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## Contents

About HP Insight Online reports .................................................................................................................. 5
Access reports .................................................................................................................................................. 5

### Insight Online My IT Environment

Reports ........................................................................................................................................................... 6
Create a report ................................................................................................................................................ 6
How to select items for a new report ........................................................................................................... 9
Content of each report type .......................................................................................................................... 9
Packaged support .......................................................................................................................................... 10
Contract ......................................................................................................................................................... 10
Contract and warranties ............................................................................................................................... 10
Device configuration .................................................................................................................................... 11
Firmware ....................................................................................................................................................... 12
Read me first .................................................................................................................................................. 12
Firmware overview tab ............................................................................................................................... 12
Devices-Data not reported tab ...................................................................................................................... 13
Service event .................................................................................................................................................. 13
Support case .................................................................................................................................................. 14
View your reports ......................................................................................................................................... 14
Print a report .................................................................................................................................................. 15
Remove a report ............................................................................................................................................ 15
Use report templates ..................................................................................................................................... 15
HPE Proactive Care reports ......................................................................................................................... 17
Known issues ................................................................................................................................................ 17

### Insight Online My Customers

Customer reports .......................................................................................................................................... 19
Create a report ................................................................................................................................................ 19
Content of each report type ........................................................................................................................ 21
Contract and warranties ............................................................................................................................... 21
Device configuration .................................................................................................................................... 22
Firmware ....................................................................................................................................................... 23
Read me first .................................................................................................................................................. 23
Firmware overview tab ............................................................................................................................... 23
Devices-Data not reported tab ...................................................................................................................... 24
Service event .................................................................................................................................................. 24
Support case .................................................................................................................................................. 25
View your reports ......................................................................................................................................... 25
Print a report .................................................................................................................................................. 26
Remove a report ............................................................................................................................................ 26
About HP Insight Online reports

The Reports feature provides information about your devices and allows you to manage your reports efficiently. You can use templates, view a log of prior results, and save and print reports. Use this guide as an introduction and reference.

Access reports

To reach Reports, sign in to HPE Insight Online as one of the following user types:

<table>
<thead>
<tr>
<th>User Type</th>
<th>Use this tab to manage your reports:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Authenticated user</td>
<td>Insight Online My IT Environment</td>
</tr>
<tr>
<td></td>
<td>See &quot;Reports&quot; on page 6.</td>
</tr>
<tr>
<td>HPE Authorized Channel</td>
<td>Insight Online My Customers</td>
</tr>
<tr>
<td>Partner</td>
<td>See &quot;Customer reports&quot; on page 19.</td>
</tr>
</tbody>
</table>
Insight Online My IT Environment

Reports

Use the reporting feature to:

- Create new reports
- Save the selections you made when creating the reports into a template for reuse
- Maintain a list of your existing reports

Click the Reports icon on any page in the My IT environment:

HPE Authorized Channel Partners can also create reports containing information about their customers’ devices. See "Customer reports" on page 19 for details.

Create a report

You can create several report types:

<table>
<thead>
<tr>
<th>Report type</th>
<th>Contains information about:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packaged support *</td>
<td>Status and expiration dates for packaged support that is linked to your HPE Passport ID or that are associated with any of your devices.</td>
</tr>
<tr>
<td>Contract *</td>
<td>Status and expiration dates for the service agreements that are linked to your HPE Passport ID or that are associated with any of your devices.</td>
</tr>
<tr>
<td>Contracts and warranties</td>
<td>Contracts, packaged support, and warranties associated with the devices you select.</td>
</tr>
<tr>
<td>Device configuration</td>
<td>HP EVA, ProLiant, BladeSystem c-Class Enclosure, StoreVirtual, HP P2000 Modular Smart Arrays (MSA), StoreFabric, StoreEasy, and StoreAll product families. You can create a report on selected product families or on any device combination.</td>
</tr>
<tr>
<td>Firmware</td>
<td>Firmware installed on the remotely supported devices you select.</td>
</tr>
<tr>
<td>Service event</td>
<td>Service events associated with the remotely supported devices you select.</td>
</tr>
<tr>
<td>Support case</td>
<td>Support cases associated with the remotely supported or manually added devices you select.</td>
</tr>
</tbody>
</table>

* Packaged support and Contracts are available that:
- You linked to your HPE Passport ID (as an owner, in either single or multiple mode).
- Are part of a contract and warranty share that includes you in a user group associated with the share.
• Are associated with a device:
  • Remotely supported
  • Manually added
  • In a device group shared with you
You can select a maximum of 1400 devices, contracts, or packaged support. You cannot select Virtual VM host devices when creating reports, since they do not have applicable firmware data.

