

OPERATIONS GUIDE

HPE ARUBA PARTNER BRANDED SUPPORT FOR NETWORKING

Regional Operations Guide

CONTENTS

Introduction.....	3
Overview	3
Intellectual Capital Management	4
Partner Branded Support Program Scope	5
Requirements to become a Partner Branded Support Partner	5
Support Services Offerings	7
Rules of Engagement	8
Partner Responsibilities	8
Business Plan Process	9
Termination	10
PBS program Requirements	12
Summary of PBS Program requirements	12
Tools and Delivery.....	13
Product information	13
Support Phone Numbers	13
Aruba Support Portal	13
Obligations with regard to safety	14
Performance Measurement.....	15
Key Performance Measurements (KPI's)	15
Additional Performance Indicators	15
Appendix A: Technician Qualification.....	16
Summary	16
WLAN & Switching Training	16
Appendix B – Support case level guidance.....	18
Legal notices	20

INTRODUCTION

Overview

Welcome to the HPE ARUBA Partner Branded Support (PBS) for Networking Operations Guide! The purpose of this Guide is to document all aspects of the delivery relationship between HPE ARUBA and your company to maintain your HPE ARUBA program participation and to supplement the Services Agreement you have with HPE ARUBA. This guide is for the exclusive use of our accredited HPE ARUBA Partner Branded Support for Networking partners.

Please note that that Partner Branded Support for Networking Partner and PBS partner may be used interchangeably throughout this document.

Access to Intellectual Capital is granted to active partners based on their contractual relationship with HPE ARUBA and upon the partner program in which they participate. This access should be used to perform HPE ARUBA approved activities only.

Management and technicians should thoroughly acquaint themselves with the information in this program guide so that they do not inadvertently violate any service policies that might jeopardize their company's authorization to deliver services on HPE ARUBA products.

We look forward to working with you and to successfully winning and delivering service and support offerings together to our customers.

IMPORTANT

You will find internet web links in this document that have been checked at the time the document was released but these links may be moved or have moved over time. Please notify the Aruba Channel Services Specialist team of any broken link(s).

IMPORTANT

Please note that individual countries may issue local appendices to this operations guide containing minimum performance levels, targets, thresholds and operating windows. Please contact your HPE ARUBA Services and/or Network Specialist for more information.

Intellectual Capital Management

Access to Intellectual Capital is granted to the Partner strictly based on the terms and conditions stated herein this Guide.

Partner accepts all responsibilities for ensuring that access rights to all of the granted HPE ARUBA Systems and Tools (the “HPE ARUBA Propriety Service Tools”) under this program will be accorded only to those individuals in the Partner’s organization with a reasonable need to know. Partner is responsible to immediately remove individuals’ access in the Partner’s organization to all of HPE ARUBA Proprietary Service Tools when there is such a change in their status to having a need to such an access.

HPE ARUBA Proprietary Service Tools are and remain HPE ARUBA’s sole and exclusive property, and provided “as-is“. Partner may not sell, transfer, assign, pledge, or in any way encumber or convey HPE ARUBA Proprietary Service Tools.

Further, in the event that Partner has any reason to believe that the security of any individual access has been compromised, Partner must immediately change the access codes and notify HPE ARUBA of the suspicion.

Partner must ensure that each individual in the Partner’s organization that has been granted such a privilege to the HPE ARUBA Proprietary Service Tools must adhere to the “one person, one access tool” policy, where the sharing of passwords is NOT permissible.

HPE ARUBA Proprietary Service Tools are prohibited to be uploaded into any public websites or publicly used servers, regardless of the situation, at any point in time.

Failure to comply may lead to the immediate termination of the Partner to be an authorized delivery partner for HPE ARUBA.

HPE ARUBA reserves the right to revoke access by the Partner or any individual user at Partner in HPE ARUBA’s sole discretion.

Additionally, Partner shall keep a proper inventory record of all technical materials sent by HPE ARUBA. These are given at no charge to Partner, deemed properties of HPE ARUBA and must be returned to HPE ARUBA.

HPE ARUBA reserves the right to conduct onsite audits of Partner’s technical resources.

