Frequently Asked Questions for Channel Partners
Branch on Demand - Updated with VPN Gateway & BR200-LTE-VZ

General Product Questions

1. **What is the VPN Gateway?**
   The VPN Gateway is a pre-integrated hardware appliance designed to easily terminate VPN connections from thousands of Aerohive branch routers. It can enable many branch routers VPN connections within minutes by eliminating configuration time needed with a VMware-based solution. Customers can start small and don't have to worry about purchasing additional licenses to add more capacity. The VPN Gateway can also terminate thousands of GRE tunnels for guest traffic from Aerohive access points.

2. **What is the BR200-LTE-VZ Router?**
   The BR200-LTE-VZ router is an enterprise-class router that simplifies branch office deployments with its embedded Verizon LTE modem, cloud management, and integrated Wi-Fi and wired features. Many remote offices such as retail stores desire a turnkey router solution that combines Wi-Fi connectivity and simple to turn on LTE service as their primary WAN connection.

3. **Is the BR200-LTE-VZ available for all regions?**
   No. The BR200-LTE-VZ is only available for use in North America.

4. **Aerohive already has a VPN termination solution. Why are we introducing VPN Gateway?**
   The VPN Gateway offers a hardware solution for VPN termination unlike the Cloud VPN Gateway that is a virtualized solution. Many organizations prefer not to use and configure VMware or are not familiar with it at all. They would rather use a hardware appliance within the DMZ to quickly terminate their VPN tunnels.

5. **How many tunnels can the VPN Gateway support?**
   The VPN Gateway can scale to support up to 4,000 IPsec VPN tunnels without purchasing or deploying an additional licenses.

6. **Will the Cloud VPN Gateway (CVG) name be changed? To what & why?**
   Yes, the Cloud VPN Gateway will be changed to VPN Gateway Virtual Appliance in Q3'14. In the past, the word "cloud" has caused confusion and implied that the virtual solution resided in the cloud. This, of course, is not true and as a result, Aerohive has revised the name to remove this misconception. In addition, in order to have a name consistent with the new VPN Gateway, the name of VPN Gateway Virtual Appliance will help make it clear that there is a hardware appliance option and a virtual appliance option that customers can easily understand and choose from.

7. **Besides the CVG name change, what else is changing?**
   The way the product gets ordered is also changing. There will no longer be special first year bundled options and now the product can be ordered individually similar to other products. In addition, pricing for the product has changed. Please view the latest price list for details on how the product is ordered and the new prices.

8. **Why did we introduce the BR200-LTE-VZ?**
   While a USB WAN connection can certainly provide connectivity, USB connectors are prone to easily falling off, being damaged, or even stolen. To address these issues, Aerohive has designed the BR200-LTE-VZ router with an embedded LTE modem and has partnered with Verizon to enable LTE service. The embedded LTE modem with Verizon provides high-speed LTE service while ensuring the connection is protected from any damage or theft. In addition, certain verticals like retail prefer to have a simple, integrated solution that includes easy-to-turn on LTE service and Wi-Fi in one device.

9. **What access methods are available on the BR100?**
   The BR100 has 5 10/100 Ethernet ports and a single 2.4Ghz 1x1:1 802.11n radio, as well as a USB port to support 3G/4G modems. Refer to the datasheet for additional details.

10. **What access methods are available on the BR200?**
    The BR200 has 5 10/100/1000 gigabit Ethernet ports and a USB port to support 3G/4G modems. Refer to the datasheet for additional details.

11. **What access methods are available on the BR200-WP?**
    The BR200-WP has 5 10/100/1000 gigabit Ethernet ports (2 which support PoE PSE), a single dual-band 3x3:3 11abgn radio, and a USB port to support 3G/4G modems. Refer to the datasheet for additional details.

12. **What access methods are available on the BR200-LTE-VZ?**

The BR200-LTE-VZ has 5 10/100/1000 gigabit Ethernet ports (2 which support PoE PSE), a single dual-band 3x3:3 11abgn radio, and an embedded Verizon modem for LTE data service. Refer to the datasheet for additional details.

