



Hewlett Packard
Enterprise

HPE Insight Remote Support

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Quick Installation Guide

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About Insight Remote Support

HPE Insight Remote Support (RS) 7.9 software is a centralized and standalone remote monitoring solution that enables intelligent event diagnosis and automatic, secure submission of hardware event notifications to HPE. Insight RS can be installed on a Microsoft® Windows® ProLiant server or VMware®, Citrix or Hyper-V virtual guest.

HPE Insight RS7.9 supports HPE servers, storage, and network devices. It is included as part of your warranty or contractual support agreement with HPE. For a complete list of supported devices, see the *Insight Remote Support Release Notes*. For the full set of documentation, go to: www.hpe.com/info/insightremotesupport/docs.

For more information about Insight RS, go to: www.hpe.com/services/getconnected.

How to use this guide

This condensed version of the *Insight Remote Support Installation and Configuration Guide* provides abbreviated instructions for users with previous experience installing or upgrading Insight RS software.

If you need more information during the installation:

- See the *Insight Remote Support Installation and Configuration Guide*.
- Click the **Help** link available on each Insight RS Console screen.

Fulfilling pre-installation system requirements

Fulfill hardware requirements

Before installing Insight RS, complete the following hardware requirements:

Hardware requirement	Required/Optional	Completed?
<p>A supported 64-bit Microsoft® Windows® ProLiant server with a valid warranty or contract. Refer to the <i>Insight Remote Support Release Notes</i> to make sure your ProLiant server is supported as the Hosting Device.</p> <p>Installation on a VMware, Citrix or Hyper-V virtual guest is also supported.</p> <p>Important: When running the Hosting Device in a virtual environment, add an extra 10% to the resources for <i>each</i> Virtual Machine added to the ProLiant.</p>	Required	
<p>Memory requirements for managing 500 devices or less:</p> <ul style="list-style-type: none"> • Minimum 8 GB for new installations. • Recommended 8 GB, 12 GB if using SIM. <p>Memory requirements for managing up to 2,500 devices:</p> <ul style="list-style-type: none"> • Minimum 12 GB for new installations. • Recommended 16 GB, 20 GB if using SIM. <p>Memory requirements for managing up to 3,500 devices:</p> <ul style="list-style-type: none"> • Minimum 16 GB for new installations. • Recommended 20 GB, 24 GB if using SIM. 	Required	
<p>Free disk space requirements for managing up to 500 devices:</p> <ul style="list-style-type: none"> • 2 GB for installation. • 24 GB for operation. <p>Free disk space requirements for managing up to 2,500 devices:</p> <ul style="list-style-type: none"> • 2 GB for installation. • 64 GB for operation. <p>Free disk space requirements for managing up to 3,500 devices:</p> <ul style="list-style-type: none"> • 2 GB for installation. • 300 GB for operation (must be at least 150 GB free). 	Required	


Fulfill software requirements

Before installing Insight RS, complete the following software requirements:

Software requirement	Required/Optional	Completed?
Make sure the Hosting Device is running a supported Microsoft Windows operating system.	Required	
Make sure a supported web browser is installed: <ul style="list-style-type: none"> • Microsoft Internet Explorer, versions 9.x, 10.x and 11.x • Mozilla Firefox, versions 49.x • Google Chrome, version 53.x 	Required	
Install Microsoft .Net 3.5 or later.	Required	
Before installing Insight RS perform a Windows update, and restart the system.	Required	
Make sure you have access to the local administrative account on the Hosting Device using either a local or remote desktop console.	Required	
Disable IPv6 on the Hosting Device. Insight RS only supports the IPv4 networking protocol.	Required	
Make sure your Hosting Device has a valid static IP address, and that it is connected to your network.	Required	
Configure communication from your web browser to Insight RS: <ul style="list-style-type: none"> • Open port 7906 (HTTPS). This enables you to access the browser remotely. This port should be opened inbound into the Hosting Device. 	Required	
Configure communication from the Hosting Device to HPE: <ul style="list-style-type: none"> • Open port 443 (HTTPS). This enables Insight RS to submit incidents to and retrieve warranty and contract information from the HPE Data Center. • Set firewall rules to allow access to HPE using the alias <code>api.support.hpe.com</code>. All data sent to HPE is through an HTTPS connection to this destination. • Configure Domain Name System (DNS) on the Hosting Device. Hostname resolution is required. 	Required	
Configure communication between the Hosting Device and your monitored devices: <ul style="list-style-type: none"> • Open firewall settings between the Hosting Device and your monitored devices. • Install and enable SNMP on the Hosting Device. • Set the SNMP Trap Service Startup Type to <i>Automatic</i>. 	Required	
Install and configure the required software to monitor the Hosting Device with Insight RS. Refer to the <i>Insight Remote Support Monitored Devices Configuration Guide</i> for information about configuring your Hosting Device.	Required	