IMPORTANT

Note that if a user does not login to Partner Ready Portal for a period of 90 days, their user status will change to “inactive”. Their Login ID will be terminated and the user will need to re-apply for Login ID and password after the user status remains as “inactive” for further 90 days.

PARTNER BRANDED SUPPORT PROGRAM SCOPE

Partner Branded Support for Networking is a collaborative relationship within the HPE ARUBA Partner Ready for Networking framework that provides HPE ARUBA backline support to partners to help them successfully deliver their own partner branded warranty, implementation, and hardware/software support services to end-customers on approved HPE ARUBA products.

As an HPE ARUBA Partner Branded Support for Networking partner, you accept all responsibility for ensuring that access rights to HPE ARUBA Systems and tools (including, without limitation, Partner Ready Portal, Channel Services Network (CSN) and HPE ARUBA Support Portal is granted only to those individuals in your organization with a reasonable need to know. Removing access for users who no longer have a reasonable need to know should occur within 10 days of such user's change in status. HPE ARUBA reserves the right to revoke access by partner or any individual user at HPE ARUBA's sole discretion.

HPE ARUBA Partner Branded Support is available for HPE ARUBA Networking products. The eligible products within these families are outlined below.

IMPORTANT

There is no labor reimbursement available to the Partner under the Partner Branded Support for Networking program.

Requirements to become a Partner Branded Support Partner

Partners must meet all the following minimum requirements to be enrolled in the Partner Branded Support for Networking Program:

- Have a signed Partner Branded Support for Networking Program Legal Addendum with HPE ARUBA.
- Agree to utilize the Partner Branded Support Program for approved and in scope products only.
- Have a current HPE ARUBA Partner Ready for Networking Platinum or Gold sales status in place.
- Meet the product specific HPE Networking Sales & Technical (service/solution qualification) training requirements to ensure the delivery of first class service to customers. HPE provides a Service Qualification Program to provide information and direction on meeting HPE's training requirements for technical delivery. Service Qualification is the credential required for partner delivery of break/fix hardware services.
- For your convenience, you can find in Appendix A the summary of the Qualifications that apply for each of the Service Delivery Segments selected by you. All partner service technicians must possess the necessary service qualifications as a prerequisite to delivering against a service or product.
- As a Partner Branded Support partner, you are required to possess a joint HPE ARUBA/partner business plan. Both parties will review the Business Plan on a quarterly basis to monitor performance against the stated sales targets. This process will be owned by the HPE Aruba Channel Account Manager (CAM) in conjunction with the HPE ARUBA partner. Continued participation in the HPE ARUBA Partner Branded Support program is subject to compliance with this business plan process and achievement of business plan objectives.
- Must be willing to commit to a total support services attach ratio of >70%. Total attach ratio is comprised of Partner Branded Support and HPE Aruba Branded support sales attached to all eligible products sold. Eligible products are defined as all HPE Aruba hardware and software products that have a support offering available.
- Meet the program service delivery infrastructure requirements:
 - A service delivery practice (appropriately skilled and staffed to support, HW break/fix, and SW support) with sufficient event and/or installation volume to keep adequate service delivery infrastructure in place to provide Level 1 and Level 2 support.
 - Parts & logistics management capabilities including warehousing for parts that meet climate control/safety standards and parts management, distribution and reporting processes. This is to support the Customer SLA. HPE ARUBA parts delivery is based on NBD delivery.

- Appropriate level of spares to meet customer SLA's in HPE Aruba Partner led countries and any enhanced SLA's in any country
- Support an HPE ARUBA service delivery audit of partner facility, processes, equipment and resources.
- Support their customers with a 24x7 Help Desk. A minimum of 2 support engineers per service delivery segment with Aruba Service Qualification must be maintained for each defined geography.
- Delivery must be done by the partner themselves. Delivery cannot be subcontracted out to another partner without written approval from HPE Aruba. A minimum of 2 delivery engineers per service delivery segment with Aruba Service Qualification must be maintained for each defined geography.
- Maintain lab equipment sufficient to replicate customer issues in the installed base.
- Ability to provide reporting on operational event and installation volume upon request.
- Provide Aruba warranty support and handling to customers.
- Agree to HPE ARUBA, at its discretion, conducting an audit of the Partner's operations in accordance with the description and requirements of this Guide.
- Support will not be provided to sanctioned or embargoed countries as determined by HPE.

