

Service Description

aruba

a Hewlett Packard
Enterprise company

ARUBAOS 6 TO ARUBAOS 8 MIGRATION QUICKSTART SERVICE

ARUBA PROFESSIONAL SERVICES

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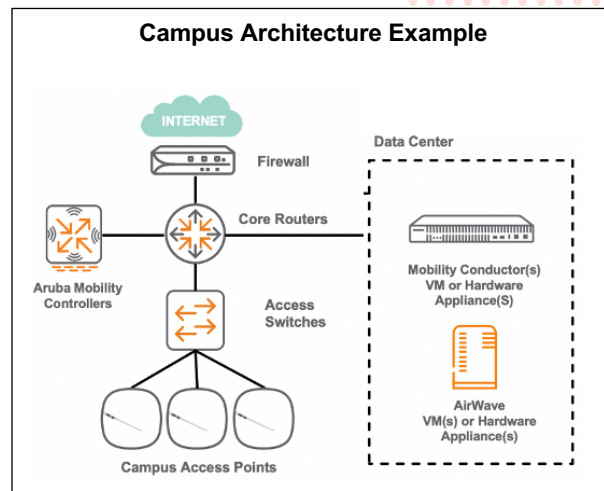
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SERVICE OVERVIEW

Aruba ArubaOS 6 to ArubaOS 8 Migration QuickStart Service is designed to accelerate implementation of baseline Aruba WLAN features into your environment, so that your organization can more quickly achieve its business goals. Aruba engineers will consult with your IT staff to migrate existing WLAN controllers running ArubaOS network operating system from ArubaOS v6.x to ArubaOS v8.x (ArubaOS 6 to ArubaOS 8).

This Service Description provides a description of the components of the ArubaOS 6 to ArubaOS 8 Migration QuickStart Service.



SERVICE BENEFITS

The ArubaOS 6 to ArubaOS 8 Migration QuickStart Service will:

- Accelerate migration of core WLAN components from ArubaOS 6 to ArubaOS 8
- Immediately leverage your existing ArubaOS 6 use cases but in the newer ArubaOS 8 platform
- Allow your organization to begin designing new user experiences and management technologies based on new features in ArubaOS 8 rather than focusing on the migration from ArubaOS 6 to ArubaOS 8

SERVICE FEATURE HIGHLIGHTS

- Service Planning
- Architecture and Design
- Migration Execution
- Knowledge Transfer
- As-built Documentation
- Project Management Oversight

SERVICE FEATURES

Feature	Delivery Specification
Service Planning Phase	<p>In this phase, an Aruba Project Manager will coordinate the activities and activity sequence with the Customer project manager.</p> <p>In this phase, an Aruba technology specialist will conduct service planning meetings with the Customer and share service delivery requirements and prerequisites. Aruba will help collect and review information to confirm that all prerequisites have been met.</p> <p>Activities during these meetings include:</p> <ul style="list-style-type: none"> • Provide and review prerequisite instructions for completion • Review roles and responsibilities • Schedule High Level Design (HLD) collaboration meeting - Customer must have appropriate and knowledgeable staff at the HLD collaboration meeting • Discuss scheduling: <ul style="list-style-type: none"> ○ Availability of Aruba Mobility Conductor hardware or Virtual Machine (VM) ○ Prerequisite readiness check ○ Equipment availability/arrival ○ Customer change management requirements <p>Documentation for this Service includes:</p> <ul style="list-style-type: none"> • Documented project plan showing key project milestones as well as task due dates for customer dependencies
Architecture and Design Phase	<p>In this phase, Aruba will assist the Customer to:</p> <ul style="list-style-type: none"> • Review Customer's pre-migration existing use cases • Review status of Mobility Conductor hardware or VM • Review and refine the proposed sequence of migration activities • Refine the project plan and cutover dates/times based on customer requirements • Define the remote access plan to allow Aruba technology specialist remote Command Line Interface (CLI), Secure Shell (SSH), and Graphical User Interface (GUI) access to all in-scope Aruba devices • Provide and review prerequisite checklist for customer completion • Obtain existing ArubaOS 6 configuration files from customer • Develop proposed ArubaOS 8 configuration files
Migration Execution Phase	<p>In this phase, Aruba will, with Customer assistance:</p> <ul style="list-style-type: none"> • Remotely access all in-scope Aruba devices • Apply proposed ArubaOS 8 configuration to new customer-provided Mobility Conductor(s)¹ • Upgrade the ArubaOS code on one (1) mobility controller and provision the controller as a managed device to be controlled by the Mobility Conductor • Ensure all in-scope Mobility Devices (MDs)¹ managed by the controller upgrade their code versions and reconnect their primary controller • Assist customer in execution of use case testing for up to six (6) use cases to ensure the pre-migration use cases still function on this controller after the ArubaOS 8 upgrade • Upgrade and provision the remaining controller(s)¹ to be managed by the new Mobility Conductor

