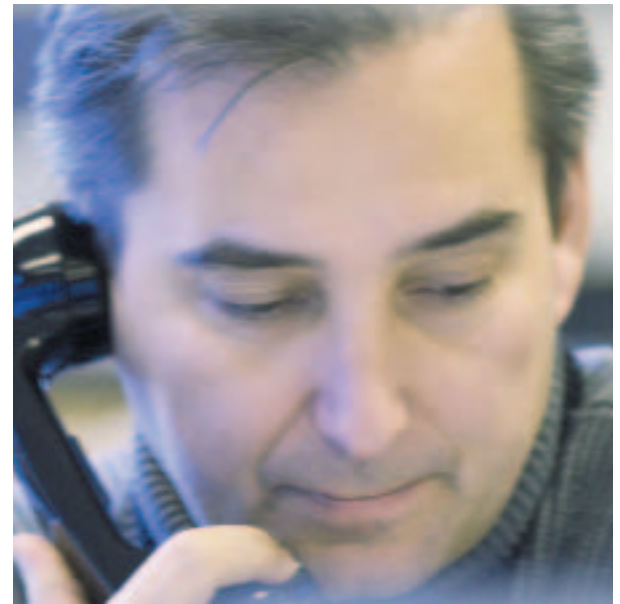




HP Instant Support Enterprise Edition simplifies management of highly diverse IT environments by providing a single remote support solution for multiple operating systems and technologies, reducing cost and complexity.

Today's IT department plays a central role in meeting business objectives. Leveraging your IT infrastructure investments and improving overall system availability and utilization are crucial in today's business environment. HP Instant Support Enterprise Edition (ISEE) simplifies management of highly diverse IT environments by providing a single remote support solution for multiple operating systems and technologies, reducing cost and complexity. HP ISEE provides features to manage diverse environments, spanning from simple to complex environments, including mission-critical and multivendor IT environments.



HP ISEE supports the goal of keeping your computing infrastructure up and running. HP ISEE enables HP remote support over the Internet, a feature of HP support contracts and warranty support. HP ISEE uses continuous hardware event monitoring and automated notification, a combination designed to identify and prevent potential critical problems during contract or warranty coverage hours. Through remote diagnostic scripts and vital information collected about the status and configuration of your environment, HP ISEE enables fast restoration of supported systems, storage, and network devices. Many problems that once required HP onsite support are now resolved more quickly through remote support.

### Benefits to you

HP ISEE provides the following benefits:

- **Proactive monitoring to reduce system downtime.** Continuous event monitoring and automated notification aim to minimize disruptions to revenue-generating activities and business processes.
- **Faster time to problem resolution.** Remote diagnostic scripts and system configuration collection improve system uptime, permitting increased business productivity.
- **Robust remote support security.** HP ISEE security architecture is designed to provide both data integrity and transaction security—through industry-standard encryption and authentication technology—and a single secure HP access point into the IT environment.
- **Reduced complexity and costs.** A common remote support solution will eliminate the need to manage multiple HP support tools and connectivity methods across various HP data center products and operating environments.

### Features

HP ISEE offers the following features:

- **Remote hardware event management.** Diagnostic software monitors hardware status and generates notification events when predetermined conditions are detected for supported servers, connected peripherals, and storage devices connected to supported systems<sup>1</sup>. Notification events are received by agent software installed on the monitored system at the customer site and then forwarded to HP for review and possible support action. This capability helps identify and prevent potential critical problems before they occur, increasing your system uptime.
- **Remote execution of diagnostic scripts.** A diagnostic engine installed on a monitored client is able to remotely execute support scripts that can diagnose problems on supported servers, connected peripherals, and storage devices, providing timely solutions to your problems. Additional system configuration information is collected on supported monitored servers running HP-UX, HP NetServers and HP ProLiant servers running Microsoft® Windows® or Red Hat Linux, and HP Integrity servers for troubleshooting and faster resolution of problems. The execution of remote diagnostic and configuration scripts is controlled and scheduled by the customers.
- **Remote network access for HP support engineers.** (*Advanced Configuration only*) HP owns and maintains a virtual private network (VPN) router installed in the customer's environment. The VPN router requires a globally routable Internet Protocol address. It provides a secure VPN tunnel between HP and your network, allowing an HP support engineer to remotely access your monitored systems and devices with your authorization. The HP support engineer can log in to your system, observing normal customer security procedures and permissions, to provide remote hardware or software support for quicker resolution of problems.
- **Software management capabilities.** (*Advanced Configuration only*) The software management capabilities allow you and your account team to easily manage ISEE software upgrades and to select the ISEE software components you want to update, simplifying the process and saving you time. You'll be notified of the latest features and enhancements that are available to you.

<sup>1</sup> VA storage devices connected to systems with Intel® Itanium™ 2 processors or running HP-UX 10.20 are not supported in either configuration.

