Learn about Proactive Care Services

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Looking for an answer to your question on HPE Proactive Care Service? You’re in the right place. Here are some of our most frequently asked questions.

**Contract startup and activation**

Common questions on getting started with your service.

**Q1: How do I link my support agreement?**
**A1:** Go to the “Link support 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. Watch this Linking Contracts video for more information.

**Q2: What if I don't link my support agreements to my HPE Passport ID?**
**A2:** If you don’t link your Proactive Care support agreements to your HPE Passport ID you will not receive the Proactive Scan, Firmware/Software Version Report, or the Incident Reports.

**Q3: What options do I have when linking my support agreements?**
**A3:** When you link a support 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 support agreements page on the HPE Support Center for details.

**Q4: How can I change the owner of my service agreements in HPE Support Center?**
**A4:** You can easily transfer ownership of your Support Agreement IDs. Notify HPE with the old and new HPE Passport IDs and relevant Support Agreement IDs, then follow the steps in HPE Support Center beginning with this form.

**Q5: If I perform a transfer of ownership, how long will it take before the transfer is reflected in my reports?**
**A5:** Transfer of ownership changes are reflected in the next quarter’s report.
Remote Support Technology

Common questions on enabling remote support, installation of tools, and how to request assistance.

Q1: Is my environment secure?
A1: Yes. HPE provides secure and scalable remote monitoring and support.

Q2: Why is Remote Support Technology required as part of the Proactive Care service?
A2: HPE relies on the diagnostic data retrieved by Remote Support Technology (Insight Remote Support and/or HPE 3PAR Call Home/STaTS) to deliver the proactive reports that are part of the Proactive Care service. Remote Support Technology also enables automated detection of potential issues and improves problem diagnosis and resolution.

Q3: What programs do I need for connecting my devices?
A3: HPE provides multiple options depending on the devices in your environment. Insight Remote Support 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. For more information read this document.

Q4: How do I request Insight Remote Support installation assistance?
A4: To get your devices connected, call HPE and say “Insight Remote Support”, 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 here.

Q5: How do I get help with Insight Remote Support installation on converged systems (CloudSystem Matrix, SAP® HANA, EDWv2 [PDW], VS3, etc.)?
A5: 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.

Q6: Do I need to connect if I have agentless devices?
A6: 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.

Q7: What if I don’t connect my devices?
A7: 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.

Q8: Does HPE provide support services on Remote Support Technology?
A8: Yes. Contact HPE through your local support phone number or log a case in HPE Support Center for assistance.

Q9: What should I do if I have configured Insight Remote Support and/or STaTS, but it doesn’t seem to be working?
A9: Contact HPE through your local support phone number or log a case in HPE Support Center for assistance.
Q10: If I do not have the latest version of Insight Remote Support installed can I get help upgrading my Insight Remote Support?
A10: Yes, the iRS engagement desk will provide assistance to identify the current version and upgrade it, if required. Contact HPE through your local support phone number or log a case in HPE Support Center for assistance.

Q11: Does Proactive Care support Insight Remote Support v5.X?
A11: Insight Remote Support v5.X reached end-of-support-life on 01 March 2016 and is no longer supported in Proactive Care.

Q12: How do I connect my HPE 3PAR devices?
A12: Use HPE 3PAR Call Home/STaTS to connect your HPE 3PAR devices to HPE. For more information read this document.

Q13: What are the benefits of HPE 3PAR Call Home/STaTS?
A13: 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.

Q14: How can I verify that HPE 3PAR Call Home/STaTS is set up and working properly?
A14: 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.

Q15: 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?
A15: 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.

Q16: If I install remote support technology and enable data collections now, can you send me reports that I missed previously?
A16: Remote support technology is required to collect the data needed for report creation. If the data was not collected, reports cannot be generated.

Q17: If some of my devices aren't supported for data collection by HPE remote support technology (Insight Remote Support or STaTS) can we work with HPE to have this data collected manually?
A17: Yes. HPE will work with you to manually collect configuration data on 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

Common questions on managing contacts, devices included in reports, transferring ownership, and including your Authorized Service Partners in the delivery of HPE Proactive Care Service.

