

aTmOSPHERE
2018 aPac

Aruba Support Portal

Rajesh Ramdas

Product Line Manager – Aruba Support Portal

aruba
a Hewlett Packard
Enterprise company



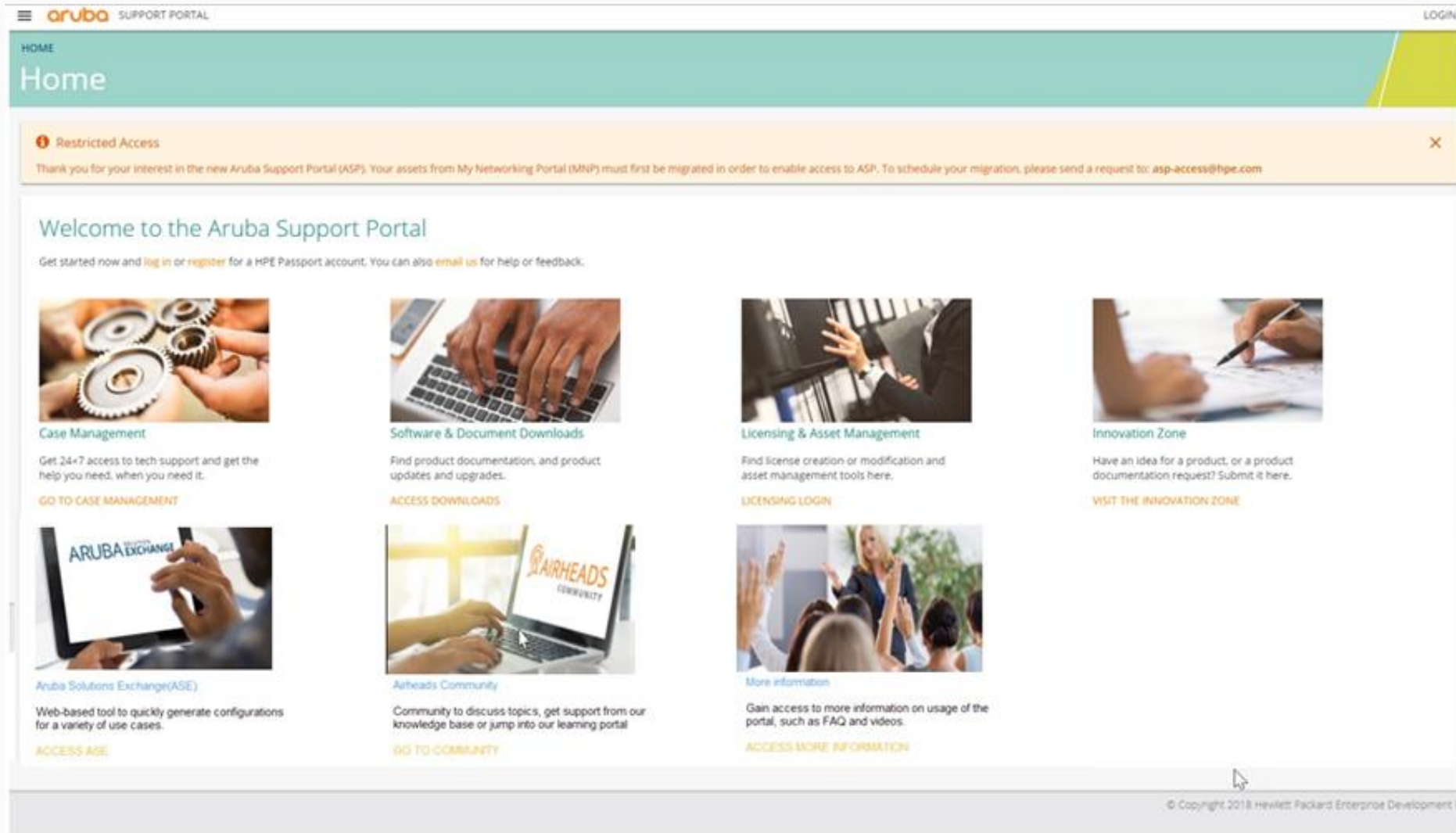
Agenda

- ✓ Overview
- ✓ Key Features
- ✓ Moving off of My Networking Portal (MNP)
- ✓ ASP for Partners Update
- ✓ Let's Demo!
- ✓ Q&A

The new Aruba Support Portal (ASP)

ASP Overview

The New Aruba Support Portal (ASP) – *It's here!!*



- Simple!
- Intuitive!
- Familiar!
- Fast!
- 900+ users!
- Aruba Branded!

