



Hewlett Packard
Enterprise

Enable connectivity for HPE StoreOnce Systems

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Call home benefit

Periodically, HPE StoreOnce transfers the diagnostic information such as system configuration data, customer information data, and system events to Hewlett Packard Enterprise for remote diagnostic analysis and proactive fault detection.

Any critical alerts that are generated by the StoreOnce Backup System are transferred immediately to Hewlett Packard Enterprise for analysis and quick response, when necessary.

Note

The steps in this document hold good for StoreOnce with software versions 3.11.7, 3.12.x, 3.13.x, 3.14.x, 3.15.x

Network pre-requisites for call home to work

Firewall and port requirement for configuring outbound connectivity on StoreOnce:

Outbound connection enables diagnostic data transfer such as Events, configuration files for remote diagnosis, and more.

The mode used for communication to HPE connection portal for diagnostic data transfer (Outbound) is listed as follows.

Firewall and port requirement:

NETWORK REQUIREMENT	NETWORK MODE
HPE Remote Support Portal	Your DNS server should allow ALL of the following: storage-support.glob.itcs.hpe.com to be resolved to: <ul style="list-style-type: none"> - storage-support1.itcs.hpe.com (16.248.72.63) or - storage-support2.itcs.hpe.com (16.250.72.82). AND remote3par.houston.hp.com to be resolved to: <ul style="list-style-type: none"> - remote3par1.houston.hp.com (15.201.225.95) or - remote3par2.houston.hp.com (15.240.56.190)
Outbound Connectivity (File transfer from StoreOnce to HPE)	Port 443 (https) to be opened (outbound) between StoreOnce IP and the following IP Addresses: 16.248.72.63 - storage-support1.itcs.hpe.com 16.250.72.82 - storage-support2.itcs.hpe.com 15.201.225.95 - remote3par1.houston.hp.com 15.240.56.190 - remote3par2.houston.hp.com

How to configure call home—if not configured (For Software Versions: 3.11.x and 3.12.x)

Login to StoreOnce Management Console

Default Username will be Admin and the Password will be admin. The default Username and Password will only work if you have not made any changes to it.

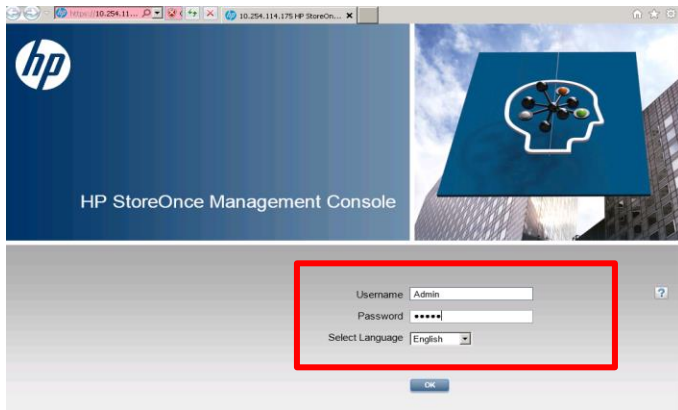


Figure 1: Screenshot of Management Console

Click on the Remote Support tab, then click Modify and choose Yes to enable Remote Support, select Support Level as Passive.

In the Enterprise Server field, enter remote3par.houston.hp.com

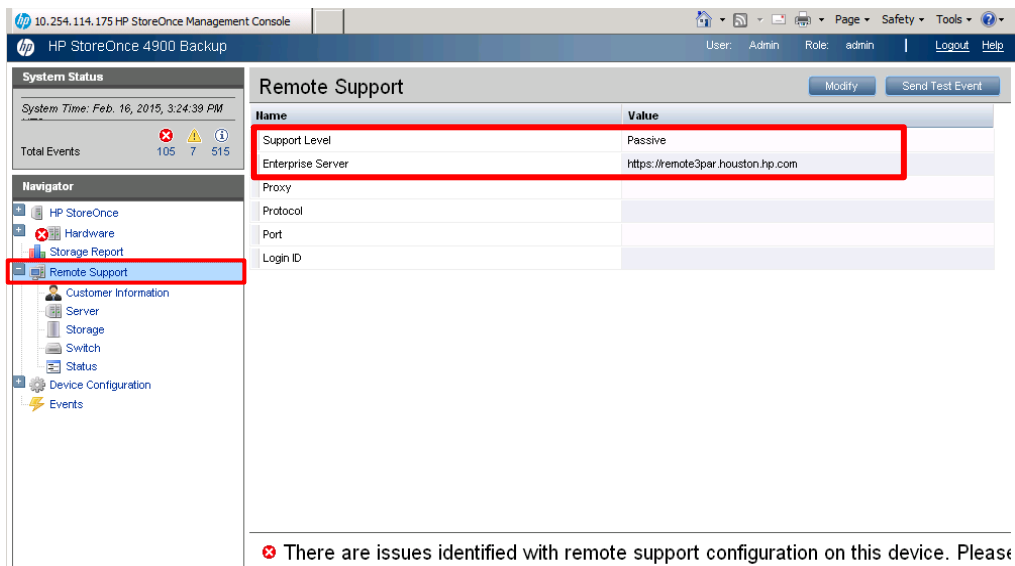


Figure 2: Remote Support section of Management Console

Go to Customer Information and check if all the details are filled in properly.

