HPE InfoSight for Servers

Getting Started Guide

Abstract

This guide provides the prerequisites and setup instructions for HPE InfoSight for Servers. This document is for system administrators, who manage supported HPE servers.

Contents

Overview

The HPE InfoSight portal is a secure web interface hosted by HPE. It provides a graphical interface and predictive device support automation.

HPE InfoSight uses Artificial Intelligence (AI) to simplify operations by examining your environment, which is done by compiling data from your site. Data is the foundation for enabling a self-managing, self-healing, and self-optimizing data center.

HPE is at the forefront of this new data paradigm. A decade ago, HPE started designing systems with sensors across the infrastructure stack. Trillions of collected data points are available for analysis by HPE InfoSight, which enables customers to take advantage of the global learning from the collected data. AI is the key to unlocking the power of this data.

HPE InfoSight for Servers:

- Combines the machine learning and predictive analytics of HPE InfoSight with the health and performance monitoring of Active Health System (AHS) and HPE iLO to optimize performance, predict, and prevent problems.

- Provides automatic collection and analysis of the sensor and telemetry data from AHS to derive insights from the behaviors of the install base to provide recommendations to resolve problems and improve performance.

- HPE InfoSight for Servers supports the following HPE servers:
    - HPE ProLiant Gen8 (Rack, Tower, and Blade) servers

    - HPE ProLiant Gen9 (Rack, Tower, and Blade) servers

    - HPE ProLiant Gen10 and Gen10 Plus (Rack, Tower, Blade, DX) servers

    - HPE ProLiant XL420 Gen9/10/10+

    - Moonshot server blades with iLO 5

    - Apollo 4000 Gen 9 , Apollo 4000 Gen 10, and Apollo 4000 Gen 10 Plus

    - HPE ProLiant Gen11 (Rack) servers

    For more information, see the HPE Support Center at **https://www.hpe.com/support/hpesc**.

HPE iLO

HPE-Integrated Lights-Out (iLO) is a remote server management processor embedded on the system boards of supported HPE servers. iLO enables the monitoring and controlling of servers from remote locations. iLO management is a powerful tool that provides multiple ways to configure, update, monitor, and repair servers remotely. For more information on iLO, go to **https://www.hpe.com/servers/ilo**.

Active Health System

AHS does not collect personally identifiable information or any data stored on the server from the operation of the server.

AHS provides:

- Continuous health monitoring of over thousands of system parameters.

- Logging of all configuration changes.

- Consolidated health and service alerts with precise time stamps.

- Agentless monitoring that does not affect application performance.

AHS does not collect information about your operations, finances, customers, employees, or partners. For more information on AHS, go to **https://www.hpe.com/servers/ahs**.

iLO Amplifier Pack

iLO Amplifier Pack is an advanced server inventory and firmware and driver update solution. iLO Amplifier Pack uses iLO functionality to enable rapid discovery, detailed inventory reporting, and firmware and driver updates. iLO Amplifier Pack performs rapid server discovery and inventory for thousands of supported servers to update firmware and drivers. iLO Amplifier Pack passes the collected data from your environment to HPE InfoSight. For more information on iLO Amplifier Pack, go to **https://www.hpe.com/servers/iLOAmplifierPack**.

HPE Passport

HPE InfoSight uses the HPE Passport authentication service to authorize user access to the secure website. Successful authentication provides access to the HPE InfoSight service. To gain access to your devices, you place a claim token on your iLO Amplifier Pack system. If you do not have an HPE Passport account, go to **https://www.hpe.com/info/insightonline** and follow the prompts.

Previewing product features before registering a server

Upload an Active Health System log from an unregistered server to obtain a preview of some of the product features.

Features accessible to an unregistered server with an uploaded AHS log

Unregistered servers with an uploaded Active Health System (AHS) log have access to some of the features in HPE InfoSight for Servers, but not to all features. Register servers with HPE InfoSight for Servers to obtain access to all features in HPE InfoSight for Servers. Access the available features by clicking the uploaded AHS log on the **Analyze Logs** dashboard.

See the *HPE InfoSight for Servers User Guide* for more information about the features listed in the following table.

Feature in HPE InfoSight for Servers	Accessible for an unregistered server
Automatic case creation	Not accessible
Customer advisories	Not accessible
Email notifications	Not accessible
Fault detection capabilities	Accessible
Hotfix\Push notifications	Not accessible
Infrastructure Servers	Not accessible
List of uploaded logs	Accessible[1]
Manual case creation	Accessible[2]
Operational Dashboard	Not accessible
Reports Dashboard	Not accessible
Server Log Details	Accessible
SPP compliance	Accessible for Gen9 and later servers
Wellness Dashboard	Not accessible

[1] The listing of AHS logs from registered servers is not supported; however, HPE InfoSight for Servers displays continuous updates from the Active Health System logs on registered servers.

[2] This feature is available to servers under a valid warranty or support contract.

More information

Uploading an Active Health System log

Prerequisites

The server not only has a supported version of HPE iLO 5 or HPE iLO 4 installed, but the server is also supported by HPE InfoSight for Servers.

About this task

All users in an HPE InfoSight organization can upload an AHS log. This feature is available to all servers that HPE InfoSight for Servers supports.

> (!) **IMPORTANT:** To benefit from the advanced capabilities and analytics in HPE InfoSight for Servers, register your servers.

Procedure

1. Download the AHS log from the server. For more information, see the *HPE iLO User Guide* for your version of iLO:

   - **iLO 6 User Guides**

   - **iLO 5 User Guides**

   - **iLO 4 User Guides**

2. Log in to HPE InfoSight.

3. If you do not have an organization in HPE InfoSight:

   a. Create an organization. To access the **Create Organization** page, click the **HPE Server Registration** link on the HPE InfoSight **Welcome** page.

      Click **Main Menu** > **InfoSight Administration** > **My Organization** to access the **Create Organization** page. For more information about creating an organization, see the links at the end of this topic.

      After you create an organization, you are redirected to the **Device Enrollment** page.

      > (!) **IMPORTANT:** The user must be part of an Organization to be able to upload AHS logs.

   b. Click the **Analyze Log** link on the right side of the **Device Enrollment** page instead of registering a device.

      The **Analyze Logs** page appears.

4. If you have two or more pre-existing HPE InfoSight organizations:

   a. Verify you are in the correct organization. Your current HPE InfoSight organization is displayed in the upper-right corner of the page.

   b. Click **Main Menu** > **Servers** > **Analyze Logs**.

      The **Analyze Logs** page appears.

5. Click **Upload Log** in the upper-right corner of the **Analyze Logs** page.

6. In the **Upload Log** window, drag and drop the file into the window or click **Browse for an AHS log**.

The log must meet the following requirements:

- Maximum file size of 250 MB.

- Maximum filename length is fewer than 150 characters.

- Supported characters:

  - Curly brackets {}

  - Dashes -

  - Dollar signs $

  - Lowercase letters a-z

  - Numerals 0-9

  - Parenthesis ()

  - Periods .

  - Square brackets []

  - Underscores _

  - Uppercase letters A-Z

- File must have an `.ahs` extension.

7. Optional: Provide a comment regarding the upload in the **Upload Log** window.

   - Maximum number of characters for a comment is 150 characters.

   - Supported characters:

     - Colons :

     - Curly brackets {}

     - Dashes -

     - Dollar signs $

     - Lowercase letters a-z

     - Numerals 0-9

     - Parenthesis ()

     - Periods .

