Dell SupportAssist Version 2.0.1 For Dell OpenManage Essentials

Release Notes

Release Notes

Dell SupportAssist Version 2.0.1 For Dell OpenManage Essentials

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.

Version: 2.0.1
Release Date: February 2015
Previous Version: 2.0

Importance

OPTIONAL: Dell recommends the customer review specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.

Platform(s) Affected

For a complete list of affected Dell systems and supported operating systems, see the *Dell SupportAssist Version 2.0.1 For Dell OpenManage Essentials Support Matrix* at **Dell.com/SupportAssistGroup** or **Dell.com/ServiceabilityTools**.

What is Supported

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

- Dell PowerEdge 9th generation (9G) to 13th generation (13G) servers
  NOTE: SupportAssist also supports Integrated Dell Remote Access Controller 7 (iDRAC7) and iDRAC8 available on PowerEdge 12G and 13G servers respectively.
- Dell PowerVault NX storage servers
- Dell PowerVault MD storage arrays
- Dell EqualLogic SAN devices
- Dell Networking switches (previously Force10 and PowerConnect)
- Dell PowerEdge M1000e Blade Enclosure
- Dell PowerEdge VRTX

NOTE: SupportAssist provides limited support for Dell Networking (previously PowerConnect) stacked configurations.

NOTE: SupportAssist does not support Dell PowerEdge C-series servers, Dell Compellent devices, Dell PowerVault NAS, Dell EqualLogic FluidFS NAS, PowerVault MD Series FluidFS NAS, Compellent FluidFS NAS, Dell DR4000, Dell PowerVault RD1000, Dell PowerEdge M I/O Aggregator, and Brocade switches.

NOTE: For a complete list of supported operating systems and device models, see the *Dell SupportAssist Version 2.0.1 Support Matrix* at **Dell.com/ServiceabilityTools**.

NOTE: Before you upgrade OpenManage Essentials versions earlier than 1.2 to version 2.0.1, ensure that you uninstall SupportAssist. After the upgrade is completed, you can install SupportAssist version 2.0.1

NOTE: SupportAssist supports up to 2000 devices.

What's New

- Support for additional Dell PowerEdge 13th generation server models.
- Support for upgrade from SupportAssist version 1.3, 1.3.1, or 2.0 to version 2.0.1.

NOTE: For information on installing, configuring, and using SupportAssist, see the User's Guide, Quick Start Guide, and technical white papers available at the [Dell SupportAssist Version 2.0 For Dell OpenManage Essentials manuals page](#).

Fixes

- PowerEdge servers R720xd and R730xd discovered in OpenManage Essentials using WS-Man protocol are not displayed as monitored devices in SupportAssist.
- If Dell 11th generation or earlier PowerEdge servers are discovered first using OMSA (in-band) method, and later using iDRAC (out-of-band) method in OpenManage Essentials version 2.0, the 11th generation or earlier servers are not displayed in SupportAssist.
- Collection and upload of system information from the system running SupportAssist are unsuccessful. [2850]

Known Issues

Issue 1
Description:
After upgrade from SupportAssist for OpenManage Essentials version 2.0 to 2.0.1, the SupportAssist Setup Wizard is not displayed.

Resolution:
None

Version affected: 2.0.1 only

Issue 2
Description:
If the system running SupportAssist is discovered using a loopback IP address, collection and upload of system information from the system are unsuccessful. [3453]

Resolution:
None

Version affected: all

Issue 3
Description:
In some instances, the expand or collapse feature of device groups does not work as expected. [3410]

Resolution:
None

Version affected: 2.0 only

Issue 4
Description:
If the device names of devices are similar:
- Validation of device status occurs only on one of the devices.
- An alert generated from one of the devices results in support case creation for all devices with the same name. [3425]

Resolution:
Make sure that device names are unique.

Version affected: 2.0 only

Issue 5
Description:
During the uninstallation of SupportAssist, Error 1306 may be displayed. [3396]

Resolution:
If Error 1306 is displayed, wait for about 2 minutes and click Retry on the error dialog box.