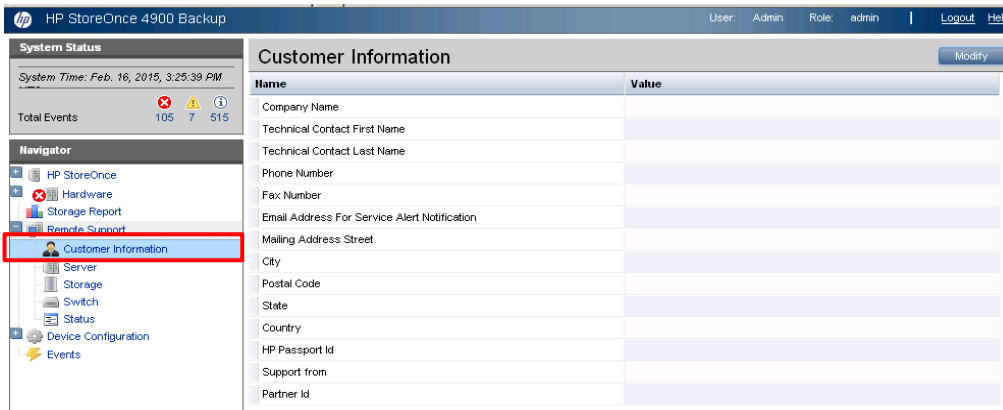


Figure 3: Customer Information section

Go to Server option and ensure all the details entered are correct. Click on Modify and ensure Server Entitlement details are filled-up properly.

Customer Entered Serial number: Enter bundle or couplet serial number.

Customer Entered Product number: Enter the 6-digit alphanumeric product number.

Entitlement type: Choose the service agreement ID (SAID) option.

Entitlement ID: Enter SAID, this will be a 12-digit numeric number.

Custom delivery ID: If custom delivery ID is not provided by sales, SAID can be considered as custom delivery ID and needs to be filled in this tab (this is basically for the system to identify the contract and get the system registered)

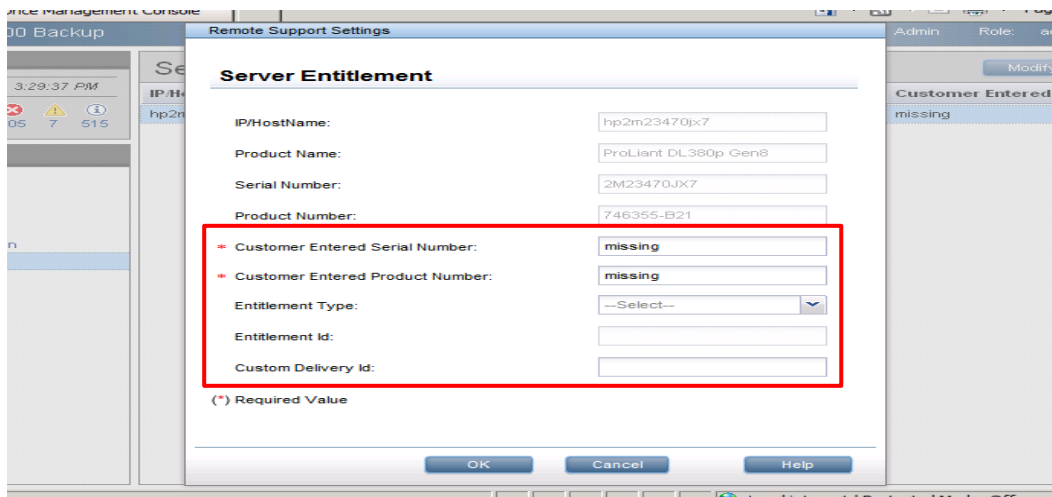


Figure 4: Server Entitlement settings

Click Storage if the server is connected with additional components such as drive chassis, drive enclosure, SAS drive, and more.

Enter details as entered under Server tab—serial number, product number, and entitlement details.

If switch is connected to StoreOnce box, you should enter the details in the Switch tab to register the system.

