



Hewlett Packard Enterprise

ClearOS

Simple, secure, and affordable IT for SMB customers

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Frequently asked questions

For HPE and Channel Partner internal use only.

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Introducing the solution

What is ClearOS?

ClearOS is a Linux® server OS created by IT industry veterans and allows your customers to quickly and securely manage all of their organization's IT needs from a single console. ClearOS is a trusted and proven model with more than 400,000 current deployments worldwide.

What is the ClearOS value proposition?

ClearOS is a simple, secure, and affordable operating system with an application Marketplace with over 100 apps that allow partners to build customized solutions. HPE servers bundled with ClearOS allow partners to build an IT infrastructure spending less money and reducing on-premises complexity while having access to enterprise-grade security, network, server, and gateway features.

Who is the company behind ClearOS and how long have they been in the market?

ClearCenter. ClearOS has been in the market for seven years and has over 400,000 deployments worldwide.

Why is Hewlett Packard Enterprise making ClearOS available?

IT for SMBs can be complex and costly. Hewlett Packard Enterprise is working to simplify and lower the cost of IT for SMBs. Hewlett Packard Enterprise wants to be the platform on which SMBs build their business. With ClearOS, Hewlett Packard Enterprise provides a platform for making low-cost IT simple, secure, and affordable.

What you are describing sounds more like an appliance. Is ClearOS an appliance?

ClearOS is a flexible OS that is designed to fill multiple tasks and workloads. While ClearOS can be used like an appliance, it is much more because it can be adapted and adjusted to each SMB's individual needs. At the same time, several applications from the ClearOS Marketplace could be used and installed in the same way you would an appliance.

Who is the target audience for ClearOS?

ClearOS is an ideal platform for partners to build customized applications and services appropriate for their SMB customers. ClearOS is also for SMB customers who prefer to build it themselves.

What are the requirements for a partner to start selling this solution?

Any Hewlett Packard Enterprise partner may begin selling ClearOS immediately. Hewlett Packard Enterprise recommends partners become familiar with the product prior to selling it, but no special certification or training is required at this time. Hewlett Packard Enterprise partners can go to partner.hpe.com to learn more about Hewlett Packard Enterprise and ClearOS.

Many companies leverage open source. How is the ClearOS offering different?

ClearOS has integrated open source technologies to make low-cost IT easy. ClearOS has an easy-to-use, intuitive, web-based graphical user interface that allows for fast and easy setup and installation of not just the server environment but also the applications that run on it. ClearOS has a growing online Marketplace (store) of over 100 applications and services that SMBs can quickly browse and select to install on their server. This collection of free and fee-based applications empower SMBs to download, install, and pay for only those applications and services they need and value.

ClearOS is a public product. What makes the relationship with Hewlett Packard Enterprise unique?

Hewlett Packard Enterprise will be the exclusive Independent Hardware Vendor (IHV) to offer ClearOS with its servers. This means SMBs now have a server that is ready to go right out of the box. Hewlett Packard Enterprise will be preloading ClearOS on select servers and making it available via Intelligent Provisioning on other servers. This will be done at no additional cost, allowing SMBs to decide which applications, services, and support to buy. Hewlett Packard Enterprise will also be providing helpful content to train and educate SMB customers and partners on how best to take advantage of ClearOS.

Does ClearOS work on other Independent Hardware Vendors servers?

Yes, however, Hewlett Packard Enterprise is the exclusive IHV to offer ClearOS, which means ClearOS has received more testing on HPE ProLiant servers and will be tightly integrated with ClearOS now and in the future. One of the key integrations today is that a ClearOS image has been made available to preload on select HPE servers, making ClearOS both faster and easier to deploy on these servers.

Why do SMBs still need an on-premises server in this cloud world?

Access to data and services is critical for any business. The loss of access can result in a significant reduction in sales and business opportunities for an SMB. An on-premises server is a good business strategy to ensure that access to data and services does not cripple SMBs when there is a disruption of cloud services.

How does ClearOS stack up against Microsoft® in the SMB space?

Several years ago, Microsoft offered a small business server product for SMBs. However, that product has since been discontinued. As Microsoft explores more cloud-based options, products like ClearOS integrate with their cloud model, providing a seamless path for SMBs to operate Microsoft technologies both on- and off-premises. ClearOS helps not only to fill the void created when the small business server was discontinued but also creates a channel for customers interested in Microsoft Azure.

