Hewlett Packard Enterprise

HPE CLOUDPHYSICS

Frequently asked questions

CONTENTS

OVERVIEW

What is HPE CloudPhysics?

HPE CloudPhysics is an easy-to-use SaaS platform from Hewlett Packard Enterprise that provides on-demand analysis of your customer's data center environments to identify inefficiencies, suggest optimization opportunities, and size and model potential HPE solutions. HPE CloudPhysics assessments help you become your customer's trusted advisor by continuously monitoring and analyzing their data infrastructure to help you and your customer understand how workloads affect each other and scale over time.

What is an Observer?

HPE CloudPhysics collects data by using a virtual appliance called the HPE CloudPhysics Observer, which is a minimum-resource appliance designed to collect data from within your customer's VMware vCenter® and cloud environment through read-only APIs, then process the data and share it to HPE CloudPhysics through secure means. At the discretion of the VMware vSphere® administrator, additional levels of data collection with elevated privileges for guest process discovery can be made available by using VMware Tools™ APIs and limited guest credentials.

What is an assessment?

Assessments are the period during which the HPE CloudPhysics analytics are available. Through your HPE CloudPhysics partner portal, you can invite a customer to run an assessment or begin additional assessments with just a few clicks. During the assessment, you have access to the various analysis of the customer's environment. After the assessment expires, you can begin a new assessment if the customer's Observers remain online.

How long do assessments run?

Typically, HPE CloudPhysics assessments run for 30 days.

When can I view the analysis?

For any HPE CloudPhysics analytics to be viewable, an assessment must be active. After customer installs the Observer, the assessment begins automatically. In as little as 15 minutes, you can begin to view inventory information. The longer the assessment runs, the more intelligent the analysis will be. Hewlett Packard Enterprise recommends waiting at least 7 days before completing a detailed analysis.

Is there any impact to my customer's environment?

There is no impact to the customer environment. For more information, see the question How is data collected?

What is the dependency map?

The dependency map combines infrastructure relationships (between VMs, clusters, and data centers) with logical relationships (between application components), enabling a clear understanding of the ways applications and systems depend upon each other in a particular environment. These dependencies show the scope of impacts if a workload is changed. This data represents the relationship between VMs and other network resources based on observed processes and communications from within a guest OS. For more information, see the HPE CloudPhysics Dependency Mapping FAQ.

My customer has asked to purchase an HPE CloudPhysics license. How can I sell an HPE CloudPhysics license?

Previously, there was a Premium Subscription service that offered customers 24x7 access to HPE CloudPhysics analytics. The Premium Subscription program was retired in early 2021. Currently, no options are available for customers to purchase an HPE CloudPhysics subscription.

SECURITY

What are the system requirements of the HPE CloudPhysics Observer?

The virtual appliance requires 8 GB of RAM, 2 virtual CPUs, and 20 GB of disk space when deployed. Total network traffic resources total approximately 5 MB per hour per 100 VMs in the data center.

The HPE CloudPhysics Observer also requires internet access to send collected data to the public cloud through an encrypted connection to the internet domain at entanglement.cloudphysics.com. This domain is used for API calls only and has no publicly accessible web pages.

These communications occur on port 443. The virtual appliance must be on a network LAN segment that has access to VMware vCenter for VMware vSphere data collection. Data for cloud providers is collected directly by HPE CloudPhysics from the public cloud through published APIs.

How is data collected?

The HPE CloudPhysics Observer uses public APIs to collect data from VMware vCenter. The Observer requires a read-only account, with access to list and read configurations of the virtual environment. It collects performance and configuration data and other metadata from the vCenter instance on a defined schedule. vCenter collects performance and configuration data natively from its managed resources at a 20-second granularity. This data is typically rolled up and destroyed by vCenter after it is an hour old. Before that happens, HPE CloudPhysics collects the performance and configuration data directly from vCenter frequently enough to maintain the 20-second granularity. This data collection process is agentless and has no impact on the VMs or hosts being analyzed because it already exists in vCenter.

Does HPE CloudPhysics deploy any agents to hosts or VM guest operating systems?

HPE CloudPhysics does not deploy probes or agents to VMware ESXi™ hosts or to any guest OS. All communication is achieved through existing management interfaces, so no additional load is placed on the host environment. If VMware Tools is already deployed, HPE CloudPhysics can take advantage of it to collect process details within a guest OS, but VMware Tools is not required for infrastructure data collection.

How many Observers will my customer need to deploy?

One Observer is needed for every vCenter instance that the customer wishes to assess, regardless of physical geography.

What type of data is collected?

