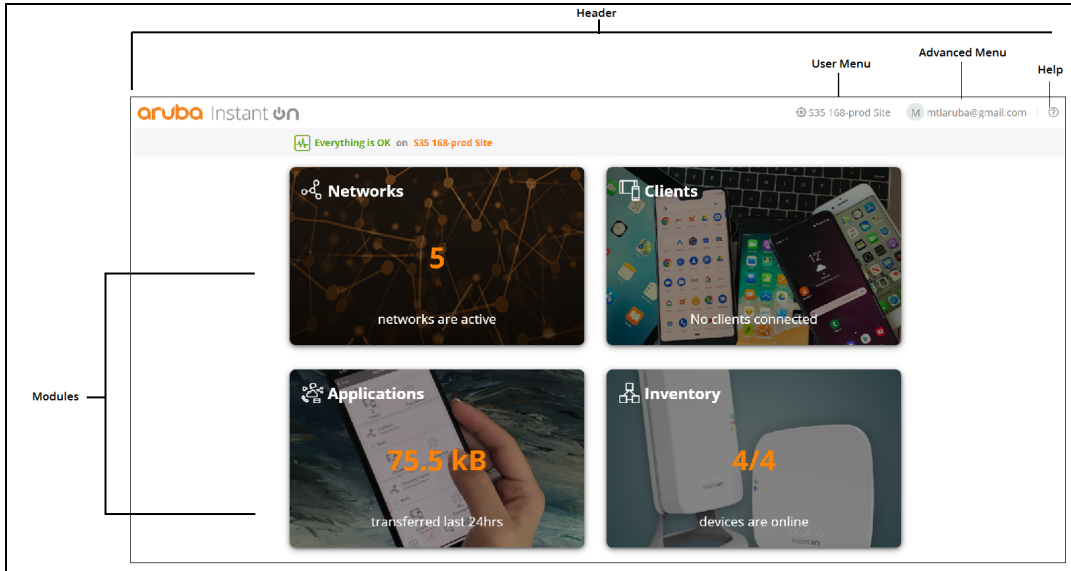
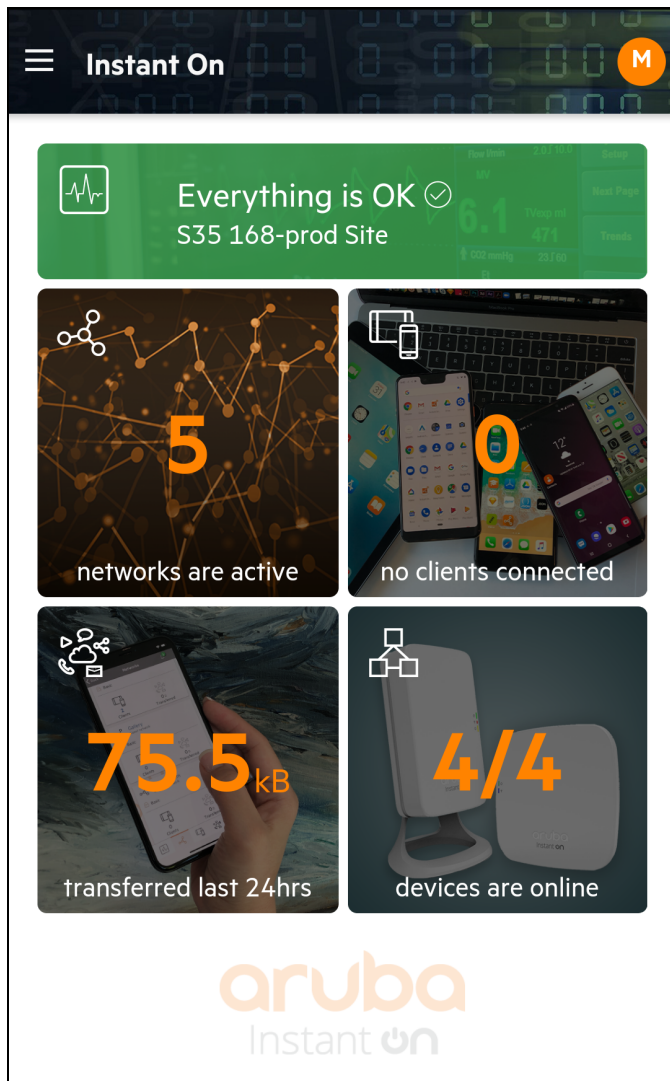


Figure 2 Mobile App User Interface Overview



Configuring Menu Items in the Header

The header includes the following menu items:

Table 2: Menu Items in the Header

Header Content	Description	Mobile App	Web Application
Alert Notification (🔔)	Displays the alerts that are triggered by the system when unusual activity is observed on the network. See Alerts for more information.	No	Yes

Table 2: Menu Items in the Header



Header Content	Description	Mobile App	Web Application
Settings menu icon (for desktop ) or advanced menu icon (for mobile )	Displays the site name and provides menu options to administer your account and the sites associated with it.	Yes	Yes
	<p>Help & Support—Leads you to the Contact support page. Following are the available technical support options:</p> <ul style="list-style-type: none"> ■ Help center—Opens the Aruba Instant On documentation portal. For more information, see https://www.ArubaInstantOn.com/docs. ■ Support center—Opens the Aruba Instant On Support Portal, which provides information on warranty and support policy for the product you selected and also the on-call technical support. For more information, see https://community.arubainstanton.com/t5/Support/ct-p/Support. <p>Additionally, you may also send a diagnostic report from your registered device by entering the support code in the Support resources field, provided to you by the on-call technical support representative</p>	Yes	No
	Site management —Allows you to modify various account settings, including time zone and notifications. For more information, see Site management.	Yes	Yes
	Add a new device —Opens the Extend my network page and allows you to add a new device. For more information, see Extending your Network.	Yes	Yes
	Connect to another site —Allows you to connect to another Instant On account. After clicking Connect to another site , you are logged out of your account and automatically redirected to the Aruba Instant On login page. Enter the registered email ID and password to access the respective Aruba Instant On. If you have multiples sites configured under the same administrator account, you will be redirected to the My Sites page from where you can select one of the listed sites.	Yes	Yes
	Setup a new site —Allows you to setup a new Aruba Instant On site. For more information, see Setting up your network.	Yes	Yes
	About —Displays the software image version and the mobile app version that is currently installed on the Aruba Instant On site. See About for more details.	Yes	No
	<p>Technical Support—Following are the available technical support options:</p> <ul style="list-style-type: none"> ■ Support Resources—Allows you to generate a support ID by clicking on the Generate Support ID tab. The ID is then shared with Aruba Support personnel to run a diagnosis on your device. ■ Reset to Factory Defaults—Reset all devices within your Instant On site to factory defaults by clicking on the Reset tab. 	No	Yes

Table 2: Menu Items in the Header

Header Content	Description	Mobile App	Web Application
Administration Menu (M) icon	Displays the account username registered email ID) and provides options to administer account information and setup notifications or alerts. Account Management —Allows you to modify your account information for all associated sites. For more information, see Managing Your Account. Notifications —Allows you configure the notification settings for the alerts received from the site. For more information, see Notifications.	Yes	Yes
	Sign out —Allows you to log out of your Aruba Instant On account.	No	Yes
Help (?)	Opens the Instant On online help documentation.	No	Yes

Configuring Settings in the Modules

Modules allow you to configure and monitor network components such as application usage and system alerts.



