

RESOURCE GUIDE

# FOUNDATION CARE FOR ARUBA TAC USER GUIDE

JULY 2021

This document is intended for Foundation Care for Aruba customers.

Aruba partners in the Partner Branded Support (PBS) program should refer to the PBS Operations Guide located on the [Partner Ready for Networking Portal](#).

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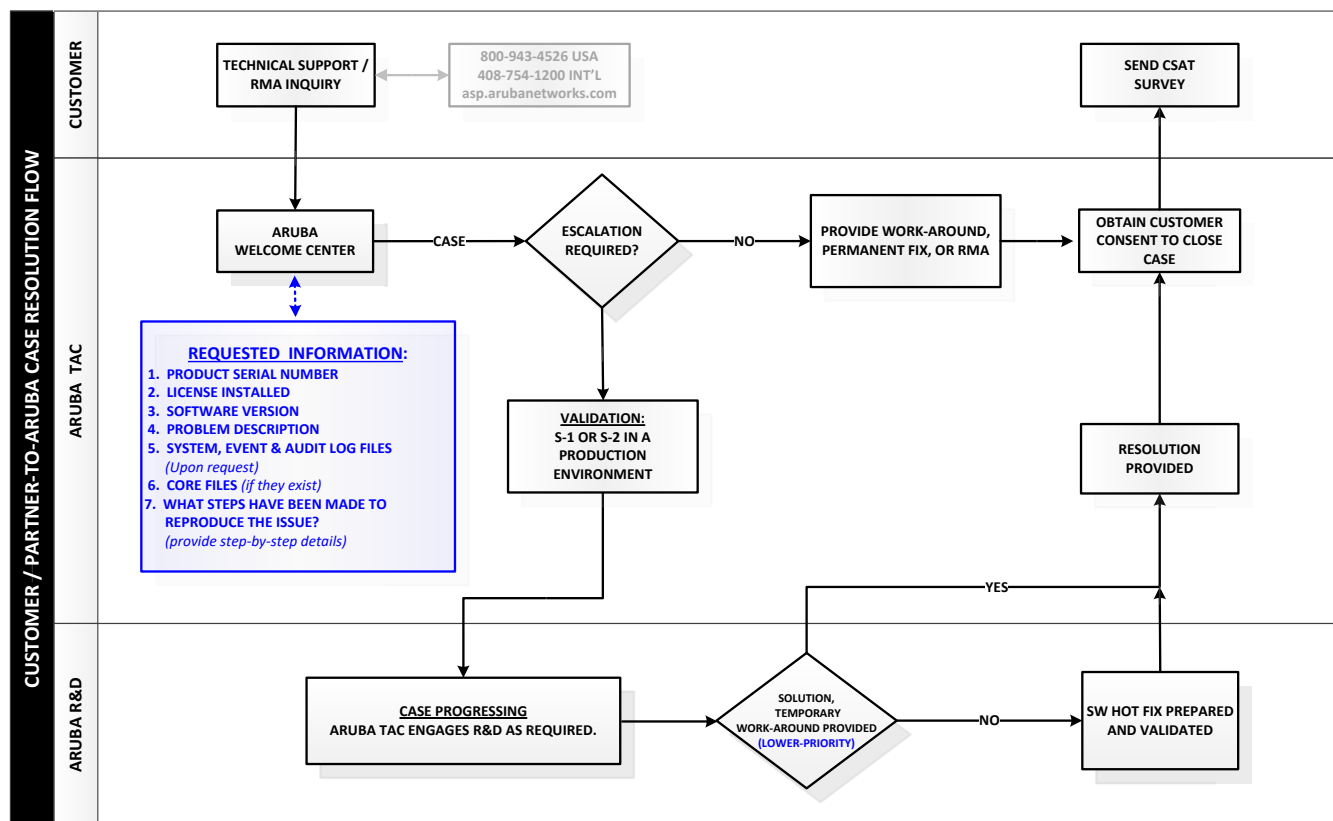
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To ensure that you receive the best customer experience, Aruba, a Hewlett Packard Enterprise Company, have developed this reference document: Foundation Care for Aruba TAC User Guide: Getting Started. **This document is to be used as a guideline only and is subject to change.** Consult the Aruba company website at <https://www.arubanetworks.com/support-services/> for the latest copy of this document.

