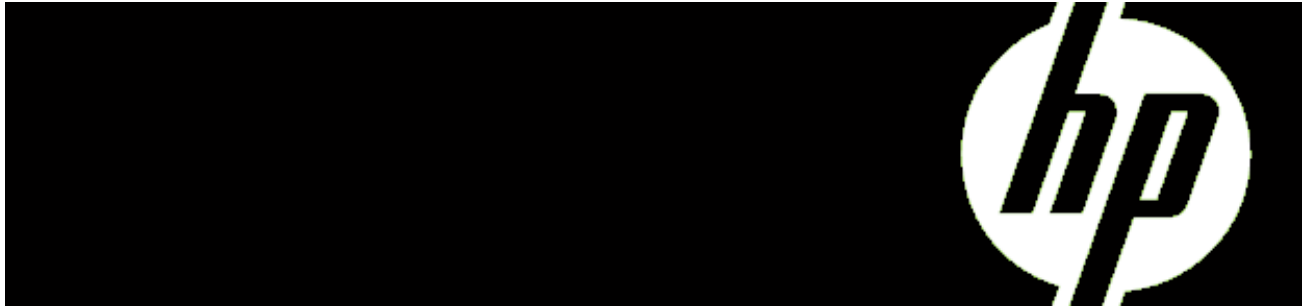


Migrating to HP Service Essentials Remote Support Pack (RSP)

Frequently Asked Questions



Revision history

Table 1 Revisions

Date	Edition	Revision
June, 2008	1.0	Initial release

Reference number: 1.0

First edition: June 2008

Questions

1. [Why is HP discontinuing HP Instant Support Enterprise Edition?](#)
2. [What are the key differences between HP Instant Support Enterprise Edition and HP Service Remote Support Pack?](#)
3. [Which products are supported by HP Service Essentials Remote Support Pack?](#)
4. [What is HP Systems Insight Manager?](#)
5. [I manage an HP-UX environment. Do I have to use a Windows-based Central Management Server \(CMS\)?](#)
6. [What should I do if I have additional questions or if I encounter issues while migrating?](#)

Answers

Q1: Why is HP discontinuing HP Instant Support Enterprise Edition?

A1: HP has developed a new improved remote support solution that integrates with both HP Systems Insight Manager and HP Operations Manager software – HP Service Essentials Remote Support Pack (RSP). This integration helps IT organizations increase the management of their environments using a unified remote support and management infrastructure.

>>[back to top](#)

Q2: What are the key differences between HP Instant Support Enterprise Edition and HP Service Remote Support Pack?

A2: Following are two comparison matrices to help describe the differences between these technologies

HP ISEE Standard Configuration – HP Service Essentials Remote Support Pack Comparison

Functionality	ISEE Standard Configuration	HP Service Essentials Remote Support Pack
Cost of solution	Free of charge for all customers with a warranty, HP Care Pack and HP contact support obligation	
Device Entitlement (Contract and Warranty)	Checked at installation only	Visible in HP SIM and can be refreshed at any time
Single view of incidents for all devices	Not possible	Single view through HP SIM User Interface including call ID and current status
Software updates	Manual only	Managed automatically through the Remote Support Software Manager
Remote monitoring software requirements for end-point devices	Diagnostic monitor ISEE client software by Operating system	Diagnostic monitor only, normally standard part of all systems builds Exception Tru64 and OpenVMS where ELMC is required
Analysis Software (OSEM, WEBES)	Often multiple instances are required, e.g. EVAs Manual update	Only one instance per environment Automatically updated

HP ISEE Standard Configuration – HP Service Essentials Remote Support Pack Comparison

Functionality	ISEE Standard Configuration	HP Service Essentials Remote Support Pack
Ease of installation	Requires software installed and configured on all monitored devices	Entire environment is easily configured and managed centrally
Proactive services for EVA	Not integrated	Analysis and notification of non “best practice” customer configurations integrated in this solution
Integration with management platforms and processes	Not integrated	Solution is integrated into HP SIM through this plug-in which allows simplification of the customer’s IT support process

HP ISEE Advanced Configuration – HP Service Essentials Remote Support Pack Comparison

