

# Remote Installation assistance

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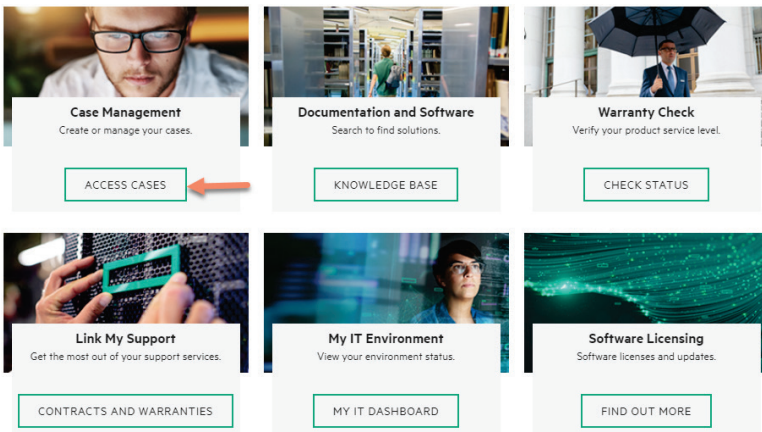
## Introduction

This document provides instructions to HPE Proactive Care customers on how to log a case via HPE Support Center to obtain assistance with Insight Remote Support, STaTS, or OneView Plug-in.

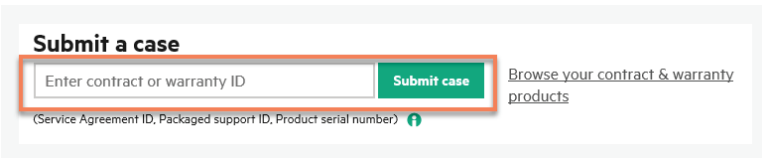
## Help when you need it

If you need guidance with Remote Support installation, you may request assistance by logging a case in HPE Support Center. To log a case:

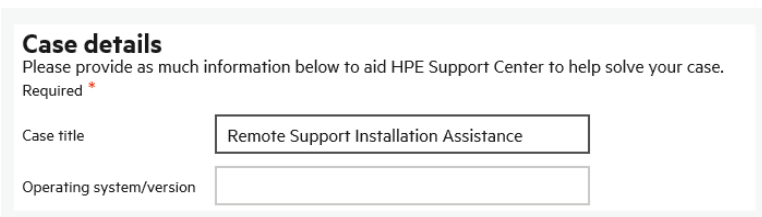
1. Log in to [HPE Support Center](#) using your HPE Passport User ID.
2. From My HPE Support Center, select **Submit a case**.



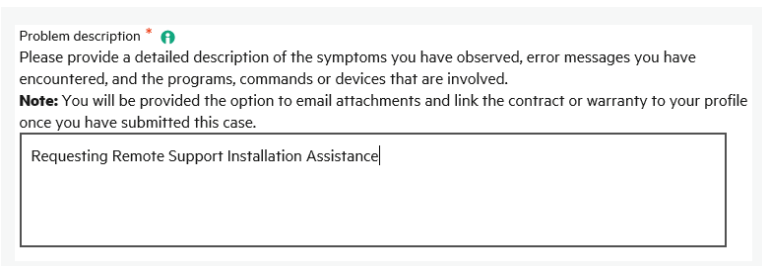
3. Enter the serial number of your product in the Submit a case field and click **Submit case**.



4. Locate the **Case title** field in the **Case details** section of the screen, input **Remote Support Installation Assistance**.



5. In the Problem description field, enter **Requesting Remote Support Installation Assistance**.



## Configuration guide

- Review the contact information to ensure it is correct. If it is incorrect, correct the information by typing over the existing the data. This is the information the HPE representative will use to contact you.

The screenshot shows a form titled "Contact" with a sub-tab "Contact (2)". Below the title is the instruction "Please verify the contact details." The form contains the following fields:

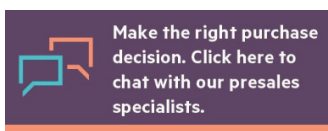
- Contact: A dropdown menu with the text "Select a contact" and a green checkmark icon.
- First name: A text input field.
- Last name: A text input field.
- Phone number: A text input field followed by "Ext" and another text input field.
- Alternate Phone: A text input field.
- Email address: A text input field.

- All fields that have the asterisk \* sign need to be completed prior to submission.
- Once the form has been completed, click **Submit**. Your case will be automatically transferred to the HPE case management system.
- Once your case has been submitted successfully, you will receive an online confirmation, which will contain your case number and the current status. An email notification will also be sent.

The screenshot shows a confirmation message and a "Case information" section. The confirmation message is highlighted with a red border and reads: "Your case was successfully submitted. Please note your Case ID: 5328393320 for future reference. An email confirmation will be sent to the case contact. Hewlett Packard Enterprise will contact you to begin work on your problem based on your contract or warranty coverage." Below this is the "Case information" section, which lists the following details:

- Case ID:
- Case title:
- Severity
- Service Agreement ID:
- Product number:
- Submitted:
- Last updated:
- Source:
- Case status: Received by HPE

- An HPE representative will contact you in the next business day.



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