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.
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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 and 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
- This first release delivers a foundational set of capabilities that will be augmented over time
- Supports Gen10, Gen9, and Gen8 HPE ProLiant servers, HPE BladeSystem servers, HPE Synergy compute modules, and HPE Apollo systems with iLO 4 and iLO 5

**iLO**

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](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](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](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.
Prerequisites

Below 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.

Server support

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 Apollo Gen8 and later servers

iLO Firmware

- iLO 4 firmware 2.54 or later
- iLO 5 firmware 1.15 or later

NOTE: HPE recommends iLO 5 firmware 1.40.

- 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.

- Gen8 and Gen9 servers:
  - AMS 10.7.0 or later for Windows
  - AMS 2.6.1 or later for Linux
  - AMS 1.1.0 or later for VMware ESXi

- Gen10 servers:
  - AMS 1.1.0 or later for Windows
  - AMS 1.1.0 or later for Linux
  - AMS 11.1.0 or later for VMware ESXi


Supported browsers to access iLO Amplifier Pack

- Google Chrome
**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 5.5 or later
- Windows hypervisor for Windows Server 2016 or Windows Server 2019

The iLO Amplifier Pack guest VM requires the following resources to be available on the ESXi server and on Windows Hyper-V:

- 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 HPE InfoSight for servers

Process overview

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

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/](https://infosight.hpe.com/), and make a note of your login credentials.

Procedure

1. **Performing initial registration.**
   When you register, you receive a download link and an activation key.

2. **Installing iLO Amplifier Pack with VMware ESXi.**
   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. **Activating iLO Amplifier Pack.**
   In this step, you log in to the management appliance and enter your license key.

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. **Adding the claim token to iLO Amplifier Pack.**
   This step creates the communication link between iLO Amplifier Pack and HPE InfoSight.
Performing initial registration

Prerequisites
Valid email address to receive activation key.

Procedure
2. Enter your first and last name and your email address.
3. Select the number of server licenses you want to register.
4. Enter your company name, city or town, state or province, country/region, and your business phone number.
5. Select the Email or Phone check box if you want to receive future emails or phone calls with offers and event news from HPE.
6. Read the HPE Software Terms of Use and then select the check box.
7. Click Register.
   A message stating that your license registration is successful appears on the registration page, and HPE sends an email containing the following information:
   • A link to download the appliance installation image
   • An Activation Key

Installing iLO Amplifier Pack using VMware ESXi

Prerequisites
• Registration email from HPE containing the download link and activation key
• A host server configured with VMware ESXi v5.5 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 appropriate download link in the license registration mail to download the zip with the ova file.
2. Download and save the iLOAmplifierPack_1.40.zip and corresponding checksum file.
   NOTE: Use an appropriate checksum verification tool to verify the integrity of the downloaded files.
3. Extract the iLOAmpPack_1.40_vmsware.ova from the zip file.
4. Use the VMware vSphere Client or a supported web browser to connect to any VMware ESXi server (v5.5 and later).
5. 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.

6. 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.

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### Installing iLO Amplifier Pack using Windows Hyper-V manager

**Prerequisites**

- Registration email from HPE containing the download link and activation key
- A laptop or desktop system with 8GB of minimum available RAM and Hyper-V manager installed

**Procedure**

1. Click the appropriate download link in the license registration mail to download the zip for Hyper-V Manager.

2. Download and save the **iLOAmpPack_1.40_HyperV.zip** and corresponding checksum file.

   **NOTE:** Use an appropriate checksum verification tool to verify the integrity of the downloaded files.

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

4. In Hyper-V manager, go to **Actions > Import virtual machine** and select the previously extracted folder named **iLOAmplifierPack**.

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

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

   **NOTE:** Hyper-V Manager will display an error on the **Choose Import type** step if a virtual machine with the same image name already exists. Select the **Copy the virtual machine (create a new unique ID)** option to proceed.

6. 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 has restarted, the first-time setup screen displays on the console.
Performing initial setup on the 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.
   - Enable NIC 1 or NIC 2 or both as required.
   - Optional. Enable or disable DHCPv4 or DHCPv6. If DHCP is disabled, enter the following:
     - Enter the static IPv4 or IPv6 address.
     - Enter the Subnet Mask for an IPv4 configuration or Prefix Length for an IPv6 configuration.
     - Enter the Default Gateway.
   - Select the Management Network Port. NIC 1 is selected by default.
   - Optional. Enter the Primary IPv4 or IPv6 DNS Server.
   - 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 then a welcome screen appears displaying the IP address of the iLO Amplifier Pack management appliance.

