



Hewlett Packard
Enterprise

HPE Insight Remote Support

Solution Support FAQ

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Frequently Asked Questions

This FAQ assumes some familiarity with Insight Remote Support (Insight RS). See www.hpe.com/services/getconnected for an introduction.

This document is for customers and partners to provide the definitions of solutions and components and the use of the Solution Manager capability in Insight RS.

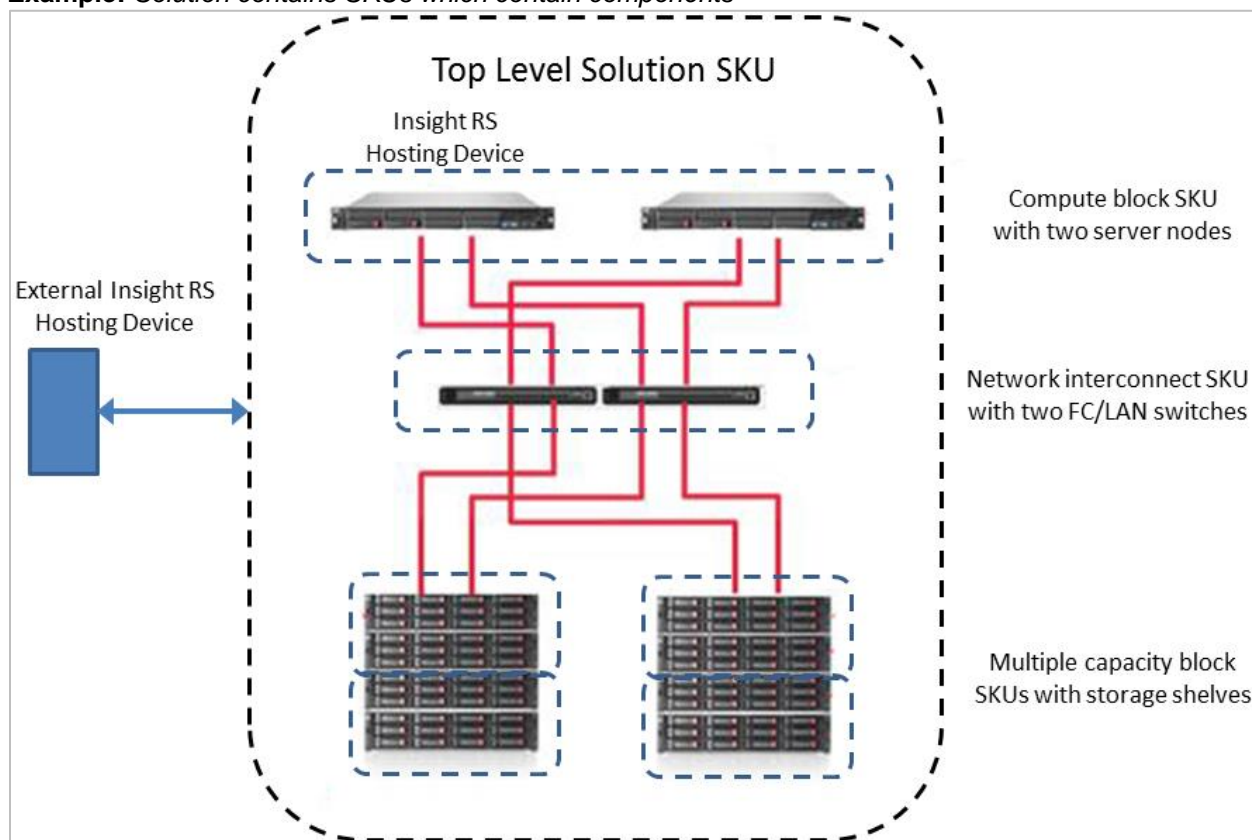
Q: What is a solution?

A: A *solution* is an aggregation of component devices combined for a specific business purpose. Customers can create their own solutions or purchase them from HPE. HPE typically creates solutions by combining components into orderable stock keeping units (SKUs).

The example below shows a solution and several SKUs. Each SKU contains one or more components that Insight RS can recognize:

- Two server nodes
- Two switches
- Multiple disk drives

Example: *Solution contains SKUs which contain components*



Q: What is a component?

A: A *component* is one of the devices in a solution such as a server, a storage SAN, or a network switch. These are listed in the *Insight Remote Support 7.x Release Notes*, available at www.hpe.com/info/insightremotesupport/docs.

These devices typically contain multiple Field or Customer Replaceable Units such as hard disk drives, memory DIMMs, and CPUs, that may be reported out individually for event monitoring and service delivery repair.

Q: Does Insight RS recognize solutions?

A: No. Insight RS does not recognize solutions, but does recognize components. Insight RS will recognize a solution component, but will not recognize that the component is part of a 'solution'. Therefore, Insight RS supports solutions at the component level, not directly at the solution level.

