

# **HPE Smart CID 8.6.1 user guide**

HPE ProLiant DL360/DL380 Gen11 Solutions for SAP HANA  
with 4<sup>th</sup> Generation Intel® Xeon® Scalable processors

**Abstract:**

This document supports HPE Smart CID 8.6.1 - HPE ProLiant DL360/DL380 Gen11  
Solutions for SAP HANA with 4th Gen Intel Xeon Scalable processors

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## Document revision history

Document version	Date	Solution release version
1.0	July 2023	8.6.1



## Introduction

This document is intended for pre-sales personnel, account managers, Integration Center personnel, and solution architects who are involved in creating Customer Intent Documents (CIDs) for HPE GreenLake solutions.

When ordering a customized or pre-configured solution, the HPE sales personnel, solution architects, and technical support personnel put together a CID.

The CID stores the requirements of different customers. It contains information on system requirements and configuration which is used by HPE to build the system according to the customer-provided specifications.

HPE Smart CID is the web version of CID. It is a tool that allows you to perform the following:

- Select a system
- Select a configuration
- Enter configuration details as per specific business requirements
- Generate configuration files for build automation

HPE Smart CID is thus an online collaborative tool which aids in customizing the solution according to the customer's data center requirements. HPE Smart CID is a highly intuitive, fast, and time-efficient tool. HPE Smart CID prevents incorrect and incomplete data entry, build errors, and enables a flawless build at the factory or on-site.

## Features

Following are the feature highlights of HPE Smart CID:

- **Web-based:** HPE Smart CID is web-based and is accessible from a browser. It is a single location where all the information on customer requirements can be stored and retrieved, instead of having multiple versions with different updates shared over email chains.
- **Simplified experience:**
  - **Built-in validations:** HPE Smart CID has built-in validations to ensure that the information entered is complete and accurate.
  - **Autofill:** It provides default values for hostnames, IP addresses, and passwords to make the filling up of the CID process faster and more efficient.
  - **Context-sensitive help:** The inline help is context-aware. It progressively discloses the required information while continuously prompting the users to provide correct data in the related fields.
- **User-friendly and intuitive interface:** HPE Smart CID's intuitive and user-friendly interface makes it easy to enter all the CID information in a single location. The interface is like other HPE management tools such as HPE OneView.
- **Customized templates:** HPE Smart CID has customized configuration templates that users can select based on their requirements which aids faster decision-making.
- **HPE Solution Sales Enablement Tool (SSET) and One-Configuration-Advanced (OCA) integration:** HPE Smart CID also supports CID creation through the SSET and OCA portals.
- **HPE GreenLake Cloud Modules Designer integration:** HPE Smart CID supports fetching instance types from Cloud Modules Designer for a specific Bill of Material (BOM).

## Browser compatibility

HPE Smart CID is designed to work in the following browsers:

- Google Chrome
- Microsoft Edge

## Supported HPE GreenLake services offerings

HPE Smart CID supports creating CIDs and Tenant CIDs for the following solutions and cloud services.



## HPE GreenLake Cloud Services

- HPE GreenLake for HPC
- HPE GreenLake for Private Cloud Enterprise
- HPE GreenLake for VMware Cloud Foundation
- HPE GreenLake for Red Hat OpenShift Container Platform

## Enterprise Solutions

### • HPE GreenLake Offerings

- HPE GreenLake SAP S4/HANA
- HPE GreenLake for Microsoft Azure Stack HCI
- MLOps on HPE container Platform

### • SAP HANA

- HPE ProLiant DL560 Gen 11 Solution for SAP HANA (SPR)
- HPE ProLiant DL360/DL380 Gen11 Solution for SAP HANA (SPR)
- HPE ProLiant DL360/DL380 Gen10+ Solution for SAP HANA (ICX)
- HPE Superdome Flex Solutions for SAP HANA with HPE Primera/HPE Alletra v6.5
- HPE Superdome Flex 280 Solutions for SAP HANA (CPX)
- HPE Superdome Flex Predefined configs with JBOD (CLX)
- HPE Superdome Flex Solutions for SAP HANA with 3PAR v6.0
- HPE ProLiant DL560 Gen 10 Predefined config v6.0 (CLX)

### • Virtualization

- HPE GreenLake for VMware Cloud Foundation on HPE ProLiant DL Servers

### • Infrastructure

- HPE Synergy

### • NFV

- HPE Telco Infrastructure Configuration Generator

## Operating Systems and SAP HANA revisions

The following table lists the operating system and SAP HANA revisions for HPE ProLiant DL360/DL380 Gen11 Solutions for SAP HANA 4th Gen Intel Xeon Scalable processors.

**Table 1.** Operating systems and SAP HANA revision

Operating system	SAP HANA revision 1.0	SAP HANA revision 2.0
Red Hat Enterprise Linux 8.2 (RHEL 8.2)	SPS12	SPS02
SUSE Linux Enterprise Server (SLES 15 SP2)	SPS12	SPS05

## HPE Smart CID process

The following section gives an overview of the HPE Smart CID process:

1. Presales teams work with customers and their IT contacts to get requirements and details of the solution.
2. These details are used to create a new CID in Smart CID. When a new CID is created, a CID number is generated by Smart CID.



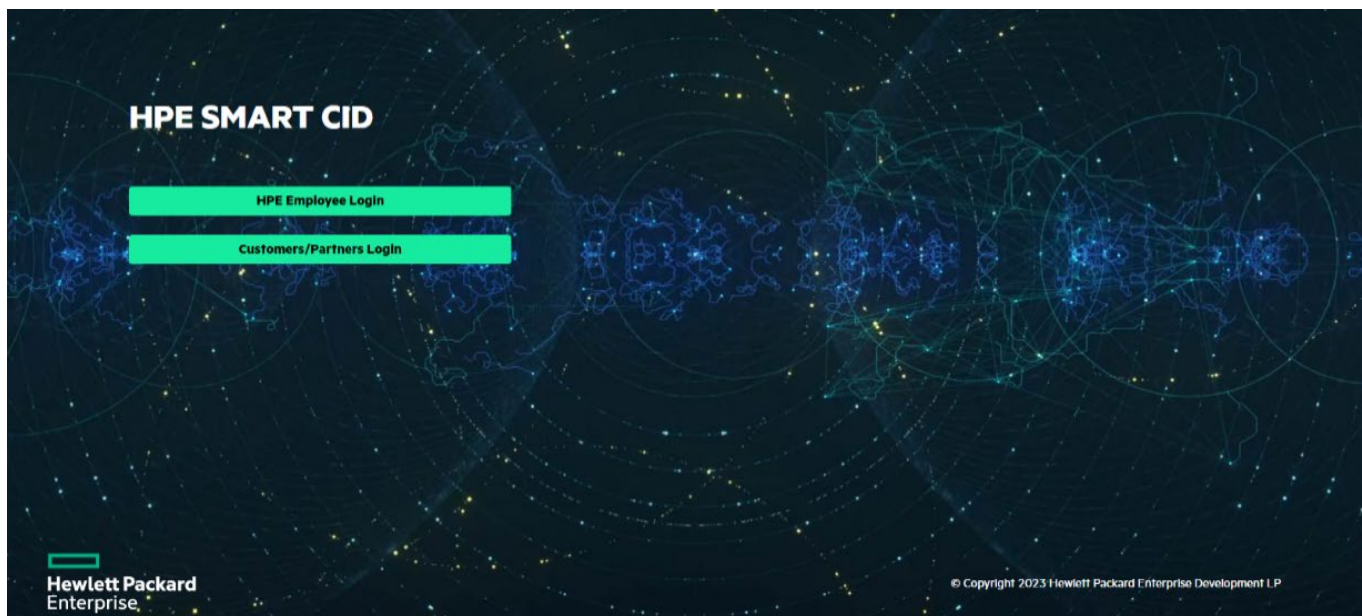
3. After all the details are entered, and the CID is submitted. Smart CID generates the required configuration files and a detailed summary of the CID.
4. After the CID is submitted on Smart CID, the Integration Center team is automatically notified.
5. Presales team provides the Smart CID number to the Integration Centers PM.
6. The Integration Centers Project Manager (IPM) manages CID topics with the related teams to review and submit the CID and remove any CID-related orders that are on hold.
7. New orders usually are automatically added to the daily new order report.
8. In the New Order report, Orders without any Smart CID associated will be on hold and the IPM sends reminders to Presales.
9. CID as defined is then used by the Integration Centers to build the solution.

## Getting started

HPE Smart CID is a web-based application. You can access HPE Smart CID by logging in to the application from a web browser.

### Accessing HPE Smart CID

Access HPE Smart CID from a web browser at <https://smartcid.itcs.hpe.com/>.



**Figure 1.** HPE Single Sign-On (SSO) login for HPE Smart CID

To start using HPE Smart CID, you must create a user account.

- Click **HPE Employee Login** if you are an HPE employee. HPE Smart CID then authenticates your email address from the HPE corporate directory.
- Click **Customers/Partners Login** if you are a customer or a partner. You can then sign in with your user name and password on the **HPE Sign In** webpage. If you do not have an HPE account, follow the instructions on the **HPE Sign In** webpage to create a new account. Log in to HPE Smart CID with your new account.

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#### Note

Existing customers and partners can log in using their current user name or email ID and password. New customers and partners must sign up through HPE IAM Next-Generation Single Sign-On and authentication platform.

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## HPE Smart CID interface

When you log in to the HPE Smart CID portal, the default page displays the following CID types:

- **HPE GreenLake Cloud Services:** Click this option to configure cloud services such as Private Cloud Enterprise, VMware Cloud Foundation, and so on.
- **Enterprise Solutions:** Click this option to configure solutions such as Microsoft Azure Stack HCI, MLOps, SAP HANA, and so on.

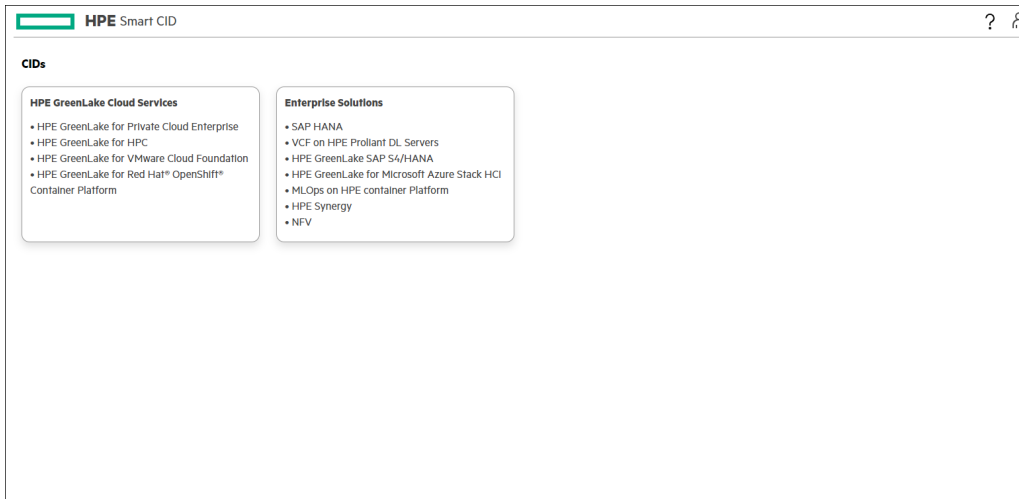


Figure 2. CID types

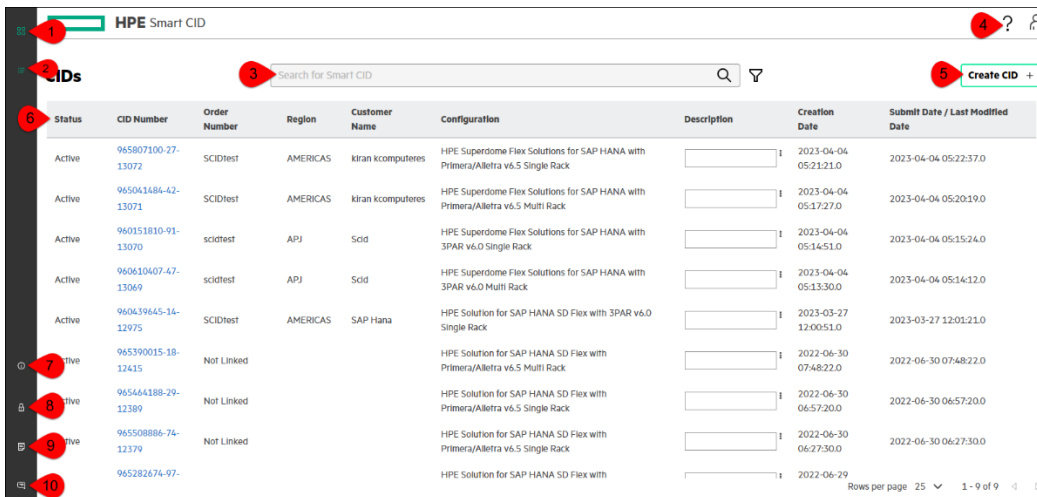


Figure 3. HPE Smart CID interface

The following table lists and describes the sections of the HPE Smart CID interface.