## 1 QUICK REFERENCE GUIDE FOR OPENING A CASE



## 2 QUICK REFERENCE KEY CONTACTS

See [Section 6](#) for additional details for key contacts.

### 2.1 Aruba Technical Assistance Center (TAC)

- North America: 1-800-WiFiLAN (1-800-943-4526)
- International: +1-408-754-1200
- Universal International Freephone Numbers (UIFN) and toll numbers for international support on all products can be found at <https://www.arubanetworks.com/support-services/contact-support/>

### 2.2 Severity 1 (Network Down) or Severity 2

If you are experiencing a Severity 1 network down situation or Severity 2, call the Technical Assistance Center at **1-800-WiFiLAN (1-800-943-4526) or International: +1-408-754-1200**. If outside the U.S. or Canada, use a country number listed here: <https://www.arubanetworks.com/support-services/contact-support/>

### 2.3 Aruba Inside Sales or Regional Aruba Partner

You may reach the Aruba inside sales team at:

<https://www.arubanetworks.com/company/contact-us/contact-us-form/> or via phone:  
+ 1-844-473-2782.

To find an Aruba Partner, visit:

<https://findapartner.arubanetworks.com/aruba.html>

### 2.4 Escalation of Case Requests

Customers who have an active Foundation Care contract, and have concerns on resolution, product performance, defective part replacement delivery, and/or a technical issue not resolved in a reasonable timeframe with their existing service case, can send an escalation request to [aruba-escalations@hpe.com](mailto:aruba-escalations@hpe.com), via the Aruba Support Portal (ASP) case manager system, or by telephoning the Aruba TAC.

Escalate via the case owner.

Customers who do not have an active Foundation Care contract will not receive priority or escalation entitlements.

## 3 GETTING STARTED WITH ARUBA

To expedite your case resolution time and assistance from our Aruba Technical Assistance Center (TAC), make sure the following actions are completed as part of your product purchasing process.

### 3.1 Create your ASP account

To create your ASP account, go to <https://asp.arubanetworks.com/>. Ensure each of your senior technical members, has an active login within the ASP.

For a detailed demo on how to create your ASP account, visit <https://asp.arubanetworks.com/more-information>. It may take up to one business day to finalize the creation of your new ASP account. Note: You may use your current HPE Passport credentials for the MyNetworking portal to log into the Aruba Support Portal.

Our ASP provides you with the following capabilities. See [Section 4.1](#) below for details.

- Online case management
- Request return materials authorizations (RMAs)
- Access to software, bug fixes
- Access to product documentation
- Access to our knowledge base and online Airheads Community
- Aruba Solution Exchange for configuration assistance
- Licensing information

### 3.2 Confirm your products have been registered with Aruba

As a part of your Foundation Care contract, it is required that your Aruba partner registers your product serial number(s) and that the installation location is provided to Aruba. Confirm with your Aruba Partner that they have registered your Aruba SAID# in our system, as required per our purchase order process requirements.

**Note: If we do not have an active Foundation Care contract registered in our system, you will receive assistance under your product warranty entitlement if applicable. See [Appendix C](#) for details.**

### 3.3 Software License Activation

Self-service license creation using your Certificate is available at the Aruba Support Portal <https://lms.arubanetworks.com/>. See [Section 4.1](#) to set up access to the Aruba Support Portal.

### 3.4 Foundation Care and Warranty Entitlements

Under Aruba product warranty, the Aruba Technical Assistance Center will only provide assistance to ensure the product is within conformance of the product specifications. In addition, the TAC will not provide priority assistance and is available within a limited number of business hours. To check your warranty entitlement, visit <https://support.hpe.com/hpsc/wc/public/home>

**Note: If you require technical assistance with product configuration, setup, interoperability and problem resolution with 24x7 availability, ensure an active Foundation Care contract is on all your products.**

See [Appendix B](#) and [Appendix C](#) for more details.

## 4 ARUBA CUSTOMER SERVICE TEAM

The Aruba Customer Service Team consists of a number of groups and tools within Aruba, all working together to quickly answer questions and resolve network issues.

