HP Instant Support Enterprise Edition

Standard Configuration

Security white paper

A.03.50

Executive overview

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, including mission-critical and multivendor IT environments.

HP ISEE is a support solution that enables the delivery of HP remote support over the Internet. Today, many security-sensitive transactions such as e-commerce, stock trades, and online banking are executed securely over the Internet using the same industry-standard security technology utilized in ISEE by HP.

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.

Support features

HP ISEE offers:

- **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[1]. 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.

---

[1] Virtual array (VA) storage devices connected to systems with Intel® Itanium® 2 processors or running HP-UX 10.20 are not supported.

Security design

The HP ISEE security architecture design restricts access, authenticates users, authorizes appropriate use, and provides detailed logging, auditing, and activity reporting. A combination of security technology and operational policy controls reduce security risk.

The HP ISEE architecture adheres to security design principles in the following areas:

- Data privacy
- Data integrity
- User authentication
- Content authenticity and integrity
- Detailed logging and auditing
- Comprehensive operational security

Security technology

HP ISEE utilizes the following industry-standard encryption and authentication technology:

- X.509 Digital Certificate Standard
- MD5 Message Digest
- RC4 128-bit private-key encryption
- RSA 2048-bit public-key encryption

ISEE architecture

Figure 1. The following diagram depicts the ISEE Standard Configuration architecture. Not all supported platforms are depicted.
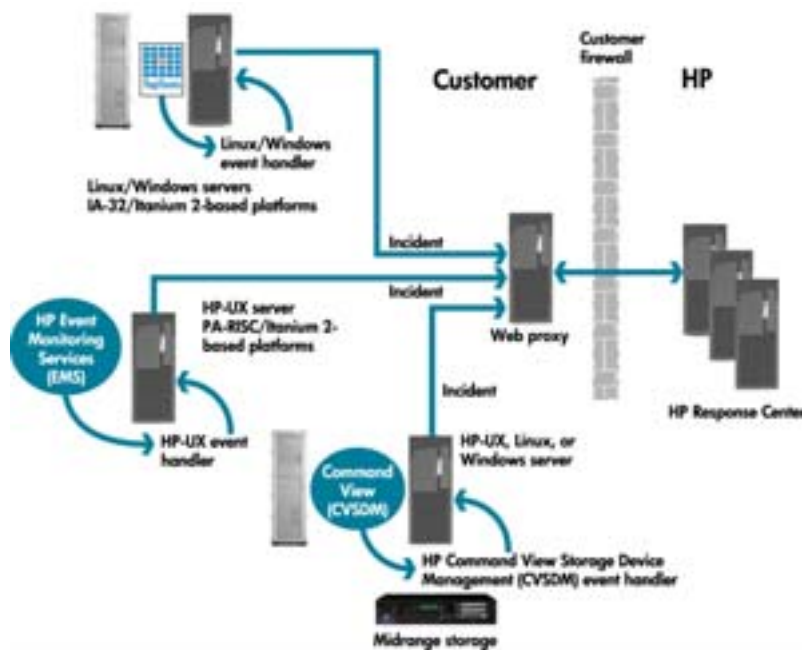
Firewall requirements

HP ISEE client software is installed on each supported system covered by your HP support contract. No additional onsite hardware is required. Your ISEE clients are configured to communicate directly with the HP Support Center through your company Web proxy server (when this is part of your environment) or directly with HP using outbound HTTP via TCP port 80 at your Internet firewall. It is assumed that return communication is permitted for "established" outbound ISEE connections. Specific IP address information for HP support servers will be provided to assist with configuring firewall rules.

Network communication between ISEE-monitored clients and HP is used for transport of hardware event data to HP, synchronization of hardware event status from HP, synchronization of support script execution requests from HP, and synchronization of support script execution results to HP. All ISEE communication is strongly encrypted.

Summary

Utilizing proven security technology, the ISEE architecture is a secure e-business infrastructure that leverages your company's Internet connectivity to provide a high-bandwidth, secure HP remote support solution.

For more information

For more information on Instant Support Enterprise Edition, visit us at:
www.hp.com/go/instantsupport

The list of supported products can be found in the ISEE Getting Started Guide at
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