



# Inside InfoSight™

## Cook Book

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**Hewlett Packard  
Enterprise**

# **HPE InfoSight for Servers**

## **Getting Started Guide**

### **Abstract**

This guide provides the prerequisites and setup instructions for HPE InfoSight for Servers. This document is for system administrators who manage supported HPE servers.

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**Hewlett Packard**  
Enterprise

# **HPEInfoSight for Nimble Partner Access FAQ**

## **FAQs for partners**

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HPE Internal and Partner Use Only

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## Introduction

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The frequently asked questions provided in this document are meant to address the most common questions from HPE partners about partner access to HPE InfoSight. Here is a list of key supporting resources:

- [HPE InfoSight](#)
- [HPE InfoSight Reseller Guide](#)
- [HPE InfoSight Reseller Access Quick Start Guide](#)

Please contact [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com) if you have questions about the contents of this document.

## HPE InfoSight Overview

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### Q. What is HPE InfoSight?

- A.** HPE InfoSight is AI for the data center. It eliminates application disruptions and wasted time managing infrastructure. Every second, it analyzes and correlates millions of sensors from a globally connected installed base to predict and prevent problems across the stack, transforming how infrastructure is managed and supported.

### Q. What problem does HPE InfoSight solve?

- A.** Infrastructure is complex, which inevitably leads to unexpected app disruptions and slowdowns. And when this happens, your customers are forced to react – to troubleshoot and resolve it before their business (or job) is impacted. The lack of robust data and predictive insights into their environments mean wasted time troubleshooting and a frustrating support experience. Businesses can't afford to deal with disruptions and problems and need solutions that ensure data reliably gets to its apps and allow your customers to manage more with less.

### Q. What does InfoSight do for customers?

- A.** *Predicts and Prevent Problems.* As InfoSight analyzes the installed base, it's predicting and preventing problems across the stack for every customer. And if it uncovers one, InfoSight proactively resolves it or provides your customer a prescriptive resolution through case automation. As demonstrated with HPE Nimble Storage, *86% of issues predicted and automatically resolved.*

*Global Visibility and Learning.* InfoSight sees what others can't, providing customers with insights up and down their infrastructure stack, across their multi-site environment, in the past, and into the future. InfoSight continuously learns from the installed base, making infrastructure smarter and more reliable. *>99.9999% proven and guaranteed availability across the Nimble Storage installed base (now also for 3PAR customers).*

*Transforms Support.* InfoSight delivers a support experience that customers actually like. There's no need for Level 1 or 2 support at HPE Nimble Storage because of InfoSight's predictive insights and automation. So HPE Nimble Storage only needs a team of Level 3 experts to manage over 10,000 customers. And our average resolution time occurs in minutes as Support is tightly integrated with Engineering. Nimble is constantly recognized as having the best support in the industry. *54% of problems resolved are outside of storage*

### Q. Does InfoSight bring any value to partners?

- A.** Absolutely! Leading with InfoSight means partners can:
1. *Close More Deals:* InfoSight is the #1 unique differentiator.
  2. *Close Bigger Deals:* ASP is 12% larger when leading with InfoSight. That's more margin.
  3. *Close Deals Faster:* Deals close 28% faster when leading with InfoSight.
  4. *Increase Lifetime Value:* Get fewer problem calls from your customers. Provide value-added insights that increase engagement and pull through new sales. Bring the executive dashboard to meetings. Sell more upgrades with predictive visibility into their capacity, performance, bandwidth needs and their support renewal.

### Q. What is the licensing cost for InfoSight?

- A.** Zero. InfoSight is included with an active support contract.

## How do I request access to HPE InfoSight?

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### **Q. How do I request access to InfoSight?**

**A.** First step, send an email to [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com). You will receive an auto-response with the following instructions:

- Please reply to this email with the following information:
  - a) Legal Partner Name
  - b) HPE Partner ID or Location Code
  - c) First Name
  - d) Last Name
  - e) A business Email address (lower case only)
- Partner contact email address must be a business email address.
- Partner contact must be registered on the [Partner Ready Portal](#) prior to submission of the request form.
- You can find your Partner location ID by logging into the Partner Ready Portal. The ID is located in the upper right.
- Reply to [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com)

### **Q. How do I create a login ID for InfoSight?**

**A.** Go to <https://infosight.hpe.com>

- Do you have an HPE Passport account? Does the email on your passport account match your company email address?
- If you answered **YES** to both of these questions, you are all set. Use your HPE Passport ID and password to login to InfoSight.
- If you answered **NO**, click on Create Account and follow the instructions.
- Note: If you have not logged in to an HPE site with your HPE Passport recently, you may need to go to [support.hpe.com](http://support.hpe.com) and reset your password before continuing.
- Upon the initial login to HPE InfoSight a verification email will be sent and must be responded to. If you do not receive the verification, please check if the email was intercepted by your local or corporate spam filter. From: [hpe-infosight-noreply@groups.ext.hpe.com](mailto:hpe-infosight-noreply@groups.ext.hpe.com)

### **Q. How long does it take to process my request?**

**A.** Please allow seven (7) business days.

### **Q. Will I be notified when my access request is approved/processed?**

**A.** Yes. You will receive an email indicating your access request has been completed.

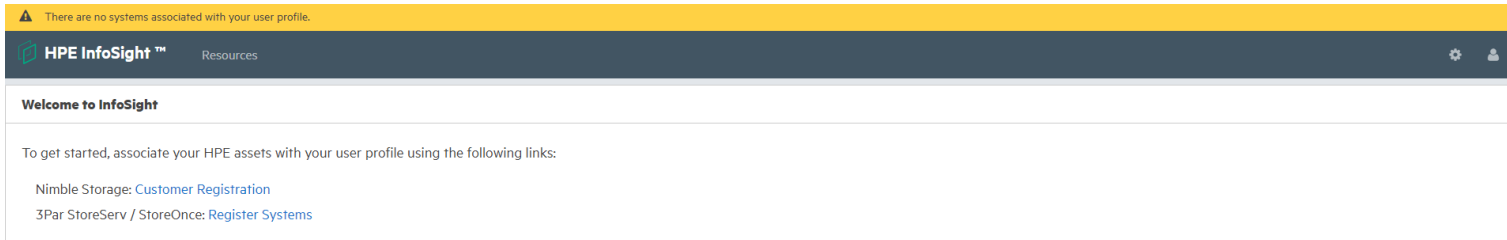
## I have access to InfoSight, what's next?

**Q. I am logged into InfoSight, but my user role is “Customer”?**

**A.** That is perfectly normal. All external InfoSight users are assigned the role “**Customer**”.

**Q. I am logged into InfoSight but I still cannot see an array or documentation?**

**A.** If you logged into InfoSight and see the following:



Your InfoSight access request has not been completed. Please wait to receive your InfoSight Access Request Completed email (may take up to 7 business days) then retry. Or try click on the “Customer Registration” link, if your passport login email address is already on file, it will be linked and your access will be granted. Review the [HPE InfoSight Reseller Access Quick Start Guide](#) for detailed instructions.