     - Square brackets []

     - Underscores _

     - Uppercase letters A-Z

8. Click **Upload**.

   Once the log is uploaded, HPE InfoSight for Servers performs a virus scan on the file.

   After the log passes the virus scan, information from the log appears on the **Analyze Logs** page (**Main Menu** > **Servers** > **Analyze Logs**).

> **IMPORTANT:** Uploaded logs are retained for only 28 days.

More information

Creating organizations

Registering servers in HPE InfoSight for Servers

Registering servers in HPE InfoSight for Servers

About this task

Use iLO Amplifier Pack and HPE InfoSight to monitor all the managed servers. Obtain a claim token for the iLO Amplifier Pack to link it with HPE InfoSight. After linking iLO Amplifier Pack and HPE InfoSight, continuous Active Health System (AHS) log and heartbeat information are sent to HPE InfoSight.

Process overview

Prerequisites

- **Your environment meets the requirements for using the components of this software solution**.

  Ensure that your hardware and your installed firmware and software meet the minimum requirements.

- You must have an HPE Passport account. If you do not have an HPE Passport account, create one at the following website: **https://infosight.hpe.com/**, and make a note of your login credentials.

About this task

Use this process to set up your environment to monitor supported devices with HPE InfoSight for Servers. Click the links in each step to access detailed procedures.

Procedure

1. **Downloading iLO Amplifier pack**.

2. **Installing iLO Amplifier Pack**.

   This process includes downloading the iLO Amplifier Pack file, importing it, and starting the VM for the first time.

3. **Performing initial setup on the iLO Amplifier Pack**.

   This process includes configuring the network settings and Administrator account.

   TIP: When the welcome screen is displayed, write down the IP address of the iLO Amplifier Pack management appliance.

   ---

4. **Logging in to iLO Amplifier Pack**,

5. **Optional: Configuring the proxy server in iLO Amplifier Pack**.

6. **Discovering servers with iLO Amplifier Pack**.

   This step adds your devices for management by iLO Amplifier Pack.

7. **Initial HPE InfoSight login**.

   In this step, you connect your HPE Passport account to HPE InfoSight.

8. **Obtaining a claim token in HPE InfoSight**.

   TIP: Obtain the claim token when you are ready to add it to iLO Amplifier Pack. When you create a claim token, you copy it to the clipboard, and the best practice is to paste it into iLO Amplifier Pack right away.

   ---

9. **Linking iLO Amplifier Pack with HPE InfoSight**.

   This step creates the communication link between iLO Amplifier Pack and HPE InfoSight.

Prerequisites for managing servers

The following are the prerequisites for each HPE server to be managed by HPE InfoSight.

NOTE: If you are using iLO Amplifier Pack to manage these same servers (for example, perform firmware updates), see the *iLO Amplifier User Guide* at **http://www.hpe.com/support/ilo-ap-docs** for additional prerequisites.

Supported servers

The following servers with iLO 4 and iLO 5 are supported:

- HPE ProLiant Gen8 and later servers

- HPE ProLiant BladeSystem Gen8 and later servers

- HPE Synergy Gen9 or later compute modules

- HPE ProLiant MicroServer Gen10 Plus Server

- HPE ProLiant Gen10 and Gen10 Plus (Rack, Tower, Blade, DX) servers

- Moonshot server blades with iLO 5

- Apollo 4000 servers

iLO Firmware

- iLO 4 firmware 2.54 or later.

- iLO 5 firmware 1.15 or later.

    NOTE: Hewlett Packard Enterprise recommends iLO 5 firmware 1.40.

- iLO 5 Gen10 Plus servers 2.10 and later.

- iLO 5 of Moonshot servers 2.10 and later.

- iLO Amplifier Pack 1.30 or later.

Agentless Management Service (AMS)

  (!) **IMPORTANT:** If AMS is not installed, HPE InfoSight will not be able to provide any operating system/hypervisor or application cross-stack analytics.

- **Gen10 servers**:

    ◦ **Integrated Smart Update Tools (iSUT)**: AMS 2.0.0 or later.

    ◦ **Linux**: AMS 1.1.0 or later.

    ◦ **VMware ESXi**: AMS 11.1.0 or later.

    ◦ **Windows**: AMS 1.1.0 or later.

- **Gen10 Plus servers**:

    ◦ **Integrated Smart Update Tools (iSUT)**: 2.5.0.

    ◦ **Linux**: AMS 2.10 or later.

- ◦ **Windows**: AMS 2.10 or later.
- ◦ **VMware ESXi**: 700.3.5.0.

- **Edgline/Moonshot server blades**:
  - ◦ **Integrated Smart Update Tools (iSUT)**: Not applicable.
  - ◦ **Linux**: AMS 2.30 or later.
  - ◦ **Windows**: MS 2.30 or later.
  - ◦ **VMware ESXi**: MS 2.30 or later.

- **Gen9 and Gen8 servers**:
  - ◦ **Integrated Smart Update Tools (iSUT)**: AMS 2.0.0 or later
  - ◦ **Linux**: AMS 2.6.1 or later
  - ◦ **VMware ESXi**: AMS 1.1.0 or later
  - ◦ **Windows**: AMS 10.7.0 or later

For more information about obtaining the required AMS software, go to **www.hpe.com/us/en/product-catalog/detail/ pip.5219980.html**.

Supported web browsers for accessing iLO Amplifier Pack

- Google Chrome

  Version 75.0 or later
- Mozilla Firefox

  Version 68.0 or later

iLO Amplifier Pack host machine and guest Virtual Machine

Ensure that the host machine meets the hardware requirements to run either of the following:

- VMware ESXi Server version 6.0 or later
- Windows hypervisor for Windows Server 2016 or Windows Server 2019
- KVM on Red Hat Enterprise Linux and SUSE Linux Enterprise Server

The iLO Amplifier Pack guest VM requires the guest virtual machine to have the following resources available on machine hosting it:

- 4 vCPUs
- 8 GB RAM
- 100 GB of free HDD space
- 1.0 Gbps network port

  NOTE: Ideally, you would have two 1.0 Gbps network ports, one Internet facing and one management network facing. However, you can use the same port for both options.

Setting up iLO Amplifier Pack

About this task

Downloading iLO Amplifier Pack

Prerequisites

HPE Passport Login credentials

Procedure

1. Go to the **My HPE Software Center webpage** and login with your HPE Passport Login credentials.

2. Navigate to **Free Software** > **Family: iLO Amplifier Pack** from the Free Software list. Click the **iLO Amplifier Pack** title for displaying the product description.

3. Click the **Download** button and a new page with the list of available binaries will be displayed.

4. Download the appropriate file based on your method of installation to a local directory.

Validating the authenticity and integrity of the download

Prerequisites

- The latest version of the iLO Amplifier Pack appliance file (`ova`, `zip` or `qcow2`) is downloaded.

- The corresponding `.sig` file for iLO Amplifier Pack is downloaded. The `.sig` file is available from the same location as the iLO Amplifier Pack appliance file.

About this task

When you download the iLO Amplifier Pack appliance file from **My HPE Software Center**, you can trust that the virtual appliance image is from HPE because your browser HTTPS connection uses trusted security certificates.

Procedure

1. To further validate the authenticity and integrity of the file, use the free GNU Privacy Guard (GPG) tools:

   - `gpg --verify <filename>.ova.sig <filename>.ova`

   - `gpg --verify <filename>.zip.sig <filename>.zip`

   - `gpg --verify <filename>.gz.sig <filename>.gz`

   NOTE: This digital signature verification step is not required for upgrade installations. The upgrade file (the `*.bin` file) is already digitally signed. The digital signature is automatically validated during the upgrade procedure.

