

Overview

HP Insight Diagnostics is a proactive server management tool that provides diagnostics and troubleshooting capabilities to assist IT administrators in verifying server installations, troubleshooting problems, and performing repair validation. Although the functionality differs slightly depending on the version selected, it is available in both online and offline versions. HP Insight Diagnostics Online Edition is a web-based application that captures system configuration and other related data needed to effectively manage servers. Available while the operating system is running, and accessible through the System Management Home Page, it also offers the ability to schedule automatic captures. HP Insight Diagnostics Offline Edition performs various in-depth system and component testing while the operating system is not running, and is available by booting the SmartStart CD. Insight Diagnostics also enables IT administrators to track hardware and software configuration changes, to form a complete and thorough auditing process for the system.

HP Insight Diagnostics Online Edition replaces the legacy Survey utility, providing the ability to capture server configuration information. For more information on the utility, see the [HP Insight Diagnostics Online Edition whitepaper](#).

Availability and Usage

- HP Insight Diagnostics is distributed as a part of the ProLiant Essentials Foundation Pack that ships with every ProLiant server.
- HP Insight Diagnostics is supported on Linux in addition to Windows® platforms and installs automatically during the SmartStart assisted installation process. It can also be downloaded from the HP website as an individual component or as part of the ProLiant Support Packs for Windows and Linux. Customers who wish to test or obtain system configuration data for NetWare, SCO UnixWare®, OS/2, Tru64, or OpenVMS systems can leverage existing web-enabled agents for these operating systems.
- Updates may be downloaded from the HP Web site at using the Software and Driver download pages at <http://www.hp.com/servers/swdrivers>.
- The System Management Homepage installs automatically with the ProLiant Support Pack

Key Features

- **Diagnosis:** Diagnosis checks historical parametric data to ensure operating environment and hardware operation have been within acceptable parameters during the lifecycle of the system. It provides high system availability by performing various non-intrusive in-depth system and component analysis while the operating system is running. Smart Array Drive Diagnosis is the first of these enhancements to traditional online testing. It pinpoints drive failures and prepares warranted drives for return. It saves time by assuring that the right part is replaced the first time.
- **Security:** Accessing HP Insight Diagnostics via the System Management Homepage provides a single point of access to all functionality enabled by the integration modules: HP Insight Management Agents, HP Version Control Agents, and HP Insight Diagnostics. (Note: The System Management Home Page is installed automatically with any of the components listed above.) Enhanced operating system-based security enables users to utilize their current administrator accounts to secure access to Insight Diagnostics and the other integration modules. IT administrators can rest assured that only authorized personnel have access to their systems management information.
- **Testing:** Allows users to perform diagnostic tests against critical server subsystems. Stress tests simulate high load production environments. Diagnostics tests can be exercised across groups of systems via the command line option. These exist for everything from hard and floppy disk drives, to the integrated management processor and memory.
- **Configuration Audit Trail:** Maintains detailed server inventory and tracks configuration changes over time. Users can schedule configuration snapshots to occur daily, weekly or monthly. Insight Diagnostics tracks up to 10 configuration snapshots.
- **Flexible Reporting:** Extensible Markup Language (XML) output allows users to easily search, parse, and incorporate into virtually any auditing process. Output may also be viewed in Hypertext Markup Language (HTML) format or translated into text file format using the Extensible Stylesheet Language (XSL) translation sheet and instructions contained within the read me file enclosed with version 7.0 or later.

Overview

Benefits

- **Maintain uptime and peak performance and reduce incidence of unplanned downtime:** Quickly diagnose and rapidly respond to fault conditions. Administrators can confirm the high level analysis of other management applications and pinpoint system failures.
- **Save time and improve efficiency with browser-based remote management:** View configuration information from anywhere via a secure web browser.
- **Access all single server management information through a centralized, consistent user interface:** Fault management, system software version control, configuration snapshots, and online diagnostics are all accessible through the System Management Home Page. All products conform to the ProLiant Essentials user interface guidelines to ensure consistent look and feel across all management functionality.

Service and Support, HP Care Pack, and Warranty Information

HP Care Pack Installation

Care Pack services provide a range of life cycle support options that let you choose the service levels that meet your business requirements, from basic to mission-critical.

A full range of HP Care Pack hardware and software services are available including:

- Installation and start up
- Education courses
- Extended onsite hardware coverage hours from same business day 13 hours, 5 day to 24 hours, 7 days call window with options including 4 hour response or 6-hour Call To Repair
- Comprehensive range of software technical support for Microsoft, Linux, ProLiant Essentials and VMware-based IT solutions helping to deliver high level of application availability. Response times range from 30 mins for critical problems to 2 hours.
- System Management, Performance Services and Mission Critical Support Solution.

NOTE: For more information on HP Care Pack services, contact any of our worldwide sales offices, resellers or visit our worldwide website at: <http://www.hp.com/hps/carepack>

NOTE: For more complete information on HP Services offerings, customers and resellers, please visit is at: <http://www.hp.com/hps>

NOTE: Additional information regarding worldwide limited warranty and technical support is available at:

<http://h18004.www1.hp.com/products/servers/platforms/warranty/index.html>

NOTE: For additional information on Server Services, Rack and Power Options, please visit:

<http://h20219.www2.hp.com/services/cache/111072-0-0-225-121.html>

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NOTE: The warranties for HP products and services are set forth in the express limited warranty statements accompanying such products and services.

NOTE: Nothing herein should be construed as constituting an additional warranty. HP shall not be liable for technical or editorial errors or omissions contained herein.

Technical Specifications

Technical Specifications - Summary

Please see Insight Management Agent, Version Control Agent, and Insight Diagnostics detailed specifications for additional information regarding OS, browser, hardware, and management protocol support.

Requirements	HP Insight Diagnostics
Free Disk Space	30MB
Average Memory Usage	30MB
Supported Operating Systems	Windows Linux
Supported Browsers	Internet Explorer Mozilla Netscape Navigator

HP Insight Diagnostics

Hardware and Software Minimum Requirements

Hardware ProLiant Servers (except 100 series), EVO Workstations and Desktops

Disk Space 30 MB

Operating System Windows Server 2003 - Standard Edition, Web Edition, Enterprise Edition, Small Business Server (Standard and Premium)

Windows 2000 - Server, Advanced Server, Small Business Server with Service Pack 3 or later

Red Hat 7.3 Professional, Red Hat 8 Professional, Red Hat Advanced Server 2.1, Red Hat Enterprise Linux 3

SuSE Linux Enterprise Server 9, SuSE Linux Enterprise Server 8, United Linux 1.0

Browser Support Microsoft Internet Explorer 5.5 or greater

Mozilla 1.0 or greater

Netscape Navigator 7.0 or greater

Server Software TCP/IP installed

SNMP services installed and active

NOTE: For detailed specifications for other products that available for single server management, such as [Systems Management Home Page](#), [Array Configuration Utility](#) and [Survey Utility](#), please view product-specific QuickSpecs on the HP Web site.

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