

Aerohive Cloud Services Platform Upgrade Policy



Aerohive has designed a simple and flexible upgrade policy for its Cloud Services Platform. Customers can now benefit from the latest cloud infrastructure while keeping control over when to upgrade their Aerohive hardware devices.

Flexible Upgradability

Aerohive always recommends that customers upgrade to the latest supported version of HiveManager NG and HiveManager Classic in order to benefit from new performance and security features and the latest enhanced product experience. Customers can initiate a HiveManager Classic upgrade themselves. HiveManager NG cloud upgrades are performed automatically.

Occasionally, Aerohive may notify customers that Aerohive will upgrade the Cloud Services Platform to a newer version in order to address potential security issues and/or major bug fixes. Aerohive applications, including ID Manager, Client Management, and Social Login, will also be upgraded periodically to provide new features and functionality to existing customers. Notifications are sent out prior to the upgrade and do not affect any Aerohive hardware devices or policy configuration.

Backward Compatibility

Aerohive recognizes that networking is about supporting hardware investments. Aerohive supports the latest software release and at least the 2 previous versions ("n minus 2 versions") of HiveManager. Simultaneously, Aerohive also supports the corresponding "n minus 2" device versions, so that if Aerohive discontinues a platform at a specific version, customers can still upgrade their other platforms to later releases.

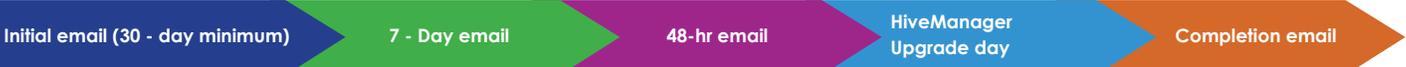
Automatic Maintenance and Security Fixes

Within the Cloud Services Platform, Aerohive automatically applies maintenance releases and critical patches to major versions. Customers are protected with the latest security and bug fixes. Aerohive will notify customers about scheduled maintenance windows. At the same time, the hardware devices are not disrupted. Customers can apply the maintenance releases to hardware devices at their convenience. Because the Aerohive cloud platform doesn't introduce a dependency on data or control traffic, the cloud upgrades do not disrupt customer end-users.

Cloud Upgrade Flexibility

Aerohive recognizes that hardware device upgrades must align with customer IT schedule and policies. Customers can wait as many as two feature releases after the current version before upgrading to a newer version. This means customers typically have a sufficient time horizon to plan and schedule device upgrades. At the same time, customers don't sacrifice the flexibility of trying the latest HiveManager Classic functionality in the cloud.

Upgrade Notifications and Planning When Out-of-Policy



For those customers falling out-of-policy, meaning they are running 3 versions or more behind the last HiveManager (older than "n minus 2") release, Aerohive will send a notification email. Aerohive will encourage customers to initiate the upgrade themselves or plan an upgrade on their behalf. Customers will be notified at least 30 days prior to their planned upgrade. Remember that this is a HiveManager upgrade; hardware devices will not be affected.

For HiveManager NG, upgrades are applied automatically. Customers receive advance notifications and a completion notice according to the above schedule.