

# HiveCare™ Community Support

Welcome to HiveCare Community Support. This community-based support program is designed to complement Aerohive's product offering and provide a cost-effective support solution through real-time, community technical support and product troubleshooting to help you, the end user, have a successful out-of-the-box experience in the shortest amount of time.

To access your HiveCare Community Support please register on the HiveNation Community by visiting <https://community.aerohive.com/aerohive>.



## BASIC FEATURES OF HIVECARE™ COMMUNITY SUPPORT

### Audience

HiveCare Community Support is intended for Aerohive Connect customers.

### Coverage and Support

HiveCare Community Support is delivered by HiveNation, a community of Aerohive product users who discuss and review our products, exchange use experiences and provide trouble-shooting advice and feedback to its members. Aerohive does not accept Support requests from Community Customers, whether by phone, web, or email.

### Support Response and Service Level Commitments

There are no service-level commitments for HiveCare Community Support. When you access HiveNation, you pose your support issue or troubleshooting question to the thousands of members of our HiveNation Community. HiveNation members will provide feedback and propose solutions to your support issue or troubleshooting question. In exceptional situations, the Community Moderator sponsored by Aerohive may refer a question directly to Aerohive's ATAC support, this is accomplished by completing the form found on the Community and submitting it per instructions that are provided.

### Software Updates

Customers who purchase Connect products receive all commercially available software releases for Aerohive Connect. Aerohive automatically makes these updates available through its Cloud Services platform. Customers who purchased Connect products do not need to download individual updates.

### Connect Product – Warranty Coverage

All Connect products are covered by Aerohive's Limited Product Warranty. The Warranty Period for Connect products typically is the lifetime of the product. Please go to [https://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product\\_Warranty.pdf](https://media.boundless.aerohive.com/documents/Aerohive-Datasheet-Hivecare-Product_Warranty.pdf) to find more detailed information about Aerohive's Limited Product Warranty.

### Product Returns – Regular Delivery

All Connect products are covered by Aerohive's Limited Product Warranty. For Connect products, the Warranty Period starts from the time you first activate the product. If you need to replace a Connect product due to product failure or performance the product is covered by our Limited Product Warranty. To return the product you must first request a Return Material Authorization ("RMA") this is accomplished by completing the form found on the Community and submitting it per instructions that are provided. You then return the suspected product and Aerohive will ship a refurbished replacement product to you within 24 business hours of receipt of the suspected product.

### Product Returns – Advance Delivery

If you need to replace a Connect product due to product failure or performance issues and you have upgraded the product to Aerohive's Select platform, purchased HiveCare Select Support or purchased HiveCare Connect, you must similarly request an RMA for the product by completing the form found on the Community and submitting it per instructions that are provided. However, Aerohive will arrange for advance delivery of a refurbished replacement product (typically for delivery within 24 business hours of receipt of your RMA request). Please note that certain fees, procedures and conditions may apply to your use of Aerohive's RMA process and as a condition of our providing a replacement product to you. For more information and answers to your questions concerning our Limited Product Warranty and RMA Policies and Procedures, please refer to our RMA Overview Document at <http://www.aerohive.com/support/technical-documentation> to understand these fees, procedures and conditions and before you initiate a product return.

FEATURE	HIVECARE COMMUNITY SUPPORT
Coverage	24x7, Community-based Support
Case Management	Community-based
Typical Response Time	48 Business Hours
General Questions	Community-sourced and recommended Responses
SW Updates & Upgrades	Provided by Aerohive, as commercially available from the Cloud
RMA	Return to Factory, Subject to RMA Policies and Procedures

HiveNation is a voluntary community of Aerohive product users. Use, support and other technical advice, feedback or recommendations the members may provide are their own, and should not be attributed to or deemed sponsored by Aerohive. As a purchaser of Connect products you have access to HiveNation as a resource, but it is your decision whether to access HiveNation and/or use or rely on any advice, feedback or recommendations the community may provide. You do so at your own risk. Aerohive has no responsibility or liability for or with respect to any such advice, feedback or recommendation, or duty to update or correct any of the same.

#### RESOURCES

##### Limited Product 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>