Version affected: all

Issue 6
Description:
SupportAssist versions earlier than version 2.0 are not supported with OpenManage Essentials version 2.0.

Resolution:
Upgrade to SupportAssist version 2.0.

Version affected: all

Issue 7
Description:
If the Dell SupportAssist Service is restarted manually, the device status displayed in the Status column of the Device Inventory does not change until the collection component is invoked on the device again.[3360]

Resolution:
No user action required.

Version affected: 2.0

Issue 8
Description:
If the credentials for a device type is configured incorrectly, the device inventory may display an unknown status for some of the affected devices. The status of the affected devices remains unchanged until the correct credentials is configured or the SupportAssist collection component is invoked on those devices. [3305]

Resolution:
None

Version affected: 2.0

Issue 9
Description:
SupportAssist is unable to save the SMTP Settings and an error message is displayed.

Resolution:
Ensure that port 25 is not blocked by the anti-virus software or any other application, and then retry the operation.

Version affected: 2.0

Issue 10

Description:

When the language pack MUI is installed and configured on the system, SupportAssist is not displayed in the configured language. [2447]

Resolution:

None

Versions affected: All

Issue 11

Description:

The following sequence of steps results in Dell PowerEdge VRTX devices being displayed as iDRAC7 in SupportAssist:

1. Install OpenManage Essentials version 1.1 and SupportAssist version 1.1.1
2. Upgrade OpenManage Essentials to version 1.2
3. In OpenManage Essentials, discover the PowerEdge VRTX devices.
4. Upgrade SupportAssist to version 1.2. [872]

Resolution:

After upgrading SupportAssist to version 1.2 or later, in OpenManage Essentials:

1. Remove the PowerEdge VRTX devices
2. Discover the PowerEdge VRTX devices again.

Versions affected: SupportAssist version 1.2 or later

Issue 12

Description:

SupportAssist functionality does not work as expected after changing the system time zone. [772]

Resolution:

Restart the Dell SupportAssist windows service after the system time zone is changed:

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**.

Versions affected: SupportAssist version 1.2 or later

Issue 13

Description

Installation of SupportAssist fails with following message: Error 1923: Service Dell SupportAssist Service (PhomePluginWindowsService) could not be installed. [642]

Resolution:

Restart the system and try installing SupportAssist again.

Versions affected: SupportAssist version 1.2 or later

Issue 14
Description
After installing SupportAssist on OpenManage Essentials, if OpenManage Essentials is upgraded, launching SupportAssist opens OpenManage Essentials. [634]

Resolution:
Perform the following:
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 **Dell.Services.PHome.CustomInstallActions.exe configureSecureUI**.

Versions affected:
SupportAssist version 1.2 or later

Issue 15
Description
The SupportAssist Installer is unable to start the WCF service in port 80 if another application is running on this port. [605]

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

Issue 16
Description:

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. [595]

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**.

Issue 17
Description:
SupportAssist cannot collect troubleshooting information from managed PowerVault MD Series storage arrays unless Dell PowerVault Modular Disk Storage Manager (MDSM) is installed on the OME 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 OME server to enable SupportAssist to collect troubleshooting information from PowerVault MD Series storage arrays.

Issue 18
Description:
The following sequence can result in system log collection components not running on a managed device that has an open case:

1. A support case is created for a device.

2. The SupportAssist collection component is invoked 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. The SupportAssist collection component fails to run.

7. Log files indicate that troubleshooting data was gathered from the device within the past 24 hours, from the previous support case. [PHOME-330, PHOME 385]

Resolution:
If back up and connectivity is reestablished to the device, SupportAssist collection components will run within 24 hours, or earlier if a new case is created for the same device.

Issue 19
Description:
The following sequence can result in Dell SupportAssist collection component 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 SupportAssist collection component is executed, the diagnostic result 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, but the collection component is not invoked on the device.

Resolution:
Select the device in the device inventory page and click Send System Log.

Versions affected: 1.1, 1.1.1, 1.2, 1.2.1, and 2.0

Limitations

- Only 100 devices can be added to a device group. [3380]

- SupportAssist is not compliant with the Federal Information Processing Standard (FIPS).

