

HiveManager™ Subscription & HiveCare™ Support

As a valued customer, we want to ensure that you continue to receive the latest innovations and world-class support from Aerohive. By renewing your HiveManager subscription and HiveCare Support, you will have access to comprehensive wired and wireless network management, benefit from new capabilities including enhanced dashboards and analytics, and have peace-of-mind with continued enterprise-class support designed for lasting product and service satisfaction.

Benefits of Renewing with Aerohive

Technical Support Services

- 24x7x365 access to highly skilled support personnel.
- Extended Product Protection – RMA within one business day*
- Customers receive aggressive first-response Service Level Commitments to ensure your issues are top-of-queue and have the highest visibility based on the SLA.
- Complete access to all software releases, upgrades, product documentation and links to on-line training during the support term.

**subject to certain limitations and restrictions*

Continued access to advanced features, including:

- Access to the dashboard with overview of status, usage, clients, and network assets
- Real-time client and event monitoring
- Simplified configuration and troubleshooting
- Managing the entire network deployment
- Application Visibility and Control (AVC)
- Reports and monitoring
- Software upgrades for new features/fixes and maintenance releases

Valuable Software Updates & Enhancements

New features released over the last year Include:

- Spectrum Intelligence
- Comparative Analytics
- Switch Stacking for Aerohive and Dell
- Support for our new access point platforms – AP150W / AP122 / AP122X
- Hive Summary report widget
- Two-factor authentication
- Import Pre-Existing PPSK Keys when migrating from HiveManager Classic
- CloudShark Integration for packet capture
- Software defined radio on AP250 / AP550
- Inventory Tab
- Social Login CWP
- iBeacon config
- Track IP
- Local language support (*French, Japanese, Korean, German, Spanish, Simplified Chinese, Italian and Portuguese*)

Note: Please refer to the table at the end of the document for feature availability on HiveManager Public Cloud, HiveManager VA, and HiveManager Classic.

Feature Overviews

Spectrum Intelligence

Spectrum Intelligence provides a live view of the RF (radio frequency) environment so that you can plan for further WLAN deployment or troubleshoot WLAN issues such as high retransmission rates caused by device interference or slow connections due to overuse.

Comparative Analytics

This feature provides a comparative tool to analyze various operating metrics, including performance, of your network against those networks of other Aerohive customers.

Switch Stacking

Up to four of these switch models in any combination can now be managed in a stack. After onboarding the switches, you can configure and monitor the switch stack in HiveManager NG.

Up to 4:

SR2324P, SR2348P, N1500p, N1124P, N1123T, N1148P, N1148T series

Up to 12:

2000, 3000 series

Hive Summary Report Widget

The HiveManager dashboard now features a Hive Summary widget which displays the total number of APs, switches, unique Wi-Fi clients, and unique Wi-Fi users. The information displayed in the widget changes in response to the time slider and any filters that are applied.

Two-Factor Authentication

HiveManager NG administrators can opt-in to using Google Authenticator to provide two-factor authentication when logging into HiveManager NG. With the feature enabled on an account, the affected administrator enters their user name and password, and then the one-time code delivered via Google Authenticator to access HiveManager NG. Google Authenticator is available as a free download from the Apple App Store (for Apple iOS devices) and Google Play Store (for Android devices).

Social Login Captive Web Portal

HiveManager's guest authentication using Google, Facebook, or LinkedIn credentials. It also includes simple pin based authentication to gain network access.

Import Pre-Existing PPSK Keys for Migrating to NG

You can now import PPSK keys previously exported from HiveManager Classic into HiveManager NG.

CloudShark Integration for Packet Capture

This release integrates packet-capture capabilities using CloudShark (cloudshark.org). When you create a CloudShark account, you can obtain an API token from CloudShark, and then enter the token in HiveManager NG. After the key is entered and validated, you can perform single-device, single-location packet captures in HiveManager NG, the results of which are stored in CloudShark and visible through your CloudShark account.

Software-Defined Radio (SDR) on AP250 and AP550

When these APs are operating in dual-5 GHz mode, they automatically choose the correct radio profile from the list of candidate profiles. When operating using a 2.4 GHz radio, the APs shut down the 2.4 GHz radio when not needed to facilitate coverage and prevent co-channel interference.

Inventory Tab

HiveManager now includes an Inventory tab on the Dashboard that shows a precise inventory of all of your network devices (APs and switches). Interactive widgets display device types, configuration status, and counts by model, OS version, and location. Hover your mouse over live areas in the widgets to see more details.

Track IP

Track IP creates a network heartbeat to determine link availability. If a defined target IP address, such as a gateway, becomes unreachable, Access Points can automatically activate mesh backhaul, disable SSID's, or broadcast an emergency virtual access console SSID with local DHCP for over-the-air SSH. This proactive behavior prevents clients from being stranded when uplink paths are inaccessible, enables continuous operation without intervention, and provides IT with console access even if they cannot physically access a device.

iBeacon Config

You can use HiveManager NG to configure the following APs as iBeacon transmitters: AP122, AP122X, AP150W, AP230, AP245X, AP250, and AP550. As transmitters, they broadcast numerical advertisements that trigger an action on Bluetooth-enabled devices that come within range. For example, they can display welcome messages, sale announcements, and coupons.

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New Features Introduced in 2017

FEATURE	HIVEMANAGER CLASSIC ONLINE / ON-PREM	HIVEMANAGER NG PUBLIC CLOUD	HIVEMANAGER NG VIRTUAL APPLIANCE
Spectrum Intelligence		✓	
Comparative		✓	
Switch Stacking for Aerohive and Dell		✓	✓
Support for our new AP line - AP150W / AP122 / AP122X	✓	✓	✓
Hive Summary report widget	✓ <i>(Similar)</i>	✓	✓
Two-factor authentication		✓	
Import Pre-Existing PPSK Keys for migrating to NG	✓ <i>(Export Only)</i>	✓	✓
CloudShark Integration for packet capture		✓	✓
Software defined radio on AP250 / AP550	✓	✓	✓
Inventory Tab		✓	✓
Social Login Captive Web Panel		✓	
iBeacon config	✓	✓	
Track IP	✓	✓	