The Instant On user interface consists of the following modules:


- **Site Health:** Provides the health status of devices connected to the network. See Monitoring Site Health for more information on the **Site Health** module.
- **Networks:** Provides a summary of the networks that are available for primary and guest users. See Configuring Networks for more information on the **Networks** module.
- **Clients:** Provides connection information for the clients in your network. See Managing Clients for more information on the **Clients** module.
- **Applications:** Provides daily usage data for the different types of applications and websites accessed by clients in the network. See Analyzing Application Usage for more information on the **Applications** module.
- **Inventory:** Specifies the number of devices on the site that are UP. This page also allows you to add a new device or remove an existing device. See Viewing and Updating Inventory for more information on the devices on the site.

Opening a Module

To open a module, click one of the following module tiles on the Instant On home page:

Table 3: Module Tiles

Module	Tile
Site Health	
Networks	


Module	Tile
Clients	
Applications	
Inventory	

After opening a module, you can switch to another module by clicking one of the module tiles at the bottom of the page.

Closing a Module

In the Web Application—To close a module and return to the Instant On home page in the web application, do one of the following:

- Click **X** at the top-right corner of the module.
- Click the Aruba Instant On logo at the top-left corner of the page.

In the Mobile App—Click the back arrow ( **Back**) on the title bar of the mobile app to exit the module.



Site management

The **Site management** page displays the following user settings that can be modified in the Aruba Instant On application:

- Administration
- Time Zone
- Captive Portal (for web application only)
- Software Update

Viewing Settings

To view the **Site management** page, follow these steps:

- In the web application—Click the settings menu () icon on the Aruba Instant On header and select **Site management** from the drop-down menu. The **Site management** page is displayed.
- In the mobile app—Tap the advanced menu () icon on the Aruba Instant On home screen. Select **Site management** from the menu.

Administration

The **Administration** page allows you to modify administrator information, including your Aruba Instant On site name and account credentials. You can also add a secondary administrator account to manage the site. See Administration Settings for more details on the **Administration** page.

Time Zone

The **Time Zone** page allows you to set the local time zone, date, and time for your Aruba Instant On site. See

Time Zone Settings for more details on the **Time Zone** page.

Captive Portal (for web application only)

The Captive Portal page on the Instant On web application provides you with a Captive Portal Editor to design and customize a welcome page as you see fit. This is used in Guest networks without the need for a secured password for authentication. See *Enabling Captive Portal*, for more information.

Software Update



You can now manage your software updates by creating schedules using the Instant On mobile app and web application. For more information, see *Updating the Software Image on an Instant On Site*.

Administration Settings

The **Administration** page allows you to modify administrator information, including your Aruba Instant On site name and account credentials. You can also add a secondary administrator account to manage the site. Both accounts have full privileges to the Instant On site configuration and status.

Modifying the Aruba Instant On Site Name




To modify the Aruba Instant On site name, follow these steps:

1. Go to the **Administration** page in the Aruba Instant On application.
 - In the web application—Click the advanced settings menu () icon on the Aruba Instant On header and select **Site management** from the drop-down menu. From the **Site management** page, click the **Administration** to view the administration settings.
 - In the mobile app—Tap the advanced menu () icon, and then select **Site management**. The **Site management** screen displays the account administration settings.
2. Enter a new name for the Aruba Instant On site under **Site name**.

NOTE: The site name must be between 1 and 20 characters in length.

Adding a Secondary Account


Each Aruba Instant On site can be managed by two different administrator accounts. To add a secondary administrator account to your site, follow these steps:

- In the web application—Click the advanced settings menu () icon on the Aruba Instant On header and select **Site management** from the drop-down menu. From the **Site management** page, click the **Administration** to view the administration settings.
 - In the mobile app—Tap the advanced menu () icon, and then select **Site management**. The **Site management** screen displays the account administration settings.
3. Click the () sign to assign a secondary administrator account.
 4. Enter a valid email ID in the **Email** field and click **Assign account** to save the changes.

Transferring Account Ownership

Aruba Instant On allows you to transfer ownership from one administrator account to another. To transfer ownership of an Aruba Instant On site to another administrator account, follow these steps:

In the Web Application



5. Click the advanced settings menu () icon on the Aruba Instant On header and select **Site management** from the drop-down menu. From the **Site management** page, click the **Administration**

to view the administration settings.

6. Under **Account managing this site**, click **Transfer ownership**. The **Transfer Ownership** page opens.
7. Enter the new email ID under **Email**.
8. Click **Transfer ownership** to transfer ownership of the site to the new administrator account.

After your account is removed, you are logged out of the site. A confirmation message is displayed, stating that ownership has been transferred successfully.

In the Mobile App

1. Tap the advanced menu () icon on the Aruba Instant On home screen.
2. Select **Site management** to view the administrator account settings.
3. Under **Account managing this site**, tap the settings () icon and select **Transfer ownership**. The **Transfer Ownership** page opens.
4. Enter the new email ID under **Email**.
5. Click **Transfer ownership** to transfer ownership of the site to the new administrator account.

After your account is removed, you are logged out of the site. A confirmation message is displayed, stating that ownership has been transferred successfully.



Time Zone Settings

The time zone is set automatically when the device is configured for the first time. However, if you wish to change the time zone settings, the **Time Zone** page allows you to set the local time zone, date, and time for your Aruba Instant On site. This information is used for the following Aruba Instant On features:

- Displaying daily statistics for your network.
- Enforcing network availability schedules.
- Performing daily image checks on the Aruba Instant On image server.

Setting a Local Time Zone

To set the local time zone for your Aruba Instant On site, follow these steps:



1. Go to the **Time Zone** page in the Aruba Instant On application.
 - In the web application—Click the advanced settings menu () icon on the Aruba Instant On header and select **Site management** from the drop-down menu. The **Site management** page is displayed. From the **Site Management** page, click **Time Zone** to open the **Time Zone** page.
 - In the mobile app—Tap the advanced menu () icon on the Aruba Instant On home screen. Select **Site management** from the menu. From the **Site management** screen, tap **Time Zone** to open the **Time Zone** screen.
2. Select a time zone from the **Site local time zone** drop-down list.

After the local time zone is set, Aruba Instant On automatically updates the local date and time under **Site local date & time**.

About

The **About** page provides information about the software currently installed on the cluster and the mobile application. This page allows you to upgrade the software when new software versions are available.

To view the information in the **About** page, follow these steps:

1. Click the advanced menu icon (for desktop  or for mobile ) from the title bar and select **About** from the drop-down menu.
2. In the **About** page, you can view the version of the Aruba Instant On software currently running on the cluster and the mobile application. The **About** page for the mobile app additionally displays the current version of the Aruba Instant On app running on your registered device.

