

## Aerohive® - HiveManager® Requirements for Device Deployment

Aerohive's HiveManager and each of the networking devices managed by the HiveManager system operate together and are licensed to end users and supported as a **unified** system. Each HiveManager system **MUST** be deployed and operated with a single, consistent Licensing/Subscription and Support offering for all managed devices connected to that HiveManager:

- An Aerohive HiveManager system can only consist of Aerohive devices, Dell switches, Aerohive licenses & Aerohive support
- A Dell HiveManager system can only consist of Dell or Aerohive devices, Dell licenses and Dell support

This is a requirement of Aerohive's use license to end users and continued support. Therefore, end users must use each HiveManager with **ONE** of the following options, for **EACH** of the following requirements:

(1) **Vendor:** Aerohive **OR** Dell as the vendor of the HiveManager and all associated Licenses/Subscriptions.

A HiveManager cannot be licensed by end users using devices or products from a mix of vendors. For example, an end user can use Aerohive APs with either an Aerohive or a Dell HiveManager, but an end user **CANNOT** use Dell APs (as denoted by a Dell Service Tag – see example below) with an Aerohive HiveManager. An end user can deploy an Aerohive HiveManager system, a Dell HiveManager system, or they can deploy both Aerohive and Dell HiveManager systems as long as the end user operates and deploys the systems distinct from each other. An end user can also deploy and operate a HiveManager system which does not require any subscriptions for ongoing service or support (e.g., Aerohive Connect), but such a system cannot be combined with a HiveManager system that includes any such subscriptions (e.g., Aerohive Select).

Note that end users wanting to deploy and operate devices or products with **SEPARATE** instances of HiveManager can create the two separate HiveManager system accounts using the following URLs:

- a. <http://cloud.aerohive.com> for an Aerohive HiveManager system
- b. <http://cloud.aerohive.com/dell> for a Dell HiveManager system

(2) **Management Feature Level:** HiveManager Connect **OR** HiveManager Select.

If an end user wishes to operate a network environment containing both the HiveManager Connect and HiveManager Select feature sets, the end user must deploy and operate **SEPARATE** HiveManager systems – one for devices utilizing the Connect feature set and a separate HiveManager system for the devices utilizing the Select feature set.

(3) **Support:** For Aerohive HiveManager: Aerohive HiveCare™ Select Support **OR** Support delivered by Aerohive Partners. For Dell HiveManager: Dell support.

An end user **MUST** operate the HiveManager network environment under a single support option provided through a single vendor. If an end user opts to operate multiple HiveManager systems, including in response to requirements (1) or (2) above, the end user must open support cases on a per-system basis, and open the cases with the vendor or partner responsible for that specific HiveManager system (or in case of Hive Manager Connect system – the end user must use the Aerohive Community Support at <https://thehivecommunity.aerohive.com/s/>).

#### ADDITIONAL END USER REQUIREMENTS & USE CASES

- Aerohive cannot support or provide software release upgrades to a HiveManager system where the number of devices an end user connects to the system exceeds at any time the device quantity permitted by the end user's active Subscriptions/Support entitlements in-effect for that HiveManager system.
- An end user **CANNOT** interchange or transfer Licenses/Subscriptions/Support between an Aerohive HiveManager system and a Dell HiveManager system:
  - An end user must use an Aerohive HiveManager system with Aerohive Licenses/Subscriptions/Support
  - An end user must use a Dell HiveManager system only with Dell Licenses/Subscriptions/Support
- An end user can use Dell APs only with a Dell HiveManager system, **NOT** with an Aerohive HiveManager system:
  - Dell APs cannot be used with an Aerohive HiveManager system
- An end user can use Aerohive APs with either an Aerohive HiveManager system or a Dell HiveManager system:
  - Where using Aerohive APs with a Dell HiveManager system, the end user must use appropriate Dell Licenses/Subscriptions/Support
- An end user can use Dell switches with either an Aerohive or a Dell HiveManager system.

For additional use cases regarding these end-user requirements please go to [https://www.aerohive.com/wp-content/uploads/Aerohive\\_Datasheet\\_Hivecare\\_Terms\\_and\\_Conditions.pdf](https://www.aerohive.com/wp-content/uploads/Aerohive_Datasheet_Hivecare_Terms_and_Conditions.pdf).

#### **ENFORCEMENT**

Aerohive will enforce the foregoing end-user licensing/subscriptions and device deployment requirements at all times, including product-based enforcement of these rules in an upcoming HiveManager software release. Devices an end user deploys in a manner which does not comply with **ALL** the above-requirements will **RETROACTIVELY** cease to be manageable by the HiveManager. Any licenses/subscriptions and devices an end user deploys in a non-compliant manner will cease to function in that HiveManager. To restore the full scope of management under a HiveManager instance, and under deployed licenses/subscriptions in effect, the end user will need to move non-compliant devices to a separate, compliant HiveManager, or replace the non-compliant devices.

If the AP has a Service Tag like the example above – it is a Dell AP.

**Sample Service Tag Label**

