

Remote Connectivity for HPE 3PAR StoreServ Storage

Get connected for greater storage uptime, proactive planning, and faster support

What you get with remote connectivity as a HPE 3PAR StoreServ customer

- Proactive fault detection to avert issues
- Proactive email notifications
- Faster time to resolution
- Simplified software updates that can be completed in minutes instead of days
- Access to the HPE Storage Analytics platform at storefrontremote.com. HPE's web-based analytics based on historical data to help you get the most out of your storage
- Best practice recommendations from HPE for maintaining system health

Why remote connectivity is safe

- HPE has access to system metadata only, not user data
- HTTPS ensures secure, encrypted communications
- All communications are initiated in an outbound manner
- Authentication takes place via VeriSign, the leading SSL certificate authority
- Available policy-based access lets you authorize multiple users with varying access levels
- All communications are captured in an audit log that is viewable using a web browser from within your internal network

What is required to use HPE Storage Analytics with HPE 3PAR StoreServ?

- Your HPE 3PAR Service Processor must have connection to the Internet
- Remote connectivity must be enabled on your service processor
- HTTPS port 443 must be enabled on your external firewall
- Your system must be under warranty and/or Active Support Contract

Protect your storage quality of service

Your HPE 3PAR StoreServ Storage system comes with built-in remote connectivity capability via the HPE 3PAR Service Processor, which is capable of offloading this critical task of proactive fault detection to HPE 3PAR Central—a world-class, around-the-clock monitoring hub staffed with experts and sophisticated tools that are dedicated to making sure that your HPE 3PAR StoreServ Storage in the customer data center delivers predictable high availability and reliability.

Our metrics show that systems connected to HPE 3PAR Central benefit from 35 percent greater uptime than non-connected systems that require service intervention.¹ Remote connectivity is also your key to receiving proactive fault detection and the fastest possible support if an issue does arise. The best part is that remote connectivity to HPE 3PAR Central comes at no additional cost to you. To take advantage of this capability, all you need to do is provide an Internet connection to your system's built-in service processor and turn on remote connectivity.

Once connected, you can use the secure web-based data center analytics product, **HPE StoreFront Remote** to gather insights into capacity and performance details relating to your HPE Storage arrays. By installing and registering your system with the StoreFront Remote, you gain anytime, anywhere access to an intuitive dashboard that presents unique insights into all of your HPE Storage arrays in one place. This means you can monitor your HPE 3PAR StoreServ, HPE StoreOnce, and HPE StoreVirtual Storage systems for protection from the one and the same secure StoreFront Remote portal.

Remote error detection

Your **HPE 3PAR StoreServ Storage** includes a physical or virtual HPE 3PAR Service Processor that connects to HPE 3PAR Central to provide remote error detection and support diagnostic and maintenance activities. Metadata collected by the HPE 3PAR Service Processor is encrypted and transmitted via a secure TLS connection to HPE 3PAR Central over a secure Internet connection where it is used to monitor, maintain, and troubleshoot your system. This allows our support experts to react quickly to alerts, notifications, and patterns so that faults are detected before they can impact service levels or data availability. Note that only metadata is required for this process. Remote connectivity does not permit access to any user data, but instead relies on metadata collected by your HPE 3PAR Service Processor.

¹ Based on internal HPE analysis of data gathered from currently available HPE 3PAR StoreServ Storage systems between November 2012 and April 2014

How to set up HPE Storage Analytics with your HPE 3PAR array:

1. Go to storefrontremote.com
2. Create an HPE Passport Account if you do not already have one.
3. Register your HPE 3PAR systems.
4. Generate a token and enter it into a specified field.
5. Wait for your system to show up on the web portal, which can take up to 24–48 hours.

Watch the video tutorial or **read** the data sheet for additional details.

World-class support

HPE 3PAR Central is HPE’s 24x7x365 support center dedicated exclusively to monitoring and supporting HPE 3PAR StoreServ Storage. Communication from an HPE 3PAR StoreServ Storage in the customer data center environment to HPE 3PAR Central is done via the HPE 3PAR Service Processor or a Virtual Service Processor (VSP) over **Secure Service Architecture**. This support hub features an infrastructure comprised of integrated processes, tools, procedures, and people that work in unison to proactively support your system. In addition to greater uptime, systems connected to HPE 3PAR Central experience 64 percent faster time to resolution in cases where on-site support is required.² Remote connectivity also simplifies the software upgrade process to free you and your IT staff from manual tasks.