Component-level support includes registration, entitlement, event monitoring, and data collection from devices such as individual servers, switches, and storage. Insight RS logs support cases at the component level, and the support case gets routed to the appropriate queue based on the support level entitlement contract or warranty coverage provided at the component level.

The Insight RS client and Insight Online support portal user interfaces display devices and events at the component level, not at the solution level, therefore, components are not associated with a Solution type or with a single instance of a Solution and are not grouped together purposefully to make this apparent. However, you can manually group components into solutions using the Solution Manager (see [What components of my HPE ConvergedSystems will work with Insight RS?](#)).

Note: Some HPE ConvergedSystems or solutions have processes established for Insight RS cases that are logged at the component level to be recognized as part of the specific ConvergedSystems. See section [What components of my HPE ConvergedSystems will work with Insight RS?](#)

Q: How do I use the Solution Manager to configure my solution in Insight RS?

A: See the online help within the Insight RS Console, or at www.hpe.com/info/insightremotesupport/docs.

Q: How do I know if Insight RS supports the components of my solution?

A: For solutions or mixed customer-built environments, use the following steps to determine if Insight RS supports the components within the solution.

For the following steps, refer to the *Insight Remote Support Release Notes* at www.hpe.com/info/insightremotesupport/docs:

1. Is the product family and model supported as a monitored device?
2. Is the operating system or virtual operating system type and version supported?

For the following steps, refer to the *Monitored Devices Configuration Guide* at www.hpe.com/info/insightremotesupport/docs:

3. Is the component configured properly for end point monitoring and collections?
4. Does the solution software / configuration or any of the management software/firmware or security settings conflict with Insight RS Hosting Device connectivity to, and management of, the components being monitored? Check that any applicable solution-specific management software or port settings does not conflict with required monitored device settings.

For details about specific configurations that have been tested, see [What components of my HPE ConvergedSystems will work with Insight RS?](#)

Q: Should Insight RS be installed on a server outside or inside of the solution?

A: Insight RS can be installed on a server (called a Hosting Device) outside the solution or within it.

A server within the solution may be used as the Insight RS Hosting Device. In some cases HPE recommends that the Hosting Device be within the solution, such as with CloudSystem Matrix. See [What components of my HPE Converged Systems will work with Insight RS?](#) for recommendations about specific solutions.

In other cases the Hosting Device should be outside the solution. For example, when the solution software stack might interfere with Insight RS, or where it may be more convenient to add the solution to an existing environment that Insight RS is already monitoring.

Q: How do I know if the server in my solution is supported as a Hosting Device?

Use the following steps to determine if Insight RS can be installed on the server in the solution. For requirements, refer to the *Insight Remote Support Installation and Configuration Guide* at www.hpe.com/info/insightremotesupport/docs.

1. Is the product family and model supported as a Hosting Device?
2. Is the operating system or virtual operating system type and version supported?
3. Is the Hosting Device properly configured in the environment?
4. Does the solution software / configuration or any of the management software/firmware or security settings conflict with Insight RS Hosting Device connectivity to HPE? Make sure your Hosting Device fulfills the access, networking, communication and connectivity requirements.

Q: Does the Insight RS Hosting Device need to be on the same server as HPE SIM?

A: No, unless integration between Insight RS and HPE Systems Insight Manager (SIM) is desired. For details, see the *Insight Remote Support Installation and Configuration Guide* at www.hpe.com/info/insightremotesupport/docs.

Q: Can Insight RS and HPE OneView coexist on the same solution host?

A: HPE OneView and Insight RS can coexist in a solution. Support for your solution includes the ability to remotely monitor and proactively report issues using HPE Insight RS. Insight RS monitors the components of your solution such as your switches and servers. HPE does **not** recommend activating the remote monitoring capabilities of HPE OneView. This setting overrides the configuration of Insight RS resulting in any proactively identified issues being routed to an improper support team that is not dedicated to your solution.

Enabling the remote support option in HPE OneView, takes over remote support monitoring of all devices that HPE OneView manages. When Remote Support is enabled, you cannot manage a device in HPE OneView and monitor it in Insight RS. This is to avoid the same device being monitored by both Insight RS and HPE OneView RS platforms and having duplicate support cases created.

Remote Support from HPE OneView 3.0 can monitor ProLiant Gen8 BL and DL servers, ProLiant Gen9 BL, DL and WS servers, ProLiant XL Gen9 servers, and BladeSystem c7000 enclosures. All other devices, including pre-Gen8 ProLiant servers, SAN switches, networking switches and storage devices must continue to be monitored by Insight RS.

In addition to only being able to monitor some device types in the solution with HPE OneView, splitting the monitoring of your solution's components between HPE OneView and Insight RS also removes the solution's structure in the Insight RS Solution Manager.