Activating 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. When prompted, copy the Activation Key from your registration email and paste it into the License Key field.

4. Click Activate.

The iLO Amplifier Pack management dashboard appears.

Configuring the proxy server in iLO Amplifier Pack

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, 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 the Port number.

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

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

8. Click Save to save your settings. Click Reboot to restart the system.

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 version 2.30 or later
- HPE Gen10 server with iLO 5 version 1.10 or later

**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 [http://www.hpe.com/support/ilo4_federation_ug_en](http://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, or Gen10 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.

  - 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 version 2.30 or later
- HPE Gen10 server with iLO 5 version 1.10 or later
- 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**

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

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**NOTE:** 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.

Claim tokens are only valid for a limited period of time. Subsequent claim tokens created by the same Passport user account may also be used to enable subsequent iLO Amplifier Pack instances to be visible using the same Passport account.

**Procedure**

1. Log in to [https://infosight.hpe.com](https://infosight.hpe.com) with your HPE 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 Register Servers. The My Organization page is displayed.

3. Enter your organization name.

   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.

   For more information, see Obtaining a claim token.

### Obtaining a claim token in HPE InfoSight

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.

**NOTE:** Claim tokens are good for a brief time, long enough to copy and paste claim token into iLO Amplifier, but not long enough to save the token to use at a later time.

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
Prerequisites

- HPE Passport account
- HPE InfoSight administrative user account

Procedure

2. Log in with your HPE Passport account credentials.
3. Click the **Settings** icon and then under **Servers**, select **My Organization**.
   The claim token is generated and displayed on the page.
4. Select **Device Enrollment**.
5. Click **Copy to clipboard**.
6. Log in to iLO Amplifier Pack and complete the **Adding the claim token to iLO Amplifier Pack** procedure.

**Linking HPE InfoSight and iLO Amplifier Pack**

**NOTE:** If you have problems adding the claim token to iLO Amplifier Pack because a token already exists, see [I am trying to add a claim token to iLO Amplifier Pack, but a token already exists](#).

Prerequisites

- User privileges
  - Configure Manager with Security.
  - Configure Manager.
- DNS configured to allow iLO Amplifier Pack to connect with HPE InfoSight for servers.
- Firewall allows outbound connection to HPE InfoSight for servers.
- Proxy settings if required.
Procedure

1. Log in to iLO Amplifier Pack.
2. Click HPE InfoSight on the left navigation menu, and then click **InfoSight Setup**.
3. To activate the **Claim Token** and **Data Center Location** entry fields, select **Enable service**.
4. Enter the claim token generated on the HPE InfoSight website.
5. Enter your data center location.
6. 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.
7. Optional: To activate the **Daily AHS Logs Collection Start Time** entry fields, enter a custom time value in the 24-hour time format to automatically schedule the daily transmission of the AHS files, and then select **Enable Daily AHS Logs Collection**.
8. Optional: To know more about the sample **Heartbeat File**, **AHS Telemetry**, **Firmware Telemetry**, and **AHS file** files that will be sent to HPE, click the links.

   **NOTE:** The maximum file size limit for AHS logs is 250 MB. For logs greater than 250 MB, contact the HPE Support Center.

9. To link iLO Amplifier Pack with HPE InfoSight, click **Confirm**.
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. Optional: To test the connectivity between iLO Amplifier Pack and the **infosight.hpe.com** and **midway.ext.hpe.com** servers, click **Test Connection**.

   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 **IP address configuration**.
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 Adding the claim token to iLO Amplifier Pack.

HPE InfoSight connectivity troubleshooting

Users can use the Test Connection button on the InfoSight Registration page 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 to HPE InfoSight, a banner with an error message will be displayed at the top of the HPE InfoSight registration page. This section will help you resolve these errors, and establish a successful connection to HPE InfoSight. If you are still unable to resolve these errors, contact HPE support.