Table 2. HPE Smart CID interface

Item	Description
1	<b>Main CIDs Page</b> - Click this icon to view the CIDs page.
2	<b>CID Types</b> - Click this icon to display the CID types. <ul style="list-style-type: none"> <li>• HPE GreenLake Cloud Services</li> <li>• Enterprise Solutions</li> </ul>



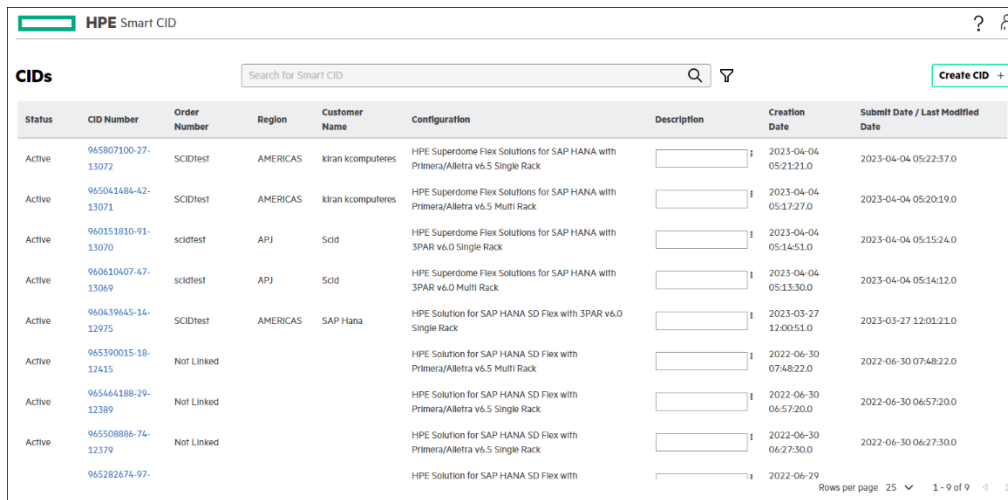
Item	Description
3	<b>Search Pane</b> - Search CIDs using any details, such as the CID number, order number, customer name, and so on.
4	<b>Help, Session</b> - The icons on the top right corner of the page display the following: <ul style="list-style-type: none"> <li>• <b>Help</b> - Click this icon to view the online help page</li> <li>• <b>Session</b> - Click this icon to view your login account details and status</li> </ul>
5	<b>Create CID+</b> - Click this button to create a new CID.
6	<b>Entries</b> - If a CID is already created, this section automatically displays the status, CID number, order number, region, customer name, configuration, description, creation date, and submit date or last modified date.
7	<b>Version</b> - Click this icon to view the following details: <ul style="list-style-type: none"> <li>• HPE Smart CID version</li> <li>• Build number</li> <li>• Build date</li> </ul>
8	<b>Privacy Policy</b> - Click this icon to redirect you to the <b>HPE Privacy Statement</b> page.
9	<b>Release Notes</b> - Click this icon to view the latest HPE Smart CID Release Notes.
10	<b>Email</b> - Click this icon to redirect you to the HPE Smart CID email support

## CID listing page

The CID listing page displays the CIDs created by you. Any user can view or edit the CIDs added as a collaborator. The collaborator details are added in the **Customer Info** section.

### Note

Collaborators can be added or deleted and not pre-defined.



Status	CID Number	Order Number	Region	Customer Name	Configuration	Description	Creation Date	Submit Date / Last Modified Date
Active	965807100-27-13072	SCIDtest	AMERICAS	kiran kcomputeres	HPE Superdome Flex Solutions for SAP HANA with Primera/Alletra v6.5 Single Rack		2023-04-04 05:21:21.0	2023-04-04 05:22:37.0
Active	965041484-42-13071	SCIDtest	AMERICAS	kiran kcomputeres	HPE Superdome Flex Solutions for SAP HANA with Primera/Alletra v6.5 Multi Rack		2023-04-04 05:17:27.0	2023-04-04 05:20:19.0
Active	960151810-91-13070	scidtest	APJ	Scid	HPE Superdome Flex Solutions for SAP HANA with 3PAR v6.0 Single Rack		2023-04-04 05:14:51.0	2023-04-04 05:15:24.0
Active	960610407-47-13069	scidtest	APJ	Scid	HPE Superdome Flex Solutions for SAP HANA with 3PAR v6.0 Multi Rack		2023-04-04 05:13:30.0	2023-04-04 05:14:12.0
Active	960439645-14-12975	SCIDtest	AMERICAS	SAP Hana	HPE Solution for SAP HANA SD Flex with 3PAR v6.0 Single Rack		2023-03-27 12:00:51.0	2023-03-27 12:01:21.0
Active	965390015-18-12415	Not Linked			HPE Solution for SAP HANA SD Flex with Primera/Alletra v6.5 Multi Rack		2022-06-30 07:48:22.0	2022-06-30 07:48:22.0
Active	965464188-29-12389	Not Linked			HPE Solution for SAP HANA SD Flex with Primera/Alletra v6.5 Single Rack		2022-06-30 06:57:20.0	2022-06-30 06:57:20.0
Active	965508886-74-12379	Not Linked			HPE Solution for SAP HANA SD Flex with Primera/Alletra v6.5 Single Rack		2022-06-30 06:27:30.0	2022-06-30 06:27:30.0
	965282674-97-				HPE Solution for SAP HANA SD Flex with		2022-06-29	

Figure 4. CID listing page

The CID listing page provides the following details for each of the CIDs listed:

- Status
- CID number
- Order Number
- Region



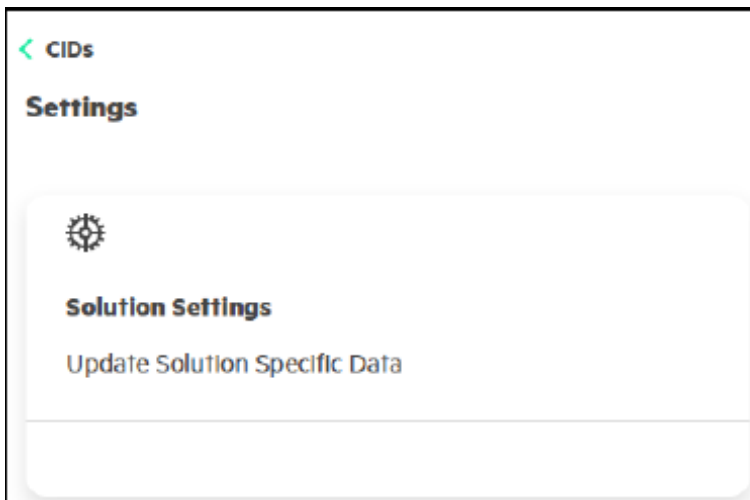
- Customer Name
- Configuration
- Description
- Creation date
- Submit date or last modified date

You can search and filter CIDs using any search string parameter such as the CID number, Order number, Customer name, Region, and so on. For example, to list out all the reviewed CIDs in the EMEA region, enter the search string parameter, Reviewed EMEA, in the search box. As a result, all the CIDs that are reviewed and in the EMEA region are displayed on the CID listing page.

### Administrator panel

Users with administrator rights can access the administrator panel.

1. Click the **Admin Panel** icon on the Profile CIDs page to access the administrator panel and edit the solution specific data.



**Figure 5.** Admin panel: Solution settings

2. Navigate to **Settings > Solution Settings > Categories > SAP HANA > Version Update** to access the following tabs:
  - OS Settings
  - HANA Versions
  - HANA Version Mapping
3. On the **Version Update** page, click **Add OS Version** to specify the operating system version for the selected solution.



**HPE Smart CID**

SAP HANA

Version Update

OS Settings

**RHEL Table**

Solution	RHEL 7.6	RHEL 7.7	RHEL 8.1	RHEL 8.2	8.4	8.5	RHEL 8.5	Action(s)
HPE DL360/80 Solution for SAP HANA (OCX)	✗	✗	✗	✓	✗	✗	✗	✍
HPE Superdome Flex 280 Solutions for SAP HANA (CPX)	✗	✗	✗	✓	✗	✗	✗	✍
SD Flex Predefined configs with JBOD (CLX)	✓	✓	✓	✓	✗	✗	✗	✍
DL560 Predefined config v6.0 (CLX)	✓	✓	✓	✓	✗	✗	✗	✍
HPE Solution for SAP HANA SD Flex with Primera v6.5	✗	✗	✗	✓	✗	✗	✗	✍
HPE Solution for SAP HANA SD Flex with 3PAR v6.0	✓	✓	✗	✗	✗	✗	✗	✍

**SLES Table**

Solution	SLES 12 SP4	SLES 12 SP5	SLES 15	SLES 15 SP1	SLES 15 SP2	Action(s)
HPE DL360/80 Solution for SAP HANA (OCX)	✗	✗	✗	✗	✓	✍
HPE Superdome Flex 280 Solutions for SAP HANA (CPX)	✗	✗	✗	✗	✓	✍

**Add OS Version**

OS Family\*  
RHEL

OS Version\*  
Note: Enter OS version with family, like RH  
Enter OS Version

Comment\*  
Add a comment

**Add**

Figure 6. Admin panel: Add OS version

- Click the **pencil** icon under **Action(s)** to update the current operating system version for a solution.

**HPE Smart CID**

SAP HANA

Version Update

OS Settings

**RHEL Table**

Solution	RHEL 7.6	RHEL 7.7	RHEL 8.1	RHEL 8.2	8.4	8.5	RHEL 8.5	Action(s)
HPE DL360/80 Solution for SAP HANA (OCX)	✗	✗	✗	✓	✗	✗	✗	✍
HPE Superdome Flex 280 Solutions for SAP HANA (CPX)	✗	✗	✗	✓	✗	✗	✗	✍
SD Flex Predefined configs with JBOD (CLX)	✓	✓	✓	✓	✗	✗	✗	✍
DL560 Predefined config v6.0 (CLX)	✓	✓	✓	✓	✗	✗	✗	✍
HPE Solution for SAP HANA SD Flex with Primera v6.5	✗	✗	✗	✓	✗	✗	✗	✍
HPE Solution for SAP HANA SD Flex with 3PAR v6.0	✓	✓	✗	✗	✗	✗	✗	✍

**SLES Table**

Solution	SLES 12 SP4	SLES 12 SP5	SLES 15	SLES 15 SP1	SLES 15 SP2	Action(s)
HPE DL360/80 Solution for SAP HANA (OCX)	✗	✗	✗	✗	✓	✍
HPE Superdome Flex 280 Solutions for SAP HANA (CPX)	✗	✗	✗	✗	✓	✍

**Update OS Mapping**

Solution\*  
HPE DL360/80 Solution for SA

Select OS Versions\*  
RHEL 8.2

Comment\*  
Add a comment

**Update**

Figure 7. Admin panel: Update OS mapping

- Click the **HANA Versions** tab to view the HANA versions.



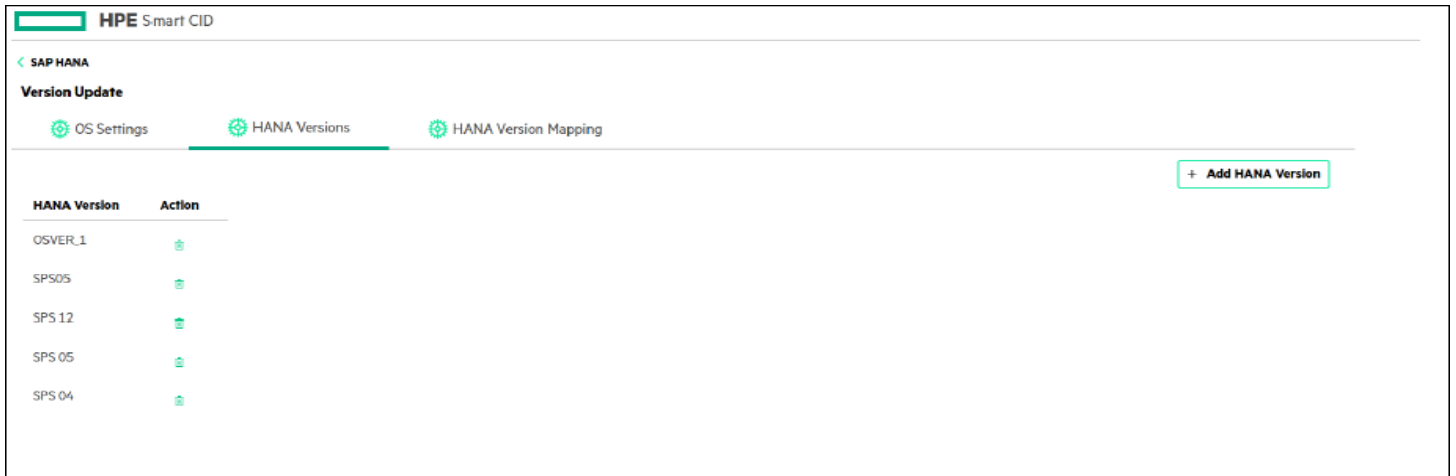


Figure 8. Admin panel: HANA Versions

- To add a HANA version, click the **ADD HANA Version**.
- To delete a HANA version, click the **delete** icon under **Action(s)**.
- Click the **HANA Version Mapping** tab to view the list of solutions mapped to the HANA version. You can add/update the HANA version mapping based on Solution, OS Version, Container, and HANA Version.