In addition to the report types you create, you can receive HP Proactive reports. These will appear automatically in your Generated reports tab on a regular basis. See "HPE Proactive Care reports" on page 17 for details.

To create a report, complete the following steps:

1. Select a report type from the list in the New report tab:

   ![Reports](image)

   - My contract report
   - My contracts & warranties report
   - My device configuration report
   - My service event report
   - My support case report
   - Reporting usage metrics report

2. Enter a title:
3. Select the format from the drop-down list.

4. Select items from the list. The items may be Packaged support contract numbers, Service Agreement IDs, or device names, depending on the report type. See “How to select items for a new report” on the next page for details.

5. Enter a start and end date if needed.

6. Service event report only: Select an event status--Active, Closed, or both.

7. Optional: Select the Save these report options as a template check box. A template stores the items you select, so you can use it again later.

8. Optional: Enter a valid email address to receive a notification when the report is complete.

9. Click Generate report. The report appears in the All generated reports section on the Generated reports tab, with a status of In progress. Reports take about 30 minutes to complete.

10. Use the Refresh button to update the status. When the status is Completed, click the report name to download it. If you entered an email address to receive a notification, click the link in the email to download it.

Report types are available in different output formats:

<table>
<thead>
<tr>
<th>Report type</th>
<th>Output formats</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PDF</td>
</tr>
<tr>
<td>Packaged support</td>
<td>•</td>
</tr>
<tr>
<td>Contract</td>
<td>•</td>
</tr>
<tr>
<td>Contracts and warranties</td>
<td>•</td>
</tr>
<tr>
<td>Device configuration</td>
<td>•</td>
</tr>
<tr>
<td>Firmware</td>
<td></td>
</tr>
<tr>
<td>Service event</td>
<td>•</td>
</tr>
<tr>
<td>Support case</td>
<td>•</td>
</tr>
</tbody>
</table>
How to select items for a new report

The contents of the selection box depend on the type of report:

<table>
<thead>
<tr>
<th>Report type</th>
<th>Items to select</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Packaged support</td>
<td>Packaged support contract numbers</td>
<td><img src="image1" alt="Packaged support example" /></td>
</tr>
<tr>
<td>Contract</td>
<td>Service Agreement IDs</td>
<td><img src="image2" alt="Service Agreement example" /></td>
</tr>
<tr>
<td>Contracts and warranties</td>
<td>Devices:</td>
<td><img src="image3" alt="Devices example" /></td>
</tr>
<tr>
<td></td>
<td>1. Your default device group.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>2. Devices within product</td>
<td></td>
</tr>
<tr>
<td></td>
<td>hierarchy folders.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>3. Device groups shared with you</td>
<td></td>
</tr>
<tr>
<td></td>
<td>by other users.</td>
<td></td>
</tr>
<tr>
<td>Device configuration</td>
<td></td>
<td><img src="image4" alt="Device configuration example" /></td>
</tr>
<tr>
<td>Firmware</td>
<td></td>
<td><img src="image5" alt="Firmware example" /></td>
</tr>
<tr>
<td>Service event</td>
<td></td>
<td><img src="image6" alt="Service event example" /></td>
</tr>
<tr>
<td>Support case</td>
<td></td>
<td><img src="image7" alt="Support case example" /></td>
</tr>
</tbody>
</table>

**Content of each report type**

Each report type contains different information, as described in the following sections.
Packaged support

For each packaged support you selected:

- Packaged support ID.
- Support status, such as Active or Expired, during the reporting period you specified.
- Expiration date.

Contract

For each Service Agreement you selected:

- Service Agreement ID.
- Support status during the reporting period you specified. For example, Active or Expired.
- Expiration date.

