

HP Self-Healing Services

Data sheet



Install HP Self-Healing Services, and ready yourself to win the race. When software faults occur, it takes time to diagnose and correct them to get your business back online. With HP Self-Healing Services, IT is automatically notified with relevant fault information and a recommended solution. If needed, getting additional help from an HP Response Center engineer is only a click away.

Key features and benefits

- Reduced downtime of HP management software
- Automatic notification makes rapid responses possible when software faults occur
- Automatic data collection and fault analysis accelerates application recovery
- Easy to install and configure
- Secure and customizable
- Available at no additional cost to HP Software Support customers

To support and drive today's pace of business, IT must be agile and responsive. Stay in the lead with the power of HP Self-Healing Services.



Be the first to know and stay ahead of the game

Rapid detection and resolution of enterprise management application issues is a crucial success factor for IT centers. As an integral component of Service Management, HP Self-Healing Services can automatically detect management software faults and promptly recommend courses of action for fault resolution.

Reduced downtime

From the time the problem starts, HP Self-Healing Services alerts you with a description of the problem, as well as relevant data collected about the fault and a proposed solution based on the knowledge documents from Software Support Online¹. You can take action from there yourself, or you can easily engage the help of a Response Center Engineer. Either way, you start out ahead of the game because you are already on the way to recovery.

Easy to install, configure and use

HP Self-Healing Services is available as a download from Software Support Online, HP's web-based portal for support and services. Once installed, you can configure it to your own preferences.

Spend less time troubleshooting and data gathering, and let the HP Self-Healing Services software do the work for you.

Secure

Information collected at the client level is sent securely to HP's servers for analysis and a recommended solution. Alternatively, you can configure the data not to leave your network, or you can forward it to a Response Center engineer as part of a support case.

Availability for HP Software solutions

HP Self-Healing Services currently provides support for the follow HP Software products:

- HP Operations for UNIX® 7.x and 8.x on HP-UX and Sun Solaris
- HP Operations for Windows 7.x
- HP Network Node Manager 6.x and 7.x on HP-UX, Sun Solaris, and Windows
- HP Service Desk 4.5, 5.0 SP1, and 5.1 on HP-UX, Sun Solaris, and Windows

Supported² operating systems include HP-UX 11.x, HP-UX on Itanium, Sun Solaris 7, 8, 9 and 10, and Microsoft Windows® 2000, 2003, and XP Professional.

HP Self-Healing Services support for other HP Software products will be added periodically. For up to date product information visit: www.hp.com/managementsoftware/self-healing



A complete solution

For more information about HP Self-Healing Services, visit:
www.hp.com/managementsoftware/self-healing

Get the most from your software investment.

HP provides high-quality software services that address all aspects of your software application life-cycle needs. With HP, you have access to standards-based, modular, multi-platform software coupled with best-in-class services and support. The wide range of HP service offerings—from online self-solve support to proactive mission-critical services—enables you to choose the services that best match your business needs.

For an overview of HP software services, visit: www.managementsoftware.hp.com/service

To download HP Self-Healing Services, visit Software Support Online at:
http://support.openview.hp.com/self_healing_downloads.jsp

To learn more about HP Software Customer Connection, a one-stop information and learning portal for software products and services, visit: www.hp.com/go/swcustomerconnection

¹Requires installation of HP ISEE on at least one Self-Healing Services system. Usage of HP ISEE by HP Self-Healing Services does not require purchasing HP ISEE. To download HP ISEE visit http://support.openview.hp.com/self_healing_downloads.jsp

²HP-UX 11.3x is not yet supported.

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For more information, visit www.hp.com/managementsoftware/self-healing

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