

HPE Aruba Networking TAC User Guide

November 2023

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Purpose and audience

This document assists HPE Aruba Networking customers and partners who are requesting support services from the HPE Aruba Networking technical assistance center (TAC). This is a non-legal document that reflects the implementation of the product-specific warranty terms and conditions or HPE Aruba Networking customer service contracts.

The service delivered is based upon the specific service levels defined in those agreements and assigned by the product packaged warranty at the time of product purchase or described by the purchased service level of the HPE Aruba Networking Foundational Care (formerly Foundation Care for Aruba) service agreement.

Service options

Information on the different available service levels can be found via the following links:

- [Warranty information page](#)
- [Foundation Care service description](#)
- [HPE Aruba Networking Central data sheet](#)
- [HPE Aruba Networking Premium support services brief](#)

Request service

Communicate with TAC

Coverage is available 24x7x365 through:

- [Support Portal](#)
- Telephone: visit the [Contact Us](#) page for the regional phone number

Support Portal

The self-service portal provides access to the features below.

- Virtual assistant
- Live chat
- Online case creation, case update and management
- Online return materials authorization (RMA) request to report hardware defects
- Software updates and bug fixes
- Product and technical documentation
- Link to Solution Exchange for configuration assistance
- Licensing, asset, and contract information for customer accounts
- Videos and FAQs
- Innovation Zone for customers to suggest new product ideas
- Ability to subscribe to and view security, software, product lifecycle and documentation notifications



Figure 1. Support Portal landing page

Visit the [More Information](#) page for detailed demos on how to onboard and navigate the Support Portal, and how to use the case management portal.

Support Portal onboarding or registration issues may be resolved by sending an email to asp-access@hpe.com.

Note: Users may use their HPE OnePass credentials to create an account or log into the Support Portal. If users do not have an HPE OnePass account, they can easily create one by clicking on the Sign Up button on the [Support Portal entry page](#).

Opening a case

Customers can open a case with HPE Aruba Networking by:

- logging into the [Support Portal](#) via the Case Management link or virtual assistant/live chat (for non-critical cases).
- contacting the HPE Aruba Networking Welcome Center by calling the appropriate [regional phone number](#).

The HPE Aruba Networking Welcome Center will perform the following actions.

- Open the case (if not opened via the digital channels)
- Entitle the case based on the parameter provided by the customer
- Email the case contact with the case number and details
- Route the case to the proper HPE Aruba Networking TAC team



Information required to open a case

To ensure the customer receives the most efficient assistance, the customer or their supporting partner must provide the following detailed information.

- Customer name, phone number, email address and location
- Description of the problem encountered, or service requested
- Impact of the problem (Severity)
- A parameter that will allow the Welcome Center to retrieve the service entitlement associated with the product:
 - Device serial number for hardware issues
 - Foundational Care contract ID, subscription license ID, or serial number for remote technical support
 - For WLAN products, identify if the device is managed by Central
 - Software version running on the device/product needing service assistance
 - Model name of the device(s) in question (not required if serial number is provided)

At its discretion, the TAC team may ask for customer proof-of-purchase for the device requiring service.

Service entitlement verification

Using the data provided during case creation, the Welcome Center will verify the service entitlement. The service entitlement will define the service level objectives that a customer can expect during case resolution including the following.

- Hardware replacement timelines and types of service (drop ship versus on-site)
- Initial response to case creation
- Time between updates

Please see the Service Options section in this document to review the data sheets and warranty summary that will define the service level objectives.

Customers who purchase through HPE Aruba Networking partners are required to ensure the partner registers the product serial number(s) and provides the installation location to HPE Aruba Networking. In addition, the customer should confirm that the partner has registered the contract ID in the Support Portal as required per the purchase order process requirements.

Note: If the Welcome Center is not able to identify an active Foundational Care contract registered in the HPE Aruba Networking system, the customer will receive assistance under their product warranty entitlement (if applicable) or may be denied support until registration has been completed.

If the product is not covered under a Foundational Care support contract or subscription, and the customer would like to learn more about HPE Aruba Networking support services, they may contact their respective partner or [contact HPE Aruba Networking](#).

To find an HPE Aruba Networking partner, visit the [Partner Connect page](#).



Define the problem and its impact

Customers will be asked to describe the problem and its impact to determine the Severity level of the problem.

