Aruba Support Agreement migration to Hewlett Packard Enterprise

Frequently Asked Questions

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Q: Will my contract number remain the same?

No, your existing Aruba Service Contract will be replaced with a Hewlett Packard Enterprise (HPE) Support Service Agreement effective November 1, 2016. A welcome notification email from HPE will be sent to the primary contact that includes your new HPE Service Agreement Identification (SAID). Your new HPE SAID is for your use only and should not be shared with any third parties.

Q: Will I receive the same support coverage as my existing Aruba Service Contract?

Yes. The products under HPE support will have access to a variety of offerings based on support coverage level.

Q: Where will my license information be located?

All of your license information from the Aruba License Management System (LMS) will be migrated to HPE My Networking Portal -– (MNP).   Note: Aruba LMS and MNP would be down from October 29th 2:00 a.m. to 4:00 p.mm UTC for migration. MNP will be available for customers post migration. Please plan the licensing registration and management outside of these hours.

Q: Will I be required to set-up a new user account?

No. Aruba License Management System (LMS) user accounts will be imported to HPE Passport. For security, passwords will not be migrated, which means the first time you sign-in you will need to enter your LMS username as the 'User ID' and click 'Forgot Password' to generate a new password.   *Note*: If your LMS account does not have your company name and address, you will be prompted to complete that information.

Q: Is there a change to the telephone numbers for support?

No. The telephone numbers to call for support will not change. If you have any questions, please feel free to call our support hotline number **1-800-WiFi-Lan** (US & Canada Only), **+1-408-754-1200** (Toll # for International Users).

Q: How do I open a support case?

Creating and managing Aruba support cases will be available using HPE My Networking Portal -– (MNP). If you are an Aruba Central user, you can open and view your cases through the Aruba Central user interface. If you have other HPE products, you can also use HPE Support Center to manage support cases for all of your products.

Q: Where can I go to get Aruba software and download tools?

Aruba software and tools can be downloaded from HPE My Networking Portal -– (MNP), as well as product registration and warranty information. If you have other HPE products, you can also use HPE Support Center to register your products and download software and tools.

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