HPE ARUBA reserves the right to modify or cancel the program at its discretion without prior notice to Partners.

Support Services Offerings

In order to receive HPE ARUBA backline support (and obtain access to the prescribed program benefits), Partners are required to purchase one of the following HPE ARUBA Flexible Support Services or Contractual Services with all new HPE ARUBA hardware product purchases ordered under this program.

HPE ARUBA Partner-Branded Support for Networking is available for all HPE ARUBA products except for the following:

- Next Generation Firewall Appliances
- RPS/EPS Power Supply Units
- SDN Apps
- Instant ON products

Flexible Support Services

Ordering PBS Support Services:

- Use base SKU listed below with length of service contract designated (1, 3, 4, or 5 yr)
- Add 3 digit product band (ex: U3U) – maps to specific HPE Aruba products
 - H1L06A3#U3U is for 3 years of PBS for the Aruba 7005 Controller
- Configuration tools such as BMI, NGQ and IRIS are a good source to identify product bands required

SKU	Description	Comments
H1L06An*	n* yr HPE PBS NBD Support Service	n*=1, 3, 4, 5 year options or Day one contract see below
H9PX2An*	n* yr HPE PBS NBD EDU/R Service	n*=1, 3, 4, 5 year options or Day one contract see below
HT6F7An*	n* yr PBS NBD VoIT1 Service	n*=1, 3, 4, 5 year options or Day one contract see below
HT6F8An*	n* yr PBS NBD VoIT2 Service	n*=1, 3, 4, 5 year options or Day one contract see below
HT6G5An*	n* yr PBS NBD EDU/R VoIT2 Service	n*=1, 3, 4, 5 year options or Day one contract see below

Day one contract process

Partner Branded Services for Networking is also available using the Day 1 contract process. This means that Partner Branded Support for Networking partners may place a new business request for a support contract directly via their distributor. SKU Example: H1L06AC

Renewals

When the upfront HPE ARUBA PBS Flexible Support pack or a Day One contract expires, the following HPE Contractual Service should be ordered during the renewal period:

- H1L06AC – HPE Next Business Day Partner Ready Services Partner Support
- H9PX2AC - HPE PBS NBD EDU/R Service
- HT6F7AC - HPE PBS NBD VoIT1 Service
- HT6F8AC - HPE PBS NBD VoIT2 Service
- HT6G5AC - HPE PBS NBD EDU/R VoIT2 Service

Please contact your HPE Aruba Authorized Distributor for renewing support contracts.

Rules of Engagement

Partner is not precluded from selling HPE ARUBA branded support services to end customers. However, such services sold will be delivered by HPE ARUBA

PBS Reseller may not resell Support Services under this Partner Branded Support for Networking Program to another reseller.

Partner cannot pursue converting existing support services contract to Partner's own brand until the existing contract is up for renewal.

Partner Responsibilities

Under the HPE ARUBA Partner Branded Support for Networking program, the partner is responsible for account management, logistics management, technical support and all onsite delivery activities with the end customer.

- Partner account management responsibilities:
 - Sell your own partner branded service offering to the end customer and maintain/manage all end customer service contracts
 - Partner owns the entire customer relationship and manages all communications with the end customer
 - Partner must register asset list to ensure entitlement to backline support and parts replacements
- Partner technical management & on-site delivery responsibilities:
 - Performs remote monitoring and responds to all customer events/alerts
 - Accept first customer call, validate contracts, and open/close service request as appropriate
 - **PBS partner is responsible for delivering all levels of technical support (L1, L2, L3) to the end-customer.**
 - In the event, the PBS Partner is unable to solve the customer's issue after performing L1-L2 support, the PBS Partner should contact Aruba TAC via telephone or logging a case electronically through the Aruba Support Portal (ASP).
 - Aruba TAC will provide back-line support to the PBS Partner for resolution. All interaction with the end-user should be through the PBS Partner, not Aruba.
 - Perform parts replacements and manage all onsite delivery activities required to maintain, repair and support HPE ARUBA hardware and software products under the HPE ARUBA Partner Branded Services program.
 - Deliver all installation activities, including, but not limited to customer site preparation, information collection, documentation, installation and start-up, configuration and verification
 - Perform customer orientation & training

