Aerohive Cloud Services Platform Upgrade Policy

Aerohive's Cloud Services Platform has been designed to provide customers with instant access to the latest SD-LAN and SD-WAN features, tools, and services. With regular software updates seamlessly deployed to Aerohive's Cloud applications, customers benefit from reduced maintenance complexity, continual innovation, fewer outages, and smoother network operations.

Next-generation Cloud Architecture Benefits

Continuous Feature and Fix Delivery

Aerohive's high velocity engineering team operates with a continuous software development and delivery methodology, to produce countless innovations that help organizations take on the challenges and opportunities of the mobile-first network. With many of Aerohive's Cloud services automatically updated to the latest version, administrators can focus on optimizing their network instead of maintaining it.

Minimal Downtime, Maximum Control

Aerohive's unique access network architecture ensures that software updates can be delivered with minimal interruption. Aerohive provides IT departments with complete control of how and when software updates are deployed to infrastructure devices, ensuring minimal network downtime and disruption.

Update Policies and Notices

HiveManager Updates

Aerohive provides continuous updates to ensure customers receive the best management experience of their network, without having to manually upgrade their HiveManager network management system. Once HiveManager has been updated with the latest management release, administrators can schedule access point, switch, and router software updates for a time most convenient to their organization.

Aerohive customers and partners can find the latest product enhancements and previews within the administrator communications tab of HiveManager. The communications tab details the latest scheduled Cloud Services Platform updates, including an overview of recently released features, and advanced previews of upcoming innovations.

HiveManager Classic Updates

HiveManager *Classic* software updates are typically performed by the customer's network administrator at their convenience. Periodically, Aerohive may find it necessary to automatically update HiveManager Classic software to the latest release on the customer's behalf. In the

event of an automatic update, the administrator will be informed with at least 30 days' notice, followed by a 7-day notice, that their system will receive an automatically scheduled migration to the latest supported release. For information regarding latest HiveManager versions, please refer to the Hive Community Portal.

Note that any upgrade is for HiveManager software only, infrastructure devices such as access points or switches will not be updated, an operation which is only performed by the customer's administrators, at a time most suitable to them.

Device Operating System Updates

Aerohive infrastructure devices (access points, switches, routers) receive regular software updates, which can be downloaded and installed at any time. Device updates are performed independently of Cloud updates and are only ever initiated by a customer's administrator, with the exception of SR22xx/23xx series switches running HiveAgent software which are automatically updated to the latest version. Aerohive always suggests that customers upgrade their devices to the latest recommended version of software in order to benefit from new performance and security features and the latest enhanced product experience.

ID Manager Updates

ID Manager, a guest management solution that works with HiveManager Classic, is automatically updated by the Aerohive Cloud Services Platform. If any update will cause more than 5 minutes downtime, Aerohive will notify an administrator with at least 5 days' notice.

For more information about Aerohive's software updates, please visit the Hive Community Portal (thehivecommunity.aerohive.com), please register if you do not have access to it.