

Support anywhere

HP Insight Online



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HP Insight Online

What is HP Insight Online? What are the benefits of this capability?

HP Insight Online is a cloud-based infrastructure management and support portal available through the HP Support Center and powered by HP remote support technology. It provides a personalized dashboard to simplify tracking of IT operations and to view support information from anywhere at any time. Use the HP Insight Online dashboard to track service events and support cases, view device configurations, and proactively monitor your HP contracts and warranties, as well as HP Proactive service credit balances. It is an addition to the HP Support Center portal for your IT staff who deploy, manage, and support systems, plus HP Authorized Channel partners who support your IT Infrastructure. It saves time, reduces complexity, and improves uptime. After installing your HP remote support tools and registering with HP Insight Online, take advantage of the HP Proactive Insight Experience by adopting HP Proactive Care Support.

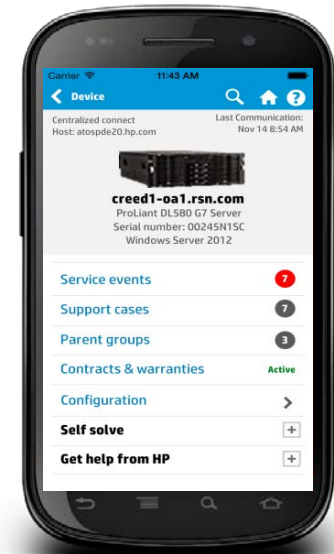
With HP Insight Online, all devices monitored by HP Insight Remote Support 7.x central connect or HP Insight Online direct connect can be auto-populated to the HP Insight Online personalized dashboard to provide 24x7 access to your product and support information regardless of your location. HP Insight Online provides one-stop access to key IT infrastructure information to solve problems faster and proactively manage and prevent problems from occurring.

HP Authorized Channel partners can view asset information shared to them by their customer in a separate “My customers” section in HP Insight Online.

The screenshot shows the HP Support Center dashboard. At the top, there's a navigation bar with 'For Business', 'For Home', and 'Support' tabs. Below this, the 'HP Support Center' header is visible. The main content area includes a 'Welcome to HP Insight Online!' message, a 'My IT Environment' section with a table of metrics, and several promotional tiles at the bottom.

Devices with incomplete registration		Service events		Contracts & warranties	
2		4		122	
Devices with remote support issues		Critical		Expired	
3		4		2	
Devices		Cases		Expiring within 30 days	
130		6		7	
Critical		New		Expiring within 31 days to 1 year	
5		3		21	
Normal		In progress			
117		3			
Non-remote support					
8					

At the bottom, there are three promotional tiles: 'HP Insight Online Get started', 'Service Credits Simplified access to the right expertise', and 'Go mobile HP Support Center'.



The Insight Online mobile dashboard is available for easy monitoring of your HP contracts, warranties, and support cases while you are on the go. The app is available worldwide in multiple languages and can be downloaded from popular app stores for Apple iOS 6.1 or later devices (iTunes), Google™ Android 2.3 or later devices (Google Play Store) and Windows® Phone 8.0 or later (Microsoft® Windows App Store). For more information, visit hp.com/services/hpscmobile.

Where do I access HP Insight Online, and is there a fee?

HP Insight Online is accessible from the HP Support Center portal at: hp.com/go/hpsc, and is available at no additional cost as part of your HP warranty, HP Care Pack Service, or contractual support agreement with HP. An HP Passport ID is required for online viewing. You can also access HP Insight Online directly at hp.com/go/insightonline.

Do I need to install Insight Online?

No installation is required. Just go to hp.com/go/insightonline and enter your HP Passport username and password for secure access, or go to the HP Support Center and click the “Insight Online My IT Environment” tab. You can also view HP Insight Online from any PC, tablet, or mobile phone browser.

To take full advantage of the Insight Online capability, you will need to install HP remote support technologies, such as HP Insight Remote Support 7.x central connect software or Insight Online direct connect, to monitor your IT infrastructure, which automatically sends hardware failures and configuration information to HP for fast, accurate diagnosis and repair. You can download the Insight Remote Support software at hp.com/services/getconnected.

What are the benefits of using HP Insight Online in addition to HP Insight Remote Support 7.x?