Q: What components of my HPE ConvergedSystems will work with Insight RS?

Insight RS works with HPE solutions that include storage appliances and clusters such as StoreVirtual / LeftHand and StoreAll / IBRIX, and ConvergedSystems. Some of these HPE solutions also have business processes to ensure proper case routing at a solution level even though the Insight RS case is identified at the component level. This document covers some specific details about coverage of Insight RS with some of the HPE ConvergedSystems solutions including:

This section describes Insight RS support, including installation, for the following:

1. [HPE ConvergedSystem 300 for Microsoft Analytics Platform](#)
2. [HPE SAP HANA](#)
3. [HPE CloudSystem Matrix 7.x](#)
4. [HPE CloudSystem 7.6, 8.0, 9.0, 10.0](#)
5. [HPE ConvergedSystems for Virtualization](#)
6. [HPE ConvergedSystems Hyper-Converged Appliances](#)
7. [HPE ConvergedSystem 300 for Vertica](#)
8. [HPE ProLiant for Microsoft Azure Stack](#)
9. [HPE E5000 Messaging Systems](#)

1 HPE ConvergedSystem 300 for Microsoft Analytics Platform

(Previously named *HPE AppSystem for Microsoft SQL Server 2012 Parallel Data Warehouse*.)

This is a pre-integrated appliance designed through a partnership between HPE and Microsoft.

1.1.1 CS300 for Microsoft Analytics Platform System (APS) Gen9

Supported:	
<ul style="list-style-type: none"> • ProLiant DL360p Gen9 including Windows Server 2012 on monitored devices and Hosting Device • A5120-24G EI Ethernet Switch • Mellanox FDR 36P InfiniBand Switches 	
Not supported:	
<ul style="list-style-type: none"> • JBODs (D6000 Disk Enclosure) • HPE Intelligent Power Distribution Unit (iPDU) • HPE Enterprise Data Warehouse Optimized for Microsoft Parallel Data Warehouse is not enabled to support Insight RS, even at the component level. This solution was replaced by the HPE AppSystem for Microsoft PDW in May 2013. 	
Insight RS installation:	<p>HPE will install Insight RS at system deployment time if it has been included in the deployment planning.</p> <p>For Insight RS installation after deployment, HPE recommends that HPE Technical Services perform the installation. Contact your sales representative. HPE recommends you install the latest version of Insight RS.</p>

1.1.2 CS300 for Microsoft Analytics Platform System (APS) Gen10

Supported:	
<ul style="list-style-type: none"> • ProLiant DL360 Gen10 Server • FlexFabric 5900AF-48G-4XG-2QSFP+ • InfiniBand FDR 36 Port Switch 	
Not supported:	
<ul style="list-style-type: none"> • JBODs (D6020 Disk Enclosure) • HPE Intelligent Power Distribution Unit (iPDU) 	

2 HPE SAP HANA

This section describes the HPE SAP HANA programs.

- [HPE ConvergedSystem 500 for SAP HANA](#)
 - [CS500 for SAP HANA Single Node \(or Scale Up\) – Gen10](#)
 - [CS500 for SAP HANA Single Node \(or Scale Up\) – Gen8/Gen9](#)
 - [CS500 for SAP HANA Scale Out with SLES for SAP](#)
- [HPE ConvergedSystem 900 for SAP HANA](#)
 - [CS900 for SAP HANA Single Node \(or Scale Up\) with SLES for SAP \(Superdome X Gen8\)](#)
 - [CS900 for SAP HANA Single Node \(or Scale Up\) with SLES for SAP \(Superdome X Gen9\)](#)
 - [CS900 for SAP HANA Scale Out with SLES for SAP \(Superdome X Gen8\)](#)
 - [CS900 for SAP HANA Scale Out \(Superdome X Gen9\)](#)
- [HPE AppSystem for SAP HANA](#)
 - [AppSystem for SAP HANA – Scale Out 1.2 with SLES for SAP](#)
 - [AppSystem for SAP HANA – Scale Out 1.1 with SLES for SAP](#)
 - [AppSystem for SAP HANA – Single Node/Scale Up – 2TB and 4TB with SLES for SAP](#)
 - [AppSystem for SAP HANA – Single Node/Scale Up Large with Virtualization with SLES for SAP](#)
 - [SAP HANA Tailored Datacenter Integration](#)
 - [SAP HANA Base Configurations](#)