Q1: How do Authorized Service Partners co-delivering Proactive Care see their customer's reports?
A1: Customers can ensure their Partner receives copies of the Proactive Care reports by following these steps.

Q2: Can I separate my service agreements into more than one group?
A2: All of the 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.

Q3: Can I request my reports be published to multiple HPE Passport IDs?
A3: 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 Proactive Care service agreements.

Q4: How many sets of reports will I get if my Proactive Care service agreements are split between different HPE Passport IDs?
A4: Each HPE Passport ID will receive one set of reports for the Proactive Care service agreements linked by that HPE Passport ID.

Q5: How do I transfer ownership of service agreements from one HPE Passport ID to another?
A5: You can easily transfer ownership of your Support Agreement IDs. Notify HPE with the old and new HPE Passport IDs and relevant Support Agreement IDs, then follow the steps in HPE Support Center beginning with this form.

Q6: If I perform a transfer of ownership, how long will it take before the transfer is reflected in my reports?
A6: Transfer of ownership changes are reflected in the next quarter's report.

Q7: How do I change the system manager or primary contact name on my Proactive Care service agreement?
A7: Contact your HPE contract administrator or HPE TS sales representative to update information on your contract.

Q8: How can I change the owner of my service agreements in HPE Support Center?
A8: You can easily transfer ownership of your Support Agreement IDs. Notify HPE with the old and new HPE Passport IDs and relevant Support Agreement IDs, then follow the steps in HPE Support Center beginning with this form.
**HPE Support Center**

Common questions on HPE Support Center, including “Setting up your HPESC account”, linking your contracts and changing the recipient of your Proactive Care reports.

**Q1: How do I link my Support Agreement?**

**A1:** Go to the “Link support 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. Watch this [Linking Contracts video](#) for more information.

**Q2: Do I need to link my agreements if I have Channel Partner delivery?**

**A2:** Yes. You must link your support 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 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.

**Q3: What options do I have when linking my support agreements?**

**A3:** When you link a support 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 support agreements](#) page on the HPE Support Center for details.

**Q4: What benefits do I receive from linking my service agreements to my HPE Passport ID?**

**A4:** Once you have linked your Proactive Care service agreement(s) to your HPE Passport ID, you can request support, manage your contact information, access your contracts, and receive the Proactive Care reports (Proactive Scan, Firmware/Software Version Report, and Incident Report).

**Q5: If I have linked service agreements that are not Proactive Care will the devices on those service agreements be included in my Proactive Care reports?**

**A5:** The Proactive Care reports will only contain information on devices that are included on Proactive Care service agreements.

**Q6: How can I change the owner of my service agreements in HPE Support Center?**

**A6:** You can easily transfer ownership of your Support Agreement IDs. Notify HPE with the old and new HPE Passport IDs and relevant Support Agreement IDs, then follow the steps in HPE Support Center beginning with [this form](#).

**Q7: If I perform a transfer of ownership, how long will it take before the transfer is reflected in my reports?**

**A7:** Transfer of ownership changes are reflected in the next quarter’s report.

**Q8: What if I don’t connect my devices?**

**A8:** 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

Common questions on the Proactive Care reports and on how the service is delivered.

Q1: What do I need to do to receive all the benefits of the Proactive Care service?
A1: You must create a HPE Passport ID, link your 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 Proactive Care service agreements.

Q2: When will I receive the Proactive Care reports?
A2: Incident reports are delivered four times per year in January, April, July, and October. The Firmware and Software Version Report is delivered twice a year, typically in the third and ninth month after you have activated your service. The Proactive Scan is delivered twice a year, typically in the fourth and tenth month after you have activated your service. Activating your service consists of linking your Proactive Care Service Agreement IDs (SAID) to your HPE Passport ID, and installing the appropriate remote support technology with data collections enabled on the devices supported under your Proactive Care service agreements.

