



Hewlett Packard
Enterprise

HPE InfoSight Getting Started

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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

For all other general support contact information, go to <https://www.hpe.com/us/en/services/nimble-storage.html>.




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The HPE InfoSight Portal

HPE InfoSight is a portal that enables you to manage, monitor, and troubleshoot your HPE assets.

Some of the benefits of using HPE InfoSight include the ability to monitor the performance of your assets, understand your future needs, troubleshoot issues, request support, and access documentation, KB articles, and release notes.

For information about specific products that are currently supported in HPE InfoSight, click the Main Menu () and then click **Resources** in the HPE InfoSight UI to display the following products:

- HPE Alletra 6000, HPE Nimble Storage
- HPE Alletra 9000, HPE Primera, 3PAR StoreServ & StoreOnce
- Servers
- HPE SimpliVity

Then under the product name, click the **Documentation** link to search for a specific document.

For information about HPE InfoSight that goes beyond what is covered in this Getting Started guide, refer to the [HPE InfoSight User Guide](#).



Tip: For an updated high-level introduction and review of HPE InfoSight, watch the [InfoSight Demo](#) on YouTube.



HPE InfoSight Roles

There are three roles that provide access to arrays on HPE InfoSight:

Admin

Users who have been assigned the **Admin** role can:

- Manage users
- Register systems
- Access all information within HPE InfoSight.

User

Users who have been assigned the **User** role can only view information in HPE InfoSight, with the exception of the Support page.

Third Party

This role has the same privileges as the User role, but is used for external company users, such as partners.

To see all the users in your organization and their assigned roles, go to the settings menu (the gear icon) and select **Users**.



Getting Started Tasks

You should perform the following tasks to get started using InfoSight with your arrays.

- 1 Log in to InfoSight
- 2 Access InfoSight Documentation
- 3 (Optional) Preview the New Navigation
- 4 Select an Organization
- 5 Configure your Home Page
- 6 Register Your Account and Assets
- 7 Validate Contact and Install Location Information
- 8 Associate New Users with an HPE InfoSight Account
- 9 Add and Delete Users and Modify Roles

Log in to InfoSight

New users need to register for an HPE account before they can log in to HPE InfoSight.

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

By default, the first enrolled user of an account is given the admin role. Subsequent enrolled users are given the user role. For information on changing a user's role, see [Change User Roles for an HPE InfoSight Account](#)

Only an admin can associate a new email address with an account in HPE InfoSight. New users must create an HPE account (if they do not already have one) to access the account on InfoSight.


Procedure

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

What to do next


You will receive an email with steps for you to verify the new HPE account.

Access InfoSight Documentation

The HPE InfoSight portal supports multiple product [organizations](#). To access the documentation for a specific product, click the Main Menu () , click **Resources**, and then under the product name click the **Documentation** link for the product.

(Optional) Explore the New Navigation

HPE has redesigned the navigation GUI for HPE InfoSight.

To explore the new navigation, click the **Main Menu** () , and then select and explore the menu items in this new navigation system.



Select an Organization

The HPE InfoSight portal supports multiple organizations. An organization is a collection of users and systems that are grouped together in InfoSight. When you navigate within InfoSight, you must select the group of assets and the applications that you have been given access to by selecting an organization from the **Organization** selector.

The following are organizational models that are currently supported by HPE InfoSight. Each model is dedicated to managing a product domain:

- HPE Alletra 6000, HPE Nimble Storage
- HPE Alletra 9000, HPE 3PAR StoreServ, StoreOnce, Primera, and Recovery Manager Central
- HPE Compute/Servers
- HPE SimpliVity

While all HPE InfoSight users complete the same initial steps to create and verify their accounts, the procedures for registering devices, managing users, and navigating the user interface differ based on the product domain type.

Create an Organization

If you want to register or organize assets with InfoSight, you should use the current organization or create a new one. Before creating an organization, keep the following points in mind:

- Organizations consists of an independent collection of users, systems, and claim tags.
- By default, the first enrolled user of an organization is created as an administrator.
- Administrators and users can create new organizations, though it is recommended that you limit the number of organizations that you create.
- Once a new organization is created, only Admins can edit it, delete it, or merge it into another organization.



Tip: To keep the organization of your assets from becoming too complex, it is recommended that you only create one organization.

To create an organization, complete the following steps:

- 1 From the Settings menu (the gear icon), select **My Organization**.
- 2 Click **Create Organization**.
- 3 Enter an organization name and a description, and then click **Create Organization and Enroll Devices**

Note: The text that you provide in the Description field will also appear with the Organization name when it is next displayed in the **Organization** selector.

Rename an Organization

To rename an organization, complete the following steps:

- 1 Select the organization you want to rename from the **Organization** selector.
- 2 Click the Settings menu (the gear icon) and then click **My Organization**.
- 3 Click Edit (the pencil icon) and rename the organization.
- 4 Click **Save**.
- 5 Notify all users in the organization of the new organization name.

Before you begin

You can rename any organization that you are an administrator of. Renaming an organization will not affect the registered assets or existing users.



Delete an Organization

You must be an Admin to delete an organization. To delete an organization, complete the following steps:

- 1 Select the organization you want to delete from the **Organization** selector.
- 2 Click the Settings menu (the gear icon) and then click **My Organization**.
- 3 Click **Permanently Delete this Organization**. A message appears asking you to confirm that you want to take this action.
- 4 In the Confirm Organization Delete message, type the word **DELETE** in uppercase and then click **Yes, Permanently Delete this Organization**.

