Overview

HPE InfoSight for Servers

Transforming data-center operations with Artificial Intelligence (AI)

As businesses deal with the increasing complexity of infrastructure, IT organizations are pressured to simplify and optimize data center operations. HPE InfoSight enables AI-powered data center operations with continuous monitoring of the infrastructure coupled with real-world operational experience to proactively predict and prevent problems before they disrupt business operations.

HPE InfoSight for Servers combines the cloud-based machine learning of HPE InfoSight with the health and performance monitoring of Active Health System (AHS) and HPE integrated Lights Out (iLO) to transform the way servers are monitored, managed and supported.

HPE InfoSight for Servers supports HPE ProLiant (DL and ML) and BladeSystem servers, HPE Synergy compute modules, HPE Apollo Systems (Gen10 Plus, Gen10, Gen9 and Gen8 with iLO5 and iLO4) and iLO 5 based Edgeline and Moonshot server blades.

What is new with HPE InfoSight for Servers

- Ability to upload an AHS log file and preview HPE InfoSight for Servers — view hardware configuration details, firmware and driver information, wellness alerts and create support cases for servers under a valid warranty or support contract
- Automatic creation of support cases for a specific set of wellness issues detected on Gen10 and Gen10 Plus servers covered under a valid warranty or support contract
- Curated listing of customer advisories based on their relevance to server configuration is made available in the Customer Advisories tab for a server
- Support for Gen10 Plus servers and the following iLO 5 based Edgeline and Moonshot server blades — HPE ProLiant m750 Server Blade and HPE ProLiant e910 Server Blade

Standard Features

Solution Overview
HPE InfoSight is a cloud-based machine learning solution. Every second, it collects and analyzes millions of sensors from systems across the globe allowing customers to take advantage of the global learnings from this data. HPE has been at the forefront of this new data paradigm and a decade ago, started designing systems with sensors across the infrastructure stack.

Active Health System (AHS) and HPE integrated Lights Out (iLO)
HPE InfoSight for Servers combines the cloud-based machine learning of HPE InfoSight with the health and performance monitoring of Active Health System (AHS) and HPE integrated Lights Out (iLO). While the capture of health and telemetry data at the individual server level has been around since AHS was introduced in Gen8 with iLO4, the difference with HPE InfoSight for Servers is that this data is now collected automatically and used in a proactive manner.

AHS files contain system health, hardware configuration, firmware and driver details, diagnostic telemetry and performance information. AHS also records and timestamps hardware changes and firmware, driver and software updates. It does not record or collect any personally identifiable information or network security information. The collection of AHS data is performed by iLO, the management processor and does not consume any host resources

AHS data is collected once per day for every server being monitored on HPE InfoSight for Servers.

On premise aggregator – iLO Amplifier Pack
Typically in an enterprise data center environment, it is not desirable to have every server communicate through the firewall to a cloud-based solution or service that resides outside of it. An on premise aggregator ensures that there is a single point of egress from the customer's environment.

The iLO Amplifier Pack is used as an on premise aggregator for HPE InfoSight for Servers. It is an at-scale inventory and management tool that scales up to 10,000 servers. It also enables customers with large HPE server deployments to get rapid up-to-date inventory, automate firmware and driver updates and assists in manual and automated recovery of systems

It is available as a freely downloadable VMware ESXi, Hyper-V and KVM virtual appliance (OVA). iLO Amplifier pack is responsible for the following functions :
- Daily collection of AHS files from all the servers being monitored.
- Secure transmission of the files to HPE InfoSight for Servers using the HPE Remote Device Access (RDA).
- Periodic heartbeat check once in 10 minutes to assess the health status of the servers being monitored. The heartbeat data contains the serial number, product ID, aggregated health status, and power status for every server.

For information on setting up iLO Amplifier pack and connecting to HPE InfoSight for Servers, see the **Getting Started Guide**

Licensing
HPE InfoSight for Servers is free of cost. Basic monitoring and health information is offered for free while more advanced functionality require an active server warranty or support contract.