- Download, plan and install firmware and software updates and upgrades
- Partner logistics management responsibilities:
 - You may utilize HPE ARUBA parts and logistics to directly fulfill customer obligations when next-business day parts arrival times are sufficient
 - In cases where more stringent levels of service are required to meet your customer commitments you will need to ensure that parts are available in your logistics depots to meet customer obligations (i.e. SBD, 4-hour)
 - Provide warehousing for parts that meet climate control standards and ensure safety of parts
- Partner should maintain and retain accurate records of customer service requests recommendation to include information such as:
 - Customer Name and Contact
 - Date of Request
 - Problem Description
 - Corrective actions taken
 - Name of technician/Engineer
 - Completion/Resolution Date
 - Spare parts used and quantity
 - HPE ARUBA event ID for parts request (if any)
- Capture and report the serial number (SN) of replacement units:

HPE ARUBA wishes to ensure all customer product records are always kept accurate. In the case of customer's products where the whole unit is exchanged as part of a repair service, all partners are required to keep a record of the serial number of the unit they have left with the customer and report this to HPE ARUBA. To do this, the partner must use the CSN tool to report it. The partner shall refer to the local CSN User training guide and follow the instruction regarding event creation, with particular reference to the Aruba Serial number capture notes.

Business Plan Process

As a HPE ARUBA Partner Branded Support for Networking partner, it is expected that you will work with HPE Aruba to develop a joint business plan. The parties will review the Business Plan on a quarterly basis to monitor performance against the stated objectives. This process will be owned by the HPE ARUBA Channel Account Manager in conjunction with HPE ARUBA partner. Continued participation in the HPE ARUBA Partner Branded Support for Networking program is subject to your compliance with this business plan process, and achievement of your business plan objectives.

As a minimum, the Business Plan will include:

- The partner services strategy for HPE ARUBA Networking
- Partner specific hardware and services sales targets by product category based on strategy defined
- Sales targets will be calculated taking into consideration the product categories elected by the partner within this program
 - You will be expected to sign up for accelerated levels of HPE ARUBA Networking product and services sales growth that is higher than the standard market rate or country average for the particular Networking product category

Additionally the Business plan may include:

- Training plan commitments
 - Clarity on existing level of expertise with associated HPE ARUBA training completed as well as commitment to incremental training required to operate within this program
- Partner investment in HPE ARUBA Networking equipment
 - Clarity on existing investment in HPE ARUBA Networking products and commitment to close gaps in order for partner to be effective in this program

Termination

HPE ARUBA may de-authorize a partner if the partner fails to comply with program requirements defined within this document. Partner must be in compliance with Termination and Program changes clause as defined in the PBS Contract Addendum section 6. For your convenience the PBS Termination and program changes section of the PBS Addendum are included below.

Term. Subject to the duration of your applicable Program Term, you shall be allowed to participate in the Program until termination by either party in accordance with this section 6.

Program Changes. HPE may change the terms of the Program or applicable Program Guide at any time. Changes will be effective thirty (30) days from the date the modified Terms are posted on the [HPE Partner Portal](#) or as separately communicated to you.

Termination. In addition to the termination provisions of the HPE Partner Agreement, your participation in the Program may be terminated as follows:

By either party at any time with ninety (90) days' written notice.

By us upon written notice with immediate effect if either the authorization or qualification criteria or the required performance levels are no longer met and if the situation is not cured within three (3) months from the date of our notice.

By us upon sixty (60) days written advance notice to you, if we decide to terminate the Program.

By either party upon written notice with immediate effect in any of the following circumstances:

in the event of a material breach of any of the other party's material duties and/or obligations hereunder (for you, this will include, but will not be limited to, failure to meet the Prerequisites, infringement of any Hewlett Packard Enterprise intellectual property rights, non-compliance by you with applicable US and/or other countries export regulations or in the event you are denied export privileges from the US or other national government authorities, breach of copyright, repairs performed by non-accredited personnel), or failure to observe any of the requirements and limitations of these Terms and the Program Guide, and such failure is not cured within ten (10) business days of the aggrieved party's notice;

in the event of Force Majeure circumstances continuing for more than six (6) months.