2.1 HPE ConvergedSystem 500 for SAP HANA

2.1.1 CS500 for SAP HANA Single Node (or Scale Up) – Gen10

Supported:	
<ul style="list-style-type: none"> • ProLiant DL560 Gen10 (including Skylake CPU support) <ul style="list-style-type: none"> ○ SLES for SAP 12 ○ Minimum of RHEL for SAP HANA 7.3 	
Not supported:	
<ul style="list-style-type: none"> • Single Node Disaster Tolerant configurations with Serviceguard, which are based on CS500 single node offerings with additional hardware and Serviceguard software. 	
Insight RS installation:	A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.1.2 CS500 for SAP HANA Single Node (or Scale Up) – Gen8/Gen9

Supported:	
<ul style="list-style-type: none"> • ProLiant DL580 Gen8/Gen9 (including Haswell CPU support) <ul style="list-style-type: none"> ○ RHEL 6.5 for SAP HANA. Patch v1.02 is required, due to a required NIC driver upgrade. or ○ SLES for SAP 11 (including Broadwell CPU support for SLES only) 	
Not supported:	
<ul style="list-style-type: none"> • D2700 Disk Enclosure with HDD. Although the enclosure itself is not monitored by Insight RS, it does monitor events such as hard disk drive, fan or power supply failures reported by the Smart Array controller. • Single Node Disaster Tolerant configurations with Serviceguard, which are based on CS500 single node offerings with additional hardware and Serviceguard software. 	
Insight RS installation:	A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.1.3 CS500 for SAP HANA Scale Out with SLES for SAP

Supported:	
<ul style="list-style-type: none"> • ProLiant DL580 Gen8/Gen9 (including Broadwell CPU support) <ul style="list-style-type: none"> ○ SLES for SAP 11 • ProLiant DL380p Gen8 • 5900 AF Switch • SN600B FC SAN Switch 	
Not supported:	
<ul style="list-style-type: none"> • 3PAR products have separate support automation via 3PAR Call Home: <ul style="list-style-type: none"> ○ 3PAR StoreServ File Controller ○ 3PAR 7400 StoreServ Storage 	
Insight RS installation:	An Insight RS Hosting Device with a supported ProLiant Windows-based server is included as part of the configuration. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.2 HPE ConvergedSystem 900 for SAP HANA

2.2.1 CS900 for SAP HANA Single Node (or Scale Up) with SLES for SAP (Superdome X Gen8)

Supported:
<ul style="list-style-type: none"> • HPE Superdome X – Base Enclosure (AT147A) • HPE Superdome X BL920s Gen8

<ul style="list-style-type: none"> ○ SLES for SAP Applications 11 ○ The minimum required firmware for Insight RS support is v6.0.42. ● HPE ProLiant DL380p Gen8 	
Not supported:	
<ul style="list-style-type: none"> ● 3PAR products have separate support automation via 3PAR Call Home: <ul style="list-style-type: none"> ○ 3PAR StoreServ File Controller ○ 3PAR 7400 StoreServ Storage 	
Insight RS installation:	An Insight RS Hosting Device with a supported ProLiant Windows-based server is included as part of the configuration. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.2.2 CS900 for SAP HANA Single Node (or Scale Up) with SLES for SAP (Superdome X Gen9)

Supported:	
<ul style="list-style-type: none"> ● HPE Superdome X – Base Enclosure (AT147A) ● HPE Superdome X BL920s Gen9 with E7 v3 CPUs (Haswell CPU support) <ul style="list-style-type: none"> ○ SLES for SAP Applications 11 SP4 ○ The minimum required firmware for Insight RS support is v7.6.0. ○ The minimum version of Superdome X Linux WBEM providers is 53. ○ Insight RS supports the E7 v3 versions of Gen 9 blades. You can view the blade version in the <code>cpusocket</code> sections displayed with the <code>show blade info <blade_number></code> command. <p>IMPORTANT: WBEM Provider version 53 added the <code>smx-EnableWsmn</code> component. This is required by Insight RS.</p> <ul style="list-style-type: none"> ● HPE Superdome X BL920s Gen9 with E7 v4 CPUs (Broadwell CPU support) <ul style="list-style-type: none"> ○ SLES for SAP Applications 12 ○ The minimum required firmware for Insight RS support is v8.2.106. ○ The minimum version of Superdome X Linux WBEM providers is BL59. ○ Insight RS supports the E7 v4 versions of Gen 9 blades. You can view the blade version in the <code>cpusocket</code> sections displayed with the <code>show blade info <blade_number></code> command. ● HPE ProLiant DL380p Gen9 	
Not supported:	
<ul style="list-style-type: none"> ● 3PAR products have separate support automation via 3PAR Call Home: <ul style="list-style-type: none"> ○ 3PAR StoreServ File Controller ○ 3PAR 7400 StoreServ Storage 	
Insight RS installation:	An Insight RS Hosting Device with a supported ProLiant Windows-based server is included as part of the configuration. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.2.3 CS900 for SAP HANA Scale Out with SLES for SAP (Superdome X Gen8)

