

Overview

HPE Insight Online

HPE Insight Online provides the information you need to monitor the devices in your IT environment from anywhere, anytime - at no additional cost as part of your HPE warranty and contract services.

HPE Insight Online is a cloud-based infrastructure management and support portal available through the HPE Support Center and powered by HPE remote support technology, such as Insight Online direct connect for HPE ProLiant Gen8/Gen9 servers and Insight Remote Support v7 software. It provides a personalized dashboard for simplified tracking of IT operations and support information from anywhere, anytime, and includes a mobile dashboard for monitoring while you are on the go. Use the Insight Online dashboard to track service events and support cases, view device configurations, and proactively monitor your HPE contracts and warranties as well as HPE Proactive service credit balances. Proactive Care reports are also available in Insight Online for customers with this service. This allows your staff or Hewlett Packard Enterprise Authorized Partner to be more efficient in supporting your HPE environment and speeds problem resolution time by up to 66%. It saves time, reduces complexity and ensures uptime.

Insight Online:

- Personalized at-a glance dashboard for monitoring device and support status
- Proactively monitor HPE contracts & warranties
- Track support cases by device or user
- Create reports for support cases and contracts and warranties
- Organize and share information
- Access Incident trending reports for Proactive Care service customers
- View service credit balances for HPE Pro-Active Select customers

Insight Online + HPE remote support technology:

- Instant, secure visibility to critical asset and support alerts
- Track assets and view device configurations
- Create reports for asset management, firmware, hardware events, cases, contracts and warranties
- Access Firmware & Software Version and Proactive Scan reports for Proactive Care service customers
- 24X7 remote monitoring of hardware service events
- Automated support case generation and status tracking
- Enable your Hewlett Packard Enterprise Authorized service provider to monitor & support your infrastructure remotely
- Enable your Hewlett Packard Enterprise Authorized reseller/distributor to view your environment remotely

HPE remote support activation methods:

- HPE Insight RS 7.x users can optionally activate Insight Online device auto-discovery via their host aggregator console
- HPE Insight Online direct connect for HPE ProLiant Gen8 servers with iLO 4 v. 1.40 and higher, Intelligent Provisioning v 1.60 and higher, SIM 7.3.1 and higher; HPE ProLiant Gen9 servers with iLO 4 v 2.0 and higher and Intelligent Provisioning v2.01 and higher, and C-class enclosures with Onboard Administrator v 4.11 and higher

There is a separate "My Customers" section in Insight Online for Hewlett Packard Enterprise Authorized Partners to view your IT asset information shared to them by you, as their customer.

Standard Features

Licensing and Packaging Insight Online is integrated into the HPE Support Center and HPE remote support tools, so no license is needed. HPE Support Center and Insight Online are available at no additional cost as part of your HPE warranty, Care Pack, or contractual support agreement with HPE.

Benefits

- Save time with quick, easy access to IT infrastructure information anytime, anywhere
- Reduce cost and increase availability with 24x7 automated event monitoring and support case creation
- Efficiently monitor your HPE IT environment by organizing devices and sharing information with authorized users
- Proactively manage HPE contracts and warranties with automated notification of expiring contracts and warranties

Key Product Features

Monitor, manage and support your IT environment online	With Insight Online, you have a personalized 'My IT Environment', with easy navigation to details of your IT infrastructure. Now you can access your IT infrastructure information anytime, anywhere.
Dashboard	The Insight Online Dashboard integrates your support and product information into one at-a-glance view for quick and efficient management of your IT environment. Use the dashboard to easily monitor and manage devices, events and support status. The information is personalized and in the context of your IT environment. You can share your IT information with other users within your organization and establish roles for sharing the information. You also have the option to share device information with HPE or Hewlett Packard Enterprise Authorized Partners for support and recommendations.
Devices	This feature provides a visual status of your individual devices and device groups. It provides a view of both auto-populated Insight Remote Support devices and manually added devices. You can customize device views for more efficient management. This feature lets you easily navigate from individual devices to device groups to more detailed support and product configuration information. Information details may vary depending on support status and whether the device is remotely monitored by HPE or manually added by the user. Devices remotely monitored by Hewlett Packard Enterprise will have the most comprehensive information set, such as configuration details.
Service Event	This feature provides online monitoring of devices using HPE remote support tools. Users can view all key event information, such as severity, problem description, date and time generated, event status and related support case ID. Hardware service events and support cases are automatically generated and sent to HPE or a Hewlett Packard Enterprise Authorized Partner for faster problem resolution. The service event remains in an active state until the corresponding support case is closed or is closed if a support case is not required.
Support Cases	This feature allows you to track all your support cases by device and by Hewlett Packard Enterprise Passport ID. It is inclusive of auto-generated support cases from HPE remote support, online submittals and dial-in. You can filter your case list by active and closed and easily navigate to more details, plus filter on keywords to find cases of interest. You also have the ability to open a case directly from an individual device with all the relevant details automatically captured to save you time.
Contracts and Warranties	This feature allows you to track contract and warranty status by device and by contract. You can see what contracts you have, their associated access