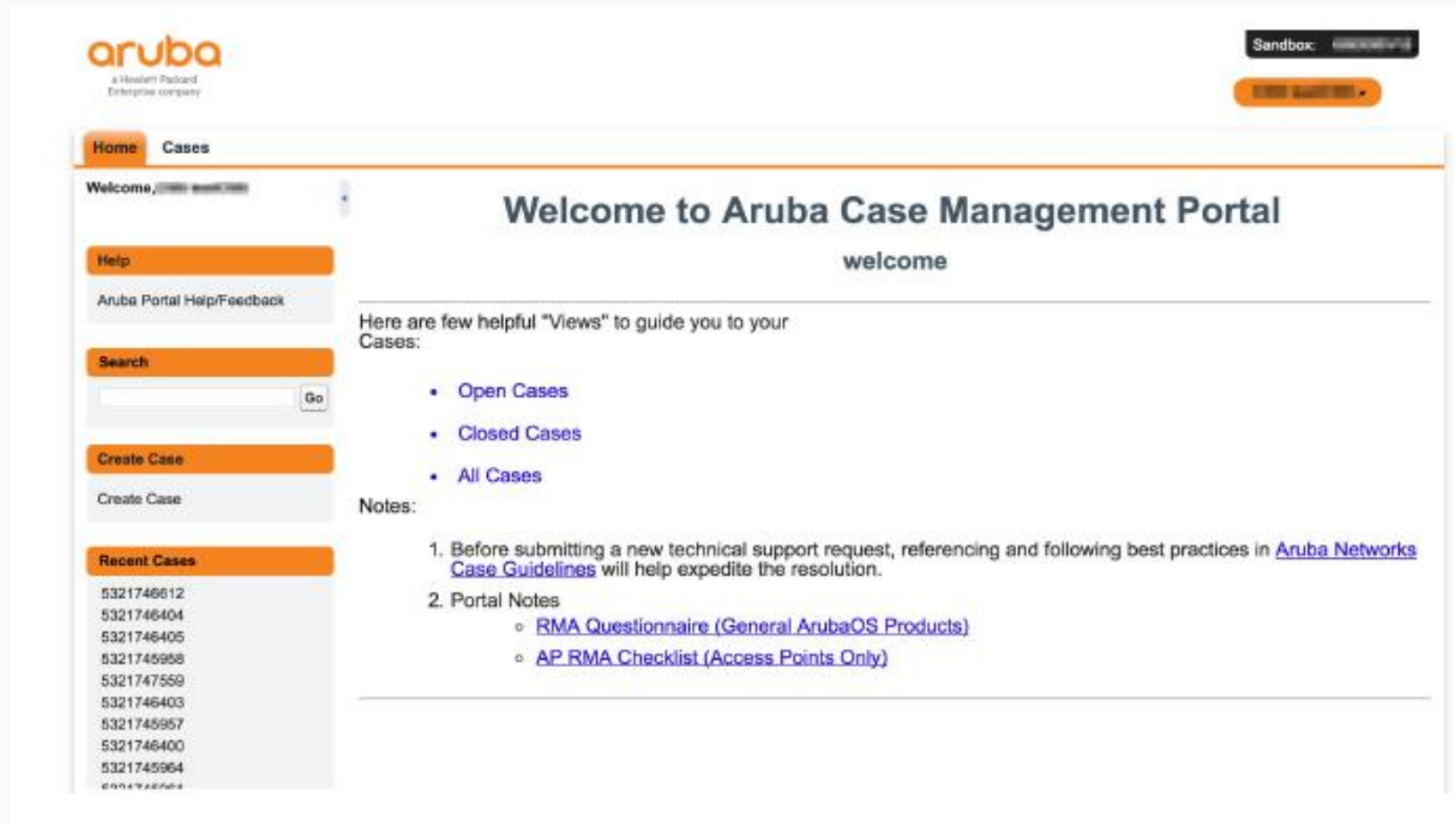
Aruba Support Portal

Key Features

ASP: Case Management

Key Features:

