

# HPE Campus Care

## Datacenter Care Addendum

This addendum to the **HPE Datacenter Care Service** data sheet describes **HPE Campus Care**, an optional extension of the HPE Datacenter Care Service. Under the HPE Datacenter Care Service, a mutually agreed upon and executed Statement of Work (SOW) will detail the precise combination of reactive and proactive support features provided to you based upon available service features (see the “**Optional service features**” table).

HPE Campus Care provides advice to help you manage and operate your HPE Aruba mobile campus network environment. The service includes a network health check designed to help you maximize the performance of your network, an on-site network review, wireless capacity analysis, **SDN** validation service, and guest policy configuration support to provide assistance in the operation of your mobile network.

In addition to Campus Care for Aruba mobile network services, HPE Campus Care also provides advice to help you manage and operate Intelligent Spaces for your **workplace** or public venue. This service includes an enhanced Wireless capacity analysis to help you understand the complex RF or high density wireless network.

**Table 1. Optional service features**

Feature	Delivery specifications
<b>Network health check</b>	Under this feature, HPE will perform a network health check on covered network products. HPE requires a minimum of thirty (30) days after implementation of the network virtualization appliance in order to enable this service feature. The scope and frequency of these checks will be detailed in the SOW between HPE and the Customer. An HPE Technical Specialist will remotely analyze a detailed set of preconfigured reports that are generated by an HPE-provided network virtual appliance that is loaded and configured by HPE on the Customer’s network. HPE will provide the Customer with a summary network health check report and a briefing on the findings, which may also include any HPE recommendations on possible remediation work or improvement options for consideration by the Customer. The Datacenter Care account team is available upon request during standard HPE business hours to discuss the report findings and HPE’s recommendations with the Customer. The HPE Technical Specialist works with the HPE Assigned Account Team (AAT) to coordinate HPE Campus Care features with HPE Datacenter Care relationship management and proactive features. This service feature requires a minimum of 30 days after the implementation of the network virtualization appliance.
<b>On-site network review</b>	An HPE Technical Specialist will work with the Customer on-site to profile and analyze the network, with the scope and frequency of this review as detailed in the SOW. Under this feature, an HPE Specialist will review the Customer’s pre-installed network monitoring tool, provided it is a supported tool as outlined further below (see “ <b>Service limitations</b> ”). Using the output of this tool, the HPE Technical Specialist will examine the preconfigured performance reports for key data and possible trends. After the analysis is performed, HPE will provide the Customer with a report outlining HPE’s findings and any possible recommendations that may include further investigation or potential resolution.



**Table 1. Optional service features (continued)**

Feature	Delivery specifications
<b>Wireless capacity analysis</b>	HPE will perform a wireless capacity analysis service, with the scope and frequency of this analysis feature as detailed in the SOW. An HPE Technical Specialist will remotely review certain key performance data from the Customer’s deployed Aruba AirWave management tool as identified in the SOW. Typical review areas can include Access Point (AP) hot spots, rogue AP search, and a wireless usage summary. The HPE Technical Specialist may make recommendations for further optimization of receivers and Aps intended to help improve performance. In order to be eligible for this service, the Customer must have the Aruba AirWave management tool installed and configured for appropriate use.
<b>Enhanced Wireless Capacity Analysis</b>	Enhanced Wireless capacity analysis is an optional feature available under HPE Campus Care. It is designed for High density RF environments. This service is delivered on-site with remote report creation. HPE will perform the enhanced wireless capacity analysis service, with the scope and frequency detailed in the SOW. An HPE Technical Specialist will remotely review certain key performance data from the Customer’s deployed Aruba AirWave management tool as identified in the SOW. Typical review areas can include Audit of RF coverage, Performance tests for RF interference, channel verification, sticky clients and certain tests for data performance. The HPE Technical Specialist may make recommendations for further optimization. This service is designed to help improve performance. In order to be eligible for this service, the Customer must have the Aruba AirWave Management tool installed and configured for appropriate use. This service feature is an advisory service only and does not include implementation of changes being analyzed. This service is available for the locations specified in the SOW and is subject to resource availability.
<b>Guest policy configuration support</b>	Guest policy configuration support is an optional feature available under HPE Campus Care. It is designed to help the Customer make minor and routine changes to its wireless guest access policy. The Customer will provide HPE with a definition of required changes to be made to the guest policy. HPE will analyze the requirements and provide written guidance and advice on the changes and required actions that will help the Customer plan for those changes. HPE may also provide guidance on the complexity of changes and recommendations on further support if HPE believes that changes to the Aruba ClearPass environment are substantial or in excess of typical day-to-day change management. This service feature is an advisory service only and does not include implementation of changes being analyzed.

**Service limitations**

Limitations and exclusions apply to HPE Campus Care. These include, but are not limited to:

- HPE Datacenter Care features are required in order to be eligible for these services. These features include: network firmware and **software analysis and management**, network critical incident notification, and network asset report. Details of these features are available in the HPE Datacenter Care data sheet.
- On-site network review-supported network monitoring tools are limited to the following: Cisco Prime, HPE **Intelligent Management Center (IMC)**, and HPE Network Node Manager.
- HPE Campus Care features only apply to HPE Aruba software that is installed and operating as part of the Campus network environment.
- In general, HPE Campus Care features do not support public clouds. HPE Campus Care does not include support collaboration with **public cloud service providers**.



- HPE Campus Care proactive features are provided during standard local HPE business days and hours excluding HPE holidays.
- The HPE Campus Care on-site data collector used in the delivery of the network health check is owned by HPE and Customer may not access or use it in any manner.
- HPE Campus Care does not include out-tasking services such as day-to-day network or system administration.
- Any recommendations or advice provided by HPE under these services is intended to assist the Customer in the particular area as described in the “**Optional Service feature**” table above. Any implementation of recommendations provided outside the scope of these services will be subject to the change management process or can be priced as a separate chargeable 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.

## Prerequisites

HPE Campus Care is an optional extension service of the HPE Datacenter Care Service. To be eligible for these services, the Customer is required to have HPE Datacenter Care coverage on all relevant HPE network or select multivendor components.

Please refer to the HPE Datacenter Care data sheet for more details on HPE Datacenter Care features.

## Customer responsibilities

The Customer will:

- Provide a server infrastructure capable of hosting the data collector virtual appliance based on a Red Hat® Linux® platform running IMC.
- Notify the ASM of hardware additions and configuration changes to the Customer’s network environment in a timely manner.
- Ensure HPE is provided with the data collector reports in a timely manner to enable delivery of the network health check service.
- Work with HPE technical staff on a scheduled basis to review the data collector installation and make sure data is being collected and all device nodes are visible.
- Acknowledge and agree that HPE may use resources outside the country of purchase to perform these services.
- Allow HPE (for the network health check service feature) to install the HPE-provided and owned data collector tool so that the preconfigured reports can be run at the agreed upon frequency. The Customer must provide copies of report output to HPE in order for HPE to provide the network health check report. In addition, the Customer agrees not to use the data collector tool for any purpose other than to generate reports as requested by HPE.
- Allow HPE to de-install the tool upon termination or expiration of these services.
- Work with HPE to on documentation of customer environment for the solution to be supported. This could include detailed network diagrams, including application details, versions and or key configuration data.
- Provide HPE a list of safety requirements prior to on-site visit such as; hard hats, steal toe shoes, static discharge straps, etc.

## For more information

For more information of HPE Datacenter Care, HPE Campus Care, and optional HPE Datacenter Care services, Pointnext sales in place of technology services or visit: [hpe.com/services/datacentercare](https://hpe.com/services/datacentercare).





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