An iLO Advanced license is not necessary but servers with an iLO Standard license will not have access to functionality that is tied to an iLO Advanced feature E.g.: Advanced power management

Accessing the InfoSight portal at **https://infosight.hpe.com** requires the use of a HPE Passport account to log in.

HPE InfoSight for Servers transforms data center operations
HPE InfoSight for Servers sees beyond the limits of humans and other tools because of its unique approach to data collection and analysis. It continuously learns from the telemetry to develop an understanding of the ideal operating environment and combines this with the real-world operational expertise developed by support and product R&D teams.

HPE InfoSight for Servers eliminates time wasted on the care and feeding of infrastructure and delivers insights to predict and prevent problems through :

Standard Features

Predictive Analytics and Global Learning
HPE InfoSight for Servers is being constantly enriched with learnings from the installed base as predictive signatures that detect, predict and prevent problems before they can affect your business.

Simplified Operations
As a cloud-based application, HPE InfoSight streamlines operations and provides IT a one-stop, one-site portal for easy access to a consolidated view of the infrastructure wherever it is in the world.

Improved Support
While prediction and prevention of issues is critical, HPE InfoSight for Servers is also focused on streamlining and enhancing the overall support experience

Feature Description
Automatic collection of sensor and telemetry data
AHS files no longer have to be reactively downloaded and made available to support teams for troubleshooting. For servers connected to HPE InfoSight for Servers, the AHS files are collected automatically and made available to support along with insights from InfoSight.

Analyze AHS Logs
An individual AHS file can also be uploaded to preview HPE InfoSight for Servers capabilities and view hardware configuration details, firmware and driver information, wellness alerts and create support cases for servers under a valid warranty or support contract. To enable automatic collection of AHS files and to take advantage of the complete feature set, servers must be registered on HPE InfoSight for Servers.

Wellness Dashboard
When predictive signatures are detected in the AHS data sent across from servers, they are captured as Wellness Alerts on the Wellness Dashboard. The Wellness Dashboard has a tabular summary by category and severity along with a detailed report that timestamps the alert along with symptom, device details, cause and recommended action.

Wellness alerts pertaining to a server are also listed in the Wellness Alerts tab in the drilldown view of that particular server.

Examples of Wellness Alerts include :
- Detection of hardware failures
- Notifications for certain critical firmware upgrades
- Firmware version recommendations based on known problematic configurations
- Detection of power faults
- Security setting notifications etc.

Automatic case creation
For a particular set of wellness alerts, HPE InfoSight for Servers has the ability to create a support case automatically and return the support case ID for further tracking. This requires a one-time configuration from the Wellness dashboard. This feature is only supported on servers with an active warranty/support contract and currently available on the supported Gen10 and Gen10 Plus servers excluding HPE Edgeline Systems and HPE Synergy compute nodes.

For more details on the specific wellness alerts and how to configure automatic case creation, refer to the
HPE InfoSight for Servers User Guide

Manual case creation
For the wellness alerts detected by HPE InfoSight for Servers, cases can be created manually without having to rely on any other electronic means. Information from the wellness alert is pre-populated in the case with the ability to add more information. Once a case has been successfully created, a support case ID is returned for further tracking. This feature is only supported on servers with an active warranty/support contract.

Standard Features

Operational Dashboard
Aggregated view of the operational and health status of the environment(s) being monitored. Captures server health status, warranty/support status, power status, server generations and the status of the connected iLO Amplifier appliances.

Server Drilldown
For every server listed in the inventory, HPE InfoSight for Servers offers a detailed server drilldown with a wealth of hardware configuration information about each of the sub-systems, event logs, firmware and software information, applicable wellness alerts and customer advisories that can aid with server troubleshooting.

Server inventory and Warranty/Support reports
Detailed inventory listing of servers along with warranty/support reports that aid in contract renewal planning and server age reports that can help with server refresh planning.

Compliance Detection and Update Notifications
Detection of the Service Pack for ProLiant (or SPP) for a server and notifications for any hotfixes that may be available for the particular configuration. The servers are classified as either being compliant, non-compliant or as having a hotfix available. Links for the download of the respective hotfix is also made available.