Contract and warranties

This report is in three sections:

**Contract:**

- Device name
- Model
- Product number
- Serial number
- Support Account Reference (SAR) number associated with the device
- Service Agreement ID associated with the device
- Status, such as Active or Expired, of the service agreement
- Expiration date

**Packaged support**

- Device name
- Model
- Product number
- Serial number
- Packaged support product serial number
- Status, such as Active or Expired, of the packaged support
- Expiration date

**Warranty**
- Device name
- Model
- Product number
- Serial number
- Status, such as Active or Expired, of the warranty
- Expiration date

Device configuration

For each device you selected:

- Model
- Count of reported devices

Scroll down to view a graphical representation:

![Count of Product By Device Type](image)

Scroll further to view detailed information about each device:
Firmware

The Firmware report contains the tabs described below. Note that certain fields are only available if you have an HPE Proactive Care service offering.

Read me first

Contains additional information about the report.

Firmware overview tab

Contains information about the current firmware running on the selected devices.

- Device name
- Model
- Product number
- Serial number
- Operating system
- Connection type. For example, Insight RS Central Connect.
- Support status. For example, HPE Proactive Care.
- Category. For example, Storage controller.
- Installed firmware version
- Installed firmware release
- Latest firmware version. *(Click the link to download the driver for the device and operating system.)*
- Latest firmware release date. *
- Latest firmware description. *
- Is latest newer than installed? *
- Does latest address a critical fix? *
- Installation impact. A reboot is required. *
* Only available with HPE Proactive Care service offering.

**Devices-Data not reported tab**

Contains information about the devices with no available firmware, and provides technical reasons why the report did not generate results. It contains the following fields:

- Device name
- Model
- Product number
- Serial number
- Operating system
- Connection type
- Notes. Provides reasons why data is currently unavailable. For example:
  - No valid collections for this device.
  - An error occurred while processing the device Real World Model during analysis.
  - The device is not currently supported.
  - The product number for this device is not present.
  - The operating system returned from the device collection was unrecognizable to the analysis.
  - No firmware inventory components were found for this device during analysis.
  - The device detailed information was unrecognizable to the analysis.
  - Cannot resolve device type.
  - Cannot match installed components with reference data.
  - No entitlement.
  - No rules were evaluated.

**Service event**

For each device you selected:

- Device name
- Model
• Serial number
• Product number
• Event ID (GUID)
• Problem description
• Problem area
• Case ID
• Status. For example, Open or Closed.
• Date submitted
• Last updated

Support case

For each device you selected:
• Device name
• Model
• Serial number
• Product number
• Case ID
• Case title
• Status. For example, Open or Closed.
• Date submitted
• Last updated

View your reports

Click the Reports icon on any My IT environment page. Generated reports is the default tab, and lists your reports:
The list has these fields:

- Report name.
- Status, one of In Progress, Completed, Failed or Retry.
- Submitted, the date and time you generated the report.
- A Remove check box.

Use the buttons on the page to refresh the report status or remove all checked reports from the list.

Sort the list by clicking any of the headings. Click the heading again to sort in reverse order.

Click a report name to view the report. You can view the report directly or download it. You can only view completed reports.

You can also access reports from your email. When creating a report, enter your email address to receive a notification when the report completes, then click the link in the email notification.

Report data is not in real time and has a 24-hour lag to complete. Report data may appear blank due to daily updates to the database.

**Print a report**

For best results, use PDF format for printing:

1. Click the report name in the list. The *File Download* message box appears.
2. Click **Open** to view the report.
3. In your PDF viewer, click **Print**.

**Remove a report**

To remove a report, complete the following steps:

1. Click **Generated reports**.
2. In the All generated reports section, locate the report you want to remove.
3. In the Remove column, select the check box for the report.
4. Click **Remove all checked**.

The report is permanently removed from the All generated reports section.

**Use report templates**

Use a report template to save the parameters of an earlier report you created. A template is useful if you routinely create reports from the same subset of devices or contracts.

