Aruba ClearPass Deployment and Integration Service

Advisory and Professional Services from HPE Pointnext

Aruba ClearPass Deployment and Integration Service from HPE provides initial deployment and integration of Aruba ClearPass Policy Manager and helps prepare it for operation on your network.

This service, which is available for both wired and wireless local area networks, provides you with access to **Aruba ClearPass** technology expertise to help IT enable basic ClearPass network access control and policy management security features.

In addition to Aruba ClearPass Deployment and Integration Service, you have the option to purchase additional configuration services for Aruba ClearPass TACACS, Onboard, and OnGuard policy features.

The advisory and professional services described in this data sheet may only be purchased at the time of ClearPass product purchase. Services available for purchase after ClearPass product purchase can be provided via a mutually agreed-upon Statement of Work (SOW) based on the your requirements at that time.

Service benefits

• Complements your IT team with advisory and professional service assistance from **HPE Pointnext**

• Provides access to Aruba ClearPass technology expertise to help expedite ClearPass deployment and integration

• Applies Aruba ClearPass deployment and integration best practices intended to help you reduce implementation time and mitigate costly installation risks and configuration errors

• Provides assistance to help you prepare Aruba ClearPass for operation on your network so that you can take full advantage of additional ClearPass security features, such as:

  – ClearPass Onboard, designed to enable and/or improve your BYOD solutions

  – ClearPass OnGuard Client posture checking, which can help you avoid certain vulnerabilities

  – ClearPass integration with other external identity systems, such as Microsoft® Active Directory (AD), Lightweight Directory Access Protocol (LDAP), Structured Query Language (SQL), and Mobile Device Management (MDM)

• Can help you simplify IT operational procedures by leveraging HPE best practices

Service feature highlights

• Aruba ClearPass service planning

• Aruba ClearPass server configuration

• Aruba ClearPass Insight enablement

• Aruba ClearPass guest service creation

• Aruba ClearPass deployment and integration documentation

• Aruba ClearPass deployment and integration knowledge transfer

• Aruba ClearPass configuration options for TACACS, Onboard, and OnGuard features

Table 1. Service features

Feature	Delivery specifications
Aruba ClearPass service planning	Prior to the deployment of an HPE technology consultant, **HPE** will conduct a remote service planning meeting with the Customer's designated primary contact ("the Customer") to review and validate the Customer's Aruba ClearPass deployment and integration readiness using a basic pre-implementation checklist. HPE will also work with the Customer to identify any additional information required to allow HPE to deploy resources and begin service delivery. Once the state of readiness has been established, HPE will work with the Customer to review the service details, deliverables, and estimated timelines, and to develop a mutually agreeable schedule for the on-site deployment and integration of Aruba ClearPass by HPE. The assigned HPE technology consultant will create a mutually agreeable project plan and schedule and will determine the appropriate mix of technical and business resources necessary to help implement the project.
Aruba ClearPass server configuration	The assigned HPE technology consultant will be deployed to the Customers location and will assist the Customer with the configuration and deployment of up to 5 Aruba ClearPass compatible servers and help to prepare ClearPass for operation on the Customer's network. The following specific activities will be performed: • Conduct an initial server setup review with the Customer's designated primary contact for up to 5 ClearPass appliances or Customer-provided servers • Set up internet protocols (IPs) on the Aruba ClearPass management and/or data ports • Configure Domain Name Services (DNS) • Define certificate request(s) and add certificate(s) • Join 1 Active Directory (AD) • Add 1 AD as authentication source
Aruba ClearPass Insight enablement	The assigned HPE technology consultant will work with the Customer to configure insight reports and triggers by: • Creating a single HPE predefined failed authentication report for the feature demonstration • Creating a single HPE predefined alert trigger on failed webauth authentications for the feature demonstration
Aruba ClearPass guest service creation	The assigned HPE technology consultant will assist the Customer with the creation of 1 Aruba ClearPass service instance and prepare it for operation on the Customer's network. The following specific activities will be performed: • ClearPass service development for a wired or wireless implementation that can contain: – 1 AD authentication source – Up to 3 AD group memberships for role derivation evaluation – Up to 2 network elements having the same type of connectivity (either wired or wireless) – Service configuration testing with up to 2 Customer-provided compatible test devices is included
Aruba ClearPass deployment and integration documentation	Upon completion of installation of Aruba ClearPass onto the Customer's network using HPE's standard installation verification tests, the assigned HPE technology consultant will work remotely to create as-built documentation of the Aruba ClearPass deployment and integration. Once documented, HPE will email it to the Customer in PDF format for the Customer's future reference. The Aruba ClearPass as-built documentation will include: • Aruba ClearPass server configuration • Aruba ClearPass service descriptions and workflow