HP Insight Remote Support 7.x central connect is HP’s remote support solution for monitoring servers, storage, and networking products. It supports the embedded remote monitoring capabilities of the HP ProLiant Gen8/Gen9 servers and HP BladeSystem c-Class enclosures, and also provides the optional capability to monitor hardware and service information securely in the cloud with HP Insight Online. With the capabilities of the combined solution, you can:

- Access IT asset information anywhere, anytime, from any device
- Monitor device and support status using your personalized, at-a-glance dashboard
- Create reports for asset management, hardware events, and support cases
- Organize devices and share selected information with a broader set of co-workers
- Consolidate multiple hosting device views into one personalized HP Insight Online view available anywhere, anytime
- Share device information with HP Authorized Channel partners for faster support and accurate recommendations
- Enable your HP Authorized reseller/distributor to view your environment remotely

Visit hp.com/services/getconnected to learn more about HP Insight Remote Support central connect software and hp.com/go/insightonline/info to learn more about HP Insight Online.

What is the value of using HP Insight Online if I am not using remote support?

With HP Insight Online, non-remote support users can:

- Monitor HP contracts and warranties using a personalized dashboard
- Monitor and manage your HP support cases
- Organize and share information with their IT co-workers
- View and manage HP Proactive Select service credit balances

What remote support solutions are available that can integrate with Insight Online?

HP offers two methods for transmitting hardware failure and diagnostic information to HP for analysis, automated case creation, and spare parts replacement that integrate with Insight Online. They are available at no additional cost as part of your HP warranty and contract services. Choose the method that best meets your business needs based on your IT infrastructure.

1. HP Insight Online direct connect provides the ability for HP ProLiant Gen8/Gen9 servers and HP BladeSystem c-Class enclosures to transmit hardware failure and diagnostic information directly to HP for analysis, case generation, and automated parts replacement at a lower cost with no host server required. The data is viewable anywhere, anytime in the HP Insight Online personalized dashboard. It is ideal for small- to medium-sized businesses (SMBs) and remote sites wanting 24x7 remote monitoring and auto case creation for ProLiant Gen8/Gen9 servers and BladeSystem c-Class enclosures without a host-server environment and/or those who require an operating system independent solution. It is also ideal for performance sensitive customers needing a low overhead solution.
2. HP Insight Remote Support 7.x central connect software delivers 24x7 remote monitoring, diagnosis, and notifications for servers, storage, and network devices. It delivers data via an on-premise console and (optionally) the HP Insight Online personalized dashboard. It is ideal for SMB and Enterprise customers monitoring a converged infrastructure IT environment of servers, storage, and network devices.

Should HP Proactive Care service customers get connected?

Yes, HP Proactive Care service customers must connect their HP ProLiant Gen8 and Gen9 servers using Insight Remote Support central connect or Insight Online direct connect in order to receive the following HP Proactive Care services features: Proactive Scan and Firmware/Software Version Report and recommendations.

The following agents are needed to collect the information needed for the Proactive Care reports:

- The direct connect option requires the installation of AMS.
- The central connect option requires the installation of AMS or the SNMP/WBEM agents.

For more information about the HP Proactive Care service, see the website: hp.com/services/proactivecarecentral.

Why should I use HP remote support technology?

The value you gain from using HP Insight Remote Support can be summarized into three categories:

- Reduced costs
 - Up to 55 percent¹ faster problem resolution so your business stays up and running
 - Support cases created for you and spare parts delivered to your door, saving you time and resources
- Reduced risk
 - Remote monitoring all the time to identify issues before they become problems
- Accelerated growth
 - Quick resolution helps improve business uptime
 - Industry-leading first-time fix rate of close to 100 percent²

¹ IDC White Paper Sponsored by HP & Intel®, The Business Value of Connected Support from HP, Doc# 254594, March 2015

² Internal estimate

Does HP Insight Online work with HP OneView?

Yes, HP Insight Online is complementary to HP OneView. HP OneView dramatically simplifies day-to-day infrastructure management. Now you can pool and allocate software-defined and physical resources through a single, user-friendly interface. You can automate time-consuming manual tasks, such as change management, configuration consistency, system software updates and more. . HP Insight Online provides you access to your device and support information in a cloud-based personalized dashboard, so you can stay informed while in the office or on the go. Use the HP Insight Online dashboard to track service events and support cases, view device configurations, and proactively monitor your HP contracts and warranties for all your devices monitored by HP remote support tools.

