

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

- InfoSight for Servers' users with Admin role can now deploy hotfixes on ProLiant Gen 10 servers and later without manually downloading SPP or hotfix components.
 - Improved login experience with support for Single Sign On (SSO)
 - 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
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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

HPE Services

No matter where you are in your digital transformation journey, you can count on HPE Services to deliver the expertise you need when, where and how you need it. From planning to deployment, ongoing operations and beyond, our experts can help you realize your digital ambitions.

<https://www.hpe.com/services>

Consulting Services

No matter where you are in your journey to hybrid cloud, experts can help you map out your next steps. From determining what workloads should live where, to handling governance and compliance, to managing costs, our experts can help you optimize your operations.

<https://www.hpe.com/services/consulting>

HPE Managed Services

HPE runs your IT operations, providing services that monitor, operate, and optimize your infrastructure and applications, delivered consistently and globally to give you unified control and let you focus on innovation.

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Operational services

Optimize your entire IT environment and drive innovation. Manage day-to-day IT operational tasks while freeing up valuable time and resources. Meet service-level targets and business objectives with features designed to drive better business outcomes.

<https://www.hpe.com/services/operational>

HPE Complete Care Service

HPE Complete Care Service is a modular, edge-to-cloud IT environment service designed to help optimize your entire IT environment and achieve agreed upon IT outcomes and business goals through a personalized experience. All delivered by an assigned team of HPE Services experts. HPE Complete Care Service provides:

- A complete coverage approach -- edge to cloud
- An assigned HPE team
- Modular and fully personalized engagement
- Enhanced Incident Management experience with priority access
- Digitally enabled and AI driven customer experience

<https://www.hpe.com/services/completecure>

HPE Tech Care Service

HPE Tech Care Service is the operational support service experience for HPE products. The service goes beyond traditional support by providing access to product specific experts, an AI driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better. HPE Tech Care Service delivers a customer-centric, AI driven, and digitally enabled customer experience to move your business forward. HPE Tech Care Service is available in three response levels. Basic, which provides 9x5 business hour availability and a 2-hour response time. Essential which provides a 15-minute response time 24x7 for most enterprise level customers, and Critical which includes a 6-hour repair commitment where available and outage management response for severity 1 incidents.

<https://www.hpe.com/services/techcare>



Service and Support

HPE Lifecycle Services

HPE Lifecycle Services provide a variety of options to help maintain your HPE systems and solutions at all stages of the product lifecycle. A few popular examples include:

- Lifecycle Install and Startup Services: Various levels for physical installation and power on, remote access setup, installation and startup, and enhanced installation services with the operating system.
- HPE Firmware Update Analysis Service: Recommendations for firmware revision levels for selected HPE products, taking into account the relevant revision dependencies within your IT environment.
- HPE Firmware Update Implementation Service: Implementation of firmware updates for selected HPE server, storage, and solution products, taking into account the relevant revision dependencies within your IT environment.
- Implementation assistance services: Highly trained technical service specialists to assist you with a variety of activities, ranging from design, implementation, and platform deployment to consolidation, migration, project management, and onsite technical forums.
- HPE Service Credits: Access to prepaid services for flexibility to choose from a variety of specialized service activities, including assessments, performance maintenance reviews, firmware management, professional services, and operational best practices.

Notes: To review the list of Lifecycle Services available for your product go to:

<https://www.hpe.com/services/lifecycle>

For a list of the most frequently purchased services using service credits, see the [HPE Service Credits Menu](#)

Other Related Services from HPE Services:

HPE Education Services

Training and certification designed for IT and business professionals across all industries. Broad catalogue of course offerings to expand skills and proficiencies in topics ranging from cloud and cybersecurity to AI and DevOps. Create learning paths to expand proficiency in a specific subject. Schedule training in a way that works best for your business with flexible continuous learning options.

<https://www.hpe.com/services/training>

Defective Media Retention

An option available with HPE Complete Care Service and HPE Tech Care Service and applies only to Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and services options.

Parts and Materials

HPE 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.

How to Purchase Services

Services are sold by Hewlett Packard Enterprise and Hewlett Packard Enterprise Authorized Service Partners:

- Services for customers purchasing from HPE or an enterprise reseller are quoted using HPE order configuration tools.
- Customers purchasing from a commercial reseller can find services at <https://ssc.hpe.com/portal/site/ssc/>



Service and Support

AI Powered and Digitally Enabled Support Experience

Achieve faster time to resolution with access to product-specific resources and expertise through a digital and data driven customer experience

Sign into the HPE Support Center experience, featuring streamlined self-serve case creation and management capabilities with inline knowledge recommendations. You will also find personalized task alerts and powerful troubleshooting support through an intelligent virtual agent with seamless transition when needed to a live support agent.

<https://support.hpe.com/hpesc/public/home/signin>

Consume IT On Your Terms

HPE GreenLake edge-to-cloud platform brings the cloud experience directly to your apps and data wherever they are—the edge, colocations, or your data center. It delivers cloud services for on-premises IT infrastructure specifically tailored to your most demanding workloads. With a pay-per-use, scalable, point-and-click self-service experience that is managed for you, HPE GreenLake edge-to-cloud platform accelerates digital transformation in a distributed, edge-to-cloud world.

- Get faster time to market
- Save on TCO, align costs to business
- Scale quickly, meet unpredictable demand
- Simplify IT operations across your data centers and clouds

To learn more about HPE Services, please contact your Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise Authorized Channel Partner. Contact information for a representative in your area can be found at "Contact HPE"

<https://www.hpe.com/us/en/contact-hpe.html>

For more information

www.hpe.com/services



Summary of Changes

Date	Version History	Action	Description of Change
08-Jan-2024	Version 4	Changed	Service and Support section was updated.
15-Nov-2021	Version 3	Changed	Service and Support Pointnext Tech Care and Complete Care information updated
15-Mar-2021	Version 2	Changed	Updated Infosight March'21 release features Overview section was updated
06-Oct-2020	Version 1	Created	New QuickSpecs



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