This chapter describes the following features and tasks:

- Monitoring Site Health
- Configuring Networks
- Analyzing Application Usage
- Managing Clients

Monitoring Site Health

The **Site Health** page provides a summary of the health status of the Instant On devices connected to the network. It shows a consolidated list of alerts that are triggered from the devices provisioned at the site.

It also displays the inventory details of the connected devices and real-time data of active client connections on an hourly basis with the cumulative transfer speed of all the devices.

Viewing and Updating Inventory





The Inventory displays a list of devices in the network along with the devices' current operational status.

To view the **Inventory** page, follow these steps:

1. Click the **Inventory** tile on the Instant On mobile app or web application home page or click the **Site Health** banner and then click on **Show inventory**.
2. The **Inventory** page lists the APs added in the network and their operational status. Click an AP to view the details of the device.

The following table lists icons and their corresponding status:

Table 4: *Device Status*

Status	Icon	Condition
Up		Device is reachable.
Down		Device is not reachable.
Warning		Reachable device with a major alert reported by the device.
Minor warning		Reachable device with a minor alert reported by the device.

Adding a Device

To add a device to the inventory list, follow these steps:





1. Click the **Inventory** tile on the Instant On mobile app or web application home page or click the **Site Health** banner and then click on **Show inventory**. The **Inventory** page is displayed.
2. Click the add icon at the bottom right corner of the page.
3. The Extending your Network page is displayed, follow the instructions on this page.

Extending your Network

The **Extend Network** page provides instructions on how to extend your network by adding more devices. There are 2 ways by which you can extend your network:

- Extend using a cable
- Extend over-the-air (Mesh)

To extend your network, follow these steps:

1. Click the **Inventory** tile on the Aruba Instant On home page or click **Site Health > Show inventory**.
2. You can deploy additional Aruba Instant On APs in the same network by following the method below:
 - To ensure optimal performance, connect additional Aruba Instant On APs to the same switch as the first AP, using network cables. Power up the AP using Power over Ethernet (PoE) or DC power adapter (if you have ordered for it with the installation kit).
 - a. If network cabling is an issue at the site, APs can be connected over a wireless mesh network. If you choose this option, power on your Instant On AP and do not connect it with a network cable. For more information, see Adding Wireless Mesh Access Points.
3. Wait for the LED lights on the additional Aruba Instant On AP(s) to blink alternatively between green and amber.
4. Go to the **Extend your network** page:
 - a. **In the Mobile App**—Click the **add** () icon in the **Inventory** screen or tap the advanced menu () icon in the Aruba Instant On home page and select **Add a new device**.
 - b. **In the Web Application**—Click on the **Extend Network** () icon on the title bar of the **Inventory** page or click the advanced settings menu () icon on the Aruba Instant On header and select **Add new devices**.
5. Select **Search for my device** to make the Aruba Instant On scan for both wired and wireless devices. The AP should show up in the list of devices detected in the network.
6. Select the AP and click **Finish**.
7. If you need guidance on how to connect to your wired or wireless devices, select **How to extend my network** and follow the instructions displayed on the portal screen.

Adding Wireless Mesh Access Points

The wireless provisioning for access points is automated and is made simple for easy installation and use. Follow these steps to setup Instant On wireless APs in the network.

1. Connect at least one Instant On AP to a local wired switch or a router and ensure that the initial setup is complete.
2. Place a wireless Instant On AP in a location within the Wi-Fi range and power up the AP.
3. Ensure the wireless AP is in its factory default state.

4. Power up the wireless AP and wait for 3-5 minutes for it to boot up. The AP must not be connected to a switch or router in the local network.
5. Follow the instructions in the Extending your Network to add the Aruba Instant On wireless AP to the network.
6. A Confirmation window appears, displaying the the list of devices detected. Select the AP you want to add and click **Accept**.

The wireless AP is now successfully added to the Inventory list.

Instant On AP Wireless Access Point Placement Guidelines

The following guidelines should be considered when installing additional APs in the wireless network:

- **Interfering sources or obstacles**—Check for interfering sources or obstacles and follow the instructions to properly install the APs on a ceiling or a wall.
- **Line of sight**—If you can clearly see the wired AP from where you stand, it is likely that the AP will offer a strong signal and good coverage.
- **No line of sight**—When line of sight is not possible, the APs should be placed in a close range to each other. The number of obstacles and type of materials heavily influence and attenuate the RF signal. In this scenario, a minimum distance of 16 feet (5 meters) and a maximum distance of 60 feet (18.25 meters) is recommended between the APs.
- **Wireless APs are placed on different floors**—If you place the APs on different floors, try to align them along a vertical line.

NOTE: These are general guidelines and you may need to experiment with the placement of your Instant On APs before settling down on a permanent location.

Access Point Details

The Access Point Details page provides details of the selected AP, which includes the AP name, IP address, MAC address, serial number, radio, and model type of the AP. This page also provides a summary of the wireless radios including the number of clients that are currently connected.



Viewing AP Details

To view the Access Point Details, follow these steps:

1. Click the **Inventory** tile on the Aruba Instant On home page or click the **Site Health** banner and the click on **Show inventory**.
2. Click any of the APs listed in the Inventory list. The **Access Point Details** page is displayed with details such as the AP name, IP address of the AP, MAC address, Serial number, AP type, radio, and the number of the clients connected on each radio channel.



Restarting Your Device

To restart the device, follow these steps:

- In the mobile app—Click the advanced menu () icon in the title bar of the **Access Points Details** page and select **More actions** from the drop-down menu. The appropriate assistant page is displayed. Click **Restart Device**.
- In the web application—Click the troubleshooting () icon, and click **Restart**.

Removing an AP from the Inventory

Follow these steps to remove an AP which is still online:

- In the mobile app—Click the advanced menu () icon in the title bar of the **Access Points Details** page and select **More actions** from the drop-down menu. The appropriate assistant page is displayed. Click **Remove from inventory**.
- In the web application—Navigate to **Inventory**. Select the AP you want to remove from the inventory. Click the troubleshooting () icon, and click **Remove from inventory**.

Follow these steps to remove an AP which is offline:

On the **Access Point Details Page**, a rectangular bar appears below the **Access point name** when an alert is triggered. The color of the rectangular alert bar will appear according to the alert type.



1. Click **Show details**. You will be directed to the **Alert Details** page which provides more information about the unusual activity.

NOTE: The **Advanced** menu does not appear on the title bar when the status is down.

2. To remove the access point from the inventory, follow these steps:
 - a. If the Instant On device is removed from the network, you can choose to remove the device from the inventory by clicking **Remove from inventory** in the **Access Point Details** page. A pop-up box appears on the screen requesting your confirmation.
 - b. Click **Remove** to delete the device from the inventory.

Configuring a Static IP Address

You can configure a static IP address for your device by following these steps:

1. Navigate to the Static IP address configuration page:
 - In the mobile app—Click the advanced menu () icon in the title bar of the **Access Points Details** page and select **Static IP address** from the drop-down menu.
 - In the web application—Click any of the APs listed in the **Inventory** list and then click on the **Advanced** tab.
2. Slide the toggle switch to the right to enable () Static IP address configuration.
3. Enter values in the **IP address**, **Subnet mask**, **Default gateway**, and **DNS server** fields.
4. Click **Save**. The device restarts automatically and the changes are saved.



