

# HiveCare™ Welcome Support



Welcome to the HiveCare Welcome Support Program. This program is the Support component of the Free Product Evaluation Program. HiveCare Welcome is designed to complement to Product Program and help recipients of a free Evaluation Product receive the best possible out of the box experience in the shortest amount of time.

To activate your HiveCare Welcome Support please login to our Support Portal and set up a portal account. From the Support Portal you can open a case, ask questions and receive help.

## Features of HiveCare™ Welcome Support

**Audience** - HiveCare Welcome Support is intended for non-customers on a global basis.

**Coverage** - HiveCare Welcome customers have access to the Aerohive Technical Assistance Center (ATAC), thru the Aerohive Support Portal, 24x7. Aerohive does not accept HiveCare Welcome Support requests by phone or email.

**Technical Support** - Support of Free Products is available directly from Aerohive as stated in this datasheet, HiveCare Welcome is not available from Aerohive Channel partners.

**Focused Support** - The ATAC is staffed with Technicians specifically trained to support customers who are in the early stages of their relationship with Aerohive and our products.

**Service Level Commitments** - Aerohive will meet stated Service Level Commitments during normal business hours.

**Software Update** - HiveCare Welcome Support receive complete access to all software releases during the support term, including major and maintenance releases. This software is available 24x7x365 from the Aerohive Support Portal.

**Return to Factory -RMA** - In the event of necessary hardware replacement due to the hardware's failure to perform in a manner consistent with the indicated specifications, we will ship refurbished hardware within 24 business hours of the receipt of suspected failed units.

## Aerohive Free Product Evaluation Program Guidelines (For Completeness)

**New Customer** - Cannot currently be a paying Aerohive customer.

**Corporate IT** - Must be an IT professional with a valid corporate email address (i.e. personal emails such as Gmail and Yahoo are disqualified from this offer).

**Do Not Qualify** - Aerohive resellers, partners, consultants and distributors do not qualify for this offer.

**Certified Country** - Company recipient must reside in an Aerohive-certified country.

**Wireless Project** - Company recipient must have a corporate wireless project planned and budgeted in the next 12 months, with 10 or more APs.

**Additional Details** - <http://www.aerohive.com/free-ap/#rules> or speak to your Aerohive Sales rep.

Feature	HiveCare Welcome
Coverage	24x7
Case Management	Portal only
Service Level Commitment - Sev 2 - 4	24 Business Hours
General questions	Community recommended
SW Updates & Upgrades	Self service via Portal
RMA	Return to Factory
Service Level Commitments – All within normal business hours	

## Overview

- Coverage - The time of day Aerohive will accept a service request
- Service Level Commitments - The initial response time by program by priority
- RMA - Return to Factory of faulty hardware; however, if, upon receipt of a suspected failed unit, Aerohive determines that the failure is the result of the unit being used in a manner not consistent with its intended use or as provided in the specifications or the terms and conditions, then the replacement unit will not be eligible for replacement and you will be required to obtain a replacement Free unit in the same manner as you received the first unit.
- For more detailed information regarding the Aerohive limited hardware warranty, please visit [http://www.aerohive.com/pdfs/Aerohive-Datasheet-Hivecare-Product\\_Warranty.pdf](http://www.aerohive.com/pdfs/Aerohive-Datasheet-Hivecare-Product_Warranty.pdf).
- Software Updates and Upgrades - Available 24x7x365 from the Support Portal

## Severity Definitions

### Severity 2

Major functionality is impacted or significant performance degradation is experienced. No reasonable workaround is available

### Severity 3

Minimal impact to operations. Short-term workaround is available, not scalable

### Severity 4

General usage questions- No Impact on business operations

## Tier Definitions

### Tier 1

- This is the support required to identify, troubleshoot, and document the problem(s) reported. More specifically this covers enquiries or questions concerning the operation of any product function within its specifications, such as "how to dos", common operations, commands, RMAs, and the user interface including answers to known questions, and escalation Tier 2 as needed.

### Tier 2

- The support covering the use of advanced features, investigation of suspected bugs, failure of the product to perform properly, to analyze these problem's using in-depth troubleshooting techniques, to reproduce the problem's or determine that the problem's cannot be reproduced. Tier 2 support will be provided by the Aerohive Senior Customer Support Engineers in Americas, EMEA, and Asia Pacific. When a problem cannot be resolved the case is escalated to Tier 3.

### Tier 3

- The support provided to isolate the problem(s) reported in an Incident to a component level, and to provide a work-around, an error correction or an escalation to engineering. Tier 3 support will be provided by Aerohive and may be assisted QA and/or Engineering. They will:
  - Be the first point of escalation for all problems not resolved at Tier 1 or 2.
  - Deliver the service to identify, troubleshoot, and document the problem's reported in an Incident;
  - Isolate the problems reported in an incident to a component level, provide a work-around, a solution or escalate to engineering.

## Resources

### Limited Hardware Warranty

[http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product\\_Warranty.pdf](http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product_Warranty.pdf)

### Training (CBT)

<http://docs.aerohive.com/330000/docs/help/english/cbt/Start.htm>

### Support Terms

[http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms\\_and\\_Conditions.pdf](http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms_and_Conditions.pdf)

### Escalation Process

<https://support.aerohive.com/login>

Contact us today to learn how your organization can benefit from an Aerohive wireless LAN architecture. "Aerohive" is a registered trademark and "HiveCare" is a trademark of Aerohive Networks, Inc. All Rights Reserved.