Table 1. Severity level guidelines

Severity level	Description
Severity 1 - Critical	Critical system or service outage in a production environment that results in a severe degradation of overall network performance and/or significant reduction in capacity
Severity 2 - High	Intermittent degradation of system or service performance that impacts end-user service quality or impairs network operator control or operational effectiveness; also includes loss of diagnostic capabilities
Severity 3 - Minor	Minor degradation of system or service performance that does not impact end-user service or quality and has minimal impact on network
Severity 4 - Low	No impact on system or network operations, information requests, document errors, or standard questions on configuration or functionality of equipment

Note: If service degrades into an outage during the course of the case resolution, the customer or partner should CALL in to escalate the severity of the issue when applicable (see the [Contact Support page](#)).

Case resolution process

Once the Welcome Center completes the case creation and validation, they will advance the case to the appropriate team for resolution.

Target initial response service objectives

As part of the initial response process, TAC has defined target service level objectives to engage with the customer within the below timelines based on the specific product’s service entitlement and the severity of the case.

Table 2. Target initial response service objectives

Entitlement	Initial response service objective
Warranty	If case is opened within local business hours (8 AM – 5 PM): <ul style="list-style-type: none"> • Severity 1: within 1 hour • Severity 2: within 4 hours • Severity 3: within 1 business day For cases opened after local business hours <ul style="list-style-type: none"> • Severity 1-3: next business day • Severity 4: within 5 business days
Foundational Care, subscriptions, or Partner Branded Support (PBS)	For 9x5 contracts If case is opened within local business hours (8 AM – 5 PM): <ul style="list-style-type: none"> • Severity 1: within 1 hour • Severity 2: within 4 hours • Severity 3: within 1 business day For cases opened after local business hours <ul style="list-style-type: none"> • Severity 1-3: Next business day • Severity 4: within 5 business days



Table 2. Target initial response service objectives

Entitlement	Initial response service objective
Foundational Care, subscriptions, or Partner Branded Support (PBS)	<p>For 24x7 contracts, subscriptions, and PBS</p> <ul style="list-style-type: none"> • Severity 1: within 1 hour • Severity 2: within 4 hours • Severity 3: within 1 business day • Severity 4: within 5 business days
Foundational Care or PBS Hardware Replacement	There are multiple options that can be selected for hardware. The customer should refer to their specific contract for the service level objectives.

Case update service level objectives

While working the case to resolution, the HPE Aruba Networking TAC will provide updates in the case based on entitlement and severity. These timelines may be renegotiated on a case-by-case basis with the customer or partner.

Table 3. Case update service level objectives

Entitlement	Case update intervals
Warranty	No committed update timeline
Foundational Care, Subscription or Partner Branded Support (PBS)	<ul style="list-style-type: none"> • Severity 1: within 2 Hours • Severity 2: every business day • Severity 3: weekly • Severity 4: monthly

Note: Service Level Objectives are intended as targets and should not be considered an obligation. Please note that the above proposed Service Level Objectives may vary depending on the particular terms, delivery service levels, and TAC Access defined in the warranty or Foundational Care specific documentation.

These updates will be visible in the Support Portal [case manager](#), where customers can add comments, logs, etc. and may be emailed to the case contact(s) as well.

Case resolution

As part of the resolution process, TAC may require the customer or partner to provide additional information such as logs, configuration diagrams, or request live troubleshooting events.

The availability of this information or participation can impact the time to resolve the issue. If the customer or partner cannot adequately participate in the case resolution as required, the case severity may be downgraded.

Warranty case resolution

- Warranty customers MAY be entitled to troubleshooting to identify a hardware or software defect. Note: The entitlement and the engagement method are identified in the product-specific warranty.
- Once TAC has defined the resolution, the customer will be shipped a replacement, have the hardware repaired, be pointed to the generally available (GA) software release containing the fix (existing or future), or receive the support as otherwise provided in the applicable warranty documentation.



Foundational care or subscription resolution

- Customers under contract are entitled to break/fix troubleshooting for hardware or software defects.
- Customers may also receive configuration guidance and best practices on their production networks for HPE Aruba Networking products if they provide sufficient advance notice of a Network Event. (See Network Event Notification section below.)
- If the service requested lies outside TAC's scope (i.e., new deployments or new configurations), TAC will refer the customer or partner back to their account team to explore options including professional services.
- TAC will manage the case to resolution. This may include the following actions.
 - Recommending software or firmware upgrades
 - Recommending configuration changes
 - Processing a hardware replacement
 - Identifying a third-party product as the trigger for the issue

Software defect management

If TAC believes there is a software defect causing the issue, they will advance the case as a defect to the product engineering teams. If product engineering identifies a defect and its resolution, they may take the following actions.