Your participation in the Program will automatically terminate when your HPE Partner Agreement terminates.

In the event your appointment is suspended or terminated for part or all of the Products, you shall immediately refrain from representing yourself as a Partner Branded Support for Networking Partner or any similar capacity. You shall stop using any technical documentation, software or other Confidential Information provided by us except to the extent needed in relation to orders placed prior to termination which we continue to fulfil under section 6.7, in which case you shall return to us all HPE Confidential Information once those orders have been fulfilled. You may sell the remaining stock of spare parts.

Termination of your participation in this Program does not affect the validity of your HPE Partner Agreement. Termination of your appointment for a specific Support category or Product track does not affect your capability to deliver for other Support categories or Product tracks; your Program participation will however be deemed automatically terminated if no Product track or Support category remains. Termination of participation in the Program of or by any of your Affiliates (or any appointment for a specific support category or Product track) shall not affect the participation in the Program (or appointment for a specific support category or Product track) of any of your other Affiliates.

Provisions herein which by their nature extend beyond termination will remain in effect until fulfilled.

In the event that we terminate this Program or your participation in accordance with section 6.3.1 or 6.3.3, we will continue to fulfil all orders placed by you prior to termination, except where you fail to make payments due or you fail to comply with any other obligation that survives termination.

In the event that we terminate your participation in the Program under section 6.3.2, HPE will use reasonable commercial efforts to provide information so that the Customer has options, directly or through an HPE Authorized Partner, to purchase alternative support services, provided that the Customer is located in a country in which HPE operates and HPE has access to all necessary information to build the service offering. Further, for Customers with valid contracts at the date of termination, HPE will provide you with access to spare parts and Level 3 support on a per event, time-and-materials basis at HPE's standard rates, for the time period of the then-current term of each Customer's contract, which shall not be extended past each Customer's renewal date.

PBS PROGRAM REQUIREMENTS

Summary of PBS Program requirements

Table 1: Delivery Authorization Criteria for Partner Branded Support for Networking Program

Criteria	Goal
Compliance with Partner ready for Networking (Gold or Platinum) sales requirements	Partner Branded Support for Networking Program
Training and certification	<p>All Partner technicians must obtain the necessary Service qualifications as a prerequisite to delivering against a service or product.</p> <p>A minimum of 2 support engineers per service delivery segment with the proper service delivery certifications must be maintained</p> <p>Additional qualifying factors may be necessary based on specific product or service delivery authorization</p>
Infrastructure	<p>Including suitable call center, bench and on-site service capability</p> <p>Maintain an environment sufficient to replicate and resolve customer issues in the installed base including any necessary lab equipment</p> <p>Hours of Operation: 24x7 for all products</p> <p>Partner may not subcontract any support without written permission from HPE Aruba</p>
Performance	Adhere to Key Performance Indicators (KPI's)

TOOLS AND DELIVERY

Product information

Product documentation may be found at: <https://www.arubanetworks.com/products/networking/>

Warranty information is available via <https://www.arubanetworks.com/support-services/product-warranties/>

Support Phone Numbers

Partner technical support can be accessed through the following phone numbers:

<https://www.arubanetworks.com/support-services/contact-support/>

If a support case requires escalation to facilitate resolution

1. Request an escalation to current case owner
2. Email Aruba-Escalations@hpe.com 24x7 (target 1 hour response time)

Aruba Support Portal

The Aruba Support portal replaces my Networking portal for your support needs:

Log in: <https://asp.arubanetworks.com> –use the [Partner Ready Portal user link](#) during login.

- **Important:** When you log in, select the “Partner Ready Portal user” link to sign in, as shown in Figure 1. Otherwise, you will not be able to access partner privileges, such as the ability to create evaluation licenses or access all software and documents.