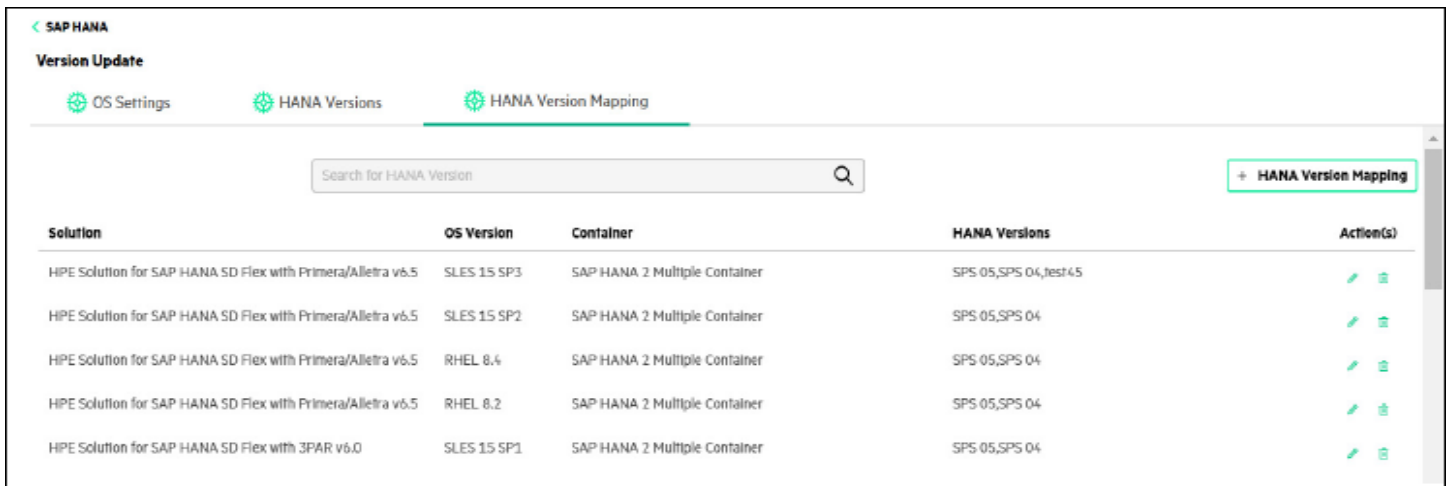


Figure 9. Admin panel: HANA Version Mapping

- Click **Add HANA Version Mapping** to map a specific solution to the HANA version.



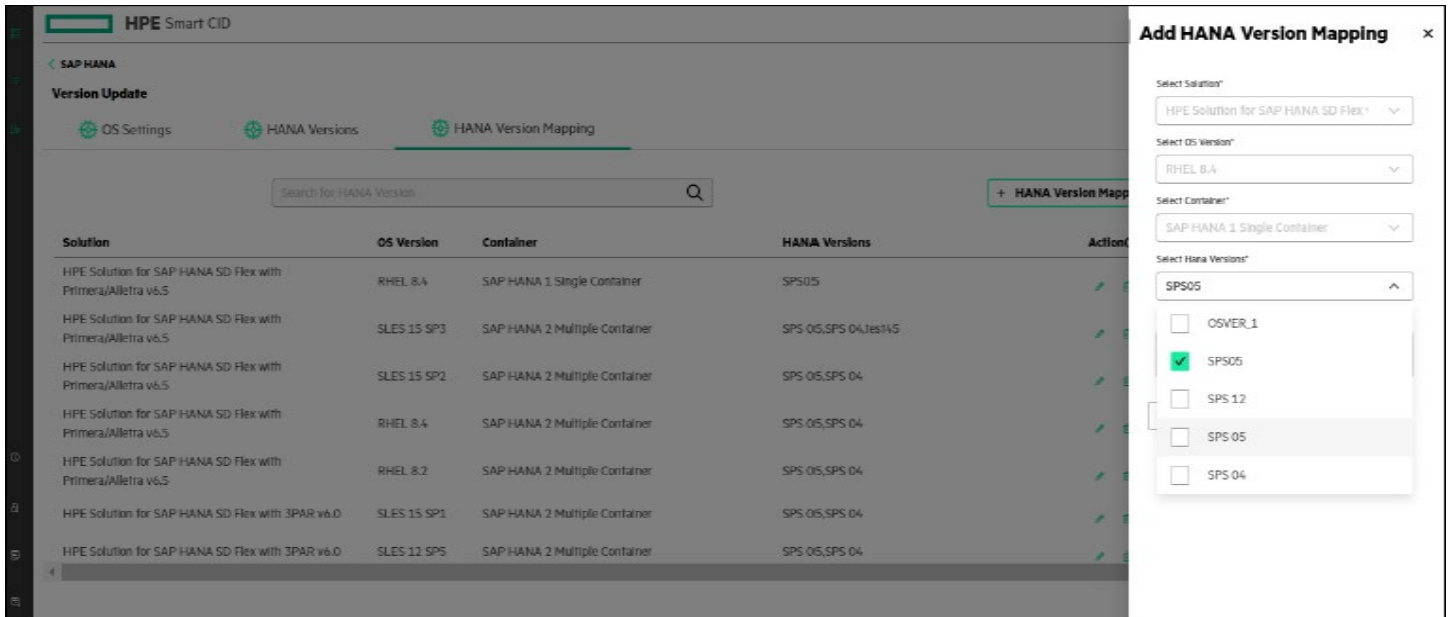


Figure 10. Admin panel: Add HANA Version Mapping

10. Enter the text in the search pane to search for a specific HANA version.
11. Click the **Pencil** icon to update the selected HANA version mapping.
12. Click the **Delete** icon under the Action(s) to delete the selected HANA version mapping.

## HPE Smart CID dashboard

HPE Smart CID dashboard enables you to view and edit system and configuration details and the status of each CID in one window.

### CID form details

When you click **Edit** on any section of the dashboard, a form containing the details of that section is displayed. You can edit or view information that was either previously entered or auto-populated in that field.

Each section is explained in detail under the [Creating CIDs in the HPE Smart CID](#) section in this document.

### Viewing and editing CID details

1. Click the **CID Number** on the CID listing page to display the dashboard of the CID.
2. Click the **section title** to view the details of each section on the dashboard.

### Activity, Session, and Help icons

In the top right corner of the dashboard window, the Activity, Session, and Help icons appear.

- The **Activity** icon displays the user activity of the specific CID.
- The **Session** icon displays the email ID of the current user.
- The **Help** icon displays the following:
  - HPE Smart CID version number
  - Link for downloading the latest HPE Smart CID User Guide
  - Link for downloading the latest HPE Smart CID Release Notes
  - Link to the HPE Smart CID training material
  - Link for email support



## Navigation menu

The navigation menu is accessible when you click the HPE Smart CID arrow next to the Search icon. Using the navigation menu, you can perform various functions. The sub-menus are as follows:

### MAIN

- Profile CIDs
- Dashboard

### ACTIONS

- Summary
- Upload
- Tracking

### DOWNLOADS

- Output Files
- Uploaded Files

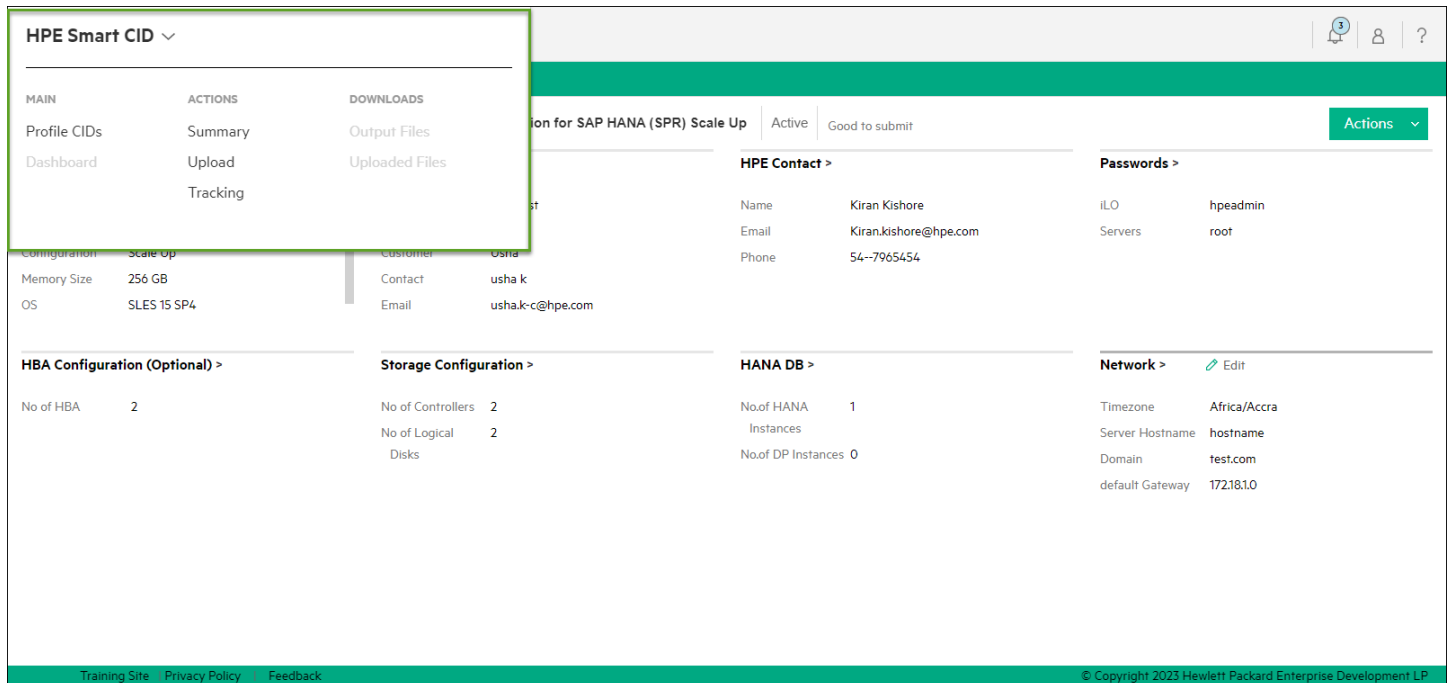


Figure 11. Navigation menu

Click **Profile CIDs** to direct you to the CID listing page which lists all the CIDs.

When you click on a particular CID number, it directs you to the dashboard of that CID.

### Viewing CID summary

To view the detailed summary of any CID, follow these steps:

1. On the **Dashboard** page, click the **HPE Smart CID** arrow to see the options as shown in [Figure 11](#).
2. Select **Summary** under **ACTIONS**.
3. The **Summary View** window appears which displays data from all the sections of that CID.



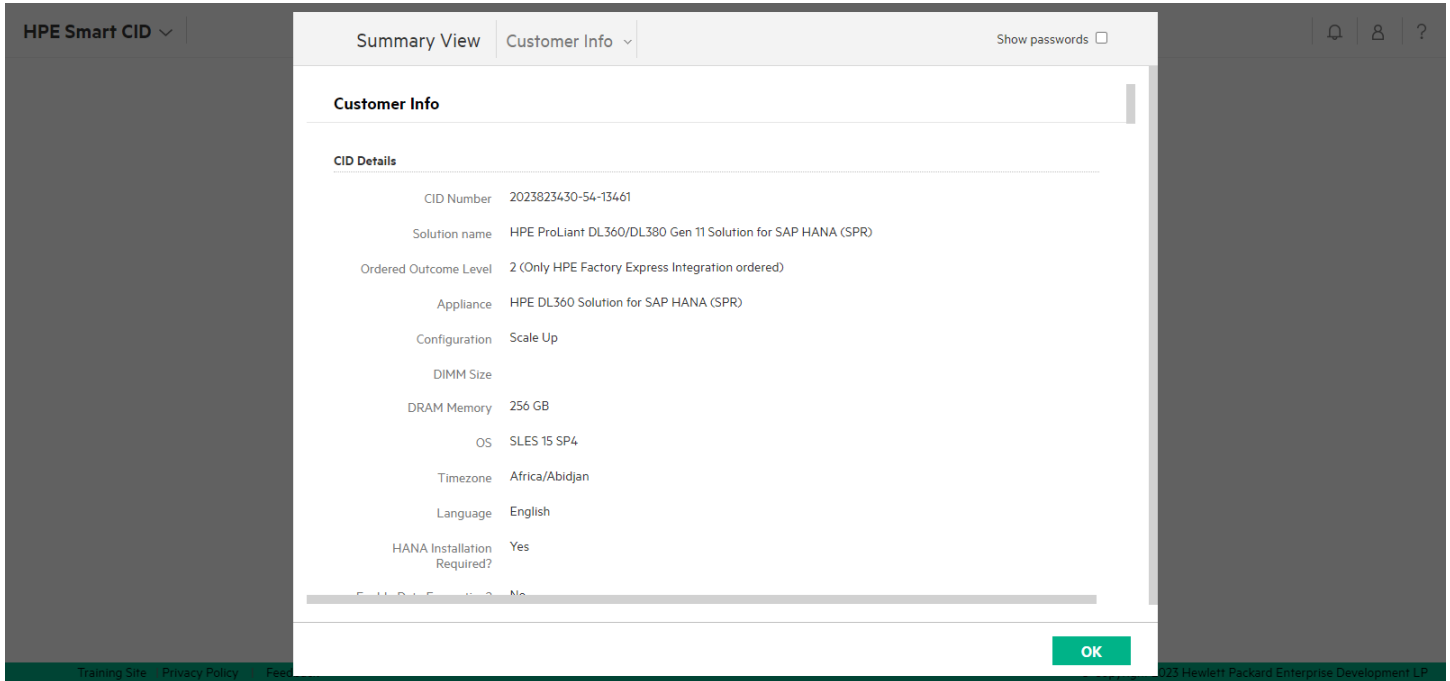


Figure 12. Summary View

## Uploading files

HPE Smart CID allows you to upload or attach files to a CID. The **Uploading Files** feature is useful when you need to add supporting documents to a CID. In each CID, you can upload up to 10 files that are a total size of 10 MB.