In addition, ClearOS provides additional features that Microsoft's small business server product does not. Security application features like content filtering, antispam/malware/virus/phishing, firewall, intrusion detection, and prevention are included with ClearOS. These and more than 100 applications all offer point-and-click installation via a web-based, headless user interface available anytime, anywhere.

As for on-premises, the decision is not ClearOS vs. Microsoft Windows Server®. Partners and customers can continue to buy Microsoft Windows Server. ClearOS is for partners that either want to build on their Windows Server environment, or those that are looking to develop a more customized approach where they are able to deliver more services. In the past, Linux has not had a user-friendly interface, but with ClearOS, that problem has been solved. ClearOS complements Windows Server in that it provides many of the networking and gateway applications and features not included with Windows Server.

How does ClearOS complement a Microsoft Server?

ClearOS is complementary to Microsoft with many of its gateway, networking, and server applications. These applications serve a dedicated usage scenario that works with Microsoft Windows Server. ClearOS also integrates into Active Directory via the Microsoft Active Directory Connector, allowing single directory management. ClearOS can also be hosted on Microsoft Azure. Partners and customers can continue to enjoy the benefits of Windows Server while taking advantage of affordable ClearOS applications and services.

What additional applications are available from ClearOS?

ClearOS groups applications into six categories or layers: Cloud, Network, Gateway, Server, System, and Reports. Each category or layer includes applications relevant to that category or layer. Applications like Google™ App Sync and Dropbox Sync allow you to create an on-premises repository for your cloud-based files. This ensures that even when the cloud is down, you have access to your files to keep your business running.

Are mainstream applications supported?

ClearOS can run Red Hat® Enterprise Linux supported applications from the command line; however, ISVs may not be willing to support their applications running from the command line on ClearOS. Check with your ISV before running their application on ClearOS or understand that the ISV may not be willing to provide support.

What applications are installed together?

ClearOS has intelligently integrated applications, which means that if an application in the Marketplace is installed, any other applications that it is dependent on will also be installed at the same time to ensure everything operates and runs smoothly.

What is the difference between ClearOS and Easy Connect?

ClearOS is a very powerful and flexible OS while Easy Connect is the complete SMB solution for cloud. Easy Connect is a plug-and-play solution, while ClearOS requires customizations. Partners will value ClearOS for the ability to make it into what they want, vs. Easy Connect, which is already predefined.

Working with ClearOS

What are the key features of ClearOS?

ClearOS offers a web-based/headless, easy-to-use interface that can be deployed and managed from anywhere. ClearOS has a built-in application Marketplace that contains more than 100 essential intelligently integrated administrative, network, gateway, cloud, server applications, and services with single-click installation. ClearOS includes automatic updates to patches, fixes, and new versions. There is no upfront cost for ClearOS; you decide whether to purchase applications and support. ClearOS and its applications are also translated in over 80 languages.

What are some examples of the applications and services in the ClearOS/Marketplace?

ClearOS has a mixture of free and fee-based applications and services that are organized into six categories also known as layers: Cloud, Gateway, Server, Network, System, and Reports. Popular applications include network and gateway applications such as firewall, content filter, and so on. Server applications include mail, media, file/print, and others. These are just a few of the over 100 applications and services available with more added all the time.

Can ClearOS be deployed with iLO virtual media?

Yes.

It is important I trust my business to a company that will be around. Will ClearOS continue to provide products in the future?

ClearOS has been in the market for seven years and ClearOS follows the Red Hat Enterprise Linux lifecycle, supporting a major version for seven years. Building on Red Hat Enterprise Linux ensures the future product roadmap will be stable. Details on the ClearOS lifecycle can be found on the [ClearOS website](#).

Can I create a ClearOS template that I can use over and over again on many servers?

In the ClearOS Marketplace, Quick Select is a feature that can first be accessed during the Getting Started configuration wizard. It is also available from the Marketplace in Webconfig.

