

### Overview

### HPE GreenLake for Compute Ops Management

HPE GreenLake for Compute Ops Management simplifies and automates operations across the server lifecycle, no matter where your compute infrastructure lives. The service provides a consistent, secure cloud experience for the whole environment that scales elastically and unifies compute management in a single pane of glass.

Discover a completely modernized compute management experience delivered through HPE GreenLake that securely streamlines operations from edge-to-cloud, and automates key lifecycle tasks, bringing the agility and greater efficiencies to wherever compute devices reside via a unified single browser-based interface.

- We are re-imagining your compute experience to deliver cloud operational agility by unifying compute operations as a service across the compute lifecycle from edge-to-cloud.
- We are offering a new approach that brings together cloud-native control and operations, workload-centric optimization across the compute lifecycle, and AI-driven intelligent insights and automation.
- We are charting a path to the future, building an innovation platform that will start simply, but expand and grow—all to tackle head-on the toughest challenges for compute management and infrastructure.

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### What's New

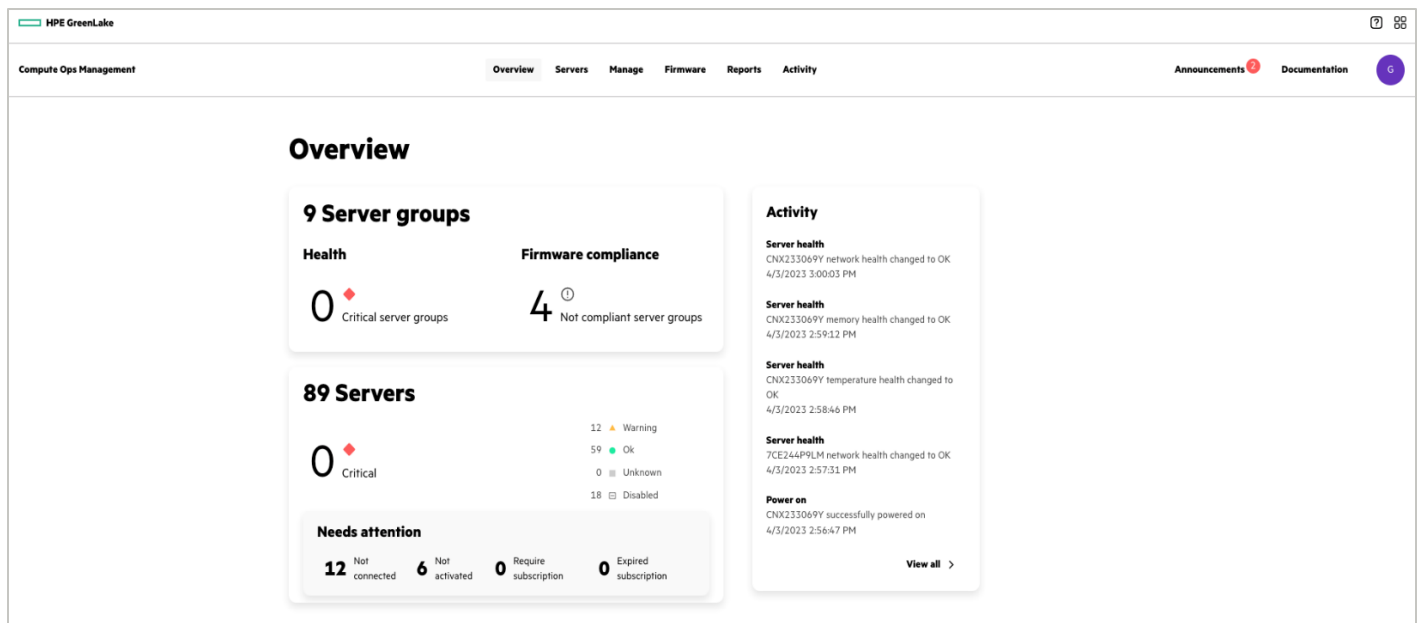
- **Sustainability report enhancement**—The Sustainability report now displays location-specific carbon emissions and energy cost data for servers with a configured location. When you view a report, you can select the new Aggregate by Location option.
- **Graceful shutdown enhancement:** The Compute Ops Management firmware update process has been enhanced to handle server resets and shutdowns gracefully during firmware updates. A graceful OS shutdown is supported only if the affected server meets the firmware update prerequisites for iSUT and the Agentless Management Service (AMS).
- **Reset BIOS configuration on removal from group**—When you remove a server from a server group, you now have the option of resetting the BIOS configuration settings to the default values. If you select the **Reset BIOS configuration settings to defaults** option, the configuration change is applied during the next server power-on or reboot.
- **UI update**—The **Overview**, **Servers**, and **Server Groups** pages have been updated to improve the availability of status information such as health status, security status, firmware compliance, and servers that need attention. The new **Recommended actions** card on the **Overview** page shows information such as firmware updates and ServiceNow notifications.
- **User-configurable OS install completion timeout**—Compute Ops Management now supports customization of the OS install completion timeout setting. You can specify a timeout value when you use a group action to apply an OS image. You can also configure a timeout value for the automatic action that occurs when a server is added to a group. The default value is four hours.
- When configuring the OS install completion time, consider the following:
  - Network latency between the server and the installation media
  - OS type
  - Customization in the unattended installation file
- When an OS installation job is marked complete automatically, Hewlett Packard Enterprise recommends using the iLO remote console to confirm the OS installation success or failure on the affected servers.