HPE CloudPhysics collects information related to infrastructure configuration, performance, metadata, and tags. Optionally, HPE CloudPhysics can also map dependencies by combining infrastructure relationships (between VMs, clusters, and data centers) with logical relationships (between application components) to enable a clear understanding of the ways that applications and systems depend upon each other in the customer's environment. Dependency mapping is an optional feature that requires additional credentials and collects a deeper level of information. For more information about dependency mapping, see the HPE CloudPhysics Dependency Mapping FAQ.

Where can I find more information about data security and privacy?

For more information about data security and privacy, see the HPE CloudPhysics Security FAQ and the HPE CloudPhysics Dependency Mapping FAQ.

PARTNER PORTAL

How do I sign up to use HPE CloudPhysics?

HPE resellers can register on the Partner Registration page.

HPE employees can register on the Internal Registration page.

What are campaigns?

HPE CloudPhysics campaigns are the vessel that allows HPE and resellers to run different types of assessments. Assessments are built for specific use cases that provide a subset of analytics to enable the achievement of targeted goals, such as a storage refresh or a dHCI opportunity. Campaigns are published by HPE CloudPhysics to HPE regions and resellers to make assessments available. Although the full breadth of the platform is always available for the HPE field and resellers, the customer view is limited to only the assessment deck. When sending an assessment request to a customer, it is a best practice to choose the most appropriate campaign available.

How do I invite a new customer to run an assessment?

To invite a new customer to run an assessment, complete the following steps:

1. Log in to your partner portal at app.cloudphysics.com.

2. **HPE users or distributors only:** Click the **Customers** tab.

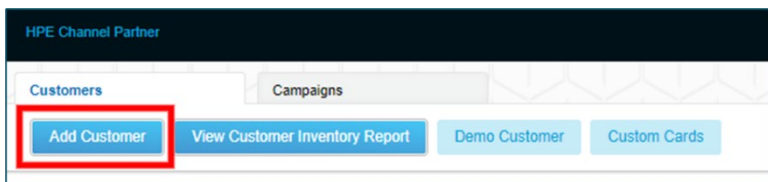3. Click **Add Customer** at the top-left of the window.

FIGURE 1. Adding a customer

4. In the Add Customer window that opens, enter the customer's email address.

5. Select the proper internal contact.

6. Select the assessment you want to run with your customer.

    Although the option to select more than one is available, Hewlett Packard Enterprise highly recommends that you choose the most appropriate for the use case for the project.

7. Enter the assessment objectives.

8. Customize the message to be sent to your customer, as needed.

9. Click **Send Invite**.

    Your customer will receive an email with instructions to create an HPE CloudPhysics account and deploy the Observer.
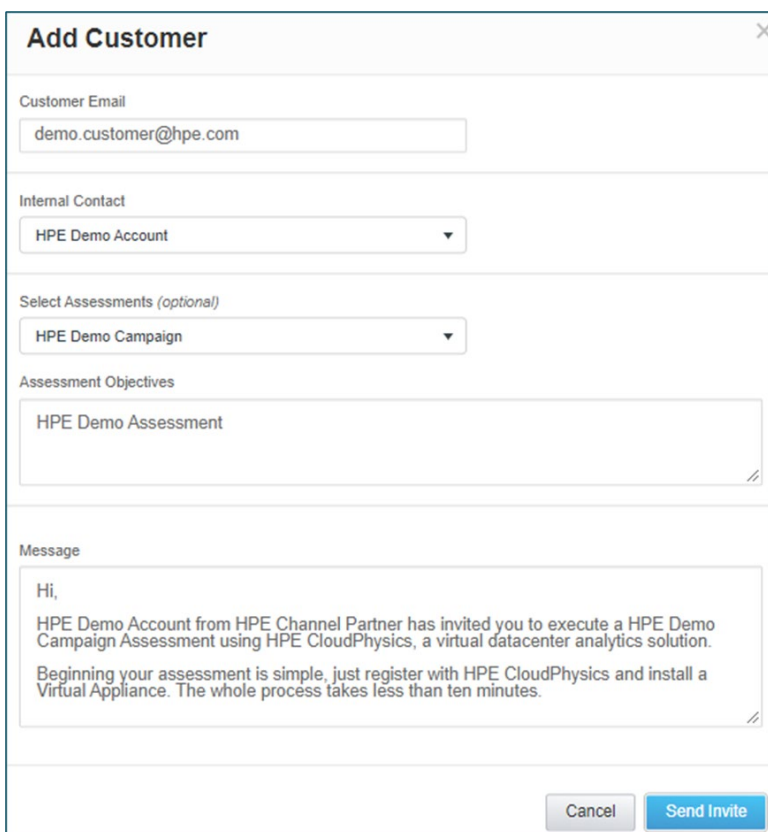

FIGURE 2. The Add Customer window

How long will I have access to a customer's assessment?

HPE CloudPhysics assessments run for 30 days. During the assessment, you will have full access to all of the analytics. At the expiration of the campaign, views to the customer data will be locked. You can unlock the cards and view the analytics again by restarting an assessment.

