

# **HPE InfoSight User Guide**

### Abstract

This guide provides information about using HPE InfoSight. This document is intended for system administrators, who support and maintain an infrastructure stack.

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# About this guide

This guide provides information about HPE InfoSight portal. For detailed information about an HPE InfoSight product, click Resources at the top of the HPE InfoSight home page at https://infosight.hpe.com/app/login. Then, click the **Documentation** link under the heading for the appropriate product.

**NOTE:** This guide provides the path to features based on the default navigation.

For information about how to set up HPE InfoSight, see the HPE InfoSight Getting Started Guide at http:// www.hpe.com/support/InfoSight-GSG-en.

# Welcome to the HPE InfoSight portal

HPE InfoSight is an Al-powered 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, Knowledge Base articles, and release notes.

### **Recommended browsers**

For the best HPE InfoSight portal experience, Hewlett Packard Enterprise recommends Google Chrome or Mozilla Firefox.

## Logging in to HPE InfoSight

#### **Procedure**

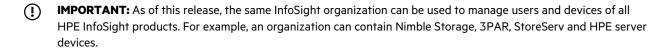
Access HPE InfoSight by going to https://infosight.hpe.com/app/login and by entering your user ID or email address and follow the prompts.

NOTE: Users with an HPE email address can sign into HPE InfoSight with their network account or Passport account.

## **HPE InfoSight portal user experience**

The HPE InfoSight portal lets you view devices and users across a wide range of products:

- HPF Primera
- HPE 3PAR StoreServ
- HPE StoreOnce
- **HPE Nimble Storage**
- **HPE Server**
- HPE SimpliVity



**3PAR StoreServ, Primera, StoreOnce users**: System groups are now referred to as organizations, and system group owners are now referred to as administrators.

All HPE InfoSight users complete the same initial steps to create and verify their accounts and access the portal. After you gain access to the portal, the procedures for registering devices, managing users, and navigating the user interface differ based on the product.

### Accessing features across products

When you have multiple organizations across products, note the following guidelines:

- A selected organization can be managed only by an administrator of that organization. If you select an organization and you are not an administrator, you can view information, but you cannot make configuration changes such as administering users or enrolling devices.
- To streamline your portal experience, you can configure a default organization and page. Once configured, the selected page is displayed each time you log in to the portal.
- To quickly navigate to a recently viewed page, use the Recent Pages list on the welcome page. This list displays up to 10 recently viewed pages.

### Configuring a default landing page

When you log in to the HPE InfoSight portal, the welcome page is displayed by default. To change the default setting, customize the portal Landing Page.

#### **Procedure**

1. Log in to the HPE InfoSight portal: <a href="https://infosight.hpe.com/">https://infosight.hpe.com/</a>

The **Welcome to HPE InfoSight** page opens.

2. If you have multiple HPE InfoSight organizations, use the Organization selector in the upper-right corner to choose an organization.



If you do not have multiple organizations, then the **Organization** selector is not displayed.

The selected organization is listed in the **Landing Page** section.

- 3. Select a page in the Landing Page menu.
- 4. Click Set as Default.

The portal prompts you to confirm the change.

5. Click Yes.

The page you selected is displayed. Next time you log in to the portal, the configured landing page is displayed.



TIP: You can view the welcome page and current bulletins list at any time by clicking HPE InfoSight in the menu bar.

### **Using the HPE InfoSight controls**

When you log in to the HPE InfoSight interface, the HPE InfoSight controls are available from any page.

NOTE: This guide provides the path to features based on the default navigation.



- **Search icon**—Click this icon to enter search criteria. For example, a server serial number.
- What's New icon—Click this icon to view information about the latest features in HPE InfoSight.
- **Settings icon** 
  - Terms of Use—Click to open a new browser window with the HPE InfoSight Terms of use.
  - **API Access**—Click to set up access to HPE InfoSight through its APIs.
  - Bulletins—Click to view the latest bulletins. Bulletins are listed in chronological order.
  - Device Enrollment—Click to obtain a claim token. Follow the steps on the tab for your product for information about how to register a device.
  - **My Organization**—Click to modify your organization name. Administrators only.
  - **Users**—Click to invite additional users to your organization.
- User icon
  - User ID or email address—

The user ID or email address you provided when you logged in to HPE InfoSight.

- Past bulletins—Click to view all bulletins, including dismissed bulletins.
- Log out—Click to log out of HPE InfoSight.

#### **More information**

**Bulletins** 

Managing API access for applications

#### **Bulletins**

Bulletins provide the latest information about the product features and how they work. Bulletins also provide information about critical issues.