You can use this feature to customize your order.

## File Formats

HPE Smart CID allows the following file formats:

- Image files with JPEG and JPG extensions (file\_name.jpeg and file\_name.jpg)
- Text files (file\_name.txt)
- Portable document format (file\_name.pdf)
- Microsoft Word files with DOC and DOCX extensions (file\_name.doc and file\_name.docx)
- Microsoft Excel files with XLS and XLSX extensions (file\_name.xls and file\_name.xlsx)
- Microsoft Visio files with VSD and VSDX extension (file\_name.vsd and file\_name.vsdX)
- JSON files (file\_name.json)
- YAML files (file\_name.yml)

To upload a file, follow these steps:

1. Click the specific CID number on the CID listing page. The **Dashboard** page appears.
2. Click the **HPE Smart CID** arrow to see the options as shown in [Figure 11](#).

---

### Note

The **Upload** option is only available before you submit a CID.

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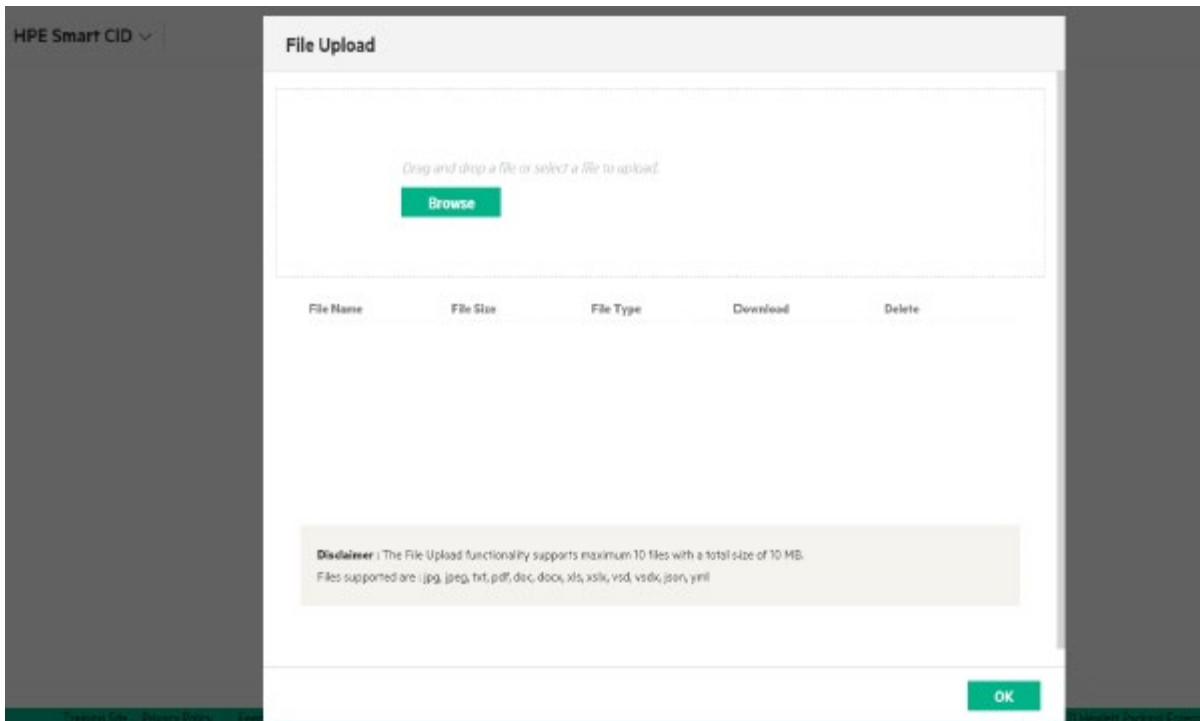
3. Select **Upload** under **ACTIONS**. The **File Upload** window appears.
4. Click **Browse** to select a file and click **Open**.
5. In the **File Upload** window, click **Browse** to select a file and click **Open**. The files supported are .jpg, jpeg, txt, pdf, doc, docx, xls, xlsx, vsd, vsd, json, and yml. The uploaded files are displayed in the **File Upload** window.

---

**Note**

You can upload a maximum of 10 files which are a total size of 10MB.

---



**Figure 13.** File upload window

---

**Note**

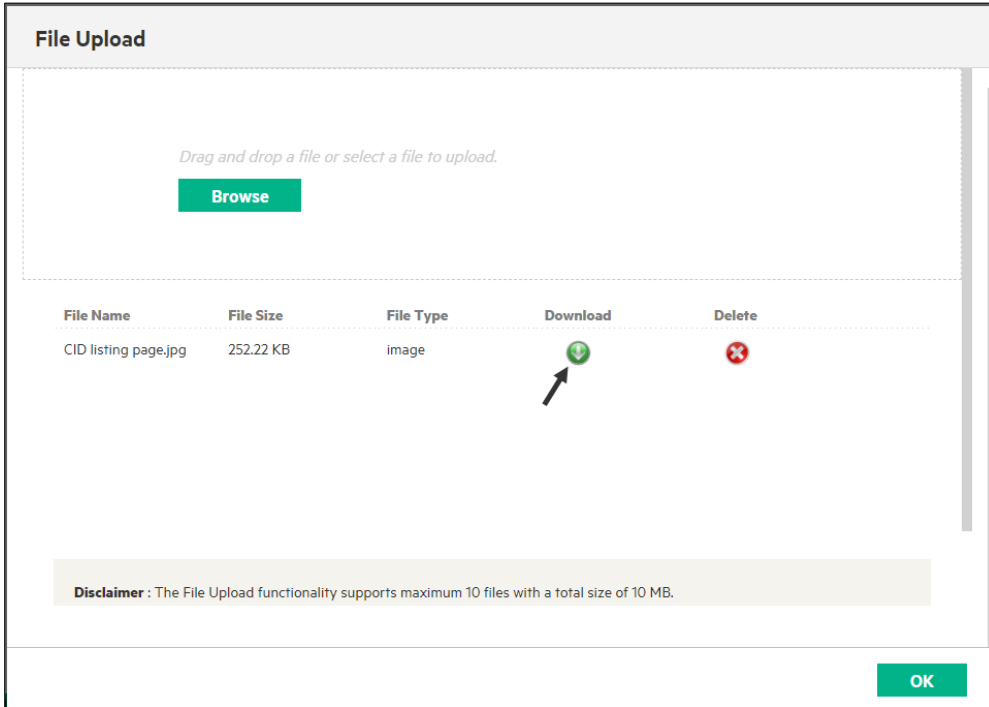
You can upload a maximum of 10 files which are a total size of 10MB.

---

**Downloading an uploaded file**

To download an uploaded file, click the **Download** icon.

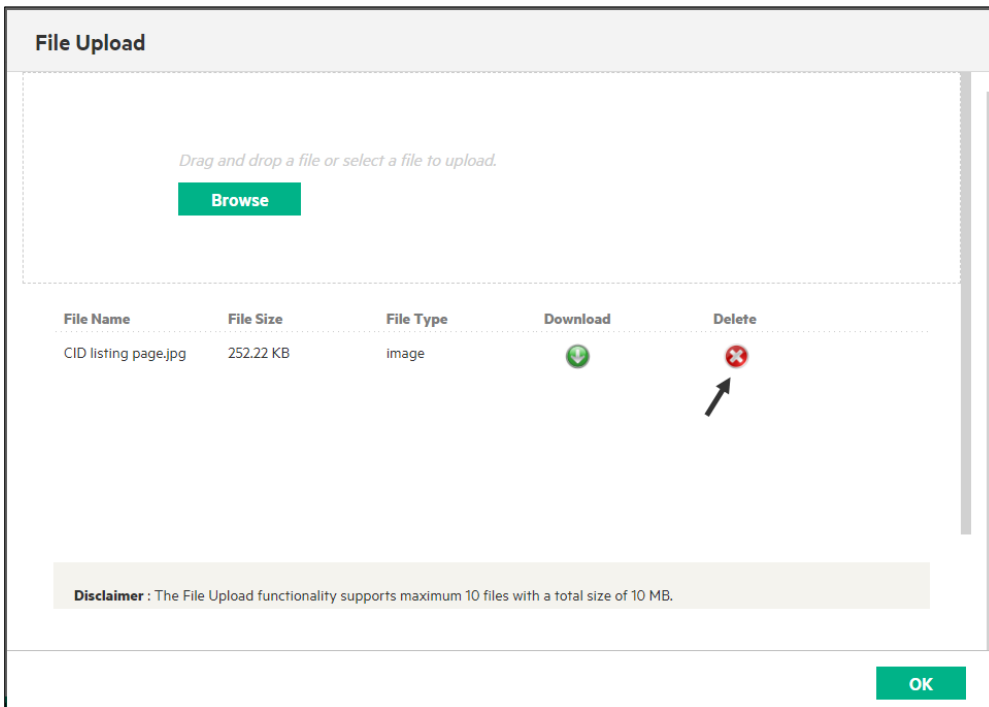




**Figure 14.** Downloading an uploaded file

#### Deleting an uploaded file

To delete an uploaded file, click the **Delete** icon.



**Figure 15.** Deleting an uploaded file

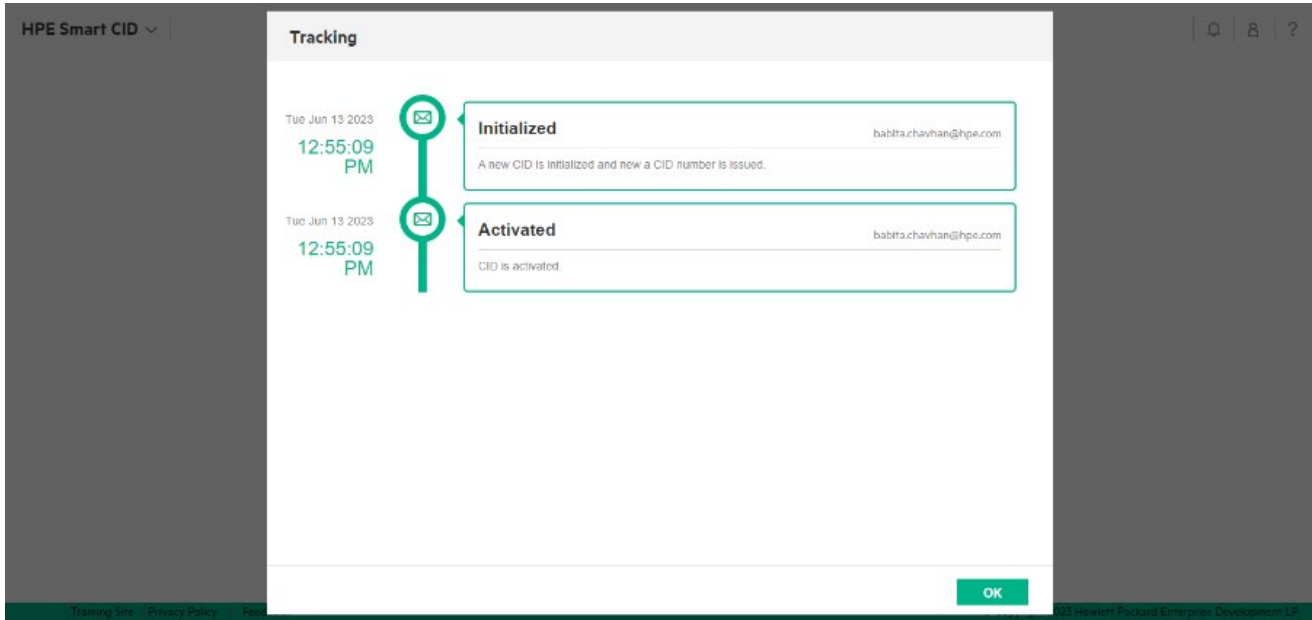
#### Tracking a CID

You can access **Tracking** from the navigation panel.



To track a CID, follow these steps:

1. Click the **HPE Smart CID** arrow to see the options as shown in [Figure 12](#).
2. Select **Tracking** under **ACTIONS**. The **Tracking** window appears.
3. The **Tracking** window displays all the actions performed on the CID from the time it is created until it is archived.



**Figure 16.** Tracking CIDs

Tracking logs the date and time of actions performed on the CIDs. These include the following information:

- Creating CIDs
- Status changes of CIDs from one stage to another (Active, Submitted)
- Uploading files
- Deleting files
- Generation of output files after submitting a CID
- Generation of output file after factory personnel submits a CID
- Archiving CIDs

At every stage listed in the tracking section, HPE Smart CID sends notifications over email to all the email IDs listed in the **Customer Info** and **HPE Contact Info** sections.

#### Tracking CIDs submitted by other users

By default, you can only view or edit CIDs submitted by you from the dashboard.

