

Q's and A's for ARUBA CLEARPASS LICENCE RENEWAL

1. May you kindly provide us with the serial numbers for the devices you require licence renewals on? **Platform License Serial Number: PRSW2425106805**
2. Will the 200 hours be used during normal business hours (Mon-Fri 08h00-17h00) or will after hour support be required as well? **Normal business hours**
3. On the table with the Bill of Materials below:
 - a. Items 1, 3, 5, 7 and 9 are the actual licenses while items 2, 4, 6, 8 and 10 are the associated support. **Correct**
 - b. The actual licenses are perpetual and active forever. They do not need any renewal. However, the support needs to be renewed as this expires. **Correct**
 - c. May SACAA confirm that they require support renewal for 3 years on the support items 2, 4, 6, 8, and 10. **I can confirm**
4. We would like to compare the licences installed on the system with Aruba's records to confirm the licences that require renewal. One of the licences listed in the tender, **JZ401AAE**, is currently not showing on Aruba's system. Could you please provide the current licence details from the ClearPass server, or have an engineer export the licence information for us? **Platform License Serial Number: PRSW2425106805**