Dell SupportAssist
Version 1.1
Readme

Dell SupportAssist collects information about your computer hardware and software, and automatically creates support cases when issues arise. This helps Dell to provide you an enhanced, personalized, and efficient support experience. Dell uses this data to help solve common problems and design and market the products and services features you use most.

What's New

1) Proxy server support — Enables you to configure your proxy server settings in SupportAssist
2) Role-based security — Restricts access to configure SupportAssist and test e-mail connectivity based on the user's OpenManage Essentials user group
3) Link and launch — Launch SupportAssist from the Extensions tab of the OpenManage Essentials graphical user interface (GUI)
4) Report filtering — Enables you to configure SupportAssist to prevent personally identifiable information (PII) in the diagnostics report collection from being sent to Dell
5) E-mail notification for Basic Hardware service contract — Notifies potential hardware issues reported by devices covered under Basic Hardware service contract
6) Login notification — The SupportAssist dashboard displays the name of the current user
7) Update available notification — The SupportAssist dashboard and the About dialog box indicate if an updated version of SupportAssist is available
8) Support for iDRAC7 and Dell PowerConnect Ethernet switches — Monitors alerts from iDRAC7 and PowerConnect Ethernet switches

Hardware and Software Requirements

Dell SupportAssist integrates with Dell OpenManage Essentials to provide support capabilities for the following Dell enterprise server and storage solutions, using existing environment data:

- Dell PowerEdge servers running:
    – Microsoft Windows 2008 Standard, Enterprise, or R2
    – Red Hat Enterprise Linux 5.5
    – SUSE Enterprise Linux 10 or 11
    – VMware ESX or ESXi 4.x, or 5.0
- Dell PowerVault MD storage arrays
- Dell PowerConnect Ethernet switches

NOTE: SupportAssist currently provides limited support (no DSET or Lasso diagnostics) for blade server chassis.

NOTE: SupportAssist does not support CloudEdge or PowerEdge-C servers.

To provide proactive support for Dell PowerEdge (9th Generation and above), PowerVault MD arrays and storage solutions, iDRAC7, and Dell PowerConnect Ethernet switches, Dell SupportAssist requires:

- Optional: OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge devices.
- SNMP agent enabled on all managed PowerEdge, PowerVault, and PowerConnect devices for OpenManage Essentials discovery.
- All managed PowerEdge, PowerVault, and PowerConnect devices configured to send SNMP traps to the OpenManage Essentials server.
- A trust relationship must exist between the domains of the management station and the managed nodes.
- All managed PowerEdge, PowerVault, and PowerConnect devices discovered, categorized, and inventoried by the OpenManage Essentials server.
- PowerVault Modular Disk Storage Manager (MDSM) installed on the OpenManage Essentials server, in order to support PowerVault MD Series arrays.

- The following are the minimum recommended hardware configurations:

Hardware	Medium Deployments	Large Deployments
Number of managed systems	Up to 500	500 to 2000
Processor	6 cores	10 cores
Memory	8 GB	10 GB
Hard drive	6 GB	10 GB

- Other requirements:
  - Web browser — Internet Explorer 8, 9, or 10 (32-bit) and Mozilla Firefox 11 or 12 (32-bit); supported only on Windows-based operating systems.
  - Microsoft .Net Framework 4.0
  - Microsoft ASP.Net
  - IIS 7.x
  - Dell OpenManage Essentials 1.0.1 or higher
  - Internet connection — standard Gbe network

NOTE: For information about the SNMP configuration, firewall settings, web services, supported ports and protocols specific to your environment, see the *Dell OpenManage Essentials User's Guide* or the *Dell SupportAssist Verifying the Installation* document at **support.dell.com/manuals**.

Installation

Prerequisites

The following are the prerequisites:
- Dell PowerEdge servers running Dell OpenManage Essentials version 1.0.1 or higher
- Familiarity with OpenManage Essentials installation, configuration, and operation

NOTE: For more information about installing, configuring, and using OpenManage Essentials, see the latest *Dell OpenManage Essentials User's Guide* and *Dell OpenManage Essentials Release Notes* at **support.dell.com/manuals**.

CAUTION: Dell does not support, and strongly suggests that you do not attempt, installing or operating SupportAssist and OpenManage Essentials on the same server that runs Dell Proactive Systems Management Enterprise (PSME). Doing so may cause duplicate cases or other unintended results. In addition, the OpenManage Essentials and PSME trap receivers are incompatible, which can cause SNMP traps issues.