You can also view CIDs if your login email ID is any of the following fields:

- HPE Primary Contact
- Pre-Sales Contact

Log in with your email ID and password and search for the CID to view or update its details.



## Output files

When a CID is submitted, HPE Smart CID generates JSON, XML, XLS, and ZIP files. You can access any of these files from the **Output Files** under **DOWNLOADS** in the navigation panel.

To access output files:

1. Click the **HPE Smart CID** arrow to see the options as shown in [Figure 11](#).
2. Select **Output Files** under **DOWNLOADS**.
3. Click the **Download** icon next to the specific file.
4. Click **OK**.

---

### Note

The format of the output files varies according to the Operating system (OS) used.

---

After you submit a CID, Smart CID generates an HTML file with all the details of the CID. The HTML file is available in the **Output Files** section. The HTML file is saved as <CID-number>.html. Click the **Download** icon to view the HTML file.

If **SLES** is selected in the **Configuration Details** section, then AutoYast output files are generated.

## Uploaded files

Factory personnel can view and download the uploaded files by selecting **Uploaded Files** in the navigation panel. This option is enabled for factory personnel only.

To view and download uploaded files, follow these steps:

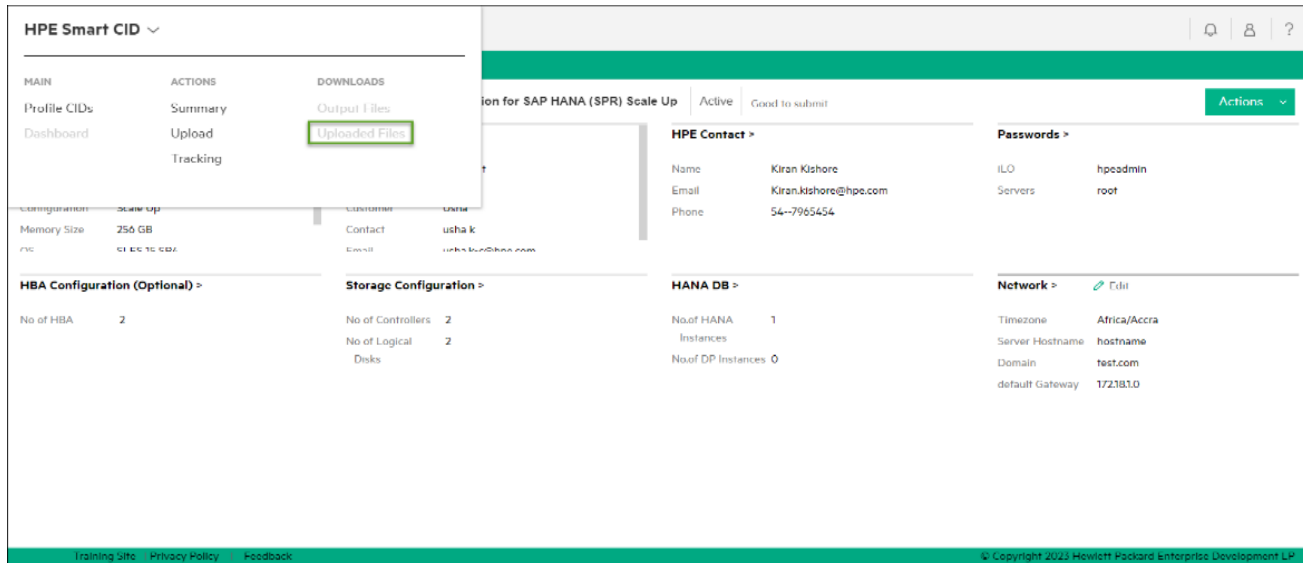
1. Click the **HPE Smart CID** arrow to see the options as shown in [Figure 11](#).
2. Select **Uploaded Files** under **DOWNLOADS**.
3. Click the **Download** icon next to the specific file.
4. Click **OK**.

## Actions menu

The **Actions** menu contains the following sub-menus:

- Submit
- Delete
- Archive
- Clone





**Figure 17.** Actions menu

### Submitting a CID

For submitting a CID, refer to [Submitting a CID](#) section in this document.

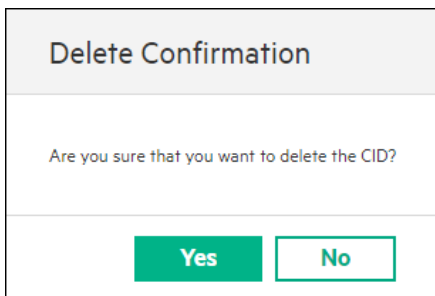
### Deleting a CID

You can delete a CID if the CID is no longer valid.

To delete a CID:

To delete a CID, follow these steps:

1. Click the specific CID number on the CID listing page. The **Dashboard** page appears.
2. Select **Delete** under the **Actions** menu as shown in [Figure 17](#). The **Delete Confirmation** window appears.
3. In the **Delete Confirmation** window, click **Yes** to delete the CID.



**Figure 18.** Delete Confirmation window

### Note

You can only delete the CIDs which are in the **Active** state. You cannot delete the CIDs that are submitted.

### Archiving a CID

After a CID is submitted, it can be archived. Archiving a CID moves the CID from the Profile CIDs list to the Archived CIDs list.

To archive a CID:

1. Click the specific CID number on the CID listing page. The **Dashboard** page appears.



2. Select **Archive** under the **Actions** menu as shown in [Figure 17](#).

---

### Note

You can archive a CID only after it is submitted. This option is disabled when the CID status is **Active**.

---

### Cloning a CID

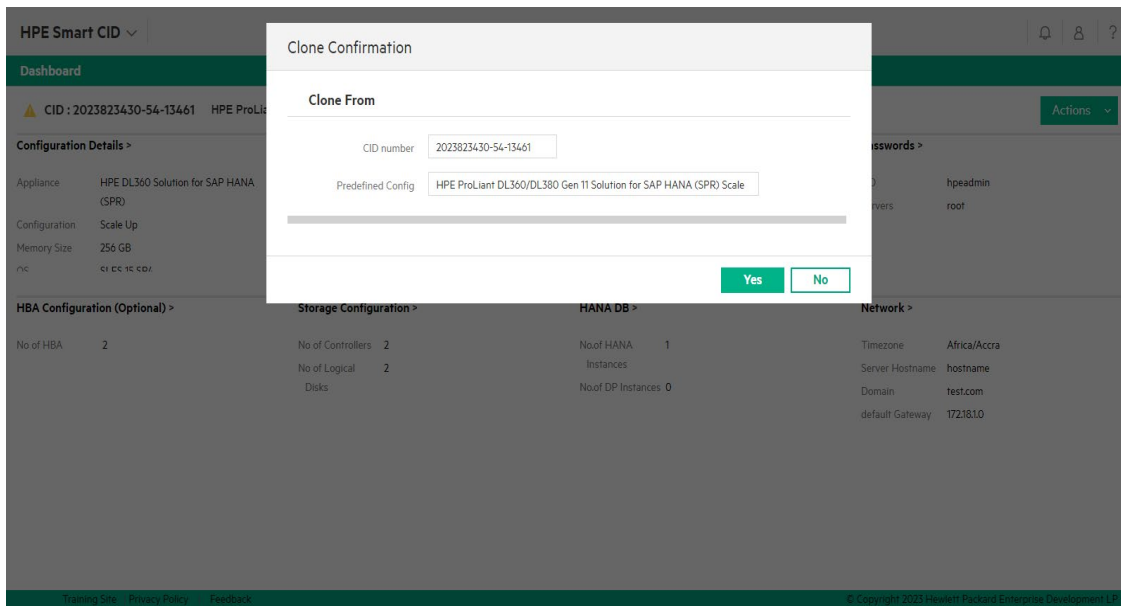
You can clone a CID to copy all the details of an existing CID to a new CID. When cloning, all the details are copied except the following:

- HPE Sales Order Number
- HPE Sales Quote Number
- Guidance ID

You must enter these details manually into the cloned CID form.

### To clone a CID:

1. Click the specific CID number on the CID listing page. The **Dashboard** page appears.
2. Select **Clone** under the **Actions** menu as shown in [Figure 17](#). The **Clone Confirmation** window appears.
3. In the **Clone Confirmation** window, click **Yes** to clone the CID.



**Figure 19.** Clone confirmation window

4. HPE Smart CID creates a new CID with these details and generates a new CID number. The status of the new CID is set to **Active**. You can edit the new CID and submit it.



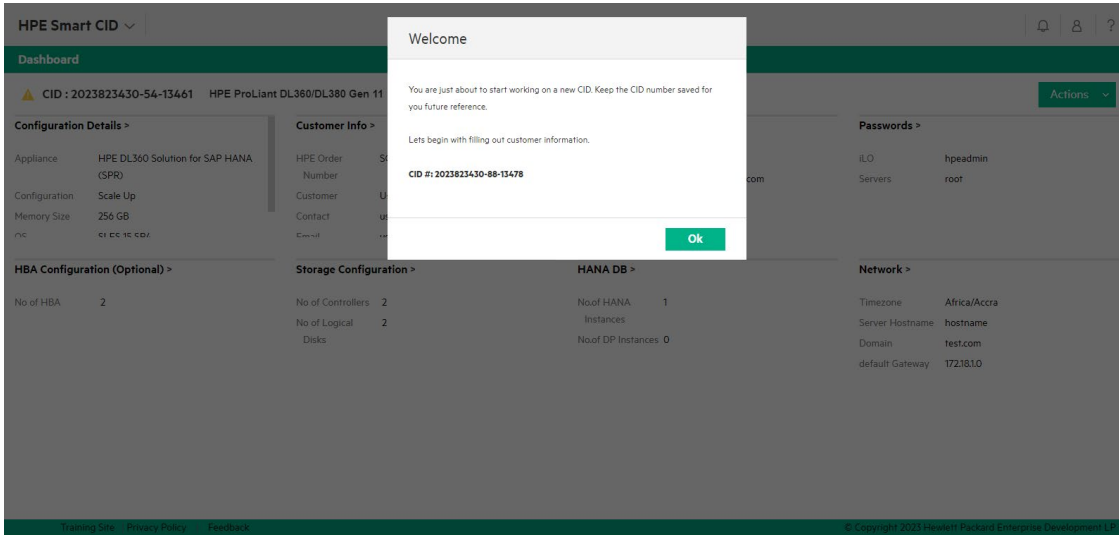


Figure 20. Cloned CID welcome screen

## Creating CIDs in HPE Smart CID

Log in to HPE Smart CID with your username and password. By default, HPE Smart CID loads the Profile CIDs page.

### Creating a new CID

1. Log in to HPE Smart CID with your credentials.
2. Select **Enterprise Solutions** from the main CID types page as shown in [Figure 2](#). The CID listing page appears.
3. Click **Create CID**.
4. Select **SAP HANA** from the **Category** drop-down list.
5. Select **HPE ProLiant DL360/DL380 Gen11 Solution for SAP HANA (SPR)** from the **Solution** drop-down list.
6. Select **Scale Up** from the **Choose Scale** drop-down list.
7. Select **Custom CID** from the **Option** drop-down list.
8. Click **Create**. This initiates the CID process. HPE Smart CID generates a unique tracking ID for every new CID. The new CID is suffixed with version number starting from 001. The status of this new CID is now **Active**.



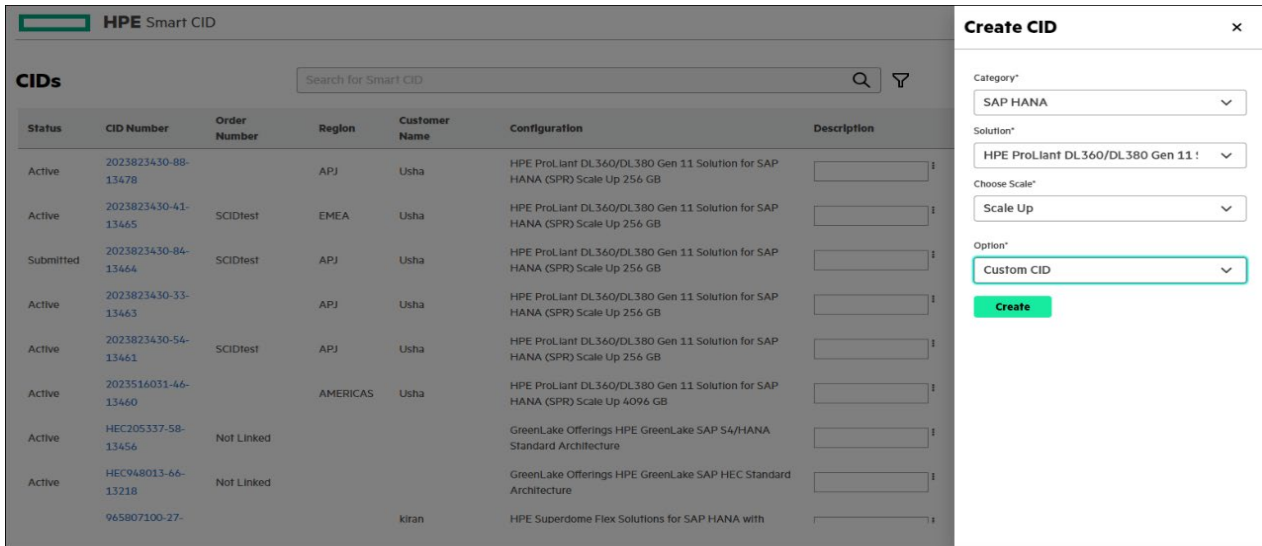


Figure 21. Create CID window

## Dashboard - HPE ProLiant DL360/DL380 Gen11 Solutions for SAP HANA with 4<sup>th</sup> Generation Intel® Xeon® Scalable processors

Click a CID number to view its dashboard. HPE Smart CID dashboard enables you to view and edit system and configuration details and the status of each CID in one window.

