



Hewlett Packard
Enterprise

HPE Remote Support Enablement in HPE OneView 4.2

Frequently Asked Questions

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What devices can be enabled for Remote Support from HPE OneView?

From the HPE OneView 4.2 virtual appliance:

- ProLiant Gen8 BL and DL servers
- ProLiant Gen9 BL, DL and WS servers
- ProLiant Gen10 BL, DL and WS servers (with OneView 3.1 and later)
- ProLiant ML servers, Gen8 and above (with OneView 3.1 and later)
- ProLiant XL Gen9
- ProLiant XL Gen10 (with OneView 3.1 and later)
- BladeSystem c7000 enclosures
- HPE Superdome Flex (with OneView 4.2 and later)
- HPE Virtual Connect FlexFabric-20/40 F8 Module for c-Class BladeSystem
- HPE Virtual Connect 16Gb 24-port Fibre Channel Module for c-Class BladeSystem

All other devices, including pre-Gen8 ProLiant servers, SAN switches, networking switches and storage devices can continue to be monitored by Insight Remote Support (RS). Support for additional products will be added in a future release.

For a list of all supported devices, see the *HPE OneView 4.2 Support Matrix* at www.hpe.com/info/oneview/docs.

From HPE OneView on HPE Synergy Composer:

- HPE Synergy compute modules and frames, including Gen10 compute modules

Support for HPE Synergy Interconnect Modules:

- HPE Virtual Connect SE 40Gb F8 Module
- HPE Virtual Connect SE 16Gb FC Module

Support for Synergy Storage Modules:

- HPE Synergy D3940 Storage Module (with OneView 4.2 and later)
- HPE Synergy 12GB SAS Connection Module (with OneView 4.2 and later)



Note: For a list of all supported devices, see the *HPE OneView 4.2 Support Matrix for HPE Synergy* at www.hpe.com/info/synergy-docs.

What are the new Remote Support features in OneView 4.2?

With the release of HPE OneView 4.2, the following products are enabled for HPE OneView Remote Support, including remote monitoring and case creation:

- Servers:
 - HPE Superdome Flex
 - HPE ProLiant DL20 Gen10 Server
 - HPE ProLiant ML30 Gen10 Server

- Synergy:
 - HPE Synergy D3940 Storage Module
 - HPE Synergy 12Gb SAS Connection Module

What are the new Remote Support features in OneView 4.1?

The following new remote support features were added in OneView 4.1:

HPE OneView 4.1 includes the following updates to remote support:

- Email notification for case open/close: Ability to configure emails to be sent to your remote support contacts on support case creation and support case closure.
- Speed issue resolution with OneView Remote Technician. With HPE OneView Remote Technician, troubleshooting and resolving support issues is faster and easier.
 - Remote Technician is built into OneView 4.1 – no additional applications needed!
 - At your invitation, authenticated HPE Support technicians access your OneView appliance through a secure TLS connection to troubleshoot and diagnose issues.
 - HPE Support technicians can obtain a support dump from OneView, taking the burden off the customer.
 - Does not require OneView Remote Support.
 - To access OneView Remote Technician, open the Diagnostics menu within the OneView Settings page.
- Support for C7000 Interconnects:
 - HPE Virtual Connect FlexFabric-20/40 F8 Module for c-Class BladeSystem
 - HPE Virtual Connect 16Gb 24-port Fibre Channel Module for c-Class BladeSystem

What are the new Remote Support features in OneView 4.0?

The following new remote support features were added in OneView 4.0:

- Support for HPE Synergy Interconnect Modules
 - HPE Virtual Connect SE 40Gb F8 Module
 - HPE Virtual Connect SE 16Gb FC Module
- Support for additional HPE ProLiant servers
 - Monitor or manage ProLiant DL580 Gen10
 - Monitor or manage ProLiant DL385 Gen10
 - Monitor or manage ProLiant ML350 Gen10
 - Monitor or manage ProLiant XL170r and XL190r Gen10
 - Monitor or manage ProLiant XL450 Gen10
 - Monitor or manage ProLiant XL2x260w
- Support for Scope Based Access Control (SBAC).

