



Hewlett Packard
Enterprise

Enable HPE Authorized Service Partner to receive Proactive Care Reports

To ensure your HPE Authorized Service Partner receives copies of the Proactive Care reports:

(1) The HPE Authorized Service Partner must obtain the Proactive Care Qualification which is available in November of 2014. To learn more about the Proactive Care qualification, Partners should access their Partner Portal.

(2) Customers enter Partner location IDs in the applicable Remote Support Technology Tool (RST) or directly into Insight Online within the HPE Support Center.

- To complete this step for devices using 3PAR Call Home RST, first setup 3PAR Call home with the steps described [here](#).
- Next, use the Insight Online to enable Partners click [here](#).
- To complete this step for devices using Insight Remote Support RST, click [here](#).
- To complete this step using Direct Connect, go to the below link and navigate to Chapter 2 and refer to the “Complete direct connect device registration” section.

hpe.com/support/InsightOnline_GSG_en

For complete details about Proactive Care Delivery, HPE ServiceOne Authorized Partners should refer to their Proactive Care Service Delivery Guide on their Partner Portal.



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