### 4.1 Aruba Support Portal

For quick and easy problem resolution, Aruba has designed a state-of-the-art online self-service portal called the ASP that provides you with the following features:

- Airheads Community: Provides you with our state-of-the-art **knowledge base (KB)**, where you can join a **community of network professionals** and discuss issues, ideas, and tips. Or access the interactive **Learning Portal** where you can access documents and videos for your areas of interest. You can also upload your own videos or content here.
- The latest software updates and complete product documentation: <https://asp.arubanetworks.com/downloads>.
- Complete online case (support request) management via the ASP case manager: <https://sso.arubanetworks.com/idp/startSSO.ping?PartnerSPId=https://hp--community.force.com/customerportal>.
- Our Innovation Zone allows you to provide ideas for product as well as product documentation.

[https://innovate.arubanetworks.com/portal\\_session/new](https://innovate.arubanetworks.com/portal_session/new).

If you have issues onboarding or registering, email [asp-access@hpe.com](mailto:asp-access@hpe.com).

Visit <https://asp.arubanetworks.com/more-information> for a detailed demo on how to onboard to ASP, navigate around ASP, and to use the case management portal.

Note: You may use your current HPE Passport credentials for the MyNetworking portal to log into the Aruba Support Portal.

### 4.2 Welcome Center

The Aruba Welcome Center is a help desk, which is available 24x7x365 and is your first point-of-contact with Aruba Technical Assistance Center (TAC). They assist all customers, including but not limited to:

- Entitlement of technical support requests (warranty or Foundation Care)
- Open/Update a case
- ASP account
- Product registration in ASP
- License issues and questions
- Downloading software within the ASP
- License key management
- Warranty and contract questions and issues

#### 4.2.1 Welcome Center Contact Information

- Case Manager via ASP: [Open/View Case](#)
- North America: 1-800-WiFiLAN (1-800-943-4526)
- International: +1-408-754-1200
- Universal International Freephone Numbers (UIFN) and toll numbers for international support on all products can be found at <https://www.arubanetworks.com/support-services/contact-support/>

### 4.3 Global Aruba Technical Assistance Center (TAC)

The Aruba TAC is primarily responsible for problem resolution for Aruba customers and partners. Globally, the Aruba TAC has over 30 locations worldwide. It consists of Aruba TAC engineers who provide both initial and escalation support for Aruba products.

- **Technical Assistance Centre (TAC):** Team of Technical Support Engineers
- **Global Support Center (GSC):** Team of Technical Support Engineers specialized by product group (AOS,

IAP, AirWave, ClearPass, Central, Introspect, NetInsight, Switching).

- **Global Escalation Center (GEC):** Team of Escalation Engineers specialized by product group.
- **Engineering Resolution Team (ERT):** Team of Senior Escalation Engineers who have direct access to Engineering and are specialized in more than one product group.

#### 4.3.1 Global Solution Center

Aruba TAC engineers are product specialists who can resolve 90% of the cases in Aruba TAC. They provide our Foundation Care customers with product configuration, interoperability, and problem resolution with 24x7 availability and priority assistance.

#### 4.3.2 Engineering Resolution Team

The Engineering Resolution Team is our global escalation team and handles all escalated cases 24x7 and helps to resolve the remaining 10% of the cases. This team has direct coordination with our Aruba Customer Engineering and R&D teams to ensure case resolution.

#### 4.3.3 Aruba Customer Engineering Team

The Aruba Customer Engineering Team comprises experienced networking, radio frequency, and security engineers. If Aruba TAC determines that someone from the Aruba Customer Engineering Team is required to resolve an issue, the TAC will dispatch and coordinate the assistance for you.

#### 4.3.4 Global Logistics

If the Aruba TAC engineers determine that your product is defective, a RMA is issued. The Aruba TAC engineers or other Aruba resource will begin the RMA process on your behalf. See complete details about the RMA process in [Section 5](#).

## 5 HOW TO WORK WITH THE ARUBA TAC

### 5.1 Entitlement Verification

In order to receive assistance from the Aruba TAC, your product must be covered under a Foundation Care contract or by warranty. The Welcome Center will verify your entitlement when you phone into the Aruba TAC. See [Section 4.2](#).

If your Aruba product is not covered under a Foundation Care support contract and you would like to learn about our services and their benefits, contact your Aruba Partner or your Aruba inside sales team at:

<https://www.arubanetworks.com/company/contact-us/contact-us-form/> or +1-844-473-2782.