   ---

2. See the **HPE GPG or RPM Signature Verification webpage** for detailed verification instructions.

Installing iLO Amplifier Pack using VMware ESXi

Prerequisites

- A host server configured with VMware ESXi 6.5 or later

- A laptop or desktop system with 8GB of minimum available RAM and VMware vSphere Client installed or a supported web browser

Procedure

1. Click the download link on the My HPE Software Center page to download the ova file for VMware ESXi.

2. Check the integrity of the downloaded **iLOAmpPack_X.XX_vmware.ova** by comparing the checksum of the file with the checksum value listed on the download page by using an appropriate checksum verification tool.

   NOTE: The OVA file is digitally signed. To validate the authenticity and integrity of the download, follow the instructions at the **HPE GPG or RPM Signature Verification webpage**. See **Validating the authenticity and integrity of the download** for more information.

3. Use the VMware vSphere Client or a supported web browser to connect to any VMware ESXi server (6.7U3 or later).

4. Do one of the following:

   - If using the VMware vSphere Client, click **File**, click **Deploy OVF Template**, and then follow the onscreen instructions.

   - If using a web browser, click **Create/Register VM**, click **Deploy a virtual machine from an OVF or OVA file**, and then follow the onscreen instructions.

   NOTE: HPE recommends that you select Thick disk provisioning when configuring deployment options for your VM.

5. Once the image is imported, power on the VM.

   The VM might take some time to boot up. If DHCP is not supported, then it might take up to 5 minutes to boot up.

   After the VM restarts, the first-time setup screen is displayed on the console.

Installing iLO Amplifier Pack using Windows Hyper-V manager

Prerequisites

A laptop or desktop system with 8GB of minimum available RAM and Hyper-V manager installed

Procedure

1. Click the download link on the My HPE Software Center page to download the zip for Hyper-V Manager.

2. Check the integrity of the downloaded **iLOAmpPack_X.XX_HyperV.zip** by comparing the checksum of the zip file with the checksum value listed on the download page by using an appropriate checksum verification tool.

   NOTE: The ZIP file is digitally signed. To validate the authenticity and integrity of the download, follow the instructions at the **HPE GPG or RPM Signature Verification webpage**. See **Validating the authenticity and integrity of the download** for more information.

3. Extract the **iLOAmplifierPack** folder from the zip file.

4. In Hyper-V manager, go to **Actions** > **New** > **Virtual Machine**.

   ⓘ **IMPORTANT:** Do not use the **New** action to create a new virtual machine.

5. Select a name and location for the **VM**.

6. Select the generation as **Generation 1**.

7. Specify the of memory to allocate as 8192 MB.

8. Select the networking switch.

9. Connect the existing Virtual Hard Disk from the previously downloaded path `iLOAmplifierPack\Virtual Hard Disks\iLOAmplifierPack.vhdx` and click **Finish**.

10. Navigate to the **Settings** page of the newly deployed VM.

11. Add **Hardware** and select **Network Adapter**.

12. Specify the **Virtual Switch** from the menu and click **Ok**.

    Power on the new VM after the VM gets created.

Installing iLO Amplifier Pack using KVM on Linux

Procedure

1. Click the download link on the My HPE Software Center page to download the qcow2 image file for KVM.

2. Check the integrity of the downloaded qcow2 image file by comparing the checksum of the file with the checksum value listed on the download page by using an appropriate checksum verification tool.

   NOTE: The QCOW2 file is digitally signed. To validate the authenticity and integrity of the download, follow the instructions at the **HPE GPG or RPM Signature Verification webpage**. See **Validating the authenticity and integrity of the download** for more information.

3. Launch Virtual Machine Manager.

   ⓘ **IMPORTANT:** The virtual machine storage must have a minimum of 100GB of free space available at all times.

4. From the menu of Virtual Machine Manager, select **File** > **New Virtual Machine** to launch the New VM wizard.

5. From the available options, select **Import existing disk image** and browse to the location where you extracted the qcow2 image file.

6. Follow the onscreen instructions to set up the VM.

   a. Use the default options for **OS type** and **Version**.

      NOTE: For Red Hat Enterprise Linux 8.0 and SUSE Linux Enterprise Server, choose the **OS type** as **Debian Stretch** (Debian 9).

   b. Set the minimum value for Memory as 8192MB and the minimum number of CPU cores as 4 and then click **Forward**.

   c. Specify a name for the virtual machine.

   d. Under **Network selection**, select a network device that has connectivity to your management LAN.

e. Select the **Source mode** as **Bridge**.

f. Select the option to **Customize configuration before install**.

g. Click **Finish**.

h. iLO Amplifier Pack must be configured with two network interfaces. Click **Add Hardware** > **Network** and then select a network device that has connectivity to your management LAN. Select the **Source mode** as **Bridge**.

> ⊙ **IMPORTANT:** Unless two network interfaces are added, the iLO Amplifier Pack welcome screen will display the localhost IP address instead of the appliance IP address, and **you will not be able to access the appliance interface**.

i. For SUSE Linux Enterprise Server 15 SP2 only, select the **Device model** as **rtl8139** for both network interfaces and click **Apply**.

j. Select the Virtual Disk Device type as SCSI Disk by changing the disk bus to `SCSI` instead of `VirtIO`. Make any additional changes to the configuration if required in the window that appears, and then click **Begin Installation**.

7. The appliance will now start from the virtual machine console.

   After the VM has started, the first-time setup screen is displayed on the console.

Performing initial setup of iLO Amplifier Pack

Prerequisites

- A VM deployed with the iLO Amplifier Pack OVF.
- The VM reboot has been completed.
- The Welcome screen is displayed on the console.

Procedure

1. On the Welcome screen, click **Initial Setup**.

2. Read the End User License Agreement (EULA), and then click **Accept**.

3. Enter the following network settings, and then click **Next**. Use the arrow keys to navigate between settings and use Enter to modify the selected setting.

   a. Enable NIC 1 or NIC 2 or both as required.

   b. Optional. Enable or disable DHCPv4 or DHCPv6. If DHCP is disabled, enter the following:

   I.   Enter the static IPv4 or IPv6 address.

   II.   Enter the Subnet Mask for an IPv4 configuration or Prefix Length for an IPv6 configuration.

   III. Enter the Default Gateway.

   c. Select the Preferred Network Port which will be used to manage servers. NIC 1 is selected by default.

   NOTE: Access to two NICs are provided intentionally to enable iLO Amplifier Pack to connect to two separate networks; one network to connect to iLO over https connections and another to connect to the Internet to access email or IFTTT services. If Internet access is available through the management network, then the second NIC can be disabled.

    d. Optional. Enter the Primary IPv4 or IPv6 DNS Server.

    e. Optional. Enter the Secondary IPv4 or IPv6 DNS Server.

4. Change the time zone and NTP settings or accept the defaults, and then click **Next**.

5. Set up the Administrator account by entering a Display Name and password, and then click **Finish**.

  The user name and password you enter here are the credentials you use to set up an initial Administrator account. Once the initial setup is complete, you can use iLO Amplifier Pack management settings to add additional users.

6. When prompted, click **Reboot**.

  The system restarts and a welcome screen displays the IP address of the iLO Amplifier Pack management appliance.

Logging in to iLO Amplifier Pack

Prerequisites

An installation of iLO Amplifier Pack on a VM that has been rebooted.

Procedure

1. Browse to the IP address shown on the welcome screen on the VM console.

2. Log on to the iLO Amplifier Pack management appliance using the credentials you entered when you set up the initial user account.