When you create a new report, check "Save report options as a template".
Click **Saved templates** to display the templates you have available for creating a new report:

<table>
<thead>
<tr>
<th>Template name</th>
<th>Report type</th>
<th>Saved date</th>
<th>Select</th>
</tr>
</thead>
<tbody>
<tr>
<td>My service event report XLS</td>
<td>My service event report</td>
<td>January 27, 2016 6:08:43 AM UTC</td>
<td>No</td>
</tr>
<tr>
<td>WRO contracts &amp; warranties report</td>
<td>My contracts &amp; warranties report</td>
<td>January 14, 2016 11:19:02 AM UTC</td>
<td>No</td>
</tr>
</tbody>
</table>

If you do not have any saved templates, create a new report and use the save option.

The Saved templates list has these fields:

- Template name.
- "Report type" on page 6 (click to see types).
- Submitted—the date and time you generated the template.
- A Remove check box.

To create a new report from a saved template:

1. From **Saved templates**, click the template name.
2. Optionally, modify the report parameters.
3. Click **Generate report**.

A report created from a saved template is the same as a new report. View the new report in the **All generated reports** list when it is completed.

Use your saved report template to perform the following tasks:
### Task

<table>
<thead>
<tr>
<th>Task</th>
<th>Access the report on the Saved templates tab and:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regenerate a report when it fails</td>
<td>Click Generate to regenerate the report.</td>
</tr>
<tr>
<td>Reuse the report template for new reports</td>
<td>Edit the report name. Use the previous report parameters in the saved template and click Generate.</td>
</tr>
<tr>
<td>Modify report parameters</td>
<td>Update the report parameters, then click Generate.</td>
</tr>
<tr>
<td>Regenerate saved report template</td>
<td>Click Generate to regenerate the report.</td>
</tr>
</tbody>
</table>

### HPE Proactive Care reports

If you purchase the HPE Proactive Care service, you receive three additional reports. These reports are generated on a regular basis and automatically appear on the Generated Reports tab:

<table>
<thead>
<tr>
<th>Report</th>
<th>Contents</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident</td>
<td>Detailed information about all incidents, incident trends, and parts usage for devices covered by your HPE Proactive Care contract to help avoid repeat problems. Generated quarterly.</td>
</tr>
<tr>
<td>Proactive Scan</td>
<td>Information about HPE Proactive Care supported devices connected to HP. Provides a technical device assessment that helps identify potential system configuration problems before they impact your business operations. Generated twice a year.</td>
</tr>
<tr>
<td>Firmware and Software Version</td>
<td>Recommendations for applicable software versions, patches, and firmware revisions for each covered device connected to HPE. Generated twice a year.</td>
</tr>
</tbody>
</table>

You receive reports only for the HPE Proactive Care Service Agreement IDs (SAIDs) that are linked to your HPE Passport ID.

See [Proactive Care Central](#) for more information.

### Known issues

The following lists known issues and workarounds:
<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support of International Characters in the report name for opening and saving generated reports.</td>
<td>If you enter International Characters in the report name, the characters appear blank in the pop-up window when opening and saving the generated report.</td>
<td>Save the report to your local drive and rename the report.</td>
</tr>
<tr>
<td>Retry link does not display.</td>
<td>The Retry link does not display when a report has a status of Failed.</td>
<td>Regenerate the report from the same place (either the New report tab or the Saved templates tab) with the same parameters.</td>
</tr>
</tbody>
</table>
Insight Online My Customers

Customer reports

As a channel partner you can create reports about customer devices you manage.

Click the Reports icon on any page in My Customers:

Requirements:

For you as a partner to see customer devices in reports:

- Customer devices must be connected to HPE using one of HPE's remote support technologies.
- Customer must associate your partner location ID with each device.
- For the Device configuration report, customer must opt-in.

Create a report

You can create different types of reports depending on the type of partner you are:

<table>
<thead>
<tr>
<th>My Customer report type</th>
<th>Service Partner</th>
<th>Reseller</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contracts and warranties</td>
<td>•</td>
<td>•</td>
<td>Contracts, packaged support, and warranties associated with the remotely supported devices you select.</td>
</tr>
<tr>
<td>Device configuration</td>
<td>•</td>
<td>•</td>
<td>HP EVA, ProLiant, BladeSystem c-Class Enclosure, StoreVirtual, HP P2000 Modular Smart Arrays (MSA), StoreFabric, StoreEasy, and StoreAll product families.</td>
</tr>
<tr>
<td>Firmware</td>
<td>•</td>
<td></td>
<td>Firmware installed on the devices you select.</td>
</tr>
<tr>
<td>Service event</td>
<td>•</td>
<td></td>
<td>Service events associated with the devices you select.</td>
</tr>
<tr>
<td>Support case</td>
<td>•</td>
<td></td>
<td>Support cases associated with the devices you select.</td>
</tr>
</tbody>
</table>

You can select a maximum of 1400 devices. You cannot select Virtual VM host devices when creating reports, since they do not have applicable firmware data.