To find an Aruba Partner, visit:

<https://findapartner.arubanetworks.com/aruba.html>

### 5.2 Aruba TAC Hours of Operation

The Aruba TAC provides assistance 24x7x365 basis and will provide service based on your Foundation Care support level. See [Appendix B](#) for the Foundation Care offerings.

For customers receiving assistance from Aruba TAC under the product warranty, our Aruba TAC engineers will provide conformance of product specifications and RMA processing. If you require assistance with product configuration, setup, interoperability and problem resolution with 24x7 availability, ensure you have an active Foundation Care support contract for your product.

For warranty details, visit, <https://www.arubanetworks.com/en-gb/support-services/product-warranties/> and [Appendix C](#).

### 5.3 Telephone Support

You can open a case with Aruba TAC via Case Manager in ASP (non-critical) or telephone for critical issues.

- Case Manager via ASP: [Open/View Case](#)
- North America: 1-800-WiFiLAN (1-800-943-4526)
- International: +1-408-754-1200
- Universal International Freephone Numbers (UIFN) and toll numbers for international support on all products can be found at <https://www.arubanetworks.com/support-services/contact-support/>

### 5.4 Technical Case Request Management

To ensure you receive the best and most efficient assistance from our Aruba TAC engineers, provide as much detail as possible when opening a support case via ASP or telephoning into the TAC.

#### 5.4.1 Case Request Details

- Customer name and location
- Problem definition; make this as detailed and specific as possible
- Serial number of the device(s) in question
- Software version running on the device(s) in question
- Model name of the device(s) in question
- IP address information

### 5.4.2 Defining the Problem

Be prepared to define the problem and provide the following information:

- Severity 1—Critical: Severe impact to business operations
- Severity 2—High: High impact with disruption to operations
- Severity 3—Minor: Medium to low impact to normal business operations
- Severity 4—Informational: Minor problems, request for information, and such

### 5.4.3 Problem Symptoms

- When the behavior was first observed and what, if anything, has changed in the environment. For example: “The device shows critical status for the last 4 days and the ‘show stats alarm’ command shows ‘bypass alarm.’”
- If this was a previously stable environment, explain what changed within the network or specific application prior to this behavior
- Attempts to troubleshoot and rectify the problem. For example: “Tried to restart the service at 17:23 today but this failed”
- Network diagram and deployment information
- Provide information about your network design, where the Aruba product appears, and the way it is deployed

### 5.4.4 Problem details

Provide as much information as you can about the problem. For example—what do these messages mean and do they affect the performance of the appliance?

### 5.5 Aruba TAC Engineers' Responsibilities

Once you have initiated a Case Request with Aruba, the Aruba TAC Engineer will take the following actions:

- Take ownership of the case
- Begin troubleshooting, diagnostics, and problem replication as appropriate
- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request
- Generate an RMA if it is determined that your product is defective. In this instance, RMA information such as the number and the type of replacement is provided to you and noted in your ASP case manager.

- Close the case when you agree that the problem has been resolved

You can monitor the case progress by logging into [ASP Case Manager](#).

Once a case is opened with Aruba TAC, a TAC engineer is assigned and will resolve the issue as quickly as possible. The Aruba TAC engineer will update you via telephone, e-mail, or update the case notes so that they are viewable by you over the web. If escalation is required, the case is assigned to an appropriate subject matter expert within the Aruba Global Solution Center who works the case to completion. This engineer may engage other resources within the Aruba technical organization and with engineering teams that have additional product and technology knowledge specific to your case to help resolve the issue in a timely manner. The Aruba TAC engineer remains the case owner and acts as your primary interface until the case is resolved.

### 5.6 Customer Communication Guidelines

Aruba TAC provides responses and communication to customer issues periodically. These communications are based on the severity assignment of the case.

#### 5.6.1 Table 1: Response and Communication Guidelines

Case Severity	Initial Response Target	Update Frequency*
Severity 1	Within 1 hour	Updated every 2 hours
Severity 2	Within 4 hours	Updated every business day
Severity 3	Within 1 business day	Updated once per week
Severity 4	Within 5 business days	Updated monthly

\*Or as otherwise negotiated with you. Each issue is unique and carries a different set of complexities and challenges. Aruba will make all reasonable efforts to provide a response within the assigned target.