SBAC is a new feature in OneView that allows the administrator to control who can access what, allowing access to be restricted to certain users and to subsets of resources, known as Scope. This ability to control access is also available for Remote Support. For example, Fred is only allowed to update remote support settings for servers or enclosures in the Production Scope.

What were the new Remote Support features in OneView 3.1?

The following new remote support features were added in OneView 3.1:

- Contract and warranty information and alerts

For each device enabled for remote support, you can view contract and warranty details, including the type of support coverage (contract, warranty), SLA, and expiration date.

Also, you will receive weekly alerts about any contract or warranty that is about to expire (90, 60 and 30 days ahead) or has already expired. If there are multiple devices about to expire, you will receive one weekly alert with details of all of them. You can then download a CSV file with details of the devices and expiration dates.

Entitlement override: you have the option to enter an alternative contract identifier or product number/serial number to the system detected identifiers.

- Enable remote support by device

You now have the ability to enable or disable remote support at the device level, rather than for every eligible device in your environment. This can be useful if a device needs to undergo maintenance.

- Enablement of data collections for the Synergy Frame, and remote support for the Synergy Composer.

Other new features:

- Data collections for the Synergy Frame
- Remote support for the Synergy Composer and Image Streamer
- Remote support for HPE ProLiant Gen10 servers and Synergy Gen10 compute modules
- Remote support for ProLiant ML servers

When should I clear the box “Configure existing and automatically set up devices as they are discovered” in OneView 3.1 and later?

In OneView 3.0, remote support was enabled by a single button at the appliance level. This meant that all existing devices (provided they were supported by Remote Support from HPE OneView) and all future eligible devices were automatically registered for remote support. It was an all or nothing approach.

With OneView 3.1 and later, you have the option to disable individual devices manually. To disable remote support for an individual device, go to the device overview, and from the list of Actions, choose **Edit remote support settings**. You will see a check box here for enabling/disabling remote support for the device.

You also have the option to enable all devices manually.

In OneView 3.1 and later, the “Enable remote support” check box sets up the connection to HPE at the OneView appliance level. The second check box “Configure existing and automatically set up devices as they are discovered” is checked by default, and means that each new device will automatically be added to remote support. If “Configure existing and automatically set up devices as they are discovered” is cleared, monitoring of devices will not occur.

Therefore it is important to keep both boxes checked, unless you want to add remote support manually for every device.

Is Remote Support available for all HPE Synergy products from HPE OneView?

In OneView 3.0 and 3.1, Remote Support is available for frames and compute modules, but not for interconnects and storage products.

In OneView 4.0, Remote Support is available for Synergy Interconnect Modules.

Do I need both Insight RS and Remote Support from HPE OneView?

At this time, only supported enclosures (frames), servers (compute modules) and Interconnects can be enabled for Remote Support from HPE OneView. For all other devices that are not supported by OneView (storage, network), use Insight RS. For 3PAR, use 3PAR Call Home. Remote Support from HPE OneView for Synergy Storage devices and for Superdome Flex is targeted for a future OneView Release.



Note: HPE Synergy compute modules are not supported by Insight RS.

Does Remote Support in HPE OneView require an Advanced license for use?

No, you only need a Standard (free) license for Remote Support from HPE OneView. Remote Support from HPE OneView works in both monitored and managed modes.

Is Remote Support in HPE OneView replacing Insight RS?

No. Insight RS will continue for the foreseeable future as it supports a much wider range of HPE products than OneView and Remote Support from HPE OneView.

Do any ports need to be opened for Remote Support from HPE OneView?