Identify required Insight RS configuration information

Collect the following information for Insight RS configuration:

Requirement	Required/Optional	Completed?
Collect your company contact's information: company name, first and last name, e-mail address, phone number, and language preference.	Required	
Collect site information: site name, address, and time zone.	Required	
If using the HPE SIM Adapter, obtain the SIM Administrator Account credentials.	Optional	
Collect web proxy information (if applicable): URL, port, user name, and password.	Optional	
<p>Obtain your HPE Passport account information if you plan to integrate with HPE Insight Online. HPE Insight Online allows you to manage and check your devices' warranties, subscribe to important notifications, and submit cases.</p> <p>Create an HPE Passport account or retrieve forgotten account information here: www.hpe.com/support/hpesc.</p> <hr/> <p> Important: Insight Online supports a maximum of 1,500 devices per HPE Passport ID. When integrating with Insight Online, make sure each Insight RS installation monitors no more than 1,500 devices.</p> <hr/>	Optional	
Obtain your Channel Partner ID if you use a channel partner to provide product and support services.	Optional	

Installing and configuring Insight Remote Support

Download and install Insight RS software

To download and install Insight RS, complete the following tasks:

Task	Required/Optional	Completed?
Download Insight RS to the Hosting Device from the HPE Software Depot at h20392.www2.hpe.com/portal/swdepot/displayProductInfo.do?productNumber=REMOTESUPPORT .	Required	
On the Hosting Device, run the self-extracting executable file to install Insight RS.	Required	
After installation, launch the Insight RS Console through a web browser at: <a href="https://<hosting_device_ip_or_fqdn>:7906">https://<hosting_device_ip_or_fqdn>:7906 . The first time you log on, you are prompted to complete the Setup Wizards. Important: When you point your browser to the Insight RS Console, a certificate error message appears. To resolve the security warning install/import a proper certificate for your web browser. For install/import steps, see the <i>Insight Remote Support Installation and Configuration Guide</i> .	Required	

Completing the Setup Wizards

After installation, you must complete the Setup Wizards to discover your devices, configure default settings and connect to HPE.

Configure monitored devices

The tasks in the following table describe how to prepare your devices for remote support:

Task	Required/Optional	Completed?
Make sure Insight RS supports the devices you want monitored by referring to the <i>Insight Remote Support Release Notes</i> .	Required	
Make sure each device to be monitored by HPE Insight RS has a valid warranty or support contract agreement with HPE. Access the Contract and Warranty service in the HPE Support Center to view this information.	Required	
Make sure your devices have valid IP addresses and that each device is connected to your network.	Required	
Install and configure required communication protocols and components on your devices for Remote Support services. Reference the <i>Insight Remote Support Monitored Devices Configuration Guide</i> for information about configuring your specific devices.	Required	

Complete Monitored Device Setup Wizard

The Monitored Device Setup Wizard prompts you to complete the following tasks:

Note: After completing the Setup Wizards, you can discover additional devices by selecting **Discovery** in the Main Menu.