Supported:	
<ul style="list-style-type: none"> • HPE Superdome X – Base Enclosure (AT147A) (including Haswell CPU support) • HPE Superdome X BL920s Gen8 <ul style="list-style-type: none"> ○ SLES for SAP Applications 11 ○ The minimum required firmware for Insight RS support is v6.0.42. • HPE ProLiant DL380p Gen8 	
Not supported:	
<ul style="list-style-type: none"> • 3PAR products have separate support automation via 3PAR Call Home: <ul style="list-style-type: none"> ○ 3PAR StoreServ File Controller ○ 3PAR 7400 StoreServ Storage 	
Insight RS installation:	An Insight RS Hosting Device with a supported ProLiant Windows-based server is included as part of the configuration. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.2.4 CS900 for SAP HANA Scale Out (Superdome X Gen9)

Important: Due to a known defect that will be addressed in an upcoming patch, Insight RS can lose managed devices that are part of your CS900 solution during automatic re-discovery. For this reason HPE recommends you disable automatic discovery until the patch is available. In the main menu of the Insight RS Console, navigate to **Discovery**, and on the **Configuration** tab, clear the **Automatically start discovery every month on day** check box.

Supported:	
<ul style="list-style-type: none"> • HPE Superdome X – Base Enclosure • HPE Superdome X BL920s Gen9 <ul style="list-style-type: none"> ○ SLES 12 SP1 for SAP HANA ○ RHEL 7.2 for SAP HANA • HPE ProLiant DL380p Gen9 • HPE 5900AF-48G-4XG-2QSFP+ switches • HP SN6000B 16GB 48-port/24-port Active FC switches 	
Not supported:	
<ul style="list-style-type: none"> • 3PAR products have separate support automation via 3PAR Call Home: <ul style="list-style-type: none"> ○ HPE 3PAR StoreServ 8400 	

2.3 HPE AppSystem for SAP HANA

2.3.1 AppSystem for SAP HANA – Scale Out 1.2 with SLES for SAP

Supported:	
<ul style="list-style-type: none"> • BladeSystem c7000 Enclosure • ProLiant BL460c G7 <ul style="list-style-type: none"> ○ SLES for SAP 11 • ProLiant DL380p Gen8 • HPE 8/24 16-Port FC Switch • HPE 5900AF Switch. Insight RS 7.x supports Intelligent Resilient Framework (IRF). • Virtual Connect is not covered directly, but event monitoring is done via the onboard administrator: <ul style="list-style-type: none"> ○ HPE Virtual Connect Flex-10/10D Module ○ HPE Virtual Connect FlexFabric 10Gb/24-port Module 	
Not supported:	
<ul style="list-style-type: none"> • 3PAR products have separate support automation via 3PAR Call Home <ul style="list-style-type: none"> ○ 3PAR StoreServ File Controller ○ 3PAR 7400 StoreServ Storage 	
Insight RS installation:	An Insight RS Hosting Device with a supported ProLiant Windows-based server is included as part of the configuration. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.3.2 AppSystem for SAP HANA – Scale Out 1.1 with SLES for SAP

Supported:	
<ul style="list-style-type: none"> • BladeSystem c7000 Enclosure • ProLiant BL680c G7 servers <ul style="list-style-type: none"> ○ SLES for SAP Applications is based on the latest proven version of SLES 11 Service Pack 2 and inherits all software and hardware certifications. ○ SNMP-based management only • HPE StoreAll 9300 Gateway Storage with HPE Enterprise Virtual Array (EVA) P6550 • ProCurve 6120XG Switch • ProCurve E5406zl Switch • X3400 G2 Network Storage System • HPE 8/8 SAN Switch • Virtual Connect is not covered directly, but event monitoring is done via the onboard administrator: <ul style="list-style-type: none"> ○ HPE Virtual Connect Flex-10Gb/24 Module 	

Not supported:	
<ul style="list-style-type: none"> • ProLiant Specials - ProLiant SE1220 • JBODs are not monitored by Insight RS 7.x, but monitoring of events such as hard disk drive, fan or power supply failures reported by the Smart Array controller is supported. • Fusion IO accelerators 	
Insight RS installation:	A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.3.3 AppSystem for SAP HANA – Single Node/Scale Up – 2TB and 4TB with SLES for SAP

Supported:	
<ul style="list-style-type: none"> • ProLiant DL980 G7 <ul style="list-style-type: none"> ○ SLES for SAP Applications is based on the latest proven version of SLES 11 Service Pack 2 and inherits all software and hardware certifications. ○ SNMP-based management only 	
Not supported:	
<ul style="list-style-type: none"> • D2700 Disk Enclosure. Although Insight RS cannot monitor the enclosure itself, it can monitor events reported by the Smart Array Controller, such as hard disk drive, fan or power supply failures. • PCIe IO Accelerator (673648-B21: HPE 2410GB Multi Level Cell G2 PCIe ioDrive2 Duo) 	
Insight RS installation:	A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.3.4 AppSystem for SAP HANA – Single Node/Scale Up Large with Virtualization with SLES for SAP