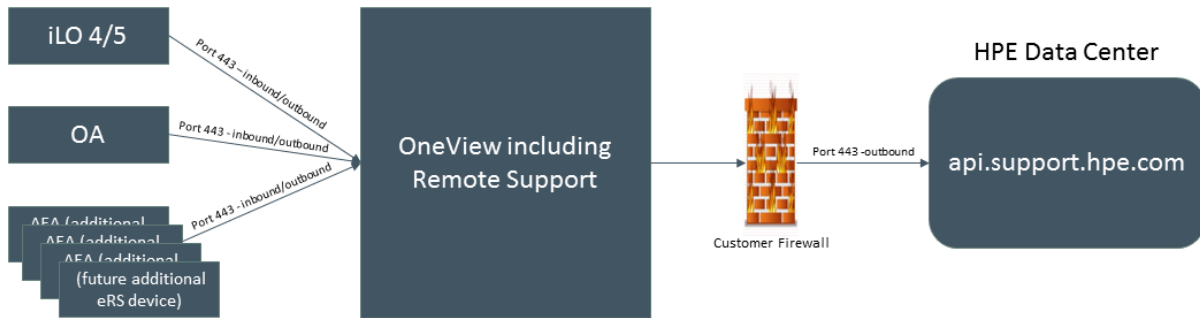
Communication to the data centers for Remote Support is over port 443. Some customers might require a proxy or firewall rules be put in place to allow communication to the Remote Support data centers. In general HPE OneView uses standard ports so no special firewall configuration is required. If you want to use Insight Online, you must have a HPE Passport. For information about Remote Support configuration in HPE OneView see: *HPE OneView Help*.

Configure the following port and alias in your firewall:

- **Port 443 (TCP)**
 - Outbound communication used to submit incidents to and retrieve warranty and contract information from HPE. HTTPS provides encryption for confidentiality of software configuration data collected from HPE OneView and transferred to HPE. HPE recommends you configure your firewall before enabling remote support from HPE OneView.
 - Inbound communication used by iLO 4 and iLO 5, Onboard Administrator, and Synergy Frame to communicate directly with Remote Support from HPE OneView.
- **api.support.hpe.com**—Set your firewall rules to allow access to HPE using the alias `api.support.hpe.com`. All data sent to HPE is through an HTTPS connection to the destination

Where can I get a view of all my products regardless of how they are connected?

api.support.hpe.com. This destination is a virtual IP address that is automatically routed to an active server in one of the HPE Data Centers. HPE strongly recommends configuring only the alias.



Where can I get a view of all my products regardless of how they are connected?

HPE Support Center is the single place where you, or your channel partner with your permission, can see all your connected products.

Devices can be connected by:

- Central connect (Insight RS)
- Direct connect
- HPE OneView

Does Remote Support install or deploy any services/ agents on devices?

No. HPE OneView uses the embedded Remote Support agent in the iLO or the Onboard Administrator (OA) similar to Direct Connect—no agents are used.

Note that Proactive Care services require the installation and enablement of Agentless Management Service. See "[Does Remote Support require any services/ agents on ProLiant Gen8/Gen9 servers?](#)" below

Is Remote Support from HPE OneView the same as iLO direct connect?

No. HPE OneView acts as a Central Management System (CMS) and, like Insight RS, centralizes the connections to HPE. Connecting your devices via Remote Support from HPE OneView is similar to connecting via Insight RS central connect using iLO embedded remote support and the RIBCL protocol.

Does Remote Support require any services/ agents on ProLiant Gen8/Gen9 servers?

Remote Support from HPE OneView requires the installation and enablement of Agentless Management Service (AMS) for Proactive Care Services.

Download AMS from the following websites:

- Hewlett Packard Enterprise Support Center (All supported OSs except Ubuntu): www.hpe.com/info/hpesc.
- Software Delivery Repository (Ubuntu): www.hpe.com/support/SDR-Linux.

For more information about AMS, see the *HPE Insight Remote Support and Insight Online Setup Guide for HPE ProLiant Servers and HPE BladeSystem c-Class Enclosures* at www.hpe.com/info/insightremotesupport/docs.

