

HPE INSIGHT REMOTE SUPPORT

Software version: 7.10



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PREFACE

Document purpose and audience

This document provides the necessary information to upgrade Insight Remote Support (RS) from previous versions of 7.x to version 7.10.

This document is intended for HPE's Business Customers, HPE Business Partners, and HPE Account teams. This document is intended to guide both HPE Customers and HPE Support Personnel through the upgrade of Insight Remote Support.

Product overview

Insight RS is a software solution that enables reactive and proactive remote support to improve the availability of supported servers, storage systems, and other devices in your data center. Insight RS relies on several HPE components and communication between various software applications within the customer enterprise and between the customer enterprise and HPE to deliver support services. Software components may be installed on the Hosting Device or on monitored devices depending on their purpose.

For more information about Insight RS, go to: hpe.com/services/getconnected.

IMPORTANT

To configure Insight RS correctly, it is essential that you read this document thoroughly before proceeding with the installation of Insight RS.

Related documents

For additional Insight RS documentation, go to: hpe.com/info/insightremotesupport/docs.

- **HPE Insight Remote Support Release Notes**

This document provides product details and information about which monitored devices and Hosting Devices are supported for use with the Insight RS solution.

- **HPE Insight Remote Support Quick Installation Guide**

This document provides a checklist for installing and configuring Insight RS.

- **HPE Insight Remote Support Installation and Configuration Guide**

This document provides detailed information about installing and configuring Insight RS.

- **HPE Insight Remote Support Monitored Devices Configuration Guide**

This document provides information to configure the devices that will be monitored by Insight RS.

- **HPE Insight Remote Support Security White Paper**

This document provides an overview of the security features available in Insight RS.

- **HPE Insight Remote Support Upgrade Guide**

This document provides information about upgrading Insight RS to version 7.10.

- **HPE Insight Online Getting Started Guide**

This document provides information about the prerequisites for using HPE Insight Online, and explains how to use Insight Online to manage your company's HPE devices, contracts and warranties.

Document revision history

Edition	Software version	Publication date	Change summary
1.0	7.10	March 2019	Initial release



Sign up to receive Insight Remote Support communications

The HPE Insight Remote Support product team uses HPE's Support Communication process to communicate important news such as Engineering Advisories, Customer Advisories, Engineering Notices, and Customer Notices.

To sign up to receive Support Communications using HPE Subscribers Choice, go to: hpe.com/software/swupdatealerts.

When you subscribe, search for Insight Remote Support.

Support information

HPE recommends you consult the Insight RS documentation to resolve issues. The documentation is designed to guide you through a successful installation and configuration. However, if you need further support for Insight RS, help is available through HPE local Response Centers. For contact details, go to: hpe.com/us/en/services/get-connected.html#technical.

Before contacting support, you can check if your issue has a solution available. Note that a valid contract and HPE Passport log on is required to view issue solution documents.

To view Insight RS issue solutions, complete the following steps:

1. Go to hpe.com/support/hpesc.
2. In the search field, type **Insight Remote Support** and click the product name in the suggested results.
3. Click the **Documents** tab and use the filters to narrow the results to support information, advisories, and notices.



CHAPTER 1: UPGRADE OVERVIEW

This chapter is an overview on upgrading HPE Insight Remote Support (RS) to the new 7.10 version.

Choosing to upgrade Insight Remote Support

Insight Remote Support 7.10 replaces the capabilities and product coverage found in Insight Remote Support Standard (RSS) and Insight Remote Support Advanced (RSA) with the exceptions listed in [“Insight RS 5.x functionality not available in Insight RS 7.10.”](#)

TABLE 1. Insight RS 5.x functionality not available in Insight RS 7.10

Functionality	Details
Hosting device	<ul style="list-style-type: none"> All Microsoft Windows 2003 operating system versions will not be supported on any Insight RS 7.x versions
Products that will not be supported by any 7.x version	<ul style="list-style-type: none"> HPE Enterprise Secure Key Manager HPE Secure Key Manager HPE Dynamic Smart Cooling HPE SAN Virtualization Services Platform HPE Modular Array HPE Enterprise Modular Array HPE RAID Array HPE Enterprise Storage Array M-series Switches (McDATA) Carrier-grade servers (cx2620, cc3310) HP 9000 rp2400 series (A-Class), rp5400 series (L-Class), and D, K, R, T, V (Class) servers PA-RISC versions of HP 9000 SD-A and SD-B servers HPE Neoview Systems IBM AIX servers Sun Solaris servers
Mission-critical service delivery (Insight RSA only)	<p>Capabilities to deliver the following mission critical services:</p> <ul style="list-style-type: none"> HP-UX System Health Check assessments (not available within Insight RS 7.x, but available as a standalone client) TAM-S and CCMon Services Unreachable Device Notification