Secure communication that you control

Remote connectivity leverages the industry-standard HTTP over Secure Sockets Layer (HTTPS) protocol to ensure that all external communications with HPE 3PAR Central are secure and that all transmission is encrypted. You maintain complete control over remote connectivity configurations and options and remote access to the service processor. By installing HPE 3PAR Secure Service Policy Server software on a separate server, you are able to define, implement, and configure remote service access policies for HPE 3PAR StoreServ. These policies do not provide access to your system’s user data.

HPE StoreFront Remote

Hewlett Packard Enterprise also provides a secure web-based data center analytics platform called HPE StoreFront Remote that you can use to complement your on-premise management tools and remote connectivity to HPE 3PAR Central. Unlike remote connectivity to HPE 3PAR Central, which is used by HPE to monitor your system metadata, HPE StoreFront Remote is a secure web portal where you can log in to gain insights and proactive and predictive analytics related to your HPE 3PAR StoreServ, HPE StoreVirtual, and HPE StoreOnce systems from a single interface.

With no limits on the number of systems that you can add to HPE StoreFront Remote, this **web-based data center analytics platform** helps you make better decisions, identify capacity and performance issues early, and maximize asset utilization for greater efficiency.

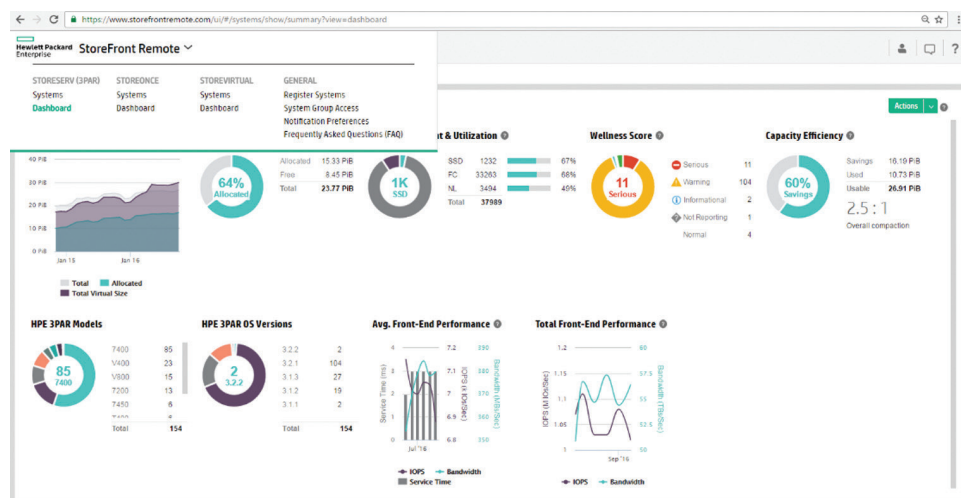


Figure 1. HPE StoreFront Remote web portal, HPE 3PAR dashboard view

² Based on internal HPE analysis of data gathered from currently available HPE 3PAR StoreServ Storage systems between November 2012 and April 2014

When you use HPE StoreFront Remote, you get:

- Anytime, anywhere access to information regarding your registered HPE Storage systems over a secure web portal at no additional cost and no limits to the number of registered systems.
- Insightful analytics, based on customer authorized configuration metadata, about capacity and performance for all of your registered HPE 3PAR StoreServ arrays, HPE StoreOnce, and HPE StoreVirtual systems.
- An intuitive web portal that shares design consistency with HPE 3PAR StoreServ Management Console (SSMC) and HPE OneView for simplicity of use.
- Proactive analytics, like key read/write performance wellness checks, capacity utilization forecast, wellness score, service time and bandwidth alerts, are all provided to you by health email notifications for your HPE 3PAR StoreServ.
- Predictive analytics, like capacity efficiency, CPU utilization trends, license analytics, and software recommendations answer the question: “What do I need to know?” These powerful and intuitive analytic help make better data center decisions.
- Secure access via use of HTTPS (non-text query language) and strong authentication in order to access StoreFront Remote (SFRM). SFRM security is audited by HPE security experts.
- System wellness email notifications encompasses health alerts and best practices information based on HPE’s recommendation to help you get the most out of your HPE Storage infrastructure. You have the flexibility in choosing the types of notifications and the frequency ensures that the wellness notifications stay relevant. Customers above a certain service-entitlement level can receive customizable email notifications.

