



HP Education Services Course Overview

HP Industry Standard Server Support (H1L31S_00786658)

This vILT/vLAB training provides the skills and knowledge to perform basic troubleshooting, repair, firmware and software updates, and/or verification of operation of HP ProLiant Generation 8 (Gen8) and HP BladeSystem products, including breakthrough technologies for intelligent automation and proactive support.

Audience

- This training is intended for Partner CEs who will deliver Installation & Startup and Break/Fix services for Generation 8 ProLiant servers in the field.

Certifications [Recertification/Upgrade Path] and Related Examinations:

- HP Support Certified – Industry Standard Server Solutions [2013]
- Exam(s): HP2-T23 – Supporting HP Industry Standard Server Solutions
- HP5-T01D – for upgrade path from the APS BladeServer and Rack and Tower Support certifications

Prerequisites

Successful completion of one of the following courses:

- HP2-T16 "Industry Standard Architecture and Technology" or CompTIA Server+

Course objectives

After completing this course, you will be able to:

- Describe the HP ProLiant Server Portfolio
- List HP Service Resource
- Describe the usage of the HP iLO Management Engine
- Configure server hardware
- Describe BladeSystem enclosures and their components
- List HP BladeSystem storage, expansion and connectivity options
- Perform management of HP ProLiant servers
- Describe the storage technologies for HP servers
- List Best Practices for power and cooling in the data center
- Perform troubleshooting on a ProLiant server

Course title:	HP Industry Standard Server Support
HP product number:	H1L31S_00786658
Category/Subcategory:	ProLiant
Course length:	3 days
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.

Why education services from HP?

- Comprehensive curriculum of job-specific training leading to vendor certification
- More than 30 years of Education Consulting
- Streamlined purchase and management of training with HP Care Pack Services for Education
- Global training with more than 90 training locations worldwide
- Training you need, when and where you need it with our Remotely Assisted Instructional Learning (RAIL)
- Unmatched technical expertise and support for HP products and technologies
- Recognized as an IDC MarketScape leader for IT education (IDC MarketScape: Worldwide IT Education and Training 2012 Vendor Analysis, doc #232870, February 2012)
- Award winning Virtual classrooms and Virtual Labs for a real hands-on experience

Detailed course outline

Module 1: HP ProLiant and BladeSystem Server Portfolio

- Identify HP ProLiant server lines and series
- Identify HP ProLiant rack and tower server portfolio
- Identify the components and servers of the BladeSystem portfolio
- Recognize technologies used in the Generation 8 (Gen8) family of HP ProLiant servers

Module 2: HP Service Resources

- Define HP serial and product ID numbers
- Interpret a serial number
- Find warranty information
- Obtain part numbers for HP products
- Locate product and service information for HP products
- Access product and service resources online

Module 3: iLO Management Engine

- Explain the features, functions, and benefits of the iLO Management Engine
- Explain features of Agentless Management

Module 4: Configuring HP Server and Array Hardware

- Identify the HP utilities used to configure HP servers and storage
- Describe the process to upgrade the firmware on HP ProLiant servers
- Configure ProLiant server hardware components
- Configure a storage subsystem

Module 5: BladeSystem Enclosures

- Identify and describe the HP BladeSystem enclosures
- Explain how HP Onboard Administrator modules are used
- Describe the cooling technologies designed for the BladeSystem systems
- Describe the power architecture used in HP BladeSystem systems, including:

Module 6: HP BladeSystem Storage, Expansion and Connectivity Options

- Describe the features and functions of HP Storage, Tape, and Expansion blades
- Describe partner blade positioning rules
- Describe the HP BladeSystem c-Class Ethernet interconnect modules for HP ProLiant server blades
- Describe the HP BladeSystem Fibre Channel interconnect modules available for HP BladeSystem
- Describe the SAS switches available for BladeSystem
- Identify InfiniBand Switch Modules available for HP BladeSystem

Module 7: Server management

- Describe features of HP System Management Homepage
- Describe the features and functions of HP SIM
- List the Insight Remote Support solutions
- Describe HP Smart Update Manager
- Describe the features and functions of the HP BladeSystem Onboard Administrator
- Describe the features and functions of the Insight Display

Module 8: Storage Technologies for HP Servers

- Explain the basic storage technologies for HP servers
- List the HP Smart Array controllers and their features
- Describe HP disk drive reliability and features
- Identify the storage solutions available for HP servers

Module 9: Power and Cooling in the Data Center

- Explain HP best practices for power and cooling in the data center
- Explain how to increase availability through power protection
- Describe HP rack and power management software

Module 10: HP Troubleshooting for a ProLiant Server

- Describe the six-step HP troubleshooting methodology
- Perform the HP troubleshooting steps
- Identifying and locating the components of ProLiant servers
- Performing prerequisite steps before any installation or service of ProLiant servers
- Installing, removing, and replacing hardware

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>.