Task	Required/Optional	Completed?
On the Credentials screen, add your devices' protocols and credentials. See the <i>Insight Remote Support Monitored Devices Configuration Guide</i> for the specific protocols you need to configure for your devices.	Required	
On the Sources screen, add the IP addresses, Windows domains, and local networks you want to discover. HPE recommends limiting discovery only to those devices you want to monitor.	Required	
On the Discover Devices screen, click Start Discovery to discover and verify the readiness of your devices to be monitored. The discovery results appear in the All Devices table. Devices with an error icon need additional configuration before they are ready to be monitored. After completing the Hosting Device Setup Wizard, you can troubleshoot any devices that have issues in the Insight RS Console. (See Verify Monitored Device Health .)	Required	

Task	Required/Optional	Completed?
After discovery, you can export a health report of the devices in your environment to determine how many are ready to be monitored by Insight RS, and also let HPE or your Channel Partner to determine the effort it would take to configure your devices and deploy Insight RS in your environment.	Optional	

Complete the Hosting Device Setup Wizard

The Hosting Device Setup Wizard prompts you to complete the following tasks:

Task	Required/Optional	Completed?
Configure web proxy settings, if necessary, and test the connection.	Optional	
Set the default company and contact details.	Required	
Set default site information.	Required	
Grant permission to share configuration details with HPE and HPE Authorized Resellers. This enables HPE or your HPE Authorized Resellers to provide recommendations to improve your IT environment for increased business continuity and availability. Important: HPE recommends enabling this functionality.	Optional	
Specify how you would like to receive software updates. Note: HPE recommends receiving software updates automatically.	Required	
Register your Hosting Device with HPE.	Required	
If you want to use HPE Insight Online, type your HPE Passport credentials. Link Insight RS to HPE Insight Online to automatically populate all devices discovered in Insight RS into a view in HPE Insight Online. This view allows you to review service events and specific device details. For more information, go to: www.hpe.com/support/insightonline/info .	Optional	
Set default Channel Partner information.	Optional	

Completing post-installation configuration

After installing and configuring Insight RS and discovering your devices, you can complete the configuration of any monitored devices that are not ready to be monitored. There are also several optional tasks you can perform.

Verify Hosting Device health

To complete configuration for monitored devices after discovery, complete the following tasks:

Task	Required/Optional	Completed?
Regularly check the Hosting Device Health status at the top of each screen to make sure the status is healthy.	Required	

Verify monitored device health

To complete configuration for monitored devices after discovery, complete the following tasks:

Task	Required/Optional	Completed?
Make sure each monitored device is configured correctly by viewing the status of the device on the Devices → Device Summary tab. A success icon (✔) indicates the device is working properly.	Required	
Make sure the system correctly detects the serial number and support details on the Devices → Warranty & Contract tab. Details for most devices are automatically detected during discovery. If a device's details are missing or incorrect, navigate to the device's Device Details → Device tab and manually configure these details. To update warranty information, type the OverrideSerial Number and OverrideProduct Number in the Hardware section. To update warranty or contract information, type the Support Type and Support Identifier in the Warranty & Contract section. Correct information is necessary for HPE to deliver Remote Support services.	Required	

Task	Required/Optional	Completed?
<p>The system enables basic configuration collections by default and sends the collections to HPE for enhanced information during troubleshooting or to receive proactive recommendations. Verify a basic collection was sent as part of the device discovery on the Collection Services → Basic Collection Results tab.</p> <p>Note: A success icon (✔) indicates a successful collection; an error icon (✘) indicates an error occurred. If no collections exist, click the Collection Schedules tab, select an appropriate collection type (AHS or Server Basic) and click Run Now.</p> <p>After the collection completes, the page refreshes and displays the results.</p> <p>HPE collects configuration information from your monitored devices but does not collect information related to your business. For details on the collected configuration information, see the <i>Insight Remote Support Security White Paper</i>. HPE may need to collect contact details such as name, phone number and email address relating to a device administrator/contact in case a response from HPE is required to affect a repair or to recommend a configuration change to avoid potential downtime. HPE processes personal data according to the HPE Global Master Privacy Policy and HPE Privacy Statement.</p>	Required	
<p>Send a test event from the monitored devices to check end-to-end connectivity to HPE. See the <i>Insight Remote Support Monitored Devices Configuration Guide</i> for detailed steps.</p> <p>Note: Not all devices have the ability to send a test event.</p>	Required	