Installation and Configuration Notes

You can install Dell SupportAssist using one of the following installation packages:
- Dell SupportAssist installation package
- OpenManage Essentials installation package

To install SupportAssist:
1) Right-click the SupportAssist or OpenManage Essentials installer package file, and click **Run as Administrator**.
2) Follow the instructions that appear on the screen.

NOTE: If your system connects to the Internet through a proxy server, the proxy server settings must be configured in the Support Assist Profile page. For more information about configuring the proxy, see the *Dell SupportAssist Version 1.1 User's Guide* at **support.dell.com/manuals**.

NOTE: For information about the components and configurations that you can verify to ensure that the SupportAssist client installed on your system works as expected, see the *Dell SupportAssist verifying the Installation* document at **support.dell.com/manuals**.

Upgrade

If an earlier version of Dell SupportAssist is already installed on your system, you can upgrade to SupportAssist version 1.1.

Uninstallation

To uninstall Dell SupportAssist:

1) On the OpenManage Essentials server, click **Start**→ **Control Panel**→ **Programs and Features**. The **Programs and Features** window is displayed.
2) Select **Dell SupportAssist**, and click **Uninstall**.
3) If the **Programs and Features** dialog is displayed, prompting your confirmation, click **Yes**.

SupportAssist and its troubleshooting tools are now uninstalled from your OpenManage Essentials server.

Open Issues and Resolutions

PHOME-330, PHOME-385: The following sequence can result in Dell SupportAssist troubleshooting tools not running on a managed device that has an open case:

1) A support case is created for a device.
2) Troubleshooting tools run on the device.
3) The case is resolved and closed.
4) Within 24 hours, another support case is created for the same device.
5) The device goes down, or connectivity to it is interrupted.
6) Troubleshooting tools fail to run.
7) Log files indicate that troubleshooting data was gathered from the device within the past 24 hours, from the previous support case.

Resolution: Once the device is back up and connectivity is reestablished, SupportAssist troubleshooting tools will run within 24 hours, or earlier if a new case is created for the same device.

PHOME-377: SupportAssist cannot collect troubleshooting information from managed PowerVault MD Series storage arrays unless Dell PowerVault Modular Disk Storage Manager (MDSM) is installed on the OpenManage Essentials server. In addition, a message similar to the following will appear in the **log-file.txt** log file:

```
{********************************************************
          Collection for PowerVault MD Series
********************************************************

********************************************************
 Starting validation for PowerVault MD Series
********************************************************
 Verifying SMcli Path

 The system cannot find SMcli

 ERROR : 400 :SMcli is not installed on the MS

 Validation failed for the host 192.168.1.5


 Unable to perform collection
 }
```

Resolution: Install Dell PowerVault Modular Disk Storage Manager (MDSM) on the OpenManage Essentials server to enable SupportAssist to collect troubleshooting information from PowerVault MD Series storage arrays.

PHOME-580: If OpenManage Essentials is not launched at least once after the installation, SupportAssist cannot be launched.

Resolution: Launch OpenManage Essentials and then launch SupportAssist.

PHOME-595: If the OpenManage Essentials database target is changed from remote to local or vice versa, SupportAssist displays the following message:

There is a problem with the Dell SupportAssist Service. Please restart the service and try again.

Resolution:
Restart the Dell SupportAssist windows service:
1) Click **Start**→ **Run**.
   The **Run** dialog box is displayed.
2) In the **Open** box, type **services.msc**, and click **OK**.
   The **Services** window is displayed.
3) Right-click the **Dell SupportAssist Service**, and click **Stop**.
4) Right-click the **Dell SupportAssist Service**, and click **Start**.

PHOME-605: The SupportAssist installer is unable to start the WCF service in port 80 if another application is running on this port.

Resolution: SupportAssist is hosted on port 9399. Ensure that no other application is running on this port.

PHOME-627: After upgrading OpenManage Essentials only from version 1.0 to version 1.1, SupportAssist displays the following error:

There is a problem with the Dell SupportAssist Service. Please make sure that the service is running and try again.

Resolution: Upgrade SupportAssist from version 1.0.2 to version 1.1.

Versions affected: 1.0.2

PHOME-634: Install SupportAssist version 1.1 on OpenManage Essentials version 1.0.1. Later, upgrading OpenManage Essentials only from version 1.0.1 to version 1.1, and then launching SupportAssist opens OpenManage Essentials.

Resolution:
Restart the Dell SupportAssist windows service:
1) Navigate to:
   C:\Program Files (x86)\Dell\Dell Integrated Support\bin (64-bit operating systems) or
   C:\Program Files\Dell\Dell Integrated Support\bin (32-bit operating systems)
2) Run **ConfigureSecureUI.exe**, as an Administrator.