## Standard Features

### HPE GreenLake for Compute Ops Management

Compute Ops Management is built on a unique cloud-native architecture that abstracts, manages and controls HPE servers regardless of physical location. Compute Ops Management resides in the HPE GreenLake cloud platform (Single Entry Portal - [common.cloud.hpe.com](https://common.cloud.hpe.com)). This leverages the HPE GreenLake architecture, security, and unified operations including but not limited to:

- Secure connection from customer sites to HPE cloud service
- Unified Identity & Access Management
- Subscription-based entitlement
- Efficient Device Onboarding



### HPE GreenLake for Compute Ops Management



## Standard Features

### HPE GreenLake for Compute Ops Management

Compute Ops Management is designed to seamlessly monitor, manage and gain visibility of your distributed computing environment from a single-pane-of-glass console. Compute Ops Management is offered in a single-tier subscription model.

Key Capabilities of the platform includes (but not limited to):

- Fleet Server Management
- Server Lifecycle Management
  - Seamless firmware upgrades with Intelligent delta-only based updates
  - Group-based firmware management that can be scheduled or on-demand
  - Serial and parallel firmware updates with 'Stop on failure' option
  - Automatic and on-demand iLO firmware updates
  - Firmware update with iSUT & AMS integration along with BIOS settings
  - Ability to support RAID0, RAID1 & RAID5 storage configurations
  - Automatic update of firmware baseline
  - Set group firmware baseline and compliance monitoring and in-app alert
  - Automatic and on-demand firmware compliance checking
  - OS Image deployment
- Supportability
  - Automatic creation of HPE support cases for critical serviceable events
  - Notification of critical hardware alerts via in-app and email notifications
  - On-demand firmware compliance reporting
  - Ability to track audit logs on individual servers via the Activity tab
  - Remote console into respective iLOs using a web browser with HTML5 support
  - Exporting the server inventory from the COM UI
- Identity & Access Management
  - Role-based Access Control (RBAC)
  - Single Sign-on (SSO)
  - Resource-level restriction policies (RRP)
- Sustainability
  - Carbon footprint reporting (cumulative)
- Multi-platform support
  - Supports HPE ProLiant ML/DL/Microserver Gen10, Gen10 Plus, Gen11 with iLO 5 and beyond, as well as HPE Alletra 4110 & 4120 data storage servers
- Integrations
  - REST API support
  - VMware vCenter Lifecycle Manager (vLCM) plug-in module
    - HPE Compute Ops Management simplifies the management of compute operations by providing a centralized cloud-based platform. It now includes integration with VMWare vSphere Lifecycle Manager (vLCM), allowing for easy firmware and driver updates for HPE ProLiant Servers directly from the vCenter console.

### Subscription

Compute Ops Management is offered as a subscription service. A 3-year subscription to HPE GreenLake for Compute Ops Management **is added by default** when ordering an HPE ProLiant Gen11 rack, tower, or MicroServer

When purchasing, the customer will need to choose from the following attributes:

- Tier: Single tier licensing model
- Term: 3 or 5-years
- Platform: Select the HPE Server Platform family to manage
- Billing Model: Upfront or Subscription
- Billing Frequency: Upfront\*

**Notes:** \*Billing Frequency options dependent on product/term selected



## Standard Features

Alternatively, customers can purchase and use HPE GreenLake for Compute Ops Management with existing qualifying servers they may already own, or purchase and use with a new qualifying server purchase through HPE or through an authorized HPE Partner. The current attributes are available when purchasing standalone Compute Ops Management subscription:

- Tier: Single tier licensing model
  - Term: 1, 3 or 5-years
  - Platform: Select the HPE Server Platform family to manage
  - Billing Model: Upfront or Subscription
  - Billing Frequency: Upfront, monthly
- Notes:** \*Billing Frequency options dependent on product/term selected

## Supported Devices

The devices supported for use with Compute Ops Management can be found [here](#)

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## Service and Support

### HPE Services

No matter where you are in your digital transformation journey, you can count on HPE Services to deliver the expertise you need when, where and how you need it. From planning to deployment, ongoing operations and beyond, our experts can help you realize your digital ambitions.

