ARUBA SUPPORT PORTAL
FEATURE UPDATE – UI IMPROVEMENTS
JULY 2023

Welcome to the Aruba Support Portal (ASP). We strive to bring our customers increased value and capabilities with each new release. Our latest release includes enhancements to Virtual Assistant, Case Management, Online RMA, and the Resources page for webinars and service descriptions.

ENHANCEMENTS, UPDATES AND FEATURES IN ASP V6.1:

- **Ava**, our **Virtual Assistant,** now supports serial number validation which:
    - Enables a simplified process to create a case for hardware failures while providing a seamless crosslink to Online RMA.
    - Offers streamlined workflows for creating new cases, as well as viewing and updating existing cases within the user's account.
- **Ava** is enhanced with improved file support up to 2GB.
- **Online RMA** now incorporates entitled service information to improve case routing.
- **Pro Premier customers can now access webinar recordings** from the Webinar section in ASP
- **All ASP users can** now easily **access Service Descriptions in the** *Resources - More Information* **page**. Learn more about HPE Aruba Networking support offerings and how best to access and utilize our technical support.
    - [TAC User Guide](#)
    - [Foundation Care Service Description (Legal Terms)](#)
    - [Premium Support Services Service Brief](#)

MORE UPDATES COMING SOON

With industry-leading networking expertise and proven innovative insights, HPE Services – Aruba Networking is uniquely positioned to have a positive impact on our customers' product and solution experience. Keeping our customers in mind, we are rolling out updates to ASP on a regular basis, all designed for ease-of-use and functional enhancements in working with HPE Aruba Networking.

At HPE Aruba Networking, we strive to provide our customers with the best level of support possible. Please let us know if we are meeting your expectations by sending us your [feedback](#).