Supported:	
<ul style="list-style-type: none"> • ProLiant DL980 G7 <ul style="list-style-type: none"> ○ VMware ESXi 5.1 ○ WBEM-based management only 	
Not supported:	
<ul style="list-style-type: none"> • D2700 Disk Enclosure. Although Insight RS cannot monitor the enclosure itself, it can monitor events reported by the Smart Array Controller, such as hard disk drive, fan or power supply failures. • Fusion IO Accelerator (600281-B21 HPE 320GB SLC PCIe IO Accelerator) 	
Insight RS installation:	A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

2.3.5 SAP HANA Tailored Datacenter Integration

For support information about Tailored Datacenter Integration (TDI) compute blocks, such as server, storage, and OS, refer to the *Insight Remote Support 7.x Release Notes* at www.hpe.com/info/insightremotesupport/docs for each of the components included in the TDI configuration.

2.3.6 SAP HANA Base Configurations

For support information about SAP HANA Base Configurations, such as server, storage, and OS, refer to the *Insight Remote Support 7.x Release Notes* at www.hpe.com/info/insightremotesupport/docs for each of the components included in the base configuration.

3 HPE CloudSystem Matrix 7.x

HPE CloudSystem Matrix, formerly called BladeSystem Matrix, is a packaged data center infrastructure with server blade, storage, and network connectivity and resources that can be monitored as individual components from an external Insight RS Hosting Device.

HPE recommends installing the Hosting Device on the CMS node integrated within the Matrix Operating Environment where available. For details, see the *CloudSystem Matrix Compatibility Chart* at www.hpe.com/info/matrixcompatibility.

There are two scenarios for Support Automation and CloudSystem Matrix 7.2 and 7.3 support.

Scenario 1: Insight Remote Support installed and configured in the CloudSystem Matrix CMS. This is the configuration Recommended by HPE (as certified by Insight RS 7.1 with CloudSystem Matrix 7.2 and 7.3):

- Insight Remote Support Advanced 5.8 upgrade to Insight RS 7.1 Hosting Device running Windows Server 2008 R2 on Matrix CMS
- Cold install of Insight RS 7.1 Hosting Device running Windows Server 2012 on Matrix CMS

Scenario 2: Insight Remote Support installed and configured on a separate server to the CloudSystem Matrix

As part of its design, Insight RS can be installed on a separate server to monitor an environment of devices. For details, see the *Insight Remote Support 7.x Release Notes* at www.hpe.com/info/insightremotesupport/docs.

4 HPE CloudSystem 7.6, 8.0, 9.0, 10.0

Supported:	
<ul style="list-style-type: none">• ProLiant DL360p Gen8• BladeSystem c7000• Any of the following blade servers:<ul style="list-style-type: none">○ BL420c Gen8○ BL460c Gen8○ BL465c Gen8• VirtualConnect FlexFabric 10Gb/24-Port Switch• HPE 5920AF Ethernet Switch	
Not supported:	
<ul style="list-style-type: none">• Optional components:<ul style="list-style-type: none">○ 3PAR StoreServ 7200	
Insight RS installation:	HPE CloudSystem 8.0 requires the use of embedded remote support through iLO 4 and AMS to be supported by Insight RS.

5 HPE Converged Systems for Virtualization

This section describes the Converged Systems (CS) for Virtualization family of solutions:

- [CS300 for Virtualization](#)
- [CS700 for Virtualization](#)
- [CS700 2.0 for Virtualization](#)
- [CS700 2.5 for Virtualization](#)
- [CS700x for Virtualization](#)
- [CS750 for Virtualization](#)

5.1 CS300 for Virtualization

Supported:	
<ul style="list-style-type: none"> • ProLiant DL380p Gen8 <p>Insight RS must be configured with the embedded Remote Support functionality available through the iLO 4 or Intelligent Provisioning.</p>	
Not supported:	
<ul style="list-style-type: none"> • HPE 2920AF-48G Switch (due to “stacked” configuration) <ul style="list-style-type: none"> ○ HPE 5900AF-48G Switch (due to “stacked” configuration) ○ StoreVirtual VSA Storage 	
Insight RS installation:	<p>Insight RS configuration requires special steps for CS for Virtualization to be performed by HPE. The configuration of Insight RS is part of the initial deployment of CS for Virtualization. Contact HPE support for help if needed.</p> <p>A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs.</p>

5.2 CS700 for Virtualization

Supported:	
<ul style="list-style-type: none"> • BladeSystem c7000 • ProLiant BL460c Gen8 <p>Insight RS must be configured with the embedded Remote Support functionality available through the iLO 4 or Intelligent Provisioning.</p> <ul style="list-style-type: none"> • ProLiant DL360p Gen8 • HPE 5920AF Switch. Insight RS 7.x supports Intelligent Resilient Framework (IRF). 	

