

Overview

The HP Insight Remote Support Software is a portfolio of infrastructure remote support software that automatically provides secure remote support for your IT environment of HP Servers, Storage and Networking devices 24 X 7, so you can spend less time solving problems and more time focused on your business. You can have your systems remotely monitored for hardware failure using industry secure technology that has been proven at thousands of companies around the world. In many cases, you can avoid problems before they occur, with little intervention.

HP Insight Remote Support Standard (Insight RSS) is the ideal solution for small to mid-size environments with little or no IT staff. It is relatively easy to install, works automatically without a console and does not require a dedicated server. It is included at no additional cost as part of your HP warranty, HP Care Pack Service, or HP contractual support agreement. HP Insight RSS helps you do more with less.

HP is one of the industry leaders, integrating 24 X 7 secure, remote and automated monitoring, event notification, with service dispatch through HP or local partners. The software provides:

- Remote monitoring so you gain control all of the time
- Automated notification every time so you can do more with less.
- Automatic resolution in less time so your business stays up and running.
- Proactive advisories to keep your environment running more reliably.

It requires access to an encrypted outbound initiated Internet connection (HTTPS/443) only. This secured internet technology used is considered acceptable within most companies' security policies. For customer IT environments with 1 to 10 servers, HP recommends installing and using the HP Insight RSS. From 11 to 50 server environments with limited IT Staff, HP recommends using HP Insight RSS, unless the customer prefers using HP Systems Insight Manager and the more advanced HP Insight Remote Support Advanced.

When a customer's environment grows more complex, they can migrate from HP Insight RSS to HP Insight Remote Support Advanced (HP Insight RSA) with HP System Insight Manager (HP SIM).

The HP Insight Remote Support Advanced: (HP Insight RSA) is the comprehensive remote support software product in the HP Insight Remote Support software portfolio. It is ideal for use in mid-sized to large IT environments, where customers require a local management console. Incremental to the Insight RSS features, it provides comprehensive remote support, including fault diagnostics, pre-failure advisories, warranty, and service status. It has a console that is integrated with the HP SIM central management server console. The console allows the skilled IT operator to set boundaries and thresholds of the IT environment to be remotely supported. For IT environments with 50 or more servers with technical IT staff, HP recommends using the HP Insight RSA with HP SIM.



Overview

What's New

- **Release of HP Insight Remote Support A.05.60:**
 - Includes new product coverage and keeping agents/operating systems current, the major focus of this release is on scalability, resilience, and making the product easier to install and maintain.
 - Launching the HP Insight Remote Support coverage of network products as individual devices for which we can both monitor and collect configuration information. The first network products to be introduced are the HP ProCurve family; other products will follow later this year.
- **Ease of installation and maintainability:**
 - The installation software now automatically recognizes the language preference of the server on to which Insight Remote Support is being installed.
 - Improved Service Health tab functionality
 - All new installations will now automatically configure and schedule Basic configuration collections for Insight RSA on all discovered devices
 - The product coverage for Basic configuration collections has also increase in this release in a step towards collection from every device in the future
- **Improved scalability and resilience:**
 - HP Insight RSA now supports up to 3,250 SNMP/WBEM monitored devices (previously 2,500 monitored devices) per Central Management Server.
NOTE: [HP Insight RSA continues to support 2000 devices for configuration collections.](#)
 - Scalability of the HP datacenter has also increased to support 450,000 Mission Critical server services
 - Known issues have been resolved and the fixes are included in this release.
 - Capability added to automatically reconnect customer installations if the datacenter encounters issues in the future
- **Central Management Server/Hosting Device capabilities:**
 - Web-Based Enterprise Services (WEBES) v6.2 is the default analysis engine
- **Hardware product support:**
 - Support for HP ProLiant server Generation 6 and Generation 7 Servers
 - Support for HP Integrity servers
 - Support for HP StorageWorks product support
 - Support for HP Networking

Models

Licenses and Media

HP Insight Remote Support Standard

NOTE: Included at no additional cost with every HP ProLiant Generation 7 (G7) X86 Industry Standard Servers and their follow-on's. Additionally supports HP ProLiant Servers, HP Integrity Servers, HP 9000 Servers, HP Enterprise Virtual Arrays, HP Modular Smart Arrays, A valid warranty, HP Care Pack Service, and contractual support agreement is required. For more details, please see the [HP Insight Remote Support Advanced Release Notes](#).

