



Hewlett Packard
Enterprise

Enable/Manage Channel Partners

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Enable/Manage Channel Partners

[Hewlett Packard Enterprise Partner Program](#) offers customers a Proactive Care report, which is explained either by an HPE consultant or by your [HPE Authorized Service Partner](#).

If you opt for the HPE Authorized Service Partner, HPE has designed a process to ensure that the customer's reports are visible by the Authorized Service Partner. The set-up process is described below.

Note

If the Service Partner is not Authorized by HPE for Proactive Care, he or she will not be able to access the customer's reports via [Insight Online](#).

Set-Up Process for the Customer:

During installation and configuration of Insight Remote Support you will need to set up an HPE Authorized Service Partner and HPE Authorized Reseller/Distributor. On the Company Information → Channel Partners tab you can set up additional partners and assign those partners to devices in your environment.

The partners can be assigned to individual devices or to groups of devices.

On the Channel Partners tab, you can:

Add Additional Channel Partners

Each device must have an HPE channel partner assigned to it. A default partner was created during the Hosting Device Setup Wizard configuration. Additional channel partners can be added if necessary.

Authorized Service Partners and Authorized Resellers

- HPE Authorized Service Partner
 - Once the partner has enrolled and been set up to have Insight RS generated events routed to them, you should enter the partner ID here. If HPE is delivering break-fix, leave this field blank.
- HPE Authorized Reseller/Distributor
 - Entering the partner ID here associates the reseller to the customers' devices that are being monitored by Insight Remote Support. The reseller will have access to customer configuration details and reports in Insight Online, provided the customer has opted in.

To add a partner, complete the following steps:

1. In the main menu, select **Company Information**.
2. Click the **Channel Partners** tab.
3. In the List of Channel Partners pane, click **Create New Partner**. The required fields appear in the Create New Partner pane.
4. In the Create New Partner pane, type your partner identification number into the **Partner ID** field. The Partner ID uniquely identifies a partner as an HPE Authorized Partner during the HPE partner registration process. This is also known as the Partner Location ID. See About Channel Partners below for more information.
5. Click **Check ID**. The partner ID is verified with the HPE back end and details about the partner appear. If a correlation is found, the partner details appear, or an error message if the ID is not recognized. Make sure the information about the partner is correct. Note that a partner will usually have several location ID's. You need to choose the one where the partner users are located who will be working with you.
6. If you want this partner to be the default service partner, select the **Set As Default HPE Authorized Service Partner** check box. If you want this partner to be the default reseller/distributor, select the **Set As Default HPE Authorized Reseller/Distributor** check box.

Note

If you choose to set a partner as your default HPE Authorized Service Partner or HPE Authorized Reseller/Distributor in this screen, your current default HPE Authorized Service Partner or HPE Authorized Reseller/Distributor will no longer be the default. Additionally, default partners will be the partners for all devices until those devices are individually assigned to other partners.

7. Click **Save**. The system creates and displays the new partner in the List of Channel Partners pane. The assigned devices pane appears where you can assign devices to the new Channel Partner.
8. Assign devices in the assigned devices pane. The default view shows devices not assigned to the Channel Partner. To show additional devices, click the **Not Assigned to this Channel Partner** or **All Devices** options. To show devices in a specific device group, select a device group from the **Filter by device group** drop-down list. To search for a specific device, type the device name into the **Search** box. The table displays the devices based on your filter and search criteria.
 - To add a device, select the **Reseller** or **Service Partner** check box next to the device in the devices table.
 - To remove a device, clear the **Reseller** or **Service Partner** check box next to the device in the devices table. When saved, the device is assigned back to the default.

Note

You cannot remove devices from the default Channel Partner. You must assign the device to a new Channel Partner.

9. Click **Save Devices**.

10. During Installation/configuration of Insight Remote Support, you need to also enable the integration with Insight Online by selecting the check box and entering your HPE Passport ID. This enables your partner with access to your devices in Insight Online.

About Channel Partner Access

The Partner ID uniquely identifies a partner as an HPE Authorized Partner during the HPE partner registration process. HPE is the default channel partner if no other channel partner is assigned. This ID is known as the Partner Location ID.

The following details the process for how location ID's and HPE Passport ID's are assigned to Channel Partners:

HPE Authorized Resellers: A channel partner needs to register with HPE on the Global Partner Portal to become an HPE authorized reseller. Through this process, the partner chooses their HPE Passport user identification and password and is assigned an HP Location ID. The assignment is done automatically by HPE at the time of registration and the Location ID is provided to the partner via email notification. The HPE authorization system automatically recognizes this partner as an HPE authorized reseller based on their HPE Passport ID. The partner should share this Location ID with their customers and ask them to associate it with their HPE IT devices sold by the partner during configuration of Insight RS. Also, the customer must opt-in during device association on Insight RS. The customer opts in by checking the following option: "Consent to have HPE or my HPE Authorized Channel Partner contact me to discuss optimizing my IT environment." This enables the reseller to access configuration reports in the Global Partner Portal as well as configuration details, configuration reports, and some contract and warranty details in Insight Online.

HPE Authorized Service Partners: Upon reaching a level of HPE sales, an HPE authorized reseller is offered training to deliver on the service as a ServiceOne partner. If this is of interest to the partner, he becomes accredited as an HPE authorized service partner. Email and/or verbal communication on this change is made to the partner by HPE. The HPE partner authorization system then automatically identifies this partner as an HPE Service Partner, based on their HPE Passport ID. As with the HPE Authorized Reseller, the partner should share this Location ID with their customers and ask them to associate it with their HPE IT devices serviced by the partner and also to opt-in for proactive advice during device association on Insight RS. In addition to what the reseller sees in Insight Online My Customers Tab, the Service Partner has access to service event status and reports, with links into the Channel Services Network portal. Once HPE has set up the case routing mechanism, the partner is notified of subcases routed to them as the delivery partner. To set up case routing, the partner's HPE service manager works with the partner to complete an enrollment form. The partner then accepts the subcase within the Channel Services Network portal. As is the case for the Authorized reseller, product and services recommendations may be conducted by the HPE Authorized Service Partner based on configuration reports only when a customer has opted-in to be contacted about optimizing their environment.

Note

In order to access the proactive care reports, the Service Partner needs to fill in the enrollment form prior to delivering any proactive care.

Partner to Partner Association within a Partner Company: All users within a partner company who have their HPE Passport ID's linked to the same Partner Location ID automatically have access to devices in Insight Online that have been associated to that Location ID. The partner can choose to share their view with additional users by setting up a group and adding additional users to that group based on email address. See the HPE Insight Online Getting Started Guide for more information on how to do this.

Partner Access to HPE Insight Online

Note

Disabling the HPE Insight Online integration will remove all details of remotely supported devices in HPE Insight Online for the registered HPE Passport account. This will also disable the same device details for any users with whom this data was shared as well as the view of your HPE Authorized Channel Partner, if configured.

Table 1. Customer information available to HPE Channel Partners.

Insight Online feature	HPE Authorized Reseller	HPE Authorized Service Partner	Customer must optimize environment
Devices:			
Configuration details	x	x	x
Warranty status	x	x	x
Reports:			
Device configuration	x	x	x
GPP configuration (V5 and V7 devices)	x	x	x
Contract & warranty	x	x	
Support case		x	
Service event		x	
Service events:			
Details		x	
Icons in dashboard		x	
Link to CSN		x	



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