

# HiveCare™ HiveManager NG Migration

HiveManager NG is the next generation cloud-based network management solution from Aerohive. This series of professional service is offered in order to help Aerohive customers easily migrate from HiveManager Classic to HiveManager NG.

## HOW TO REQUEST MIGRATION ASSISTANCE

Contact your local Reseller, Aerohive Account Manager, or email [ProfessionalServices@Aerohive.com](mailto:ProfessionalServices@Aerohive.com). If you choose to send an email please include your company's name and contact information, we will respond within 24 business hours.

The process includes:

- Create a Statement of Work (SOW) per your specific requirements; however, the general steps are:
  - Planning
  - Register for a HM NG Account
  - Migrate Maps
  - Migrate Aerohive devices – Device inventory and redirection
  - Configuration migration and rebuild network policy
  - Connect to HM
- Establish Acceptance Criteria.
- Schedule and complete the engagement.
- Final Acceptance.



ENTRY LEVEL	INTERMEDIATE	ADVANCED
<ul style="list-style-type: none"> <li>• Less than 25 APs</li> <li>• Single-site</li> <li>• One Network Policy</li> <li>• Identical device configuration</li> </ul>	<ul style="list-style-type: none"> <li>• 25 to 300 APs</li> <li>• Multi-site</li> <li>• Multiple Network Policies</li> <li>• Few Advanced features</li> <li>• PPSK</li> <li>• CWP</li> </ul>	<ul style="list-style-type: none"> <li>• More than 300 APs</li> <li>• Multi-site</li> <li>• Advanced features</li> <li>• Complex configuration</li> <li>• PPSK</li> <li>• CWP</li> </ul>
Approximate Scope: Two hours of phone assistance	Approximate Scope: Five hours of phone assistance	Approximate Scope: Per SOW 10 hours of phone assistance or on-site
Lead time: Five days from PO	Lead time: Five days from PO	Lead time: Based on SOW

## RESOURCES

### Limited Hardware Warranty

[http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product\\_Warranty.pdf](http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product_Warranty.pdf)

### Training (CBT)

<http://docs.aerohive.com/330000/docs/help/english/cbt/Start.htm>

### Support Terms

[http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms\\_and\\_Conditions.pdf](http://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Terms_and_Conditions.pdf)