Does HP Insight Online replace HP Systems Insight Manager?

HP Insight Online doesn't replace HP SIM but complements it by allowing you to view your devices and support information via your own personalized dashboard. It also allows you to share the information more readily with colleagues and your HP Authorized Channel partners. When integrated with HP remote support tools, you'll benefit from 24x7 automated support, which includes automated call logging and parts replacement to save you time. HP SIM will continue to provide powerful health monitoring, simple and agentless firmware update distribution, and easy integration with plug-ins like HP Insight Control and HP Matrix Operating Environment. HP SIM can be used for large environments up to thousands of devices.

Does HP Insight Online replace HP Insight Control?

No; HP Insight Control is essential infrastructure management for multi-system environments, which is based on HP SIM. The tools provided in HP Insight Control allow you to actually manage the servers and systems in your environment, both locally and remotely. HP Insight Control integrates advanced tools to enable you to manage your environment—from server deployment and migrations, to performance and virtualization, to performance and power optimization. HP Insight Online is a complementary capability that allows you to view your devices and support information via your own personal portal, while the actual management of those servers and systems requires tools like those in HP Insight Control.

What devices are monitored in HP Insight Online?

- The following devices are supported by the Insight Online direct connect feature:
 - HP ProLiant Gen8 servers with HP iLO 4 v1.40 and higher and HP Intelligent Provisioning v1.60 or later
 - HP ProLiant Gen9 servers with iLO 4 v2.0 and higher and Intelligent Provisioning v2.01 or later
 - HP BladeSystem c-Class enclosures with HP Onboard Administrator v4.11 or later

Note

To address third-party software vulnerabilities, HP recommends using OA 4.30 or later

- Insight RS 7.x monitors a wide range of servers, storage, and network devices. For a complete list see the Insight Remote Support 7.x. Release Notes are available at hp.com/go/insightremotesupport/docs.

What data is collected, and how is this data used?

There are two types of data transmitted to HP or your HP Authorized Channel Partner from HP remote support tools: event data and collection data. This data is used to help resolve problems more quickly and accurately. No business information is collected, and the data is managed according to the HP Data Privacy policy.

- Event data is transmitted to HP when it is determined that a hardware failure has occurred on a monitored device.
- Collection data contains configuration details about monitored devices in your environment, error data, and operational telemetry.

For complete information on the data collected see the “HP iLO 4 User Guide” at hp.com/go/ilo/docs.

With your specific opt-in permission, HP or your HP Authorized Channel Partner can provide recommendations based on this data to improve performance, or to avoid potential unwanted downtime.

What are the steps to start using HP Insight Online?

For remote support, follow these high-level steps:

1. Obtain your HP Passport ID in the HP Support Center portal.
2. Install or upgrade to HP Insight Remote Support 7.x central connect or enable HP Insight Online direct connect for HP ProLiant Gen8/Gen9 servers and HP BladeSystem c-Class enclosures.
 - A. For HP Insight Remote Support 7.x central connect users: Enter your HP Passport ID username and password in the HP Insight Remote Support registration screen and select “View your IT environment data via HP Insight Online.” (Visit hp.com/go/insightremotesupport for more information.)
 - B. For HP Insight Online direct connect users: Complete device registration in the HP Insight Online personalized dashboard after enabling the HP Insight Online direct connect feature for your HP ProLiant Gen8/Gen9 server or BladeSystem c-Class enclosure.
3. Set up device groups in hp.com/go/insightonline and share them with other IT professionals in your organization.
4. You may manually add devices (not remotely monitored by HP) to your device view in order to monitor the support status of your complete IT environment. The most comprehensive device display is available for devices remotely monitored by HP.

Note

HP Insight Online automatically links HP contracts, warranties, and HP Care Packs associated with your devices to your HP Passport ID in multiple mode if they have not been previously linked to another user in single mode. For more information, see the “Insight Online User’s Guide” at hp.com/support/InsightOnline_GSG_en.