**Q. Can I access a Nimble demo array on InfoSight?**

**A.** Yes. Navigate to the top right under *Nimble Storage Customer* and click on the down arrow and type Nimble in the search box. **Nimble InfoSight – Demo** should become visible in the search box. Click on **Nimble InfoSight – Demo**. You will now be switched to the demo arrays. Note: *the data is not necessarily reflective of a real environment*.

**Q. How do I access to my companies demo unit on InfoSight?**

**A.** If your company has connected their demo unit to InfoSight you will see it when you logon to InfoSight.

**Q. How do I access my customer's arrays on InfoSight?**

**A.** You need to request access “**Permissions**” from your customer. You will need the serial number. Follow the instructions under Request Basic Access to Customer Account in the [HPE InfoSight Reseller Guide](#).

**Q. Where can I find more documentation?**

**A.** In the top navigation click on **Resources**, then **Documentation**. You will find a wide variety of content including release notes, administration guides, hardware guides and more. [InfoSight User Guide for HPE Nimble Storage](#)

**Q. Where can I find software downloads?**

**A.** In the top navigation click on **Resources**, then **Software Downloads**. You will find NimbleOS specific software, integration kits and solutions kits.

**Q. As a reseller or partner, if I have access to view a customer account, can I add my co-workers to see the same customers account?**

**A.** No, in order to see a customer assets, every user must be granted access by the customer. Follow the instructions under Request Basic Access to Customer Account in the [HPE InfoSight Reseller Guide](#).

**Q. How do I get daily summary emails from my customer's environment?**

**A.** To receive daily summary emails, your customer must add your email ID to their wellness email alert configuration.

**Q. As a reseller or partner can I add/manage users that are attached to my partner company account on InfoSight?**

**A.** Yes. If you have Super User access for your company. You will see Users in the Settings Menu that will allow you to manage users.

## Miscellaneous

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**Q. Where do I find sizing tools for HPE Nimble Storage arrays?**

**A.** There are two sizing tools available:

- InfoSight Sizing tool <https://infosight.hpe.com> (available from the **Resources** menu on InfoSight) The HPE InfoSight sizing tool provides sizing models based on real life install-base information (for example, dedupe rates by application). There is a Primary Storage Sizing Tool and a Backup Storage Sizing Tool.
- NinjaSTARS <https://saf.itcs.hpe.com/safdesktop/info/downloads/> The NinjaSTARS sizing tool can be used by HPE and partners to size HPE Nimble Storage arrays for their customers.

## Additional Resources

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**Q. What are the resources available to partners?**

**A.** Here are links to some of the top HPE InfoSight resources:

- [HPE InfoSight Sales Briefcase](#)
- [HPE InfoSight Sales and Channel FAQ](#)
- [HPE InfoSight on hpe.com](#)



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# Overview

The HPE InfoSight portal is a secure web interface hosted by HPE. It provides a graphical interface and predictive device support automation.

HPE InfoSight uses Artificial Intelligence (AI) to simplify operations by examining your environment, which is done by compiling data from your site. Data is the foundation for enabling a self-managing, self-healing, and self-optimizing data center.

HPE is at the forefront of this new data paradigm. A decade ago, HPE started designing systems with sensors across the infrastructure stack. Trillions of collected data points are available for analysis by HPE InfoSight, which enables customers to take advantage of the global learning from the collected data. AI is the key to unlocking the power of this data.

HPE InfoSight for Servers:

- Combines the machine learning and predictive analytics of HPE InfoSight with the health and performance monitoring of Active Health System (AHS) and HPE iLO to optimize performance and predict and prevent problems
- Provides automatic collection and analysis of the sensor and telemetry data from AHS to derive insights from the behaviors of the install base to provide recommendations to resolve problems and improve performance
- This first release delivers a foundational set of capabilities that will be augmented over time
- Supports Gen10, Gen9, and Gen8 HPE ProLiant servers, HPE BladeSystem servers, HPE Synergy compute modules, and HPE Apollo systems with iLO 4 and iLO 5

## iLO

iLO is a remote server management processor embedded on the system boards of supported HPE servers. iLO enables the monitoring and controlling of servers from remote locations. iLO management is a powerful tool that provides multiple ways to configure, update, monitor, and repair servers remotely. For more information on iLO, go to <https://www.hpe.com/servers/iLO>.

## Active Health System

AHS does not collect personally identifiable information or any data stored on the server from the operation of the server.

AHS provides:

- Continuous health monitoring of over thousands of system parameters
- Logging of all configuration changes
- Consolidated health and service alerts with precise time stamps
- Agentless monitoring that does not affect application performance

AHS does not collect information about your operations, finances, customers, employees, or partners. For more information on AHS, go to <https://www.hpe.com/servers/ahs>.

## iLO Amplifier Pack

iLO Amplifier Pack is an advanced server inventory and firmware and driver update solution. iLO Amplifier Pack uses iLO functionality to enable rapid discovery, detailed inventory reporting, and firmware and driver updates. iLO Amplifier Pack performs rapid server discovery and inventory for thousands of

supported servers to update firmware and drivers. iLO Amplifier Pack passes the collected data from your environment to HPE InfoSight. For more information on iLO Amplifier Pack, go to [\*\*https://www.hpe.com/servers/iLOAmplifierPack\*\*](https://www.hpe.com/servers/iLOAmplifierPack).

### **HPE Passport**

HPE InfoSight uses the HPE Passport authentication service to authorize user access to the secure website. Successful authentication provides access to the HPE InfoSight service. To gain access to your devices, you place a claim token on your iLO Amplifier Pack system. If you do not have an HPE Passport account, go to [\*\*https://www.hpe.com/info/insightonline\*\*](https://www.hpe.com/info/insightonline) and follow the prompts.

# Prerequisites

Below are the prerequisites for each HPE server to be managed by HPE InfoSight.

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**NOTE:** If you are using iLO Amplifier Pack to manage these same servers (for example, perform firmware updates), see the iLO Amplifier User Guide at <http://www.hpe.com/support/ilo-ap-docs> for additional prerequisites.

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## Server support

The following servers with iLO 4 and iLO 5 are supported:

- HPE ProLiant Gen8 and later servers
- HPE ProLiant BladeSystem Gen8 and later servers
- HPE Synergy Gen9 or later compute modules
- HPE Apollo Gen8 and later servers

## iLO Firmware

- iLO 4 firmware 2.54 or later
- iLO 5 firmware 1.15 or later

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**NOTE:** HPE recommends iLO 5 firmware 1.37.

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- iLO Amplifier Pack 1.30 or later

## Agentless Management Service (AMS)

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 **IMPORTANT:** If AMS is not installed, HPE InfoSight will not be able to provide any operating system/hypervisor or application cross-stack analytics.

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- Gen8 and Gen9 servers:
  - AMS 10.6.0 or later for Windows
  - AMS 2.5.2 or later for Linux
- Gen10 servers:
  - AMS 1.1.0 or later for Windows
  - AMS 1.0.0 or later for Linux

For more information about obtaining the required AMS software, go to [www.hpe.com/us/en/product-catalog/detail/pip.5219980.html](http://www.hpe.com/us/en/product-catalog/detail/pip.5219980.html).