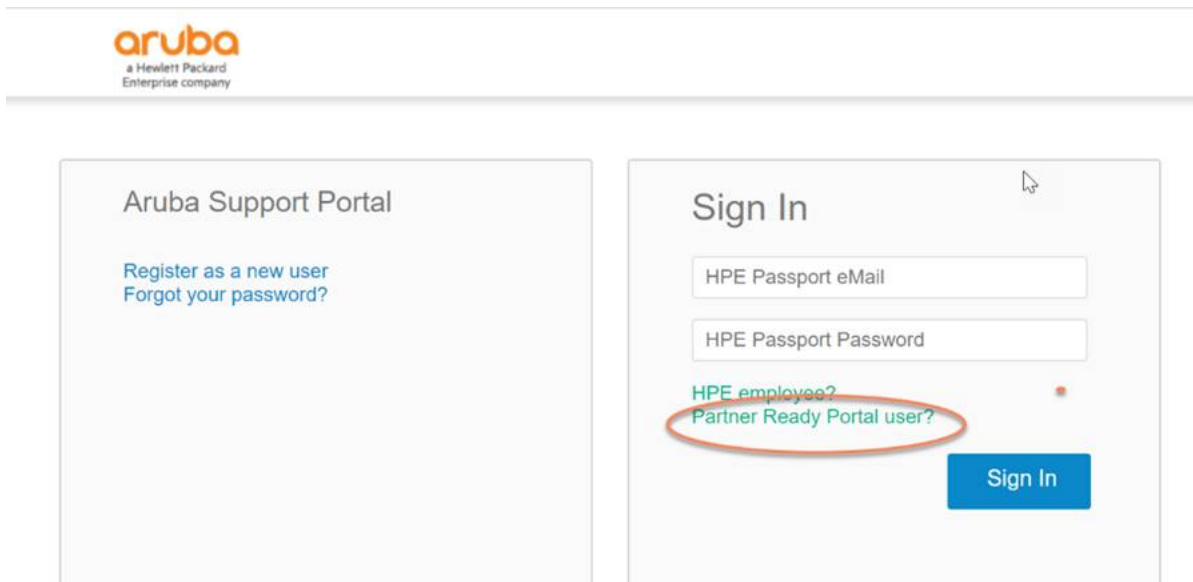


Figure 1. Sign In for Partner Ready Portal Users

License and Asset Management

View and manage all your licenses

Activate licenses

Case Management

Access to all Support Cases

Simple Case creation

Software and Documentation

All software and documentation for all Aruba Branded products

Innovation Zone

Request enhancements (RFE)

Track requests

Interact with Product Mgrs

Obligations with regard to safety

Comply strictly with the safety specifications mentioned in HPE ARUBA's relevant documentation, with all applicable national and EU laws, regulations and governmental guidelines regarding health and safety at work, environmental protection, safety standards for electronic equipment and the repair of electronic equipment.

Promptly report to HPE ARUBA all suspected design or manufacturing defects or safety problems with the Products and assist HPE ARUBA in implementing corrective action communicated by HPE ARUBA.

PERFORMANCE MEASUREMENT

Key Performance Measurements (KPI's)

 **IMPORTANT**

As part of participation in the Partner Branded Support for Networking program, partners need to meet or exceed certain KPI's. These KPI's will be used to assess continued participation in the Partner Branded Support for Networking Program

KPI	Description	Measure
Sales Growth	Measurable growth in product and support sales Y/Y	Per Business Plan
Attach	Total Services unit sales/Total Eligible HW unit sales	70%
Certified Engineers	2 engineers per service delivery segment	2 Professional level certifications

Additional Performance Indicators

In addition to the Key Performance Indicators documented in the section above, there are additional performance indicators within the Partner Branded Support for Networking program.

 **IMPORTANT**

Not meeting the additional requirements may have impact on status in the Partner Branded Support for Networking program.

Number of Support Calls to Aruba TAC

As per the requirements outlined in this guide, the Partner is responsible for supplying Level 1 and Level 2 technical support to customers. As part of the benefits of this program, the Partner is able to access HPE Aruba technical support for Level 3 issues (technical product defects, software/firmware bug issues, etc.).

If the Partner is using proper diagnostic and troubleshooting procedures delivered by properly trained and delivery certified support engineers, it is expected that Level 3 issues would occur in ~3% of service events (excluding RMA cases). In order to insure this is being adhered to, HPE ARUBA may perform a review if submitted cases or process audit to determine if the partner is using proper diagnostic and troubleshooting procedures executed only by properly trained and certified support engineers.