Standard Features

		rights, and when they expire. A batch link tool allows a user to upload a single excel file with 2500 contracts and/or warranties in a single request. You can get entitled for additional privileges, such as access to certain support content or to patches or software updates. This feature enhances your ability to take full advantage of the privileges you are entitled to use.
Reports		Personalized reporting for your IT infrastructure. Generate reports, save or modify report templates for repeat use, and print and download reports. Reports include device configurations, contracts and warranties, hardware events, support cases and firmware. Proactive Care reports are available in Insight Online to help maintain stability in your IT infrastructure.
Service Credits		This feature displays your proactive service credits and lets you exchange credits for purchase and request additional service activity from a defined list of services. You can view and manage service credits from multiple support contracts and redeem credits using the Shop HPE Services feature. Use of this feature requires a Hewlett Packard Enterprise Passport user ID and a linked support contract that contains proactive service credits.
HPE Insight Online direct connect		Allows you to complete remote support registration in the Insight Online My IT dashboard for devices utilizing the HPE Insight Online direct connect capability. HPE Insight Online direct connect provides the ability for HPE ProLiant Gen8/Gen9 and future systems and C-class enclosures to transmit hardware failure and diagnostic information directly to HPE for analysis, case generation and automated parts replacement at a lower cost with no host server required. The health and support information for these devices is available anywhere/anytime in the HPE Insight Online personalized dashboard.

Insight Online support and requirements

Device Support		All registered HPE Insight Remote Support 7.x devices. HPE ProLiant Gen8 servers with iLO 4 v. 1.40 and higher, Intelligent Provisioning v 1.60 and higher, SIM 7.3.1 and higher; HPE ProLiant Gen9 servers with iLO 4 v 2.0 and higher and Intelligent Provisioning v2.01 and higher, and C-class enclosures with Onboard Administrator v 4.11 and higher using Insight Online direct connect for 24x7 remote support Manually added (non-remote support) devices - eligible devices from linked or shared entitlements
Security		Hewlett Packard Enterprise Passport User ID required for online viewing Requires access to an encrypted outbound initiated Internet connection (HTTPS/443) for remote support devices
Access Requirements		Seamlessly integrated into HPE Support Center Available at no additional cost as part of your HPE warranty, Care Pack Service, or contractual support agreement with HPE MS Internet Explorer 8.0 or later, Mozilla Firefox and Chrome. JavaScript and Style Sheets must be enabled, and your browser must accept cookies
Global Portal		Translated into multiple languages: English, French, Italian, German, Spanish, Portuguese, Japanese, Traditional Chinese, Simplified Chinese, Korean, Greek, Hungarian, Czech, Turkish, Polish and Russian.

How to Obtain Insight Online

It is accessible from the HPE Support Center portal and is available at no additional cost as part of your HPE warranty, Care Pack Service, or contractual support agreement with HPE. A Hewlett Packard Enterprise Passport ID is required for online viewing at: <http://www.hp.com/go/insightonline>. No software installation is required.

Installation and

No installation is required. Just go to: <http://www.hp.com/go/insightonline> and enter your Hewlett

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Maintenance

Packard Enterprise Passport ID for access, or go to the HPE Support Center and click the "HPE Insight Online/My IT Environment" tab.

Summary of Changes

Date	Version History	Action	Description of Change
07-Oct-2016	From Version 7 to 8	Changed	QuickSpecs was rebranded.
12-Sep-2014	From Version 6 to 7	Changed	Minor edits made in the Overview and Standard Features sections.
10-Jun-2014	From Version 5 to 6	Changed	Minor edits made throughout
31-Mar-2014	From Version 4 to 5	Changed	Minor edits made throughout
18-Feb-2014	From Version 3 to 4	Changed	Minor edits made throughout
30-Sep-2013	From Version 2 to 3	Changed	Minor edits made throughout
04-Jun-2012	From Version 1 to 2	Changed	Support Cases and Reports were added to Key Features Small change made to the Overview information.



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