3. Read the **iLO Amplifier Pack Acceptable Use Policy** displayed in the pop-up. Click **OK** to continue.

  The iLO Amplifier Pack management dashboard appears.

Verifying the installation

Prerequisites

- User privileges
  - Configure Manager with Security
  - Configure Manager
  - Configure User
  - Configure Devices
  - Login

Procedure

1. On the dashboard page, click the information icon in the upper right corner of the page. The **About** screen appears.

2. Verify your information, and then click **OK**.

Prerequisites for midway server connectivity

> ⚠ **IMPORTANT:**
>
> - If your enterprise DNS server does not forward DNS queries for external DNS names outside the network, you must configure your DNS server to add the entries for `midway.ext.hpe.com` and `infosight.hpe.com`. HPE highly recommends using the `midway.ext.hpe.com` and `infosight.hpe.com` DNS names to avoid future connectivity problems when the following IP addresses change. Open the firewall for outbound communication to all the midway servers either using the following DNS names or IP addresses along with `midway.ext.hpe.com` and `infosight.hpe.com`. These addresses are subject to change. If an intercepting proxy or firewall is configured, then the FQDN or IP address must enable the listed IP address connectivity to the midway servers.
>
> - When you add entries to a DNS server, configure the onward and reverse lookups.

Ensure that the following IP addresses are open to allow iLO Amplifier Pack to communicate with HPE InfoSight and the midway servers:

IPv4 Address	IPv6 Address	Server Hostname	Alias
16.230.110.14	2602:fca3::e	p1lg501824.it.hpe.com	midway.ext.hpe.com
16.230.110.13	2602:fca3::d	p1lg501825.it.hpe.com	midway.ext.hpe.com
16.230.110.17	2602:fca3::11	p1lg501826.it.hpe.com	midway.ext.hpe.com
16.230.110.28	2602:fca3::12	p1lg503763.it.hpe.com	midway.ext.hpe.com
16.230.110.29	2602:fca3::13	p1lg503764.it.hpe.com	midway.ext.hpe.com
16.228.110.20	2602:fca3:10::14	p2lg501868.it.hpe.com	midway.ext.hpe.com
16.228.110.21	2602:fca3:10::15	p2lg501869.it.hpe.com	midway.ext.hpe.com
16.228.110.22	2602:fca3:10::16	p2lg501870.it.hpe.com	midway.ext.hpe.com
16.228.110.11	2602:fca3:10::17	p2lg504047.it.hpe.com	midway.ext.hpe.com
16.228.110.27	2602:fca3:10::18	p2lg504048.it.hpe.com	midway.ext.hpe.com

NOTE: To establish connection to HPE InfoSight, the entries for `midway.ext.hpe.com` and `infosight.hpe.com` are automatically added to the `/etc/hosts` files. The automatic addition happens when your Enterprise DNS server is unable to forward the DNS queries for external DNS names.

Configuring proxy settings in iLO Amplifier Pack

Prerequisites

- User privileges

  - Configure Manager with Security

  - Configure Manager

About this task

If you use a proxy server, you must configure it in iLO Amplifier Pack for iLO Amplifier Pack and HPE InfoSight to communicate.

> **IMPORTANT:** If you do not use a proxy server, see **IP address configuration** for a list of IP addresses that must be open for communication between your site and HPE InfoSight for Servers.

If you do not use a proxy server at your site, you can skip this procedure.

Procedure

1. Click **Configuration and Settings** on the left navigation menu in iLO Amplifier Pack, and then click **Network Settings**.

2. Click the **Proxy Configuration** tab.

3. Click to select the **Enable Proxy** check box.

4. Enter the **Proxy Servername** in the following format: `<proxy server>`.

5. Enter your proxy server port number in the **Port number** field.

   > **IMPORTANT:** You must have an HTTPS port (443 or another valid port number) open between iLO Amplifier Pack and HPE InfoSight.

6. Optional: Click to select the **Enable Secure Proxy Connection** check box.

7. Optional: Enter a **Username** and **Password** to enable proxy authentication.

8. Optional: Click to select the **Enable Bypass Proxy** check box.

9. Optional: Enter the IP address, range of IP addresses in CIDR format, or a specific FQDN for which the proxy connection should not be used. You can enter multiple values if required, but each value must be separated by a comma.

10. Click **Save** to save your settings.

11. Click **Reboot** to restart the iLO Amplifier Pack appliance.

Discovering servers with iLO Amplifier Pack

Adding a single server from the Discovery page

Prerequisites

- User privileges

  - Configure Manager with Security

  - Configure Manager

  - Configure User

  - Configure Devices

- HPE Gen8 or Gen9 server with iLO 4 v2.76 or later

- HPE Gen10 server and Gen10 Plus server with iLO 5 v2.30 or later

- HPE Gen11 server with iLO 6 v1.10

- HPE Alletra 4K Gen11 server with iLO 6

Procedure

1. Click **Discovery** from the left navigation menu.

2. Enter the following information in the **Add Server** section:

   - **iLO IP Address**—The IPv4 or IPv6 address or the FQDN (fully qualified domain name) of the iLO.

   - **Username**—The user name for an iLO account on the server.

   - **Password**—The password for the specified iLO user account.

   - **Server group name (Optional)**—Select the server group you want the server to be a part of.

3. Click **Add**.

   iLO Amplifier pack starts the discovery and inventory processes for the server.

4. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added server.

Adding an iLO Federation Group from the Discovery page

Prerequisites

NOTE: For more information about iLO Federation requirements, see the *iLO Federation User Guide* at **https://www.hpe.com/support/ilo4_federation_ug_en**.

- User privileges

  ◦ Configure Manager with Security

  ◦ Configure Manager

  ◦ Configure User

  ◦ Configure Devices

- An existing iLO Federation group made up of HPE Gen8, Gen9, Gen10, or Gen10 Plus servers with a dedicated iLO NIC. Servers with shared a NIC port do not support iLO Federation.

- iLO Federation enabled on all servers with the following multicast options in the iLO Federation settings.

  NOTE: The menu option is different for Gen8/Gen9 and Gen10/Gen10 Plus.

  ◦ iLO Federation management and multicast discovery enabled on all servers

  ◦ **Multicast Announcement Interval** set to **30 seconds**

  ◦ **IPv6 Multicast Scope** set to **Site**

  ◦ **Multicast TTL** set to **255**

Procedure

1. Click **Discovery** from the left navigation menu.

2. Enter the following information in the **Add iLO Federation Group** section:

- **iLO IP Address**—The IPv4 address of a server in an iLO Federation group.

- **Username**—The user name of an iLO account on the specified server.

- **Password**—The password for the specified iLO user account.

3. Click **Add**.

   If the specified iLO system is a member of more than one iLO Federation group, iLO Amplifier Pack prompts you to select the groups to discover.

4. Select a group, and then click **OK**.

5. Optional: Click **Assets** in the navigation tree, and then click **iLO Federation Groups** to view the status of the added groups.

   To view the status of the individual servers in the added groups, click **Assets** in the navigation tree, click **Servers**, click **iLO Federation Groups** from the **Filters** menu, and then click the group name.

Adding servers in an IPv4 address range

Prerequisites

- User privileges

  - Configure Manager with Security

  - Configure Manager

  - Configure User

  - Configure Devices

- HPE Gen8 or Gen9 server with iLO 4 version 2.30 or later

- HPE Gen10 server with iLO 5 version 1.10 or later

Procedure

1. Click **Discovery** on the left navigation menu.

2. Enter the following information in the **Add IPv4 Range** section:

   - **iLO IP Range**—The starting and ending IP addresses in the range.

