



HP Education Services Course Overview

APS Service Fundamentals (HK752S)

Service Fundamentals is a comprehensive course that describes tools and resources available for service personnel. This training is designed to help service specialists understand service procedures and troubleshooting methodology of HP ProLiant servers.

Audience

The Accredited Platform Specialist is expected to be able to return the HP server or its components to their operational state as shipped from the factory. The HP server components must pass POST routines and be made available for software load. The APS certification level is not responsible for the initial software load but is responsible for driver loads/updates and ROM loads/updates. They are also expected to run any HP provided diagnostics for problem identification/isolation including System Insight Manager to view alert conditions and properly identify the affected sub-assembly and perform repair/replacement procedures.

Prerequisites

HP recommends that students have attained the following credentials or levels of experience before taking this course:

- Industry Standard Architecture and Technology course (HK751s)

Course objectives

The participants can expect to gain a technical understanding of management and configuration tools for HP ProLiant ML, DL and SL servers. This basic level training covers troubleshooting methodology, basic troubleshooting of ProLiant server components. This training delivers also information on available service resources.

- Using Service Information Resources
- Systems Management for a ProLiant Server
- Accessing and Configuring iLO2
- Troubleshooting Methodology for a ProLiant Server
- Removing and Replacing Components

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Course title:	APS Service Fundamentals
HP product number:	HK752S
Category/Subcategory:	ProLiant
Course length:	1 day
Level:	Intermediate
Delivery language:	English
To order:	You can order this course online at http://www.hp.com/learn . At the site, select a country, then choose "registration" or "Book a course" and fill out the online registration form.

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Detailed course outline

Module 1: ProLiant Server Portfolio

- Objectives
- HP ProLiant server family
- HP ProLiant G6 server
- HP ProLiant G7 server
- Learning check

Module 2: HP Service Resources

- Objectives
- Overview of service resources
- ProLiant serial and product ID numbers
- Checking warranties
- Finding parts information
- Using service documents
- Navigating the “Train certify” section of your partner portal
- Using web-based support resources
- Contacting telephone support services
- Learning Check

Module 3: Management of HP ProLiant Server

- Objectives
- Basic management tools
- HP Insight Control
- HP Systems Insight Manager
- Integrated Lights-Out technology
- Learning check

Module 4: Install, Set Up, and Configure Lights-Out Management Products

- Objectives
- Install and set up LAN connections
- iLO hardware installation
- Accessing the setup
- Configuring network settings
- Configuring security settings
- RBSU security
- Configuring directory settings
- Configuring user administration
- Learning check

Module 5: Troubleshooting Integrated Lights-Out

- Objectives
- Supported browsers and client operating systems
- iLO POST LED indicators
- Event Log entries
- Login issues
- iLO Management Port not accessible by name
- Cannot access iLO 2 using Telnet
- Alert and trap problems
- Directory problems
- Mouse problems
- Remote Console problems
- SSH and Telnet problems
- Video and monitor problems
- Virtual Media problems

- Miscellaneous problems
- Displaying the current session cookie
- Testing SSL
- Resetting iLO 2
- Learning check

Module 6: HP Troubleshooting for a ProLiant Server

- Objectives
- HP troubleshooting methodology
- Step 1 Collect data (1 of 2)
- Step 2 Evaluate the data to determine subsystems causing the issue
- Step 3 Develop an optimized action plan
- Step 4 Execute the action plan
- Step 5 Determine whether the problem is solved
- Step 6 Implement preventive measures
- Learning check

Module 7: System Memory Troubleshooting

- Objectives
- Memory troubleshooting
- Memory problem indicators
- Troubleshooting using HP Insight Diagnostics
- Troubleshooting flowcharts
- Memory problems and firmware
- Learning check

Module 8: Servicing ProLiant Subsystems

- Objectives
- Performing prerequisite steps
- Installing, removing, and replacing components
- Servicing the ProLiant blade servers
- Troubleshooting a failed installation
- Common problem resolution
- ProLiant server troubleshooting flowcharts
- c-Class server blade fault indications flowchart
- Learning check

For more information

To locate country contact information and to learn more about education services, please visit our worldwide web site at <http://www.hp.com/learn>.

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