



HPE System Healthcheck Direct Service

HPE Packaged Support Services

System Healthcheck Direct Service provides a technical assessment of your computing environment and is designed to identify security, system performance, configuration, and availability problems of your designated system before they might affect your critical operations. Hewlett Packard Enterprise provides access to a software tool that collects and analyzes static and dynamic information, including operational procedures, configuration information, and system performance characteristics, gathered from your designated system. A service report of the resultant analysis and recommendations based on HPE system management practices is provided by the use of automated online delivery. This service is recommended for customers familiar with self-help tools and who have an interest in managing their own systems.

Service benefits

- Uncover performance, configuration, availability and security problems of your system before they might affect your business operations
- Identify and prioritize system improvements to assist you in gaining control of your technology assets and increasing system utilization
- Improve your system management efficiency
- Complement your internal resources

Service feature highlights

- Analyzes your designated Hewlett Packard Enterprise system information using HPE system management practices for that configuration
- Electronic delivery of a service report outlining analysis results and listing recommendations

Table 1. Service features

Feature	Delivery specifications
System analysis	Hewlett Packard Enterprise will provide the Customer with online access to the System Healthcheck tool for the Customer to use in collecting information on the Customer's designated system. Advisory support through email communication is provided, as needed, on download or use of the System Healthcheck tool. The Customer will provide the system information to HPE for HPE to analyze using HPE system management practices for the Customer's designated configuration.
Service report	A System Healthcheck service report will be electronically delivered to the Customer. The service report highlights conditions that require immediate resolution or further in-depth assessment with recommendations for a suitable course of action.
Turnaround time	The System Healthcheck service report is typically delivered within two business days after Customer submits system information to Hewlett Packard Enterprise electronically.

Service limitations

- System Healthcheck service is offered on a single system basis
- This service applies only to HPE Servers running Windows 2000
- Email support is conducted during HPE MST/MDT standard business hours, excluding HPE holidays
- Follow-up activities to implement any recommendations are not included in this service offering, but may be obtained in a separate HPE Services engagement subject to additional charges
- The System Healthcheck service report is typically delivered within two business days after Customer submits system information to HPE electronically

Customer responsibilities

The Customer must follow the System Healthcheck Direct instructions received with the HPE Support Services which include:

- Download the System Healthcheck tool from the Hewlett Packard Enterprise designated web site
- Install and setup the System Healthcheck tool on the Customer's system
- Run the System Healthcheck tool on the specified system to collect information for analysis and return the information to Hewlett Packard Enterprise following the instructions provided by HPE
- Provide the Customer information indicating to Hewlett Packard Enterprise which Customer personnel should receive the resulting System Healthcheck service report

For more information

For more information on Hewlett Packard Enterprise support services, contact any of our worldwide sales offices or visit the following website:

www.hpe.com/services/support

www.hpe.com/services/lifecycleevent

