

Sep, 2020

# ASP ERT(TAC) Solution Update

Aruba Support Portal  
Korea ERT(TAC)  
솔루션 업데이트

aruba

a Hewlett Packard  
Enterprise company



# Aruba Support Portal

The screenshot displays the Aruba Support Portal interface. At the top left is the Aruba logo with the tagline "a Hewlett Packard Enterprise company" and the "Support Portal" text. On the top right, there is a notification bell icon, a "CONTACT US" dropdown menu, and the user name "jake.yi" with a dropdown arrow. Below the header, there are three main navigation categories: "Software & Documents", "Service Management", and "Resources".

A red rectangular box highlights a notification banner that reads: "Update your Notification Subscription Preferences". Below this banner is a sub-notification: "ASP v3.1 with New ASP Navigation and Updated License Management, Asset Management Released".

The main content area is divided into two columns. The left column has a teal header with three tabs: "Service Management" (which is active), "Software & Documents", and "Notifications". Under "Service Management", there are three cards: "Case Management" (with a link icon and text "Create and manage your support cases"), "License Management" (with a link icon and text "Add and manage your Aruba licenses"), and "Online RMA" (with a link icon and text "Submit your request to process your Aruba product returns online").

The right column has a grey header "Registered Devices & Contracts" and a "Summary" section. The summary text says: "Register your devices and contracts to enable support and download software for your Aruba products." Below this is a bar chart with two bars: a tall teal bar for "Devices" and a very short blue bar for "Contracts". At the bottom of this section are two orange buttons: "ADD DEVICES" and "ADD CONTRACTS".



# Aruba Support Portal

## Notification Subscription

HOME > NOTIFICATIONS > MANAGE SUBSCRIPTION SETTINGS

### Manage Subscription Settings

Security Product Software Releases Documentation

**Security**  ON

Frequency: Immediately  
Communication: Email

Product selection:  All  Specific Products  
Select which products/series notifications you want to receive

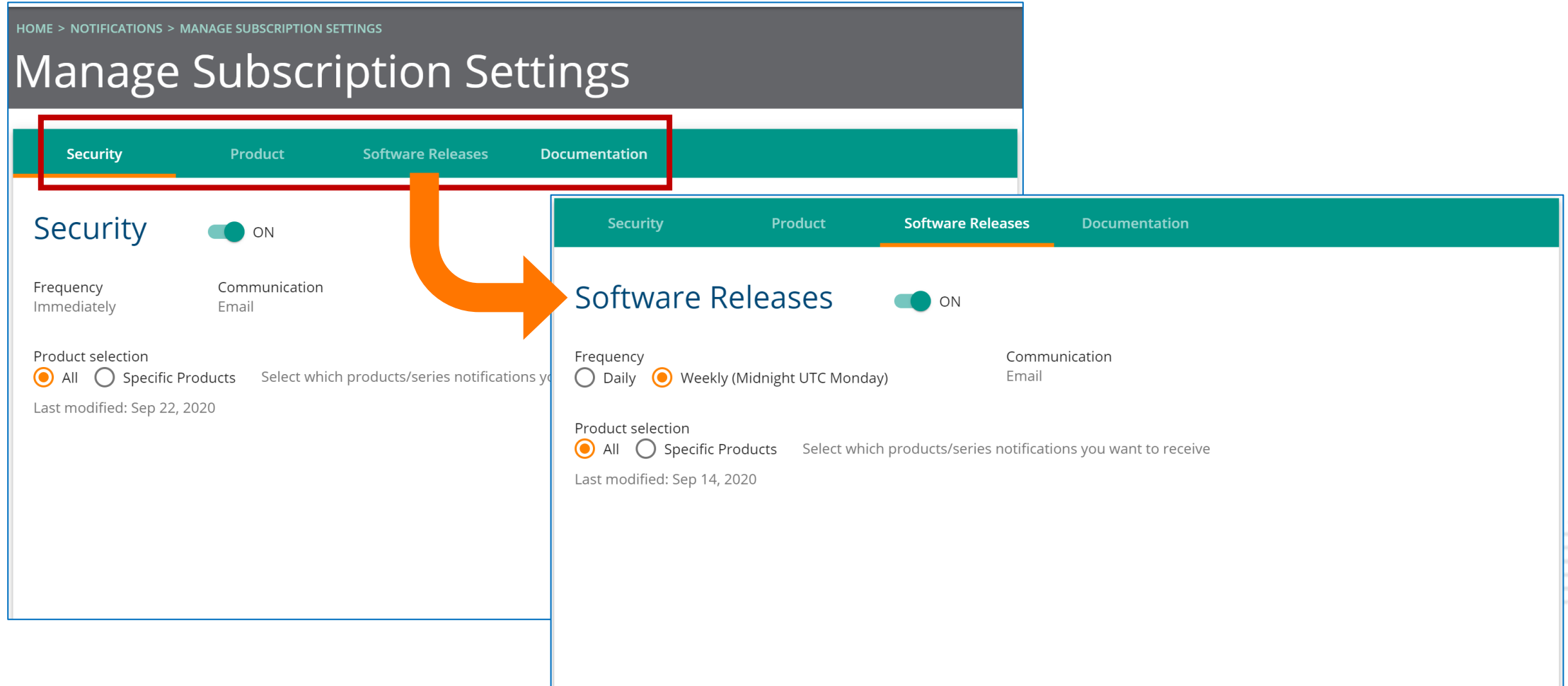
Last modified: Sep 22, 2020

**Software Releases**  ON

Frequency:  Daily  Weekly (Midnight UTC Monday)  
Communication: Email

Product selection:  All  Specific Products  
Select which products/series notifications you want to receive