Table 1. Service features (continued)

Feature	Delivery specifications
Aruba ClearPass deployment and integration knowledge transfer	Throughout the delivery of the on-site portion of the Aruba ClearPass Deployment and Integration Service, the assigned HPE technology consultant will provide the Customer with knowledge transfer in the form of a general review of the items identified below for each of the service activities performed. This knowledge transfer is designed to help transfer Aruba ClearPass operational control to the Customer. The Customer is responsible for providing the necessary individual(s) to be present during delivery of the services for these purposes. The knowledge transfer will specifically provide: • A general overview describing the completed deployment and integration tasks, including the broad steps taken to achieve the implementation with the Customer, and the functionality of the Aruba ClearPass deployment
Aruba ClearPass configuration options (Optional features available for purchase)	**Aruba ClearPass Onboard Configuration Option** The assigned HPE technology consultant will assist the Customer with Aruba ClearPass Onboard configuration, with the service activities specifically identified below: • Integration of a single onboarding workflow within the 802.1x service created in the initial Aruba ClearPass configuration service • Authentication limited to 1 Active Directory (AD) authentication source for admission to the onboarding workflow • Creation of a single certificate store for Onboard within either the internal Aruba ClearPass certificate store or ADCS • Configuration of up to 2 network elements (with the same type of connectivity, either wired or wireless) HPE will validate the Onboard configuration with HPE's standard integration verification test for up to 2 Customer-provided test devices **Aruba ClearPass TACACS Configuration Option** The assigned HPE technology consultant will assist the Customer with Aruba ClearPass TACACS configuration, with the: • Authentication limited to 1 AD authentication source • Configuration of up to 3 AD groups used to configure role derivation using standard enforcements, excluding command-level authorization HPE will validate the TACACS configuration with HPE's standard integration verification test for up to up to 5 Customer-provided network elements **Aruba ClearPass OnGuard for Windows® Configuration Option** The assigned HPE technology consultant will assist the Customer with Aruba OnGuard for Windows configuration, with the service activities specifically identified below: • Addition of health-check logic to the initially configured 802.1x service • Addition of quarantine role and logic to the configured 802.1x service • The definition of either a persistent or dissolvable agent deployment model • The definition of up to 5 health-check parameters • Addition of a grace period configuration for enforcement to aid in rollout • Testing with a single Customer-provided Windows device **Aruba ClearPass OnGuard for MacOS Configuration Option** The assigned HPE technology consultant will assist the Customer with Aruba OnGuard for MacOS configuration, with the service activities specifically identified below: • Addition of health-check logic to the initially configured 802.1x service • Addition of quarantine role and logic to the initially configured 802.1x service • The definition of either a persistent or dissolvable agent deployment model • The definition of up to 5 health-check parameters • Addition of a grace period configuration for enforcement to aid in rollout • Testing with a single Customer-provided MacOS device

Service limitations

• Services are limited to the configuration and deployment of up to 5 Aruba ClearPass servers.

• See the "Service Feature" table for other limitations regarding the features of these services.

• HPE will not modify any configurations of any equipment that is not part of the Aruba ClearPass Deployment and Integration Service.

• Customer acknowledges and agrees that HPE may use resources outside the country of purchase for delivery of these services unless otherwise specified as part of a service feature description.

Customer responsibilities

The Customer will:

• Ensure that all service prerequisites identified during the pre-deployment "Aruba ClearPass service planning" activity have been met prior to delivery of the services

• Be responsible for all current-state and future-state network architectures, designs, and integration projects, etc., within the network environment

• Assign a primary stakeholder to participate in the planning meeting and follow-on service activity

• Provide HPE with the information needed to determine Aruba ClearPass Deployment and Integration Service readiness, which may include a review of current network architecture, standards, and detailed design documentation that may include, but is not limited to:

   – Network topology diagrams

   – Rack placement diagrams

   – Compatible server configurations

   – Compatible switch configurations

   – Compatible NADs

   – Cable maps (device and end station cable numbers, patch panel designation and port numbers, device port numbers, and VLAN information)