## Supported browsers to access iLO Amplifier Pack

- Google Chrome  
Version 69.0 or later
- Mozilla Firefox

Version 62.0 or later

- Microsoft Edge

### **iLO Amplifier Pack host machine and guest Virtual Machine**

Ensure that the host machine meets the hardware requirements to run VMware ESXi Server 5.5 or later. For more information, see the documentation on the VMware website.

The iLO Amplifier Pack guest VM requires the following resources on the ESXi server:

- 4 vCPUs
- 8 GB RAM
- 100 GB of free HDD space
- 1.0 Gbps network port

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**NOTE:** Ideally, you would have two 1.0 Gbps network ports, one Internet facing and one management network facing. However, you can use the same port for both options.

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# Setting up HPE InfoSight for Servers

## Process overview

Use this process to set up your environment to monitor supported devices with HPE InfoSight for Servers. Click the links in the each step to access detailed procedures.

### Prerequisites

- **Your environment meets the requirements for using the components of this software solution.**  
Ensure that your hardware and your installed firmware and software meet the minimum requirements.
- You must have an HPE Passport account. If you do not have an HPE Passport account, create one at the following website: <https://infosight.hpe.com/>, and make a note of your login credentials.

### Procedure

#### 1. **Performing initial registration.**

When you register, you receive a download link and an activation key.

#### 2. **Installing iLO Amplifier Pack.**

This process includes downloading the iLO Amplifier Pack file, importing it, and starting the VM for the first time.

#### 3. **Performing initial setup on the iLO Amplifier Pack.**

This process includes configuring the network settings and Administrator account.



**TIP:** When the welcome screen is displayed, write down the IP address of the iLO Amplifier Pack management appliance.

#### 4. **Activating iLO Amplifier Pack.**

In this step, you log in to the management appliance and enter your license key.

#### 5. **Optional: Configuring the proxy server in iLO Amplifier Pack.**

#### 6. **Discovering servers with iLO Amplifier Pack.**

This step adds your devices for management by iLO Amplifier Pack.

#### 7. **Initial HPE InfoSight login.**

In this step, you connect your HPE Passport account to HPE InfoSight.

#### 8. **Obtaining a claim token in HPE InfoSight.**



**TIP:** Obtain the claim token when you are ready to add it to iLO Amplifier Pack. When you create a claim token, you copy it to the clipboard, and the best practice is to paste it into iLO Amplifier Pack right away.

#### 9. **Adding the claim token to iLO Amplifier Pack.**

This step creates the communication link between iLO Amplifier Pack and HPE InfoSight.

## Setting up iLO Amplifier Pack

## Performing initial registration

### Prerequisites

Valid email address to receive activation key.

### Procedure

1. Go to the iLO Amplifier Pack registration webpage at <http://www.hpe.com/downloads/iloamplifierpack>.
2. Enter your first and last name and your email address.
3. Select the number of server licenses you want to register.
4. Enter your company name, city or town, state or province, country/region, and your business phone number.
5. Select the **Email** or **Phone** check box if you want to receive future emails or phone calls with offers and event news from HPE.
6. Read the HPE Software Terms of Use and then select the check box.
7. Click **Register**.

A message stating that your license registration is successful appears on the registration page, and HPE sends an email containing the following information:

- A link to download the appliance installation image (**iLOAmplifierPack.ova**)
- An Activation Key

## Installing iLO Amplifier Pack

### Prerequisites

- Registration email from HPE containing the download link and activation key
- A host server configured with VMware ESXi v5.5 or later
- A laptop or desktop system that has VMware vSphere Client installed or a supported web browser

### Procedure

1. Click the download link in the license registration email.
2. Download and save the **iLOAmplifierPack\_1.30.zip** and corresponding checksum file.

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**NOTE:** Use an appropriate checksum verification tool to verify the integrity of the downloaded files.

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3. Extract the **iLOAmplifierPack.ova** from the zip file.
4. Use the VMware vSphere Client or a supported web browser to connect to any VMware ESXi server (v5.5 and later).
5. Do one of the following:



- If using the VMware vSphere Client, click **File**, click **Deploy OVF Template**, and then follow the onscreen instructions.
- If using a web browser, click **Create/Register VM**, click **Deploy a virtual machine from an OVF or OVA file**, and then follow the onscreen instructions.

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**NOTE:** HPE recommends that you select Thick disk provisioning when configuring deployment options for your VM.

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6. Once the image is imported, power on the VM.

The VM might take some time to boot up. If DHCP is not supported, then it might take up to 5 minutes to boot up.

After the VM has restarted, the first-time setup screen displays on the console.

## Performing initial setup on the iLO Amplifier Pack

### Prerequisites

- A VM deployed with the iLO Amplifier Pack OVF.
- The VM reboot has been completed.
- The Welcome screen is displayed on the console.

### Procedure

1. On the Welcome screen, click **Initial Setup**.
2. Read the End User License Agreement (EULA), and then click **Accept**.
3. Enter the following network settings, and then click **Next**. Use the arrow keys to navigate between settings and use Enter to modify the selected setting.
  - a. Enable NIC 1 or NIC 2 or both as required.
  - b. Optional. Enable or disable DHCPv4 or DHCPv6. If DHCP is disabled, enter the following:
    - I. Enter the static IPv4 or IPv6 address.
    - II. Enter the Subnet Mask for an IPv4 configuration or Prefix Length for an IPv6 configuration.
    - III. Enter the Default Gateway.
  - c. Select the Management Network Port. NIC 1 is selected by default.
  - d. Optional. Enter the Primary IPv4 or IPv6 DNS Server.
  - e. Optional. Enter the Secondary IPv4 or IPv6 DNS Server.
4. Change the time zone and NTP settings or accept the defaults, and then click **Next**.
5. Set up the Administrator account by entering a Display Name and password, and then click **Finish**.

The user name and password you enter here are the credentials you use to set up an initial Administrator account. Once the initial setup is complete, you can use iLO Amplifier Pack management settings to add additional users.

6. When prompted, click **Reboot**.

The system restarts and then a welcome screen appears displaying the IP address of the iLO Amplifier Pack management appliance.

## Activating iLO Amplifier Pack

### Prerequisites

- iLO Amplifier Pack user with either of the following privileges:
  - Configure Manager
  - Configure Manager with Security
- An installation of iLO Amplifier Pack on a VM that has been rebooted.

### Procedure

1. Browse to the IP address shown on the welcome screen on the VM console.
2. Log on to the iLO Amplifier Pack management appliance using the credentials you entered when you set up the initial user account.
3. When prompted, copy the Activation Key from your registration email and paste it into the **License Key** field.
4. Click **Activate**.

The iLO Amplifier Pack management dashboard appears.


## Configuring the proxy server in iLO Amplifier Pack

If you use a proxy server, you must configure it in iLO Amplifier Pack for iLO Amplifier Pack and HPE InfoSight to communicate. If you do not use a proxy server at your site, you can skip this procedure.

### Procedure

1. In iLO Amplifier Pack, click **Configuration and Settings** on the left navigation menu, and then click **Network Settings**.
2. Click the **Proxy Configuration** tab.
3. Click to select the **Enable Proxy** check box.
4. Enter your proxy server information:
  - a. Enter your proxy server name in the **Proxy Servername** field, in the following format: **<proxy server>**.
  - b. Enter your proxy server port number in the **Port number** field.