Alerts

Alerts are triggered by the system when an unusual activity is observed with the network devices on the site.




To view the **Alerts** page, click the **SiteHealth** banner () and tap **Show alert history**.

Types of alerts


There are three types of alerts:

- Connection problem () — Alerts that are sent when problems accessing the Internet are detected.
- Device problem () — Alerts that are sent when a problem with the device is detected.

Viewing Pending Alerts

The **Alert** () icon appears on the title bar of the mobile app or web application when there is a pending alert. The number of alerts in the system is displayed as a colored badge on top of the **Alert** () icon. The color of the badge determines the severity of the alert present in the system. When there are no alerts present in the system or all the alerts have been acknowledged, the **Alert** () icon will not appear in any of the title bars on the app or the application.

To view the Alert history, follow these steps:

1. Click the **Site Health** banner () on the Instant On home page.
2. On the Site Health main page, you will see the details of the latest alert. Click **Show alert history**. The **Alerts** page displays a list of all the alerts received by the app, including the active alerts and the ones that have been cleared.
3. Click the alert you want to acknowledge. The **Alert Details** page is displayed.

Acknowledging Alerts

When there are multiple active alerts received by the application, the summary box in the **Site Health** page displays the active alerts with the highest severity in the system along with their color codes. For example: Major active alert takes the highest priority and is displayed in a red summary box.

To acknowledge the alerts, follow these steps:

1. Click the summary box.
2. The **Alerts** page displays a list of active alerts in descending order of the alert severity and the order by which they should be acknowledged.
3. Click the alert to view the **Alert Details** page. Follow the recommended actions to clear the alert.

Viewing Alert Details

The **Alert Details** page provides information about a specific alert received from the Aruba Instant On site.

To view the **Alert Details** page, follow these steps:

1. Tap the **Site Health** banner on the Instant On portal banner and then **Show alert history**. The list of alerts displayed includes the alerts that were raised previously and have been cleared. The cleared alerts usually appear dimmed.
2. Click the alert to view the details.

On clicking the alert, you are directed to the **Alert Details** page that specifies the type of alert and the time when it was received. The details provided in this page include possible causes or reasons due to which the alert might have occurred.

The **Alert Details** page also lists out the recommended actions that you can take to clear the alert.



Configuring Networks

The Aruba Instant On provides a summary of the networks that are available for employee and guest users.

Viewing the Network Summary

To view the **Networks** page, click **Networks** on the Aruba Instant On home page :

Table 5: *Network Information*

Parameter	Description	Mobile App	Web Application
Network Name	Identifies the Instant On network used to connect computers, tablets, or phones together. The network name is also used as the Wi-Fi identifier.	Yes	Yes
Type	Indicates if the network is a employee or guest network.	Yes	Yes
Status	Shows the status of the network. Guest networks can be set to Active () or Inactive () by changing the status manually or by creating a network schedule to change the status at a specific day and time. See Guest Network for more details on setting network schedules.	Yes	Yes
Security	Shows the security option set for the network: Network password (PSK) —Secured using a shared password (PSK). Provides the following security options. <ul style="list-style-type: none"> ■ WPA2 Personal—This is the default setting. ■ WPA2+WPA3 Personal Authentication server (RADIUS) —You must have a RADIUS server available to use this option. Secured using a higher encryption RADIUS authentication server. This option is available only for Employee networks. The following options are available. <ul style="list-style-type: none"> ■ WPA2 Enterprise—This is the default setting. ■ WPA2+WPA3 Enterprise ■ Welcome page—No security. Any user can connect to this network without entering a username or password. This option is available only for guest networks. This network requires Captive Portal to be configured. 	Yes	Yes
Clients	Shows the number of clients currently connected to the network. Click the client number to open the Clients page. The Clients page provides connection information for clients in the network. See Managing Clients for more information about the Clients page.	Yes	Yes
Transferred	Shows the amount of data, in bytes, transferred in the network throughout the day.	Yes	Yes

Viewing Network Configuration Details

For more details about a specific network, select a network from the **Networks** page. The **Employee Network Details** or **Guest Network Details** page opens. See Employee Network for more information about the **Employee Network Details** page, or Guest Network for more information about the **Guest Network Details** page.

Employee Network




An Employee network is a classic Wi-Fi network. This network type is used by the employees in an organization and it supports passphrase-based (PSK) or 802.1X-based authentication methods. Employees may access the protected data of an enterprise through the employee network after successful authentication. The employee network is selected by default during a network profile configuration. Note that, the very first employee network you create for the site cannot be deleted unless you choose to delete the site entirely from your account.


Configuring an Employee Network

To configure an employee network:

1. Select **Employee** as the Network Type.
2. Enter a **Network name** for the employee network. This will also be broadcast as the SSID for the WLAN network.
3. Choose a **Security** level for the network and update the required fields.
 - **Network password (PSK)**—Secures the network using a shared password (PSK). Create a password of your choosing in the **Network password** field. The following options can be configured.
 - **WPA2 Personal**
 - **WPA2+WPA3 Personal**

If you wish to use a RADIUS authentication server, tap the **Use authentication server (RADIUS) instead?** link.

- **Authentication server (RADIUS)**—A RADIUS server must be available to use this option. Secures the network using a higher encryption RADIUS authentication server. Update the following fields:
 - **WPA2 Enterprise**
 - **WPA2 + WPA3 Enterprise**
 - **Radius server IP address**—Enter the IP address of the RADIUS server.
 - **Shared secret**—Enter a shared key for communicating with the external RADIUS server.
 - **Server timeout**—Specify a timeout value in seconds. The value determines the timeout for one RADIUS request. The Instant On AP retries to send the request several times (as configured in the **Retry count**) before the user gets disconnected. For example, if the Timeout is 5 seconds, Retry counter is 3, user is disconnected after 20 seconds. The default value is 5 seconds.
 - **Retry count**—Specify a number between 1 and 5. Retry count indicates the maximum number of authentication requests that are sent to the server group, and the default value is 3 requests.
 - **Authentication Port**—Enter the authentication port number of the external RADIUS server within the range of 1–65535. The default port number is 1812.
 - **NAS IP address**—Enter an arbitrary IP address to be used as RADIUS attribute 4, NAS IP Address, without changing source IP Address in the IP header of the RADIUS packet.
 - **NAS identifier**—Enter a string value for RADIUS attribute 32, NAS Identifier, to be sent with RADIUS requests to the RADIUS server.
4. To configure a **Secondary RADIUS Server**, slide the toggle switch to the right () and update the required fields.
 5. To **Send RADIUS Accounting** requests, slide the toggle switch to the right ().
 6. To assign a VLAN to your network, slide the toggle switch to the right () and enter a **VLAN ID**.

7. Slide the **Show network** toggle switch to the right () to broadcast the employee network in the list of available Wi-Fi networks.
8. Click **Save**.