Feature	Delivery Specification
	<ul style="list-style-type: none"> Remotely assist customer with mass-migration of access points (APs) Assist customer with process of ensuring the pre-migration use cases still function on all in-scope controllers after the ArubaOS 8 upgrade
Knowledge Transfer	<p>At the conclusion of the Migration Execution Phase, Aruba will:</p> <p>Remotely host a two (2)-hour advisory workshop to describe the major as-deployed differences between the legacy ArubaOS 6 and the new ArubaOS 8 operating systems. The content will describe into which devices common configuration elements should be entered and provide a basic overview of the ArubaOS 8 topology. Provide an ArubaOS 8 cheat sheet that summarizes key CLI commands and descriptions.</p>
As-built Documentation Phase	<p>In this phase, Aruba will, with Customer assistance, provide:</p> <ul style="list-style-type: none"> A list of configured Internet Protocol (IP) addresses for in-scope Aruba devices and any passwords or shared secrets used during the configuration phase A text file copy of the current configuration of each of the in-scope Aruba devices
Project Management Oversight	<p>Aruba will:</p> <ul style="list-style-type: none"> Schedule appropriate staff in a timely manner and coordinate Aruba technical resources Participate in scheduled project review meetings or conference calls, if required Provide a weekly activity report

¹Quantity of devices will depend on the option picked in the purchasing table.

COVERAGE

With exception to migration of mobility controllers to the new Mobility Conductor, services are available on regular Aruba workdays (excluding weekend days, Aruba holidays, and customer holidays) during country-specific Aruba standard business hours. Mobility controller cutovers may be scheduled outside of business hours and must be scheduled no fewer than two calendar weeks in advance.

CUSTOMER RESPONSIBILITIES

To facilitate efficient delivery of this service, the Customer must:

- Provide remote connectivity to the Aruba technology specialist for in-scope equipment
- Complete all actions defined in the prerequisite checklist. These activities must be completed before Aruba-led configuration activities are initiated.
- Make all required authentication server modifications
- Make all required DNS and DHCP changes to facilitate AP discovery
- Make available any required IP addresses
- Register new ArubaOS licenses and/or transfer ArubaOS 6.x licenses to the ArubaOS 8.x infrastructure
- Make all required firewall and routing changes before the start of the Migration Execution Phase
- Develop and apply any configurations to third-party network equipment as required
- Repair existing and/or install new cabling as required
- Notify network operations and create any change control documentation that must be completed by the Customer

- Test with end-user devices and/or applications
- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and virtual environments (if applicable) necessary for Aruba to deliver the service
- Assign a primary point of contact that will be responsible for the success of the project
- Provide a VM-based Mobility Conductor (MCR) or a Mobility Conductor appliance to manage the existing Mobility Controllers (MD or MC)
- For virtual Mobility Conductor or Aruba AirWave, the Customer will follow VM provisioning guide and dedicate resources (if applicable)
- Provide or make available a subject matter expert for all non-Aruba networking components
- Conduct all data backup and restore operations
- Assist Aruba with identification and resolution of problems as necessary
- Provide accurate and timely information to Aruba
- Ensure all existing and new in-scope equipment has an active support contract

SERVICE LIMITATIONS

The ArubaOS 6 to ArubaOS 8 Migration QuickStart Service will accelerate migration from ArubaOS 6 to ArubaOS 8. After the migration is completed, Customer organization can begin leveraging new features in ArubaOS 8. Migration services in this packaged service are limited to migration of existing fully functional use cases from ArubaOS 6 configuration commands to ArubaOS 8 configuration commands. If desired, Aruba Professional Services can assist in design and implementation of new use cases and features via a separate engagement.