HP Insight Remote Support Advanced

NOTE: Included at no additional cost with every HP ProLiant Generation 7 (G7) X86 Industry Standard Servers. Additionally supports HP ProLiant Servers, HP Integrity Servers, HP 9000 Servers, HP Alpha servers. A valid warranty, HP Care Pack Service, and contractual support agreement is required.



Standard Features

Licensing and Packaging **NOTE:** HP Insight Remote Support Software is included with every G7 ProLiant and Integrity Servers and supported on HP hardware as noted in the release notes, at no additional cost.

- Benefits**
- HP Insight Remote Support Standard (HP Insight RSS):** Is the ideal solution for small to mid-size environments. Integrating 24 X 7 secure, remote and automated monitoring, event notification with service dispatch through HP or local partners. It provides:
- Remote monitoring so you gain control all of the time
 - Automated notification every time so you can do more with less
 - Automatic resolution in less time so your business stays up and running
- HP Insight Remote Support Advanced (HP Insight RSA):** Is ideal for use in mid-sized to large customer IT environments, where customers require a local management console. HP is the industry leader, integrating 24 X 7 secure, remote and automated monitoring, event notification, with service dispatch through HP or local partners. Supports Windows, Linux, HP UX end point devices. It provides:
- Remote monitoring so you gain control all of the time
 - Automated notification every time so you can do more with less.
 - Automatic resolution and fault analysis in less time so your business stays up and running.
 - Warranty and Service Contract entitlement management so you can stay covered with HP services
 - Mission Critical and Proactive Support for your complex environmental needs
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Key Product Features **HP Insight Remote Support Standard**

Supported on x86 ProLiant Servers, Integrity Servers, X86 and Integrity Blades, EVA storage

- 24 X 7 remote monitoring of your hardware environment
- Automatic event generation and routing
- Alerts to accurately diagnose and receive support
- Proactive advisories to improve your hardware environment.
- Relatively easier to install and automatically upgrade.

HP Insight Remote Support Advanced

Supported on almost all HP Servers, Server Blades, Storage Blades and Storage, with Windows Central Management Server console. Integrated with HP Systems Insight Manager. Supports Windows, Linux, HP-UX nodes. Supported in HP Mission Critical and Proactive Services environments.

- 24 X 7 remote monitoring of your hardware environment
 - Automatic event generation and routing
 - Alerts to accurately diagnose and receive support
 - Proactive advisories to improve your hardware environment.
 - Detailed fault analysis of environment hardware
 - Warranty and Service Contract entitlement management
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Standard Features

How to Obtain Software How to obtain the new software?

Existing customers will immediately see this new version as this software update is automatically available to them through the HP Remote Support Software Manger (RSSWM). This is either automatically installed or downloaded according to how they have this service configured.

Alternatively, an easy way to update all software packages directly to A.05.60 is to install the latest A.05.60 software version available from HP Software Depot as it does not require any manual steps. This will preserve the customer's configuration details.

New customers can download the software from HP Software Depot either by accessing it directly or by following the link to it from the installation process (e.g. installation initiated from the HP Insight Software DVD, HP Systems Insight Manager installation, etc.).

NOTE: With the A.05.60 release, support is no longer available for Insight RSA A.05.00, A.05.05, A.05.10, A.05.20, A.05.30, A.05.40 and any sub-components. Therefore, upgrading from A.05.40 or A.05.50 instances to A.05.60 is supported. Insight RSS A.05.00, A.05.15, A.05.20, A.05.30, A.05.40 and its subcomponents are no longer supported.

HP Systems Insight Manager versions

The policy is to support the current and previous major versions of HP Systems Insight Manager (HP SIM). HP strongly advises customers always upgrade to the latest HP SIM version and its components. With this release, HP SIM 5.3.x and all previous versions are no longer supported.

Table Support Matrix

HP Insight RSA release version	HP SIM release version	Combination supported	Maximum Support date based on HP SIM
A.05.60	6.2	Y	Active
	6.1	Y	Dec 2011
	6.0	Y	Mar 2011
A.05.50	5.3 SP1	N	Not supported
	6.2	Y	Active
	6.1	Y	Dec 2011
	6.0	Y	Mar 2011
	5.3 SP1	N	Not supported
	5.3	N	Not supported

