HPE Remote Support

Certificate Update Guide

Insight Remote Support Users:

New security certificates required to maintain HPE Remote Support connectivity

Insight Remote Support has released the required DigiCert certificates through the Insight RS Software Manager. **These new certificates must be installed to maintain connectivity to HPE.** Review the instructions below based on your Insight RS version for details on upgrade path and download information.

Upgrade information:

NOTE: Prior to installing a new version of I-RS, ensure the firewall or proxy rules will permit communication to https://api.support.hpe.com over port 443.
To test connectivity, go to https://api.support.hpe.com/v1/healthcheck/healthcheck.aspx and verify a response of OK.

CONNECTIVITY TYPE	RELEASE VERSION	UPGRADE SUPPORTED	RECOMMENDED ACTION
INSIGHT REMOTE SUPPORT	5.x – 7.4.0	Not supported. New installation required.	**ACTION MUST BE TAKEN BY SEPTEMBER 28** • Download Insight RS version 7.9 • Quick Installation Guide • Installation and Configuration Guide • Monitored Devices Configuration Guide
	7.5.0 – 7.6.0*	7.9 via Software Depot only	**ACTION MUST BE TAKEN BY SEPTEMBER 28** • Download Insight RS version 7.9 • Upgrade Guide • Quick Installation Guide • Installation and Configuration Guide
	7.7 – 7.8	Recommend an upgrade to 7.9. Can also run 'Check for Updates' in IRS Software Manager to install patch.	**ACTION MUST BE TAKEN BY NOVEMBER 1** • Upgrade Guide • Quick Installation Guide • Installation and Configuration Guide

***Standard upgrade support is from versions 7.7 and 7.8. To facilitate the move to version 7.9, we are extending our support to include upgrades from versions of 7.6 and 7.5.**

Installation notes:

A. Verify Connectivity to HPE.com

To verify that the CMS is configured to communicate to HPE.com, run the following command from a command prompt:
rsadmin config -displayAll | findstr "api"

The response should look like:
STARTUP HpAdapter.Address.EndPoint => https://api.support.hpe.com/v1/
STARTUP swm.manifest.url => https://api.support.hpe.com/v1/SWM/manifest.xml
STARTUP swm.package.url.server => https://api.support.hpe.com/v1

If you do not see the response above, Download and run the software update "Update Data Center URLs":

1. Ensure that your firewall is configured to allow communication with the new HPE URLs (refer to the table in the Upgrade section above)
2. Log in to Insight Remote Support
3. Select Administrator Settings from the main menu
4. Select Software Update Manager.
5. Locate the software package titled: "Update Data Center URLs"
6. Install the software update package (as indicated)
7. Verify installation

How do I confirm the new package is installed?
In the Software Update Manager screen in the Insight Remote Support interface, the "Update Data Center URLs" package will indicate successful installation. In cases where the package did not install correctly, a message will provide information on any installation error

B. IRS Installation Notes

If installing the new Insight RS 7.9 version, no further action is required as the certificate is included in the build.

To install the new certificates for versions 7.7 and 7.8:

A. If the Automatic Update Level setting is on in Insight Remote Support, set to "Automatically Download" or "Automatically Download and Install," there is no further action required, because the new certificates will be installed as part of the update.

B. If the Auto Update setting is not on, follow these instructions to manually update:

1. Log into IRS
2. Select "Administrator Settings" from the dropdown menu
3. Go to the Software Updates tab Manager and click the "Check for new Update" box
4. The Insight RS trust store will be automatically updated to include the new certificates

To verify if the certificates have been properly installed, run the following command from a command prompt:

```
rsadmin cert -list |findstr digicert
Alias: digicertglobalg2-root-2013-2038
Subject: CN=DigiCert Global Root G2, OU=www.digicert.com, O=DigiCert Inc, C=US
Issuer: CN=DigiCert Global Root G2, OU=www.digicert.com, O=DigiCert Inc, C=US
Alias: digicertglobalcag2-int-2013-2028
Issuer: CN=DigiCert Global Root G2, OU=www.digicert.com, O=DigiCert Inc, C=US
```

For further questions or help: Log a request with Insight RS customer support

HPE OneView Remote Support Users:

New security certificates required to maintain HPE Remote Support connectivity

OneView Remote Support has released the required DigiCert certificates through the HPE OneView 4.1 release and the OneView 4.00.09 patch release.

The OneView Remote Support versions below must be upgraded with these new certificates by the following date to maintain remote support connectivity:

- HPE OneView Remote Support 3.0 – 4.00.07 – *upgrade by November 1*

Review the documentation below for further information on upgrading to supported versions.