What do I need to enable Proactive Care Services?

Register with HPE to enable Proactive Care. Then, enable AMS.

Download AMS from the following websites:

- Hewlett Packard Enterprise Support Center (All supported OSs except Ubuntu): www.hpe.com/info/hpesc.
- Software Delivery Repository (Ubuntu): www.hpe.com/support/SDR-Linux.

For more information, see the Proactive Care Central portal at www.hpe.com/services/proactivecarecentral.

What happens if HPE OneView registers a device already monitored by Insight RS?

For devices that could be covered by either Remote Support from OneView or Insight RS, such as ProLiant Gen 8 or Gen 9 servers, there is a mechanism to prevent contention. OneView Remote Support takes precedence.

If an eligible device is imported into HPE OneView, and Remote Support is enabled, HPE OneView will register the device to itself, even if that device was previously registered to Insight RS. This happens automatically in order to avoid the same device being monitored by both Insight RS and HPE OneView RS platforms and having duplicate support cases created. Subsequent service events and data collections from that device are then directed to HPE OneView. This applies to any version of Insight RS 7.x and HPE OneView 3.1 and later.

This will happen if the iLO is registered to:

- an Insight RS 7.x client (central connect)
- a different HPE OneView instance
- HPE directly (direct connect)

On the Insight RS instance that had been monitoring the device, the device is unregistered and marked as disabled. Do not re-register the device in Insight RS, because it will be "taken back" when HPE OneView refreshes its devices.

If the Insight RS instance the device is registered to is "offline or down" when HPE OneView takes over, it will not see that the iLO is unregistered. Insight RS will not know that it is unregistered until the first time it tries to do a collection and the request fails. The device will then show a problem that you can correct. It will inform you that the device is no longer registered. In this situation, you should manually disable the device.

How do I register a device to Insight RS instead of HPE OneView?

When Remote Support is enabled in HPE OneView, a device that is managed by HPE OneView must be monitored by HPE OneView. In other words when Remote Support is enabled, you cannot manage a device in HPE OneView and monitor it in Insight RS. By design, when Remote Support is enabled in HPE OneView, it will take over the monitoring of devices that are monitored 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.

To monitor your devices in Insight RS, confirm that Remote Support is disabled in OneView, and then register your devices with Insight RS as usual.

Can Remote Support from HPE OneView be disabled for specific devices?

Yes, in OneView 3.1 and later Remote Support can be enabled or disabled for individual devices.

To disable remote support for an individual device, go to the device overview and from the list of Actions, choose **Edit remote support settings**. You will see a check box here for enabling/disabling remote support for the device.

Can collections be disabled for specific devices?

No, data collections cannot be disabled in OneView Remote Support. As long as remote support is enabled, data collections will occur.

Can I run collections manually?

Yes. You may be asked to run a manual collection by the HPE support team to gather more data about a system issue. When running manual remote support collections, HPE recommends that only one manual collection is executed at a time. Running more than one collection at a time can put undue load on the OneView appliance. When a manual collection has completed execution, the collection status will change from completed to submitted in the Remote Support Data section for that device.

How can I run a report to see which of my devices are enabled for remote support?

Windows PowerShell cmdlets can retrieve this information. Install the cmdlet library on a supported Windows PC. To view the available cmdlets, type:

```
Get-Command *-HPOVRemote*
```

To view the syntax of the cmdlet you want to use, type:

```
Get-Help {Cmdlet_Name} -Full
```

For more information about tools available to integrate with or obtain data from HPE OneView, see hewlettpackard.github.io/oneview/.

Is it possible to "migrate" a current Insight RS installation to HPE OneView?

When you import:

- Gen8/Gen9 devices
- BladeSystem c7000

...into HPE OneView for management, and Remote Support is enabled in HPE OneView, the devices are automatically unregistered from Insight RS or Direct Connect and registered to the HPE OneView instance.



