

Aerohive Select Support formulier

Please fill-out the questions **in English**.

Name:

Address:

Contact information:

Working hours:

Contact preference:

Product details

HiveManager platform (with login credentials if possible)

VHM Name/ID (if HMOL)

Access Point model/s and serial numbers

Software Versions

Remote access credentials if known

Detailed description of the fault

When the fault first occurred?

Can the fault be replicated?

Please provide detailed description of Level 1 and Level 2 troubleshooting carried out already.

Provide relating logs, client monitor logs etc.

- In all cases, please provide the Techdata from an affected Access Point
- Current health state of the wireless network including severity level, as defined below. Aerohive does not expect to receive any Severity 4 and very few Severity 3 cases.
- Any network design documentation that will assist the case should also be provided

You can send this form via **email** to 24x7Support@exclusive-networks.com including CC to support@exclusive-networks.nl