

July 1st 2019

End of Sale Announcement:

HiveCare Connect, HiveCare Callback, HiveCare Preferred

Aerohive is announcing the End of Sale of *HiveCare Connect, HiveCare Callback and HiveCare Preferred*

Announcement Date: July 1st 2019
End of Sale Date: January 1st 2020
Region/Channel Affected: Worldwide

Discontinued Products		Replacement Products
AH-PRF-PGM-1YR	1 year Preferred Program Fee; Includes account management, dashboard, and expedited ATAC services. In addition to HiveCare Select coverage of the installed base.	Not Applicable
AH-S-HC-CALL-1YR	HiveCare Callback support from the Aerohive Technical Assistance Center for customers with HiveCare Community support. List price is per AP/switch/3 ATOMs for 1 Year only.	HiveCare Community
AH-S-HC-CALL-1-R	Renewal Only. HiveCare Callback support from the Aerohive Technical Assistance Center for customers with HiveCare Community support. List price is per AP/Switch/3 ATOMs for 1 Year only.	HiveCare Community
AH-CON-S-HC-1Y	1 year Global HiveCare Connect support for HiveManager Connect for one (1) Aerohive Device (AP or Switch) or 3 ATOMs, includes 24x7 phone, Support Portal, and Hardware Advanced Replacement.	HiveCare Community
AH-CON-S-HC-3Y	3 year Global HiveCare Connect support for HiveManager Connect for one (1) Aerohive Device (AP or Switch) or 3 ATOMs, includes 24X7 phone, Support Portal, and Hardware Advanced Replacement.	HiveCare Community
AH-CON-S-HC-5Y	5 year Global HiveCare Connect support for HiveManager Connect for one (1) Aerohive Device (AP or Switch) or 3 ATOMs, includes 24X7 phone, Support Portal, and Hardware Advanced Replacement.	HiveCare Community
AH-CON-S-HC-1-R	Renewal Only. 1 year Global HiveCare Connect support for HiveManager Connect for one (1) Aerohive Device or 3 ATOMs, includes 24x7 phone, Support Portal, and Hardware Advanced Replacement.	HiveCare Community

AH-CON-S-HC-3-R	Renewal Only. 3 year Global HiveCare Connect support for HiveManager Connect for one (1) Aerohive Device or 3 ATOMS, includes 24X7 phone, Support Portal, and Hardware Advanced Replacement.	HiveCare Community
AH-CON-S-HC-5-R	Renewal Only. 5 year Global HiveCare Connect support for HiveManager Connect for one (1) Aerohive Device or 3 ATOMS, includes 24X7 phone, Support Portal, and Hardware Advanced Replacement.	HiveCare Community
AH-CON-S-PT-1Y	1 year HiveCare Partner support for HiveManager Connect for one (1) Aerohive Device (AP or Switch) or 3 ATOMS, includes Tier 3 support, 24x7 phone & Support Portal, Return to Factory Hardware Replacement.	HiveCare Community
AH-CON-S-PT-3Y	3 year HiveCare Partner support for HiveManager Connect for one (1) Aerohive Device (AP or Switch) or 3 ATOMS, includes Tier 3 support, 24x7 phone & Support Portal, Return to Factory Hardware Replacement.	HiveCare Community
AH-CON-S-PT-5Y	5 year HiveCare Partner support for HiveManager Connect for one (1) Aerohive Device (AP or Switch) or 3 ATOMS, includes Tier 3 support, 24x7 phone & Support Portal, Return to Factory Hardware Replacement.	HiveCare Community
AH-CON-S-PT-1-R	Renewal Only. 1 year HiveCare Partner support for HiveManager Connect for one (1) Aerohive Device or 3 ATOMS, includes Tier 3 support, 24x7 phone & Support Portal, Return to Factory Hardware Replacement.	HiveCare Community
AH-CON-S-PT-3-R	Renewal Only. 3 year HiveCare Partner support for HiveManager Connect for one (1) Aerohive Device or 3 ATOMS, includes Tier 3 support, 24x7 phone & Support Portal, Return to Factory Hardware Replacement.	HiveCare Community
AH-CON-S-PT-5-R	Renewal Only. 5 year HiveCare Partner support for HiveManager Connect for one (1) Aerohive Device or 3 ATOMS, includes Tier 3 support, 24x7 phone & Support Portal, Return to Factory Hardware Replacement.	HiveCare Community

There will be no change in support terms for support products that have already been purchased. Services will continue through the end of the existing support contract.

Aside from the products listed above, no other products or promotions are impacted by this change announcement.



Orders in Process

Aerohive will honor all purchase orders received and processed by **December 31st 2019**. Please convert any quotes for the affected products as shown in the list. Orders for the affected products will no longer be accepted starting **January 1st 2020**.

Contact

Please contact your Aerohive sales representative should you have any questions or need assistance with orders and availability.

Please visit Support [here](#) on our website for a full listing of End-Life products.