## Security architecture

HP understands your company's security concerns and has leveraged its experience as a technology leader to create a secure remote support solution. To enhance the safety and integrity of your enterprise networks and support data, HP has incorporated a number of security technologies into the HP ISEE design. HP provides a multilevel, layered security structure through encryption, authentication, industry-standard security protocols,

and best practices integrated at the physical, network, application, and operational levels. Transactions from HP to your enterprise network are restricted and tightly controlled through a single secure access point. HP's remote support capabilities, along with any support information collected, are used only to provide you with world-class HP support.

# HP ISEE provides features to manage diverse environments, spanning from simple to complex environments, including mission-critical and multivendor IT environments.

## HP ISEE-supported OS platforms and devices

HP ISEE is offered in two configurations, ISEE Standard Configuration and ISEE Advanced Configuration. These configurations are designed to address the needs of various support levels and services.

Both configurations support the following operating-system platforms:

- HP servers running HP-UX 10.20, 11.0, or 11i v1.0
- HP AlphaServer GS, ES, or DS series systems running Tru64 UNIX® 4.0F, 4.0G, 5.0A, 5.1B, or higher; or OpenVMS 7.2-1 or higher
- HP Legacy VAX and Alpha Servers
- HP NetServers running Windows 2000 Server or Advanced Server, Windows Server 2003\*, or Red Hat Linux 7.1 or 7.2
- HP ProLiant ML, DL, CL, or TaskSmart N series servers running Windows 2000 Server or Advanced Server; Windows Server 2003\*; Novell NetWare; United Linux 1.0; SUSE Linux 7.0; or Red Hat Linux 7.2, 7.3, 8.0, AS 2.1, or ES 2.1
- HP Integrity servers running HP-UX 11i v1.6 or higher, Microsoft Windows Server 2003\*, or Red Hat Linux AS 2.1 or ES 2.1 for Itanium-based HP systems
- HP Integrity Superdome server running Windows Server 2003 Datacenter Edition
- SunSPARC running Sun Solaris 2.8\*\*

Supported storage devices include:

- HP Virtual Arrays 7100, 7110, 7400, and 7410
- HP Enterprise Virtual Arrays
- HP Disk Array xp1024 and xp128 (Advanced Configuration only)

Many network interconnect devices are supported, including hubs, bridges, and routers (Advanced

Configuration only). For more information on supported devices, please visit [www.hp.com/go/instant-support](http://www.hp.com/go/instant-support).

## HP ISEE configurations

### HP ISEE Standard Configuration

HP ISEE Standard Configuration is a feature of select HP support contracts and warranty support for the supported products. Customers who have any of the following can receive the benefits of ISEE Standard Configuration as part of their HP support:

- HP Hardware Support Onsite Service with next-day response or better (support contract, Care Packs, or warranty support)

HP ISEE Standard Configuration:

- Provides remote troubleshooting via predefined diagnostic scripts
- Provides scheduled data collection for improved remote troubleshooting at a time that is convenient for you (available for supported HP-UX, Microsoft Windows, and Red Hat Linux)
- Provides crash analysis to diagnose operating system crash for supported OpenVMS, Tru64 UNIX, and Windows 2000 platforms; the crash analysis quickly analyzes and provides solutions or additional troubleshooting information. Crash analysis is provided for HP-UX through tombstone events.
- Supports 16-bit data entry in simplified Chinese, traditional Chinese, Japanese, and Korean
- Is easy to install and configure
- Provides individual installation of software on monitored systems
- Requires no additional hardware at the customer site
- Is designed for managing IT systems

\*Windows Server 2003 Standard and Enterprise Edition

\*\*Sun Solaris is a supported feature of HP Integrated Support.

# HP ISEE enables remote support over the Internet and fast restoration of supported systems, storage, and network devices.

## HP ISEE Advanced Configuration

HP ISEE Advanced Configuration is a feature of mission-critical services, select network support services, or environment support services. Customers with any of the following support levels for the supported systems are entitled to the HP ISEE Advanced Configuration remote support solution:

- Mission Critical Partnership
- Critical Service for servers, networks, storage, or SANs
- Integrated Support
- Proactive 24 Service for networks
- Operational Storage Support Services
- Business Continuity Support (BCS)
- Critical Systems Support (CSS)
- Open Network Environment Support
- Priority Gold Executive
- Availability Review and Partnership

If you have various levels of support in your IT environment and any of these support levels are entitled to the ISEE Advanced Configuration, including mission-critical services, select network support services, or environment support services, choose the ISEE Advanced Configuration to support your environment.