<https://www.hpe.com/services>

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### Consulting Services

No matter where you are in your journey to hybrid cloud, experts can help you map out your next steps. From determining what workloads should live where, to handling governance and compliance, to managing costs, our experts can help you optimize your operations.

<https://www.hpe.com/services/consulting>

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### HPE Managed Services

HPE runs your IT operations, providing services that monitor, operate, and optimize your infrastructure and applications, delivered consistently and globally to give you unified control and let you focus on innovation.

[HPE Managed Services | HPE](#)

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### Operational services

Optimize your entire IT environment and drive innovation. Manage day-to-day IT operational tasks while freeing up valuable time and resources. Meet service-level targets and business objectives with features designed to drive better business outcomes.

<https://www.hpe.com/services/operational>

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### HPE Complete Care Service

HPE Complete Care Service is a modular, edge-to-cloud IT environment service designed to help optimize your entire IT environment and achieve agreed upon IT outcomes and business goals through a personalized experience. All delivered by an assigned team of HPE Services experts. HPE Complete Care Service provides:

- A complete coverage approach -- edge to cloud
- An assigned HPE team
- Modular and fully personalized engagement
- Enhanced Incident Management experience with priority access
- Digitally enabled and AI driven customer experience

<https://www.hpe.com/services/completercare>

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### HPE Tech Care Service

HPE Tech Care Service is the operational support service experience for HPE products. The service goes beyond traditional support by providing access to product specific experts, an AI driven digital experience, and general technical guidance to not only reduce risk but constantly search for ways to do things better. HPE Tech Care Service delivers a customer-centric, AI driven, and digitally enabled customer experience to move your business forward. HPE Tech Care Service is available in three response levels. Basic, which provides 9x5 business hour availability and a 2-hour response time. Essential which provides a 15-minute response time 24x7 for most enterprise level customers, and Critical which includes a 6-hour repair commitment where available and outage management response for severity 1 incidents.

<https://www.hpe.com/services/techcare>

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## Service and Support

### HPE Lifecycle Services

HPE Lifecycle Services provide a variety of options to help maintain your HPE systems and solutions at all stages of the product lifecycle. A few popular examples include:

- Lifecycle Install and Startup Services: Various levels for physical installation and power on, remote access setup, installation and startup, and enhanced installation services with the operating system.
- HPE Firmware Update Analysis Service: Recommendations for firmware revision levels for selected HPE products, taking into account the relevant revision dependencies within your IT environment.
- HPE Firmware Update Implementation Service: Implementation of firmware updates for selected HPE server, storage, and solution products, taking into account the relevant revision dependencies within your IT environment.
- Implementation assistance services: Highly trained technical service specialists to assist you with a variety of activities, ranging from design, implementation, and platform deployment to consolidation, migration, project management, and onsite technical forums.
- HPE Service Credits: Access to prepaid services for flexibility to choose from a variety of specialized service activities, including assessments, performance maintenance reviews, firmware management, professional services, and operational best practices.

**Notes:** To review the list of Lifecycle Services available for your product go to:

<https://www.hpe.com/services/lifecycle>

For a list of the most frequently purchased services using service credits, see the [HPE Service Credits Menu](#)

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### Other Related Services from HPE Services:

#### HPE Education Services

Training and certification designed for IT and business professionals across all industries. Broad catalogue of course offerings to expand skills and proficiencies in topics ranging from cloud and cybersecurity to AI and DevOps. Create learning paths to expand proficiency in a specific subject. Schedule training in a way that works best for your business with flexible continuous learning options.

<https://www.hpe.com/services/training>

#### Defective Media Retention

An option available with HPE Complete Care Service and HPE Tech Care Service and applies only to Disk or eligible SSD/Flash Drives replaced by HPE due to malfunction.

Consult your HPE Sales Representative or Authorized Channel Partner of choice for any additional questions and services options.

#### Parts and Materials

HPE will provide HPE-supported replacement parts and materials necessary to maintain the covered hardware product in operating condition, including parts and materials for available and recommended engineering improvements.

Parts and components that have reached their maximum supported lifetime and/or the maximum usage limitations as set forth in the manufacturer's operating manual, product quick-specs, or the technical product data sheet will not be provided, repaired, or replaced as part of these services.