Modifying Network Details

In the Instant On mobile app or web application, the **Employee Details** page includes the following tabs to provide additional information about the network:

- **Identification:** Provides general identification and login information for the network. For more information, see *Modifying the Employee Network Name and Password*.
- **Statistics:** Provides client and application usage statistics for the network. For more information, see *Statistics*.
- **Schedule:** Allows you to create a schedule during which the network is to be made available to users. For more information, see *Schedule*.

Modifying the Employee Network Name and Password

To modify the network name or password of the employee network in the Aruba Instant On mobile app or web application, follow these steps:

Table 6: *Steps to Modify the Employee Network Name and Password*

No of Steps	Steps	Mobile app	Web application
Step 1	Tap Networks on the Instant On home screen. The Networks screen opens.	Yes	Yes
Step 2	Select the employee network from the Networks list to expand the Employee Network Details screen opens.	Yes	Yes
Step 3	Click the Identification tab.	No	Yes
Step 4	Enter a new name under Network name to change the main network name or a new password under Network password to change the main network password. A warning message appears, indicating that changes to the network settings will disconnect all clients currently accessing the network.	Yes	Yes
Step 5	Click Save .	Yes	Yes

Statistics

The **Statistics** tab in the Aruba Instant On provides an overview of the client and application usage statistics for the employee network. To view the statistics displaying the application usage data for the last 24 hours:

- In the mobile app—Under the employee network, tap the pie chart displaying the data transferred (in MB).
- In the web application—Select the employee network and then click on the **Statistics** tab.

Viewing Client Count

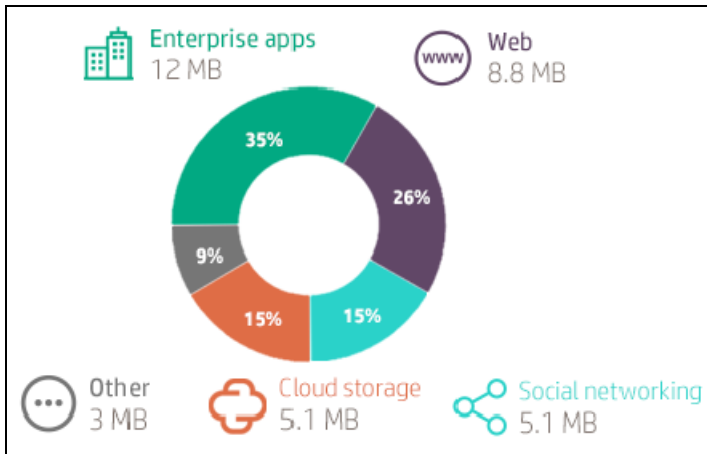
The **Statistics** page in the Aruba Instant On displays the client count, which is the total number of clients currently connected to the network. Click the client number under the **Clients** icon to open the **Clients** page.

The **Clients** page provides connection information for clients in the network. See Viewing Details of Active Clients for more information about the **Clients** page.

Viewing Applications Chart Data

The **Applications** chart in the Aruba Instant On provides data for the top five application categories, by usage. Data is presented in both bytes and percentage.

Figure 3 Applications Chart



Viewing Total Data Transferred

The **Statistics** page in the Aruba Instant On displays the total amount of data (in MB), transferred in the network throughout the day.

Schedule

The Aruba Instant On allows you to enable or disable a network for users at a particular time of the day. You can now create a time range schedule specific to the employee network, during which access to the Internet or network is restricted during the specified time period. This feature is particularly useful if you want the Wi-Fi network to be available to users only during a specific times, for example, only when your business is open.

Creating an Access Schedule on an Employee Network

To create a network access schedule for an employee network, follow these steps:



1. Select the employee network from the **Networks** list. The **Network Details** screen is displayed.
2. Click **Add a network access schedule**. The **Network Schedule** page opens.
3. Slide the toggle switch to the right to enable () the network schedule.
 - When the toggle switch is turned on (), the network schedule is **Enabled**.
 - When the toggle switch is turned off (), the network schedule is **Disabled**.
4. Under **Days of the week**, select the day(s) during which the network will be active.
5. Under **Active hours during the day**, select one of the following options to set a time range during which the network will be active:
 - **All Day**: The network is active throughout the day.
 - **Active Between**: The network is only active between the designated **Start time** and **End time**.

Guest Network

A Guest Network is configured to provide access to non-enterprise users who require temporary access to the Internet.



Creating a Guest Network

To create a Guest Network, follow these steps:



1. In the **Networks** page, click on **ACTIVATE GUEST NETWORK** to configure a Guest Network.
2. Set the toggle switch to **Active** () in the **Guest Network Details** page.
3. Enter a **Network name**.
4. Select one of the following security levels:
 - a. **Welcome page**—If you do not wish to secure the network with a password or if you want to redirect users to your Captive Portal page before being able to access the network. For more information, see Enabling Captive Portal.
 - b. **Network password (PSK)**—Secures the network using a shared password (PSK) by using either WPA2 Personal or WPA2 + WPA3 Personal encryption. Create a password of your choosing in the **Network password** field.
5. Slide the **Show network** toggle switch to the right () to broadcast the guest network in the list of available Wi-Fi networks.

Changing the Guest Network Status Manually

To set the guest network status to **Inactive**, follow these steps:



1. Select the guest network from the **Networks** list. The **Guest Network Details** screen opens.
2. Slide the **Active** toggle switch () to the left to set the network to **Inactive** ().
3. Click **APPLY CHANGES**. The network is marked as **Inactive**, and all network settings are hidden.

To set the guest network status to **Active**, follow these steps:

1. From the **Networks** list, click on **Activate Guest Network** for the Guest network group.
2. Slide the **Inactive** toggle switch () to the right set the network to **Active** ().
3. The network is marked as **Active**, and all previously configured network settings are restored.

Creating Access Schedules




To create a network access schedule, follow these steps:

1. Select a guest network from the **Networks** list. The **Guest Network Details** screen is displayed.
2. Click **Add a network access schedule**. The **Network Schedule** page opens.
3. Slide the toggle switch to the right enable the network schedule.
 - When the toggle switch is turned on (), the network schedule is **Enabled**.
 - When the toggle switch is turned off (), the network schedule is **Disabled**.
4. Under **Days of the week**, select the day(s) during which the network will be active.
5. Under **Active hours during the day**, select one of the following options to set a time range during which the network will be active:
 - **ALL DAY**: The network is active throughout the day.
 - **ACTIVE BETWEEN**: The network is only active between the designated **Start time** and **End time**.


Enabling Captive Portal

Captive portal is a web page accessed with a web browser that is displayed to newly connected users of a Wi-Fi network before they are granted broader access to network resources. Captive portals are commonly used to present a landing or log-in page which may require the guest to accept your terms and policies before connecting to the internet. You may also use this to add details about your business, special deals and such. Aruba Instant On offers you the ability to customize the captive portal with your business logo, pictures, legal terms and other details. To configure Captive Portal service on the Aruba Instant On mobile app or web application, follow these steps:

In the Mobile App

1. Click **Networks** from the Aruba Instant On home page.
2. Select an active Guest Network connection.
3. Under **Security Level**, select the **Open** tab.
4. Slide the Show Captive Portal toggle switch to the right () to enable captive portal.
5. Click the edit () icon to modify the captive portal or splash page.
6. Tap the save () icon to apply the changes.