Q3: How do I check for the reports? Where will I find the reports?
A3: 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 HPE Insight Online My IT Environment tab. Click on the Reports icon ( ) that you see on the top right of the page, to view your Proactive Care reports.

Q4: How do I view my Proactive Care reports?
A4: Once you have linked your service agreements in HPE Support Center, Proactive Care reports can be viewed in HPE Support Center on the HPE Insight Online My IT Environment tab. Click on the Reports icon ( ) that you see on the top right of the page, to view your Proactive Care reports. An email notification will be sent when the reports are made available.

Q5: How do I share visibility of my proactive reports with someone else in my organization?
A5: HPE makes reports available to the service agreement owner. The owner can download and share their proactive reports.
Q6: How will you align my schedules when I buy more Proactive Care service agreements?
A6: Once you link the new support agreements to your existing HPE Passport and connect your new devices to HPE they will automatically be added to your next scheduled reports.

Q7: Can I change the schedule of my reports?
A7: The incident report is fully automated and delivered to all customers in January, April, July, and October. The schedule for the Proactive Scan and Firmware/Software Version Reports is based on the date the service was activated and cannot be changed. Activating your service consists of linking your Proactive Care Service Agreement IDs (SAID) to your HPE Passport ID, and install the appropriate remote support technology with data collections enabled on the devices supported under your Proactive Care service agreements.

Q8: If I have linked service agreements that are not Proactive Care, will the devices on those service agreements be included in my Proactive Care reports?
A8: The Proactive Care reports will only contain information on devices that are included on Proactive Care service agreements.

Q9: What is the Incident Report?
A9: 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.

Q10: What is the Proactive Scan report?
A10: 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.

Q11: What is the Firmware and Software Version Report?
A11: The Firmware and Software Version Report analyzes your product revisions and recommends updates where needed. The report is provided twice a year on the products that are connected to HPE.

Q12: How do I request a review with a TAM?
A12: 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 here.
General

Common questions on correspondence received from Proactive Care, languages supported, and others that don’t fit the other categories.

Q1: Why am I receiving email from Proactive Care?
A1: Emails are sent from the HPE Proactive Care Service program to the person designated as the service delivery contact for your Proactive Care service agreements. Communications you can expect to receive from HPE after purchasing Proactive Care include:

- A welcome/activation letter from our Customer Operations group
- A report schedule notification letter from our Delivery group
- A reminder about service activation and installing remote support technology from our Delivery group
- Notification that a new Proactive Care report is available in your HPE Support Center account

Q2: How do I change the recipient of emails from Proactive Care?
A2: You can easily transfer ownership of your Support Agreement IDs. Notify HPE with the old and new HPE Passport IDs and relevant Support Agreement IDs, then follow the steps in HPE Support Center beginning with this form.

Q3: What language will my email notifications be in?
A3: The language used in the email notifications is based on your country of residence and will be in one or more of 15 languages. Those languages are English, Japanese, Polish, Italian, Hungarian, Greek, French, Spanish, German, Czech, Turkish, Russian, Portuguese, Chinese, and Korean.

Q4: What language will my reports be in?
A4: All reports are published in English. The Incident Report is translated into the local language for Japan, Korea, China, and Taiwan.

Q5: 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?
A5: If you link your 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.

Q6: 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?
A6: If you don’t link your Proactive Care service agreements to your HPE Passport ID you will not receive any of the Proactive Care reports. HPE must have a valid HPE Passport ID to publish the reports to. You will still receive all of the enhanced call handling and problem remediation benefits of Proactive Care.

Q7: I purchased my software support from my software vendor. Do you work with software vendors as part of Proactive Care?
A7: 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. Our current supported products list can be found in the HPE Proactive Care Service Supported Products List.

Q8: Why is it important to provide the correct contact information for Proactive Care?
A8: 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 Support 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 support 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
Q9: Will HPE Authorized Service Partners deliver the service?
A9: 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.

Q10: What if I can't find the information I'm looking for?
A10: Use the Comments? Suggestions? Feedback? link on the 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