#### How to Purchase Services

Services are sold by Hewlett Packard Enterprise and Hewlett Packard Enterprise Authorized Service Partners:

- Services for customers purchasing from HPE or an enterprise reseller are quoted using HPE order configuration tools.
- Customers purchasing from a commercial reseller can find services at <https://ssc.hpe.com/portal/site/ssc/>



## Service and Support

### AI Powered and Digitally Enabled Support Experience

Achieve faster time to resolution with access to product-specific resources and expertise through a digital and data driven customer experience

Sign into the HPE Support Center experience, featuring streamlined self-serve case creation and management capabilities with inline knowledge recommendations. You will also find personalized task alerts and powerful troubleshooting support through an intelligent virtual agent with seamless transition when needed to a live support agent.

<https://support.hpe.com/hpesc/public/home/signin>

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### Consume IT On Your Terms

**HPE GreenLake** edge-to-cloud platform brings the cloud experience directly to your apps and data wherever they are—the edge, colocations, or your data center. It delivers cloud services for on-premises IT infrastructure specifically tailored to your most demanding workloads. With a pay-per-use, scalable, point-and-click self-service experience that is managed for you, HPE GreenLake edge-to-cloud platform accelerates digital transformation in a distributed, edge-to-cloud world.

- Get faster time to market
- Save on TCO, align costs to business
- Scale quickly, meet unpredictable demand
- Simplify IT operations across your data centers and clouds

To learn more about HPE Services, please contact your Hewlett Packard Enterprise sales representative or Hewlett Packard Enterprise Authorized Channel Partner. Contact information for a representative in your area can be found at "Contact HPE"

<https://www.hpe.com/us/en/contact-hpe.html>

For more information

<http://www.hpe.com/services>

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## Configuration Information

### Startup and Configuration

Getting your HPE GreenLake for Compute Ops Management application ready to manage your HPE qualifying servers (devices) requires a few simple steps.

1. Set up your free account in HPE GreenLake cloud platform (Users with existing HPE GreenLake accounts may use that account)
2. Set up Roles and Users
3. Onboard devices
4. Associate subscription entitlement to devices
5. Launch Compute Ops Management

The complete Compute Ops Management Setup Guide can be found [here](#).

### HPE GreenLake for Compute Ops Management SKUs

#### Description

#### SKU

#### Configurable SKU through ASQ

HPE GreenLake for Compute Ops Management Base SaaS

R6Z73AAE

HPE GreenLake for Compute Ops Management Flex Solution Tracking

S2R34AAE

**Notes:** As of Nov 6<sup>th</sup> 2023, we are adding unique, dedicated tracking SKU to allow COM to be included and transacted as part of a GL Flex solution and contracts.

Material Number	Material Description	SKU Type
<b>R6Z73AAE</b>	HPE GreenLake for Cmp Ops Mgr Base SaaS	Fully-configurable SKU *
<b>R7A10AAE</b>	HPE GreenLake Cmp Ops Mgr Enh 1y Up SaaS	Pre-configured SKU
<b>R7A11AAE</b>	HPE GreenLake Cmp Ops Mgr Enh 3y Up SaaS	Pre-configured SKU
<b>R7A12AAE</b>	HPE GreenLake Cmp Ops Mgr Enh 5y Up SaaS	Pre-configured SKU





## Configuration Information

### HPE GreenLake for Compute Ops Management - OneView Edition (requires subscription)

Manage your HPE Synergy and OneView instances remotely from within the HPE GreenLake platform. HPE GreenLake for Compute Ops Management - OneView Edition enables you to:

- Have a cohesive experience for managing both HPE Synergy and ProLiant servers
- Access multiple sites from a centralized cloud-based console
- Manage all connected appliances from a single login
- Ensure consistency across server profiles/appliances

The screenshot displays the 'Inventory' section for 'OneView Appliances - 2'. It features three summary cards: 'Connection state' (0 Not connected, 1 Connected), 'Settings compliance' (0 Not compliant, 2 Unknown, 0 Compliant), and 'Activity' (listing updates, connections, and disconnections). Below these is a table with 2 items and an 'Add OneView appliance' button.

