

HPE Aruba Networking ClearPass Policy Manager Upgrade Service

Professional Services

Service overview

The ClearPass Policy Manager version 6.11 release requires a fresh installation due to significant changes to the base operating system. For customers who prefer to leverage assistance from HPE Aruba Networking experts for their CPPM upgrade and migration, the HPE Aruba Networking CPPM Upgrade Service is available to facilitate a rapid migration.

The CPPM Upgrade Service is a packaged service that provides customers with technical assistance to upgrade their CPPM cluster from 6.9.0+ to 6.11.X and migrate settings, licenses, and security certificates to the new deployment. This packaged service is intended only for customers with 1 CPPM cluster and up to 2 CPPM nodes. Additional cluster and node upgrades can be purchased separately with add-on SKUs.

Service benefits

Utilizing the CPPM Upgrade Service can:

- Help reduce the time required by internal IT resources
- Ensure smoother deployment processes, minimizing delays
- Provide reassurance by verifying the success of the new deployment and migration

Service features

An HPE Aruba Networking technology specialist will support the following phases of the CPPM Upgrade Service:

Service planning

Conduct service planning meetings with the customer and share service delivery requirements and prerequisites. HPE Aruba Networking will help collect and review information to confirm that all prerequisites have been met.

Design

Assist the customer in completing the server information spreadsheet for the existing ClearPass cluster architecture and review pre-installation requirements.

Environment preparation

Assist the customer in backing up the existing ClearPass cluster along with bootstrapping the new servers for CPPM deployment.

Deployment

Assist the customer with building and migrating to the new ClearPass cluster, configuring settings, and restoring licenses and certificates.



Verification

Provide a standard ClearPass system verification checklist and assist the customer with verifying the new deployment was successful.

Coverage

The HPE Aruba Networking CPPM Upgrade Service is only valid for upgrading customer CPPM deployments from the 6.9.X or 6.10.X releases to 6.11.X. Customer CPPM deployments on versions prior to 6.9.0 may request a custom statement of work (SOW) from their HPE Aruba Networks account manager. Upgrades requiring an architecture change (i.e. on-premises to cloud) will require a custom statement of work.

Within the agreed-upon term and delivery window, the CPPM Upgrade Service will be delivered during local business hours, typically 8 am to 5 pm, Monday through Friday. Local business hours may vary by country. Multi-country deployments would be delivered during business hours of an agreed-upon primary country.

Note that the CPPM Upgrade Service is delivered remotely, not on-site.

Customer responsibilities

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

- Purchase or provide all hardware, software, licenses, staff, current maintenance contracts, and virtual environments (if applicable) necessary for HPE Aruba Networking to deliver the service.
- Assign a primary contact point responsible for the project's success.
- Provide or make available a subject matter expert for all non-HPE Aruba Networking components.
- Conduct all data backup and restore operations.
- Assist HPE Aruba Networking with the identification and resolution of problems as necessary.
- Provide accurate and timely information to HPE Aruba Networking.

Service limitations

- The CPPM Upgrade Service is limited to 1 cluster and up to 2 nodes and the existing CPPM deployment must be on a 6.9.0 or later release.
- Services are delivered remotely. At the discretion of HPE Aruba Networking, the services may be delivered onsite at the Customer's location for an additional fee.
- HPE Aruba Networking may use resources outside the country of purchase for the delivery of these services.

Service addition

Customers may increase the number of nodes supported in the upgrade by ordering the add-on SKU in the Ordering Information Table.

A quantity of one (1) add-on SKU will allow for up to one (1) physical node or two (2) virtual nodes added to the scope of this packaged service.

Out of scope

This CPPM Upgrade Service does not include HPE Aruba Networking Foundational Care nor related support services for the HPE Aruba Networking products currently deployed within the customer's facilities. The customer is responsible for retaining an adequate level of support for the products, and HPE Aruba Networking is not responsible in any way for potential or actual network issues resulting from the lack of support services. The CPPM Upgrade Service also does not include services for upgrading CPPM versions prior to release 6.9.0.

General provisions and other exclusions

- To the extent HPE processes personal data in the course of providing services, the HPE Data Privacy and Security Agreement Schedule—HPE Support and Professional Services found at hpe.com/customer-privacy shall apply.

- The CPPM Upgrade Service is governed by Professional Services Only Terms (CTPS01) available at hpe.com/end-user-agreement-terms unless subject to a separate agreement between the customer and HPE.
- Upon receipt and booking of an acceptable order, HPE Aruba Networking will contact the customer within ten (10) business days to organize service delivery. HPE Aruba Networking may require up to 60 days to assign resources and begin work.
- The scope of activities provided under these services does not include the provision of any deliverables, but rather specific tasks or activities to be performed at the customer's direction. The CPPM Upgrade Service will be delivered remotely during standard business hours (8:00 AM and 5:00 PM local time), excluding holidays (HPE Aruba Networking or customer). Delivery of services will take place in contiguous business days and will not exceed forty (40) hours per week. Any request for flexible work hours must be agreed to in advance by HPE Aruba Networking.
- After-hours work must be requested in writing and those hours are subject to resource availability.
- HPE Aruba Networking will collaborate with the customer to determine acceptable estimates for any information that is not available.
- The CPPM Upgrade 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 features identified in this Service Description within 120 days from the date of purchase.
- HPE Aruba Networking's ability to deliver this Service is dependent upon the customer's full and timely cooperation, as well as the accuracy and completeness of any information and data the customer provides to HPE Aruba Networking.



Ordering information

Availability of the service may vary according to local resources and may be restricted to certain geographic locations. To obtain further information, or to order the CPPM Upgrade Service, contact a local HPE Aruba Networking account manager or your authorized reseller and reference the following SKUs:

Table 1. Ordering information

Part number	Product description
H43BBA1	HPE Aruba Networking CPPM Upgrade SVC
H40LRA1	HPE Aruba Networking 1 Day Remote QuickStart SVC (Use this SKU to add up to one (1) physical or up to two (2) virtual ClearPass nodes.* Multiple quantities of this SKU may be purchased.)

*This service is intended only for customers with 1 CPPM cluster and up to 2 CPPM nodes but migration of additional nodes may be added.

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arubanetworks.com/services/professional-services