The screenshot shows the HP StoreOnce 4900 Backup interface. On the left is a 'Navigator' pane with a tree view containing 'HP StoreOnce', 'Hardware', 'Storage Report', 'Remote Support', 'Customer Information' (highlighted with a red box), 'Server', 'Storage', 'Switch', 'Status', 'Device Configuration', and 'Events'. The 'Customer Information' sub-menu is expanded, showing 'Server', 'Storage', and 'Switch'. The main area displays a 'Details entered' dialog box with the following fields:

- * Customer Entered Serial Number: XXX417FMC6
- Customer Entered Product Number: BB903A
- Entitlement Type: SAID (dropdown menu)
- Entitlement Id: 1234567890
- Custom Delivery Id: 1234567890
- (*) Required Value

At the bottom of the dialog box are three buttons: 'OK', 'Cancel', and 'Help'.

Figure 5: Sample output of the details entered

Go to the Status tab and check if you have entered details in all the required fields.

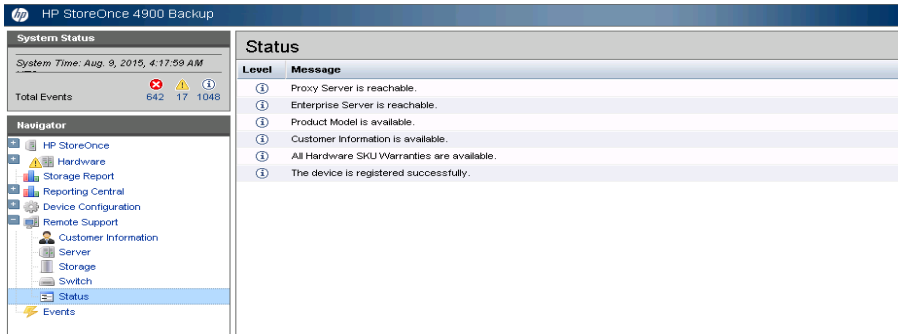


Figure 6: Verifying the status of Remote support

Once the configuration is completed, contact HPE Support Center and ask for the StoreOnce connectivity team.

For Software Versions: 3.13.x and above:

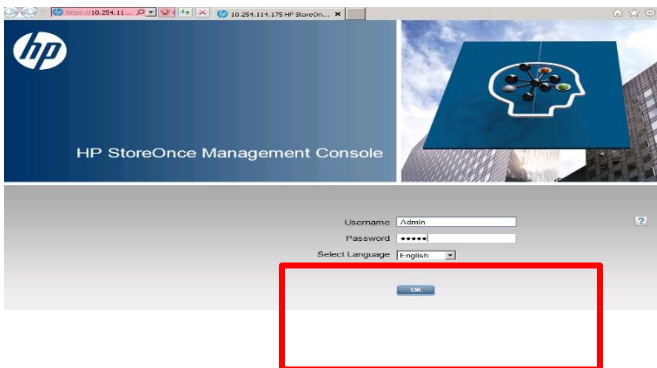
There is not much difference in GUI when compared with the older version of OS, however the Entitlement of serial numbers has been eliminated.

System identifies the serial number automatically and hence no manual entries of serial number is necessary.

Customer Information and Remote Support are only two options which needs to be verified.

Login to StoreOnce Management Console

Default Log-in ID and Password will be Admin and password admin. Providing customer has not made any changes to it.



Click on remote support tab, then click Modify and choose **Yes** to enable Remote support, select Support level as **PASSIVE**, Enterprise server should be entered as <https://remote3par.houston.hp.com>



Reference guide

Go to **Customer Information** and check if all the details are filled in properly.

Note: Enter SAID in Custom Delivery Id field.

Customer Information	
Name	Value
Company Name	<input type="text"/>
Technical Contact First Name	<input type="text"/>
Technical Contact Last Name	<input type="text"/>
Phone Number	<input type="text"/>
Fax Number	<input type="text"/>
Email Address For Service Alert Notification	<input type="text"/>
Mailing Address Street	<input type="text"/>
City	<input type="text"/>
Postal Code	<input type="text"/>
State	<input type="text"/>
Country	<input type="text"/>
HP Passport Id	<input type="text"/>
Support from	HP Direct
Partner Id	<input type="text"/>
a Custom Delivery Id	<input type="text" value="Enter the SAID"/>

Go to **Status** tab and check if all required fields are been entered.

Status	
Level	Message
①	Proxy Server is reachable.
①	Enterprise Server is reachable.
①	Product Model is available.
①	Customer Information is available.
①	All Hardware SKU Warranties are available.
①	The device is registered successfully.

Once the configuration is completed, contact HPE Support Center and ask for StoreOnce connectivity team to verify.

Learn more at
hpe.com/services



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