For additional guidance for distinguishing proper level of support case, see Appendix B Support Case Level Guidance.

In the case of End Customers contacting HPE ARUBA TAC for PBS Branded Support, the End Customer will be directed back to the PBS Partner for support

It is expected that the partner maintain a high level of customer satisfaction. If HPE Aruba receives repeated notification of dissatisfied end customers, HPE Aruba and the Partner will establish a plan to resolve customer challenges.

Renewal business

It is expected that the partner will work to renew all support contracts. The partner may need to display evidence of renewals for Partner Branded Support sales if requested by HPE Aruba.

APPENDIX A: TECHNICIAN QUALIFICATION

Summary

	WLAN	Switching	Software (if applicable)
Required	2 Aruba Certified Mobility Professional (ACMP)	2 Aruba Certified Switching Professionals (ACSP)	1 Aruba Certified Clearpass Expert (ACCX) 1 Aruba Certified ClearPass Professional(ACCP) or 2 Airwave
Optional - Associate level	Aruba Certified Mobility Associate (ACMA)	Aruba Certified Switching Associate (ACSA)	Aruba Certified Clearpass Associate (ACCA)
Optional - Expert Level	Aruba Certified Mobility Expert (ACMX)	Aruba Certified Switching Expert (ACSX)	Aruba Certified Clearpass Expert (ACCX)

See HPE Aruba complete list of available certifications: <https://www.arubanetworks.com/support-services/training-services/>

WLAN & Switching Training

Click on the course link to view schedules and register

Certification	Recommended Training	Format	Length	Exam ID
ACMA	Aruba Mobility Fundamentals	Virtual Instructor-Led OR Web Based	3 days OR 2 days self-directed labs	HPE6-A70
ACMP	Implementing Aruba Mobility	Virtual or In-person Instructor-Led OR Web Based	5 days OR 4 days self-directed labs	HPE6-A71
ACMX	Aruba Advanced Mobility Troubleshooting & Solutions	Virtual Instructor-Led	5 days	Practical exam HPE0-A119P Written Exam HPE6-A48
ACSA	Aruba Switching Fundamentals for Mobility OR Aruba Switching Fundamentals for Mobility eLearning	Virtual Instructor-Led OR Web Based	3 days OR 2 days self-directed labs	HPE2-Z39 or Upgrade HPE2-Z40
ACSP	Implementing Aruba Switching	Virtual or In-person Instructor-Led OR Web Based	5 days 4 days self-directed labs	HPE6-A45 or Upgrade HPE6-A46

Software Training

Click on the course link to view schedules and register

Certification	Recommended Training	Format	Length	Exam ID
ACCA	ClearPass Fundamentals (Atmosphere events only)	In-person Instructor Led	2 days	HPE6-A27

ACCP	ClearPass Essentials Instructor-Led OR ClearPass Essentials eLearning_+ ClearPass Essentials Virtual Lab	Virtual or In-person Instructor Led OR Web Based + Virtual Instructor Led	5 days OR 3 days	HPE6-A68
ACCX	Aruba Advanced ClearPass Troubleshooting & Solutions	In-person Instructor Led	5 days	HPE0-A122P
None	Airwave Installation, Configuration & Use	Virtual Instructor Led	3 days	None

Please use the below link for the most current Aruba Education courses and requirements:

Link to Aruba Education Services: Course name guide: <https://www.arubanetworks.com/assets/Aruba-Course-Name-Guide.pdf>

Partner Learner Identification

Learners must enter their Learner ID in order to receive credit for training and exam completions. Failure to enter your Learner ID may result in some courses not being tracked and achievements recognized. Using your Learner ID is simple, just follow the steps below.

To create an HPE Learner ID / Profile:

1. Access the [Partner Ready Portal](#) home page and click "New user? Register here"
2. Create your new contact profile with your new partner Location ID

To find your HPE Learner ID:

Click to access [My Learning](#)

1. Login with your HPE Passport credentials
2. Check Learner ID just below your name

You can also [complete this form](#) to request your HPE Learner ID be sent to you by email.