- Add the software fix to the next generally available software maintenance release.
- If there is no workaround, and the defect is impacting operations, the engineering team may provide a software release patch before releasing the generally available software maintenance release.

Please note the following:

- The availability of workarounds, patches and software is determined by the product's service entitlement. Some entitlements limit the customer to only publicly available software.
- Software fixes are only available on generally available software releases and will not be offered on software that is End of Life (EOL).

Network event notification case creation

- Customers may request TAC guidance and advice for customer planned network updates, upgrades, or migrations on production networks. The TAC team will accommodate these on a best-effort basis based upon availability of the product-specific resources needed to assist with these cases for customers with an active Foundational Care contract or license subscription on the specified product. This is not available for products only covered under warranty.

The customer may create a "Network Event Notification" case no less than 4 business days prior to the network change event by following the below steps.

- Contact the TAC to open a case
- Provide the TAC with the following information:
 - Date of change event
 - Products to be impacted by the change (the more detail the better)
 - The primary customer contact for managing the change
 - The location and time zone of the location and the team supporting the change
 - The anticipated duration of the change



TAC's network event actions

- TAC will have an open/entitled case for reference
- TAC will review the network event, and if requested provide links to the upgrade, migration, network event that is available on the Support Portal
- TAC will not perform the network event, nor attend the network event bridge

The day of the network event, if the customer encounters an issue, they should escalate their case via phone (see the [Contact Support page](#)) to engage TAC. TAC will take the following actions:

- Review the notification case and assign a TAC engineer to engage within 1 hour of the notification
- Raise the severity of the case to Severity 1 – 2 based on the impact
- Review the situation with the goal of restoring the network to production. This may require reverting to the pre-event configuration and does not guarantee a successful completion of the network event.

If full migration, upgrade, or new network configuration support is required, then the customer or partner should engage their account team to see what options are available to them under their current service entitlement.

Non-urgent service and general information requests

For any new case requests (including RMAs), customers may open their case via the Support Portal [Case Management](#) tool or engage the virtual assistant/live chat¹. If a customer opens a Severity 1 outage case via the online case management tool and has not been contacted by a TAC engineer within an hour, please call TAC to report the Severity 1 outage.

Product defect (bug) reporting process

It is recommended that customers check the [Product release notes](#) in the Support Portal for the latest information about known issues and bugs with the product.

Any new and suspected product defects found during the case management process will be reported by the TAC Team responsible for managing the case to resolution.

Priority bug reporting is not provided to customers seeking assistance from HPE Aruba Networking under their product warranty.

Feature enhancement requests

Customers are invited to share product feature enhancement and service improvement ideas. Requests may be submitted via the [Innovation Zone](#). HPE Aruba Networking product management teams will use this information as a resource to prioritize and define the product roadmap for future releases.

Reporting security vulnerabilities

The preferred method of reporting a potential security vulnerability is to notify the HPE Aruba Networking Security Incident Response Policy team (SIRT) at sirt@arubanetworks.com; use the public PGP key (ID 0x458586D9) that can be found on public key servers and [here](#). Please make sure to include the below information in your email.

¹ Customers should first be onboarded to the Support Portal prior to creating cases in the Support Portal.



- High-level description of the problem along with access to a technical contact to help the SIRT team answer all related questions
- List of the HPE Aruba Networking hardware involved
- HPE Aruba Networking software versions involved
- A detailed description of the issue which ideally provides enough information to reproduce the problem
- Logs, crash dumps, screenshots, and other supporting information

HPE Aruba Networking also recommends that customers subscribe to [Support Portal notifications](#) to receive alerts on software releases, documentation updates, product and software release EoL (End of Life) and much more.

Visit the [Product Security Incident Response Policy](#) for complete and current details required to report a security vulnerability.

Device/product registration

Network hardware registration

To receive the purchased support service:

- Customers with Foundational Care covered products must register their device/product via the [Support Portal](#) using the serial number (located on the product) and the correct installation location of the product. Registration ensures TAC has the necessary information to deliver the service level purchased by the customer on the specific covered device/product, expediting service and reducing the chances of entitlement delays when requesting service.
- Customers with contracts or subscription licenses must register their subscriptions via the [Support Portal](#) using either the Contract ID, the license serial number or the licensed identifier shipped with the product shipping notification.

Note: To ensure the correct service level, the customer, or their supporting partner, must register the covered product using the serial number found on the product. If the product has been replaced by an RMA exchange, the replacement device serial number must be used, and the registration information updated in the customer record within the Support Portal.