Installation and Maintenance

- The installation software now automatically recognizes the language preference of the server on to which Insight Remote Support is being installed. If this is Korean, Traditional Chinese, Japanese or Simplified Chinese, then the installation screens will automatically display the instructions in these languages. This applies for Insight Remote Support Standard and Advanced
- Service Health tab functionality has been improved by making the status for each device more accurate and making the content of the pop-up windows more comprehensive
- All new installations will now automatically configure and schedule Basic configuration collections for Insight RSA on all discovered devices
- The product coverage for Basic configuration collections has also increased in this release



Standard Features

Improved scalability and resilience

- HP Insight RSA now supports up to 3,250 SNMP/WBEM monitored devices (previously 2,500 monitored devices) per Central Management Server.
NOTE: HP Insight RSA continues to support 2000 devices for configuration collections.
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HP Supported Products

Details of the latest supported products are available for HP Insight Remote Support Advanced at: www.hp.com/go/insightremotadvanced-docs

Details of the latest supported products are available for HP Insight Remote Support Standard at: www.hp.com/go/insightremotestandard-docs



Service and Support, HP Care Pack, and Warranty Information

Warranty

HP will replace defective delivery media for a period of 90 days following the date of acquisition of Software.

Software Support

Product Support

It is always advisable that you read the HP Insight Remote Support Quick Start Guide before installation. This document is designed to help and guide you through a successful installation and configuration. However, if you need further support for HP Insight Remote Support then this is available through your local HP Response Centers. Please refer to: www.hp.com/services/iseemigration for contact details.

HP Insight Remote Support Supported Versions

The support policy is to support the current and previous major versions of the HP Insight Remote Support and its software components. To this end, HP strongly advises that customers always upgrade to the latest HP Insight Remote Support version and its components made available via the Remote Support Software Manager, which is a component of the HP Insight Remote Support application.

Registration for Software Technical Support and Update Service

If the license information you received for your product instructs you to register for Software Technical Support and Update Service, please follow the instructions so that you will be eligible for telephone support and product updates.

Software and Drivers Download Pages

For selection of your technical support information please visit: <http://www.hp.com/support> Selecting "Servers" provides latest software and drivers for your HP ProLiant products.

Join the Discussion (<http://www.itrc.hp.com>)

The HP Support Forum is a community-based, user supported tool for HP customers to participate in discussions amongst the customer community about HP products. For discussions related to Insight Control and HP ProLiant Essentials software, see the "Management Software and System Tools" area.

Management Security (<http://www.hp.com/servers/manage/security>)

HP is proactive in its approach to the quality and security of all its management software. Be sure to check the website often for the latest down-loadable security updates.

Obtain the Latest SmartStart Release (<http://www.hp.com/servers/smartstart>)

The SmartStart, Management, and Firmware CD/DVD's are now freely available for download following a simple registration from the SmartStart web site. If you wish to receive physical kits with each release you can order single release kits from the SmartStart web site. To receive proactive notification when SmartStart releases are available, subscribe to Subscriber's Choice at:

<http://www.hp.com/go/subscriberschoice>.

HP Worldwide Customer Service contact numbers are available at:

<http://www.hp.com/country/us/en/wwcontact.html>.



Technical Specifications – HP Insight Remote Support Standard, version A.05.00

**Supported Environments
Host Devices and End
Point Devices** For a complete and latest list of Insight Remote Support operating environments, host products, supported end point devices (or objects of remote support), please refer to the release notes:

HP Insight Remote Support Standard:
www.hp.com/go/insightremotestandard-docs

HP Insight Remote Support Advanced:
www.hp.com/go/insightremoteadvanced-docs

Product Documentation **Documentation**

All HP Insight Remote Support documentation is available on the Web:

- **HP Insight Remote Support Quick Start Guide:** This document sequentially outlines the procedures required to download, install, and configure the HP Insight Remote Support and its related components. Refer to: <http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>
- **HP Remote Support Software Manager Configuration, Usage, and Troubleshooting Guide:** This document covers un-installation, reinstallation, reconfiguration, product customization, and troubleshooting steps that are not part of the HP Insight Remote Support Quick Start Guide. Use the HP Remote Support Software Manager Configuration, Usage and Troubleshooting Guide if you did not use the default configuration for Insight Remote Support or if you want to customize your configuration later. Refer to:
<http://docs.hp.com/en/netsys.html#Insight%20Remote%20Support>

**Product Support &
Supported Versions**

Product Support

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Supported Versions

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**Other product
information**

The following product materials are available on HP Insight Remote Support web page at:
<http://www.hp.com/go/insightremotesupport>

Product Datasheet
User Guide
General FAQ's
Installation Guide
White Papers



Related Options

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