   - **SSL Port**—The SSL Port used to communicate with the iLO.

   - **Username**—The user name for an iLO account on the server.

   - **Password**—The password for an iLO account on the server.

     NOTE: Use credentials that are common across all servers in the IPv4 range.

   - **Server group name (Optional)**—Select the server group you want the server to be a part of.

3. Click **Add**.

   Servers in the IPv4 range with the specified user account are discovered and inventoried.

Servers in the IPv4 range that lack the specified user account are added as unmanaged servers. To Add user account credentials for unmanaged servers, see the *iLO Amplifier Pack User Guide*.

4. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added servers.

Adding servers from a CSV file

Prerequisites

- User privileges

    ◦ Configure Manager with Security

    ◦ Configure Manager

    ◦ Configure User

    ◦ Configure Devices

- HPE Gen8 or Gen9 server with iLO 4 v2.76 or later

- HPE Gen10 server and Gen10 Plus server with iLO 5 v2.30 or later

- HPE Gen11 server with iLO 6 v1.10

- HPE Alletra 4K Gen11 server with iLO 6

- The location of a CSV file that contains the following:

    ◦ a list of servers in the following format:

        `<iLO IPv4 or IPv6 addresses or FQDN>, <iLO username>, <iLO password>`

    ◦ no headers

    ◦ no blanks in the iLO IP address or FQDN and username fields

    ◦ iLO FQDN address that does not exceed 49 characters

    Click **SampleFile.csv** on the **Discovery** page to see a sample of a CSV file with correct formatting.

Procedure

1. Click **Discovery** in the left navigation menu.

2. In the **Add from a file** section, click **Choose File**, and then select the CSV file to use.

3. Optional: Select the server group you want the servers to be a part of.

4. Click **Upload**.

   iLO Amplifier Pack processes the file and starts the discovery and inventory processes.

5. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added servers.

Initial HPE InfoSight login

Prerequisites

An HPE Passport account.

About this task

By default, the first enrolled user of an organization is created as an administrator.

Procedure

1. Log in to **https://infosight.hpe.com/app/login** with your HPE Passport account.

   NOTE: Users with an HPE email address can sign into HPE InfoSight with their network account or Passport account.

   a. The first time you log in, an email will be sent to the email address associated with your HPE Passport account.

   b. Access your email account, and then open the invitation to HPE InfoSight email.

   c. To confirm successful email communication with HPE InfoSight and to log in, click **HPE Passport**.

      The **HPE InfoSight Terms Of Use** will be displayed.

   d. Click **Accept**. The **Welcome to InfoSight** page opens.

2. Select **HPE Server Registration** or **Log Analysis**. The **My Organization** page appears.

3. Enter the name of your organization.

   The **Device Enrollment** page is displayed.

   To avoid confusion, name the organization clearly. Hewlett Packard Enterprise recommends the following convention: *Company Name* or *Company Name - Sub Organization*.

   If needed, you can rename an organization later without affecting the registered servers or users. For more information, see the *HPE InfoSight for Servers User Guide* at **https://www.hpe.com/support/infosight-servers-docs**.

   This organization will contain all server equipment that you will be monitoring in HPE InfoSight.

4. For servers to be discovered and monitored in HPE InfoSight, obtain your claim token and link the token in iLO Amplifier Pack.

More information

How claim tokens work in HPE InfoSight
Obtaining a claim token

How claim tokens work in HPE InfoSight

Prerequisites

- HPE Passport account
- HPE InfoSight administrative user account

About this task

To send AHS and heartbeat information to HPE InfoSight, a claim token must be created in HPE InfoSight and provided to iLO Amplifier Pack to link it with HPE InfoSight. After the claim token has been entered and validated, data is sent automatically to HPE InfoSight for all monitored servers.

Use the same claim token in subsequent iLO Amplifier Pack instances if you want all servers for all iLO Amplifier Pack instances to be visible using the same Passport account.

A new claim token must be generated for registration when:

- You are linking iLO Amplifier Pack with HPE InfoSight:

- You have several instances of iLO Amplifier Pack in a single location or at multiple locations.

- You receive an error that your claim token is no longer valid.

Obtaining a claim token

Prerequisites

HPE Passport Login credentials

About this task

Procedure

1. Go to the HPE InfoSight login webpage at **https://infosight.hpe.com/app/login**.

2. Login with your HPE Passport Login credentials.

3. Acknowledge the message bulletins and terms of use.

4. The dashboard is displayed. Click **Main Menu** > **InfoSight Administration** > **Device Enrollment**.

5. Ensure that you are in the **Servers** tab. The claim token is generated and displayed on the page. To link it successfully with HPE InfoSight, copy this token and enter it in the **HPE InfoSight Setup page** in iLO Amplifier Pack.

Linking iLO Amplifier Pack with HPE InfoSight

Prerequisites

- User privileges

  - Configure Manager with Security

  - Configure Manager

- DNS configured to allow iLO Amplifier Pack to connect with HPE InfoSight

- Firewall allows outbound connection to HPE InfoSight

- Proxy settings if required. See **Configuring network settings** for more details.

About this task

Procedure

1. Click **HPE InfoSight** on the left navigation menu in the iLO Amplifier Pack, and then click **InfoSight Setup.**

2. Select the **Enable service** check box for activating the **Claim Token** and **Data Center Location** entry fields.

3. Enter the **claim token** generated on the HPE InfoSight website.

4. Enter your data center location.

5. Read and accept the terms of use about the diagnostic information that will be sent back to HPE.

   Optional: You can choose to send the iLO hostname, server hostname, and iLO IP address to HPE InfoSight as part of the heartbeat file by selecting the appropriate check box.

6. Optional: Select the **Enable Daily AHS Logs Collection** check box for activating the **Daily AHS Logs Collection Start Time** entry fields. You can enter a custom time value in the 24-hour time format to automatically schedule the daily transmission of the AHS files.

7. Optional: Click the links for more information about the sample **Heartbeat File**, **AHS Telemetry**, **FirmwareTelemetry**, and **AHS file** that will be sent to HPE.

   NOTE: The maximum file size limit for AHS logs is 250 MB. For logs greater than 250 MB, update iLO 4 to version 2.70 and iLO 5 to version 1.40. You can also use iLO6 version 1.10. Reboot the server after the firmware update for reduced AHS file sizes.

8. In the **InfoSight Triggered Server Operations** section, choose a policy to allow or disallow server operations that are triggered in HPE InfoSight.

   - Select **Allow InfoSight triggered server operations** if you want to allow server operations to be initiated from the HPE InfoSight user interface.

   - Select **Do not allow InfoSight triggered server operations** if you do not want any server operations to be initiated from the HPE InfoSight user interface.

9. Click the **Confirm** button to link iLO Amplifier Pack with HPE InfoSight.

10. The HPE InfoSight connection status is shown in a message at the top of the page. On successful linking, the following details are displayed on the page:

   - **Claim Token ID**

   - **Tenant Name**

   - **Serial number**

11. If at any time, you would like to unlink iLO Amplifier Pack from HPE InfoSight, clear the **Enable service** check box, and then click **Confirm**.

12. You can use the **Test Connection** button to test the connectivity between iLO Amplifier Pack and the `infosight.hpe.com` and `midway.ext.hpe.com` servers.

   For more information on resolving connectivity error messages, see the *iLO Amplifier Pack User Guide*.

   For more information on configuring the IP addresses for a successful connection, see the **Prerequisites for midway server connectivity**.