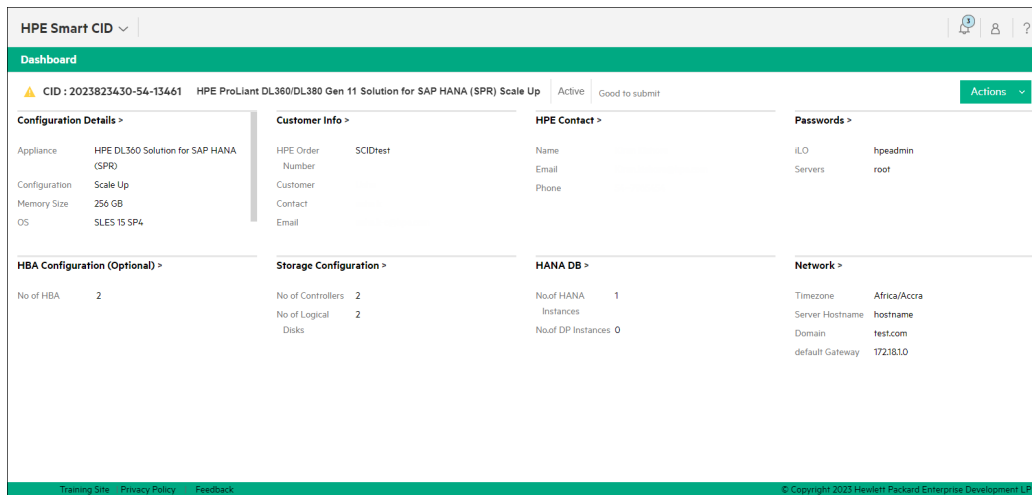


Figure 22. Dashboard - HPE ProLiant DL360/DL380 Gen11 Solutions for SAP HANA (SPR)

The dashboard view gives you the following details:

- CID number, system, status, and current progress of the CID in percentage.
- Configuration Details
- Customer Info
- HPE Contact
- Passwords
- HBA Configuration (Optional)
- Storage Configuration

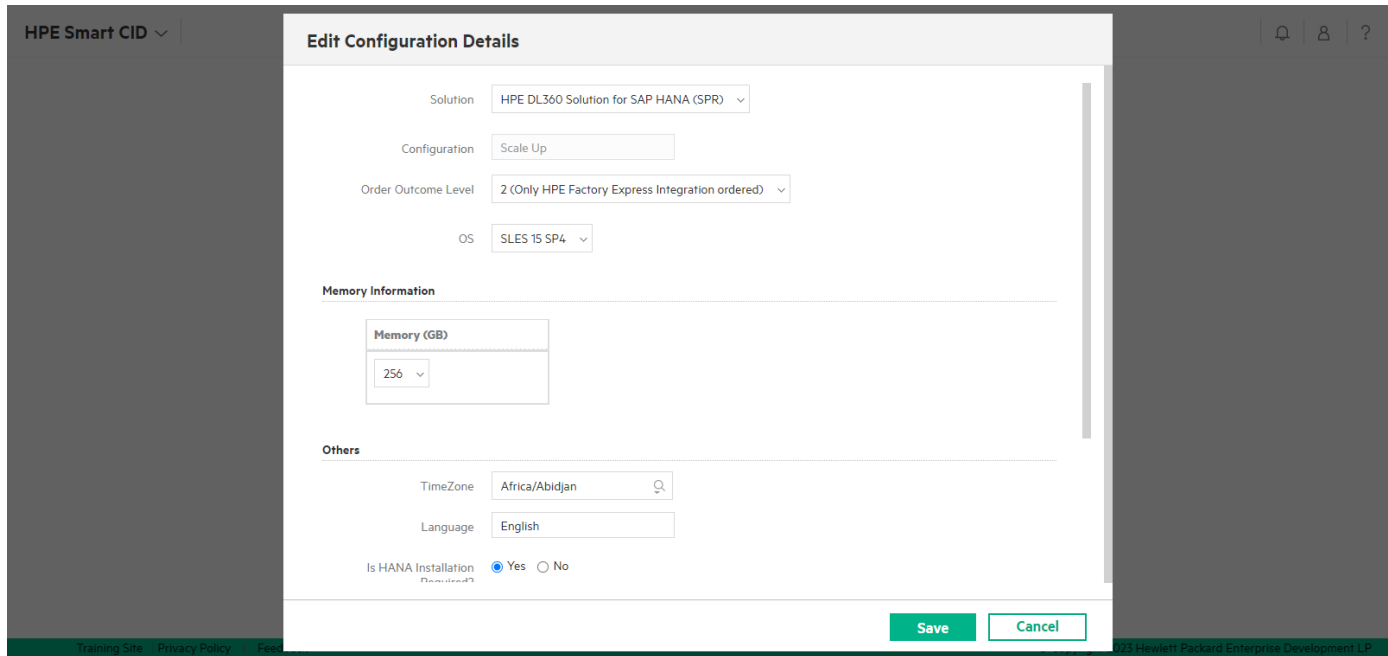




- HANA DB
- Network
- Action menu with options: **Submit**, **Delete**, **Archive**, **Submit for Review**, and **Clone**

### Configuration Details

The **Configuration Details** section contains details about the configuration. This section is different for each solution or system.



**Figure 23.** Configuration Details

The configuration section allows you to enter the following details:

- **Appliance:** Select the desired **Solution** for SAP HANA (SPR), either HPE DL360 Solution for SAP HANA (SPR) or HPE DL380 Solution for SAP HANA (SPR)
- **Configuration:** This displays the default value as Scale Up
- **Order Outcome Level:** The options available based on the type of Appliance. If DL360 is selected as the Appliance then, options 2 and 3 are available. If DL380 is selected as the option, then options 2, 3, and 4 are available. The option details are:
  - 2 (Only HPE Factory Express Integration ordered)
  - 3 (Only HPE Rapid deployment service ordered)
  - 4 (Both HPE Rapid Deployment Service and HPE COE Service ordered): Available only for HPE DL380 Solution for SAP HANA (SPR). If this option is selected, memory information and other details are auto-populated with default values. Also, the HBA Configuration (Optional) and Storage Configuration sections are not available if this option is selected.
- OS: Select either SLES 15 SP4 or RHEL 8.2
- Memory Information
  - Memory (GB)
- Others
  - Timezone
  - Language
  - Is HANA Installation Required?



- Enable Data Encryption?
- Dual Purpose
- Enable Virtual HANA?
- Enable Server Hardening?

It is mandatory to enter information for these details. This section allows you to change the values at any time. **DRAM Memory Size**, **Persistent Memory Size**, and **Storage Option** are calculated and displayed. Ensure that the **HANA Installation selection** is set to **Yes** to view HANA details on the dashboard.

### Customer Info

The **Customer Info** section has information about the customer.

The screenshot shows the 'Edit Customer Info' form with the following details:

- Do you know the HPE order number to link with this CID?** Yes (selected) / No
- HPE Order Details**
  - HPE Order Number: SCIDrest
  - Deal Specific Request? Yes / No (selected)
- Customer Contact Info** (Please Select dropdown)
  - Company Name: Usha
  - Contact Name (First Name, Last Name): usha k
  - Title/Position: admin
  - Contact Phone: +56 area 9097654
  - Company Email: usha.k-c@hpe.com
  - HPE Passport ID: [empty]

**Figure 24.** Customer Info

Enter the following details in the **Customer Info** window.

- Do you know the HPE Order number to link with this CID? (Yes/No)
- HPE Order Details
  - HPE Order Number
  - Deal Specific Request? (Y/N)
- Customer Contact Info
  - Company name
  - Customer contact information
  - Title/Position
  - Phone number
  - Email address
  - Company address with city, zip code country, and region
  - HPE Passport ID

If the shipping address is the same as the address in the Customer Info section, select **Yes**. If the shipping address is different, select **No** and enter details in the **Customer Shipping Info** section.

In the **Customer Technical Contact** section, enter the following:

- First name



- Last name
- Phone number
- Email address
- Title/Position
- Hours of Availability

Click **OK** to save changes and close the window.

You can also fill in three **Additional Customer Contact** details which are optional. The details include:

- Contact Name
- Contact Phone
- Contact Email
- Title/Position
- Hours of availability

### HPE Primary Contact

The **HPE Primary Contact** section has information about HPE personnel such as:

- HPE Primary Contact
- Pre-Sales Contact
- GID Technical Contact
- Deployment Contact

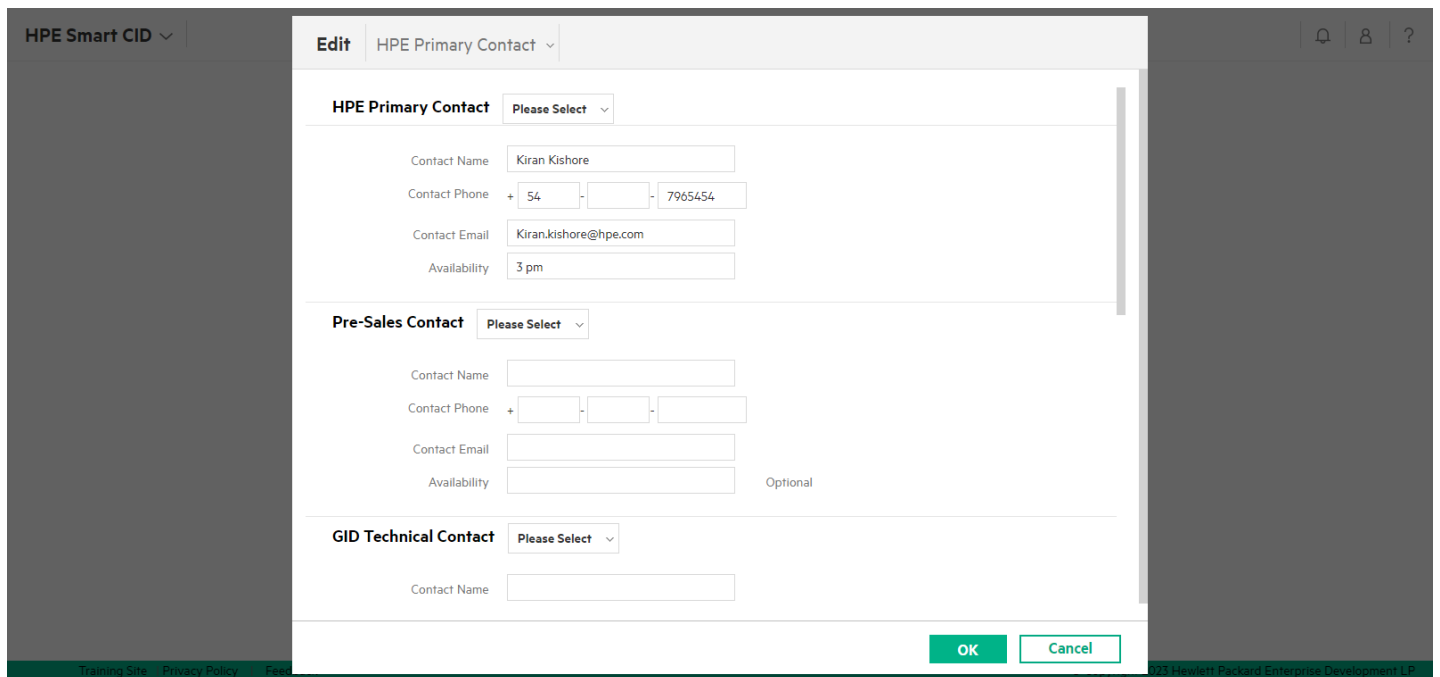


Figure 25. HPE Contact window

Click **OK** to save the changes and close the window.

### Passwords

The **Passwords** section lists the default user names and passwords for all the components. Select **Show passwords as text** to view passwords and click **Save** to confirm the passwords.