How do I restart an assessment?

To restart an assessment, complete the following steps:

1. Find the customer in your HPE CloudPhysics partner portal by scrolling or using the Search Customers bar.

2. Ensure that the Observer status bar is green, indicating that the customer's Observers are still online. If it is red or orange, ask the customer to re-deploy the Observers.

3. Click the pin icon next to the customer's name to view the detailed customer information.

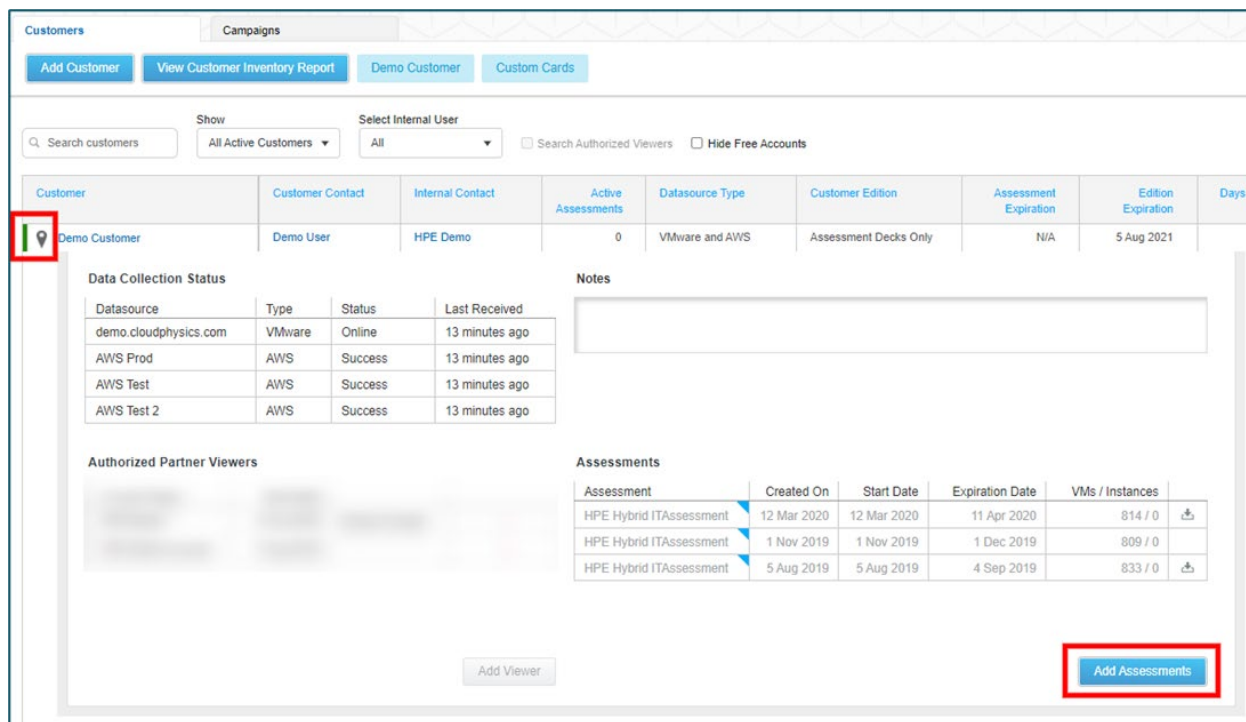4. In the bottom-right corner, click **Add Assessments**.

FIGURE 3. Adding assessments

5. In the Add Assessments for Customer window, select the assessment you want to begin.

6. Enter the assessment objectives.
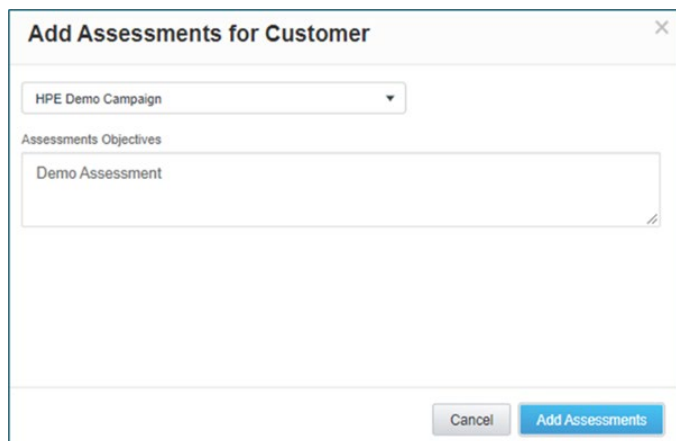
7. Click **Add Assessments**.

FIGURE 4. The Add Assessments for Customer window

How do I add other users from my company to our HPE CloudPhysics account?

