



Hewlett Packard
Enterprise

What Programs do I need?

The software required for enabling connectivity is dependent on the technology devices you have under Proactive Care support.

As part of the Proactive Care entitlement, Remote Support Installation Assistance is available at no extra cost. HPE highly recommends that you request assistance from our expert agents if implementing Insight RS on a very large number of devices or on preconfigured solutions.

For 3PAR Storage, the Secure Service Architecture must be enabled to allow the device to send information back to HPE. The data is used to create the Proactive Care reports as well as update the status of the device for fault monitoring.

For servers, networking and other storage, Insight RS must be installed and enabled for monitoring and data collections. The data is used to create the Proactive Care reports as well as update the status of the device for fault monitoring.

As part of the Insight RS installation, Insight Online must be enabled to provide an integrated dashboard for device and contract management, allowing you to manage contacts, view and run reports and many other management capabilities designed to help you easily manage your IT environment. Insight Online is required to enable Channel Partner access to your devices to facilitate the trusted relationship.

The installation and use of HPE Remote Support Technology, including the installation and enabling of any agents and data transfer to HPE, **is required** to deliver the problem prevention and remote monitoring service features of Proactive Care Service.

Until the Remote Support Technology solution is deployed with monitoring and data collections enabled, HPE is not obligated to provide the proactive scan and firmware release and software patching analysis and recommendations deliverables.

Proactive capabilities of this service require the HPE Remote Support Technology tool suite. Some devices and configurations may not be supported by the technologies. In these instances, HPE will provide you with the steps to collect the required information and send it to HPE so that those devices can be included in the reports. Product support is added on a regular basis to the Insight RS software. It is strongly recommended that Automatic Updates be enabled when installing the software to keep you up to date without intervention.

For customers that have an existing Insight RS instance on their site, the devices can be added to your existing instance if the version is 7.08 or higher. Upgrading to Insight RS 7.08 or higher or implementation of a dual Insight RS environment will be required.