

# Red Hat Insights

## Use Red Hat Insights in three steps:

1. Register the Insights client on Red Hat Enterprise Linux hosts and cloud instances.
2. Review potential issues that Insights found at [cloud.redhat.com](https://cloud.redhat.com).
3. Remediate issues with provided guidance.

**Question:** Is Red Hat Insights included with all Red Hat Enterprise Linux versions?

**Question:** What capabilities are included with Insights?

**Question:** Where do I access Insights?

## Overview

**Red Hat® Insights** offers IT operational efficiency and vulnerability risk management for Red Hat Enterprise Linux® environments. It identifies and remediates threats so you can minimize unplanned downtime and other interruptions. Red Hat Insights is included in active Red Hat Enterprise Linux subscriptions for versions 6.4 and higher, whether you have deployed on-premise, as a virtual environment, or on the public or private cloud.

The analytics and remediation guidance within Insights is based on thousands of Red Hat recommendations and best practices in the areas of performance, scalability, availability, security, and compliance. Insights also lets you define and monitor internal policies, while other capabilities provide visibility into your patching status and level of adherence to baselines. Because it is a Software-as-a-Service (SaaS) solution, Insights is continually updated to include new recommendations and features to make Red Hat Enterprise Linux administration even easier over time.

## Frequently asked questions

**Answer:** Insights is part of active Red Hat Enterprise Linux subscriptions for versions 6.4 and higher. If you use Red Hat Enterprise Linux from a cloud provider, you can still use Insights, using the following steps:

- Set up a portal ID at [access.redhat.com](https://access.redhat.com) if you do not have one already.
- Follow these [cloud provider instructions](#).
- See complete details on the [supported versions of Red Hat Enterprise Linux](#).

**Answer:** Insights includes the following complementary services: advisor (formerly known as Insights), vulnerability, compliance, patch, drift, and policies. More details about these capabilities are below. In addition, you can access subscription watch for subscription management from the Insights dashboard.

**Answer:** If you are a new user, go to the [get started](#) page for guidance on registering the Insights client for your Red Hat Enterprise Linux environments. On this page, you will also find information on using Insights with Red Hat Enterprise Linux on the public cloud. Once you enable the Insights client, you can use the Insights dashboard to review and remediate risks that Insights has identified. This dashboard is hosted on [cloud.redhat.com](https://cloud.redhat.com). Existing Insights users who already have registered their Insights clients can proceed directly to the [analytics dashboard](#) to view the risks Insights has identified.



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**Question:** What are the main steps for using Insights?

**Answer:** The Insights client is provided for Red Hat Enterprise Linux versions 6.4 and above. Follow these steps to use Insights:

1. Register your hosts or environments.
2. Review the analytics results on the Insights dashboard on [cloud.redhat.com](https://cloud.redhat.com).
3. Remediate issues using the provided guidance.

Additionally, if you are using the compliance service in Insights, you must install OpenSCAP and the security guide. More information is available at [Red Hat Insights: Get started](#).

**Question:** What types of risks does Insights identify?

**Answer:** In the area of operational efficiency, Insights proactively identifies performance, availability, and stability issues. For security and vulnerability risk management, Insights identifies Common Vulnerability Exposures (CVEs), makes Red Hat Security recommendations, and analyzes your percentage of compliance using OpenSCAP. Insights uses a large number of recommendations and best practices to help pinpoint areas of your complex environment that require attention. Insights provides Red Hat expertise when and where you need it, including determining which Red Hat Enterprise Linux instances are impacted by a specific risk.

**Question:** What is the design principle behind data collection in Insights?

**Answer:** The design principle is simple: Collect only the minimum data needed for analysis and issue identification, where the focus is on identifying existing or potential issues in the Red Hat Enterprise Linux environment. Complete volumes of system information, such as core dumps or full log files, are avoided. Insights does not target personal information. The data collected for analysis is typically a fraction of what you might need to send to resolve a support issue. Examples of information that may be collected include: a line of a log file matching a recommendation, host configuration metadata, and runtime information. You have the option to inspect and redact the data that Insights collects.

**Question:** Can I monitor my own internal policies?

**Answer:** Yes. As of April, 2020, Insights includes a policies service that allows you to define internal policies and receive alerts when these criteria are not being met. The compliance service also lets you define your own OpenSCAP compliance policies from within the compliance service.

**Question:** How does the drift service work?

**Answer:** The drift service helps you compare a system or Red Hat Enterprise Linux instance to another system or instance to identify and visualize differences. You can compare your system or instance with a baseline operating environment, with another system or instance, or even with the change history for that single system or instance. This visual comparison helps reduce the complexity of proliferating configurations and helps to more quickly troubleshoot an issue.

**Question:** How does the patch service work?

**Answer:** The patch service within Insights analyzes your systems and cloud implementations of Red Hat Enterprise Linux against Red Hat product advisories and notifies you of areas that require patching and other attention. The patch service dramatically reduces manual research and helps you keep systems up to date.

**Question:** How is remediation handled, and can I use Red Hat Smart Management or Red Hat Ansible® Automation Platform?

**Answer:** For each issue identified, Insights includes remediation guidance that explains how to resolve it, saving you research time. Identified issues may include an Ansible Playbook that you can dynamically generate if you choose to resolve the issue. If you use Red Hat Smart Management with Red Hat Satellite, you can remediate issues using these Ansible Playbooks with the push of a button from within Insights. If you use Ansible Automation Platform, you can also use these playbooks to remediate risks. In addition, you have the option to manually resolve an issue. Each issue includes a link to a Red Hat Knowledgebase article that explains the issue and includes other details (and vice versa). Only Insights takes advantage of Red Hat's extensive Red Hat Enterprise Linux knowledge with remediation guidance, targeting it when and where it is needed so that you know where to focus attention.

**Question:** Where can I learn more?

**Answer:** You can start learning at [redhat.com/Insights](https://redhat.com/Insights). For technical users, more information can be found on the [Insights page on access.redhat.com](https://access.redhat.com/Insights).



### About Red Hat

Red Hat is the world's leading provider of enterprise open source software solutions, using a community-powered approach to deliver reliable and high-performing Linux, hybrid cloud, container, and Kubernetes technologies. Red Hat helps customers integrate new and existing IT applications, develop cloud-native applications, standardize on our industry-leading operating system, and automate, secure, and manage complex environments. Award-winning support, training, and consulting services make Red Hat a trusted adviser to the Fortune 500. As a strategic partner to cloud providers, system integrators, application vendors, customers, and open source communities, Red Hat can help organizations prepare for the digital future.



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