

HPE Networking Instant On cloud upgrade from R3.1.0 to R3.2.0 FAQ

Will the current Instant On portal URL change?

Starting from version R3.1.0, our new URL is:
<https://portal.instant-on.hpe.com/>.

For your convenience, you can still access the cloud portal through the previous URL, <https://portal.arubainstanton.com>, which will automatically redirect you to the new URL for a transitional period.

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

Earlier this year, Aruba Instant On was rebranded as HPE Networking Instant On. To maintain brand consistency, we are also introducing a rebranded mobile app. We recommend users install the new “Instant On” app, available on both Android and iOS platforms, to access new features starting from version R3.1.0.

Users can continue to use the previous app for a limited time to ensure a smooth transition. Please note that a mandatory upgrade is planned for later in 2025.

Do I need to update my mobile app?

We recommend updating your app to the R3.2.0 version to take advantage of the latest developments from the HPE Networking Instant On team.

What is the maximum number of devices which can be managed per Instant On Site?

In version R3.0.x, the maximum device count per site is limited to 50 systems. With the release of R3.1.0, this limit will be increased to 125 devices, allowing larger SMB workplaces to benefit from Instant On. This count includes all types of Instant On devices.

When do we set the maintenance mode for the site and which user role is allowed to enable/disable maintenance mode?

The administrator or operator should have the ability to set a site to ‘maintenance mode,’ which silences notifications during network or device modifications.

This prevents multiple alerts and email notifications that would otherwise be sent to site recipients. Once maintenance is completed, the administrator can return the site to normal operation mode.

With the new option to enable/disable wireless network on radio will there be any impact to mesh functionality?

There will be no impact on mesh functionality, and it will continue to operate as it did in previous releases.

Will cable test work on Instant On 1830, 1930 and 1960 switch ports including fibre ports?

The cable test feature enables the detection of potential issues on copper links (Gigabit ports only, not fiber cables). It can be run on switch ports of the Instant On 1830, 1930, and 1960 series switches.

Are there any limitation to port isolation feature which is newly introduced in 3.2.0 release?

Port isolation (Protected port) feature is not available on Instant On 1830 Switch Series and access point wired ports.



Upgrade process related

What will happen on Day 0 of the cloud portal upgrade to Release 3.2.0?

On the first day of the R3.2.0 cloud upgrade, you will notice the updated user interface and be able to utilize cloud-centric features such as enabling or disabling site maintenance mode, setting user preferences for receiving notifications when alerts are cleared, and resetting client or device names to default.

However, features dependent on device firmware will not be accessible until the site devices are upgraded. Some of these firmware-dependent features in R3.2.0 include the cable test feature and the ability to disable all wireless networks on specific access point radios.

What happens to Instant On devices on Day 0 of the cloud update? Will the device firmware use R3.1.0 or R3.2.0?

On Day 0 of the 3.2.0 cloud upgrade, you will notice the new R3.2.0 interface on the cloud portal, as detailed in Question 8. However, the devices will continue to operate on R3.1.0 firmware until their firmware is updated for the site.

When do the devices get upgraded from Release 3.1.0 to Release 3.2.0 on a site?

All devices (Instant On switches and APs) on the site will be upgraded from R3.1.0 to R3.2.0 firmware according to the software maintenance schedule configured for the site.

Will the mobile app also change after the R3.2.0 upgrade?

No, the previous mobile app will continue to work; however, it requires a version upgrade to access the new features introduced in R3.2.0.

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

On Day 0, the cloud portal will be upgraded to R3.2.0, providing all users with access to the latest cloud-centric features.

Network device upgrades will occur based on the software maintenance schedule configured for each site, meaning firmware upgrades will be managed on a site-by-site basis. The timing of the network device firmware upgrades to R3.2.0 will be determined by your site's specific software maintenance schedule. This schedule can be adjusted within a 30-day window for each site.

On Day 0, operators will manage various sites from the upgraded R3.2.0 cloud portal. Each site will either have devices running R3.1.0, awaiting their upgrade, or devices that have already been upgraded to R3.2.0.

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

- When the Instant On cloud server is upgraded, all Instant On sites worldwide will gain immediate access to the new cloud portal, Release 3.2.0.
- Network devices at each site will continue running their current firmware until they are upgraded according to the site's scheduled upgrade plan.
- By default, to minimize network downtime, device upgrades are scheduled for Sunday at 3 AM local time. This schedule can be adjusted to a different day and time within a 30-day window, and the adjustment will be retained for future software upgrades as per user configuration.
- Users managing multiple sites can schedule firmware upgrades for different days and times, allowing for a phased deployment of the Instant On device firmware.

Will there be downtime during the upgrade period?

No, there is no downtime expected during the cloud upgrade to R3.2.0.

How long will the release roll out take?

The R3.2.0 rollout process will occur in phases, similar to previous releases:

- Initially, 5% of Instant On sites will receive the upgrade notification and will be monitored for one week.
- The remaining 95% of sites will be upgraded progressively over the following weeks.
- The entire rollout will be completed within a maximum of four weeks from the initial rollout date.

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

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



Is HPE Support geared up to handle this change?

Yes, HPE Support team is trained on this Instant On software upgrade.

What do I do if any product fails in transition?

If a device firmware upgrade fails, the device will automatically retry to get the firmware from the cloud and upgrade to R3.1.0 on the next attempt. The upgrade will then happen automatically, and no manual effort is required.

Where can I find more details about the Instant On Release 3.2.0 online?

Our blog is a helpful starting point and it can be viewed [here](#). For complete details, please read the 3.2.0 deployment notes available [here](#).

