HPE Aruba Airwave Installation and Startup Service

Support Services

HPE Installation and Startup Service for select Aruba Airwave products coordinates installation, configuration, and verification and is designed to get your Airwave system quickly up, running, and managing your Aruba wireless network infrastructure.

This service, which is delivered remotely, provides for the installation and configuration of Aruba Airwave for a single campus or single office Aruba wireless network.

Onsite delivery of this service may be available in some geographic locations and, where available, may be subject to additional charges. Please contact your local HPE representative for details.

Service benefits

- Installation and startup by a Hewlett Packard Enterprise technical specialist
- Availability of a Hewlett Packard Enterprise service specialist to answer basic questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to your organization
- Verification prior to installation that all service prerequisites are met
- Installation and configuration in line with Aruba best practices
- Allows your IT resources to stay focused on their core tasks and priorities

Service feature highlights

- Service planning
- Service deployment
- Aruba wireless network discovery
- RAPIDS overview
- VisualRF overview
- Reporting review
- Customer orientation session

Table 1. Service features

Feature	Delivery specifications
Service planning	An HPE service specialist will plan all the necessary activities, including the identification of any prerequisites, and schedule the delivery of the service at a time mutually agreed upon by HPE and the Customer, which shall be during local HPE standard business days and hours, excluding HPE holidays, unless otherwise agreed by HPE. Any services provided outside of HPE standard business hours may be subject to additional charges.
Service deployment	An HPE service specialist will: • Assist the Customer with the implementation and basic configuration of select Aruba Airwave products on Customer-provided server(s) with the appropriate operating system preloaded as per the Aruba Airwave Deployment Guide and any prerequisites identified in the service planning process. • Use a HPE approved remote technology (such as HPE Virtual Rooms) to work with the Customer to deploy the Airwave platform; the remote technology will allow for screen sharing between the Customer and HPE specialist so that Airwave can be deployed and configured • Run the appropriate HPE standard installation verification tests required for this service
Aruba wireless network discovery	During implementation, the HPE service specialist will allow for integration of Airwave with the following devices for monitoring and management: • Up to 2 Aruba Wireless Mobility Controllers • Up to 6 Aruba Instant Virtual Controllers • Up to 2 Aruba wired Network Access Switches For each of the above wireless controller scenarios, this service will allow for the import of up to 100 Aruba Access Points per Aruba Wireless Mobility Controller.
RAPIDS overview	This service includes an overview of alerting, event triggers, and Rogue Access Point Detection (RAPIDS), as well as the configuration of standard recommended settings in accordance with Aruba best practices and guidelines.
VisualRF overview	An overview of VisualRF will be provided, this overview is limited to a demonstration of the process of importing up to two (2) electronic floor plans, placement of up to ten (10) currently deployed Access Points (APs) per floor plan, view and monitor AP and client statuses. If deployed floor plans and APs are not available, a sample floor plan and AP(s) can be used to demonstrate the concepts.
Reporting review	Upon completion of the installation, and on same day as installation, a Hewlett Packard Enterprise service specialist will provide a 1-hour review of the standard reports available within Airwave. In addition, the service specialist will provide the Customer with basic guidance and advice on the creation of custom reports.
Customer orientation session	Upon completion of the installation, the Hewlett Packard Enterprise service specialist will conduct an orientation session on product usage and special features and will be available to answer questions, as appropriate.

Service limitations

All services will be delivered remotely during local HPE standard business days and hours, excluding HPE holidays.

Only certain supported servers and operating systems are eligible for these services. Please refer to the Aruba Airwave Deployment Guide or contact HPE for more information regarding these eligibility requirements.

This installation and startup service is only available for select Aruba Airwave products; please contact HPE or your HPE representative for a list of Aruba products currently covered by this service.

This service is limited to installation and configuration of one (1) Aruba Airwave product for a single campus or single office Aruba wireless network as stated in the Service Features section and including the following limitations:

• Up to 2 Aruba Wireless Mobility Controllers

• Up to 6 Aruba Instant Virtual Controllers

• Up to 2 Aruba wired Network Access Switches

Activities such as, but not limited to the following, are excluded from this service:

- Planning, design, or assessment of the Customer's existing or future network architecture

- Application integration

- Integration of unapproved third-party products or peripherals not included with the system

- All exclusions listed in the 'Service planning' section of the 'Service features' table of this document

Excluded products and features may be configured under a separate service on a time-and-materials basis. Please contact your HPE representative for further details.

HPE will not perform any configuration services beyond those described in this data sheet.

Customer responsibilities

The Customer will:

- Contact a Hewlett Packard Enterprise service specialist within 90 days of date of purchase to schedule the delivery of the service

- The customer must permit HPE resources outside the country of purchase to remotely access and configure the Aruba Airwave product(s) in order to be eligible for these services.

- Ensure that all service prerequisites as identified in the 'Service eligibility' section have been met

- Assign a designated 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 Hewlett Packard Enterprise 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 Hewlett Packard Enterprise service tools used to facilitate the delivery of this service, if applicable

- Be responsible for all data backup and restore operations

- Must be properly licensed for the Aruba Airwave product(s) and provide proof of licensing upon request

- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

- Assign a technical network administrator to work alongside HPE during delivery of this service

- Assign relevant Customer stakeholder(s) to participate in planning meetings and to provide HPE with the current network architecture, standards, and detailed design documentation, which may include (but is not limited to):

  – Project plans and schedules

  – Network topology diagrams

  – IP address maps

  – Documentation from existing network infrastructure equipment

  – Integration specifications and/or documentation relating to non-HPE equipment

  – SNMP device configuration and passwords

  – Email addresses

  – Authorized users

- Grant HPE remote access using an HPE approved remote technology (such as HPE Virtual Rooms) to allow for delivery of the service

- Ensure the availability of a fully configured server or VMware environment as required for your chosen Airwave software product and as outlined in the Aruba Airwave Deployment Guide

- Designate an SMTP relay on a mail server for the purpose of receiving and forwarding alerts from Airwave

- Communicate to HPE the IP management addresses of the devices to be discovered, and provide SNMP read and write access to those devices; SNMP write access is required to carry out device configuration backups and propagate custom configuration scripts

- Provide the HPE service specialist with the Airwave software license and documentation that comes with the purchased product, including the license certificate with the serial number needed for software registration

- Verify that the network is stable and operational prior to the Airwave software installation and configuration process

- Apply any SNMP configurations to network equipment that exists in the Customer's current network environment to be discovered

- Ensure that any notifications to the Customer's network operations and any change control documentation are completed

General provisions/Other exclusions

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HPE reserves the right to re-price this service if the Customer does not schedule and provide for subsequent delivery within 90 days of purchase.

Hewlett Packard Enterprise'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 and data the Customer provides to HPE.

This service is delivered remotely. Onsite delivery of this service may be available in some geographic locations. Where available, it may be subject to additional charges and to HPE approval. Please contact a local HPE representative for details.

Activities such as, but not limited to, the following are excluded from this service:

- Service deployment on hardware covered by a third-party maintenance contract

- Services that, in the opinion of HPE, are required due to unauthorized attempts by non-HPE personnel to install, repair, maintain, or modify hardware, firmware, or software

- Service required due to causes external to the Hewlett Packard Enterprise maintained hardware or software

- Any services not clearly specified in this document

Ordering information

HPE Installation and Startup Services are ordered as a fixed-price HPE Care Pack. To order these services, contact an HPE sales representative or authorized HPE reseller.

Care Pack part number | service name - description:

- H1RS7E or HA114A1#5ZN | HPE Aruba Airwave Installation and Startup SVC

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

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