- Complete access to ALL your Aruba Support Cases
- Highly simplified case creation
 - 30 second or less
 - No need for product number
- Minimal mandatory fields
- Drag and drop attachments to 12GB
- Auto sharing of cases within your company
- Aruba branded ☺



ASP: License and Asset Management

The screenshot shows the Aruba License Management System (LMS) interface. At the top left is the Aruba logo with the text "a Hewlett Packard Enterprise company". The main header is "LICENSE MANAGEMENT SYSTEM" with a dropdown menu set to "Hewlett Packard Enterprise". On the left sidebar, the "Activate License" option is highlighted in orange, with other options like "View License", "Transfer Licenses", "Re-assign License", "Eval License", "Demo License", and "Utilities". The main content area is titled "Activate Licenses". It features two dropdown menus: "Product Type" set to "ArubaOS" and "Activate on:" set to "Mobility Controller". Below these is a tabbed interface with "Order Number" (active) and "Certificate ID". Under the "Order Number" tab, there are two input fields: "Order Number*" and "Confirmation Number*", both with red asterisks indicating required fields. A blue "Load" button is positioned below the input fields.

Key Features:

- Pre-HPE LMS System is back!
- Easy to view and manage all your licenses
- Simplified license activation workflows
- Company view of all your licenses
- Highly responsive
- Aruba branded😊

ASP: Software and Documentation

aruba SUPPORT PORTAL

HOME > DOWNLOADS

Downloads

Software

Filter by content

- ArubaOS_72xx_8.2.0.0_61883** for Aruba Mobility Controllers v8.2
Added on Oct 23, 2017 | 140 MB
- aruba-mibs_8.2.0.0_61883.tar.gz** for Aruba Mobility Controllers v8.2
Added on Oct 23, 2017 | 109 KB | MIB
- standard-mibs_8.2.0.0_61883.tar.gz** for Aruba Mobility Controllers v8.2
Added on Oct 23, 2017 | 154 KB | MIB

[Show More](#)

Documents

Filter by content

- ArubaOS 8.2.0.0 Migration Guide** for Aruba Mobility Controllers v8.2
Added on Oct 17, 2017 | 1.24 MB | Migration Guide
- ArubaOS 8.2.0.0 Getting Started Guide** for Aruba Mobility Controllers v8.2
Added on Oct 17, 2017 | 419 KB | Getting Started
- ArubaOS 8.2.0.0 - User Guide** for Aruba Mobility Controllers v8.2
Added on Oct 17, 2017 | 12.91 MB | User Guide

[Show More](#)

Filters

[Clear All](#)

Product Family

Aruba Mobility Controllers

Type here to start filtering, e.g. airwave, clearpass, controller, switches

Product Series

Aruba 7200 Series Controllers

Software Major Versions

8.2

Software Minor Versions

0.0

Software Release Types

Key Features:

- Find Software and Documentation for **ALL** your **Aruba Branded** products
 - Switches
 - InstantOS
 - ArubaOS
 - ClearPass
 - AirWave
 - ALE
- No need for product number!!
- List view feature allows you to drill down to the Software/Documentation set you need quickly
- Aruba branded😊

ASP: Innovation Zone

The screenshot shows the Aruba Innovation Zone interface. At the top left is the Aruba logo with the tagline 'a Hewlett Packard Enterprise company'. To its right is the 'INNOVATION ZONE' header. A search bar labeled 'Search Ideas' and a user profile for 'RAJESH RAM' are on the right. Below the header, there's a navigation bar with 'ADD A NEW IDEA' and tabs for 'Recent', 'Trending', and 'Popular'. The left sidebar contains filters: 'My ideas' (0), 'My votes' (0), 'My subscriptions' (0), 'FILTER BY STATUS' (Already exists: 137, Will not implement: 56, Planned: 60, Shipped: 20), and 'FILTER BY CATEGORY' (Campus & Branch Switching: 105, Central, Airwave, Activate, APC: 807, ClearPass and IntroSpect: 618, Core WLAN, AP's and Controllers: 735, Location Services: 29). The main content area displays three ideas, each with a vote count in a box and a 'VOTE' button. The first idea is 'Ability to filter access tracker based on location' (7 votes, PRIVATE), created 1 day ago by Derin Mellor. The second is 'Request support for dual PPPoE uplinks are terminated to the SD-WAN Gateway and have the same Server IP/Gateway IP,' (7 votes, PRIVATE), created 2 days ago by Vernon Carter. The third is 'Ability to print the service as a graphical workflow' (5 votes, PRIVATE).