Upgrade information:

CONNECTIVITY TYPE	RELEASE VERSION	UPGRADE SUPPORTED	RECOMMENDED ACTION
HPE ONEVIEW REMOTE SUPPORT	3.10.04 or later	4.1	• HPE Remote Support Enablement Guide • HPE OneView 4.1 Installation Guide • HPE OneView 4.1 Release Notes • HPE OneView 4.1 Release Notes for Synergy • HPE OneView 4.1 Support Matrix
	4.00.05 or later*	4.00.10 update	• HPE Remote Support Enablement Guide • HPE OneView 4.00.10 Update Release Notes (pg 11) • HPE OneView 4.0 Installation Guide • HPE OneView 4.0 Support Matrix
	4.00.05 or later*	4.00.09 update	• HPE Remote Support Enablement Guide • HPE OneView 4.00.09 Update Release Notes (pg 13) • HPE OneView 4.0 Installation Guide • HPE OneView 4.0 Support Matrix

*To upgrade to 4.00.05 you must upgrade from version 3.00.08 or later. Version 3.00.04 or 3.00.05 will need to be upgraded to 3.00.08 first

Additional installation notes:

HPE recommends running OneView 4.1 or higher for Synergy products.
For more information, please read the OneView advisory.

For further questions or help: log a request with Remote Support (RS) support.

HPE iLO Direct Connect Users:

New security certificates required to maintain HPE Remote Support connectivity

HPE Integrated Lights Out (iLO) Direct Connect has released the required DigiCert certificates through the following firmware versions:

- iLO 5, version 1.30
- iLO 4, version 2.60

The iLO versions below must be upgraded with these new certificates by the following dates to maintain connectivity with iLO Direct Connect Remote Support:

- iLO 4 versions 2.4 and older – *upgrade by September 28*
- iLO 4 version 2.5 – *upgrade by November 1*
- iLO 5 versions 1.0 – 1.2 – *upgrade by November 1*

Review the documentation below for further information on upgrading to supported versions.

NOTE: Prior to upgrading the firmware version, ensure the firewall or proxy rules will permit communication from the device to https://api.support.hpe.com over port 443.

REQUIRED ACTION	SUPPORTED VERSIONS	RELEASE DOCUMENTATION
UPGRADE TO SUPPORTED VERSIONS OF HPE INTEGRATED LIGHTS OUT (ILO) DIRECT CONNECT	iLO 5, version 1.30	• HPE iLO 5 version 1.30 Release Notes • HPE iLO 5 version 1.30 User Guide (includes FW update info) • HPE iLO Resource Reference Guide
	iLO 4, version 2.60	• HPE iLO 4 Release Notes • HPE iLO 4 User Guide (includes FW update info) • HPE iLO Resource Reference Guide

Additional installation notes:

Verify Connectivity to HPE.com: Prior to upgrading the firmware version, ensure the firewall or proxy rules will permit communication from the device to https://api.support.hpe.com over port 443.

For further questions or help: log a request with Remote Support (RS) support .

Onboard Administrator Direct Connect Users:

New security certificates required to maintain HPE Remote Support connectivity

Onboard Administrator (OA) Direct Connect has released the required DigiCert certificates through the following HPE Onboard Administration firmware version:

- Onboard Administrator Direct Connect version 4.80

The OA Direct Connect versions below must be upgraded with these new certificates by the following dates to maintain remote support connectivity through your HPE BladeSystem c7000 enclosure:

- Onboard Administrator versions 4.5 and older – *upgrade by September 28*
- Onboard Administrator versions 4.6 – 4.7 – *upgrade by November 1*

Review the documentation below for further information on upgrading to supported versions.

NOTE: Prior to upgrading the firmware version, ensure the firewall or proxy rules will permit communication from the device to https://api.support.hpe.com over port 443.

Upgrade information:

REQUIRED ACTION	SUPPORTED VERSION	RELEASE DOCUMENTATION
UPGRADE HPE ONBOARD ADMINISTRATOR DIRECT CONNECT	4.8.0	• HPE BladeSystem c-Class Onboard Administrator version 4.80

Additional installation notes:

- Verify Connectivity to HPE.com: Prior to upgrading the firmware version, ensure the firewall or proxy rules will permit communication from the device to https://api.support.hpe.com over port 443.
- See above link to HPE BladeSystem c-Class Onboard Administrator version 4.80 and select the firmware download for your respective operating system.

For further questions or help: log a request with Remote Support (RS) support.

September 2018