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 **IMPORTANT:** You must have an HTTPS port (443 or another valid port number) open between iLO Amplifier Pack and HPE InfoSight.

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5. Select **Enable Secure Proxy Connection**.
6. To save your settings, click **Save**.
7. To restart the system, click **Reboot**.

## Discovering servers with iLO Amplifier Pack

### Adding a single server from the Discovery page

#### Prerequisites

- User privileges
  - Configure Manager with Security
  - Configure Manager
  - Configure User
  - Configure Devices
- HPE Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE Gen10 server with iLO 5 version 1.10 or later

#### Procedure

1. Click **Discovery** from the left navigation menu.
2. Enter the following information in the **Add Server** section:
  - **iLO IP Address**—The IPv4 or IPv6 address of a supported server or the FQDN (fully qualified domain name) of the iLO.
  - **Username**—The user name for an iLO account on the server.
  - **Password**—The password for the specified iLO user account.
  - **Server group name (Optional)**—Select the server group you want the server to be a part of.
3. Click **Add**.

iLO Amplifier pack starts the discovery and inventory processes for the server.
4. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added server.

### Adding an iLO Federation Group from the Discovery page

#### Prerequisites

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**NOTE:** For more information about iLO Federation requirements, see the *iLO Federation User Guide* at [http://www.hpe.com/support/ilo4\\_federation\\_ug\\_en](http://www.hpe.com/support/ilo4_federation_ug_en).

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- User privileges

- Configure Manager with Security
- Configure Manager
- Configure User
- Configure Devices
- An existing iLO Federation group made up of HPE Gen8, Gen9, or Gen10 servers with a dedicated iLO NIC. Servers with shared a NIC port do not support iLO Federation.
- iLO Federation enabled on all servers with the following multicast options in the iLO Federation settings.

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**NOTE:** The menu option is different for Gen8/Gen9 and Gen10.

---

- iLO Federation management and multicast discovery enabled on all servers
- **Multicast Announcement Interval** set to **30 seconds**
- **IPv6 Multicast Scope** set to **Site**
- **Multicast TTL** set to **255**

## Procedure

1. Click **Discovery** from the left navigation menu.
2. Enter the following information in the **Add iLO Federation Group** section:

- **iLO IP Address**—The IPv4 address of a server in an iLO Federation group.
- **Username**—The user name of an iLO account on the specified server.
- **Password**—The password for the specified iLO user account.

3. Click **Add**.

If the specified iLO system is a member of more than one iLO Federation group, iLO Amplifier Pack prompts you to select the groups to discover.

4. Select a group, and then click **OK**.

5. Optional: Click **Assets** in the navigation tree, and then click **iLO Federation Groups** to view the status of the added groups.

To view the status of the individual servers in the added groups, click **Assets** in the navigation tree, click **Servers**, click **iLO Federation Groups** from the **Filters** menu, and then click the group name.

## Adding servers in an IPv4 address range

### Prerequisites

- User privileges
  - Configure Manager with Security
  - Configure Manager

- Configure User
- Configure Devices
- HPE Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE Gen10 server with iLO 5 version 1.10 or later

## Procedure

1. Click **Discovery** on the left navigation menu.
2. Enter the following information in the **Add IPv4 Range** section:
  - **iLO IP Range**—The starting and ending IP addresses in the range.
  - **SSL Port**—The SSL Port used to communicate with the iLO.
  - **Username**—The user name for an iLO account on the server.
  - **Password**—The password for an iLO account on the server.

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**NOTE:** Use credentials that are common across all servers in the IPv4 range.

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- **Server group name (Optional)**—Select the server group you want the server to be a part of.
3. Click **Add**.

Servers in the IPv4 range with the specified user account are discovered and inventoried.

Servers in the IPv4 range that lack the specified user account are added as unmanaged servers. To Add user account credentials for unmanaged servers, see the iLO Amplifier Pack user guide.

4. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added servers.

## Adding servers from a CSV file

### Prerequisites

- User privileges
  - Configure Manager with Security
  - Configure Manager
  - Configure User
  - Configure Devices
- HPE Gen8 or Gen9 server with iLO 4 version 2.30 or later
- HPE Gen10 server with iLO 5 version 1.10 or later
- The location of a CSV file that contains the following:
  - a list of servers in the following format:
 

```
<iLO IPv4 or IPv6 addresses or FQDN>, <iLO username>, <iLO password>
```
  - no headers

- no blanks in the iLO IP address or FQDN and username fields
- iLO FQDN address that does not exceed 49 characters

Click **SampleFile.csv** on the **Discovery** page to see a sample of a CSV file with correct formatting.

### Procedure

1. Click **Discovery** in the left navigation menu.
2. In the **Add from a file** section, click **Choose File**, and then select the CSV file to use.
3. Optional: Select the server group you want the servers to be a part of.
4. Click **Upload**.  
iLO Amplifier Pack processes the file and starts the discovery and inventory processes.
5. Optional: Click **Assets** in the navigation tree, and then click **Servers** to view the status of the added servers.

## Initial HPE InfoSight login

By default, the first enrolled user of an account is created as an administrator.

---

**NOTE:** Use the same claim token in subsequent iLO Amplifier Pack instances if you want all servers for all iLO Amplifier Pack instances to be visible using the same Passport account.

---

### Procedure

1. Log in to <https://infosight.hpe.com> with your HPE Passport account.
  - a. The first time you log in, an email will be sent to the email address associated with your HPE Passport account.
  - b. Access your email account, and then open the invitation to HPE InfoSight email.
  - c. To confirm successful email communication with HPE InfoSight and to log in, click **HPE Passport**.  
The **HPE InfoSight Terms Of Use** will be displayed.
  - d. Click **Accept**. The **Welcome to InfoSight** page opens.
2. Select **Register Servers**. The **My Organization** page is displayed.
3. Enter your organization name. The **Device Enrollment** page is displayed.  
This organization will contain all server equipment that you will be monitoring in HPE InfoSight.
4. For servers to be discovered and monitored in HPE InfoSight, obtain your claim token and link the token in iLO Amplifier Pack.  
For more information, see [Obtaining a claim token](#).

## Obtaining a claim token in HPE InfoSight

To send AHS and heartbeat information to HPE InfoSight, a claim token must be created in HPE InfoSight and provided to iLO Amplifier Pack to link it with HPE InfoSight. After the claim token has been entered and validated, data is sent automatically to HPE InfoSight for all monitored servers.

Create additional claim tokens if:

- Dashboard
Infrastructure
Resources
Wellness

Organization  
Nimble Storage - InfoSight

My Organization
Users
Device Enrollment

Servers

3PAR StoreServ

Nimble Storage

### Obtain a Claim Token

This Claim Token can be used to in one or more iLO Amplifier Packs to register your HPE ProLiant servers, HPE Synergy compute modules, and HPE Apollo Gen8, Gen9, and Gen10 servers' telemetry with HPE InfoSight.