13. In case you are unable to resolve the InfoSight connectivity issues, you can also capture the network diagnostic logs and share it with support personnel. Click the **Diagnose Infosight Connectivity** button to begin the network diagnostic job.

   The network diagnostic job runs the following sub jobs:

   a. Resolves Midway and InfoSight servers and queries the IP list.

   b. Checks the connection/communication to Midway & InfoSight Servers.

   c. Checks the connection between iLO Amplifier Pack and four random Midway servers.

   d. Captures the client certificate.

   To see details about the job, click the **Job status** link in the message banner at the top of the page. When the

   diagnostic job finishes, click to download the logs from the **Job status** page.

Configuring network settings

Use the settings on the following tabs to configure the network settings for the iLO Amplifier Pack.

- Network Summary

- Network port 1

- Network port 2

- General Settings

- Proxy Configuration

The results are displayed on the **Network Summary** tab.

For more information about network settings for iLO Amplifier Pack, see the *iLO Amplifier Pack User Guide*.

Managing organizations and users

Organization Management

> **⊘ IMPORTANT:** As of this release, the same HPE InfoSight organization can be used to manage users and devices of all HPE InfoSight products. For example, an organization can contain HPE Nimble Storage, 3PAR StoreServ, and HPE InfoSight for Servers devices.

> **💡 TIP:** Use one organization to view all your HPE InfoSight devices. You can merge multiple organizations into one organization, so that all your users and registered devices are in one organization.

Some reasons to merge organizations include:

- You created multiple organizations accidentally and you want to view all your devices in one place.

- Your company acquires another company and you want to merge their data with the corporate organization.

Creating organizations

Prerequisites

An HPE Passport account. To create an HPE Passport account, go to **https://cf.passport.hpe.com/hppcf/createuser.do**.

About this task

To register assets with HPE InfoSight, you first must create an organization. An organization consists of users and registered devices. By default, the first enrolled user of an organization is created as an administrator.

Procedure

1. Click **Main Menu** > **InfoSight Administration** > **My Organization**.

2. Click **Create Organization**.

3. Enter the organization name.

   To avoid confusion, name the organization clearly. Hewlett Packard Enterprise recommends the following convention: *Company Name* or *Department*.

   If needed, you can rename an organization later without affecting the registered servers or users.

4. Optional: Enter a description for an organization, such as the devices it contains or the name of the team that manages those devices. This description appears under the name of the organization in the **Organization** selector.
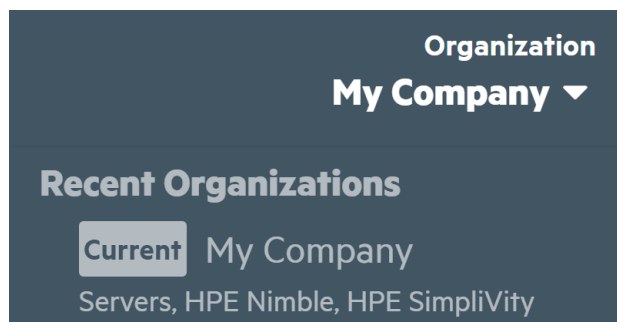
5. Click the **Create Organization and Enroll Device** button.

The organization is created. You can now add users and devices to the organization.

After the first time you create an organization, a green beacon icon appears next to the name of the organization in the upper-right corner. ⊙ Organization . You can later click the beacon for a tour of how organizations work.

The **Device Enrollment** page is displayed.

6. Click the tab for your product on the **Device Enrollment** page. Copy the claim token, see Linking iLO Amplifier Pack with HPE InfoSight for more details. A device can belong to only one organization.

   NOTE: If you are uploading an Active Health System log to preview the functionality of HPE InfoSight for Servers, click the **Analyze Log** link on the right side of the **Device Enrollment** page instead of registering a device. For more information, see the links at the end of this topic.

7. [Optional] To add users to the organization, click **Invite User** on the **Users** page (**Main Menu** > **InfoSight Administration** > **Users**), and enter the email address of the user you want to add.

   TIP: All users must have an HPE Passport account to access HPE InfoSight.

   a. Select a role:

   - **Admin**: Administrators with management privileges.

   - **User**: Users with read-only access.

   - **Third Party**: Users with read-only access. This role has the same privileges as the **User** role. The **Third Party** role is used for external company users, such as partners.

   b. Click **Send Invite**.

8. Designate a contact for support cases created automatically by HPE InfoSight for Servers. To access the screen for enabling auto case creation, click **Main Menu** > **Servers** > **Wellness Dashboard**. Autocase creation is not available to unregistered servers. In the upper-right corner, click the **Configure** button.

More information

Uploading an Active Health System log
Features accessible to an unregistered server with an uploaded AHS log

Merging organizations

Prerequisites

You must be assigned to the Admin role in the source and target organizations.

About this task

You can merge users and registered devices from one organization into another. This feature helps with consolidating organizations so that instead of users and registered devices being assigned across multiple organizations, they are now consolidated into one organization.

TIP: Use one organization to view all your HPE InfoSight devices. You can merge multiple organizations into one organization, so that all your users and registered devices are in one organization.

Users in the target organization, retain their roles. For example, if a user is assigned to the Admin role in the source organization and to the User role in the target organization, the user is assigned to the User role in the merged organization.

Email settings are retained regardless of whether they are in the source organization or target organization or both.

Procedure

1. Click **Main Menu** > **InfoSight Administration** > **My Organization**.

2. Click **Edit**.

3. Click **Merge Organizations**.

4. Select an organization from the **Source** menu.

   The source organization has its users and registered devices merged into the target organization. The source organization is permanently removed.

5. Select the target organization from the **Target** menu.

6. Click **Merge**.

   The organizations are merged. If you view the organization details of the target organization (**Main Menu** > **InfoSight Administration** > **My Organization** > **Show Details**).

7. Notify all users in the source organization of the merge so they are aware of their new organization. To further aid users, update the name and description of the organization to indicate the changes.

Renaming an organization

Prerequisites

Administrator of the organization you want to rename.

About this task

When you rename an organization, registered devices or existing users are not impacted.

Procedure

1. Click **Main Menu** > **InfoSight Administration** > **My Organization**.

2. Click **Edit**.

3. Rename the organization.

   To avoid confusion, rename the organization clearly. Hewlett Packard Enterprise recommends the following convention: *Company Name* or *Company Name - Sub Organization*.

4. (Optional) Modify the description.

5. Click **Save**.

6. Notify all users in the organization of the new organization name.

Deleting an organization

Prerequisites

- You are assigned to the Admin role in the organization you want to delete.

- You are in the organization you want to delete. Confirm that the organization you want to delete is displayed as **Current** in the **Organization** selector.

About this task

Deleting an organization is permanent; however, the devices that were in the organization can be reregistered with another HPE InfoSight organization.

Procedure

1. Click **Main Menu** > **InfoSight Administration** > **My Organization**.

2. Click **Permanently Delete this Organization**.

3. Type the word **DELETE**.
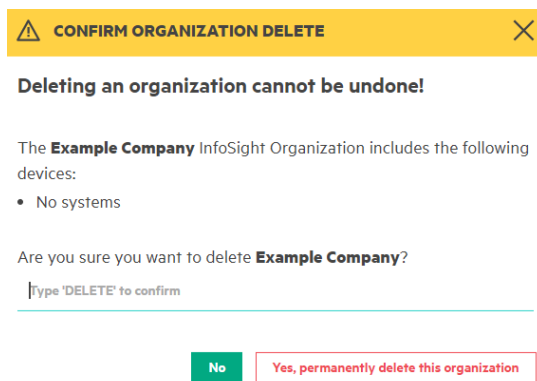
4. Click **Yes, permanently delete this Organization**.