Last modified: Sep 14, 2020



# Aruba Support Portal

## Aruba Notifications - Transitioning to ASP

### 주요 내용

- Aruba 솔루션의 모든 Notification이 2020년 10월 1일 자로 ASP로 이관 예정
- 기존의 Aruba Support Center(<https://support.arubanetworks.com>)와 Aruba Web Page(<https://www.arubanetworks.com>)에 게시된 Aruba 제품 및 보안 권고 사항은 ASP로 마이그레이션 완료됨
- 2020년 10월 1일 부터는 ASP에 가입하여 Notification Subscription 설정하지 않으면 알림 수신 불가
- HPE 서버/스토리지 솔루션은 ASP에서 지원하지 않음



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A notification banner is visible, with the second one highlighted by a red box. The highlighted notification reads: "ASP v3.1 with New ASP Navigation and Updated License Management, Asset Management Released". Below the notification text, it says: "Aruba Support Portal v3.1 includes a new navigation system and updated license management, asset management features. For details on the new features, please review the [Feature Preview](#) and watch the [ASP Navigation Demo](#)."

The main content area is divided into two columns. The left column has a teal header with three tabs: "Service Management" (active), "Software & Documents", and "Notifications". Under "Service Management", there are three cards: "Case Management" (with a link to "Case Management"), "License Management" (with a link to "License Management"), and "Online RMA" (with a link to "Online RMA").

The right column has a grey header "Registered Devices & Contracts" and a "Summary" section. The summary text says: "Register your devices and contracts to enable support and download software for your Aruba products." Below this is a bar chart showing "Devices" with a tall teal bar and "Contracts" with a very short blue bar. At the bottom of this section are two orange buttons: "ADD DEVICES" and "ADD CONTRACTS".



# Aruba Support Portal

## ASP v3.1 Release

### 주요 업데이트 사항

- ASP에서 고객이 Central-on-Premises(CoP) 소프트웨어에 접근할 수 있도록 하는 새로운 소프트웨어 권한 유형 적용
- 내비게이션 시스템 업데이트
- 글로벌 무역 규정 준수(Global Trade Compliance)를 위한 계약 추가 확인 사항
- ASP에서 계약 및 디바이스 Excel 내보내기 기능 지원
- 사용자가 활성화 한 라이선스를 대상으로 한 필터링 기능 지원



# Aruba Support Portal

## ASP v3.1 - Navigation Update



Support Portal



CONTACT US ▾

jake.yi ▾

Software & Documents

Service Management

Resources

Case Management →

Asset Management ↓

✓ Update your Notification Subscription Preferences

Online RMA →

Device & Contract Management →

Please update your Notification subscription [preferences](#) so that you can stay up-to-date with the latest notifications for your Aruba products.

License Management →

✓ ASP v3.1 with New ASP Navigation and Updated License Management, Asset Management Released

Aruba Support Portal v3.1 includes a new navigation system and updated license management, asset management features. For details on the new features, please review the



Support Portal



CONTACT US ▾

jake.yi ▾

Software & Documents

Service Management

Resources

Videos and FAQs ?

Airheads Community ↗

✓ Update your Notification Subscription Preferences

Innovation Zone ↗

Validated Reference Guides ↗

Please update your Notification subscription [preferences](#) so that you can stay up-to-date with the latest notifications for your Aruba products.

Solution Exchange ↗

Security Advisories ↗

✓ ASP v3.1 with New ASP Navigation and Updated License Management, Asset Management Released

Worldwide Product Compliance Status ↗

TAC User Guide PDF

Aruba Support Portal v3.1 includes a new navigation system and updated license management, asset management features. For details on the new features, please review the



# Aruba Support Portal

## ASP v3.1 - My License Filtering & Excel Exporting

HOME > LICENSE MANAGEMENT

### License Management

Show My Licenses

Product Type  AOS  Airwave  ALE  ClearPass NL  ClearPass Legacy  QuickConnect



Part #	Part Description	License Serial#	System Info	System Part#	Friendly Name	Activation Key
EVL-PEF (HW123456)	Aruba Cntrlr Per AP PEF LIC E-LTU	EVL08171C3GAG834C	CHCAQ1P81H	7008-RW	Jake Yi	xSkpcOF3-c 8T31SIWj-p fazOxw
EVL-AP (HW123456)	Aruba Cntrlr Per AP Capacity Lic E-LTU	EVL08221546C158404C	CHCAQ1P81H	7008-RW	Jake Yi	KpbS71Zd-i 2kZbI9Ch-2