In addition to the report types you create, you can receive HPE Proactive reports for customers. Report names are of the form "Company name + report type". For example, "Cogswell Cogs Incident Report". These will appear automatically in your Generated reports tab on a regular basis. See "HPE Proactive Care reports" on page 17 for details.
To create a report, complete the following steps:

1. Select a report type from the list in the New Report tab.

2. Enter a title.

3. Select the format from the drop-down list.

4. Select devices from the list. The top-level items are customers. Within each customer, select devices.

5. Enter a start and end date if needed.

6. Service event report only: Select an event status—Active, Closed, or both.

7. Optional: Select the Save these report options as a template check box. A template stores the items you select, so you can use it again later.

8. Optional: Enter a valid email address to receive a notification when the report is complete.

9. Click Generate Report. The report appears in the All generated reports section on the Generated Reports tab, with a status of In Progress. Reports take about 30 minutes to complete.
10. Use the Refresh button to update the status. When the status is *Completed*, click the report name to download it. If you entered an email address to receive a notification, click the link in the email to download it.

Report types are available in different output formats:

<table>
<thead>
<tr>
<th>Report type</th>
<th>Output formats</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>PDF</td>
</tr>
<tr>
<td>Contracts and warranties</td>
<td>•</td>
</tr>
<tr>
<td>Device configuration</td>
<td>•</td>
</tr>
<tr>
<td>Firmware</td>
<td></td>
</tr>
<tr>
<td>Service event</td>
<td>•</td>
</tr>
<tr>
<td>Support case</td>
<td>•</td>
</tr>
</tbody>
</table>

Content of each report type

Each report type contains different information, as described in the following sections.

**Contract and warranties**

This report is in three sections:

**Contract:**
- Device name
- Model
- Product number
- Serial number
- Status, such as Active or Expired, of the service agreement
- Expiration date

**Packaged support**
- Device name
- Model
- Product number
- Serial number
- Packaged support product serial number
- Status, such as Active or Expired, of the packaged support
- Expiration date
**Warranty**

- Device name
- Model
- Product number
- Serial number
- Status, such as Active or Expired, of the warranty
- Expiration date

**Device configuration**

For each device you selected:

- Model
- Count of reported devices

Scroll down to view a graphical representation:

![Graphical Representation of Device Types](image)

Scroll further to view detailed information about each device:
Firmware

The Firmware report contains the tabs described below. Note that certain fields are only available if you have an HPE Proactive Care service offering.

Read me first

Contains additional information about the report.

Firmware overview tab

Contains information about the current firmware running on the selected devices.

- Device name
- Model
- Product number
- Serial number
- Operating system
- Connection type. For example, Insight RS Central Connect.
- Support status. For example, HPE Proactive Care.
- Category. For example, Storage controller.
- Installed firmware version
- Installed firmware release
- Latest firmware version. *(Click the link to download the driver for the device and operating system.)*
- Latest firmware release date. *
- Latest firmware description. *
- Is latest newer than installed? *
- Does latest address a critical fix? *
- Installation impact. A reboot is required. *

* Only available with HPE Proactive Care service offering.

**Devices-Data not reported tab**

Contains information about the devices with no available firmware, and provides technical reasons why the report did not generate results. It contains the following fields:

- Device name
- Model
- Product number
- Serial number
- Operating system
- Connection type
- Notes. Provides reasons why data is currently unavailable. For example:
  - No valid collections for this device.
  - An error occurred while processing the device Real World Model during analysis.
  - The device is not currently supported.
  - The product number for this device is not present.
  - The operating system returned from the device collection was unrecognizable to the analysis.
  - No firmware inventory components were found for this device during analysis.
  - The device detailed information was unrecognizable to the analysis.
  - Cannot resolve device type.
  - Cannot match installed components with reference data.
  - No entitlement.
  - No rules were evaluated.