To access the latest bulletins, do one of the following:

- Go to the home page by clicking the HPE InfoSight icon in the upper-right corner.
- Click the **Settings** icon and then **Bulletins**.

The Bulletins page displays all bulletins chronologically for all HPE InfoSight products. After you are done with a bulletin, click the Dismiss button. If you are done with all bulletins, click the Dismiss all button.

You can view past bulletins by clicking the My Account icon ( in the upper-right corner and then selecting Past **Bulletins.** 

## Redesign of the navigation for HPE InfoSight

HPE is in the process of redesigning the navigation for HPE InfoSight. If you want to try the new navigation, access the new navigation by selecting Settings > Use new navigation. The new navigation might periodically change based on



customer feedback. You can revert to the default navigation by clicking the **Main** menu ( ) on the left side of the screen and then clearing the **New Navigation** option.

# Finding documentation for an HPE InfoSight product

For specific information about an HPE InfoSight product, click Resources at the top of the page. Then, click the **Documentation** link under the heading for the appropriate product.

# Managing organizations and users

## **Organization Management**

- **IMPORTANT:** As of this release, the same HPE InfoSight organization can be used to manage users and devices of all HPE InfoSight products. For example, an organization can contain HPE Nimble Storage, 3PAR StoreServ, and HPE InfoSight for Servers devices.
- TIP: Use one organization to view all your HPE InfoSight devices. You can merge multiple organizations into one organization, so that all your users and registered devices are in one organization.

Some reasons to merge organizations include:

- You created multiple organizations accidentally and you want to view all your devices in one place.
- Your company acquires another company and you want to merge their data with the corporate organization.

### **Creating organizations**

To register assets with HPE InfoSight, you first must create an organization. An organization consists of users and registered devices. By default, the first enrolled user of an organization is created as an administrator.

(!) IMPORTANT: If you are an HPE Nimble Storage customer, HPE has already created an organization for you.

#### **Prerequisites**

An HPE Passport account. To create an HPE Passport account, go to https://cf.passport.hpe.com/hppcf/createuser.do.

#### **Procedure**

- 1. Click the Settings icon, and then, click My Organization.
- 2. Click Create Organization.
- **3.** Enter the organization name.

To avoid confusion, name the organization clearly. Hewlett Packard Enterprise recommends the following convention: *Company Name* or *Department*.

If needed, you can rename an organization later without affecting the registered servers or users.

**4.** Optional: Enter a description for an organization, such as the devices it contains or the name of the team that manages those devices. This description appears under the name of the organization in the **Organization** selector.



5. Click the Create Organization and Enroll Device button.

The organization is created. You can now add users and devices to the organization.

After the first time you create an organization, a green beacon icon appears next to the name of the organization in Organization. You can later click the beacon for a tour of how organizations work. the upper-right corner.

The **Device Enrollment** page is displayed.

- 6. Click the tab for your product on the **Device Enrollment** page. Copy the claim token, and then follow the steps on the Device Enrollment page for registering a device. A device can belong to only one organization.
- 7. (Optional) To add users to the organization, click Invite User on the Users page (Settings > Users), and then enter the email address of the user you want to add.



TIP: All users must have an HPE Passport account to access HPE InfoSight.

- a. Select a role:
  - Admin: Administrators with management privileges.
  - **User**: Users with read-only access.
  - Third Party: Users with read-only access. This role has the same privileges as the User role. The Third Party role is used for external company users, such as partners.
- b. Click Send Invite.

### Merging organizations

You can merge users and registered devices from one organization into another. This feature helps with consolidating organizations so that instead of users and registered devices being assigned across multiple organizations, they are now consolidated into one organization.



TIP: Use one organization to view all your HPE InfoSight devices. You can merge multiple organizations into one organization, so that all your users and registered devices are in one organization.

Users in the target organization, retain their roles. For example, if a user is assigned to the Admin role in the source organization and to the User role in the target organization, the user is assigned to the User role in the merged organization.

#### **Prerequisites**

You must be assigned to the Admin role in the source and target organizations.

#### **Procedure**

- 1. Click the Settings icon, and then, click My Organization.
- 2. Click Edit.
- 3. Click Merge Organizations.
- **4.** Select an organization from the **Source** menu.

The source organization has its users and registered devices merged into the target organization. The source organization is permanently removed.

- **5.** Select the target organization from the **Target** menu.
- 6. Click Merge.

The organizations are merged. If you view the organization details of the target organization (Settings > My Organization > Show Detail).