Note: If you are using Insight Online to view all of your devices, you must set up Remote Support in HPE OneView using the same HPE Passport account that you used for Insight RS. It is also important to make sure that all customer details are the same in both applications to ensure devices display correctly.

Does Remote Support in HPE OneView send alerts similar to those sent through Insight RS?

Remote Support displays service events in the HPE OneView UI. Without Remote Support enabled, HPE OneView displays device alerts. With Remote Support, a critical device alert will generate a service event. The service event looks similar to a device alert, but it triggers the creation of a support case and will contain the case ID.

Does Remote Support create service events for all monitored or managed servers or enclosures?

Yes. If a device is eligible for Remote Support in HPE OneView, any actionable issues will create service events.

For information on the difference between monitored and managed servers or enclosures, and information on licensing see the *HPE OneView User Guide*.

How can I get an email notification when OneView Remote Support opens a Support Case with HPE?

Beginning with OneView 4.1, you can configure remote support emails so that you will be notified when a support case is opened or closed.

To configure email notifications in HPE OneView, complete the following steps:

1. Go to the OneView Settings menu.
2. Select **Edit Notifications**.
3. Click **Add remote support email filter**.
4. Click **OK**.

You will now receive remote support emails. The email addresses used are the ones entered as contacts in your remote support set up.

How can I ensure that both primary and secondary contacts receive email notifications from OneView Remote Support?

Follow these steps to add a secondary contact to receive email notifications for each enclosure or server:

1. Add all your desired contacts, including PDLs, to OneView (if you have not already done so):
 - a. **Settings > Remote Support.**
 - b. **Edit.**
 - c. Add contacts under the Contacts section.
 - d. Click **OK.**
2. Configure email notification:
 - a. **Settings > Notifications.**
 - b. **Edit.**
 - c. Configuration the sending email address and SMTP servers.
 - d. Set **Alert email** to enabled.
 - e. Click **Add remote support email filter.**
 - f. Click **OK.**
3. Pull devices into Racks:
 - a. **Racks > Add Rack.**
 - b. Any devices known to OneView and not already in a Rack will appear in the Devices list.
 - c. Create an appropriate rack and populate the rack with Devices.
 - d. Click **Add.**
 - e. Repeat the above steps if necessary for multiple racks until no devices are left outside of a rack.
4. To change contacts to apply to all hardware in a defined data center:
 - a. Go to **Data Centers.**
 - b. Select a Data Center to pull Racks into. Racks not already in a Data Center appear in Unpositioned Racks.
 - c. Pull Racks into Layout and position appropriately.
 - d. Click **OK.**
 - e. Select a Data Center.
 - f. Click **Remote Support** from the drop-down.
 - g. Go to **Actions > Edit remote support settings.**
 - h. Set the appropriate Primary and Secondary contact from the pull downs.
 - i. Click **OK.**
 - j. Repeat the above steps for multiple Data Centers.
5. To change contacts independently of the Data Center contacts for each Enclosure, Rack Manager, Server Hardware, Interconnects, or Drive Enclosure:

- a. Go to Enclosure, Rack Manager, Server Hardware, Interconnects, or Drive Enclosure.
- b. Scroll to the desired device.
- c. Click **Remote Support** from the drop-down.
- d. Go to **Actions > Edit remote support settings**.
- e. Navigate to **Contacts**.
- f. Confirm the primary contact is listed.
- g. Add the secondary contact from the list of contacts.
- h. Click **OK**.
- i. Repeat for each Enclosure, Rack Manager, Server Hardware, Interconnects, or Drive Enclosure if desired

Does Remote Support notify Virtual Center of hardware issues?

No. When Remote Support is enabled from HPE OneView, you cannot view hardware issues in Virtual Center. Instead, hardware issues appear as alerts and service events in the HPE OneView alerts panel and in the Remote Support area. Alerts are not sent to any external applications, but are sent to HPE and can be seen in HPE Support Center (in Insight Online My IT Environment).