Versions affected: 1.1

PHOME-641: Installation or upgrade of SupportAssist fails if the Dell diagnostic tool (DSET) is running on the system. The Installer displays the following message:

Error 1722: There is problem with this Windows Installer package

Resolution: Perform installation or upgrade of SupportAssist after the DSET execution is complete.

Versions affected: 1.0.2 and 1.1

PHOME-642: Installation of SupportAssist fails with following message:

> Error 1923: Service Dell SupportAssist Service (PhomePluginWindowsService) could not be installed

Resolution: Restart the system and try installing SupportAssist again.

Versions affected: 1.1

PHOME-659: If a trust relationship does not exist between the domains of the managed node and the management station, and the troubleshooting tool (DSET) is executed in response to a support case, the Progress column of the SupportAssist dashboard continues to display the status as Troubleshooting Tool Started.

Resolution:
1) Configure a trust relationship between the domains of the management station and the managed node.
2) Run the diagnostic tool (DSET) manually, and send the diagnostic report to Dell.

Versions affected: 1.1

PHOME-661: The SupportAssist installer does not allow the entry of the primary and secondary contact names using languages (Japanese, Chinese, and so on) that support double-byte characters.

Resolution:
1) Type the primary and secondary names using English characters during the installation of SupportAssist.
2) After SupportAssist is installed, click **Profile→ Contact Information** and type the primary and/or secondary contact names using appropriate language characters.

After upgrading SupportAssist from version 1.0.2 to version 1.1, the **Enable report filtering for network identification data** option available in the SupportAssist **Troubleshooting Credentials** page does not work as expected for PowerVault MD storage and PowerConnect devices.

Resolution: Uninstall Lasso and then upgrade to SupportAssist version 1.1.

Corrected Problems

PHOME-146: The Case List report's data grid display does not scale proportionately when the browser window is resized.

PHOME-369: Dell SupportAssist cannot be upgraded. You must first uninstall the older version, and then install the new version. All prior data is lost.

PHOME-375: Hardware Issue Details description appears twice in case notification emails.

PHOME-412: If Dell System E-Support Tool (DSET) fails to run due to an error, SupportAssist does not run DSET again even if there is a critical alert on the same day.

PHOME-422: Troubleshooting data collection fails to run when cases are created for managed Dell PowerVault MD Series storage arrays.

PHOME-574: Automatic login fails if you try to launch SupportAssist as a domain administrator.

Known Limitations

PHOME-363: Users cannot adjust the alert flood level required to automatically enter Maintenance Mode.

Versions affected: 1.0, 1.0.1, 1.0.2, 1.1

PHOME-365: Dell SupportAssist does not allow the primary or secondary contact to opt out of receiving emails individually.

Versions affected: 1.0, 1.0.1, 1.0.2, 1.1

PHOME-411: If an alert is generated on the OpenManage Essentials management server, the troubleshooting tool (DSET) is not executed.

Versions affected: 1.1

PHOME-455: After upgrading SupportAssist from version 1.0.1 to 1.0.2 or 1.1, the Case List screen displays Unknown in the Service Contract column for all cases. Prior to the upgrade the Service Contract column displayed ProSupport.

Versions affected: 1.0.2, 1.1

PHOME-492: Support cases generated for devices with Basic Warranty service contract are displayed even after the problem is resolved.

Versions affected: 1.1

PHOME-493: A new instance of DSET initiated by SupportAssist due to an alert, fails to execute, if DSET is already running on the OpenManage Essentials managed node.

Versions affected: 1.1

PHOME-603: The following sequence can result in Dell SupportAssist troubleshooting tools not running on a managed device even if a critical alert is triggered:

1) A support case is created for a critical alert on a device.
2) The troubleshooting tools are executed, the diagnostic results are sent to Dell.
3) The case is successfully resolved and the case is closed.
4) The same device triggers another critical alert within 24 hours of resolution of the previous case.
5) A support case is created for the alert, and the Progress column on the Cases tab of the dashboard displays blank.

Versions affected: 1.1

PHOME-640: The Test Connectivity e-mail may be received without initiation of the e-mail connectivity test.

Versions affected: 1.1

PHOME-657: First-time launch of the SupportAssist dashboard takes time.

Versions affected: 1.1

Any changes to the OpenManage Essentials files, requires a restart of the SupportAssist windows service.

Global Support

For information on technical support, visit **www.dell.com/contactus**.

For information on documentation support, visit **support.dell.com/manuals.** On the **Manuals** page, click **Software**→ **Serviceability Tools.** Click **Dell SupportAssist** on the right-side to access the documents.