Copy to clipboard

```

eyJ3a3U0IjodHRwczp0c1wvZGV2LmluZm9zaWdodC5ocGUuY291XC9JbmZvU2lnaHRdL2FwaWVvaW1tXC9qd2t1Lmpzb24iLCJraWQiOiI1N2Q0MmloYi0xOGY3LTQ2OWQ0OThtYi04NWFiYTQyMwQ2MjEiLCJ0eXAiOiJKV1QiLCJhbGciOiSU1zImlJ9.eyJ1Ym9iOiE1NDQ2NzY1NjMslbnRlbnFudE5hbWU0Ij0ZW5hbnQtcmlF2a5S1c2Fra2lhcHBhbkBocGUuY291tiwiaXNzIj0iaW5mb3NpZ2h0LmlhbSIsImNsYWItrVGFnIjoidXJ0eOmluZm9zaWdodDpiMzEzNTY4My1mMzVILT

```

### Linking iLO Amplifier with HPE InfoSight

**Prerequisites**

  - User privileges
    - Configure Manager with Security
    - Configure Manager

- HPE Passport account
- HPE InfoSight administrative user account

1. Go to the HPE InfoSight login webpage at <https://infosight.hpe.com/app/login>.
2. Log in with your HPE Passport account credentials.
3. Click the **Settings** icon and then select **Device enrollment**.  
The claim token is generated and displayed on the page.
4. Click **Copy to clipboard**.
5. Log in to iLO Amplifier Pack and complete the **Adding the claim token to iLO Amplifier Pack** procedure.

# Adding the claim token to iLO Amplifier Pack

## Procedure

1. In iLO Amplifier Pack, click **HPE InfoSight** in the navigation tree.
2. To activate the **Claim Token** and **Data Center Location** entry boxes, select the **Enable service** check box.
3. Paste the claim token generated on the HPE InfoSight website in the **Claim Token** box.
4. Enter your data center location.
5. Read and accept the terms of use about the diagnostic information that will be sent back to HPE.
6. Optional: To learn more about the information being sent to HPE InfoSight, click the **Heartbeat File** and **AHS file** links.
7. To link iLO Amplifier Pack with HPE InfoSight, click **Confirm**.
8. The HPE InfoSight connection status is shown in a message at the top of the page. On successful linking, the following details are displayed:
  - **Claim Token ID**—The claim token ID received from HPE InfoSight
  - **Tenant Name**—The HPE InfoSight user account used to obtain the claim token
  - **Serial number**—The serial number of the iLO Amplifier Pack appliance



# Websites

## Product websites

### HPE InfoSight login

<https://infosight.hpe.com>

### HPE InfoSight

<https://www.hpe.com/info/infosight>

### HPE InfoSight for Servers

<https://www.hpe.com/servers/infosight>

### HPE InfoSight for Servers documentation

<https://www.hpe.com/support/infosight-servers-docs>

## iLO Information Library

### iLO 4 and iLO 5

<http://www.hpe.com/info/ilo/docs>

### iLO Amplifier Pack

[www.hpe.com/support/ilo-ap-docs](http://www.hpe.com/support/ilo-ap-docs)

## HPE ProLiant Servers Information Library

### HPE ProLiant Gen8 servers

<http://www.hpe.com/info/proliantgen8/docs>

### HPE ProLiant Gen9 servers

<http://www.hpe.com/support/proliantgen9/docs>

### HPE ProLiant Gen10 servers

<http://www.hpe.com/support/proliantgen10/docs>

### HPE ProLiant Gen10 and HPE Synergy compute module troubleshooting

<http://www.hpe.com/info/Gen10-troubleshooting>

## General

### Hewlett Packard Enterprise Information Library

[www.hpe.com/info/EIL](http://www.hpe.com/info/EIL)

# Support and other resources

## Accessing Hewlett Packard Enterprise Support

- For live assistance, go to the Contact Hewlett Packard Enterprise Worldwide website:  
<http://www.hpe.com/assistance>
- To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:  
<http://www.hpe.com/support/hpesc>

### Information to collect

- Technical support registration number (if applicable)
- Product name, model or version, and serial number
- Operating system name and version
- Firmware version
- Error messages
- Product-specific reports and logs
- Add-on products or components
- Third-party products or components

## Accessing updates

- Some software products provide a mechanism for accessing software updates through the product interface. Review your product documentation to identify the recommended software update method.

- To download product updates:

### Hewlett Packard Enterprise Support Center

[www.hpe.com/support/hpesc](http://www.hpe.com/support/hpesc)

### Hewlett Packard Enterprise Support Center: Software downloads

[www.hpe.com/support/downloads](http://www.hpe.com/support/downloads)

### Software Depot

[www.hpe.com/support/softwaredepot](http://www.hpe.com/support/softwaredepot)

- To subscribe to eNewsletters and alerts:  
[www.hpe.com/support/e-updates](http://www.hpe.com/support/e-updates)
- To view and update your entitlements, and to link your contracts and warranties with your profile, go to the Hewlett Packard Enterprise Support Center **More Information on Access to Support Materials** page:  
[www.hpe.com/support/AccessToSupportMaterials](http://www.hpe.com/support/AccessToSupportMaterials)

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**!** **IMPORTANT:** Access to some updates might require product entitlement when accessed through the Hewlett Packard Enterprise Support Center. You must have an HPE Passport set up with relevant entitlements.

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## Customer self repair

Hewlett Packard Enterprise customer self repair (CSR) programs allow you to repair your product. If a CSR part needs to be replaced, it will be shipped directly to you so that you can install it at your convenience. Some parts do not qualify for CSR. Your Hewlett Packard Enterprise authorized service provider will determine whether a repair can be accomplished by CSR.

For more information about CSR, contact your local service provider or go to the CSR website:

<http://www.hpe.com/support/selfrepair>

## Remote support

Remote support is available with supported devices as part of your warranty or contractual support agreement. It provides intelligent event diagnosis, and automatic, secure submission of hardware event notifications to Hewlett Packard Enterprise, which will initiate a fast and accurate resolution based on your product's service level. Hewlett Packard Enterprise strongly recommends that you register your device for remote support.

If your product includes additional remote support details, use search to locate that information.

