

HPE Proactive Care FAQ

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Contract Startup and Activation

How do I link my Service Agreement?

Go to the [“Link Service Agreements”](#) page in the HPE Support Center to begin the process. If you don't already have an HPE Passport ID you'll be prompted to create one when signing in to the HPE Support Center.

What if I do not link my Service Agreement to my HPE Passport ID?

If you do not link your HPE Proactive Care Service Agreements to your HPE Passport ID you will not receive your Proactive Reports (Proactive Scan, Firmware Software Version Report, and the Incident Reports).

What options do I have when linking my Service Agreements?

When you link a Service Agreement you can choose whether you want to retain single control or allow other HPE Support Center users to also link to it. See the [Link Service Agreements](#) page on the HPE Support Center for details.

How can I change the owner of my Service Agreement ID in HPE Support Center?

You can easily transfer ownership of your Service Agreement IDs. [Notify HPE](#) with the old and new HPE Passport IDs and relevant Service Agreement IDs, then follow the steps in HPE Support Center beginning with [this form](#).

If I perform a Transfer of Ownership how long will it take before the transfer is reflected in my reports?

Transfer of ownership changes are reflected in the next reporting cycle.

Remote Support Technology (RST)

Is my environment secure?

Yes. HPE provides secure and scalable remote monitoring and support.

Why is Remote Support Technology required as part of the HPE Proactive Care service?

HPE relies on the diagnostic data retrieved by Remote Support Technology (Insight Remote Support, HPE OneView, and/or HPE 3PAR Call Home/STaTS) to deliver the proactive reports that are part of the HPE Proactive Care service. Remote Support Technology, dependent upon the technology, may support automatic case logging when potential issues are detected.

What Programs do I need for connecting my devices?

HPE provides multiple options depending on the devices in your environment. Insight Remote Support, HPE OneView, and/or HPE 3PAR Call Home/STaTS are the suggested tools for data center applications. Remote sites and small offices can use Direct Connect technology.

How do I request Insight Remote Support Installation Assistance?

To get assistance with connecting your devices, you may contact HPE by using one of the following options:

- Contact HPE by telephone and ask for “Insight Remote Support.”
- Log a case in HPE Support Center for Insight Remote Support Assistance. To learn more about [Logging a case for Remote Support Assistance in HPE Support Center](#).
- Contact your HPE Authorized Service Partner directly.

How do I get help with Insight Remote Support installation on converged systems (CloudSystem Matrix, SAP HANA®, EDWv2 [PDW], VS3, etc.)?

Insight Remote Support installation will be part of the solution installation service. You may still call HPE for installation assistance if additional products are added to the solution or if you opted out of Insight Remote Support installation during the initial solution installation.

Do I need to connect if I have agentless devices?

Agentless connectivity options are available when connecting HPE ProLiant Gen8 Servers and HPE BladeSystem c-Class Enclosures for HPE Proactive Care service. In order for HPE to receive the data required to create Proactive Scan and Firmware/Software Version reports the servers must be configured with the “Agentless Management with AMS” option selected.

What if I don't connect my devices?

If you don't connect your devices to HPE you will not receive the Proactive Scan and Firmware/Software Version reports. Connecting your devices provides the information needed to identify risk in your environment and avoid problems. Proactive recommendations are dependent on data provided through connected devices. The data is used to compare with best practice rules developed from HPE experienced experts and reference data to provide recommendations to reduce risk in your devices.



Does HPE provide support services on remote support technology?

Yes. Contact HPE through your local support phone number or [Log a case for Remote Support Assistance in HPE Support Center](#).

What should I do if I have configured Insight Remote Support and/or STaTS, but it doesn't seem to be working?

Contact HPE through your local support phone number or [Log a case for Remote Support Assistance in HPE Support Center](#).

If I do not have the latest version of Insight Remote Support installed can I get help upgrading my Insight Remote Support?

Yes, the Insight Remote Support engagement desk will provide assistance to identify the current version and provide remote assistance with upgrading, if required. Contact HPE through your local support phone number or [Log a case for Remote Support Assistance in HPE Support Center](#).

How do I connect my HPE 3PAR devices?

Use HPE 3PAR Call Home/STaTS to connect your HPE 3PAR devices to HPE. For more information regarding HPE 3PAR Call Home/STaTS reference [Enable connectivity for HPE 3PAR storage](#).

What are the benefits of HPE 3PAR Call Home/STaTS?

Any critical alerts that are generated in the HPE 3PAR device are transferred immediately to HPE 3PAR Central for analysis and quick response. Data collected over time can be used to assist in problem analysis and resolution.

How can I verify that HPE 3PAR Call Home/STaTS is set up and working properly?

Log in to the Service Processor Onsite Customer Care user interface or log in to the service processor directly and follow the instructions in this [reference guide](#).

Can you tell me when a report is going to be generated so I can activate data collections for it, but have them deactivated at all other times?

Due to the amount of automation employed in the creation of the reports this is not possible. Devices without collections available at the time of report creation will be excluded from the report.

If I install remote support technology and enable data collections today, can you send me reports that I missed previously?