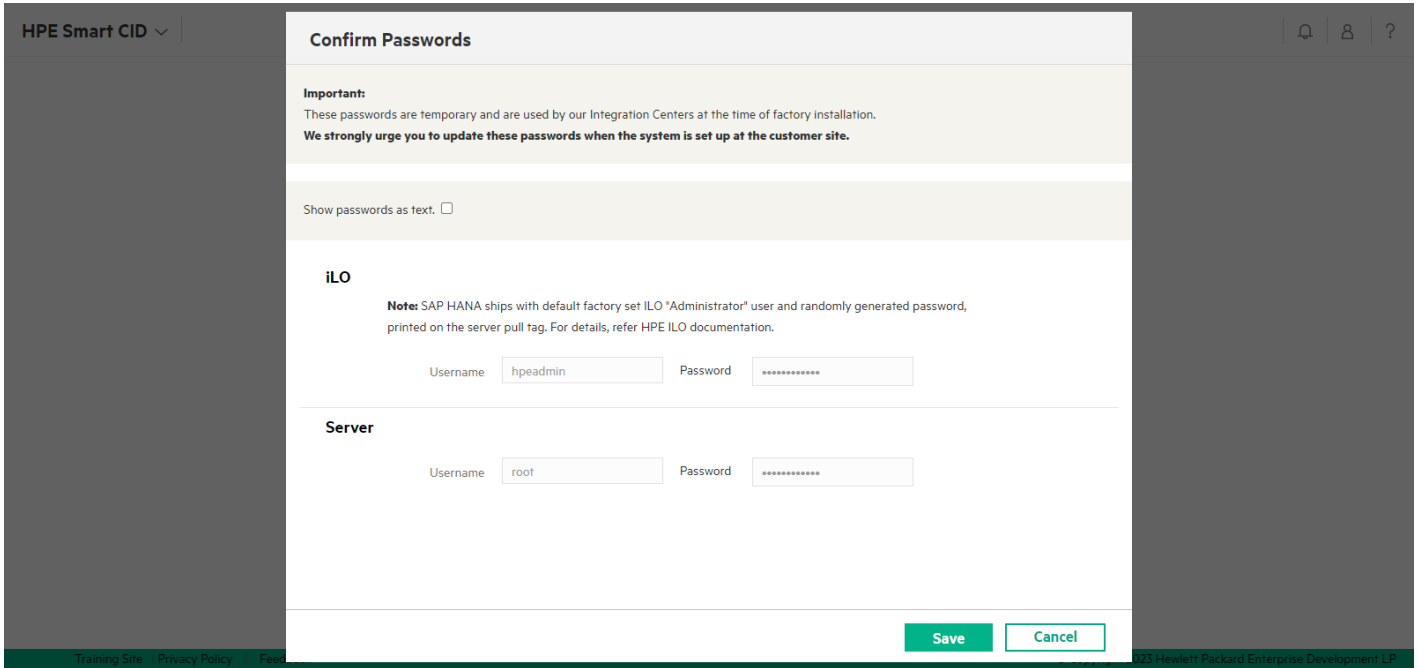


Figure 26. Password confirmation

### HBA Configuration (optional)

Here, you can select the HBA Type. Click **Add HBA** to add a HBA type.

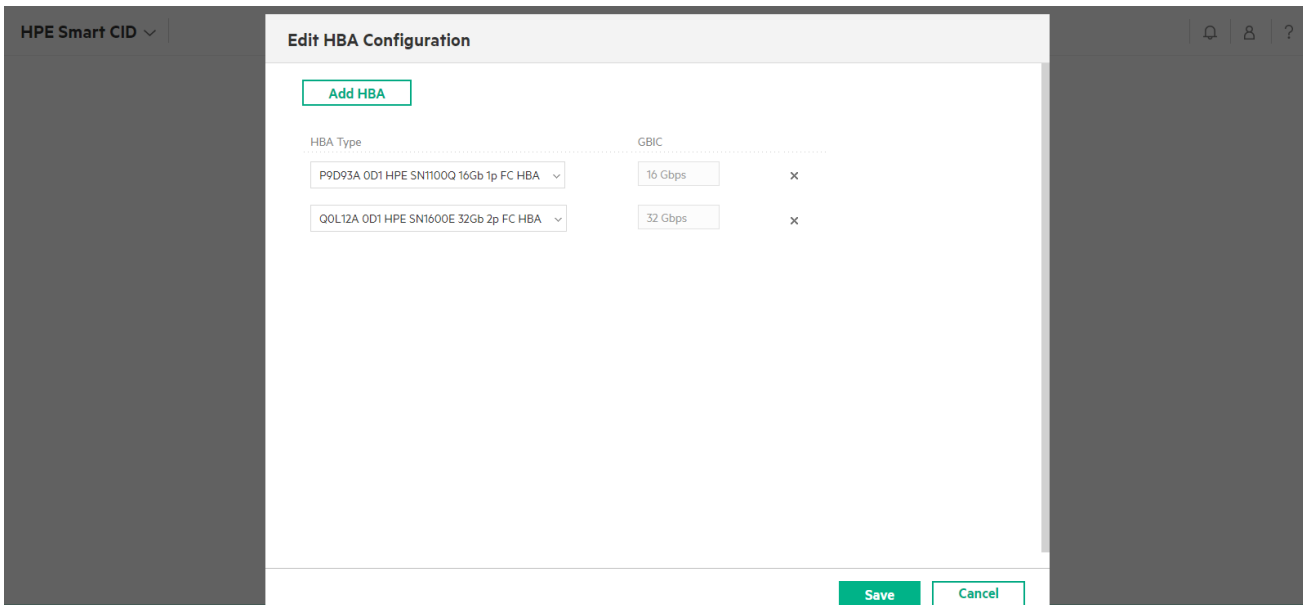


Figure 27. HBA Configuration

### Storage Configuration

In this section, click the link under **Controller Type** to fill in the **Storage Controller** details.



Controller Type	Storage Type	Slot	Disk Sets
<a href="#">869079-B21 HPE Smart Array E208i-a SR G10 LH Ctrlr AROC</a>	Primary	default	1
<a href="#">869079-B21 HPE Smart Array E208i-a SR G10 LH Ctrlr AROC</a>	Dual Purpose	default	1

**Figure 28.** Storage Configuration

You can edit the following details:

- **Storage Controller and Disk** details such as Controller Type, Storage Type, and Slot

Click **Add Disk** to add the following details.

- **Disk** details such as Ref.Name, Disk Type, Disk Size, Spare required? No of disk (with spare), and Disk Position

Click **Add Logical Disk** to the following details.

- **Logical Disk** details such as Controller Type, Logical Disk Name, RAID Type, Ref.Disk name, No of disks for LD, Logical Disk Size (GB), Use LVM2 (Select Yes (Custom Attach) or No (Plain Dev))

Click **Add** to add details such as Usage, Size (GB), File System, Mount Point, Mount and FS options

## HANA DB

In this section, you can enter the following information:

- Common information
- Instance Information



The screenshot shows the 'HANA DB Common Information' configuration page. The page has a green header 'HANA DB' and a left sidebar with 'Available DRAM(in GB): NIL', 'Common Information', 'Instance Information', and 'Back To Dashboard'. The main area is titled 'HANA DB Common Information' and contains three input fields: 'SAP\_SYS Group ID' with value '1016', 'SAP\_ADM User ID' with value '5016', and 'SAP\_ADM Password' with value 'HPEpasswd'. There are 'Save' and 'Cancel' buttons at the bottom.

**Figure 29.** HANA DB - Common Information

### Common Information

In this tab, you can edit the following information:

- SAP\_SYS Group ID
- SAP\_ADM User ID
- SAP\_ADM Password

### Instance Information

Click **Add Instance** to add an instance.

- In the **Instance Type info** section, select the following details:
  - **HANA Instance:** Select the HANA Instance type from the drop-down list
  - **SPS Version:** Select the type from the drop-down list from the drop-down list
  - **Storage:** Select the storage type from the drop-down list
  - **System Replication:** Select the system replication type from the drop-down list
  - **System Usage:** Select the system usage from the drop-down list
- Select **High** or **Low** under **Isolation Level**.

---

### Note

Based on the SPS version, users can enter **Tenant DB** information with the isolation level as **High** or **Low**. Click **Tenant DB** to edit Tenant Databases Info details.

---

- In the **General Instance Info** section, enter the following details:
  - System ID (SID)
  - Instance Number
  - System Password
- In the **SAP ID Info** section, enter the following details:
  - SID\_ADM User ID
  - SID\_ADM Password



- SID SHM Group ID
- In the **Important Info** section, enter the following details:
  - Use all memory
  - Global Allocation DRAM Memory Limit (in GB)
  - Use all PMM memory
  - Global Allocation Persistent Memory Limit(in GB)
  - TimeZone
  - Language
  - Workload
- In the **SAP HANA Components** section, select **Installed** or **Not Installed** for the following components:
  - Client
  - Studio

Click **Save** to save the entered information.

### Network

The **Network** section allows you to enter and edit network configuration and settings for your system.

FQ Name	IP address
DNS Server 1	172.18.1.10
DNS Server 2	Optional
NTP Server 1	172.28.1.3

**Figure 30.** Network window

You can configure the following tabs:

- Common
- NIC
- Bond
- Interface
- VLAN

It is mandatory to enter information in **Common Network Information**.

---

### Note



For the DL380 configuration, the NIC section is hidden. However, the NIC details are displayed in summary and output files.

---

### Common

In the tab, enter the following mandatory information:

- Timezone
- Server Hostname
- Domain
- Default Gateway
- iLO Network: You can edit iLO Hostname, iLO IP/Subnet, iLO Gateway, and iLO Domain
- DNS & NTP Server: You can edit the FQ Name and IP address for DNS Server 1, DNS Server 2, NTP Server 1, and NTP Server 2

### NIC

In this tab, click **Add NIC** to add the details for the DL360 server:

- Ref. NIC Name
- Network Interface Card (NIC)
- No of Ports
- SFP Type
- PCI-e Slot

### Bond

In this tab, click **Create Bond** to add the following details:

- **Device Name:** Enter the device name
- **Bonding Master:** Select Yes or No from the drop-down list
- **Enable VLAN:** Select Yes or No from the drop-down list
- **HANA Network:** Select an option from the drop-down list
- **Hostname:** Enter the host name
- **IP Address:** Enter the IP address
- **Netmask:** Enter the IP address

Click **Advance Options** to specify the following additional details for each device:

- **Bond Mode:** Select **mode1 - active/passive** or **mode4 - active/passive with LACP** from the drop-down list
- **Boot PROTO:** Select **static** or **none** from the drop-down list
- **MTU:** Select **9000** or **1500** from the drop-down list
- **Start mode:** Select **auto** or **hotplug** from the drop-down list
- **USERCTL:** You can enable or disable user control by selecting **Yes** or **No** from the drop-down list

---

### Note

Click the **remove** icon to delete a Bond.

On saving the **Bond** section, **Advance options** details in the **Bond**, **Interface**, and **VLAN** sections are saved automatically.

---

### Interface

In this tab, you can specify if a NIC is a slave or not by selecting **Yes** or **No** from the **Slave** drop-down list. You can also select a master for each NIC from the **Master** drop-down list.





Click **Advance Options** to select the following additional details:

- **Boot PROTO:** Select static and none from the drop-down list
- **ONBOOT:** Select Yes or No from the drop-down list
- **Start mode:** Select auto or hotplug from the drop-down list
- **USERCTL:** You can enable or disable user control by selecting **Yes** or **No** from the drop-down list

#### VLAN

In this tab, click **Create VLAN** to create a VLAN and specify the following:

- **Device Name:** Enter the device name
- **Physical Device:** Select a physical device from the drop-down list
- **HANA Network:** Select a HANA network from the drop-down list
- **VLAN ID:** Enter the device name
- **Hostname:** Enter the host name
- **IP Address:** Enter the IP address
- **Netmask:** Enter the IP address

Click the **Advance Options** to select the following additional details:

- **Boot PROTO:** Select static and none from the drop-down list
- **MTU:** Select 9000 or 1500 from the drop-down list
- **Start mode:** Select auto or hotplug from the drop-down list
- **USERCTL:** You can enable or disable user control by selecting **Yes** or **No** from the drop-down list

---

#### Note

Click the **remove** icon to delete a VLAN.

---

## Submitting a CID

After all the system and configuration details are entered, the CID is ready for:

- Submit for Review
- Customer submit

You can submit a CID for review if your region has the Submit for Review option enabled under the Actions menu.

### Submit for review

To submit a CID for review, click **Actions** and click **Submit for Review**. The CID is submitted to a panel of experts who review the data entered in the CID for correctness and completeness.

#### Review process

When a CID is submitted for review, an email is sent to the reviewer with the CID details. After the CID is in review, it is locked for review. The following figure gives a summary of the Submit for Review process workflow.

The following scenarios can occur when a CID is in the review stage:

- If the CID details entered require a change, the reviewer enters comments in the Reviewer Comments section and clicks Reject. The reviewer then sends it back to the creator of the CID.
- The creator makes the required changes and resends the CID to the reviewer for review. After the reviewer accepts the changes submitted by the creator, the CID can be submitted.



- If the CID requires no further changes, the reviewer clicks Accept and the CID changes to the Reviewed state. An email notification is sent to the creator.

**Note**

If a reviewer rejects a CID, it is mandatory to enter the comments stating the reason for rejection in the **Reviewer Comments** section.

- After the CID is reviewed and ready for submitting in the EMEA location, click **Actions** and click **Submit**.

For more information, see the [Final CID submit - customer submit](#) section.

**Final CID submit - customer submit**

CID submitting by a customer is the final submit stage where all the information about the customer including, customer requirements, system configuration, and settings is finalized. At this stage, the CID is locked for editing and Smart CID does not allow changes to the customer information, configuration, and other settings.

To submit a CID:

1. Click **Actions -> Submit** from the CID dashboard. If the information you have provided in the CID is complete the CID is submitted.