Note: If you are experiencing a Severity 1 network down situation, or a Severity 2 issue, call TAC at 1-800-WiFiLAN (1-800-943-4526) or International: +1-408-754-1200. If outside the U.S. or Canada, use a country number listed here:  
<https://www.arubanetworks.com/support-services/contact-support/>

## 6 ARUBA CASE REQUEST GUIDELINES AND PROCESS

### 6.1 General Questions and Problems

If you have a product question or issue that you cannot resolve, and it is not of a time-sensitive nature, follow these guidelines to receive a quick and reliable solution on the Aruba Support Portal. It contains the following:

- Airheads Community: Provides you with our state-of-the-art KB, join a community of network professionals and discuss issues, ideas, and tips. Or access the interactive Learning Portal where you can access documents and videos on your area of interest. You can also upload your own videos or content here:  
<https://community.arubanetworks.com>
- Complete product documentation:  
<https://asp.arubanetworks.com/downloads>
- The latest software updates:  
<https://asp.arubanetworks.com/downloads>
- Complete online case (support request) management via the ASP case manager:  
<https://sso.arubanetworks.com/idp/startSSO.ping?PartnerSpId=https://hp--community.force.com/customerportal>.
- Our Innovation Zone allows you to provide ideas for product as well as product documentation:  
[https://innovate.arubanetworks.com/portal\\_session/new](https://innovate.arubanetworks.com/portal_session/new).

### 6.2 Non-Urgent Technical Case Requests

Case Requests can be opened on the web using the ASP [Case Management](#) tool. This option should be used for any technical inquiry or product problem, including RMAs. Select **Create Case** in the left hand navigation and enter the information regarding your product and the problem you are reporting. Complete all the required fields in as much detail as possible. Selecting the correct **Product** is important for the fastest service delivery. After entering the appropriate information, select **Create Case** and a case number will be provided. The case is

routed directly to an Aruba TAC engineer.

Case examples include:

- Defect (bug) reporting
- RMA processing
- Configuration assistance
- Standard network troubleshooting

Note: You may use your current HPE Passport credentials for the MyNetworking portal to log into the Aruba Support Portal.

### 6.3 Network down or network impaired situation

The next level of problem reporting into the Aruba TAC is Severity 1 or Severity 2 priority problem reporting. Use this process if you have a network down or network impaired situation.

- North America: 1-800-WiFiLAN (1-800-943-4526)
- International: +1-408-754-1200
- Universal International Freephone Numbers (UIFN) and toll numbers for international support on all products can be found at <https://www.arubanetworks.com/support-services/contact-support/>

### 6.4 Escalation of Case Requests

Customers who have an active Foundation Care contract and have concerns on resolution, product performance, defective part replacement delivery, and/or a technical issue not resolved in a reasonable timeframe with their existing service case can send an escalation request to [aruba-escalations@hpe.com](mailto:aruba-escalations@hpe.com), via the ASP case manager system, or by telephoning the Aruba TAC.

Escalate via the case owner.

Customers who do not have an active Foundation Care support contract will not receive priority or escalation entitlements.

### 6.5 Product Defect (Bug) Reporting Process

Check the product Release Notes for the latest information on known issues or existing bugs with our products. Any new and suspected product defects found during your case management process will be reported by the Aruba to the Aruba engineering team and we will follow the issue to resolution. For customers seeking assistance from Aruba under their product warranty, priority bug reporting is not provided.

## 6.6 Feature Enhancement Requests

All feature enhancement requests can be provided via the [ASP Innovation Zone](#). Our product management team uses this information as a resource to prioritize and define their product road map for future releases. If you require further guidance, contact your Aruba field sales representative.

## 6.7 Resolution Process

The assigned Aruba TAC engineer will make use of all required resources to provide a solution to the reported problem. Where a solution is not readily available, the Aruba TAC engineer will look for ways to work around or mitigate the impact of the problem until a solution is available. To keep you informed of the progress on all open issues, the Aruba TAC engineer will update the online case notes. You can log into your [ASP case manager](#) tool and obtain updated status information on your case.

