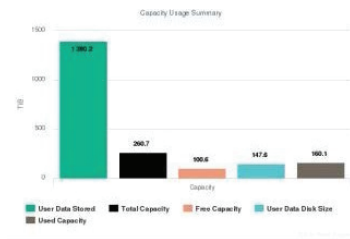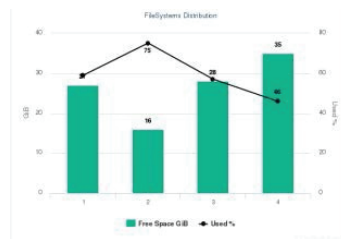**Hewlett Packard Enterprise**

HPE StoreOnce Remote Support

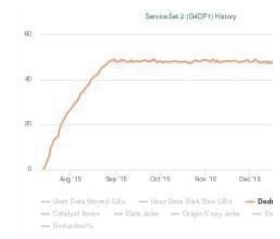## Get connected for greater uptime and faster support

Capacity usage

File systems distribution

Dedupe ratio (percentage)

Catalyst performance

What the customer gets with remote connectivity:

• Proactive fault detection to alert customers of potential issues

• Faster time to resolution

• Historical data collection to improve operational efficiency

Connecting to StoreOnce Remote Support is safe and secure:

• Remote connectivity leverages the industry-standard HTTP protocol over Secure Sockets Layer (SSL) to facilitate external communications with HPE StoreOnce Remote Support are secure. And all transmissions are encrypted.

What is required for StoreOnce Remote Support?

• Customers must register their StoreOnce System in Service Tools and Technical Support (STaTS)

• StoreOnce 3.11.X or above firmware

• Supported on StoreOnce Systems (2700, 2900, 3100, 3520, 3540, 4500, 4700, 4900, 5100, B6200, 6500, and 6600)

Find more information about StoreOnce Remote Support on the following links:

• **HPE StoreOnce Remote Support (2700, 2900, 4500, 4700, and 4900) Backup Systems User Guide**

• **HPE StoreOnce (3100, 3520, 3540, 5100, and 5500) User Guide**

• **HPE StoreOnce 6500 and B6200 Backup Systems User Guide**

• **HPE StoreOnce 6600 User Guide**

Protect storage quality of service

To experience uninterrupted data availability with the customer's HPE StoreOnce System and protect the quality of service levels, it's necessary to detect faults and resolve them proactively before they become issues. But it isn't possible to monitor the customer's system 24x7x365—or is it?

StoreOnce Remote Support uses STaTS to monitor StoreOnce Systems and the appliance proactively contacts Hewlett Packard Enterprise, if issues occur. Site-specific data is used both proactively and reactively with real-time monitoring and information extraction tools.

Why should customers connect to StoreOnce Remote Support?

Improve efficiency via historical data collection and analysis
Maintaining a connection to StoreOnce Remote Support allows historical data collection that tracks the customer's system to increase operational efficiency.

By working with the sales account team, the customer can leverage this data for performance trending, forecasting capacity requirements, and performing hardware or capacity analysis to anticipate needs and keep pace with business as well as data growth. It also provides HPE Proactive Care Service for customers via HPE technical services.

STaTS has replaced HPE Insight Remote Support for StoreOnce Remote Support

Advantages of STaTS vs. Insight Remote Support
• Customers only need to provide access through their firewall and leave it to Hewlett Packard Enterprise to manage the incoming data using STaTS.

• Hewlett Packard Enterprise uses STaTS to manage the rules and apply updates as new issues may occur, providing real-time updates, whereas with IRS, the customer has to download the latest updates manually each time.

• With STaTS, there is no need to install or manage a separate virtual machine or server at the customer site as with IRS.

Learn more at
hpe.com/storage/storeonce

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