HP ISEE Advanced Configuration:

- Provides robust troubleshooting and repair capabilities via predefined scripts and remote network access<sup>2</sup> by an HP support engineer
- Provides scheduled data collection for improved remote troubleshooting at a time that is convenient for you (available for supported HP-UX, Microsoft Windows, and Red Hat Linux)

- Provides crash analysis to diagnose operating system crash for supported OpenVMS, Tru64 UNIX, and Windows 2000 platforms; the crash analysis quickly analyzes and provides solutions or additional troubleshooting information. Crash analysis is provided for HP-UX through tombstone events.
- Supports 16-bit data entry in simplified Chinese, traditional Chinese, Japanese, and Korean
- Provides a comprehensive enterprise view of open incidents, history, installed clients, client status, and customer contact information
- Offers a convenient central point of administration via an HP owned and maintained support point of presence (SPOP) server installed at the customer site<sup>3</sup>
- Provides ISEE software administration, including virus definition updates and regularly scheduled security patch notification
- Provides event management and fault detection for the SPOP to improve SPOP availability
- Is designed to assess and improve your global IT environment

A measurement of response-time commitments is triggered when a customer's problem is qualified by HP and is logged in HP's call-tracking system during the coverage hours specified in the customer's support contract.

<sup>2</sup> ISEE Advanced Configuration supports the ISEE VPN router in the DMZ (demilitarized zone) network.

<sup>3</sup> ISEE Advanced Configuration includes an HP-provided SPOP installed in the customer's enterprise (inside the customer's firewall) or in a DMZ. HP recommends installing the SPOP in the customer's enterprise to enable full functionality of remote monitoring services and value-added services.

|                                 | Features  | Benefits  |
|---------------------------------|---|---|
| <b>HAO capabilities on ISEE</b> | <p><b>Availability measurement:</b> Calculates the availability of your HP-UX environment and HP MC/Serviceguard packages; scheduled and manual downtime causes can be assigned</p> <p><b>Unreachable device notification (UDN):</b> Alerts HP of monitored systems and devices supporting ICMP or SNMP protocols that cannot be reached over the customer's network from the SPOP; supports disabling UDN for devices taken out for maintenance</p> <p><b>ISEE activity summary:</b> Provides a monthly summary of incidents, remote access sessions, and UDN incidents; the summary is delivered to the customer by the HP account support team</p> <p><b>Patch assessment:</b> Systematically analyzes your HP-UX configurations for software patch irregularities (missing patches, superseded patches, etc.); the results are delivered to the customer by the HP account support team</p> | <p>Enables you to benchmark the availability of your IT environment over time</p> <p>Fast recognition of unreachable systems within the customer's environment by HP; enables support processes to be quickly activated to determine the cause of outage</p> <p>Recognizes return on IT investment through reduced system downtime and increased productivity</p> <p>Simplifies patch maintenance activities, saving you time; enables patch maintenance activity to be scheduled and provides a consolidated view of the patch status in your IT environment</p> |
| <b>NST capabilities on ISEE</b> | <p><b>HP asset:</b> Provides network device discovery and data collection, automatic classification of devices, table-based reports, and graphical network overviews; takes advantage of ISEE UDN capabilities to detect unreachable network devices</p> <p><b>Utilities:</b> Provide applications for remote administration, network benchmarking, network monitoring, and Telnet and FTP capabilities, among others</p>   | <p>Keeps your list of devices in your network up-to-date; the information can be used to provide disaster-recovery information and for network inventory, configuration, and management analysis; fast isolation of an outage allows support processes to be activated quickly, reducing downtime</p> <p>Fast problem identification and remote resolution processes that lead to increased network uptime</p>  |

## HP High Availability Observatory (HAO)

### High Availability Observatory capabilities on ISEE

In addition to HP ISEE Advanced Configuration, customers who have Critical Service will also receive the benefits of HP High Availability Observatory (HAO) applications on ISEE, a secure connection to HP high-availability support engineers and the HP Mission Critical Support Center (MCSC). HP High Availability Observatory supports HP in its commitment to provide you with powerful tools to help you keep your mission-critical environment up and running.

## HP Network Support Tools (NST)

HP network support customers who are entitled to ISEE Advanced Configuration will also receive the benefits of HP Network Support Tools (NST).

NST provides HP network support engineers with powerful diagnostics and mapping tools for network discovery, configuration, collection, and troubleshooting to resolve

your network problems quickly. NST takes advantage of the ISEE platform, features, and single remote access point. HP performs remote support only with customer authorization.

For more information on HP network services, visit [www.hp.com/hps/network](http://www.hp.com/hps/network).

## Obtaining HP ISEE software

HP ISEE Standard Configuration software can be downloaded at [www.software.hp.com](http://www.software.hp.com) within the Internet ready and networking section. The HP ISEE Standard Configuration software part number is U2512AA. Customers can choose the downloadable software options for their supported systems.

HP ISEE Advanced Configuration is a feature of your mission-critical services, select network support services, or environment support services.

Contact your HP account support team to determine the appropriate remote support solution for your environment.

# HP Instant Support Enterprise Edition

HP ISEE helps reduce unplanned system downtime.

## For more information

For more information on HP Instant Support Enterprise Edition, visit us at [www.hp.com/go/instant-support](http://www.hp.com/go/instant-support).

The list of supported products can be found in the HP ISEE Getting Started Guide at [www.hp.com/learn/isee](http://www.hp.com/learn/isee).

For more information on HP Services, contact your local HP account support team or any of our worldwide sales offices, or visit us at [www.hp.com/go/services](http://www.hp.com/go/services).

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