# Korea ERT(TAC) Update

## Qualcomm Wi-Fi Chipset Security Issue

### 관련 내용

- 특정 와이파이 칩셋(퀄컴)에서 암호화 통신 시 비인가자에 의한 정보 유출 가능 취약점이 발견됨  
해당 칩셋을 사용하는 장비의 경우 피해 예방을 위해 최신버전으로 업데이트 필요

\* 상세 내용 Eset 社 홈페이지 참조

(<https://www.welivesecurity.com/2020/08/06/beyond-kr00k-even-more-wifi-chips-vulnerable-eavesdropping>)

### 취약점 정보

- CVE-2020-3702(CVSS 위험지수는 미정)  
\* 일부 퀄컴 Wi-Fi 칩셋에서 Wi-Fi세션 종료 시, 메모리에 남은 일부 데이터가 비암호화 전송됨

### 취약한 Wi-Fi 칩 정보

- 제조사 : 퀄컴
- 취약점 연관 칩 모델 : QCN550x, QCA9531, QCA955x, QCA956x, AR938x, AR958x, AR934x, AR9331, AR9287, QCA4531, QCA9565, QCA9462, QCA9485

**→ Aruba AP는 해당 퀄컴 칩셋을 사용하는 모델 없음**



# Solution Update

## Aruba New Transceiver Warranty

<https://www.arubanetworks.com/support-services/product-warranties/>

HPE | HPE GREENLAKE | **ARUBA** | HPE FINANCIAL SERVICES | DISCOVER VIRTUAL EXPERIENCE

aruba  
a Hewlett Packard  
Enterprise company

SEARCH 🔍 ENGLISH (US) ▶ LOGIN ▶ CONTACT US ▶ TRY CENTRAL

Products Solutions Services Support Partners

HOME > SUPPORT > PRODUCT WARRANTIES

## Product Warranty and Support

➔ Need help or more information?

📄 Product Warranty FAQ

📄 Warranty Coverage Quick Reference

📄 Warranty vs Support Comparison

➔ Product End-of-Life Milestones

➔ Previous Warranty Statements

📄 **Aruba Transceiver Warranty for Purchases Prior to July 1, 2020**

📄 New (3Y) Transceiver Warranty

📄 Unsupported Transceiver FAQ for CX switches

Networking products from Aruba, a Hewlett Packard Enterprise company, set the standards for quality and reliability, and come with warranties you can depend on.

For your product warranty coverage, please see the [Aruba product warranty summary \(PDF\)](#).

### Aruba Warranty and Support Summary

English (PDF) Français (PDF) Polski (PDF) Español (PDF) 한국어 (PDF) 繁體中文 (PDF) 日本語 (PDF) اللغة العربية (PDF)

Deutsch (PDF) Italiano (PDF) Português (PDF) Русский (PDF) Türkçe (PDF) 简体中文 (PDF)

### Software End User License Agreement and Hardware Limited Warranty statements for HPE Networking

English (PDF) Français (PDF) Polski (PDF) Español (PDF) 한국어 (PDF) 繁體中文 (PDF) 日本語 (PDF) اللغة العربية (PDF)

Deutsch (PDF) Italiano (PDF) Português (PDF) Русский (PDF) Türkçe (PDF) 简体中文 (PDF)



# Solution Update

## Aruba Transceiver Warranty Old & New

Products	Warranty Duration <sup>1</sup>	Hardware Replacement <sup>2</sup>	Business Hours Technical Support <sup>3</sup>	24x7 Technical Support <sup>3</sup> <small>(After Dec. 1, 2018)</small>	Software OS Releases <sup>4</sup>
<b>Transceivers</b>					
Aruba Transceivers (for use with Aruba branded switches, and branded as Aruba or HPE with X142 or X242) purchased on or after July 1 <sup>st</sup> , 2020	3 years	10 days	90 days	N/A	N/A
(For transceivers purchased prior to July 1 <sup>st</sup> , 2020, <a href="#">click here</a> )					
Aruba Transceivers (Transceiver product numbers JWxxxx for Controllers and MAS Switches)	1 year	10 days <sup>8</sup>	90 days	N/A	N/A
Aruba branded transceivers (except transceiver product numbers JWxxxx) and HPE branded with X244, X242, X142, X132, X131, X129, X122, X121, X119, X112, X111 in the description	Lifetime <sup>5</sup>	NBD Ship	As long as owned <sup>5</sup>	N/A	N/A
Aruba 100G Transceivers	1 year	10 days	1 year	N/A	N/A
HPE branded with X2A0, X240, X190, X180, X170, X160, X150, X140, X135, X130, X125, X124, X120, X115, X114, X110 in the description	1 year	30 days	1 year	N/A	N/A

2020년 7월 1일  
이후 구입

2020년 7월 1일  
이전 구입



# Q&A

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**Thank you**