Remote support technology is required to collect the data needed for report creation. If the data was not collected, reports cannot be generated.

If some of my devices do not support data collection by HPE remote support technology (Insight Remote Support or STaTS), can we work with HPE to have this data collected manually?

Yes. HPE will work with you to manually collect configuration data on supported devices that don't support remote support technology. Manual collections will not be requested or accepted if the device is supported by remote support technology.

Managing your Service

How do Authorized Service Partners co-delivering HPE Proactive Care see their customer's reports?

Customers can ensure their Partner receives copies of the HPE Proactive Care reports by following instructions to [Enable HPE Authorized Service Partner to receive HPE Proactive Care Reports](#).

Can I separate my service agreements into more than one group?

All service agreements linked to a single HPE Passport ID in HPE Support Center will be seen as one group. You have the option to use multiple HPE Passport IDs to separate your service agreements into more than one group.

Can I request my reports be published to multiple HPE Passport IDs?

HPE will make reports available to the HPE Passport ID that is linked to the service agreement. The owner can download and share the proactive reports with anyone they wish. HPE will also make the reports available to your Authorized Service Partner (optional) and any ASM assigned to your HPE Proactive Care service agreements.

How many sets of reports will I get if my HPE Proactive Care service agreements are split between different HPE Passport IDs?

Each HPE Passport ID will receive one set of reports for the HPE Proactive Care service agreements linked by that HPE Passport ID.

How do I transfer ownership of service agreements from one HPE Passport ID to another?

You can easily transfer ownership of your Service Agreement IDs. [Notify HPE](#) with the old and new HPE Passport IDs and relevant Service Agreement IDs, then follow the steps in HPE Support Center beginning with [this form](#).



If I perform a Transfer of Ownership how long will it take before the transfer is reflected in my reports?

Transfer of ownership changes are reflected in the next quarter's report.

How do I change the System Manager or Primary Contact name on my HPE Proactive Care service agreement?

Contact your HPE contract administrator or HPE sales representative to update information on your contract.

HPE Support Center

How do I link my Service Agreement?

Go to the "[Link Service Agreements](#)" page in the HPE Support Center to begin the process. If you don't already have an HPE Passport ID you'll be prompted to create one when signing in to the HPE Support Center.

Do I need to link my agreements if I have Channel Partner delivery?

Yes. You must link your Service Agreements to your HPE Passport ID in order to receive the Proactive Scans, Firmware Software Version Reports and Incident Reports that are an integral part of your HPE Proactive Care service. Your Channel Partner can also have visibility to your reports and may review them with you, but the reports will be published to your HPE Support Center account.

What options do I have when linking my Service Agreements?

When you link a Service Agreement you can choose whether you want to retain single control or allow other HPE Support Center users to also link to it. See the [Link Service Agreements](#) page on the HPE Support Center for details.

What benefits do I receive from linking my service agreements to my HPE Passport ID?

Once you have linked your HPE Proactive Care service agreement(s) to your HPE Passport ID you can request support, manage your contact information, access your contracts, and receive the HPE Proactive Care reports (Proactive Scan, Firmware Software Version Report, and Incident Report).

If I have linked service agreements that are not HPE Proactive Care will the devices on those service agreements be included in my HPE Proactive Care reports?

The HPE Proactive Care reports will only contain information on devices that are included on HPE Proactive Care service agreements.

How can I change the owner of my service agreements in HPE Support Center?

You can easily transfer ownership of your Service Agreement IDs. [Notify HPE](#) with the old and new HPE Passport IDs and relevant Service Agreement IDs, then follow the steps in HPE Support Center beginning with [this form](#).

If I perform a Transfer of Ownership how long will it take before the transfer is reflected in my reports?

Transfer of ownership changes are reflected in the next reporting cycle.

What if I don't connect my devices?

If you don't connect your devices to HPE you will not receive the Proactive Scan and Firmware/Software Version reports. Connecting your devices provides the information needed to identify risk in your environment and avoid problems. Proactive recommendations are dependent on data provided through connected devices. The data is used to compare with best practice rules developed from HPE experienced experts and reference data to provide recommendations to reduce risk in your devices.

HPE Proactive Care Service Delivery and Reporting

What do I need to do to receive all the benefits of the HPE Proactive Care service?


You must create an HPE Passport ID, link your HPE Proactive Care service agreements (SAID) to your HPE Passport ID, and install the appropriate remote support technology with data collections enabled on the devices supported under your HPE Proactive Care service agreements.

When will I receive the HPE Proactive Care reports?


Incident reports are delivered 4 times per year in January, April, July, and October. The Firmware and Software Version Report is delivered twice a year, the 3rd and 9th month from your contract start date. The Proactive Scan is delivered twice a year, typically in the 4th and 10th month from your contract start date. Please note if you have several contracts linked to the exact same HPE Passport ID, your delivery schedule will be grouped based on the earliest due deliverable.



How do I check for the reports? Where will I find the reports?

You will receive an email notification each time a new report is made available. All reports will be available in your HPE Support Center account on the [Insight Online My IT Environment](#) tab. Click on the Reports icon  to view your HPE Proactive Care reports.