Upgrading Insight Remote Support versions

Upgrading from previous versions of Insight Remote Support to version 7.10 works entirely through the installer. The Insight Remote Support 7.10 installer detects your previous version of Insight Remote Support, upgrades the version and migrates the configuration data. For more information on Insight Remote Support installation and configuration, refer to the [HPE Insight Remote Support Installation and Configuration Guide](#).

The following versions are supported for upgrading to 7.10:

- Insight Remote Support 7.7 and later.
 - HPE expects successful upgrades to Insight RS 7.10 from Insight RS 7.x versions prior to 7.7, however, these upgrades have not been tested and are not supported.
- Customers with Insight Remote Support Advanced (RSA) version 5.x must do a fresh install to upgrade to Insight RS 7.10.
- Customers with Insight Remote Support Standard (RSS) version 5.x must do a fresh install to upgrade to Insight RS 7.10.



Access requirements

To install Insight RS, you must have administrative rights to Microsoft Windows on the Hosting Device. Insight RS requires use of the same Windows account on the Hosting Device to install and configure Insight RS.

After the upgrade, log on as an Administrator or as a user that is a direct member of the Hosting Device's Administrators group. The first time you log on to the Insight RS Console you need to log on as an Administrator, but you can enable access for any system account.

IMPORTANT

The `rsadmin` command is a powerful tool that can be used to manage the Insight RS application. The `rsadmin` command is executable by any local users on the Hosting Device. HPE recommends that you restrict access to the Hosting Device to only authorized users to prevent unwanted changes to the Insight RS configuration on the Hosting Device.

For more information about access requirements, see the [HPE Insight Remote Support Installation and Configuration Guide](#).

CHAPTER 2: UPGRADING INSIGHT REMOTE SUPPORT 7.X

Insight RS 7.7 and later can be upgraded to version 7.10 using one of the following methods:

- Using the Software Updates tool in the Insight RS Console.
- Downloading 7.10 installer from the HPE Software Depot.

IMPORTANT

Insight RS 7.x supports 64-bit hardware and operating systems only. If you are upgrading from a 32-bit Hosting Device, you must upgrade your hardware and OS to 64-bit or the Insight RS installer prerequisite check will reject the OS as unsuitable.

IMPORTANT

Upgrading by uninstalling a previous version of Insight RS 7.x and then installing the latest version is not a supported method to upgrade Insight RS. When the 7.x software is uninstalled, residual data is left behind in case the same version is going to be re-installed, and mismatches in this data can cause Insight RS to shut down some processes. Upgrade using one of the supported methods below.

However, to perform a clean install on a previously used Hosting Device, you can remove this residual data by deleting the C:\ProgramData\HP\RS\ folder. Note the C:\ProgramData folder is a hidden folder, so you may need to set your folder options to show hidden folders.

Best practices before upgrade

Before proceeding with any upgrade, make sure your Hosting Device meets the minimum requirements listed in the [HPE Insight Remote Support Installation and Configuration Guide](#).

Complete the following steps before you attempt to upgrade Insight RS:

- Make sure your remote support eligible devices are up-to-date in the Insight RS Console, including: credentials, contact, and site information. Also be sure to remove any non-existent devices from the Insight RS Console.
- Reboot your Hosting Device to apply any pending Microsoft updates. The Software Depot Insight RS installer's prerequisite checker prevents installation if any software updates have queued file rename or deletion operations waiting for the next reboot.
- Backup your Insight RS data with the following command: `rsadmin backup -now`
- Export your device information with the following command: `rsadmin unload -file C:\[filepath]\ [filename].csv`
- Beginning in Insight RS 7.9, by default, data collections will no longer be stored locally on the Hosting Device. Upon upgrade, previously stored data collections will be deleted. If you want to retain any of your stored data collections, back them up before you upgrade. For details, see the Online Help.