**Service event**

For each device you selected:

- Device name
- Model
- Serial number
- Product number
- Event ID (GUID)
- Problem description
- Problem area
- Case ID
- Status. For example, Open or Closed.
- Date submitted
- Last updated

**Support case**

For each device you selected:

- Device name
- Model
- Serial number
- Product number
- Case ID
- Case title
- Status. For example, Open or Closed.
- Date submitted
- Last updated

**View your reports**

Click the Reports icon on any My IT environment page. *Generated reports* is the default tab, and lists your reports:
The list has these fields:

- Report name.
- Status, one of *In Progress*, *Completed*, *Failed* or *Retry*.
- Submitted, the date and time you generated the report.
- A Remove check box.

Use the buttons on the page to refresh the report status or remove all checked reports from the list.

Sort the list by clicking any of the headings. Click the heading again to sort in reverse order.

Click a report name to view the report. You can view the report directly or download it. You can only view completed reports.

You can also access reports from your email. When creating a report, enter your email address to receive a notification when the report completes, then click the link in the email notification.

Report data is not in real time and has a 24-hour lag to complete. Report data may appear blank due to daily updates to the database.

### Print a report

For best results, use PDF format for printing:

1. Click the report name in the list. The *File Download* message box appears.
2. Click **Open** to view the report.
3. In your PDF viewer, click **Print**.

### Remove a report

To remove a report, complete the following steps:

1. Click **Generated reports**.
2. In the *All generated reports* section, locate the report you want to remove.
3. In the *Remove* column, select the check box for the report.
4. Click **Remove all checked**.

The report is permanently removed from the *All generated reports* section.

### Use report templates

Use a report template to save the parameters of an earlier report you created. A template is useful if you routinely create reports from the same subset of devices or contracts.

When you create a new report, check "Save report options as a template".
Click **Saved templates** to display the templates you have available for creating a new report:

The Saved templates list has these fields:

- Template name.
- "My Customer report type" on page 19 (click to see types).
- Submitted—the date and time you generated the template.
- A Remove check box.

To create a new report from a saved template:

1. From **Saved templates**, click the template name.
2. Optionally, modify the report parameters.
3. Click **Generate report**.

A report created from a saved template is the same as a new report. View the new report in the **All generated reports** list when it is completed.

Use your saved report template to perform the following tasks:
<table>
<thead>
<tr>
<th>Task</th>
<th>Access the report on the Saved templates tab and:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regenerate a report when it fails</td>
<td>Click <strong>Generate</strong> to regenerate the report.</td>
</tr>
<tr>
<td>Reuse the report template for new reports</td>
<td>Edit the report name. Use the previous report parameters in the saved template and click <strong>Generate</strong>.</td>
</tr>
<tr>
<td>Modify report parameters</td>
<td>Update the report parameters, then click <strong>Generate</strong>.</td>
</tr>
<tr>
<td>Regenerate saved report template</td>
<td>Click <strong>Generate</strong> to regenerate the report.</td>
</tr>
</tbody>
</table>

## Known issues

The following lists known issues and workarounds:

<table>
<thead>
<tr>
<th>Issue</th>
<th>Description</th>
<th>Workaround</th>
</tr>
</thead>
<tbody>
<tr>
<td>Support of International Characters in the report name for opening and saving generated reports.</td>
<td>If you enter International Characters in the report name, the characters appear blank in the pop-up window when opening and saving the generated report.</td>
<td>Save the report to your local drive and rename the report.</td>
</tr>
<tr>
<td>Retry link does not display.</td>
<td>The Retry link does not display when a report has a status of Failed.</td>
<td>Regenerate the report from the same place (either the New report tab or the Saved templates tab) with the same parameters.</td>
</tr>
</tbody>
</table>
Glossary

A

Agentless Management Service (AMS)

iLO 4 AMS uses out-of-band communication for increased security and stability. This feature runs on iLO hardware which is independent of operating system and processor.

C

contract

General term including: HPE support agreement, packaged support, and warranty.

contract and warranty

General term including: HPE support agreement, packaged support, and warranty.

