

**Dell SupportAssist**  
**Version 1.1 For**  
**Microsoft System Center**  
**Operations Manager**  
Release Notes



# Release Notes

## Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager

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 1.1

Release Date: December 2014

Previous Version: 1.0

## 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.

## What is New

- Support for integration of SupportAssist with Microsoft System Center Operations Manager 2012 R2
- Support for Dell Server Management Pack Suite version 6.0
- Support for monitoring Dell's 13th generation of PowerEdge servers and iDRAC8
- Support for monitoring alerts from Dell OpenManage Storage Services (OMSS).
- Addition of Microsoft Windows Server 2012 R2 as a supported operating system on the management station and the managed node.
- Support for upgrading SupportAssist from version 1.0 to version 1.1.

## Platform(s) Affected

Dell PowerEdge servers running one of the following:

- Microsoft System Center Operations Manager 2012 R2
- Microsoft System Center Operations Manager 2012 SP1
- Microsoft System Center Operations Manager 2007 R2 root management server (RMS), management server, or operations console

## What is Supported

Dell SupportAssist Version 1.1 for Microsoft System Center Operations Manager can monitor the following:

- Dell PowerEdge servers (9th to 13th generation)
- Integrated Dell Remote Access Controller 7 (iDRAC7)
- iDRAC8

**Note:** For a complete list of supported PowerEdge server models, see the *Dell SupportAssist Version 1.1 for Microsoft System Center Operations Manager Support Matrix* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

## Fixes

- If the secondary contact information is not provided earlier, and you provide secondary contact information in the Settings→ Contact Information page, the information you provided is not saved even after you click the Save button.
- Alerts from iDRAC7 received by Operations Manager 2007 R2 running Dell Server Management Pack Suite Version 5.1 For Microsoft System Center Operations Manager And System Center Essentials, are not processed by SupportAssist.

## Known Issues

### Issue 1:

#### Description

Periodic collection of system logs does not occur when you provide the default device type credentials in the **System Logs** page, and then navigate to the **Preferences** page to select the **Enable system log collection scheduling** option. [PHOME-1428]

#### Resolution

In **System Logs** page, under **System Log Collection Schedule** set the **Frequency** to **Weekly** or **Monthly** based on your preferences.

#### Version Affected

SupportAssist version 1.0 and 1.1

### Issue 2:

#### Description

If uninstallation of SupportAssist is attempted while DSET is running in the background, the uninstallation fails. Further attempts to install or uninstall SupportAssist are unsuccessful.

#### Resolution

Before attempting to uninstall SupportAssist, ensure that DSET is not running in the background. To verify if DSET is running, open the Task Manager and check if the **dellsysteminfo.exe** is listed in the **Processes** tab.

#### Version Affected

SupportAssist version 1.0 and 1.1

## Limitations

- When a support case is created on a server where 'iDRAC7' and 'Windows Server' are discovered, execution of the collection tool cannot be guaranteed on a specific device.

**Version affected:** 1.0 and 1.1

## Installation Prerequisites

The following are the prerequisites for installing and using SupportAssist:

- Dell PowerEdge servers running:
  - Microsoft System Center Operations Manager 2012 R2
  - Microsoft System Center Operations Manager 2012 SP1
  - Microsoft System Center Operations Manager 2007 R2 root management server (RMS), management server, or operations console
- Familiarity with Operations Manager 2012 R2, 2012 SP1, or 2007 R2 installation, configuration, and operation
- Dell Server Management Pack Suite Version 5.0.1, 5.1, or 6.0 For Microsoft System Center Operations Manager And System Center Essentials

- Transport Layer Security (TLS) 1.0 must be enabled in the web browser.

NOTE: For more information about installing, configuring, and using Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials, see the *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials Installation Guide* and *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials User's Guide* at [dell.com/support/manuals](http://dell.com/support/manuals).

# Minimum Requirements

## Software Requirements

The following are the minimum required software configurations:

- Supported operating systems for SupportAssist integration with Operations Manager 2007 R2:
  - Microsoft Windows Server 2008 Standard, Enterprise, or Datacenter (32-bit or 64-bit) with SP1 or SP2
  - Windows Server 2008 R2
  - Windows Server 2008 R2 with SP1
- Supported operating systems for SupportAssist integration with Operations Manager 2012 R2 or Operations Manager 2012 SP1:
  - Windows Server 2008 R2 with SP1
  - Windows Server 2012 R2
- Dell Server Management Pack Suite Version 5.0.1, 5.1, or 6.0 For Microsoft System Center Operations Manager And System Center Essentials
- Microsoft .NET Framework 4.0
- Microsoft ASP.Net
- IIS 7.x
- Web browser – Internet Explorer 8, 9, or 10 and Mozilla Firefox 23 or 24; supported only on Windows-based operating systems.

## Management Packs Required For SupportAssist

The following table lists the Dell Server Management Pack Suite Version 5.0.1, 5.1, or 6.0 management packs required for SupportAssist to monitor Dell PowerEdge servers (9th to 13th generation).