IMPORTANT

If you use any process monitoring tools to monitor the status of the HPRS services on the Insight RS Hosting Device, HPE recommends you pause the monitoring of HPRS services before installing or upgrading Insight RS. If left enabled, the monitoring tool may restart the HPRS services before the install or upgrade completes, resulting in a corrupted Insight RS install.

Verify communication with HPE

NOTE

Prior to installing a new version of Insight RS, make sure the firewall or proxy rules permit communication to api.support.hpe.com over port 443. To test connectivity, go to api.support.hpe.com/v1/healthcheck/healthcheck.aspx and verify a response of OK.

To verify that the Hosting Device is configured to communicate to hpe.com, run the following command from a command prompt:

```
rsadmin config -displayAll | findstr "api"
```

The response should look like:

```
STARTUP HpAdapter.Address.EndPoint => https://api.support.hpe.com/v1/
```

```
STARTUP swm.manifest.url => https://api.support.hpe.com/v1/SWM/manifest.xml
```

```
STARTUP swm.package.url.server => https://api.support.hpe.com/v1
```

If you do not see the response above, download and run the software update “Update Data Center URLs”:

1. Ensure that your firewall is configured to allow communication with the new HPE URLs.
2. Log in to the Insight RS Console.
3. In the main menu, click **Administrator Settings**.
4. Click Software Update Manager.
5. Locate the software package titled: “Update Data Center URLs.”
6. Install the **software update package**.
7. Verify installation: In the Software Update Manager screen in the Insight RS Console, the “Update Data Center URLs” package will indicate successful installation. In cases where the package did not install correctly, a message will provide information on any installation error.

Upgrade using Software Updates

The 7.10 upgrade package is available in the Software Updates screen of the Insight RS Console. To upgrade Insight RS from Software Updates, complete the following steps:

1. In the Insight RS Console, navigate to **Administrator Settings** → **Software Updates** and install the upgrade package.
2. A prerequisite check runs as part of the Insight RS installer. The installer checks if your Hosting Device meets the prerequisites and whether version 7.10 supports all of your device types and number of devices.

If you are missing any of the prerequisites, stop the installer, fix the issue, and restart the installer. If the failure is non-critical, confirm that you understand the warning and want to continue with the upgrade.

The prerequisite checker prevents installation if any software updates have queued file rename or deletion operations waiting for the next reboot. The best practice is to reboot prior to beginning the Insight RS installation, in particular if Windows Update applied any software patches.

3. During the upgrade, Microsoft redistributables are also installed. They are installed in non-rebooting mode. After the redistributables are installed, if any pending reboots are required, a message displays in the DOS window and the Insight RS upgrade exits so you can reboot your server.

If you restart the upgrade without rebooting, the prerequisite checker detects the pending reboot and halts the upgrade.



IMPORTANT

When upgrading to Insight RS 7.10, the upgrade may appear to be completed when it is not. The upgrade process disables the user interface during the upgrade, but the user interface is re-enabled before the upgrade completes, and the user interface cannot be accessed beyond the login screen. When the version number appears on the login screen, the upgrade is finished. The upgrade takes approximately 10 minutes to complete, but varies depending on how many devices you are monitoring.

Upgrade using the Software Depot

The Insight RS 7.10 installer is available for download from the HPE Software Depot and can be used to upgrade versions 7.7 and later.

To upgrade to Insight RS 7.10 using the Software Depot package, complete the following steps:

1. Obtain the Insight RS 7.10 software from the HPE Software Depot at:
h20392.www2.hpe.com/portal/swdepot/displayProductInfo.do?productNumber=REMOTESUPPORT.
2. Run the installer to upgrade to version 7.10. Right-click on the installer, and choose **Run as administrator**.
3. A prerequisite check runs as part of the Insight RS installer. The installer checks if your Hosting Device meets the prerequisites and whether version 7.10 supports all of your device types and number of devices.

If you are missing any of the prerequisites, stop the installer, fix the issue, and restart the installer. If the failure is non-critical, confirm that you understand the warning and want to continue with the upgrade.