APPENDIX B – SUPPORT CASE LEVEL GUIDANCE

Partner Branded Support for Networking Partner			Aruba TAC (Aruba will only engage with Partner and not with End Customer)
Issue Type	Level-1	Level-2	Level-3
Configuration - How To's	To guide customer on basic feature or product configuration and appropriate KB article recommendation for further guidance.	Performs complex feature configuration and offer quick workaround in case intended feature is not applicable for customer requirements.	Engaged on technically challenging issues based on new feature/product
Config -Misconfigurations	To carry out fundamental diagnosis and configuration sanity check, OS compatibility and make logical progress.	Advanced troubleshooting, Packet capture analysis, 3rd party integrations, complete understanding of customer network schema, and comprehensive knowledge on product capabilities.	To handle escalated and complex troubleshooting scenarios, assist field teams during critical issues. Engaged on business/operations/revenue impacting production network issues
Connectivity	Performs high-level connectivity diagnosis such as feature support & product compatibility. Implements best practice to resolve known issues.	Debugging and log analysis, good knowledge on 3rd party devices and their connectivity related troubleshooting.	Handles next generation technology and cutting edge product connectivity issues. Thorough understanding of technology as well as product functions.
Instability/Reboots	Identification of issue source (i.e., hardware related, network related, software related, s/w process related) and classification	To validate h/w or s/w defect and report to engineering for further analysis.	Works with engineering and performs root cause analysis
Licensing	To identify or recommend licensing related queries for customer network capacity planning or expansion.		Address the licensing related issue that the Partner was not able to resolved
Performance	Obtain the issue clearly and benchmark current performance of reported scenario. To obtain the customer expectations of desired performance	Compare current performance with product capability and network infrastructure support and troubleshoot accordingly.	Perform final level troubleshooting. Apply latest feature and beta technology to meet issue resolution
Reporting/Monitoring	Replicate customer issue using their flash backup, if not replicable gather necessary data from customer network to raise an engineering ticket	Engaged if advanced debugging is required or complex data needs to be gathered from controller for engineering analysis.	n/a
Security	Address vulnerability patches, validate customer reported network security audit reports, basic diagnosis of network threats, logs, and attacks.	Engaged in advanced security configuration implementations, troubleshoot complex wired and wireless security features supported by the product.	Overall in depth troubleshooting across various security branches such as intrusion detection, prevention, IPSec, encryption, cryptography and VPN

Support Portal	Addressed by Welcome Center (Aruba TAC)	Addressed by Welcome Center (Aruba TAC)	Addressed by Welcome Center (Aruba TAC)
Upgrade/Install	Basic product upgrades and upgrade path recommendation/implementation.	Advanced upgrades on large implementations across several device groups and complex network architectures.	Root cause analysis for upgrade or install failure. To work with engineering to obtain customized fix for critical deployments
Customization	Basic level of thresholds customization and feature customization	Engaged in customization related issues which involves shell/advanced level of debugging	Engaged on technically challenging deployments, network or architecture re-design based on new feature/product
Hardware Defect	Validate device defect and process RMA's as per SLA (Customer & Partner)		n/a
Inquiry	Addresses basic technology and feature related queries.	To address technically challenging queries which require advanced product and technology knowledge.	n/a
Software Defect	Perform relevant diagnosis and summarize the recent lab replications	Identify, validate and summarize s/w defect report Aruba TAC Approval	Work with engineering, performs root cause analysis to request fixes / patches


LEGAL NOTICES

This Program can be modified or withdrawn at the discretion of HPE PointNext or HPE Aruba.

©2016, 2021 Hewlett Packard Enterprise Development Company, L.P.

The information contained herein is subject to change without notice. The only warranties for HPE products and services are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. HPE shall not be liable for technical or editorial errors or omissions contained herein.

For more information regarding HPE's privacy policy or to obtain contact information, please visit our [Hewlett Packard Enterprise Online Privacy Statement](#)

 **IMPORTANT** Some of the business processes and procedures covered in this document may have been outsourced by HPE. Accordingly, the designated service provider will be deemed to act for the account of HPE in performing any specific activities or producing any specific documents in relation to the outsourced process or procedure. Where necessary, the description of the process or procedure concerned includes all relevant information and necessary practical indications in this respect.