- Users cannot adjust the alert flood level required to automatically enter Maintenance Mode. [363]
  Versions affected: All

- Dell SupportAssist does not allow the primary or secondary contact to opt out of receiving emails individually. [365]
  Versions affected: All

- After upgrading SupportAssist from version 1.0.1 to 1.0.2, 1.1, or 1.1.1 the Case List screen displays Unknown in the Service contract column for all cases. Prior to the upgrade the Service Contract column displayed ProSupport. [455]

  Versions affected: All

- First-time launch of the SupportAssist dashboard takes time. [PHOME-657]
  Versions affected: All

- The address bar in Internet Explorer does not display the SupportAssist icon when SupportAssist is launched using either the desktop-shortcut icon or the Start menu.
  Versions affected: All

- If a PowerEdge server is first discovered using the iDRAC IP address, and after some time the same system's operating system IP in OpenManage Essentials, the following is observed in SupportAssist:
  - The iDRAC information is overwritten by the operating system information.
  - iDRAC credentials are deleted.
    Version affected: All

Installation Prerequisites

The following are the prerequisites:
- Servers running Dell OpenManage Essentials version 2.0.
- 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 **Dell.com/OpenManageManuals.**

Minimum Requirements

The following are the minimum requirements for installing and using SupportAssist:
- Dell OpenManage Essentials version 2.0.
- Optional: Dell OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge devices. NOTE: OMSA is required for monitoring Dell PowerEdge servers only if you discover the servers using the operating system IP address. OMSA is not required to monitor Dell PowerEdge 12th generation (12G) or later servers if you discover the server using the iDRAC IP address.
- For SupportAssist functionality to work, SNMP agent must be enabled on all managed PowerEdge servers, EqualLogic, PowerVault, iDRAC, CMC, Dell Networking (previously Force10 and PowerConnect), and PowerEdge VRTX devices.
- All managed PowerEdge, EqualLogic, PowerVault, iDRAC, CMC, Dell Networking (previously Force10 and PowerConnect), and PowerEdge VRTX devices configured to send SNMP traps to the OpenManage Essentials server.
- All managed PowerEdge, EqualLogic, PowerVault, iDRAC, CMC, Dell Networking (previously Force10 and PowerConnect) and PowerEdge VRTX devices discovered, categorized, and inventoried by the OpenManage Essentials server.
  NOTE: For monitoring EqualLogic storage arrays in SupportAssist, you must discover the EqualLogic storage arrays in OpenManage Essentials using the Group Management IP or Storage Group IP.
- PowerVault Modular Disk Storage Manager (MDSM) installed on the OpenManage Essentials server to support PowerVault MD Series arrays.
- Other requirements:
  - Web browser – Internet Explorer 9, 10, or 11 Mozilla Firefox 22 or 23; supported only on Windows-based
  operating systems.
  NOTE: Transport Layer Security (TLS) version 1.0 or later must be
       enabled on the web browser
  - Microsoft .NET Framework 4.5
  - Microsoft ASP.Net
  - IIS 7.x or 8.x
  - Internet connection – standard GbE network

- The following are the minimum recommended hardware configurations:

Hardware	Small Deployments	Medium Deployments	Large Deployments
Number of managed systems	Up to 100	Up to 500	500 to 2000
Processor	4 cores (1.8 GHz minimum)	6 cores (1.8 GHz minimum)	10 cores (1.8 GHz minimum)
Memory	6 GB	8 GB	10 GB
Hard drive	6 GB	6 GB	10 GB

NOTE: If SupportAssist is configured to generate the system log collection at regular intervals, additional hard drive space is required. The hard drive space required can be determined as 10 MB x number of devices.

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 see the *Dell SupportAssist Quick Setup Guide* at **dell.com/ServiceabilityTools**.
NOTE: The recommended screen resolution for optimal viewing of the SupportAssist dashboard is 1280 x 1024 or higher.

