



Set up email notifications at the IRS Host Device Console

Introduction

This document provides a step-by-step guide on how to configure HPE Insight Remote Support to send email notifications when certain system events occur. Based on the configurations, the notifications can be enabled or disabled for the devices.

Manage email notifications

HPE Insight Remote Support sends email notifications when certain system events occur. You can enable or disable some or all of these notifications.

Note: Hewlett Packard Enterprise highly recommends that you enable the Email Adapter and, at the minimum, select the

following notifications: Case Opened, Application Failure, Entitlement Expiration, and Device Change.

On the Email Adapter pane, you can:

Enable and configure email notifications. To enable email notifications, complete the following steps:

- In the main menu, select **Administrator Settings**.
- Click the **Integration Adapters** tab.
- Click the **Email Adapter** heading to expand the Email Adapter pane.
- Select the **Enable Email Notifications** check box to activate the **Notification States** check boxes.
- Under Notifications States, select one or more of the check boxes in table 1.

The screenshot shows the 'Email Adapter (Disabled)' configuration window. At the top, there is a checkbox labeled 'Enable Email Notifications'. Below this, the 'Notification States' section contains a list of checkboxes for various events: Case Opened, Case Closed, Collection Sent, Application Failure, Software Management Updates, Entitlement Expiration, New Device Discovered, and Host Device Capacity Exceeds (with a dropdown set to 75). The 'Mail Server Settings' section includes input fields for 'Sender's Email Address' (pre-filled with 'InsightRemoteSupport@hp.com'), 'SMTP Server Name', and 'SMTP Port' (pre-filled with '25'), and a dropdown for 'Encryption' (set to 'None'). At the bottom, there is a checkbox for 'Send test email to default Host Device contact' and a 'SAVE ADAPTER SETTINGS' button.

Figure 1: Options to Enable Email Notifications

Technical brief

Table 1: Description of various Notification States

NOTIFICATION STATE	DESCRIPTION
Case Opened	Default and backup contacts notified when a case is opened in an HPE data center. Note that service events generated by test events are not opened so an email will not be sent for test events.
Case Closed	Default and backup contacts notified when a case is closed in the HPE data center. Emails are also sent for service events generated by test events.
Collection Sent	Default and backup contacts notified each time data collected about a device is sent to Hewlett Packard Enterprise.
Application Failure	Default contact notified when Insight Remote Support fails.
Software Management Updates	Default contact notified whenever there is a new software update available.
Entitlement Expiration	Default and backup contacts notified when a warranty or contract is about to expire. Notifications are sent at 90, 60, 30, and 0 days before expiration.
New Device Discovered	Default and backup contacts notified when a new device is discovered.
Host Device Capacity Exceeds %	Default and backup contacts notified when the Hosting Device's capacity exceeds the specified percentage of devices that Insight Remote Support can maintain.

Note: Case Opened, Case Closed, Collection Sent, Entitlement Expiration, and New Device Discovered notifications are sent to the user identified as the default Insight Remote Support contact, as well as any configured backup contacts. Application Failure and Software Management Updates notifications are sent to the user identified as the Hosting Device contact.

- Under Mail Server Settings, type the Sender's Email Address, the SMTP Server name, and SMTP Port. The Sender's Email Address prevents the anonymous email from being classified as spam by your email system.

- From the Encryption drop-down list, do one of the following:
 - If your company does not use an encryption method, select **None**.
 - If your company uses an encryption method, select the appropriate encryption type: **Secure Sockets Layer (SSL)** or **Transport Layer Security (TLS)**.
- Select the **Send test email to default Hosting Device contact** check box.
- Click **SAVE ADAPTER SETTINGS**.

Important: To install updates to the Email Adapter through the **Software Management Updates** tab, you must first disable the Email Adapter on the **Integration Adapters** tab.

Insight Remote Support saves the email notification settings. On the Email Adapter pane's heading (**Enabled**) appears. The Hosting Device contact receives a test email. If the contact does not receive the test email, return to the Email Adapter pane and check the Mail Server Settings for errors.

Learn more at hpe.com/services



Sign up for updates

★ Rate this document