The prerequisite checker prevents installation if any software updates have queued file rename or deletion operations waiting for the next reboot. The best practice is to reboot prior to beginning the Insight RS installation, in particular if Windows Update applied any software patches.
4. During the upgrade, Microsoft redistributables are also installed. They are installed in non-rebooting mode. After the redistributables are installed, if any pending reboots are required, a message displays in the DOS window and the Insight RS upgrade exits so you can reboot your server.

If you restart the upgrade without rebooting, the prerequisite checker detects the pending reboot and halts the upgrade.
5. Follow any on-screen prompts to complete the upgrade.

If you want to take advantage of Insight RS 7.10's support for monitored devices running Windows Server 2012, you need to ensure that the WMI Mapper is updated to version 7.2.3 or later. This version of WMI Mapper is available as a package which can be installed from the Insight RS Software Updates screen.

To make sure you have a supported version of WMI Mapper, complete the following steps:

1. To verify the installed version of WMI Mapper, navigate to **Start** → **Control Panel** → **Programs and Features**. Check the **Installed** column for the package **Pegasus WMI Mapper**. If version 7.2.3 or later is installed, no further action is required. If 7.2.3 or later is not installed, proceed to the next step.
2. To install or upgrade WMI Mapper from the Insight RS Console:
 - a. Log on to the Insight RS Console.
 - b. In the Insight RS Console, navigate to **Administrator Settings** → **Software Updates**.
 - c. Select the WMI Mapper package in the table.
 - d. Select the **Available Version** tab below the table, and then click **Install**. Note that the Insight RS service will be stopped during and restarted after the WMI Mapper installation, so the web interface will indicate the need to log out.

Insight RS 7.x Upgrade known issues**HPRSMmain service fails to start after upgrade**

After Insight RS has been upgraded successfully, after the next reboot the HPRSMmain service fails to start. The upgrade process may request the reboot or HPRSMmain can fail to start after the first reboot after an upgrade.

Suggested action

1. Open the Control Panel, and navigate to Programs and Features. Note what version of Insight RS is installed to verify that the correct version is listed.
2. In Windows Explorer, navigate to the directory where the Insight RS installer file was downloaded. If Software Updates was used in the upgrade, the kit is located at %HP_RS_DATA%\SWM\LANDINGZONE.
3. Rename the file from .exe to .zip.

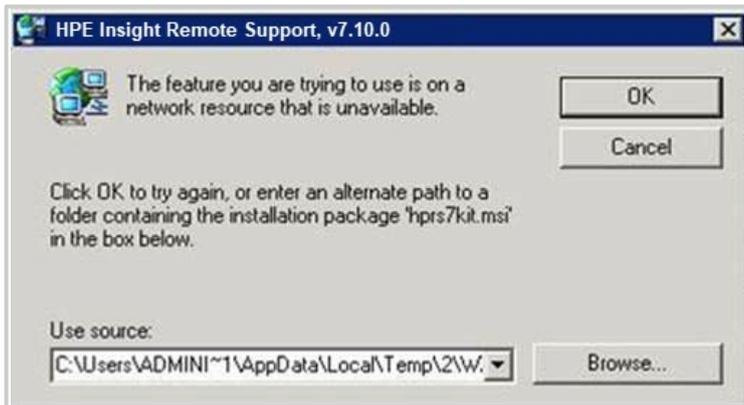


Upgrade guide

- Right-click on the .zip file and select **Extract all...** Select a directory or use the default.
- Open a Command Prompt window as Administrator and navigate to the extraction directory.
- Run the following command to repair the installation:

```
msiexec /f hprs7kit.msi /lv "%HP_RS_LOG%\hprs_recovery.log"
```

- This process may continue without interruption, but it is possible that the below dialog will appear. If it does, then provide the path where you extracted the .zip in step 4.



- If you want to view the recovery log file, once the repair operation completes, open a Windows Explorer window and enter %HP_RS_LOG% in the address bar. Sort the files by date modified, and you should see the recovery log file near the top.
- Delete the following to clean up disk space:
 - The original hprs_recovery.log file from %HP_RS_LOG%
 - The entire directory where you unpacked the .exe in step 4.

The recovery operation is complete.

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