Not supported:	
<ul style="list-style-type: none"> • 3PAR products have separate support automation via 3PAR Call Home <ul style="list-style-type: none"> ○ 3PAR StoreServ File Controller ○ 3PAR 7200 StoreServ Storage 	
Insight RS installation:	Insight RS configuration requires special steps for CS for Virtualization to be performed by HPE. The configuration of Insight RS is part of the initial deployment of CS for Virtualization. Contact HPE support for help if needed.

5.3 CS700 2.0 for Virtualization

Supported:	
<ul style="list-style-type: none"> • c7000 BladeSystem Enclosure • ProLiant BL460c Gen9 • ProLiant WS460c workstation blades • ProLiant DL360 Gen9 <ul style="list-style-type: none"> ○ Windows Server 2012 R2 ○ VMware ESXi 5.5, 6.0 • HPE 5900, 5930, 5940 Ethernet Switches • HPE SN6000B SAN Switch 	
Not supported:	
<ul style="list-style-type: none"> • VirtualConnect FlexFabric 20/40 F8 Module. Supported only through the BladeSystem enclosure; not supported as an object of service (OOS). • Managed PDUs • Intelligent PDUs • Cisco Switches <ul style="list-style-type: none"> ○ Cisco Nexus 2248PQ ○ Cisco Nexus 3048TP ○ Cisco Nexus 56128P ○ Cisco Nexus 9396PX • 3PAR Arrays <ul style="list-style-type: none"> ○ HPE 3PAR StoreServ 7200c/74x0c/8000 	
Insight RS installation:	Insight RS configuration requires special steps for CS for Virtualization to be performed by HPE. The configuration of Insight RS is part of the initial deployment of CS for Virtualization. Contact HPE support for help if needed.

5.4 CS700 2.5 for Virtualization

Supported:	
<ul style="list-style-type: none"> • c7000 BladeSystem Enclosure • ProLiant BL460c Gen9 • ProLiant WS460c workstation blades • ProLiant DL360 Gen9 <ul style="list-style-type: none"> ○ Windows Server 2012 R2 ○ VMware ESXi 5.5, 6.0 • HPE 5900, 5930, 5940 Ethernet Switches • HPE SN6000B SAN Switch 	
Not supported:	
<ul style="list-style-type: none"> • Managed PDUs • Intelligent PDUs • Cisco Nexus 5672UP9K switches • 3PAR Arrays <ul style="list-style-type: none"> ○ HPE 3PAR StoreServ 7200c/74x0c/8000 	
Insight RS installation:	Insight RS configuration requires special steps for CS for Virtualization to be performed by HPE. The configuration of Insight RS is part of the initial deployment of CS for Virtualization. Contact HPE support for help if needed.

5.5 CS700x for Virtualization

Supported:	
<ul style="list-style-type: none"> • ProLiant BL460C Gen8 blade servers <ul style="list-style-type: none"> ○ VMware vSphere with Operations Management 5.5 update 1 ○ VMware vCenter Operations Manger 5.5 update 1 ○ Microsoft 2012 R2 (for Microsoft Hyper-V deployments) ○ Microsoft 2012 (for VMware deployments) • HP Virtual Connect Flex Fabric HP 5900 Series top of rack switches 	
Not supported:	
<ul style="list-style-type: none"> • 3PAR Arrays <ul style="list-style-type: none"> ○ HPE 3PAR StoreServe 7200 2 Node ○ HPE 3PAR StoreServe 7400 2 Node and 4 Node ○ HPE 3PAR StoreServe 10400 2 Node ○ HPE 3PAR StoreServe 10800 4 Node and 6 Node 	

Insight RS installation:	Insight RS configuration requires special steps for CS for Virtualization to be performed by HPE. The configuration of Insight RS is part of the initial deployment of CS for Virtualization. Contact HPE support for help if needed.
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5.6 CS750 for Virtualization

Supported:	
<ul style="list-style-type: none">• HPE FlexFabric 5940 48SFP+ 6QSFP+ Switch• HPE 5900AF-48G-4XG-2QSFP+• HPE StoreFabric B-Series Switch	
Not supported:	
<ul style="list-style-type: none">• Arista networking• Cisco Nexus networking• Nimble storage• 3PAR storage (HPE 3PAR Storage Support provided through STaTS Direct Connect)	
Insight RS installation:	Insight RS configuration requires special steps for CS for Virtualization to be performed by HPE. The configuration of Insight RS is part of the initial deployment of CS for Virtualization. Contact HPE support for help if needed.