### Remote support and Proactive Care information

#### HPE Get Connected

[www.hpe.com/services/getconnected](http://www.hpe.com/services/getconnected)

#### HPE Proactive Care services

[www.hpe.com/services/proactivecare](http://www.hpe.com/services/proactivecare)

#### HPE Proactive Care service: Supported products list

[www.hpe.com/services/proactivecaresupportedproducts](http://www.hpe.com/services/proactivecaresupportedproducts)

#### HPE Proactive Care advanced service: Supported products list

[www.hpe.com/services/proactivecareadvancedsupportedproducts](http://www.hpe.com/services/proactivecareadvancedsupportedproducts)

#### Proactive Care customer information

#### Proactive Care central

[www.hpe.com/services/proactivecarecentral](http://www.hpe.com/services/proactivecarecentral)

#### Proactive Care service activation

[www.hpe.com/services/proactivecarecentralgetstarted](http://www.hpe.com/services/proactivecarecentralgetstarted)

## Warranty information

To view the warranty information for your product, see the links provided below:

#### HPE ProLiant and IA-32 Servers and Options

[www.hpe.com/support/ProLiantServers-Warranties](http://www.hpe.com/support/ProLiantServers-Warranties)

#### HPE Enterprise and Cloudline Servers

[www.hpe.com/support/EnterpriseServers-Warranties](http://www.hpe.com/support/EnterpriseServers-Warranties)

#### HPE Storage Products

[www.hpe.com/support/Storage-Warranties](http://www.hpe.com/support/Storage-Warranties)

#### HPE Networking Products

[www.hpe.com/support/Networking-Warranties](http://www.hpe.com/support/Networking-Warranties)

# Regulatory information

To view the regulatory information for your product, view the *Safety and Compliance Information for Server, Storage, Power, Networking, and Rack Products*, available at the Hewlett Packard Enterprise Support Center:

**[www.hpe.com/support/Safety-Compliance-EnterpriseProducts](http://www.hpe.com/support/Safety-Compliance-EnterpriseProducts)**

## Additional regulatory information

Hewlett Packard Enterprise is committed to providing our customers with information about the chemical substances in our products as needed to comply with legal requirements such as REACH (Regulation EC No 1907/2006 of the European Parliament and the Council). A chemical information report for this product can be found at:

**[www.hpe.com/info/reach](http://www.hpe.com/info/reach)**

For Hewlett Packard Enterprise product environmental and safety information and compliance data, including RoHS and REACH, see:

**[www.hpe.com/info/ecodata](http://www.hpe.com/info/ecodata)**

For Hewlett Packard Enterprise environmental information, including company programs, product recycling, and energy efficiency, see:

**[www.hpe.com/info/environment](http://www.hpe.com/info/environment)**

# Documentation feedback

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to Documentation Feedback (**[docsfeedback@hpe.com](mailto:docsfeedback@hpe.com)**). When submitting your feedback, include the document title, part number, edition, and publication date located on the front cover of the document. For online help content, include the product name, product version, help edition, and publication date located on the legal notices page.



**Hewlett Packard**  
Enterprise

# HPE InfoSight Reseller Guide

Version 18.1

Published December, 2018

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## Support

All documentation and knowledge base articles are available on HPE InfoSight at <https://infosight.hpe.com>. To register for HPE InfoSight, click the *Create Account* link on the main page.

Email: [support@nimblestorage.com](mailto:support@nimblestorage.com)

For all other general support contact information, go to <https://www.nimblestorage.com/customer-support/>.

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## Overview

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The reseller feature defines processes for reseller access to customer accounts. InfoSight allows you to access customers' InfoSight accounts from your own portal and gives you valuable insight into their deployments. Having access to the customer's operating environment also gives you the ability to offer troubleshooting and configuration recommendations. Keep in mind that customers retain the ability to control access to their InfoSight accounts.



## Create a Passport Account for a Reseller

For legacy HPE Nimble Storage InfoSight users, your legacy credentials will continue to work for InfoSight. If you must change your password, however, you will need to create a Passport account (if you do not already have one).

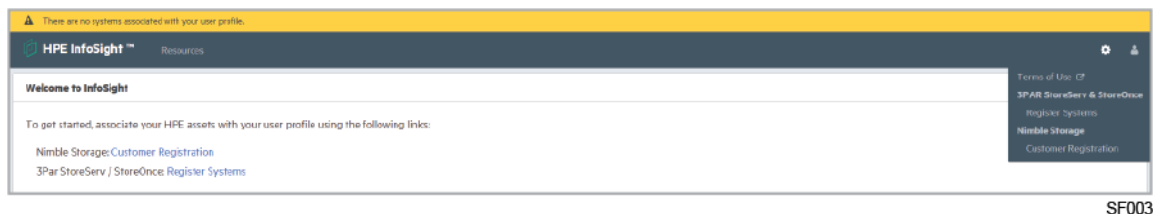
If you have not logged in to an HPE site with your HPE Passport recently, you might need to go to <https://support.hpe.com> and reset your password before continuing.

A user can have only one account. If you attempt to create a new account and you are already registered with a different account, you will get an error.

### Procedure

- 1 Go to HPE InfoSight at <https://infosight.hpe.com>.
- 2 Click **Create Account** to register for an HPE Passport account which will allow you to login to InfoSight.
- 3 Complete the fields on the **Create a new account** page and click **Create account**.

### Results



After the initial login to HPE InfoSight a verification email will be sent and you must respond to it. If you do not receive the verification, please check whether the email was intercepted by your spam filter.

If you are able to successfully login to InfoSight, continue to the section, Customer Authorization of Reseller Access to Account.

If you receive an error message, proceed to the section, Enroll in InfoSight.

# Enroll in InfoSight

---

## Procedure

- 1 Send an email to [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com) to request access.  
You will receive an auto-reply with instructions.
- 2 Follow the steps provided in the instructions to request access to InfoSight.  
Allow seven business days to process your request. You will be notified when your enrollment has been processed.  
Review the HPE InfoSight Partner Access FAQ at <https://hpe.seismic.com>.
- 3 After you receive your InfoSight Access complete notification, log onto InfoSight.

## Request Basic Access to a Customer Account

As a reseller, you can request that your customer provide you access to monitor their assets. You can log in to InfoSight and perform the following steps to request read-only basic access to your customer's arrays.

You need to know the customer array serial number for filling out the request form. There are three levels of privileges: Basic, VMVision and Case Management. After you request the access, the customer is notified of the request and they can select to allow or deny the request.

If the customer allows you to monitor their assets through Infosight, you will be notified with a confirmation email.

**Note** If you want more advanced access to a customer's account such as case management access or VMVision access, you must first request basic access and then either ask the customer to grant you more advanced access or call Nimble Storage Support.

## Procedure

- 1 Click the **Settings** menu.
- 2 Select **Permissions**.

If this is your first access request to an end customer account, the following notice might appear: "No customer accounts are visible."

There is a link in the message that you can click to access the Permissions page.

- 3 On the Permissions page, click **Request New Permission**.
- 4 Enter a serial number into the **Array SN** field and click **Request**.

Any of the following might display:

- A confirmation notification indicating a permission request has been sent to the end customer
- A notification indicating "Customer affiliation not found within purchase records."
- A notification indicating "Failed to request permission."

Verify that the correct asset serial number was entered.

- 5 On the Third Party Permissions page, there will be a line indicating an outstanding permission marked Requested.  
At this point the customer must login to their InfoSight account as a Super User to approve the request. The customer should perform the steps outlined in Customer Authorization of Reseller Access to Account.

After the customer confirms the approval request, the approval request appears as **Granted** on the Third Party Permissions page.

- 6 Use the Nimble Storage Customer dropdown to select the customer account that you want to view.

**Note** Separate requests must be made for each account if access to multiple customer arrays is required. Individual approval requests must be submitted for each array.

## Customer Authorization of Reseller Access to Account

### Before you begin

The customer should have received an approval request by email, delivered to the same address as the username for their InfoSight account that has super-user privileges. After the email is received, the customer must complete the following procedure to approve your access request.

After the customer completes the authorization, you are then granted basic access to the customer's account. There are two more advanced levels of access that the customer can grant; support case access and VMVision access, but those must be requested after you receive basic access. For more information, see the note in Request Basic Access to a Customer Account.