Merge an Organization

You can merge the users, systems, and claim tags that comprise an organization from one organization into another. Before merging organizations, keep the following points in mind:

- You must be an admin in both organizations before you can merge the organizations.
- After you complete the merge, the source organization is permanently removed.
- If there are conflicts that occur during the merge, the items in the target organization are retained.

To merge two organizations, complete the following steps:

- 1 From the Settings menu (the gear icon), select **My Organization**.
- 2 Click **Merge Organization**. The **Merge Organizations** window appears.
- 3 Select an organization from the Source drop-down menu.
- 4 Click the **Merge** button and follow the wizard prompts.

Configure Your Home Page

When you log into the HPE InfoSight portal, the HPE InfoSight Home page appears. The Home Page is designed to help you navigate the GUI and access key features and pages. You can display the Home Page from any other page in the GUI by clicking the HPE InfoSight logo at the top-left corner of every page.

Note: The Home Page appears only after you have registered with an organization or after you switch to a different organization.

The Home Page is composed of three sections:

- The Links section at the top left hand side
- The Landing Page section at the top right hand side
- The Bulletins section as the bottom of the screen.

Links Section

The links section of the Home Page is composed of two different type of hyperlinks:

- Recent Pages
- Product Pages

The Recent Pages section shows recent pages you have visited in InfoSight. The list is updated each time you visit a new page. The list maintains a maximum of 10 pages, which will always be the last 10 pages you've visited. As you visit more pages, the older pages are pushed down and eventually disappear as new pages are displayed.

The Product Pages section enables you to access specific InfoSight areas dedicated to a platform that has been configured for InfoSight.

Note: Product pages are filtered on a per user and per organization selection basis. Consequently, switching to a different organization while logged into the same user account could show different product pages as different products can be included in different organizations.



Landing Page Section

The Landing Page section is used to set your preferred landing page. Before you select a landing page, make sure you have first selected an organization. Once you select an organization, the newly selected organization appears in the Landing Page Organization field.

In the Landing Page drop-down list, the default page options are:

- The Home Page
- The products that are listed in the Product Pages section.

Note: The products in the drop-down list are not all the products that exist, but rather the pages for the type of product that you have configured to be managed by InfoSight.

To select a landing page, click on the page in the drop down list, and then click **Set as Default**. The page that you selected is displayed immediately, and the page becomes the default page that appears when you next log into InfoSight.

Bulletins Section

By default, the Bulletins section shows all the InfoSight bulletins that have been released. Bulletins consist of notices, alerts, release notes, user tips and FAQs. You can dismiss a bulletin by clicking the **Dismiss** button that appears next to the bulletin or you can remove all bulletins by clicking **Dismiss all**.

Note: Once bulletins are dismissed, they can no longer be displayed in the Bulletins section of the Home Page. However, you can still view dismissed bullets at any time by clicking **My Account** > **Past Bulletins**.

Register Your Account and Assets

Procedure

1. If you have not already done so, create an HPE account.
2. Log in to the InfoSight portal at <https://infosight.hpe.com> using your HPE account credentials.
 - a) The first time you log in, an email is sent to the email address associated with your HPE account.
 - b) Access and open the HPE InfoSight email, and click the verification link in the email. The HPE InfoSight Terms of Use screen appears.
 - c) Read the Terms of Use information, and then click **Submit**. The Welcome to InfoSight screen appears.
3. Select an option to register your users and assets, and then follow the online prompts. You can currently select the following options:
 - HPE Primera Registration
 - HPE Alletra 9000, HPE 3PAR StoreServ Registration
 - HPE StoreOnce Registration
 - HPE Alletra 6000, HPE Nimble Storage Registration
 - HPE Server Registration
 - HPE SimpliVity Registration
 - HPE Recovery Manager Central Registration

Note: If you are an existing InfoSight user, click **Settings** > **Device Enrollment** to register your users and assets.

Associate New Users with an HPE InfoSight Account

When you associate an email address with an HPE InfoSight account, you are granting the email account holder access to view the InfoSight account. If the user does not already have an HPE account, the user will need to create one.



Note: For information on how resellers and managed partners can access a user's account on InfoSight, see the *HPE InfoSight Reseller Guide*.

Before you begin

You must be an admin to associate a new user's email address with an HPE InfoSight account.

Procedure

1. Go to the Settings menu (the gear icon) and select **Users**.
2. On the **Users** page, click **Invite User**.
3. Complete the fields in the **Invite User** form and click **Send Invite**.
The new user appears in the Users list.

Add and Delete Users and Modify User Roles


Procedure

1. Display the Users page to determine if there are user accounts for other individuals in your organization. If you are an administrator, you can also add new users, delete users, and modify user roles.
 - a) Click the Settings menu (the gear icon) in the upper-right hand corner.
 - b) Select **Users**. The Users page appears.
2. To add a new user, click **Invite User**.
 - a) Enter the user's email address
 - b) Select **User**, **Admin**, or **Third Party**.
 - c) Click **Send Invite**
3. To modify a user's role:
 - a) Select a user.
 - b) Click the **Role** drop down menu.
 - c) Select **User**, **Admin**, or **Third Party**.
A banner message appears confirming that the role was successfully updated.
4. To delete a user, select the user, and then click the **delete user** icon.



InfoSight Support

All documentation and knowledge base articles are available on the HPE InfoSight Portal.

To access HPE InfoSight product documents, click the Main Menu () , click **Resources**, click a supported product, and then click **Support** .

For all other general support contact information, from the Main Menu click **Resources** > **Support**.