In the Web Application

1. Click **Networks** from the Aruba Instant On home page.
2. Select one of the active Guest Network connections.
3. Under the **Identification** page, ensure that the Security Level is set to **Open**.
4. Slide the Show Captive Portal toggle switch to the right () to enable captive portal.
5. Click **Save**.

Statistics

The **Statistics** tab in the Aruba Instant On provides an overview of the client and application usage statistics for the employee network. To view the statistics displaying the application usage data for the last 24 hours:

- In the mobile app—Under the guest network, tap the pie chart displaying the data transferred (in MB).
- In the web application—Select the guest network and then click on the **Statistics** tab.

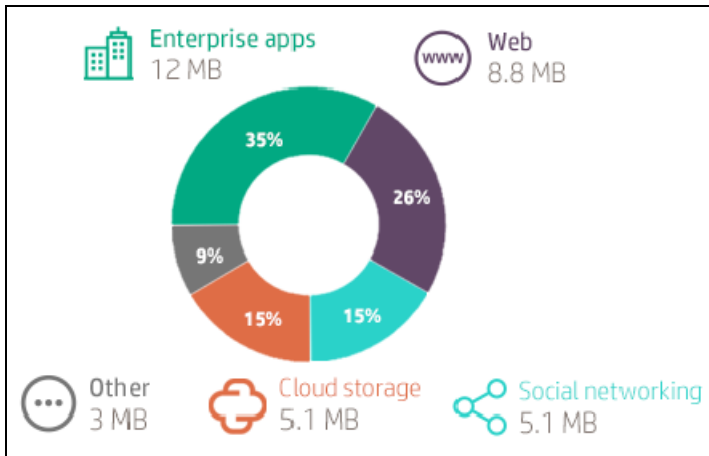
Viewing Client Count

The **Statistics** page in the Aruba Instant On displays the client count, which is the total number of clients currently connected to the network. Click the client number under the **Clients** icon to open the **Clients** page. The **Clients** page provides connection information for clients in the network. See Viewing Details of Active Clients for more information about the **Clients** page.

Viewing Applications Chart Data

The **Applications** chart in the Aruba Instant On provides data for the top five application categories, by usage. Data is presented in both bytes and percentage.

Figure 4 Applications Chart



The above data is also categorized as a list. For more information, see Applications List.

Viewing Total Data Transferred

The **Statistics** page in the Aruba Instant On displays the total amount of data, in bytes, transferred in the network throughout the day.

Analyzing Application Usage

The Aruba Instant On provides daily usage data for the different types of applications and websites accessed by clients in the network.

Viewing Application Information


The **Applications** page provides the following information about the types of applications accessed by clients in your network:

Table 7: *Application Information*

Parameter	Description	Mobile App	Web Application
Name	Shows the name of the application category. See Analyzing Application Usage for the complete list of application categories.	Yes	Yes
Total Usage	Shows the total usage for a given application category, in bytes.	Yes	Yes
Total Usage %	Shows the total usage for a given application category, in percentage (%).	Yes	Yes
Overall Usage	Shows the total usage for all application categories, in bytes.	Yes	No

Filtering Application Information in the Web Application



To filter the information that is displayed on the **Applications** page of the Instant On web application, follow these steps:

1. Click **Applications** on the Instant On home page. The **Applications** page opens.
2. Click the tool () button at the top-right corner of the **Applications** list to open the parameter drop-down list.
3. Select the parameters that you want to display or hide from the **Applications** page.
 - Parameters with an orange check mark are displayed on the **Applications** page.
 - Parameters without an orange check mark are not displayed on the **Applications** page.

Sorting Application Information in the Web Application

Application data can be sorted in the Instant On web application to help you locate the information you need efficiently. For example, application data can be sorted in alphabetical order based on the application category name. Click one of the parameters at the top of the **Applications** list to sort the information based on your needs.

Changing the Applications Display Mode in the Mobile App

The Instant On mobile app offers two ways to display application information, the **Applications** chart (default) or **Applications** list. Click the **list** () or the **chart** () icon at the top right corner of the **Applications** page to switch between the two views.

Applications Chart

Data for the top five application categories (by usage) is displayed in a donut chart. If more than five

application categories have been accessed throughout the day, the fifth section of the **Applications** chart is represented as **Other**. Any applications that do not fall under the top four application categories are grouped into **Other**.

Applications List

Data for every application category is displayed in a list, which is organized in descending order by usage.

Table 8: *Application Categories and their Webroot Classification*

Application Category	Icon	Webroot Classification
<p>Recreational—Recreational applications include websites on personal activities and interests.</p>		<ul style="list-style-type: none"> ■ Travel ■ Home and Garden ■ Entertainment and Arts ■ Local Information ■ Hunting and Fishing ■ Society ■ Sports ■ Music ■ Fashion and Beauty ■ Recreation and Hobbies ■ Motor Vehicles ■ Kids ■ Online Greeting cards ■ Religion
<p>Enterprise—Enterprise applications include websites on professional and information services that are helpful for working environments.</p>		<ul style="list-style-type: none"> ■ Financial Services ■ Business and Economy ■ Individual Stock Advice and Tools ■ Job Search ■ Philosophy and Political Advocacy ■ Educational Institutions ■ Health and Medicine ■ Legal ■ Real Estate
<p>Internet tools—Internet tool applications include tools and services for Internet navigation and usage.</p>		<ul style="list-style-type: none"> ■ Computer and Internet Security ■ Computer and Internet Information ■ Translation ■ Reference and Research ■ Personal Storage ■ Search Engines ■ Pay-to-Surf ■ Internet Portals ■ Internet Communications ■ Web-based email ■ Shareware and Freeware ■ Dynamically Generated Content ■ Training and Tools ■ Web Hosting
<p>Shopping—Shopping applications include websites for online shopping.</p>		<ul style="list-style-type: none"> ■ Auctions ■ Shopping

Application Category	Icon	Webroot Classification
Restricted Content —Restricted content applications include websites with sensitive information or graphic content.		<ul style="list-style-type: none"> ■ Cult and Occult ■ Sex Education ■ Gambling ■ Weapons ■ Swimsuits & Intimate Apparel ■ Alcohol and Tobacco ■ Cheating ■ Questionable
Adult Content —Adult content applications include websites with graphic adult content or illegal subjects.		<ul style="list-style-type: none"> ■ Abused Drugs ■ Marijuana ■ Adult and Pornography ■ Nudity ■ Violence ■ Abortion ■ Hate and Racism ■ Gross ■ Illegal
Military & Government —Military and government applications include websites on military and government information and services.		<ul style="list-style-type: none"> ■ Military ■ Government
Social —Social applications include websites for social networking and media.		<ul style="list-style-type: none"> ■ Social Networking ■ Dating ■ Personal sites and Blogs ■ News and Media
Games & Streaming —Games and streaming applications include websites for online gaming and video streaming.		<ul style="list-style-type: none"> ■ Streaming Media ■ Games ■ Web Advertisements ■ Content Delivery Networks ■ Image and Video Search
Local network —The Local network category includes the internal sites hosted locally in your private network.		<ul style="list-style-type: none"> ■ Peer to Peer ■ Hacking ■ Keyloggers and Monitoring ■ Malware Sites ■ Phishing and Other Frauds ■ Proxy Avoidance and Anonymizers ■ Spyware and Adware ■ Bot Nets ■ SPAM URLs
High Security Risk —High security risk applications include websites that contain known malicious Internet tools that can harm devices and damage the internal network.		<ul style="list-style-type: none"> ■ Private IP addresses
Uncategorized —Uncategorized applications include websites that cannot be grouped under any of the categories described in this list.		<ul style="list-style-type: none"> ■ Unknown by Webroot

Application Category	Icon	Webroot Classification
Do not consider these web categories	—	<ul style="list-style-type: none">■ Dead Sites■ Parked Domains <p>NOTE: The data of these categories is negligible, they will be ignored in the data transferred calculation and nothing will be displayed about them in Aruba Instant On.</p>


Managing Clients

The Aruba Instant On provides connection information on the clients in your network.