7. Notify all users in the source organization of the merge so they are aware of their new organization. To further aid users, update the name and description of the organization to indicate the changes.

### Renaming an organization

When you rename an organization, registered devices or existing users are not impacted.

#### **Prerequisites**

Administrator of the organization you want to rename.

#### **Procedure**

- 1. Click the Settings icon, and then, click My Organization.
- 2. Click Edit.
- 3. Rename the organization.

To avoid confusion, rename the organization clearly. Hewlett Packard Enterprise recommends the following convention: Company Name or Company Name - Sub Organization.

- 4. (Optional) Modify the description.
- 5. Click Save.
- 6. Notify all users in the organization of the new organization name.

### **Deleting an organization**

Deleting an organization is permanent; however, the devices that were in the organization can be reregistered with another HPE InfoSight organization.

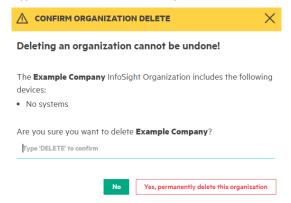
#### **Prerequisites**

- You are assigned to the Admin role in the organization you want to delete.
- You are in the organization you want to delete. Confirm that the organization you want to delete is displayed as **Current** in the **Organization** selector.



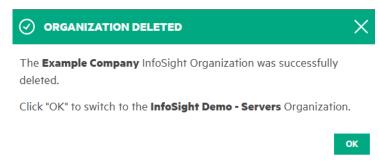
#### **Procedure**

- 1. Click the **Settings** icon, and then, click **My Organization**.
- 2. Type the word **DELETE** in all capital letters.



- 3. Click Yes, permanently delete this Organization.
- 4. Click OK.

HPE InfoSight deletes the organization and moves you to one of your other organizations.



#### **IMPORTANT:** (!)

After deleting an HPE InfoSight organization, the telemetry call home settings, such as those for iLO Amplifier Pack, stay enabled for the devices that were in the deleted organization. Telemetry data continues to be collected for those devices, so that when you add the device to another organization, the device displays the latest data in HPE InfoSight.

### Searching for an organization

The **Organization** selector displays only organizations that you have accessed recently. To find other organizations, use the Search feature.

#### **Prerequisites**

You must be a member of the organization you want to find.

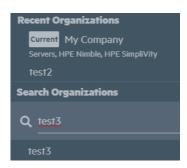
#### **Procedure**

1. Click the Organization selector.



2. In the search field, enter the name of the organization you want to find.

The search results display only organization that you are a member of and that meet your search criteria.



3. Select an organization.

The organization that you select becomes the current organization.

## **Managing users**

The HPE Passport account used for the initial HPE InfoSight login and the device registration procedures is the administrator account.

HPE InfoSight lets you create additional user accounts for viewing managed systems. User account types include:

- **Users with read-only access (User)**—These users can view systems pertaining to an organization in HPE InfoSight, but they cannot invite or add other users, or edit the name of an organization.
- **External company users, such as partners (Third Party)**—These users can view systems pertaining to an organization in HPE InfoSight, but they cannot invite or add other users, or edit the name of an organization.
- Administrators with management privileges (Admin)—These users can view all systems and merge and delete organizations, in addition to managing users from the following pages:

- The **Device Enrollment** page to obtain claim tokens for registering devices.
- The **User** page to invite users to an organization or remove users from an organization. Administrators cannot remove themselves from an organization.
- The **User** page to change user types, such as to change a user to an **Admin** role or to change another administrator to a **User** role. Administrators cannot change their own role.

Hewlett Packard Enterprise recommends at least two administrator accounts in case one user is locked out or loses access to HPE InfoSight.

#### **Procedure**

1. To access the **Users** page, click the settings icon in the upper-right corner, and then click **Users**.

The **Users** page is displayed.

- 2. (Optional) To invite a user to the organization, click Invite User. For more information, see Inviting users to an organization.
- **3.** (Optional) To select a user role, select the user role from the **User Role** menu.
- **4.** (Optional) Use the table sorting and filtering features to customize the view.

#### More information

Customizing the Users page

### Inviting users to an organization

#### **Prerequisites**

You are assigned to the Admin role for the current organization.

#### **Procedure**

1. Click the Settings icon, and then click Users.

The **Users** page is displayed.

2. Click Invite User.

The **Invite User** window is displayed.

- **3.** Enter the email address of the user you want to add.
- 4. Select the user role from the User Role menu.
- 5. Click Send Invite, or click Cancel to cancel the invite.