Enable Integration Adapters and settings

To enable Integration Adapters and enable other settings, complete the following tasks:

Task	Required/Optional	Completed?
<p>Configure Insight RS to interface with SIM through the included adapter to forward Insight RS service events to SIM.</p> <p>In the Insight RS Console, install the HPE SIM Adapter from the Administrator Settings → Version Control tab. After installation, enable and configure the HPE SIM Adapter on the Administrator Settings → Integration Adapters tab.</p> <p>Note: A supported version of SIM must be installed first.</p>	Optional	
<p>Enable the Email Adapter on the Administrator Settings → Integration Adapters tab. HPE highly recommends you enable the Email Adapter and, at the minimum, select the following notifications: <i>Case Opened</i>, <i>Application Failure</i>, <i>Entitlement Expiration</i>, and <i>Device Change</i>.</p>	Optional	
<p>Enable the SNMP Service Event Adapter on the Administrator Settings → Integration Adapters tab to forward service events from Insight RS to another management application.</p>	Optional	
<p>Grant operator-level access to any user authenticated by the operating system, regardless of group membership on the Administrator Settings → Settings tab.</p>	Optional	

Configure additional information

To add additional settings to the default Insight RS configuration, complete the following tasks:

Task	Required/ Optional	Completed?
Create device groups using the Device Groups menu.	Optional	
Configure additional protocol credentials on the Company Information → Named Credentials tab.	Optional	
Add additional contacts on the Company Information → Contacts tab. If you purchased contracts that cover non-regular business hours, make sure the Special instructions for support delivery field specifies that HPE can contact you outside of regular business hours.	Optional	
Add additional sites on the Company Information → Sites tab.	Optional	
Add additional Channel Partners on the Company Information → Channel Partners tab. The HPE Authorized Service Partner and HPE Authorized Reseller IDs typed in the Hosting Device Setup Wizard during the initial Insight RS configuration are set as the defaults and are associated with all newly discovered devices.	Optional	

Maintain Hosting Device health

To check the health of your Hosting Devices, complete the following tasks on a regular basis:

Task	Required/Optional	Completed?
Regularly check the Administrator Settings → Version Control tab for any pending software updates.	Required	
Regularly check the Hosting Device Health status at the top of each screen to make sure the status is healthy.	Required	

Maintain monitored device health

To check the health of your monitored devices, complete the following tasks on a regular basis:

Task	Required/Optional	Completed?
Regularly check the Devices → Device Summary tab to ensure collections are triggered and monitoring is still operational for the Hosting Device and each monitored device. A success icon (✔) indicates the device is working properly.	Required	
Regularly check the Devices → Device Summary tab to view the current status for your devices. If a device has an error icon (✘) in its Status column, update the information that is causing the issue. By default, Insight RS is automatically set to discover new devices once a month.	Required	

Contacting support and accessing additional resources

Contact support

If you need support visit: www.hpe.com/us/en/services/get-connected.html#tehnical.

On the support site you will find information about HPE Insight RS, including access to FAQs, peer-to-peer forums, and HPE Support contact details.

Note: When you contact HPE Support, refer to *Insight Remote Support* as the subject.

Access important resources

Resource	Address
Technical Documentation	www.hpe.com/info/insightremotesupport/docs
HPE Software Depot	h20392.www2.hpe.com/portal/swdepot/index.do
Learn More	www.hpe.com/services/getconnected
Technical Support	www.hpe.com/services/getconnected
HPE Customer Self Repair Services Media Library Select Enterprise Software → Insight Foundation Software → HP Insight Remote Support Next Gen Software .	www.hpe.com/info/sml
Online Help	Click the Help link in the Insight RS Console.
Social Media	Follow us on: 