For non-remote support, follow these high-level steps:

1. Obtain your HP Passport ID in the HP Support Center portal.
2. Select “Insight Online My IT Environment.”
3. If you have already linked HP warranties, contracts, and HP Care Packs you can view your IT environment support status in the dashboard. From the dashboard you can navigate to view more details.
 - A. If you have not linked HP warranties, contracts, and HP Care Packs, go to “Contracts and Warranties” under the “My Support” tab. Once linked to your HP Passport ID, go to “Contracts and Warranties” under the “My IT Environment” tab to view status and add user groups for sharing your entitlements.
4. You may also add manual devices (not remotely monitored by HP) from your linked HP warranties, contracts, and HP Care Packs and track them by device as well as by entitlement.

Note

For more information, see the “Insight Online User’s Guide” at hp.com/support/InsightOnline_GSG_en.

Can I have my preferred local HP Authorized Service Partner deliver my HP contract or warranty service to me?

Yes. During registration of your devices simply enter the partner location ID into the “HP Authorized Service Partner” field. Your partner should also work with their local HP Partner support manager to set up case routing. Your partner will then be automatically notified of any cases created via your monitored devices and will contact you to arrange an onsite visit or part replacement. Your HP Authorized Service Partner will also be able to log into HP Insight Online and see a dashboard of your devices and any service events that are open so they can more easily support you.

What if I have a partner who doesn’t deliver break-fix service to me? Can I share information with that partner?

You can choose to share your device information with any HP Authorized Channel Partner by entering their Partner location ID into the “HP Authorized Reseller/Distributor” field during the remote support device registration process. Your partner will then be able to log into HP Insight Online and see a dashboard of your devices including contract and warranty information. If you also want to share device configuration details with your partner, you need to opt in to this during registration.

How can HP Channel Partners use Insight Online?

When HP Channel Authorized Partners log into Insight Online using their HP Passport ID, they see the special section for partners called "My Customers." This provides a dashboard view of their customers and their devices monitored by HP Insight Remote Support or HP Insight Online direct connect. This partner view is enabled when the customer enters the Location ID of the partner during configuration of Insight Remote Support or registration of HP Insight Online direct connect devices. The Location ID identifies the partner and can be found in the top left corner of the HP Partners portal log-in screen. In addition to entering the partner Location ID, the customer must choose "Optimize my IT Environment" in order for the partner to view configuration details and configuration reports in Insight Online. Partners who are authorized for service delivery will be able to view service event status and reports in addition to detailed hardware configuration information and warranty/contract status for each device. Detailed hardware configuration information and warranty/contract status is available for all HP Authorized Resellers as mentioned above, configuration details and reports are only available if the customer has chosen to "Optimize my IT Environment." HP Authorized Service Partners can also choose to have Insight Remote Support or HP Insight Online direct connect notify them automatically of cases created via their customers monitored devices, along with detailed information of the hardware issue including replacement part numbers. Partners should contact their local HP Partner support manager to have this case routing set up. More information for partners using Insight Online can be found in the Insight Online User's Guide at hp.com/go/insightremotesupport/docs.

HP Authorized Services Partners can be better informed about their customers' HP IT environments and provide fast, accurate break/fix service. HP Authorized Resellers and HP Authorized Service Partners can be better informed about their customers' hardware configurations to provide proactive advice and consultation.

Where can I read success stories on HP Insight Online?

Insight Online success stories are available at hp.com/go/insightonline/info.

HP Insight Online direct connect

What is HP Insight Online direct connect?

HP Insight Online direct connect provides the ability for HP ProLiant Gen8/Gen9 servers and HP BladeSystem c-Class enclosures to automatically transmit hardware failure and diagnostic information directly to HP for analysis, generate a support case, and order replacement parts for delivery at a lower cost, with no host server required. The health and support information for connected HP ProLiant Gen8/Gen9 servers and HP BladeSystem c-Class enclosures is available anywhere, at any time in the HP Insight Online personalized dashboard.

Which products are supported by HP Insight Online direct connect?

This feature is available for:

- HP ProLiant Gen8 servers with HP iLO 4 v1.40 and higher and HP Intelligent Provisioning v1.60 or later
- HP ProLiant Gen9 servers with iLO 4 v2.0 and higher and Intelligent Provisioning v2.01 or later
- HP BladeSystem c-Class enclosures with HP Onboard Administrator v4.11 or later

Note

To address third-party software vulnerabilities, HP recommends using OA 4.30 or later

Who should use HP Insight Online direct connect?