#### TIP:

Let new users know that they must have an HPE Passport account to access HPE InfoSight. They can go to the following URL to create an HPE Passport account: <a href="https://cf.passport.hpe.com/hppcf/createuser.do">https://cf.passport.hpe.com/hppcf/createuser.do</a>

### Deleting users from an organization in HPE InfoSight

#### **Prerequisites**

- The organization from which you want to remove the user is selected as the current organization.
- You are assigned to the Admin role for the current organization.

#### **Procedure**

- 1. Click the Settings icon, and then click Users.
- 2. Select the user you want to delete.
- 3. Click Delete.

NOTE: If the user is not a part of another organization in HPE InfoSight, the user account is deleted from HPE InfoSight. The user will still have the HPE Passport account. When the user logs into HPE InfoSight, the user is presented with the **New Organization** screen and prompted to create an organization.

### **Customizing the Users page**

#### Sorting the table

Click a column heading to sort the table by that column.

To change the display to ascending or descending order, click the column heading again.

#### Filtering the table

To access the filters, click  $\overline{Y}$  in the column heading that you want to filter on. Click one more time to restore the original sorting.

# Managing API access for applications

HPE InfoSight can be accessed by APIs. Generate a client key and client secret by using the Add Application feature for each application that will be securely accessing an HPE InfoSight API.

**IMPORTANT:** Save the client key and client secret in a password-protected location that is backed up frequently, such as on a password-protected SharePoint.

The API Access for Applications table on the API Access page (Settings > API Access) displays the added applications. You can sort applications, edit applications, and delete applications from the table. You can also add applications by clicking **Add** in the upper-right corner of the page.



## Adding API access for applications

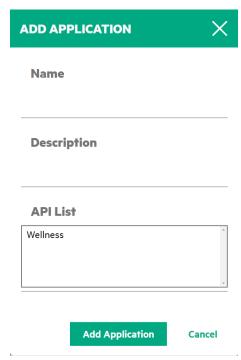
You can use APIs from HPE InfoSight in your applications.

#### **Prerequisites**

You must be assigned to the Admin role in the organization.

#### **Procedure**

- Click the **Settings** icon, and then, click **API Access**. 1.
- Click the **Add** button in the upper-right corner. 2.
- Enter the name of the application you are creating in the **Name** field. 3.



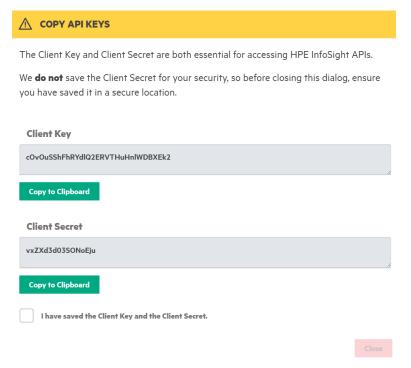
- **4.** Enter a brief description of the application in the **Description** field.
- **5.** Select one or more APIs from the **API List** menu.

More HPE InfoSight APIs may become available at a later time.

- Click the Add Application button.
- **7.** HPE InfoSight provides a client key and client secret for accessing the API in the **COPY API KEYS** dialog box. Decide where you would like to save these keys.
  - **IMPORTANT:** For security reasons, the client key and client secret are provided only at this time. You will not be able to recover them from the product. Save the client key and client secret in a password-protected location that is backed up frequently, such as on a password-protected SharePoint.
- 8. Click the Copy to Clipboard button under the Client Key heading to copy the client key to the safe location specified in the previous step. Then, click the Copy to Clipboard button under the Client Secret heading to copy the client secret to the same safe location as the client key.

Only the APIs added to the application are accessible through those private keys.

9. Select I have saved the Client Key and the Client Secret option. Then, click Close.



10. Click the Close button.

## **Editing API access for applications**

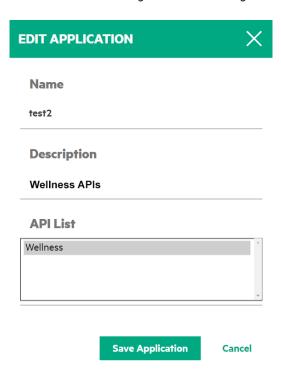
#### **Prerequisites**

You must be assigned to the Admin role in the organization.

#### **Procedure**

- 1. Click the Settings icon, and then, click API Access.
- 2. Click the Edit icon.
- 3. In the EDIT APPLICATION dialog box, modify the name or description of the application. Add or remove APIs from the **API List** menu.

Removed APIs are no longer accessible through the client key and client secret for the application.