aruba
a Hewlett Packard
Enterprise company

INNOVATION ZONE

Search Ideas

RAJESH RAM

ADD A NEW IDEA

Recent Trending Popular

My ideas 0
My votes 0
My subscriptions 0

FILTER BY STATUS

Already exists 137
Will not implement 56
Planned 60
Shipped 20

FILTER BY CATEGORY

> Campus & Branch Switching 105
> Central, Airwave, Activate, APC 807
> ClearPass and IntroSpect 618
> Core WLAN, AP's and Controllers 735
> Location Services 29

7
VOTE

Ability to filter access tracker based on location PRIVATE

The obvious approach to this is to add a location to the NAD definition - Device:Location=SiteA Hence all switches/wireless-controller/etc in SiteA have their NAD definition Device:Location=SiteA However, the AccessTracker does not natively pass...

Created 1 day ago by Derin Mellor
ClearPass and IntroSpect / ClearPass

1

7
VOTE

Request support for dual PPPoE uplinks are terminated to the SD-WAN Gateway and have the same Server IP/Gateway IP, PRIVATE

When multiple uplinks are configured on an Aruba Controller used as an SD-WAN gateway and the two connections have the same gateway IP, both links will be disabled. This renders the network unavailable. This is to request the ability to support ...

Created 2 days ago by Vernon Carter
SD-Branch

0

5
VOTE

Ability to print the service as a graphical workflow PRIVATE

Visualising the service is complex. It's not until you really comfortable that you appreciate the ClearPass operation. Further, when the RoleManning and EnforcementPolicies get complex it can be rather hard to understand a particular use case. Th

Key Features:

- Request for Enhancements (RFE)
- Track your requests
- Interact with Product Managers
- Social network with other customers about interesting enhancements
- Aruba branded 😊

Aruba Support Portal

How to move off of MNP

ASP On-boarding Process

(The move from MNP)

STEPS

1. **Request access** *(by one of your company's administrators)*
2. Perform MNP Data **Assessment**
3. Data **clean-up** in MNP
4. Start with administrator **"Login"**
5. Complete guided **on-boarding**, data migration and user invitation process

DONE **Begin** Managing Users, Assets, Licenses, Contracts and Cases!

Come see us at the ASP Booth if you would like to try on-boarding while here!!

Aruba Support Portal

ASP for Partners Update

ASP for Partners

Phased Launch Strategy:

- Customer functionality first
- Partner functionality development
- Launch for Partners in late Q4

Partner Functionality:

- Separate assets for companies under partners
- Migration of complex assets from MNP
- Case Sharing with customers

Prior to Partner Launch:

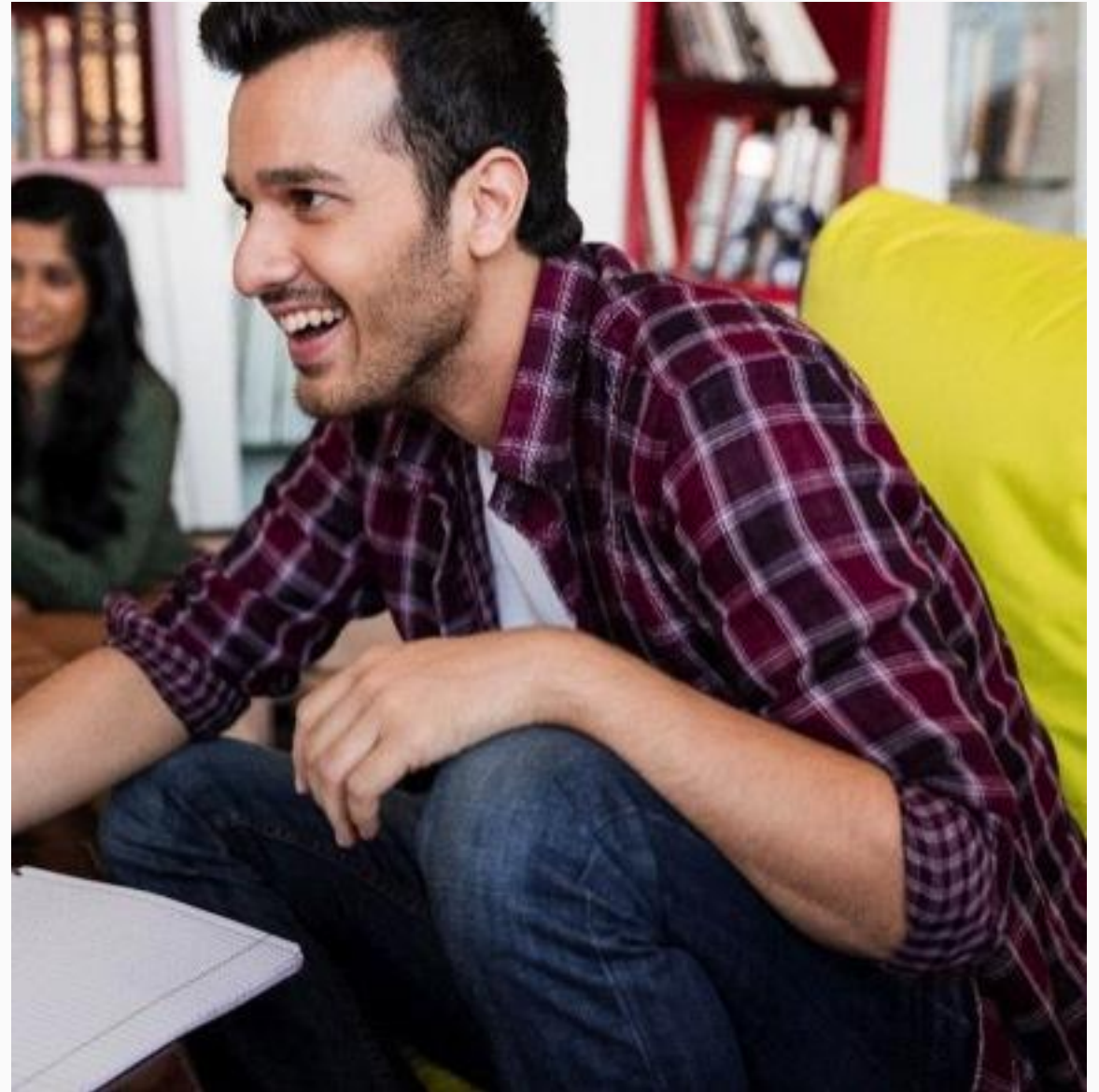
- Continue use of MNP
- Continue use of ASC (Aruba Support Center)
- Continue use of Partner Portal

Aruba Support Portal

A Live Demo!

Let's Demo!

Walk through of features in the live system..





Questions:

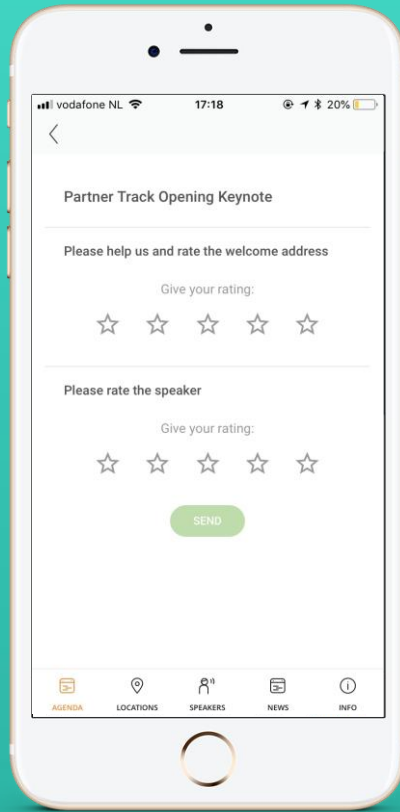
Are the legacy HPE Networking Switches/Products supported on ASP?

Why do I get a profile error when I log in to Case Management for the first time?

Why is some of the legacy Aruba software and documentation not available in ASP?

Audience Questions?

Please give us your feedback



- Launch the Atmosphere Event App
- Click on Agenda
- Go to this session
- Please give us your rating



atmosphere 2018 apac

Thank You

aruba
a Hewlett Packard
Enterprise company