The ideal environment is SMB and remote sites wanting 24x7 remote monitoring and automated support case creation for HP ProLiant Gen8/Gen9 servers and HP BladeSystem c-Class enclosures without a host server environment and/or those who require an operating system independent solution. The combination of agentless monitoring and HP Insight Online direct connect is also ideal for performance-sensitive customers needing a low overhead solution.

In addition, multiple HP remote support tools can be used in environments where customers are monitoring a data center (with HP Insight RS 7.x central connect) and remote sites (with HP Insight Online direct connect). In this situation, a consolidated view of the health and support information for all the monitored devices can be made available in the HP Insight Online personalized dashboard.

What are the key features available with HP Insight Online direct connect?

The key features of HP Insight Online direct connect include:

- Device monitoring around the clock
- Support cases created for you and replacement parts sent to your door
- Easy sign-up and activation
- Secure—HTTPS outbound communication
- Cost-effective—No additional hardware or software installation required
- Agentless and operating system independent
- Simplified, anywhere, anytime view of IT health and support information with the HP Insight Online personalized dashboard

How do I install HP Insight Online direct connect?

With HP ProLiant Gen8/Gen9 servers and future generations, and HP BladeSystem c-Class enclosures remote support capabilities are built-in by design and are ready to start working via a two-step streamlined activation process.

Step 1: Register for remote support via HP iLO, Intelligent Provisioning, or the Onboard Administrator

Step 2: Complete registration in HP Insight Online

Registration information is available in the “HP Insight Remote Support and Insight Online Setup Guide for HP ProLiant Servers and HP BladeSystem c-Class Enclosures” at hp.com/go/insightremotesupport/docs.

Is HP Insight Online direct connect secure?

Access to HP Insight Online requires a personalized HP Passport ID. Data sent by Insight Online direct connect devices is encrypted using SSL over HTTPS. During the SSL handshake, the client certificate provided against HP's CA Digital Certificate is verified before any remote support data transmission is attempted.

Data sent to HP is stored in a secure data facility in one of HP's corporate data centers. For more details, refer to the “HP Insight Online direct connect architecture and security model Technical White Paper” at hp.com/go/insightremotesupport/docs.

Does HP Insight Online direct connect generate extra network traffic on my LAN?

Device registration and service events will create a very small amount of extra network traffic but only during device registration or when an error condition occurs. The only other time data is transmitted on the network is when basic configuration or Active Health System (AHS) information is collected from the managed device. Basic configuration information is collected on a monthly basis and AHS information is collected on a weekly basis.

How can I check that my HP Insight Online direct connect is working correctly?

You can send a test event or test data collection to verify the connection. For more information see the “HP Insight Remote Support and Insight Online Setup Guide for HP ProLiant Servers and HP BladeSystem c-Class Enclosures” at hp.com/go/insightremotesupport/docs.

With HP Insight Online direct connect, will there be confirmation of delivery to HP? If not, how will event delivery be confirmed?

To receive confirmation that an event has been successfully delivered and a support case opened, include your email address during the device registration process with the contact preference set to email. The event and related support case will also be available to view in Insight Online.

Can the HP iLO and Onboard Administrator be configured to register for HP Insight Online direct connect using scripting?

Yes. For information on how to configure the HP iLO via the RIBCL protocol, see the [“HP iLO 4 Scripting and Command Line Guide.”](#) For information on how to configure the OA via the CLI, see the “HP BladeSystem Onboard Administrator Command Line Interface User Guide” at hp.com/support/BladeSystem_Onboard_Administrator_CLI_UG_en.

Note

After completing registration of the HP iLO and OA, you must log in to HP Insight Online to provide your service delivery information (i.e., contacts, site details, partner IDs) before service can be delivered.

Where do I go for support?

Support for HP remote support tools and HP Insight Online is available through HP’s local Response Centers or through HP Technology Services. Please refer to hp.com/go/rstechsupport, where you will find information on peer-to-peer forums, and the contact details of HP Support.

For questions or issues with the HP Insight Online portal, you can use the email form hp.com/go/contactHPSC to get fast answers, such as how to:

- Manage your contracts and warranties
- Use any of the advanced features of Insight Online
- Submit site feedback and enhancement requests

Learn more at
hp.com/go/insightonline/info

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