**Note** The following steps must be performed by the customer.

### Procedure

- 1 Login to the InfoSight account with super user privileges at <https://infosight.hpe.com>.
- 2 Go to **Settings > Permissions**.

A notification appears indicating that a reseller array access request is outstanding.

- 3 Click **Approve** to authorize the array access request from the reseller.

Your email address, your organization or company name, and your affiliation status display. Purchase records are checked for an affiliation between the customer and your accounts. If such an affiliation does not exist, an informational warning appears.

**Note** If the customer does not recognize your details, they can click **Deny**.

You will be notified of the customer's response when you next login to InfoSight to view assets.

**Note** The customer can revoke access at any time by going to **Settings > Permissions** and selecting **Delete** next to the permission they want to remove.

# Access a Customer Account

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## Before you begin

You must have sent a request for authorization to the customer requesting access to their account. See [Request Basic Access to a Customer Account](#) for more information.

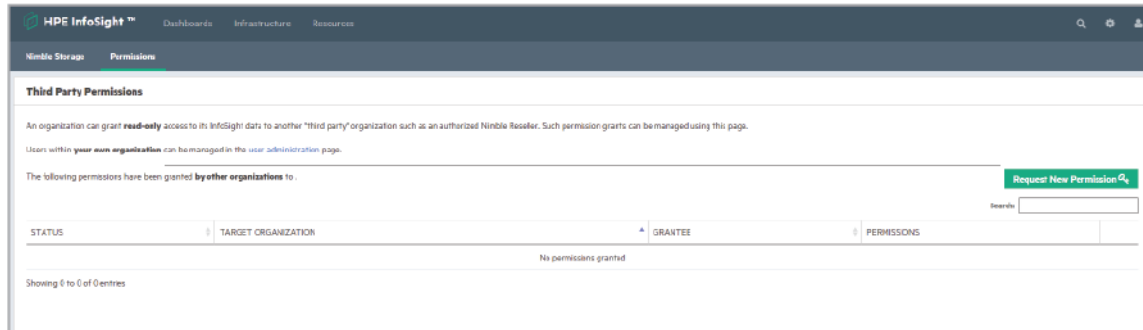
**Note** The customer can revoke your authorization to access their account at any time.

## Procedure

- 1 Type the customer account name into the Nimble Storage Customer dropdown list and click on the company account name.  
The display switches to the customer's account.
- 2 To return to your display, select and click your account name from the company dropdown list.

# Manage Customer Access Permissions

The Third Party Permissions page can be used to review existing customer array access, request new array permissions, and delete any permission request (whether in a requested, granted or denied state).



SF001

## Procedure

### 1 Go to **Settings > Permissions**.

Existing permissions and their respective approval states are displayed.

### 2 You can perform the following actions from this page.

- Click **Request New Permission** to request new basic array access.
- Click **Delete** to withdraw a previous granted or pending permissions request or clean up a denied request

# Support Tasks Using InfoSight

---

The Support tab is the home page for all your support tasks. This is the central location where you can view the status of your support cases and where you go to initiate various support activities.

## Open a New Case

You must be in the account for which you want to create the new case.

### Before you begin

You must have approval of the account holder to access to their account before you can create a new case. See [Access a Customer Account](#) for more information.

### Procedure

- 1 From the Support tab, click **Open a new case**.
- 2 Complete the steps.
- 3 Click **Open this case** to complete the process.
- 4 A confirmation screen appears.

## Update or Resolve a Case

You can either update or resolve a customer case from the case details screen.

### Procedure

- 1 On the Support page, click on the open case that you want to update or resolve.
- 2 In the case details page scroll down to the text boxes to either leave a comment or resolve the case.

**Note** After you resolve the case, you will not be able to leave any further comments.

## Reseller FAQ for HPE InfoSight

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**As a reseller or partner, if I have access to view a customer account, can I add my co-workers to see the same customer's account ?**

No, in order to see customer assets, every user must be granted access by the customer.

**How do I get daily email alerts for my customer's environment?**

To receive the daily email alerts, your customer must add your email ID to their wellness email alert configuration.

**If one of my customers receives an alert, will I be notified?**

You will receive alerts if your customer has added you in the array SMTP settings.

If you have been added to the wellness summary emails on Infosight, you will also get daily emails with the wellness summary.

**I am logging in to Infosight but I cannot see the sizing tool?**

Send an email to [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com) for enrollment instructions.

**Can I get access to Nimble Demo arrays?**

Yes. By default when you log in to InfoSight, you have access to a demo account named Nimble InfoSight - Demo.



**Hewlett Packard**  
Enterprise

# **HPEInfoSight for Nimble Partner Access FAQ**

## **FAQs for partners**

Last updated: 24<sup>th</sup> July 2018

HPE Internal and Partner Use Only



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## Introduction

---

The frequently asked questions provided in this document are meant to address the most common questions from HPE partners about partner access to HPE InfoSight. Here is a list of key supporting resources:

- [HPE InfoSight](#)
- [HPE InfoSight Reseller Guide](#)
- [HPE InfoSight Reseller Access Quick Start Guide](#)

Please contact [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com) if you have questions about the contents of this document.

## HPE InfoSight Overview

---

### **Q. What is HPE InfoSight?**

- A.** HPE InfoSight is AI for the data center. It eliminates application disruptions and wasted time managing infrastructure. Every second, it analyzes and correlates millions of sensors from a globally connected installed base to predict and prevent problems across the stack, transforming how infrastructure is managed and supported.

### **Q. What problem does HPE InfoSight solve?**

- A.** Infrastructure is complex, which inevitably leads to unexpected app disruptions and slowdowns. And when this happens, your customers are forced to react – to troubleshoot and resolve it before their business (or job) is impacted. The lack of robust data and predictive insights into their environments mean wasted time troubleshooting and a frustrating support experience. Businesses can't afford to deal with disruptions and problems and need solutions that ensure data reliably gets to its apps and allow your customers to manage more with less.

### **Q. What does InfoSight do for customers?**

- A.** *Predicts and Prevent Problems.* As InfoSight analyzes the installed base, it's predicting and preventing problems across the stack for every customer. And if it uncovers one, InfoSight proactively resolves it or provides your customer a prescriptive resolution through case automation. As demonstrated with HPE Nimble Storage, *86% of issues predicted and automatically resolved.*

*Global Visibility and Learning.* InfoSight sees what others can't, providing customers with insights up and down their infrastructure stack, across their multi-site environment, in the past, and into the future. InfoSight continuously learns from the installed base, making infrastructure smarter and more reliable. *>99.9999% proven and guaranteed availability across the Nimble Storage installed base (now also for 3PAR customers).*

*Transforms Support.* InfoSight delivers a support experience that customers actually like. There's no need for Level 1 or 2 support at HPE Nimble Storage because of InfoSight's predictive insights and automation. So HPE Nimble Storage only needs a team of Level 3 experts to manage over 10,000 customers. And our average resolution time occurs in minutes as Support is tightly integrated with Engineering. Nimble is constantly recognized as having the best support in the industry. *54% of problems resolved are outside of storage*

### **Q. Does InfoSight bring any value to partners?**

- A.** Absolutely! Leading with InfoSight means partners can:
1. *Close More Deals:* InfoSight is the #1 unique differentiator.
  2. *Close Bigger Deals:* ASP is 12% larger when leading with InfoSight. That's more margin.
  3. *Close Deals Faster:* Deals close 28% faster when leading with InfoSight.
  4. *Increase Lifetime Value:* Get fewer problem calls from your customers. Provide value-added insights that increase engagement and pull through new sales. Bring the executive dashboard to meetings. Sell more upgrades with predictive visibility into their capacity, performance, bandwidth needs and their support renewal.