13. How do the branch router platforms compare to each other?

General	BR100	BR200	BR200-WP	BR200-LTE-VZ
Recommended Users	1 to 10	1 to 50	10 to 50	10 to 50
FW/VPN Mbps	5-10 Mbps	75Mbps	75Mbps	75Mbps
Radio	1 1x1 11bgn	None	1 3x3:3 11abgn	1 3x3:3 11abgn
Interfaces	5x 10/100	5x 10/100/1000	5x 10/100/1000	5x 10/100/1000
Managed PoE	None	None	2 PoE PSE	2 PoE PSE
SNMP	None	Yes	Yes	Yes
USB WAN	Yes	Yes	Yes	No
Integrated 4G LTE	No	No	No	Verizon
SSIDs	4	0	16	16
Networks	4	16	16	16
User Profiles	32	64	64	64
Wi-Fi				
Wi-Fi Client Max Mbps	135Mbps	N/A	450Mbps	450Mbps
Spectrum Analysis	No	N/A	Yes	Yes
Wi-Fi as WAN	No	N/A	Yes	Yes
WIPS	Basic Rogue	N/A	Yes	Yes
WPA2-PSK	Yes	N/A	Yes	Yes
WPA2-802.1X	Yes	Wired Only	Yes	Yes
PPSK SSID Support	Yes	N/A	Yes	Yes
Security and Management				

RADIUS Server/Proxy	external only	Yes	Yes	Yes
AD Integration	external only	Yes	Yes	Yes
PPSK Server	Yes	No	Yes	Yes
Cloud Proxy (Barracuda, Websense)	1 to 2 users/10 sessions	1 to 10 users/100 sessions	1 to 10 users/100 sessions	1 to 10 users/100 sessions
OpenDNS	No	Yes	Yes	Yes
Voice				
Voice QoS	Yes	Yes	Yes	Yes
Access Port Based Voice	Yes	Yes	Yes	Yes
Trunk Port Based Voice	No	Yes	Yes	Yes

Ordering FAQs

1. **When are the VPN Gateway & BR200-LTE-VZ available for order?**
   The VPN Gateway is available for order starting April 7, 2014. The BR200-LTE-VZ router will be available for order starting June 12, 2014. Please note that the BR200-LTE-VZ will be available only for North American customers.

2. **Who are the part numbers for the VPN Gateway?**

AH-VG-1U	Aerohive VPN Gateway
AH-HM-LIC-1VG	Associated perpetual license to enable VPN Gateway in on-premise HiveManager

3. **What are the part numbers for BR200-LTE-VZ?**

AH-BR-200LTE-VZ-N-FCC	BR200-LTE-VZ, 5xGigabit LAN/WAN, 2 PoE PSE Ports, Dual band 3x3:3 Single 802.11a/b/g/n radio, Verizon 4G LTE module, FCC regulatory domain, with US power supply
AH-ACC-PWR-60W-US	60W power supply and US power plug

	for BR200 series
AH-ACC-PWR-60W-EU	60W power supply and EU power plug for BR200 series
AH-ACC-PWR-60W-UK	60W power supply and UK power plug for BR200 series
AH-ACC-PWR-60W-AU	60W power supply and AU power plug for BR200 series

4. **Will the part numbers change for the CVG when the name gets changed?**
Yes, the part numbers will change in Q3'14. Please see the table below for the upcoming new part numbers and see the price list for greater details.

AH-VG-VA	VPN Gateway Virtual Appliance
AH-HM-LIC-1VG	Associated perpetual license to enable VPN Gateway in on-premise HiveManager

BR200-LTE-VZ Ordering & Activation FAQ's

1. **Can any reseller in North America sell the BR200-LTE-VZ?**
Yes, Any authorized Aerohive reseller in North America can sell this product.

2. **Who is Tekmark and what do they offer with the BR200-LTE-VZ?**
Tekmark's Managed Wi-Fi provides Verizon customers a turnkey managed, cost-effective branch router Wi-Fi solution utilizing Aerohive equipment with embedded 4G LTE capabilities. Customers purchase the solution directly from Verizon, which is combined with other Verizon services such as LTE service on a single Verizon monthly bill. Tekmark is the only method and partner to deliver a Verizon *sell thru* solution.

3. **How can a partner or customer enable Verizon LTE service on the BR200-LTE-VZ?**
Activating the embedded LTE modem for use on Verizon's network can be accomplished by the following methods:
   o Contact your Verizon Wireless account representative to purchase a data plan
      o You can locate your Verizon account manager at: https://www.findmyrep.vzw.com
      o Provide the Verizon representative the IMEI number and serial number located on the package and back of the device

- o The Verizon Wireless representative will assist with the data plan selection and the SIM card activation
- o Contact an authorized Verizon Wireless partner to purchase a data plan
  - o Information on companies authorized to resell Verizon Wireless products and services is available at: https://solutionfinder.verizonwireless.com
  - o Contact your Aerohive sales representative for information on Aerohive channel partners that are authorized to resell Verizon Wireless products and services

Approved only for activation on the Verizon Wireless Network.