Viewing AP Clients

The **Client Details** page provides additional information about the clients in your network.

To view the **Client Details** page for a specific client, follow these steps:

1. Click the **Clients** () tile on the Instant On home page. The **Clients** page is displayed.
2. Select a client from the clients list. The **Client Details** page for the selected client is displayed.

For more information, refer to Client Details Information

Viewing Details of Active Clients




The following information is available on the **Client Details** page. For details on the client information preceding the **Client Details** page in the Aruba Instant On web application, see Client Details Information.

Table 9: Client Details Information

Parameter	Description	Mobile App	Web Application
Name	Denotes the name of the client.	Yes	Yes
IP Address	Denotes the IP address of the client. NOTE: Not displayed by default. See Filtering Client Information in the Web Application for details on displaying this parameter on the Clients page.	Yes	Yes
OS	Operating system (OS) of the client device. NOTE: Not displayed by default. See Filtering Client Information in the Web Application for details on displaying this parameter on the Clients page.	Yes	Yes
Network	Shows the network to which the client is connected. Click the network name to view the Network Details page. See Employee Network for more details on the Main Network Details page, or Guest Network for more details on the Guest Network Details page.	Yes	Yes
Device	Shows the access point to which the client is connected. Click the device name to view the Access Point Details page. See Access Point Details for more details on the Access Point Details page.	Yes	Yes
Duration	Denotes the amount of time that the client has been connected to the network.	Yes	Yes
Signal	Indicates the client signal quality, based on the client's Signal-to-Noise Ratio (SNR). See Table 2 for details on the different signal qualities.	Yes	Yes
MAC Address	Denotes the MAC address of the client.	Yes	Yes

Parameter	Description	Mobile App	Web Application
Downloading	Shows the download throughput within the last 30 seconds, in bytes per second.	Yes	Yes
Uploading	Shows the upload throughput within the last 30 seconds, in bytes per second.	Yes	Yes
Top Application	Shows the most frequently used application type.	No	Yes
Applications Chart	Shows the application usage data for the selected client, in bytes. In the Aruba Instant On mobile app, tap the donut chart preceding Transferred to open the Applications chart for the client.	Yes	Yes
Transferred	Shows the total amount of data transferred during the client session, in bytes.	Yes	Yes

Table 10: *Signal Quality*

Signal Quality	Icon	Signal Strength
Good		30 dB or higher
Fair		16 dB—29 dB
Poor		15 dB or lower

Viewing Application Information for a Specific Client

You can view the application usage information for a specific client in your network by selecting a client from the **Clients** list. See Viewing Application Information for details on the type of application usage information that is displayed.

In the Web Application

To view application information for a specific client in the Instant On web application, follow these steps:

1. Click **Clients** on the Instant On home page. The **Clients** page opens.
2. Select a client from the **Clients** list to open the **Client Details** page. The **Applications** chart for the selected client is displayed directly on the **Client Details** page.

In the Mobile App

To view application information for a specific client in the Instant On mobile app, follow these steps:

1. Tap **Clients** on the Instant On home screen. The **Clients** screen opens.
2. Select a client from the **Clients** list to open the **Client Details** screen.
3. Tap the donut chart preceding **Transferred** to open the **Applications** chart for the selected client.

Filtering Client Information in the Web Application

To filter the information that is displayed on the **Clients** page of the Instant On web application, follow these

steps:

1. Click **Clients** on the Instant On home page. The **Clients** page opens.
2. Click the tool (⚙) button at the top-right corner of the **Clients** list to open the parameter drop-down list.
3. Select the parameters that you want to display or hide from the **Clients** page.
 - Parameters with a green check mark are displayed on the **Clients** page.
 - Parameters without a green check mark are not displayed on the **Clients** page.

To restore the default settings, follow these steps:

1. Click **Clients** on the Instant On home page. The **Clients** page opens.
2. Click the tool (⚙) button at the top-right corner of the **Clients** list to open the parameter drop-down list.
3. Select **Restore Defaults** to restore the Instant On to the default settings.

Sorting Client Information in the Web Application

Client data can be sorted in the Instant On web application to help you locate the information you need efficiently. For example, client data can be sorted in alphabetical order based on the client name. Click one of the parameters at the top of the **Clients** list to sort the information based on your needs.

Firmware is the software programmed on Instant On APs to make sure the devices run and provide functionality to users. The firmware installed on the Instant On APs is the Instant On software image. When the firmware is upgraded, device performance and functionality is improved through feature enhancements and bug fixes.

Upgrading the AP Firmware

When an AP is deployed into the network, it joins an Instant On site, which is a group of APs that are configured and managed from a single location. Upon joining the site, the AP automatically syncs its Instant On software image with the software image version configured on the site. Each time the software image is updated on the site, all APs in the site are upgraded to the new software image version.



Instant On Image Server

Every version of the Instant On software image is uploaded and stored in a public cloud-based image server that is hosted by Aruba. The image server always contains the latest version of the Instant On software so that you can keep your system up-to-date. See [Updating the Software Image on an Instant On Site](#) for more details on updating your APs to the latest version of the Instant On software image.

Updating the Software Image on an Instant On Site

Instant On allows you to control when a software update on the site needs to take place. This is done by configuring a date and time of your preference for the site on the Instant On mobile app or web application.

To create a schedule for the software update to be installed automatically on the site, follow these steps:

1. Navigate to the Site management page.
 - In the web application—Click the settings menu () icon on the Aruba Instant On header and select **Site management** from the drop-down menu. The **Site management** page is displayed.
 - In the mobile app—Tap the advanced menu () icon on the Aruba Instant On home screen. Select **Site management** from the menu.
2. Click the **Software Update** tab to view the scheduling options.
3. Select the **Preferred day of the week** for the software update to be installed automatically.
4. Select a suitable **Time** from the drop-down menu.

Each AP installs the new software image and reboots. After every AP in the site has rebooted with the new version of the Instant On software image, the upgrade process is complete.

NOTE: Critical software updates may override the settings configured by you and will be installed within 24 hours.