5. Click **OK**.

   HPE InfoSight deletes the organization and moves you to one of your other organizations.

> **⊘ ORGANIZATION DELETED**   ✕
>
> The **Example Company** InfoSight Organization was successfully
> deleted.
>
> Click "OK" to switch to the **InfoSight Demo - Servers** Organization.
>
> **OK**

> ⓘ **IMPORTANT:**
>
> After deleting an HPE InfoSight organization, the telemetry call home settings, such as those for iLO Amplifier
> Pack, stay enabled for the devices that were in the deleted organization. Telemetry data continues to be
> collected for those devices, so that when you add the device to another organization, the device displays the
> latest data in HPE InfoSight.

Viewing information for an organization

Procedure

1. Click **Main Menu** > **InfoSight Administration** > **My Organization**.

2. Click **Show Details**. The following information appears:

   - **Organization ID**—The organization ID created by HPE InfoSight.

   - **Claim Tags**—An internal mechanism corresponding with the linking of HPE InfoSight with the registered devices
     HPE InfoSight manages.

3. (Optional) To hide organization details, click **Hide Details**.

Searching for an organization

Prerequisites

You must be a member of the organization you want to find.

About this task

The **Organization** selector displays only organizations that you have accessed recently. To find other organizations, use
the Search feature.

Procedure

1. Click the **Organization** selector.
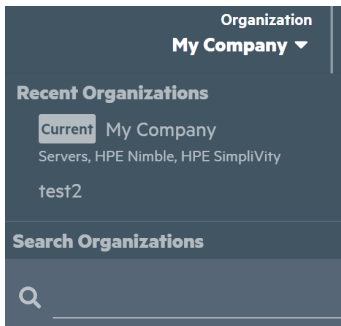
2. In the search field, enter the name and description of the organization you want to find.

   The search results display only organization that you are a member of and that meet your search criteria.
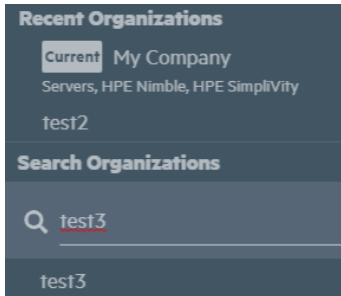
3. Select an organization.

   The organization that you select becomes the current organization.

   NOTE: Alternatively, you can use the **Browse my organizations** option to directly view the organizations that you have membership.
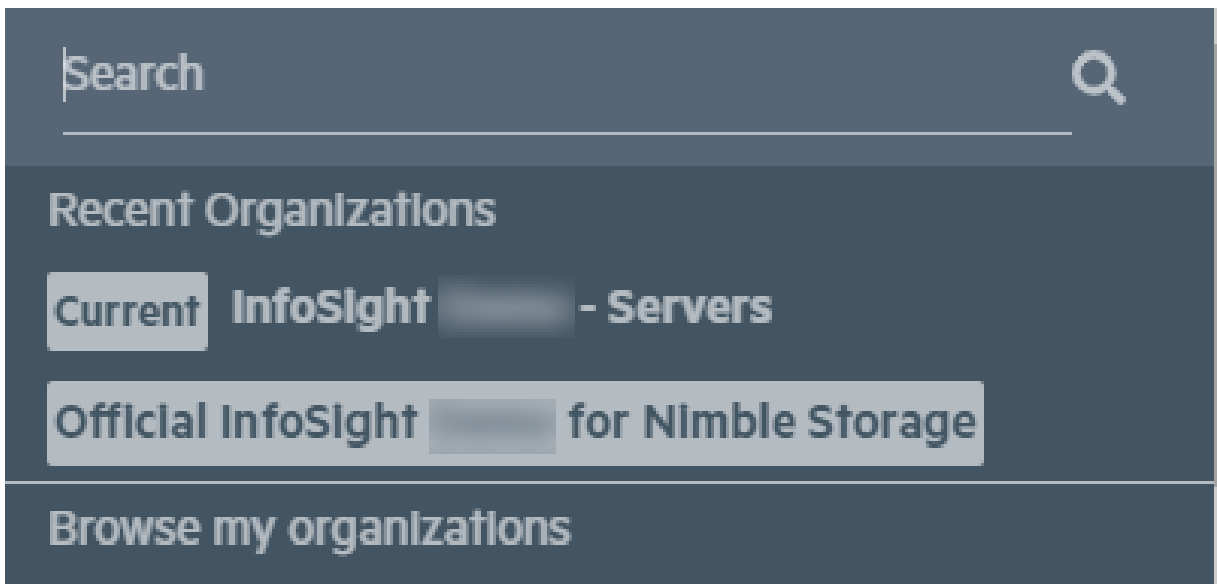
Managing users

About this task

The HPE Passport account used for the initial HPE InfoSight login and the device registration procedures is the administrator account.

HPE InfoSight lets you create additional user accounts for viewing managed systems. User account types include:

- **Users with read-only access** (**User**)—These users can view systems pertaining to an organization in HPE InfoSight, but they cannot invite or add other users, or edit the name of an organization.

- **External company users, such as partners** (**Third Party**)—These users can view systems pertaining to an organization in HPE InfoSight, but they cannot invite or add other users, or edit the name of an organization.

- **Administrators with management privileges (Admin)**—These users can view all systems and merge and delete organizations, in addition to managing users from the following pages:

  - The **Device Enrollment** page to obtain claim tokens for registering devices.

  - The **User** page to invite users to an organization or remove users from an organization. Administrators cannot remove themselves from an organization.

  - The **User** page to change user types, such as to change a user to an **Admin** role or to change another administrator to a **User** role. Administrators cannot change their own role.

Hewlett Packard Enterprise recommends at least two administrator accounts in case one user is locked out or loses access to HPE InfoSight.

Procedure

1. To access the **Users** page, click **Main Menu** > **InfoSight Administration** > **Users**.

   The **Users** page appears.

2. [Optional] To invite a user to the organization, click **Invite User**. For more information, see **Inviting users to an organization**.

3. [Optional] To select a user role, select the user role from the **Role** menu.

4. [Optional] Use the table sorting and filtering features to customize the view.

Inviting users to an organization

Prerequisites
You are assigned to the Admin role for the current organization.

Procedure

1. Click **Main Menu** > **InfoSight Administration** > **Users**.

   The **Users** page is displayed.

2. Click **Invite User**.

   The **Invite User** window is displayed.

3. Enter the email address of the user you want to add.

4. Select the user role from the **Role** menu.

5. Click **Send Invite**, or click **Cancel** to cancel the invite.

> 💡 **TIP:**
> Let new users know that they must have an HPE Passport account to access HPE InfoSight. They can go to the following URL to create an HPE Passport account: **https://cf.passport.hpe.com/hppcf/createuser.do**

Deleting users from an organization in HPE InfoSight

Prerequisites

- The organization from which you want to remove the user is selected as the current organization.

- You are assigned to the Admin role for the current organization.

Procedure

1. Click **Main Menu** > **InfoSight Administration** > **Users**.

2. Select the user you want to delete.

3. Click **Delete**.

> **NOTE:** If the user is not a part of another organization in HPE InfoSight, the user account is deleted from HPE InfoSight. The user will still have the HPE Passport account. When the user logs into HPE InfoSight, the user is presented with the **New Organization** screen and prompted to create an organization.