Platforms supported

	HPE 3PAR StoreServ	HPE StoreOnce	HPE StoreVirtual
System details	✓	✓	✓
Wellness score and device status	✓	✓	✓
Capacity trend and forecast	✓	✓	✓
Performance information	✓	Coming soon	-
Performance analytics	✓	Coming soon	-
Support case history	✓	✓	-
Alerts history	✓	-	✓
Configuration history	✓	-	-

HPE StoreFront Remote: Features

Secure*	<ul style="list-style-type: none"> • Metadata, not data • HTTPS, Non-text Query Language • Secure authentication • Audited by HPE Security Experts
Easy to use	<ul style="list-style-type: none"> • Easy to learn GUI—consistent with HPE 3PAR StoreServ Management Console (SSMC) and HPE OneView • Customizable dashboard gives users the opportunity to choose exactly what is displayed • Search results can be saved as intuitive filters allowing customers to “hover” over the filter to display tips and explanations • Customers above a certain service-entitlement level can receive customizable email notifications
Anytime, anywhere, no limits	<ul style="list-style-type: none"> • Web portal—Always available • One portal for all HPE Storage devices • No limits to the number of devices you can register and monitor at no extra cost • Enhancements are frequently added, without any changes required by the customer

* Refer the [StoreFront Remote Security white paper](#) for more details.

Additional resources

[HPE 3PAR Secure Service Architecture technical white paper](#)

[Best practices for implementing HPE 3PAR Virtual Service Processor technical white paper](#)

[Secure Analytics in the Cloud for HPE 3PAR StoreServ and HPE StoreOnce devices](#)

[HPE StoreFront Remote video tutorial](#)

[HPE StoreOnce Remote Support data sheet](#)

Why you should get connected

If your HPE 3PAR StoreServ's Service Processor isn't connected to HPE 3PAR Central, and if you're not using HPE StoreFront Remote, you aren't taking advantage of the processes, people, and tools that HPE offers to protect system uptime, speed issue resolution, and collect data that helps you improve operational efficiency. With a warranty or valid support contract, these benefits come at no cost to you.

Proactively detect faults and expedite resolution with remote diagnostics

When connected to HPE 3PAR Central, critical diagnostic information such as system health statistics, configuration and performance data, and system events can be transferred frequently and maintained centrally on a historical basis. As a result, proactive fault detection and analysis are maximized and manual intervention is minimized. With such advanced remote troubleshooting capabilities, HPE 3PAR Technical Support can offer you more reliable response and resolve issues more quickly—before they can become problems.

Protect system uptime and prevent on-site visits with remote serviceability

Connecting to HPE 3PAR Central allows HPE 3PAR Technical Support to remotely monitor and service your system through a secure IP connection. Remote serviceability provides quick, reliable response to issues without having to send resources on-site, therefore expediting time to resolution. The processes used to detect, analyze, and proactively resolve faults incorporate automation that minimizes human intervention and reduces human error. When on-site visits are required to replace parts, those parts can be ordered and dispatched immediately—even before the visit is scheduled—to expedite resolution.

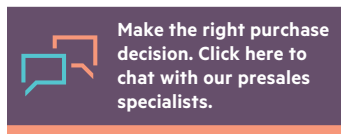
Simplify software upgrades with automatic pushes

When connected to HPE 3PAR Central, you are immediately notified of software upgrades so that you can download update packages. But you can also free uptime for you and your IT staff by choosing to allow HPE to pre-stage software on your system to simplify the upgrade process. Depending on your system model, you have the option to perform software updates yourself—on your time, using new software update wizards—instead of scheduling on-site engagements or coordinating with HPE 3PAR Technical Support to perform your upgrades.

Improve operational efficiency via historical data collection and analysis

Maintaining a connection to HPE 3PAR Central allows historical data collection that tracks your system in order to increase operational efficiency. By working with your sales account team, you can leverage this data for performance trending, forecasting capacity requirements, and performing hardware and capacity analysis to better anticipate needs and keep pace with business and data growth.

Learn more at
hpe.com/storage/3par



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