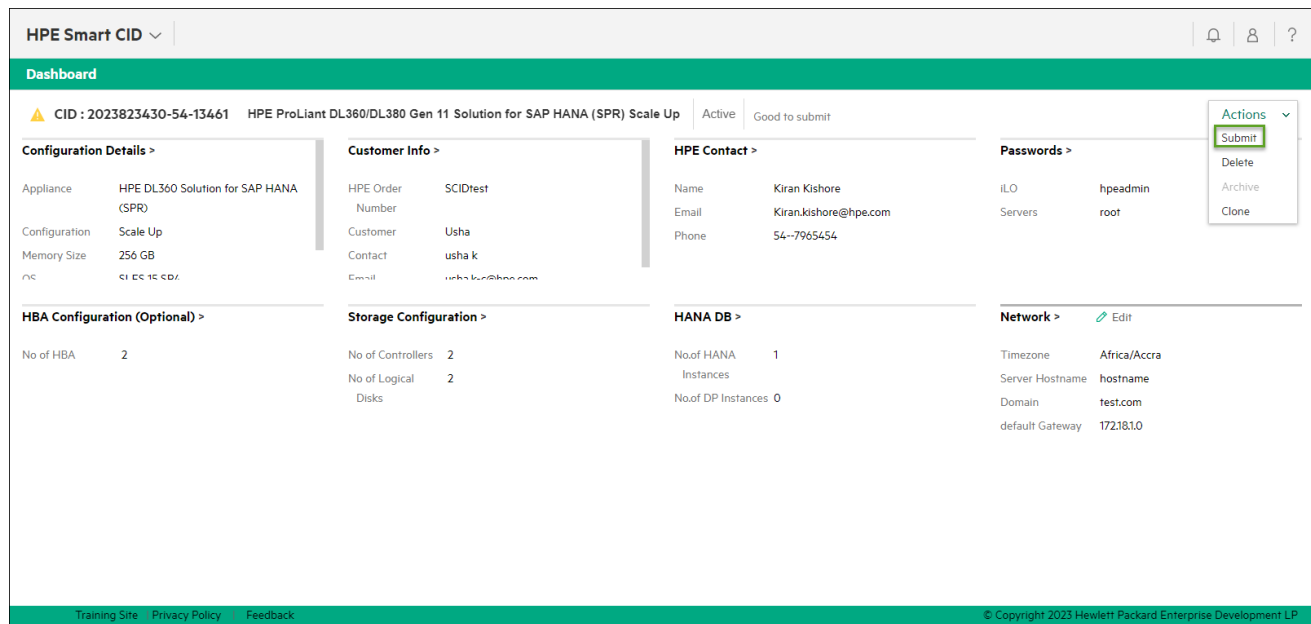


Figure 31. Submitting a CID

2. If the information is incomplete, a **CID Status notification** window appears displaying in which form the information needs to be corrected or completed. Enter all the missing information and click **Actions -> Submit** to submit the CID.
3. The status of the CID changes from **Active** to **Submitted**. The CID is now locked for changes and is now ready for the Integration Center personnel to start filling in the factory settings details.

**Note**

An active CID that has not been updated for 365 days is deleted. Also, all submitted CIDs are archived after 180 days.

**Reopening submitted CIDs**

When a CID is submitted, it is locked for editing. No changes can be made at this stage. If the CID needs additional changes or updates, the CID needs to be reopened. To reopen a CID, click **Actions > Reopen** from the CID dashboard.

**Note**



The reopen feature is available only to users with special administrator privileges. Send an email to smart-cid-admin@hpe.com for administrator privileges. For Field services, the **Actions > CID Reopen** access for all the CID creators is enabled.

---

To view CID details after submission, refer to the [Viewing CID summary](#) section.

To download the CID details in HTML format, or to download other output files refer to the [Output files](#) section.

To archive a CID, refer to the [Archiving a CID](#) section.

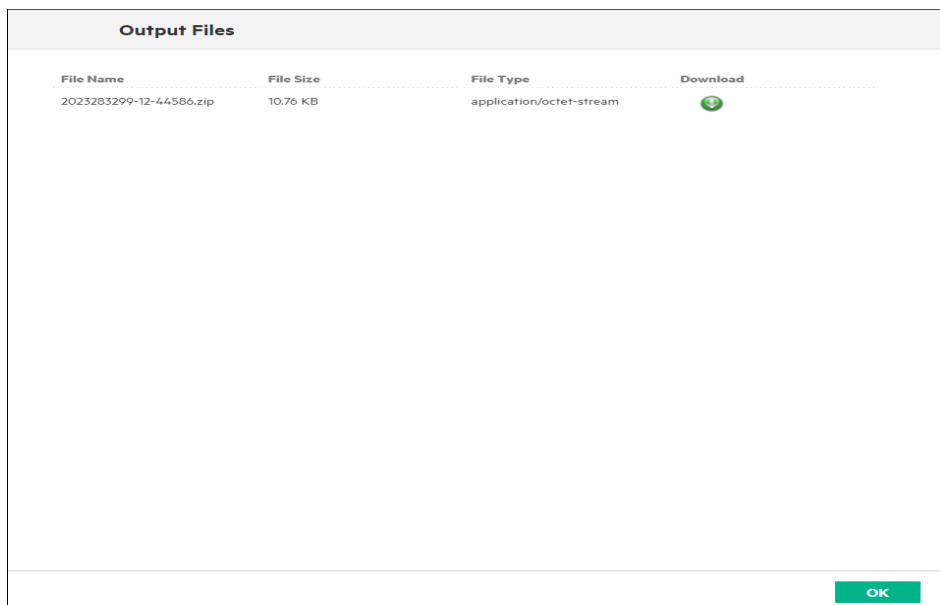
To track a submitted CID, refer to the [Tracking a CID](#) section.

## Using the Output files

After you submit a CID, the following setup and configuration files are generated:

- A text file with ERM/RMC device host name and IP address (ERM/RMC\_List.txt)
- A text file with all the IP addresses (IP\_List.txt)
- JSON file generated with HANA DB details

You can download these files from the **Output Files** section.



**Figure 32.** Downloading output files

Click the **Download** icon to download the files. After downloading, verify the configuration information in these files' contents before using them to configure the system.

---

### Note

When the customer opts for the RHEL 8.1 version under the OS field, an output file `chrony.conf` is generated.

---

## Configuring for SUSE Linux Servers with Auto YAST file

For SUSE Linux Enterprise Server (SLES) configuration, HPE Smart CID generates the Auto YAST configuration file based on the information in the CID.

To configure for SUSE Linux servers:

1. Download the AutoYASTFiles.zip from the **Output Files** section.
2. Extract the zip file and copy the `setupplan-XX.xml` to the root directory of the server that needs to be configured.



3. From the command line interface, run the following command to begin configuration:

```
# yast_ayast_setup setup filename=/root/setupplan_XX.xml
```

4. After configuration is complete, verify the physical connections for the Data Network. Run the following command to view the network interfaces: `ifconfig -a`.

5. Verify that the Data Network has either bond2 (for 10 Gbps or 40 Gbps interface) or bond8 (for 1Gbps).

6. Run the following command to verify the hostname.

```
# hostname
```

7. Open the following file locations and verify if these files are generated and match the values in the CID.

- NTP configuration file in `/etc/ntp.conf`
- DNS configuration file in `/etc/resolv.conf`
- Default gateway configuration file in `/etc/sysconfig/network/routes/`.
- Host IP address mapping with their names in `/etc/hosts`.

## Configuring for Red Hat Enterprise Linux Servers with IFCFG files

For **Red Hat Enterprise Linux Server** configuration, HPE Smart CID generates IFCFG configuration files based on the information in the CID.

1. Download the `<CID-number>.zip` from the **Output Files** section.
2. Extract the contents of the zip file to your local computer.
3. Copy **Server1.zip** to the system that needs to be configured.
4. Extract the file and run the following command from the command line interface:

```
# bash DeploySmartCID.sh
```

## Saving a Smart CID to PDF

After you submit the CID, you can save the CID information to a PDF document. You can use the web browser's built-in utility to do this.

### Google Chrome

HPE recommends using Google Chrome to save CID information in PDF format. Unlike other browsers, Google Chrome saves all the information in a PDF file.

For example, to save CID information to PDF in Google Chrome, follow these steps:

1. Click the CID number to open the CID.
2. Click **Summary** under **ACTIONS** to view CID information.
3. Right-click the **Summary** window and select **Print**.



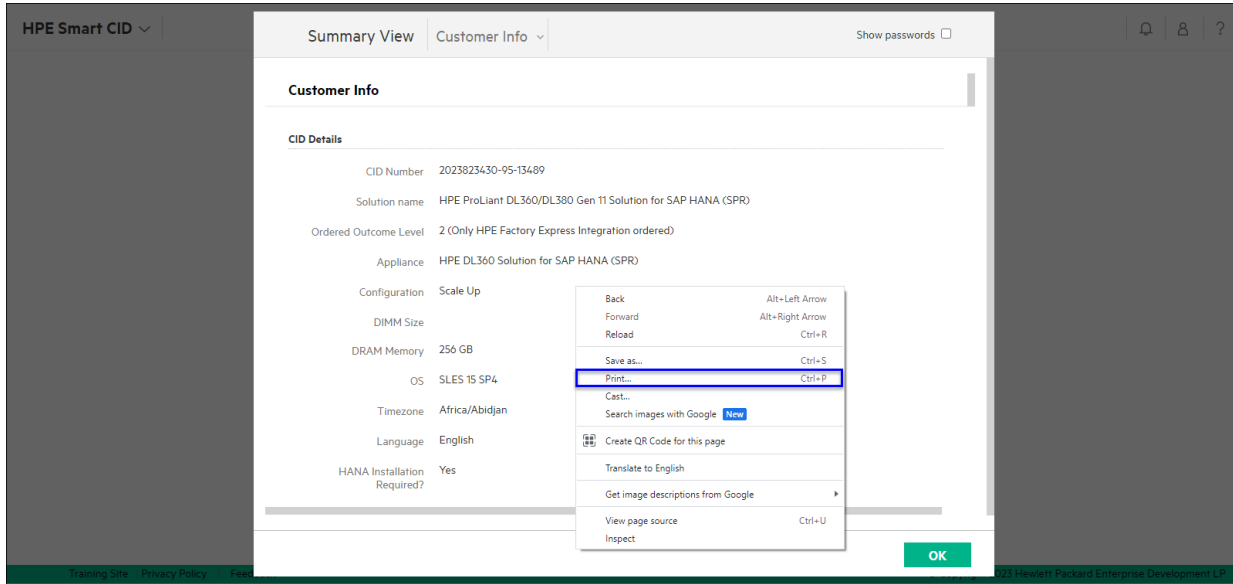


Figure 33. Print to PDF in Google Chrome

4. In the Google Chrome **Print** window, click **Destination** and select **Save as PDF**.

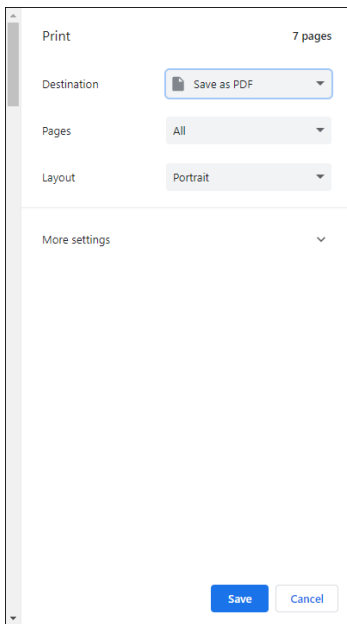


Figure 34. Save as PDF in Google Chrome

5. Click **Save** to save the information as a PDF file.

## Internet Explorer 11

HPE does not recommend using Internet Explorer 11 to save CID information as PDF. Internet Explorer does not save all the information in a single file. You must save each section as a separate PDF file and then import each file into a new file.

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### Note

This option is available only if you have Adobe Acrobat Distiller installed on your computer.

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For example, to save CID information to PDF in Internet Explorer, follow these steps:



1. Click the CID number and open the CID.
2. Select **Summary** under **ACTIONS** to view CID information.
3. Right-click the **Summary** window and select Print.
4. In the Internet Explorer 11 **Print** window, select **Adobe PDF**.
5. Click **Print** to save the information as a PDF file.
6. Repeat these steps to save each section as a PDF file.
7. Open Adobe Acrobat XI and click **Create > PDF from File...** and select all the separate files.
8. Click **Open** to view the files.
9. Click **Save** to save the document as a PDF file.

## HPE Smart CID support

We welcome your feedback. HPE Smart CID is committed to providing you with help and support that meets your needs. You can reach us in one of the following ways:

- Email support
- HPE Smart CID Resource Center

### Email support

For critical issues that need immediate attention, send an e-mail to [smart-cid@hpe.com](mailto:smart-cid@hpe.com). Our support personnel will contact you and help you resolve the issue.

### HPE Smart CID documentation

Hewlett Packard Enterprise is committed to providing documentation that meets your needs. To help us improve the documentation, send any errors, suggestions, or comments to [pd\\_l\\_smartcid\\_ind\\_all@hpe.com](mailto:pd_l_smartcid_ind_all@hpe.com). Include the document title and version number when submitting your feedback.

### Related documentation

The documentation set for this release is available on the HPE Smart CID website. In addition to this document, you can find related documents and training material on the website: <https://smartcid.itcs.hpe.com/Training/#docs>.

## Resources and additional links

HPE GreenLake HPE Solutions for SAP HANA Documentation  
[hpe.com/support/HPE-GreenLake-SAP-S4-HANA-PE-CDC-Docs](https://hpe.com/support/HPE-GreenLake-SAP-S4-HANA-PE-CDC-Docs)

Log in to the HPE Support Center as an HPE Employee to view the internal documents.

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## User guide

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