Devices to be monitored	Required Management Packs
Dell PowerEdge servers (9G to 13G)	<ul style="list-style-type: none"> <li>• Dell Base Hardware Library</li> <li>• Dell Server Model</li> <li>• Dell Server Operations Library</li> <li>• Dell Server View</li> <li>• Dell Windows Server (Scalable Edition)</li> <li>• Dell Windows Server (Detailed Edition)</li> <li>• Dell Windows Server Overrides (Informational Alerts On)</li> <li>• Dell Common Operations Library</li> </ul>
iDRAC	<ul style="list-style-type: none"> <li>• Dell Feature Monitoring (optional)</li> <li>• Dell Base Hardware Library</li> <li>• Dell Common Operations Library</li> <li>• Dell DRAC Model</li> <li>• Dell DRAC View</li> <li>• Dell DRAC Operations Library</li> <li>• Dell DRAC (SCOM 2007/SCE 2010)</li> <li>• Dell DRAC (SC2012 OM)</li> </ul>

NOTE: For information about importing the required management packs, see the *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials Installation Guide* at [dell.com/OpenManageManuals](http://dell.com/OpenManageManuals) (under Server Management Pack Versions for Microsoft System Center Operations Manager).

### Hardware requirements:

For information about the hardware requirements specific to your IT environment, see the latest Operations Manager 2007 R2 Sizing Helper Tool or System Center 2012 Operations Manager Sizing Helper Tool at [microsoft.com](http://microsoft.com).

**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.

### Network requirements:

- Internet connection – standard Gbe network
- The server running Operations Manager on which SupportAssist is installed must be able to communicate with the Dell SupportAssist server hosted by Dell over the HTTPS protocol.
- The management server must be able to connect to the following destinations:
  - <https://api.dell.com/support/case/v2/WebCase> – end point for the SupportAssist server.
  - <https://ddldropbox.us.dell.com/upload.ashx/> – the file upload server where the diagnostic test results are uploaded.
  - <http://ftp.dell.com/> – for getting new SupportAssist release information.

## Installation Instructions

To install SupportAssist:

**Note:** Make sure that Dell Server Management Pack Suite Version 5.0.1, 5.1, or 6.0 For Microsoft System Center Operations Manager And System Center Essentials is installed and the required management packs are imported on the system. For more information, see "Management Packs Required For SupportAssist" in the "Minimum Requirements" section.

1. On the management server running Operations Manager, right-click the SupportAssist installer package, then select **Run as administrator**.
2. From the **Select the language for the installation from the choices below** list, select a language and click **OK**.
3. Read the terms, and click **I Agree**.
4. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
5. Provide the primary contact details and click **Next**.
6. Click **Install**.
7. Click **Finish**.

**Note:** If your system connects to the Internet through a proxy server, the proxy server settings must be configured in the Proxy Settings page in SupportAssist. For more information about configuring the proxy, see the *Dell SupportAssist Version 1.1 User's Guide* at [dell.com/ServiceabilityTools](http://dell.com/ServiceabilityTools).

NOTE: If SupportAssist is installed on either a non-host system (Operations Manager 2012 R2 or 2012 SP1) or non-RMS system (Operations Manager 2007 R2), SupportAssist must be configured to establish a remote connection with the management group. For more information about configuring a remote connection, see the *Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager User's Guide* at [dell.com/ServiceabilityTools](http://dell.com/ServiceabilityTools).

NOTE: For information about the components and configurations that you can verify to ensure that SupportAssist installed on your system works as expected, see the *Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager Quick Start Guide* at [dell.com/ServiceabilityTools](http://dell.com/ServiceabilityTools).

NOTE: The following system log collection tool is automatically installed during the installation of SupportAssist: Dell System E-Support Tool (DSET) version 3.7.

# Upgrade

To upgrade SupportAssist from version 1.0 to 1.1:

1. On the management server running Operations Manager, right-click the SupportAssist installer package, then select **Run as administrator**.

**Note:** Microsoft User Access Control (UAC) requires that the installation is performed with elevated privileges that are obtained only through the Run as administrator option. If you are logged on to the server running Operations Manager as an administrator-level user, double-click the installer package to install SupportAssist. However, when the Open File - Security Warning dialog box is displayed, click Run to proceed.

The **Dell SupportAssist - InstallShield Wizard** (installation language selection) dialog box is displayed.

2. From the **Select the language for the installation from the choices below** list, select a language and click **OK**.
3. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
4. Click **Upgrade**.  
The **Install Wizard Completed** dialog box is displayed.
5. Click **Finish**.

# Uninstallation

**Note:** Before uninstalling SupportAssist, ensure that DSET is not running in the background. To verify if DSET is running, open the **Task Manager** and check if the **dellsysteminfo.exe** is listed in the **Processes** tab.

To uninstall:

1. 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 the associated collection tool are now uninstalled.

# 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 **support.dell.com**.
2. Select your support category.
3. If you are not a U.S. customer, select your country code at the bottom of the **support.dell.com** page, or select **All** to see more choices.
4. Select the appropriate service or support link based on your need.

For information on documentation support, visit **dell.com/SupportAssistGroup** or **dell.com/ServiceabilityTools**.