Can I define multiple contacts and sites?

Yes, you can configure multiple contacts and sites in HPE OneView. You can then assign devices to the appropriate contact and site in HPE OneView.

Contacts and channel partners are editable individually for all devices, including enclosures, rack servers, and blades. Note that if you do not specify this information at the blade level, servers and compute modules inherit their contact information from the enclosure or frame.

Also note that you do not assign site addresses to devices directly. You must assign a site address to a data center (through the **Edit Remote Support Settings** link on the Data Centers page in HPE OneView) and then assign the device to that data center.

How do I add multiple data centers to Remote Support from HPE OneView?

In HPE OneView you can define multiple data centers and assign devices to those data centers. To create unique data center addresses for remote support, you can edit the data center address—until this is done, all data centers will have the same, default address for remote support.

To define data centers with unique addresses in HPE OneView, complete the following steps:

1. In the main menu, click **Data Centers**.
2. On the Data Centers page, click **Add data center**.
3. In the Action menu, click **Edit remote support settings**.
4. Type the new data center address into the fields.
5. Click **OK**.

How do I assign devices to a data center?

To assign devices to a data center, complete the following steps:

1. In the main menu, click **Data Centers**.
2. Click on the specific data center to which you wish to add devices.
3. From the Data Center drop-down, click **Layout**.
4. On the Layout page, click **Edit**.
5. Drag unpositioned racks to the layout and arrange them to represent their physical placement.
6. Click **OK**.

How can I set up groups so that notifications for some devices go to one contact and for other devices go to a different contact?

This can be done by setting up Data Centers that correspond to the desired departments/groups. It is then possible to assign different primary and secondary contacts at that level. The master list of all possible contacts is maintained at the appliance level, which is higher. See question above on how to [add multiple Data Centers](#).

All devices associated with each Data Center will then inherit the contacts for the Data Center that is aligned with your group. It is important for the user to drag/drop the appropriate devices into the Data Center layout in order for this to work.

Note that there is the limitation that channel partners cannot be assigned to Data Centers in the same way that contacts can.

Can you specify different ship-to addresses for different enclosures or rack servers?

Yes. You can provide different site and contact information for each device. Shipping/site addresses are associated with data centers. The user associates enclosures/racks with data centers. Contacts can also be added to enclosure/racks.

Can Remote Support from HPE OneView distinguish between power outages and power supply failures?

Yes, the iLO determines this and will send HPE a service event on power supply failure but not on a power outage.

Does Remote Support from HPE OneView have a test event capability?

No. Send test events through the iLO or OA test event capability. They will then appear in the HPE OneView Activity log as test events.

Is there a way to register many servers at once for Remote Support from HPE OneView?

Yes, as long as a server is eligible for Remote Support, and Remote Support is enabled, then every server that is imported into HPE OneView to be monitored or managed will be automatically registered for Remote Support. Registration only has to be done once.

In OneView 3.1 and later, keep the following check box checked for this to occur: "Configure existing and automatically set up devices as they are discovered." This is checked by default and should be kept checked. Only clear this check box if you want to manually add remote support for every device.

How are credentials managed for Remote Support from HPE OneView?

The user enters credentials when creating an enclosure, which can be edited later if needed. You do not have to enter credentials for every blade. For more details, see the HPE OneView documentation at www.hpe.com/info/oneview/docs. See the Synergy documentation at www.hpe.com/info/synergy-docs.

Will Remote Support also monitor the Onboard Administrators and VirtualConnect modules with enablement from HPE OneView?

Beginning with OneView 4.1, remote support for the following Virtual Connect modules has been added:

- HPE Virtual Connect FlexFabric-20/40 F8 Module for c-Class BladeSystem
- HPE Virtual Connect 16Gb 24-port Fibre Channel Module for c-Class BladeSystem

Where can I learn more about remote support and its benefits?

Visit the HPE Get Connected page at: www.hpe.com/services/getconnected.