6 HPE ConvergedSystems Hyper-Converged Appliances

This section describes the ConvergedSystems Hyper-Converged Solutions family of solutions:

- [CS200-HC StoreVirtual](#)
- [CS250-HC StoreVirtual System](#)
- [Hyper Converged 250 for Microsoft CPS Standard](#)
- [Hyper Converged 250 for VMware](#)
- [Hyper Converged 380 and Hyper Converged 380 1.1](#)

6.1 CS200-HC StoreVirtual

Supported:	
<ul style="list-style-type: none"> • ProLiant SL2500 Gen8 server <ul style="list-style-type: none"> ○ Four SL210t controller nodes ○ Dual 1GbE ports per node ○ Dual 10 GbE ports per node ○ One HPE Smart Array P430 Controller with Flash-backed Write Cache per node ○ One iLO Management port per node ○ Six HDDs or combination of SSDs and HDDs per node • HPE iLO 4 • HPE OneView InstantOn and HPE OneView for vCenter Storage • Microsoft Windows 2012 Server • VMware vCenter 5.5 U2, VMware vSphere 5.5 U2, VMware vSphere CLI, VMware vSphere PowerCLI 	
Not supported:	
<ul style="list-style-type: none"> • StoreVirtual VSA Storage <ul style="list-style-type: none"> ○ StoreVirtual VSA 2014 (LeftHand OS 11.5) ○ HPE StoreVirtual Storage management software 	
Insight RS installation:	<p>A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs.</p> <p>Insight RS must be configured with the embedded Remote Support functionality available through the iLO 4 or Intelligent Provisioning.</p> <p>An error message may appear temporarily concerning AHS collections – this does not affect the operation of Insight RS and can be ignored.</p>

6.2 CS250-HC StoreVirtual System

Supported:
<ul style="list-style-type: none"> ProLiant XL170r Gen9 Server Nodes
Not supported:
<ul style="list-style-type: none"> Apollo 2000 chassis <p>Insight RS does not monitor the Apollo 2000 chassis directly, but service events from the chassis are passed to Insight RS through the servers.</p>

6.3 Hyper Converged 250 for Microsoft CPS Standard

Supported:
<ul style="list-style-type: none"> ProLiant XL170r Gen9 Server Nodes
Not supported:
<ul style="list-style-type: none"> Apollo 2000 chassis <p>Insight RS does not monitor the Apollo 2000 chassis directly, but service events from the chassis are passed to Insight RS through the servers.</p>

6.4 Hyper Converged 250 for VMware

Supported:
<ul style="list-style-type: none"> ProLiant XL170r Gen9 Server Nodes
Not supported:
<ul style="list-style-type: none"> Apollo 2000 chassis <p>Insight RS does not monitor the Apollo 2000 chassis directly, but service events from the chassis are passed to Insight RS through the servers.</p>

6.5 Hyper Converged 380 and Hyper Converged 380 1.1

Supported:	
<ul style="list-style-type: none"> ProLiant DL380 Gen9 server Supports the workloads: <ul style="list-style-type: none"> Virtualization VDI (VMware Horizon) Cloud (HPE CloudSystem 9) 	
Insight RS installation:	For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

7 HPE ConvergedSystem 300 for Vertica

Supported:	
<ul style="list-style-type: none">• ProLiant DL380p<ul style="list-style-type: none">○ RHEL 6.4• ProLiant DL360p<ul style="list-style-type: none">○ RHEL 6.4○ Microsoft Windows 2012• iLO 4• HPE 5900AF switch IRF configuration	
Not supported:	
<ul style="list-style-type: none">• The Intelligent PDU: PDUs are not supported.	
Insight RS installation:	A Hosting Device with a supported ProLiant Windows-based server will be required to host Insight RS. For Hosting Device requirements, refer to the <i>Insight Remote Support 7.x Release Notes</i> at www.hpe.com/info/insightremotesupport/docs .

8 HPE ProLiant for Microsoft Azure Stack

Note: Insight RS does not support Microsoft Azure Stack with ProLiant Gen10 servers, however, the version of Microsoft Azure Stack with Gen10 servers is supported by HPE OneView Remote Support.

Supported:
<ul style="list-style-type: none">• ProLiant DL360p Gen9• ProLiant DL380p Gen9• HPE 5900AF switch
Not supported:
<ul style="list-style-type: none">• The Intelligent PDU: PDUs are not supported.

9 HPE E5000 Messaging Systems

HPE E5000 G1

Supported:
<ul style="list-style-type: none">• E5000 System Enclosure• HPE E5460sb G2 blades

HPE E5000 G2

Supported:
<ul style="list-style-type: none">• E5000 System Enclosure• HPE E5460sb blades