Note: Customers' products covered under warranty terms must have non-expired warranties.

Network software license activation and registration

Customers may activate the software licenses purchased from HPE Aruba Networking and register the software through the license management module in the [Support Portal](#) using the Activate feature. See screenshot below.

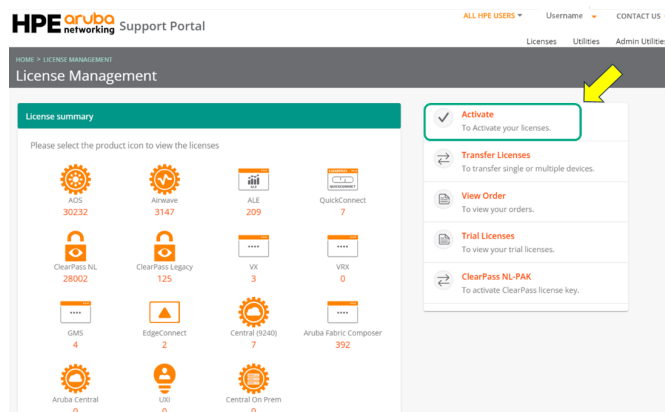


Figure 2. License management on Support Portal

Customer responsibilities

- For warranty support cases, customers must verify the status of the device/product by serial number. Is the warranty current and not expired? What are the specific warranty service terms?
- For Foundational Care support cases, customers must verify the device/product related to the support case is registered in the Support Portal.
- For Partner Branded Support, partners must verify the device/product related to the support case is registered in the Support Portal.
- To support TAC's remote case resolution efforts, the customer will:
 - start self-tests and install and run other diagnostic tools and programs.
 - install customer-installable software and firmware updates and patches.
 - run data collection “scripts” on behalf of TAC when they cannot be initiated from TAC's remote support technology.
- Provide all information necessary for HPE Aruba Networking to deliver timely and professional remote support, and to enable HPE Aruba Networking to determine the level of support eligibility.
- Perform other reasonable activities to help HPE Aruba Networking identify or resolve cases, as requested.
- Ensure that a customer authorized representative is present when HPE Aruba Networking provides onsite hardware replacement at their site.
- For onsite support, provide HPE Aruba Networking:
 - access to the products covered under support; and if applicable, adequate working space and facilities within a reasonable distance of the products.
 - access to and use of information, customer resources, and facilities as reasonably determined necessary by HPE Aruba Networking to service the products.
 - other access requirements described in the Foundational Care [service description](#).
- Notify HPE Aruba Networking if customer uses products in an environment that poses a potential health or safety hazard to HPE Aruba Networking employees or subcontractors. HPE Aruba Networking may require customers to maintain such products under HPE Aruba Networking supervision and may postpone service until they remedy such hazards.
- Ensure that registered devices/products with Foundational Care are in the location identified in the Support Portal. It is the responsibility of the customer to ensure that asset location is included in the contract sales process.

Note: Onsite RMA and technical support varies by Foundational Care service levels based upon the location of the device/product that requires service. Moving the device/product may impact or impair HPE Aruba Networking's ability to deliver the on-site service. Any changes in location of the asset must be communicated to the respective partner or HPE Aruba Networking account manager.

Travel zones

HPE Aruba Networking hardware service levels “Service Level Objectives” are based upon the location of the customer's product location.

Note: Customers who have moved their products to other locations should verify whether the SLO (Service Level Objectives) is attainable by HPE Aruba Networking. Please refer to the Travel Zones section in the [Foundational Care service description](#) for more details.