Name	Appliance ID	State	Appliance settings template	Compliance
d5c1c203-4b5a-4405-a...	d5c1c203-4b5a-4405-ab92-2dd14229fb05	Not activated	--	Unknown
ov-alerts-3.com	a265bf4d-a685-47cb-b86e-d1b44095196a	Connected	--	Unknown

### HPE Greenlake for Compute ops Management - OneView Edition

HPE OneView Global Dashboard replacement is HPE GreenLake for Compute Ops management - OneView Edition. HPE has created a new service, called HPE GreenLake for Compute Ops Management - OneView Edition, that will allow customers to have a cloud experience for their HPE OneView instances from within HPE GreenLake platform. This add-on subscription service aggregates connections to locations running HPE OneView appliances and provides customers with a centralized, cloud-based console for multi-site management support, with enhanced appliance configuration consistency, reporting, analytics, and support automation.

HPE OneView instances must be running at a minimum of version 8.4

Platforms supported (within OneView support matrix):

- HPE ProLiant – Gen8 and newer
- HPE Synergy – Gen9 and newer
- HPE Apollo – Gen9 and newer
- HPE Superdome – Flex and newer

To use HPE GreenLake for Compute Ops Management - OneView Edition, a subscription must be purchased.

SKU= SOP96AAE HPE GreenLake for Compute Ops Management - OneView Edition.

24x7 support is included with the subscription at no additional charge. The HPE Services Team will assist users with HPE GreenLake account setup and Compute Ops Management - OneView Edition questions and issues.

## Configuration Information

### Subscription

- Licensed per server device
- Initiated with a minimum commit for billing
- Priced on the number of devices that you license for connection to COM - OneView Edition
- Billed monthly with 1/3/5yr term payment
- Additional server devices added during the month, above the minimum, are billed within a consumption model monthly usage above the minimum

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### Startup and Configuration

Getting your HPE GreenLake for Compute Ops Management - OneView Edition application ready to manage your HPE qualifying synergy infrastructure requires a few simple steps.

1. Set up HPE GreenLake.
2. Add a Compute Ops Management - OneView Edition service subscription key.
3. The Compute Ops Management - OneView Edition features are displayed in the Compute Ops Management UI only when a service subscription is installed.
4. Prepare HPE OneView appliances for management.
5. Verify HPE OneView appliance connectivity and access.
6. Generate and copy appliance IDs.
7. Add appliances to Compute Ops Management.
8. Activate appliances for management.

The complete HPE COM - OneView Edition Setup Guide can be found [here](#).

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### Dynamic collaboration

Among experts, replaces static and manual use of whiteboards, sticky notes, emails, and spreadsheets. The single integrated platform provides 'one view' across the converged infrastructure, enabling collaboration through real-time, context-sensitive information sharing.

**HPE OneView** continues to advance software-defined intelligence with a new updated user interface for provisioning, updating, and integrating compute, storage, and networking infrastructure. This UI update makes HPE OneView even easier to use.

#### Notes:

- COM subscription customers do not need to purchase a COM-OVE SKU if they do not have HPE OneView or do not need to manage HPE Synergy environments from COM console.
- Only one subscription per workspace is supported. Any attempt to add more than one subscription in a HPE GreenLake for Compute Ops Management workspace will not be supported.



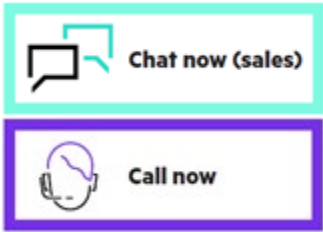
## Summary of Changes

Date	Version History	Action	Description of Change
01-Jul-2024	Version 13	Changed	Overview Section was updated.
01-Apr-2024	Version 12	Changed	Overview Section was updated.
06-Nov-2023	Version 11	Changed	Service and Support and Configuration Information sections were updated. (Addition of GL Flex Tracking SKU)
21-Aug-2023	Version 10	Changed	Service and Support and Configuration Information sections were updated
07-Aug-2023	Version 9	Changed	Standard Features and Service and Support sections were updated. HPE GreenLake for Compute Ops Management – OneView Edition information was added.
10-Jul-2023	Version 8	Changed	Standard Features and Configuration Information sections were updated
05-Jun-2023	Version 7	Changed	Standard Features section was updated
01-May-2023	Version 6	Changed	Overview, Standard Features, Service and Support and Configuration Information sections were updated Ganesh updated the doc to reflect the current feature sets as of May 1 2023
10-Jan-2023	Version 5	Changed	Overview and Standard Features sections were updated. Added support for HPE Alletra 4000
10-Nov-2022	Version 4	Changed	Overview, Standard Features, Service and Support and Configuration Information sections were updated Made updates related to latest product features; fixed support section
06-Jun-2022	Version 3	Changed	Overview and Standard Features sections were updated.
28-Mar-2022	Version 2	Changed	QS name was updated to” <b>HPE GreenLake for Compute Ops Management”</b>
07-Mar-2022	Version 1	New	New QuickSpecs



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