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

Symptom
iLO Amplifier Pack registration page 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 1.50 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 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 1.50 User Guide to ensure that they are properly configured. Check the network settings configuration in the iLO Amplifier Pack 1.50 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 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 1.50 User Guide to ensure that they are properly configured.

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

Symptom
The iLO Amplifier Pack registration page 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 1.50 User Guide to ensure that they are properly configured.

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

Symptom
The InfoSight Setup page 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 1.50 User Guide* to ensure 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 1.50 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 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 *Obtaining a claim token in HPE InfoSight* and *Linking HPE InfoSight and iLO Amplifier Pack*. 

22 Troubleshooting
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
  http://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
  http://www.hpe.com/info/proliantgen8/docs
HPE ProLiant Gen9 servers
  http://www.hpe.com/support/proliantgen9/docs
HPE ProLiant Gen10 servers
  http://www.hpe.com/support/proliantgen10/docs
HPE ProLiant Gen10 and HPE Synergy compute module troubleshooting
  http://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:
  http://www.hpe.com/info/assistance
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:
  http://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
  www.hpe.com/support/hpesc
  Hewlett Packard Enterprise Support Center: Software downloads
  www.hpe.com/support/downloads
  Software Depot
  www.hpe.com/support/softwaredepot

- To subscribe to eNewsletters and alerts:
  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:
  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 Passport set up with relevant entitlements.
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. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

http://www.hpe.com/support/selfrepair

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 will initiate a fast and accurate resolution based on your product’s service level. 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.

Remote support and Proactive Care information
HPE Get Connected
www.hpe.com/services/getconnected
HPE Proactive Care services
www.hpe.com/services/proactivecare
HPE Proactive Care service: Supported products list
www.hpe.com/services/proactivecaresupportedproducts
HPE Proactive Care advanced service: Supported products list
www.hpe.com/services/proactivecareadvancedsupportedproducts

Proactive Care customer information
Proactive Care central
www.hpe.com/services/proactivecarecentral
Proactive Care service activation
www.hpe.com/services/proactivecarecentralgetstarted

Warranty information

To view the warranty information for your product, see the links provided below:

HPE ProLiant and IA-32 Servers and Options
www.hpe.com/support/ProLiantServers-Warranties
HPE Enterprise and Cloudline Servers
www.hpe.com/support/EnterpriseServers-Warranties
HPE Storage Products
www.hpe.com/support/Storage-Warranties
HPE Networking Products
www.hpe.com/support/Networking-Warranties

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:

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:

[www.hpe.com/info/reach](http://www.hpe.com/info/reach)

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

[www.hpe.com/info/ecodata](http://www.hpe.com/info/ecodata)

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

[www.hpe.com/info/environment](http://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, send any errors, suggestions, or comments to Documentation Feedback ([docsfeedback@hpe.com](mailto:docsfeedback@hpe.com)). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.
### IP address configuration

**IMPORTANT:** If your enterprise DNS server does not forward DNS queries for external DNS names outside the network, then 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 below IP addresses change. Open the firewall for inbound and outbound communication on port 443 for `midway.ext.hpe.com` and `infosight.hpe.com`. However, if your firewall does not support DNS entries, you must open the following IP addresses. These addresses are subject to change.

As of September 2019, the following IP addresses must be open to allow communication with HPE InfoSight for servers:

<table>
<thead>
<tr>
<th>Domain</th>
<th>IP Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>midway.ext.hpe.com</td>
<td>15.195.190.96</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>15.195.190.97</td>
</tr>
<tr>
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<td>15.195.190.99</td>
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<tr>
<td>midway.ext.hpe.com</td>
<td>15.203.174.94</td>
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<tr>
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<td>15.203.174.96</td>
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<tr>
<td>midway.ext.hpe.com</td>
<td>15.211.158.65</td>
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</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>15.241.136.208</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>15.241.136.219</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>15.241.136.220</td>
</tr>
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<td>midway.ext.hpe.com</td>
<td>15.241.136.80</td>
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<td>15.241.136.80</td>
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</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>15.241.136.80</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>IPv6 address 2620::a13:100::105</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>IPv6 address 2620::a12:100::106</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>IPv6 address 2620::a13:100::108</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>IPv6 address 2620::a12:100::109</td>
</tr>
<tr>
<td>midway.ext.hpe.com</td>
<td>IPv6 address 2620::a13:100::109</td>
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