If you are the administrator of your HPE CloudPhysics partner portal, you can add additional users by following these steps:

1. Click your name in the top-right corner of the screen.

2. Click **User Management**.

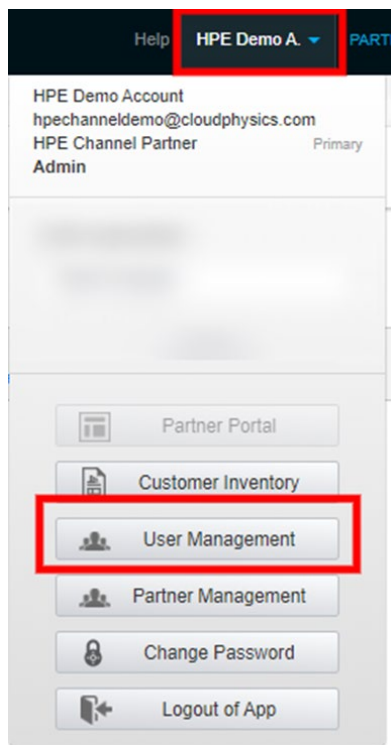   The User Management page allows you to add new users and manage existing ones.

FIGURE 5. Selecting the User Management page

3. Enter the email address of the new internal user.

4. Select their role as either Admin or User. (For more information on user roles, see the HPE CloudPhysics User Guide.)

5. Click **Invite**.

   If the email address matches an existing invitation that has not been accepted, you can click **Resend** to resend the invitation.

My company has an HPE CloudPhysics account. How do I become a member of the existing partner portal?

Users can be added only by the administrator of the partner portal. HPE users should use the HPE signup page. HPE resellers should contact their HPE CloudPhysics administrator or send a request to cloudphysics@hpe.com.

ASSESSMENT NAVIGATION

How do I access a customer assessment?

After the customer has received and accepted an invitation to run an HPE CloudPhysics assessment, you can view the assessment information by clicking the customer's name in your partner portal. You can return to the partner portal at any time by clicking your name and clicking **Partner Portal**.

What are decks?

HPE CloudPhysics offers a myriad of analytics, depending on the type of analysis desired by the customer or trusted advisor. Similar analytics are organized into subgroups called **decks**. Each deck is labeled by the use case, and each card in the deck offers a targeted view of a specific type of analysis. When a customer's assessment is displayed, decks are listed at the top of the screen. Table 1 lists the five decks and their use cases.

TABLE 1. Deck information

HPE CloudPhysics deck	Use case
Infrastructure planning	Hardware and VM utilization and rightsizing, VM and OS information, sizing analysis for storage and HCI
Cloud simulators	Alternative consumption models for HPE GreenLake Swift and competitive cloud providers
Performance troubleshooting	Aggregated infrastructure performance and potential contentions between VMs or datastores
Storage space management	Datastore and guest space analysis and space-saving storage analysis
Health checks	General infrastructure health information and best-practice suggestions for cluster health

What are cards?

Cards are the lens through which you can view specific analytics of your customer's environment. Each card is a slice of system metadata and analytics packaged together to generate accurate intelligence and provide actionable insights specific to the customer's environment. Through the individual cards, you can view inventory information, performance information, and alternative consumption models as well as diagnose and troubleshoot problems in the customer's environment. Similar analytics are arranged together in a deck.

Where can I find more information about a specific card?

Each card is accompanied by different methods to gain more information about the type of analysis provided. Table 2 lists the different information sources. When viewing a card, look for these icons for information and to gain context for the type of analysis.

TABLE 2. Additional information inside cards

Symbol	Name	Content
	Information bubble	Information about the type of analysis provided or context for specific filters, matching options, or manual inputs.
Customer Value Story	Customer value story	Value proposition of an individual card to be used when communicating with your customer. Also includes helpful hints to find the most valuable information in the card. Found in select cards only.
Guide Me	Guide me	Click-through guided tutorials that walk through the proper steps to use the specific card. Most often found on complex analytics such as the HPE GreenLake Swift dHCI simulator.

Are any tutorials available?

Select cards have walk-throughs available in the HPE CloudPhysics platform in the form of Guide Me buttons. Typically, these walk-throughs appear in complex cards such as the HPE GreenLake Swift dHCI simulator. Check Seismic for additional tutorials and information.

Where can I find more information?

A briefcase of HPE CloudPhysics content is available on Seismic. If you have support-related questions, you can reach out to cloudphysicssupport@hpe.com. For questions regarding general information or access, contact cloudphysics@hpe.com.

Resources, contacts, or additional links

cloudphysics@hpe.com

cloudphysicssupport@hpe.com

entanglement.cloudphysics.com

hpe.seismic.com/Link/Content/DCdOFPN4erIEG9NcDW6V5ryw

LEARN MORE AT

hpe.com/storage

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