### **Q. What is the licensing cost for InfoSight?**

- A.** Zero. InfoSight is included with an active support contract.

## How do I request access to HPE InfoSight?

---

### **Q. How do I request access to InfoSight?**

**A.** First step, send an email to [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com). You will receive an auto-response with the following instructions:

- Please reply to this email with the following information:
  - a) Legal Partner Name
  - b) HPE Partner ID or Location Code
  - c) First Name
  - d) Last Name
  - e) A business Email address (lower case only)
- Partner contact email address must be a business email address.
- Partner contact must be registered on the [Partner Ready Portal](#) prior to submission of the request form.
- You can find your Partner location ID by logging into the Partner Ready Portal. The ID is located in the upper right.
- Reply to [PartnerAccess.HPEInfosight@hpe.com](mailto:PartnerAccess.HPEInfosight@hpe.com)

### **Q. How do I create a login ID for InfoSight?**

**A.** Go to <https://infosight.hpe.com>

- Do you have an HPE Passport account? Does the email on your passport account match your company email address?
- If you answered **YES** to both of these questions, you are all set. Use your HPE Passport ID and password to login to InfoSight.
- If you answered **NO**, click on Create Account and follow the instructions.
- Note: If you have not logged in to an HPE site with your HPE Passport recently, you may need to go to [support.hpe.com](http://support.hpe.com) and reset your password before continuing.
- Upon the initial login to HPE InfoSight a verification email will be sent and must be responded to. If you do not receive the verification, please check if the email was intercepted by your local or corporate spam filter. From: [hpe-infosight-noreply@groups.ext.hpe.com](mailto:hpe-infosight-noreply@groups.ext.hpe.com)

### **Q. How long does it take to process my request?**

**A.** Please allow seven (7) business days.

### **Q. Will I be notified when my access request is approved/processed?**

**A.** Yes. You will receive an email indicating your access request has been completed.

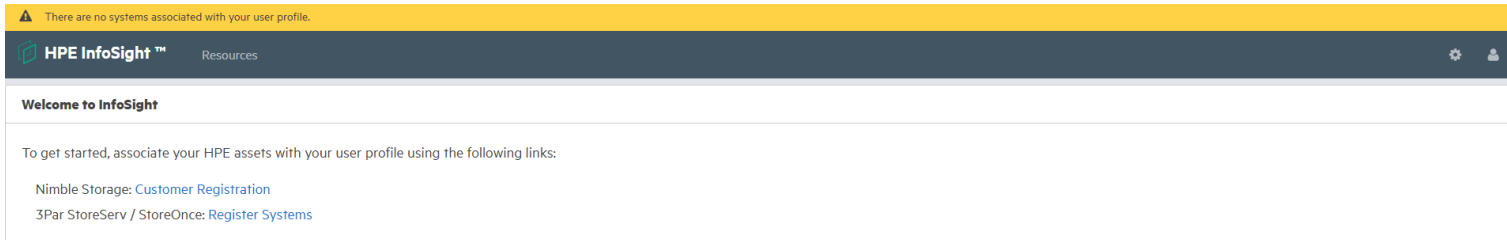
## I have access to InfoSight, what's next?

**Q. I am logged into InfoSight, but my user role is “Customer”?**

**A.** That is perfectly normal. All external InfoSight users are assigned the role “**Customer**”.

**Q. I am logged into InfoSight but I still cannot see an array or documentation?**

**A.** If you logged into InfoSight and see the following:



Your InfoSight access request has not been completed. Please wait to receive your InfoSight Access Request Completed email (may take up to 7 business days) then retry. Or try click on the “Customer Registration” link, if your passport login email address is already on file, it will be linked and your access will be granted. Review the [HPE InfoSight Reseller Access Quick Start Guide](#) for detailed instructions.

**Q. Can I access a Nimble demo array on InfoSight?**

**A.** Yes. Navigate to the top right under *Nimble Storage Customer* and click on the down arrow and type Nimble in the search box. **Nimble InfoSight – Demo** should become visible in the search box. Click on **Nimble InfoSight – Demo**. You will now be switched to the demo arrays. Note: *the data is not necessarily reflective of a real environment*.

**Q. How do I access to my companies demo unit on InfoSight?**

**A.** If your company has connected their demo unit to InfoSight you will see it when you logon to InfoSight.

**Q. How do I access my customer's arrays on InfoSight?**

**A.** You need to request access “**Permissions**” from your customer. You will need the serial number. Follow the instructions under Request Basic Access to Customer Account in the [HPE InfoSight Reseller Guide](#).

**Q. Where can I find more documentation?**

**A.** In the top navigation click on **Resources**, then **Documentation**. You will find a wide variety of content including release notes, administration guides, hardware guides and more. [InfoSight User Guide for HPE Nimble Storage](#)

**Q. Where can I find software downloads?**

**A.** In the top navigation click on **Resources**, then **Software Downloads**. You will find NimbleOS specific software, integration kits and solutions kits.

**Q. As a reseller or partner, if I have access to view a customer account, can I add my co-workers to see the same customers account?**

**A.** No, in order to see a customer assets, every user must be granted access by the customer. Follow the instructions under Request Basic Access to Customer Account in the [HPE InfoSight Reseller Guide](#).

**Q. How do I get daily summary emails from my customer's environment?**

**A.** To receive daily summary emails, your customer must add your email ID to their wellness email alert configuration.

**Q. As a reseller or partner can I add/manage users that are attached to my partner company account on InfoSight?**

**A.** Yes. If you have Super User access for your company. You will see Users in the Settings Menu that will allow you to manage users.

## Miscellaneous

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**Q. Where do I find sizing tools for HPE Nimble Storage arrays?**

**A.** There are two sizing tools available:

- InfoSight Sizing tool <https://infosight.hpe.com> (available from the **Resources** menu on InfoSight) The HPE InfoSight sizing tool provides sizing models based on real life install-base information (for example, dedupe rates by application). There is a Primary Storage Sizing Tool and a Backup Storage Sizing Tool.
- NinjaSTARS <https://saf.itcs.hpe.com/safdesktop/info/downloads/> The NinjaSTARS sizing tool can be used by HPE and partners to size HPE Nimble Storage arrays for their customers.

## Additional Resources

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**Q. What are the resources available to partners?**

**A.** Here are links to some of the top HPE InfoSight resources:

- [HPE InfoSight Sales Briefcase](#)
- [HPE InfoSight Sales and Channel FAQ](#)
- [HPE InfoSight on hpe.com](#)