Customizing the Users page

Sorting the table

Click a column heading to sort the table by that column.

To change the display to ascending or descending order, click the column heading again.

Filtering the table

To access the filters, click ▽ in the column heading that you want to filter on. Click one more time to restore the original sorting.

Troubleshooting

I am trying to add a claim token to iLO Amplifier Pack, but a token already exists

Symptom

I am trying to add my claim token to iLO Amplifier Pack, but a token already exists in iLO Amplifier Pack.

Cause

iLO Amplifier Pack can only be associated with one HPE InfoSight for Servers organization.

Action

You must have another instance of iLO Amplifier Pack available to add the additional claim token. For information on adding a claim token to iLO Amplifier Pack, see **Linking iLO Amplifier Pack with HPE InfoSight**.

InfoSight and appliance update connectivity troubleshooting

Users can use the **Test Connection** button on the **InfoSight Setup** page in the iLO Amplifier Pack to test the connectivity between iLO Amplifier Pack and the `infosight.hpe.com` and `midway.ext.hpe.com` servers. If iLO Amplifier Pack cannot establish a successful connection with the midway servers, a banner with an error message will be displayed at the top of the page.

Users can use the **Check for updates now** on the **System Update** page to test the connectivity between iLO Amplifier Pack and the update servers. If iLO Amplifier Pack cannot establish a successful connection with the midway servers, a banner with an error message will be displayed at the top of the page.

This section will help you resolve these errors, and establish a successful connection to the midway servers. If you are still unable to resolve these errors, contact HPE support as described in **Accessing Hewlett Packard Enterprise Support**.

Invalid midway or DNS address. Check the network settings and retry.

Symptom

iLO Amplifier Pack registration page in the iLO Amplifier Pack displays an "Invalid midway or DNS address. Check the network settings and retry" error message.

Cause

iLO Amplifier Pack cannot connect to the Midway server or resolve the DNS address.

Action

Check the network settings configuration in the *iLO Amplifier Pack User Guide* to ensure that the proper DNS settings are used and iLO Amplifier appliance can connect to the Midway servers. If using a firewall, ensure that no restrictions are being applied on connections being made by the iLO Amplifier Pack appliance.

Failed to establish connection to midway server. Check the network settings (Proxy/DNS) and retry

Symptom

iLO Amplifier Pack registration page in the iLO Amplifier Pack displays a "Failed to establish connection to midway server. Check the network settings(Proxy/DNS) and retry" error message.

Cause

iLO Amplifier Pack cannot connect to the Midway server as the network settings may not be configured properly.

Action

If using a proxy network, check the proxy settings configuration in the *iLO Amplifier Pack User Guide* to ensure that they are properly configured. Check the network settings configuration in the *iLO Amplifier Pack User Guide* to ensure that the proper DNS settings are used and the iLO Amplifier Pack appliance can connect to the Midway servers. If using a firewall, ensure that no restrictions are being applied on connections being made by the iLO Amplifier Pack appliance.

Invalid proxy address

Symptom

The **InfoSight Setup** or **System Update** page in the iLO Amplifier Pack displays an `Invalid proxy address` error message.

Cause

The proxy settings are not configured properly.

Action

If using a proxy network, check the proxy settings configuration in the *iLO Amplifier Pack User Guide* to ensure that they are properly configured.

Failed to establish connection to proxy server. Verify the proxy settings

Symptom

iLO Amplifier Pack registration page in the iLO Amplifier Pack displays a `Failed to establish connection to proxy server. Verify the proxy settings` error message.

Cause

The proxy settings are not configured properly.

Action

If using a proxy network, check the proxy settings configuration in the *iLO Amplifier Pack User Guide* to ensure that they are properly configured.

Service not running. Enable/Re-submit the InfoSight Settings.

Symptom

The **InfoSight Setup** page in the iLO Amplifier Pack displays a "Service not running. Enable/Re-submit the InfoSight Settings" error message.

Cause

iLO Amplifier Pack is unable to connect to the midway servers.

Action

Check the network settings configuration in the *iLO Amplifier Pack User Guide* for ensuring that the proper DNS settings are used and iLO Amplifier appliance can connect to the Midway servers. If using a proxy network, check the proxy settings configuration in the *iLO Amplifier Pack User Guide* to ensure that they are properly configured. If using a firewall, ensure that no restrictions are being applied on connections being made by the iLO Amplifier Pack appliance.

Not Registered

Symptom

The **InfoSight Setup** page in the iLO Amplifier Pack displays a "Not Registered" error message.

Cause

The HPE InfoSight service is not running.

Action

Obtain a fresh claim token from the HPE InfoSight for Servers webpage, and link iLO Amplifier Pack to HPE InfoSight for Servers again.

For more information, see **How claim tokens work in HPE InfoSight** and **Linking iLO Amplifier Pack with HPE InfoSight**.

Websites

Product websites

HPE InfoSight login

https://infosight.hpe.com

HPE InfoSight

https://www.hpe.com/info/infosight

HPE InfoSight for Servers

https://www.hpe.com/servers/infosight

HPE InfoSight for Servers documentation

https://www.hpe.com/support/infosight-servers-docs

iLO Information Library

iLO 4 and iLO 5

https://www.hpe.com/info/ilo/docs

iLO Amplifier Pack

www.hpe.com/support/ilo-ap-docs

HPE ProLiant Servers Information Library

HPE ProLiant Gen8 servers

https://www.hpe.com/info/proliantgen8/docs

HPE ProLiant Gen9 servers

https://www.hpe.com/support/proliantgen9/docs

HPE ProLiant Gen10 servers

https://h17007.www1.hpe.com/us/en/enterprise/servers/solutions/info-library/index.aspx?cat=gen10&lang=1https://www.hpe.com/info/proliantgen10-docs

HPE ProLiant Gen10 and HPE Synergy compute module troubleshooting

https://www.hpe.com/info/Gen10-troubleshooting

General

Hewlett Packard Enterprise Information Library

www.hpe.com/info/EIL

Support and other resources

Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:

  https://www.hpe.com/info/assistance

- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

  https://www.hpe.com/support/hpesc

Information to collect

- Technical support registration number (if applicable)

- Product name, model or version, and serial number

- Operating system name and version

- Firmware version

- Error messages

- Product-specific reports and logs

- Add-on products or components

- Third-party products or components

Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.

- To download product updates:

  Hewlett Packard Enterprise Support Center

    https://www.hpe.com/support/hpesc

  My HPE Software Center

    https://www.hpe.com/software/hpesoftwarecenter

- To subscribe to eNewsletters and alerts:

  https://www.hpe.com/support/e-updates

- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:

  https://www.hpe.com/support/AccessToSupportMaterials

  (!) **IMPORTANT:** Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Account set up with relevant entitlements.

Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which initiates a fast and accurate resolution based on the service level of your product. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

HPE Get Connected

> **https://www.hpe.com/services/getconnected**

HPE Tech Care Service

> **https://www.hpe.com/services/techcare**

HPE Complete Care

> **https://www.hpe.com/services/completecare**

Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR.

For more information about CSR, contact your local service provider.

Warranty information

To view the warranty information for your product, see the **warranty check tool**.

Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

https://www.hpe.com/support/Safety-Compliance-EnterpriseProducts

Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

https://www.hpe.com/info/reach

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

https://www.hpe.com/info/ecodata

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

https://www.hpe.com/info/environment

Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, use the **Feedback** button and icons (at the bottom of an opened document) on the Hewlett Packard Enterprise Support Center portal (**https://www.hpe.com/support/hpesc**) to send any errors, suggestions, or comments. This process captures all document information.