CSN

Channel Services Network

Customer Self Repair (CSR)

A feature in the Product Support section of HPESC. Allows HPE to ship replacement parts directly to you, and provides you with the option of replacing parts yourself or having it done by HPE service personnel. Available for certain products.

D

Derived contract or warranty

A contract or warranty that is automatically linked to your HPE Passport ID as a result of being associated with a device registered to you or shared with you by another user.

device

Any object such as a server, storage system, or switch, that by means of being monitored by HPE remote support technologies and properly registered, or added manually, appears in Insight Online.

H

HPE Authorized Channel Partner

Two types: HPE Authorized Reseller, who has been approved by HPE to become a partner in the Global Partner Portal, and who meets certain criteria.

HPE Authorized Service Partner

Channel partners who deliver services and/or installation service on HPE’s behalf.

HPE Authorized Reseller/Distributor

Channel partners who sell hardware and services.

HPE Insight Online

Part of HPE Support Center. Provides secure access to support the devices in your IT environment. Used primarily by IT staff and HPE Authorized Channel Partners to support infrastructure.

HPE Insight Remote Support

Insight RS provides proactive remote monitoring, diagnostics, and troubleshooting to help improve the availability of supported HPE servers and storage systems in your data center.

HPE Passport ID

ID for your HPE Passport account. Needed to sign in to HPE Support Center and Insight Online. It may be the email address you used when registering.

HPE Support Center (HPESC)

Contains: Product Support and My IT Environment sections. Use Product Support to find drivers, patches and other software, and search for a variety of support documentation. Use Insight Online to manage your remote support devices and contracts, and to access features such as Service Credits and reports. HPE Authorized Channel Partners also have access to a My Customers section.

I

iLO

Integrated Lights-Out. Embedded server management technology that delivers web-based remote management that is always available.

OA

Onboard Administrator. The OA for BladeSystem enclosures provides both local and remote administration of BladeSystem c-Class enclosures.
opt-in
During or after device registration, the customer consents or "opts-in" to have HPE or a partner contact them to discuss optimizing their environment.

Packaged support Services
An enhanced support package that can be purchased for many HPE products and services. These services extend coverage when an original warranty expires. They reduce downtime risks with support levels from basic to mission-critical.

Secure Sockets Layer (SSL)
Standard security technology for establishing an encrypted link between a web server and a browser. This link ensures that all data passed between the web server and browsers remain private and integral.

service event
HPE remote support technologies monitor a customer's hardware environment for service events that require action from the HPE Authorized Service Partner or customer. For the most part, actionable service events require replacing a failed Field Replaceable Unit or Customer Replaceable Unit in the monitored hardware.

Simple Network Management Protocol (SNMP)
One of the management protocols supported by Insight Remote Support. Used extensively by networking systems and most servers.

Support Account Reference (SAR)
A type of product identifier. Also known as a System handle.

Support Case Manager (SCM)
A feature in the Product Support area of HPESC. Use SCM to request support from HPE for products under active warranty.

System handle
Another name for Support Account Reference (SAR)

Transport Layer Security (TLS)
A protocol that ensures privacy between communicating applications and their users on the Internet. When a server and client communicate, TLS ensures that no third party may eavesdrop or tamper with any message. TLS is the successor to the Secure Sockets Layer (SSL).

Web-Based Enterprise Management (WBEM)
A set of management and Internet standard technologies developed to unify the management of distributed computing environments, facilitating the exchange of data across otherwise disparate technologies and platforms.
Index

A
authenticated user 5

C
channel partner 5
contract report 6
contracts and warranties report 6, 19
create a report
   My Customers 19
   My IT Environment 6

D
device configuration report 6, 19

F
firmware report 6, 19

H
HP Care Pack report 6

M
My Customers 19
   contracts and warranties report 19
   device configuration report 19
   firmware report 19
   service event report 19
   support case report 19
My IT Environment 6
   contract report 6
   contracts and warranties report 6
   device configuration report 6
   firmware report 6
   HP Care Pack report 6
   service event report 6
   support case report 6

R
reports
   access 5
   content of each type 9, 21
   create 6, 19
   known issues 17, 28
   My Customers environment 19

My IT environment 6
output formats 8, 21
print 15, 26
remove 15, 26
select items 9
templates 15, 26
types of 6

S
service event report 6, 19
support case report 6, 19