As its name implies, Quick Select is designed to efficiently select and install apps and packages for ClearOS. Quick Select Files (QSF) contain metadata used by the ClearOS Marketplace engine. Rather than browsing through long lists of apps, advanced users who are familiar with ClearOS, the Marketplace model, and available apps will appreciate the reduced time spent in configuring ClearOS for the first time. More details can be found by [clicking here](#).

What are the ClearOS customer use cases?

Customers use ClearOS as a replacement for costly and difficult-to-integrate networking, gateway, and server applications and hardware. ClearOS is used as a file server with AppleTalk, Dropbox, ownCloud, and Flexshare applications. ClearOS is used as a mail server with Roundcube, Zafra, and Kapano. ClearOS is used as a firewall, VPN, DNS, and DHCP server. ClearOS is used as a backup and media server with Remote Data Backup, Plex Media Server, and Serviio Media Server. ClearOS is also used as an application or content filter, intrusion detection and prevention, and proxy server.

How is support provided for ClearOS?

How is support provided for ClearOS?

Support for ClearOS is purchased and delivered by ClearCenter not Hewlett Packard Enterprise. Customers can pay for single support incidents by submitting a single support ticket (subscription required). Subscriptions for purchase include Bronze, Silver, Gold, or Platinum ClearCARE subscription. Gold includes 8x5 email support and Platinum includes 24x7 telephone support.

About the technology

Is ClearOS a Linux distribution I can trust?

Yes. ClearOS is based on CentOS, which is a very stable and secure community distribution based on Red Hat Enterprise Linux. ClearOS has been in the market for the past seven years and has over 400,000 deployments worldwide that include Fortune 500 customers and international governments.

Is the B140i RAID controller supported with ClearOS?

No, ClearOS does not support the B140i software RAID controller. The B140i is based on a closed-source driver. Since the driver is not open source, Hewlett Packard Enterprise is unable to include it in the upstream Linux kernel. However, ClearOS includes a robust Linux software RAID option. The ClearOS software RAID is the same as is offered in Red Hat Enterprise Linux and CentOS and has been a proven RAID solution in the market for many years.

Selling ClearOS

What is the value of ClearOS to SMB customers and partners?

Because of the integration and intuitive graphical user interface, ClearOS is easy to use like Windows®, but at a fraction of the cost. And, ClearOS adds no cost to the platform out the door. Updates, patches, and fixes are free. Partners and customers will only pay for the technology and services they need and value. Partners can invest less of their effort in what the infrastructure costs, and focus more on the value-added services they can provide.

What does the exclusivity we have with ClearCenter bring for the customers?

Exclusivity means Hewlett Packard Enterprise and ClearCenter are able to deliver tighter integration leveraging a simplified hardware, software, and services model focused on delivering valuable, integrated, and scalable services that can provide an easily repeatable and recurring revenue stream.

What ClearOS products can Hewlett Packard Enterprise partners sell?

In addition to selling repeatable and recurring value-added monthly retainer services, partners can sell Bronze, Silver, Gold, and Platinum ClearCARE subscriptions from ClearCenter. Partners may choose to offer Bronze or Silver subscriptions and only purchase incidence support as needed.

What is in it for Hewlett Packard Enterprise partners?

With ClearOS, partners can replace costly and difficult-to-own, integrate, operate, and maintain individual networking, gateway, and server solutions with a single, flexible, intelligently integrated server and OS infrastructure—allowing partners to focus less on infrastructure integration and costs and more on the value-added services they can provide.

What would stop a customer from running ClearOS today on HPE ProLiant servers?

Nothing. Hewlett Packard Enterprise encourages SMB customers and partners to start downloading and using it today on HPE ProLiant servers and many already have. ClearOS has been deployed in over 150 countries and is available in 80 different languages on ClearOS 7.

When will Hewlett Packard Enterprise make ClearOS available in its ProLiant SMB servers?

Summer of 2017.

Where can I go to learn more about ClearOS?

Visit hpe.com/servers/clearos or clearos.com.

Frequently asked questions

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Resources

Here are some of the many resources available:

- [Customer presentation](#)
- [Solution brief](#)
- [Sales FAQ](#)
- [Sales guide](#)
- [HPE Partner Ready Portal](#)
- [HPE Products & Solutions Now](#)
- [HPE Smart Selling Tool](#)

Learn more at

hpe.com/servers/clearos

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