Verifying Client Connectivity During Upgrade

APs are automatically rebooted with the new version of the Instant On software image during a software upgrade. When an AP goes down during the reboot, the wireless clients connected to that AP are either moved to another AP in the Instant On site or completely dropped from the network. Though this scenario is expected, keep in mind that a firmware upgrade can cause major disruptions for the clients in your network. This is limited to the time-period that the APs take to reboot, which is 3-5 minutes. We recommend that you

schedule this activity for when you don't expect users connected to the network actively.

Upgrade Failure

If a software upgrade fails, the Instant On continues to run the software image version currently installed on the APs. You can continue running the current software image version or try installing the new software image again.


Instant On Version Check

Not sure which version of the Instant On you are using? Go to the **About** page in the Instant On application to check which version of the Instant On software image is currently running on your APs. See About for more details on the **About** page.

In the Web Application

In the Instant On web application, select **About** from the advanced drop-down menu on the Aruba Instant On header. The **About** page opens, displaying the current Instant On software version.

In the Mobile App

In the Instant On mobile app, tap the advanced menu () icon on the Instant On home screen. Select

About to open the **About** screen. The **About** screen displays the current Instant On software version and the current Instant On mobile app version.

Instant On Mobile App Compatibility

Though the Instant On mobile app is backward-compatible with older versions of the Instant On software image, the Instant On software image is NOT backward-compatible with older versions of the mobile app. If the mobile app installed on your device is older than the Instant On software image running on your Instant On site, a warning message appears when you attempt to launch the app.

The mobile app can only be launched if it is updated to the latest version. To update the mobile app, click the app store icon that is available below the warning message.

Managing Your Account

The **Account Management** page allows you to modify your administrator account information for all associated sites.

NOTE: The **Account Management** page is only available from the **My Sites** page when your account is registered to multiple Aruba Instant On sites.


Modifying Administrator Account Information

To modify your administrator account information for all associated Aruba Instant On sites, follow these steps:

In the Web Application

1. Login to the Aruba Instant On.
2. Click the advanced settings (**M**) icon and select **Account Management** from the advanced drop-down menu on the Aruba Instant On header. The **Account Management** page opens.
3. Modify the password for your registered account.
 - Select the **Password** tab.
 - To modify your account password, enter your current password, followed by a new password.
4. Click **Change password** to save your changes.

In the Mobile App

1. In case of multiple sites, select the advanced menu () icon on the **My Sites** screen. Else, tap the advanced settings (**M**) icon on the mobile app header.
2. Select **Account Management** to open the **Account management** screen.
3. Modify the password for your registered account.
 - Select the **Password** tab.
 - To modify your account password, enter your current password, followed by a new password.
4. Click **Change password** to save your changes.

The Account management screen also allows you to enable or disable alert notifications for the site. For more information, see Notifications.

Notifications



Notifications are standard messages that are sent to mobile devices connected to the Aruba Instant On when an alert is triggered by the system. The notification mechanism updates administrators about any alerts that are triggered on site.

When you click a notification, your registered device automatically opens the Instant On app and takes you to the corresponding management interface for the Instant On site. The stored user credentials are validated against the management interface. Upon successful login, you are directed to the **Alerts** page corresponding to the selected notification. If no action is taken on the alert, the notification remains in the notification bar and can still be viewed at anytime until it is cleared.

Enabling or Disabling Alert Notifications

To enable notifications for alerts, follow these steps:

1. Go to the **Notifications** page in the Aruba Instant On application.

- In the Aruba Instant On web application, click the advanced settings (**M**) icon and select **Account Management** from the drop-down menu on the Aruba Instant On header. From the **Account management** page, click **Notifications** to open the **Notifications** page.
 - In the Aruba Instant On mobile app, tap the advanced menu (**M**) icon. From the **Account management** screen, tap **Notifications** to open the **Notifications** screen.
2. Click the notification toggle switch(es) to enable () or disable () the alerts you want to be notified about. For more information on viewing and managing alerts, see Alerts.

NOTE: By default, the notifications are enabled for all three alert types.

Notification Messages

The Operating System (OS) of each registered device determines how the notification messages are displayed. The following table lists the notification messages and their corresponding alert types:

Table 11: *Notification Messages and Alert Types*

Notification Message	Corresponding Alert
Connection problem	Cannot access Internet
Device problem	<device> has problem <device> unauthorized <device> is down

Simple Notification

By default, a simple notification is displayed on 2 distinct lines:

- The first line displays the name of the alert.
- The second line displays the site name.

Collapsed Notification

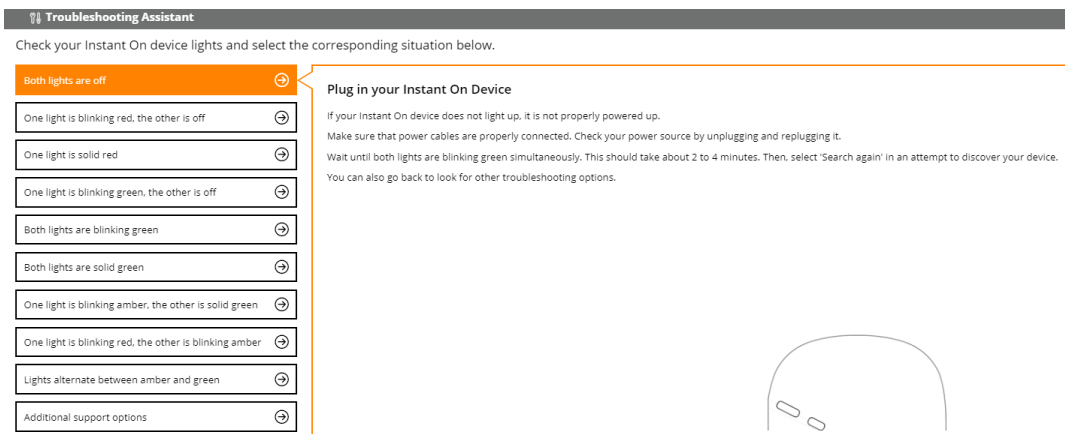
When the system triggers multiple alerts from the same site, the notification mechanism collapses all the notifications generated from the alerts. The notification mechanism displays it as a single notification on the registered device.

To help the administrator troubleshoot problematic situations, a troubleshooting assistant is used for managing the Aruba Instant On. It helps the user identify an issue and provide guidance on how to resolve it. The troubleshooting assistant is designed to cover most typical situations and heavily relies on LED patterns to identify problems.

The troubleshooting assistant can be invoked from the **Alert Details** page:

1. Navigate to **Site Health** and click **View Alert History**.
2. In the **Alert Details** page, review the **Recommended Actions** to clear the alert.
3. For additional troubleshooting options, click **Need more help?**. The **Troubleshooting Assistant** page is displayed with the following information:
 - a. Most typical situations based on the LED patterns.
 - b. Recommended actions.

Figure 5 *Troubleshooting Assistant Page*



4. Check the status of the LED lights on the Instant On and click the corresponding solution in the troubleshooting assistant.
5. If you are unable to find a solution to the problem, click **Additional support options**. You will be directed to external discussion forums and chat support to assist you better.