Out of Scope

This QuickStart Service does not include Foundation Care for Aruba nor related support services for the Aruba products currently deployed within the Customer's facilities. Customer is responsible for retaining the adequate level of support for the Aruba products, and HPE Aruba is not responsible in any way for potential or actual network issues resulting from the lack of support services.

When ordering, please reference the following device quantity limitations per Service size:

ArubaOS 6 to ArubaOS 8 Migration Service						
	Maximum Number of Mobility Conductors	Maximum Number of Mobility Controllers	Maximum Number of AP Groups	Maximum Number of SSIDs	Maximum Number of APs	Maximum Number of AP Migration Change Windows
Small	2*	2	4	4	250	2
Medium	2	4	8	8	1000	3
Large	4	8	12	12	3000	4

*Limited to Layer 2 Mobility Conductor redundancy

The following use cases and scenarios are excluded from this packaged service, but can be addressed via a separate custom QuickStart engagement or an additional Time and Materials package:

- Changes to architecture or topology other than introduction of new Mobility Conductor
- Implementation of new features available in ArubaOS 8 (ArubaOS 8 clustering is in-scope)
- Environments with Aruba Remote Access Points (RAPs)
- Environments leveraging AirGroup
- Rack, power, cable hardware, initial server provisioning, establishment of remote connectivity
- Wireless mesh configurations
- SSO or Multi Factor Authentication (MFA) integration
- SNMP MIB mapping
- Quality of Service (QoS) Implementation
- Custom VPN tunnels (GRE, IPsec) between Aruba infrastructure
- RAPIDS configuration
- RF design (predictive RF modeling and AP placement)
- Access point models which are not supported by the target ArubaOS 8.x version
- Third-party deployment tools, integrations, or extensions
- APs with statically configured settings
- Onsite troubleshooting services required to troubleshoot any APs which do not successfully migrate or connect to Aruba controllers

GENERAL PROVISIONS AND OTHER EXCLUSIONS

To the extent Aruba processes personal data in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at https://www.arubanetworks.com/assets/gdpr/Aruba_Products_GDPR_DataPrivacySecurityAgreement.pdf will apply.

- ArubaOS 6 to ArubaOS 8 Migration QuickStart Service are governed by HPE standard terms available at <https://www.hpe.com/us/en/about/end-user-agreement-terms.html> unless subject to a separate agreement between the Customer and HPE.
- Upon receipt and booking of an acceptable order, Aruba will contact the Customer within seven (7) business days to organize service delivery. Aruba may require up to thirty (30) days to organize resources and begin work.
- ArubaOS 6 to ArubaOS 8 Migration QuickStart Service will be delivered remotely during standard business hours (8:00 AM and 5:00 PM local time), excluding holidays (HPE holidays or Customer holidays). Delivery of services will take place in contiguous business days and will not exceed forty (40) hours per week.
- Any after-hours work must be requested a minimum of two (2) weeks in advance and must be approved by Aruba. After-hours work is subject to availability of resources and may require a longer lead time.
- Only features that are available in currently-shipping Aruba will be available for implementation. Aruba will not develop against Requests for Enhancement (RFEs) within this packaged service.
- Aruba will collaborate with the Customer to determine acceptable estimates for any information that is not available.
- ArubaOS 6 to ArubaOS 8 Migration QuickStart Service does not include the provision of any deliverables that have not been defined within this service description.
- Service hours must be utilized and redeemed against the specific service activities identified in this service description within 120 days from the date of purchase. Such services are limited to a single IT environment location under the direct day-to-day management of one Customer IT manager in one country.
- Aruba's ability to deliver this Service is dependent upon the Customer's full and timely cooperation with Aruba, as



well as the accuracy and completeness of any information and data the Customer provides to Aruba.

ORDERING INFORMATION

Availability of Service features and Service options may vary according to local resources and may be restricted to eligible products and geographic locations. To obtain further information or to order ArubaOS 6 to ArubaOS 8 Migration QuickStart Service, contact a local Aruba sales representative and reference the following product numbers:

SKU Short Description	SKU
Aruba AOS-6 to 8 QuickStart Migr Sml SVC	H30JSA1
Aruba AOS-6 to 8 QuickStart Migr Med SVC	H30JTA1
Aruba AOS-6 to 8 QuickStart Migr Lrg SVC	H30JVA1

The duration of your engagement will range from two (2) to twelve (12) weeks depending on the technology and size of the migration service purchased.

Learn more at:

arubanetworks.com/support-services/professional-services



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