Functionality	ISEE Advanced Configuration	HP Service Essentials Remote Support Pack
Cost of solution	Available to customers with Mission Critical Partnership and other proactive contracts	Free of charge for all customers with a warranty, HP Care Pack and HP contract support obligation
Device Entitlement (Contract and Warranty)	Checked at installation only	Visible in HP SIM and can be refreshed at any time
Single view of incidents for all devices	Standalone view possible through the Single Point of Presence (SPOP)	Single view through HP SIM User Interface including call ID and current status
Software updates	Managed automatically through the Remote Support Software Manager	Managed automatically through the Remote Support Software Manager
Remote monitoring software requirements for end-point devices	Diagnostic monitor ISEE client software by Operating system	Diagnostic monitor only, normally standard part of all systems builds Exception: Tru64 and OpenVMS where ELMC is required
Analysis software (OSEM, WEBES)	Often multiple instances are required, e.g. EVAs Manual update	Only one instance required per environment Automatically updated
Ease of installation	Requires software installed and configured on all monitored devices	Entire environment is easily configured and managed centrally
Integration with management platforms and processes	Not integrated	Solution is integrated into HP SIM through this plug-in which allows simplification of the customer’s IT support process
Central Management Server Ownership	SPOP owned and controlled by HP, can cause issues with customer’s security policies including patching, Antivirus, backup and HP administration control.	Customer owned and controlled allowing compliance to customer’s security policies including patching, Antivirus, backup and customer only administration control

HP ISEE Advanced Configuration – HP Service Essentials Remote Support Pack Comparison

Functionality	ISEE Advanced Configuration	HP Service Essentials Remote Support Pack
Proactive Tools configuration	Contact details not shared across all applications	Contact details shared across all applications including remote monitoring
Proactive configuration collection	Configuration data collections through multiple collectors (e.g. Systems Health Check HC, ISEE, HP Configuration Collector etc.)	Configuration data collections unified with the Remote Support Configuration Collector including centralized scheduling

>>[back to top](#)

Q3: Which products are supported by HP Service Essentials Remote Support Pack?

A3: HP Service Essentials Remote Support Pack currently supports HP ProLiant Servers, HP BladeSystem Enclosures, HP 9000 servers, HP Alpha Servers, selected non-HP servers, HP StorageWorks Arrays, HP StorageWorks SAN switches, HP StorageWorks Storage Servers, HP StorageWorks Storage Blades, HP StorageWorks Virtual Library Systems, HP StorageWorks Tape libraries, HP Modular Cooling System, HP Dynamic operating systems include Microsoft ® Windows ®, HP-UX, Linux, Tru64 and OpenVMS.

>>[back to top](#)

Q4: What is HP Systems Insight Manager?

A4: HP Systems Insight Manager (HP SIM) is the foundation for HP's unified server-storage management strategy. HP SIM is a hardware-level management product that supports multiple operating systems on HP ProLiant, Integrity and HP 9000 servers, HP StorageWorks MSA, EVA, XP arrays and third-party arrays. Through a single management view of Microsoft ® Windows ®, HP-UX 11iv1, HP-UX 11iv2, HP-UX 11iv3, and Red Hat, and SuSE Linux, HP SIM provides the basic management features of system discovery and identification, single-event view, inventory data collection, and reporting. HP SIM can be extended to provide systems management with plug-ins for HP clients, storage, power, and printer products.

>>[back to top](#)

Q5: I manage an HP-UX environment. Do I have to use a Windows-based Central Management Server (CMS)?

A5: Yes. This CMS gives you more control over your remote support infrastructure than ISEE. The centralized SPSP views in ISEE are replaced by an integration into HP Systems Insight Manager, which is easy to install and maintain. The SPOP equivalent (Central Management Server) is owned and controlled by you; hence, allowing you to control who has access and what software and policies are applied.

>>[back to top](#)

Q6: What should I do if I have additional questions or if I encounter issues while migrating?

A6: For ISEE to Service Essentials RSP migration questions not addressed on hp.com, please use the following processes to contact your local HP support representative:

- Americas – Call 1-800HPINVENT (1-800-474-6836) or contact your local support center (http://welcome.hp.com/country/us/en/wwcontact_us.html). Select “Remote Support Pack” under the “Software Support” option
- Asia Pacific / Japan – Contact your local support center (http://welcome.hp.com/country/us/en/wwcontact_us.html)
- Europe, Middle East, Africa – Contact your local support center (http://welcome.hp.com/country/us/en/wwcontact_us.html). Select “Software” and ask for assistance on Remote Support Pack
- The HP IT Resource Center (<http://forums.itrc.hp.com/service/forums/familyhome.do?familyid=302>) is also hosting a peer support forum. Visit this forum to ask for advice from other HP customers and share your best practices

If you have an HP Mission Critical and Proactive Services contract (Critical Service or above) or a Network Services contract then contact your HP Account Support team who will assist you in the ISEE migration process.

>>[back to top](#)