Table 4. Exhibit A - Glossary

Term	Definition
Access	The way a customer or partner requests the opening of a case or makes an inquiry either through the Support Portal or by calling.
Business day	Generally accepted days of operation in the country where the services are performed. Excludes any local holidays observed by HPE Aruba Networking.
Contracted service	Customers or partners purchase a service agreement from HPE Aruba Networking with a specific service level associated with a specific product and location.
Coverage	The service entitlement for a customer or partner.
Covered	A device/product is determined to have service if the product warranty is active, or a current Foundational Care service package is active and registered to the device/product.
Customer	The organization that owns the device/product.
Device/product	The specific network asset that is affiliated with the product specific warranty or the purchased Foundational Care service.
Device/product registration	Process that allows devices to be authenticated and identified on a network within the Support Portal or Central.
Entitlement	The level of service by product and serial number are associated either with a warranty term or a Foundational Care agreement.
Foundational Care (Formerly Foundation Care for Aruba)	HPE Aruba Networking Foundational Care is a support service that provides essential support entitlements, a range of flexible options for hardware replacement, software support, and is the gateway service that allows the customer access to additional support services such as Aruba Customer Engineering TAC and premium support services. Foundational Care support provides access to all HPE Aruba Networking software features and maintenance releases, as well as patches and fixes, through the Support Portal.
HPE Aruba Networking Central	Cloud-native management product for specific HPE Aruba Networking products. Central offers unified network management, AI-based analytics, and IoT (Internet of Things) device security for wired, wireless, and SD-WAN networks.
Initial response time	After a new case is created, initial target response time is measured when a TAC engineer is assigned the case.
Migration	When customers move their existing HPE Aruba Networking network from one networking platform or operating environment to another.
Network event notification	A customer or partner requested case opened in advance of the need for TAC assistance. Often affiliated with a customer network change activity.
Onsite	Services that are delivered by HPE Aruba Networking (or partner) at a specified customer location.
Partner	HPE Aruba Networking worldwide network of business partners who may sell and at times service HPE Aruba Networking customers.
Premium support services	Services offerings that are available to add-on to existing Foundational Care agreement to provide enhanced personalization and customer success management.
Production network	A physical and logical network in the customer environment that is managing the input and output of electronic traffic in support of the specific customer's needs. As compared to a lab or test network.
Partner Branded Support (PBS)	A channel service program where partners have in-house resources and capabilities to provide Level 1 and 2 support and offer their own branded support when selling HPE Aruba Networking solution to their customers.
Priority bug reporting	When the TAC determines an identified bug's resolution is critical to resolve a high severity network failure, the TAC will inform product engineering that the defect is of higher priority than other defects/bugs being submitted for review and resolution. This is specifically available to Foundational Care or equivalent service levels.
Return Materials Authorization (RMA)	This occurs when TAC identifies a device/product defect requiring the replacement of the customer's hardware.
Serial number	Unique identifier that is used to identify the specific customer purchased device/product. This number, when registered in the Support Portal, maps the device to the specific coverage level associated with that product.



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Table 4. Exhibit A - Glossary

Term	Definition
Service level	The customer-selected service option chosen for each device/product. This level maps to the customer level of entitlement and service experience purchased by the customer.
Software upgrade	An upgrade occurs when the customer chooses to add new software features or capability when HPE Aruba Networking publishes a new version of product software.
Software/maintenance release update	An update to an existing software release deployed in the customer's network to resolve published software issues and defects/bugs.
Subscriptions	Time-based access to software or hardware features. All Central subscriptions as well as certain subscriptions for AirWave, WLAN, Meridian, IntroSpect, NetInsight, ClearPass, UXI Sensors, NetEdit, Instant On, Aruba Fabric Composer and Central On-Premises may include support. Customers should contact their respective partner or HPE Aruba Networking sales representative to learn more about subscriptions.
Support case (case)	Created by a request for service from the customer or partner. The case has a unique numeric identifier and is tracked from opening to closing by HPE Aruba Networking TAC.
Support Portal	Provides features such as case management, digital RMA, asset management, setting custom notifications, manage devices, licenses and contracts and access to software and documents, Innovation Zone (to submit product ideas), and Solution Exchange (configuration use cases).
TAC	HPE Aruba Networking Technical Assistance Center
Warranty	The service experience packaged with the customer purchased product and defined by the serial number affiliated with the product. This may include product replacement, access to publicly available software, and limited access to TAC. For warranty entitlement, the customer must be the bonified original owner, warranty is non-transferable otherwise.

Resources

- [HPE Aruba Networking homepage](#)
- [Partner Program](#)
- [Customer and Partner Training and Certifications](#)
- [Airheads Community](#) – The Airheads Community brings together users, customers, partners, and experts in the field of networking to share knowledge, exchange ideas, and seek assistance on topics related to HPE Aruba Networking's products and services. The community serves as a hub for discussions, troubleshooting, best practices, and technical support. Users can participate in various forums, post questions, provide answers, and engage in conversations related to HPE Aruba Networking's products. The community also provides access to documentation, software downloads, and training resources to help users maximize the potential of HPE Aruba Networking's solutions. Visit <https://community.arubanetworks.com/home> to learn more.

Notes

This document may be updated, revised, or replaced without formal notification. Refer back to the Support Portal for the current version.

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Contact our presales specialists.**



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