Installation Instructions

To install SupportAssist:
1. On the management server, right-click the SupportAssist installer package, and select **Run as administrator**.
2. On the **Welcome to Dell SupportAssist** window, read the terms, and click **I Agree**.
3. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
4. In the **Ready to Install the Program** window, click **Install**.
5. In the **Installation Wizard Completed** window, click **Finish**.

NOTE: The following SupportAssist collection components are installed automatically when you complete the steps in the SupportAssist setup Wizard:
- Dell System E-Support Tool (DSET) version 3.7
- Dell Lasso version 4.7

NOTE: For information on getting started with SupportAssist in your environment, see the *Dell SupportAssist Version 2.0 for Dell Open Manage Essentials Quick Start Guide* at **Dell.com/ServiceabilityTools**.

Upgrade

If Dell SupportAssist version 1.2, 1.2.1, 1.3, 1.3.1 or 2.0 is already installed on the system, you can upgrade to SupportAssist version 2.0.1.

NOTE: Upgrade from SupportAssist versions earlier than 1.2 is not supported. You must uninstall SupportAssist and then install SupportAssist version 2.0.1.

If the default credentials for Force10 and PowerConnect switches are configured in earlier versions of SupportAssist, after upgrade to SupportAssist version 2.0.1, only the PowerConnect default credentials are retained as Dell Networking default credentials. The Force10 default credentials are ignored.

SupportAssist upgrade behavior would be as follows when OpenManage Essentials version 2.0 update is available for download:

- If you are using Open Manage Essentials version 1.3 and have not yet upgraded to OpenManage Essentials version 2.0, the periodic process in SupportAssist version 1.3 will just download the catalog file but do nothing since it cannot upgrade to SupportAssist version 2.0 until OpenManage Essentials version 2.0 is present on the system.
- If you have upgraded to OpenManage Essentials version 2.0 then the periodic process in SupportAssist version 1.3 will download and upgrade to SupportAssist version 2.0.

NOTE: The auto upgrade feature in SupportAssist version 1.2 and 1.2.1 just has a notification and not the actual download and upgrade via the software. Thus, upon notification, upgrade to OpenManage Essentials version 2.0 and SupportAssist version 2.0. If prior version of SupportAssist, then no notification occurs within the SupportAssist application.

Inactive SupportAssist account email notification:
A SupportAssist account is determined as inactive in the following scenarios:

- SupportAssist is not monitoring any devices
- No communication exists between the SupportAssist application and the SupportAssist server hosted by Dell.

You will receive an email stating that your SupportAssist account is inactive if:

- You are using SupportAssist for OpenManage Essentials version 1.2.1 or later.
- The duration of inactivity is 30 days or more.

If you need assistance with using the SupportAssist application, you may send an email to SupportAssist@Dell.com. You can also refer to the SupportAssist User's Guide and Quick Start Guide at **Dell.com/ServiceabilityTools** to get started with SupportAssist.

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 then click Change. The Welcome to the Install Wizard For SupportAssist window is displayed.
3. Click Next. The Program Maintenance window is displayed.
4. Select Remove and click Next. The SupportAssist feedback window is displayed.
5. Select an appropriate reason from the Select an option drop-down list, provide your comments, and click Next.
6. Click Remove. The Uninstalling SupportAssist window is displayed.
7. Click Finish.

SupportAssist and the associated collection components are now uninstalled from the management server running OpenManage Essentials.

Contacting Dell

📝 NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:
1. Visit **www.dell.com/support**.
2. Select the appropriate service or support link based on your need. The available options are:
   Product support, **Top resources**, and **Orders & support requests**.

For information about documentation support:
1. Go to **Dell.com/support/manuals**.
2. In the **Browse for a product** section, click the **View products** link.
3. Undert **Select a product**, click **Software & Security**.
4. Click an appropriate link from the following:
   – Enterprise System Management
   – Remote Enterprise
   – System Management
   –Serviceability Tools
6. To view the document, click the required product version.

NOTE: You can also directly access the documents using the following links:
   * For Enterprise System Management documents — **Dell.com/openmanagemanuals**
   * For Remote Enterprise System Management documents — **Dell.com/esmmanuals**
   * For Serviceability Tools documents — **Dell.com/serviceabilitytools**