How do I view my HPE Proactive Care Reports?

Once you have linked your service agreements in HPE Support Center, HPE Proactive Care reports can be viewed in HPE Support Center on the HPE Insight Online My IT Environment tab. Click the Reports icon  to view your HPE Proactive Care reports. An email notification will be sent when the reports are made available.

How do I share visibility of my proactive reports with someone else in my organization?

HPE makes reports available to the service agreement owner. The owner can download and share their proactive reports.

How will you align my schedules when I buy more HPE Proactive Care service agreements?

Once you link the new Service Agreements to your existing HPE Passport and connect your new devices to HPE they will automatically be added to your next scheduled reports.

Can I change the schedule of my reports?

The Incident Report is fully automated and delivered to all customers in January, April, July, and October. The schedule for the Proactive Scan Report and Firmware Software Version reports is based on the date the contract start date and cannot be changed.

If I have linked service agreements that are not HPE Proactive Care, will the devices on those service agreements be included in my HPE Proactive Care reports?

The HPE Proactive Care reports will only contain information on devices that are included on HPE Proactive Care service agreements.

What is the Incident Report?

The Incident Report includes details about your incident history and trends. This information can help identify recurring issues within your environment for closer analysis and tracks your service and parts usage history. The Incident Report is provided quarterly.

What is the Proactive Scan Report?

The Proactive Scan report helps you to identify potential system configuration problems before they impact your business. Proactive Scan is produced twice a year on your products that are connected to HPE.

What is the Firmware and Software Version Report?

The Firmware and Software Version analyzes your product revisions and recommends updates where needed. The report is provided twice a year on the products that are connected to HPE.

How do I request a review with a TAM?

Contact HPE through your local support phone number or log the case in HPE Support Center or you can contact your HPE Authorized Service Partner directly. Learn more about [Logging a case in HPE Support Center for a TAM Review](#).



General

Why am I receiving email from HPE Proactive Care?

Emails are sent from the HPE Proactive Care program to the person designated as the service delivery contact for your HPE Proactive Care service agreements. Communications you can expect to receive from HPE after purchasing HPE Proactive Care include:

- A welcome/activation letter from our Customer Operations group
- Notification that a new HPE Proactive Care report is available in your HPE Support Center account

How do I change the recipient of emails from HPE Proactive Care?

You can easily transfer ownership of your Service Agreement IDs. [Notify HPE](#) with the old and new HPE Passport IDs and relevant Service Agreement IDs, then follow the steps in HPE Support Center beginning with [this form](#).

What language will my reports be in?

All reports are published in English except reports for Japan, Korea, China, and Taiwan will be provided in native language.

What happens if I link my service agreements to my HPE Passport ID, but don't connect my devices to HPE with Insight Remote Support or HPE 3PAR Call Home/STaTS?

If you link your HPE Proactive Care service agreements to your HPE Passport ID, but don't install the appropriate HPE remote support technology you will still receive the Incident Report, but you will not receive the Proactive Scan or Firmware Software Version Report.

What happens if I connect my devices to HPE with Insight Remote Support or HPE 3PAR Call Home/STaTS, but don't link my service agreements to my HPE Passport ID?

If you don't link your HPE Proactive Care service agreements to your HPE Passport ID you will not receive any of the HPE Proactive Care reports. HPE must have a valid HPE Passport ID to publish the reports. You will still receive all of the enhanced call handling and problem remediation benefits of HPE Proactive Care.

I purchased my software support from my software vendor. Do you work with software vendors as part of HPE Proactive Care?

HPE collaborates with selected ISVs by providing assistance with known software issues and then, if needed, HPE transfers the call to the ISV when the issues are more complex. More information about Collaborative Call Management can be found in the [HPE Proactive Care Service data sheet](#).

Why is it important to provide the correct contact information for HPE Proactive Care?

With HPE Proactive Care Service, proactive reports are created to help you manage the stability of your IT environment. It is important that we know who within your company should have access to the reports. Creating an HPE Passport and linking your Service Agreement IDs in HPE Support Center allows you to designate and manage who will receive access to your Proactive reports. It is also important to maintain these authorizations throughout the life of your Service Agreement to ensure timely report delivery to the correct personnel. At the time of purchase, your sales person requested the following information that needs to be loaded with your purchase order:

- System manager's name
- Email address
- Contact telephone number

This contact information is critically important to enable HPE to contact the customer should problems occur with report delivery capability during the life of the agreement.



Frequently asked questions

Will HPE Authorized Service Partners deliver the service?

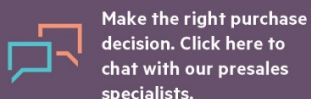
Some authorized service partners are qualified to deliver elements of HPE Proactive Care services on HPE products that they have sold. Check with your sales representative if you have questions.

What if I can't find the information I'm looking for?

Use the [HPE Proactive Care Central Feedback and Questions](#) link on the HPE Proactive Care Central website to submit your question or you can contact your HPE Sales representative or your HPE Authorized partner.

Learn more at

hpe.com/services/proactivecare



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