As part of the solution process, the Aruba TAC engineer may take any of the following steps:

- Review configuration/debug information to identify resolution of issue
- Replicate the scenario/issue in the Aruba TAC lab (where possible)
- Troubleshoot live on the affected equipment
- Create an RMA where the cause of a problem is related to failed hardware
- Create an Engineering Defect (problem report or bug) where the cause appears to be a product defect

Once verified to be a software defect, the Aruba TAC engineer will open a problem report with the appropriate engineering group. The defect will be noted in your Case Request so that you can view the status of the defect online (where possible).

The Aruba TAC engineer will continue to work with you to determine if a workaround is required until a solution can be provided in the software. Once the problem report is resolved, you can typically find it in the next software maintenance release. The Aruba TAC engineer will provide details of the planned release to you. If a fix is required in a shorter time frame, the Aruba TAC engineer can work with you and the Escalation team to determine if an interim release can be provided.

## 6.8 Reporting Security Vulnerabilities

Aruba's Security Incident Response Team (SIRT) is responsible for receiving, tracking, managing, and disclosing vulnerabilities in Aruba products. The Aruba SIRT actively works with industry, non-profit, government organizations, and the security community when vulnerabilities are reported. A security vulnerability is defined as any weakness in a product that allows an attacker to compromise the confidentiality, integrity, or availability of a product, customer infrastructure, or IT system through an Aruba product in that environment.

To report a potential security vulnerability:

1. The preferred method to reporting suspect product vulnerabilities to Aruba is by sending an email to [Aruba-SIRT@hpe.com](mailto:Aruba-SIRT@hpe.com) using our public PGP key (ID 0x458586D9), that can be found on public key servers and [here](#).
2. Subscribe to the Airheads Community feed at <https://community.arubanetworks.com/t5/Security/Security-vulnerability-advisories/mp/176738/highlight/true#M13343>

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

## 7 RETURN MATERIALS AUTHORIZATION PROCESS

In some cases, you may need to return hardware to Aruba for replacement. Before returning any hardware, contact Aruba TAC. If the Aruba TAC verifies that the product is defective, Aruba issues a RMA number and provides a return address to send the defective unit for repair or replacement. The RMA number ensures proper tracking and handling of the returned material.

### 7.1 Shipping

All replacement products are shipped with a Customer Returns kit that provides return instructions along with the RMA number and any applicable documentation. Aruba cannot accept any returned product without an RMA number on the package. Customers must deliver the defective product along with the RMA number to the shipping address provided by Aruba within the Customer Returns kit. Aruba offices are unable to accept RMA returns. If the customer ships the product on its own transportation carrier's account or without fully complying with Aruba's RMA procedures, the customer assumes the risk of

damage or loss in transit. The customer must use the original container (or equivalent) and may be required to pay the return shipping charge. The Aruba Support team may be able to advise customers on shipping charges based on their support plan and location.

## **7.2 Product Registration**

Aruba stocks spare parts according to the installation address provided by the customer. Under a Foundation Care Onsite support contract, Aruba will also dispatch a field engineer to this recorded address for repair or replacement. It is, therefore, critical that you maintain the current installation address of each of your Aruba assets through the [Aruba Support Portal](#).

8 APPENDIX A: CASE SEVERITY GUIDELINES AND INITIAL RESPONSE GOALS

Severity	Definition	Aruba & Customer Commitment	Release Vehicle	Initial Response Time Target	Case Update Interval	Target Resolution Time <sup>1</sup>
<b>Severity 1 - Critical</b>	Critical system or service outage in a live production environment that results in a severe degradation of overall network performance and/or significant reduction in capacity	The customer and Aruba will commit the necessary resources around-the-clock to resolve the situation or to provide a work-around	Hot fix or Emergency patch if no work-around exists; if work-around exists, permanent fix rolled into the next scheduled maintenance release	1-hour callback	Every 2 hours <sup>2</sup>	Within two days if no work-around; within 14 days if there is a work-around after root cause has been identified
<b>Severity 2 - High</b>	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.	The customer and Aruba will commit full-time resources during normal business hours to resolve the situation or to provide a work-around.	If a software fix is required and a work-around exists, the fix is rolled into the next maintenance release	4 business hours	Daily	Within 90 days after root cause has been identified
<b>Severity 3 - Moderate</b>	Minor degradation of system or service performance that does not impact end-user service or quality and/or has minimal impact on network or server operations.	The customer and Aruba will commit full-time resources during normal business hours to restore service levels to a satisfactory level.	If a software fix is required this will be targeted for the next minor or major release	1 business day	Weekly	Within 180 days after root cause has been identified
<b>Severity 4 - Low</b>	No impact on system or network operations; information requests, document errors, or standard questions on configuration or functionality of equipment	The customer and Aruba will provide resources during normal business hours to provide informational assistance or as requested to collect feedback.	If a software fix is required the fix is targeted for the next major release	5 business days	Monthly	Not Applicable

1 - Target resolution time is defined from the point-in-time that Aruba has determined root cause and understands how to provide a fix.