   – IP address maps

   – Network environment administrative and management parameters and variables (hostname, administration, users, authorization, administrative IP address, management passwords, SNMP, NTP, DNS server addresses, DHCP, and logging)

   – Current-state information for Spanning Tree, Layer 2 protection mechanism, link aggregation, and advanced VLAN configuration

   – Migration documentation from the Customer's existing network infrastructure equipment

   – Integration specifications and documentation for any non-HPE equipment

   – SSID-to-VLAN mapping

   – Security for each SSID

   – LDAP or RADIUS server to facilitate wired and wireless LAN security where required

• Verify that the existing network this service will use is installed, configured, and operating in a proper state; this includes hostname, administrative management interfaces, SNMP, NTP, DNS server addresses, DHCP, logging, IP address assignments to all ports, VLANs, bridge groups, and trunks

- Make any modifications to the existing network that are required and identified during the planning stages of this service, prior to HPE arriving on-site to perform configuration and integration tasks

- Be responsible for developing (with HPE's assistance) and applying any configurations to third-party network equipment during on-site delivery that are required in order to integrate with Aruba ClearPass

- Be responsible for all existing and new cabling required

- Be responsible for any notifications to network operations and any change control documentation that must be completed

- Be responsible for end-user and/or application testing

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and environments necessary for HPE to deliver the service

- Install Customer-installable firmware updates and patches prior to service delivery

- Be responsible for all data backup and restore operations

- Designate a person from the Customer's staff who, on behalf of the Customer, will grant all approvals; provide information; ensure that all hardware, firmware, and software that the HPE service specialist will need in order to deliver this service are available and that software products are properly licensed; and otherwise be available to assist HPE in facilitating the delivery of this service

- Adhere to licensing terms and conditions regarding the use of any HPE service tools used to facilitate the delivery of this service, if applicable

- Perform other reasonable activities to help HPE identify or resolve problems, as requested by HPE

- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required

- Allow HPE full and unrestricted access to all locations where the service is to be performed

Coverage

- Services will be provided during local HPE standard business days and hours excluding HPE holidays.

General provisions/Other exclusions

- Deliverables are accepted upon delivery.

- HPE's ability to deliver this service is dependent upon the Customer's full and timely cooperation with HPE, as well as the accuracy and completeness of any information the Customer provides to HPE.

- HPE Aruba ClearPass Deployment and Integration Service is governed by Hewlett Packard Enterprise standard terms for professional services.

- Upon receipt of an acceptable order, HPE will contact the Customer within 7 business days to organize service delivery. HPE may require up to 30 days to organize resources and begin work. Service eligibility will expire at the end of 120 days from the date of purchase if not used. Under no circumstances shall the Customer be entitled to a credit or refund of any unused services.

- Service hours are inclusive of on-site and off-site service and travel time. The on-site/off-site schedule of the HPE technology consultant will be mutually agreed upon during the service planning phase and prior to the deployment of the HPE technology consultant and commencement of Aruba ClearPass deployment and integration services.

- Services will be performed at the Customer's site or at HPE designated offices, as required, over a contiguous period.

- Aruba ClearPass Deployment and Integration Service must be utilized and redeemed against the specific service activities defined within this data sheet within 120 days after the date of purchase.

- Services are restricted to a single IT environment location under the direct day-to-day management and cooperation of one Customer-designated primary contact in one country.

- Travel to the Customer's location will occur during the first morning and last workday of each week for on-site delivery (or as jointly determined by the parties).

- Documentation created for this engagement will be available in electronic format created with Microsoft Office and produced in PDF format.

Ordering information

Availability of service features and service levels may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order Aruba ClearPass Deployment and Integration Service, contact a local HPE sales representative and reference the following product number:

- H0JT0A1 for Aruba ClearPass Deployment and Integration Service

The following additional configuration service options are also available at the time of ClearPass product purchase and must be included with the purchase of Aruba ClearPass Deployment and Integration Service:

- H1TH5A1 for Aruba ClearPass TACACS Configuration Service

- H1TH6A1 for Aruba ClearPass OnGuard for Window Configuration Service

- H1TH7A1 for Aruba ClearPass OnGuard for MacOS Configuration Service

- H1TH8A1 for Aruba ClearPass Onboard Configuration Service

For more information

For more information on Aruba Mobile First services, contact any of our worldwide sales offices or visit our website at: **hpe.com/pointnext**.

Make the right purchase decision. Click here to chat with our presales specialists.

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