4. Click the Save Application button.

## **Deleting an application**

After you delete an application, the client key and client secret for that application will not work.

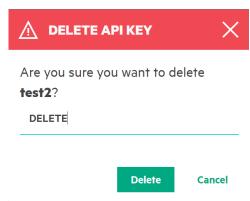
#### **Prerequisites**

You must be assigned to the Admin role in the organization.

#### **Procedure**

- 1. Click the Settings icon, and then, click API Access.
- 2. In the Delete API Key textbox, enter DELETE.
- 3. Click the **Delete** icon, and follow the prompts.

Deleted APIs are no longer accessible through the client key and client secret for the application.



# **Troubleshooting**

## HPE InfoSight product menus are missing or incomplete

#### Symptom

HPE product menus, such as for HPE InfoSight for Servers or HPE Nimble Storage, are missing or incomplete in several locations, such as the following:

- Dashboards
- Infrastructure
- Resources > <Product>

#### **Solution 1**

#### Cause

The current HPE organization does not contain any HPE registered devices for the product with the missing product menus. For example, if the current organization does contain any HPE InfoSight for Servers devices, the HPE InfoSight for Servers menus are not displayed. Likewise, if the organization does not contain any HPE Nimble Storage devices, the menus for HPE Nimble Storage are not displayed.

#### Action

Use the **Organization** selector to select an HPE organization containing the HPE devices with the missing product menus. For example, if you are not seeing menu options for HPE Nimble Storage, select an organization that contains HPE Nimble Storage devices. Likewise, if you are not seeing menu options for HPE InfoSight for Servers devices, select an organization containing HPE InfoSight for Servers devices.



**TIP:** In the future, you might want to streamline the number of organizations, by merging multiple organizations into one (**Settings** > **My Organization** > **Merge Organization**), as shown in the following figure.



### **Solution 2**

#### Action

If the HPE devices have not been registered yet, register the devices (**Settings** > **Device Enrollment**).

# Where to find more documentation

To access additional product documentation, click Resources in HPE InfoSight and then under the product header, click a specific document or the **Documentation** link for the product.

**iLO Information Library** 

iLO 4 and iLO 5

https://www.hpe.com/info/ilo/docs

**iLO Amplifier Pack** 

www.hpe.com/support/ilo-ap-docs

**HPE ProLiant Servers Information Library** 

**HPE ProLiant Gen8 servers** 

https://www.hpe.com/info/proliantgen8/docs

**HPE ProLiant Gen9 servers** 

https://www.hpe.com/support/proliantgen9/docs

**HPE ProLiant Gen10 servers** 

https://h17007.www1.hpe.com/us/en/enterprise/servers/solutions/info-library/index.aspx? cat=gen10&lang=1https://www.hpe.com/info/proliantgen10-docs

HPE ProLiant Gen10 and HPE Synergy compute module troubleshooting

https://www.hpe.com/info/Gen10-troubleshooting

General

**Hewlett Packard Enterprise Information Library** 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:

#### https://www.hpe.com/info/assistance

To access documentation and support services, go to the Hewlett Packard Enterprise Support Center website:

#### https://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**

https://www.hpe.com/support/hpesc

**Hewlett Packard Enterprise Support Center: Software downloads** 

https://www.hpe.com/support/downloads

**My HPE Software Center** 

https://www.hpe.com/software/hpesoftwarecenter

To subscribe to eNewsletters and alerts:

#### https://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:

https://www.hpe.com/support/AccessToSupportMaterials



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.

## 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** 

https://www.hpe.com/services/getconnected

**HPE Proactive Care services** 

https://www.hpe.com/services/proactivecare

**HPE Datacenter Care services** 

https://www.hpe.com/services/datacentercare

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

https://www.hpe.com/services/proactivecaresupportedproducts

HPE Proactive Care advanced service: Supported products list

https://www.hpe.com/services/proactivecareadvancedsupportedproducts

**Proactive Care customer information** 

Proactive Care central

https://www.hpe.com/services/proactivecarecentral

**Proactive Care service activation** 

https://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** 

https://www.hpe.com/support/ProLiantServers-Warranties

**HPE Enterprise and Cloudline Servers** 

https://www.hpe.com/support/EnterpriseServers-Warranties

**HPE Storage Products** 

https://www.hpe.com/support/Storage-Warranties

**HPE Networking Products** 

https://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:

https://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:

#### https://www.hpe.com/info/reach

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

#### https://www.hpe.com/info/ecodata

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

https://www.hpe.com/info/environment

## **Documentation feedback**

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