2 - Daily updates will be provided as new diagnostic/troubleshooting data is made available to Aruba. Updates will be provided within 24 hours from when that information is received by Aruba.

Performance Target: For Severity 1-3 issues, objective is to meet 95% of the scheduled commitments for response times, restore, and resolution intervals.

## 9 APPENDIX B: FOUNDATION CARE SUPPORT OFFERINGS

If your network is important to your business, then your business needs the backing of Foundation Care for Aruba support services. Foundation Care provides essential support entitlements, a range of flexible options for hardware replacement, and is the gateway service that allows you access to additional support services such as Aruba Customer Engineering, Resident Engineer, and Premier Support services.

For complete details, see the [Foundation Care Service Brief](#).

	NBD* Exchange	4-Hour Exchange	NBD* Onsite	4hr Onsite	Call-To-Repair (CTR)
<b>Parts and labor for hardware replacement</b>	NBD delivery of parts only	4-hour delivery of parts only	Parts and NBD on-site labor	Parts and 4-hour on-site labor	Parts and on-site labor, operational within 6 hours of call on critical outages (Sev. 1)
<b>TAC support</b>	24x7	24x7	24x7	24x7	24x7
<b>Software updates</b>	Yes	Yes	Yes	Yes	Yes

\*Next Business Day

For complete details of the service delivery, review the Foundation Care data sheets, which contain the terms and conditions of the service delivery:

- [Advanced Replacement](#) (NBD, 4hr, or CTR)
- [On-site](#) (NBD or 4 hours)

## 10 APPENDIX C: ARUBA PRODUCT WARRANTY

Under the Aruba product warranty, depending on the individual product, you will receive limited assistance from the TAC, software updates/upgrades, and hardware replacement. The Aruba Technical Assistance Center **will only provide conformance assistance within a limited number of business hours.**

If you require technical assistance with product configuration, setup, interoperability, and advanced troubleshooting/problem resolution with 24x7 availability, you must have an active Foundation Care contract for all your products.

For complete details on our product warranties, visit:

- [Aruba Software and Hardware Warranties](#)
- [Aruba Product Warranty Details](#)

Warranty entitlements vary by product.

Entitlement	Warranty (NO COST)	Foundation Care (PAID)
<b>Technical Support</b>	<ul style="list-style-type: none"> <li>• Phone Support: Monday–Friday (Business Hours)</li> <li>• Limited, commercially reasonable effort, non-prioritized based</li> <li>• Product conformance (break-fix) Only</li> </ul>	<ul style="list-style-type: none"> <li>• 24x7x365 phone support</li> <li>• Priority based with escalation management</li> <li>• Product conformance plus:               <ul style="list-style-type: none"> <li>○ Guidance on configuration, interoperability and other best practices</li> <li>○ Advanced troubleshooting</li> <li>○ Access to Aruba Customer Engineering</li> </ul> </li> </ul>
<b>Software Support &amp; Updates</b>	<ul style="list-style-type: none"> <li>• Publically available software only</li> </ul>	<ul style="list-style-type: none"> <li>• Priority based on-demand patch/maintenance releases to remediate critical issues, customer specific features, and so forth</li> </ul>
<b>Hardware Support</b>	<ul style="list-style-type: none"> <li>• Next Business Day shipment, no committed delivery SLA</li> </ul>	<ul style="list-style-type: none"> <li>• Next Business Day and Same Business Day delivery goals, with on-site labor options</li> </ul>

### 10.1 ARUBA AND HPE RETURN TO SUPPORT FEE

For any Aruba products, including hardware and software, that have a lapse in coverage for either Warranty and/or Foundation Care, a Return to Support fee may apply. View our [Return to Support](#) fee policy.