Curation of customer advisories
Curated listing of customer advisories based on their relevance to server configuration is made available in the Customer Advisories tab of the server drilldown view.

To learn more about the above features and how to use them, see the **HPE InfoSight for Servers User Guide**

Service and Support

Support Renewals

Technical support and updates for HPE Infosight on Servers is provided as part of the server product support. Support renewal quotations are generated by HPE or the HPE reseller and presented within 90-180 days of expiration date. HPE resellers responsible for initial equipment and support sale should be contacted directly to receive renewal quotes.

HPE InfoSight or Servers provides details about the entitlement status of the servers with contract expiration dates. This information can be used to request quotes sent to an HPE sales account representative or HPE reseller for renewals.

Installation Services via HPE Service Credits

HPE Pointnext Service Credits offer a variety of specialized and custom service activities and can be leveraged for HPE InfoSight for Servers installation services.

Service Credits are included with HPE Proactive Care Advanced and HPE Data Center Care support agreements. They can also be purchased standalone in 10 or 30 credit increments. Installation and setup of iLO Amplifier pack, connectivity to HPE Infosight for Servers and unique site configuration are covered by available credits or additional credits purchased.

Service credits are managed through a Passport account at the **HPE Support Center** web site. See the **datasheet** for more details. With HPE Proactive Care Advanced and HPE Data Center Care, contact your Account Support Manager (ASM) to coordinate the installation work request. Otherwise, contact your HPE Remote Credit Advisor (RCA) or redeem through HPESC. Field services team will contact you directly to scope the installation work needed and required service credits. Once the Scope of Work has been reviewed and approved, work is scheduled and delivered at the required timing.

Join the Conversation

The **HPE Support Center** is a community-based, user-supported tool for HPE customers to participate in discussions amongst the customer community about Hewlett Packard Enterprise products.

Software and Drivers download page provide the latest software and drivers for your ProLiant products.

HPE Service Pack for ProLiant (SPP) with **HPE SUM** part of the HPE Smart Update portfolio, provide breakthrough system maintenance tools that systematically update HPE ProLiant servers and blade infrastructures with one-click simplicity at the scale of your data center. They simplify and consolidate system software update processes enabling you to update your ProLiant servers faster, with a reduction in downtime due to the online updates process.
- HPE Service Pack for ProLiant (SPP) and HPE Smart Update Manager (HPE SUM) can be downloaded from **http://www.hpe.com/info/hpsum**

Contact Support

HPE Worldwide Customer Service contact numbers are available at **https://www.hpe.com/us/en/contact-hpe.html**
To open a support case , use **Support Case Manager**

Service and Support

HPE Education and Training Services

HPE InfoSight for Servers eLearning from HPE Education Services includes a range of courses to help you develop the skills and knowledge to optimize performance and predict and prevent problems by adding AI-driven operations that combine cloud-based machine learning with performance monitoring.

- HPE InfoSight Overview (HQ7G3AAE) is a short one-hour course explaining what HPE InfoSight is, how it works, and how to access it for the first time. After completion, students will understand the initial configuration process, management and use.
- iLO Amplifier Pack Foundation (H8PG0AAE) is a four-hour course to help students identify the capabilities of, and deploy, HPE iLO Amplifier Pack to connect to HPE InfoSight. After completion students will understand how to install and configure the software to troubleshoot and resolve common issues.
- Getting Started with HPE InfoSight for Servers (H8PF1AAE) is a short one-hour course that explains the theory of operation, connectivity pre-requisites and user management of HPE InfoSight for Servers.

For more information on eLearning and instructor-led training related to server management visit
www.hpe.com/ww/learnservers

HPE Digital Learner subscriptions (**www.hpe.com/ww/digitallearner**) provide access to over 5000 hours of online content and labs on HPE technologies, the hottest industry topics and soft skills for personal development.

Parts and Materials

Hewlett Packard Enterprise will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

The defective media retention service feature option applies only to Disk or eligible SSD/Flash Drives replaced by Hewlett Packard Enterprise due to malfunction.

Summary of Changes

Date	Version History	Action	Description of Change
06-Oct-2020	Version 1	Created	New QuickSpecs

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