

**Dell SupportAssist**  
**Version 1.3 For**  
**Dell OpenManage Essentials**  
Release Notes



# Release Notes

## Dell SupportAssist Version 1.3 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 1.3

Release Date: February 2014

Previous Version 1.2.1

## 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 1.3 For Dell OpenManage Essentials Support Matrix* at [dell.com/SupportAssistGroup](http://dell.com/SupportAssistGroup) or [dell.com/ServiceabilityTools](http://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 servers (9G to 12G)
- Dell PowerVault NX storage servers
- Dell PowerVault MD storage arrays
- Dell EqualLogic SAN devices (except PS5000)
- Dell EqualLogic devices with Fluid File System (FluidFS)
- Dell PowerConnect Ethernet switches
- Dell Force10 Ethernet switches
- Dell PowerEdge M1000e Blade Enclosure
- iDRAC7
- Dell PowerEdge VRTX chassis

NOTE: SupportAssist provides limited support for PowerConnect stacked configurations.

NOTE: SupportAssist does not support Dell PowerEdge C servers, Dell PowerVault NAS, Dell Compellent devices, Dell DR4000, Dell PowerVault RD1000, and Brocade switches.

NOTE: For a complete list of supported operating systems and device models, see the *Dell SupportAssist Version 1.3 For Dell OpenManage Essentials Support Matrix* at [dell.com/SupportAssistGroup](http://dell.com/SupportAssistGroup) or [dell.com/ServiceabilityTools](http://dell.com/ServiceabilityTools).

# What's New

- Support for installing SupportAssist on a management server running:
  - Microsoft Windows Server 2012 R2 Standard edition
  - Windows Server 2012 Domain Controller
  - Windows Server 2012 R2 Domain Controller
- Support for managed nodes running Windows Server 2012 R2 Standard edition.
- Support for a new installation workflow – The collection tools are downloaded and installed after the installation of SupportAssist.
- Support for the following Force10 devices:
  - Ethernet switch: S50, S4820T, S5000, and S6000
  - Ethernet switch/router: MXL, Z9000, and S4810
- Support for Dell EqualLogic storage hosting a Fluid File System.  
NOTE: Only alerts from the EqualLogic storage array are supported.
- Support for automatically updating SupportAssist and the associated collection tools.

# Known Issues

## Issue 1:

### Description

Log collections fail for switches and storage devices because the device names are not resolved to the IP address. [PHOME-2448]

### Resolution

Verify if the DNS is configured with the hostname of the device. If you do not have a DNS server in your environment, update the hosts file located at C:\Windows\System32\drivers\etc with the IP address and the corresponding host name.

**Version Affected:** All

## Issue 2:

### Description

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

**Version Affected:** All

## Issue 3:

### Description

After upgrade to SupportAssist version 1.2.1 to version 1.3, the First-Time Setup window may not be displayed. [PHOME-2444]

### Resolution

Close the browser window running SupportAssist and open SupportAssist in a new browser window.

**Version Affected:** All

**Issue 4:****Description**

SupportAssist UI displays an error when HTML special characters such as < > are entered in case and device text box under cases and devices page. [PHOME-2412]

**Version Affected:** All

**Issue 5:****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. [PHOME-872]

**Resolution**

After upgrading SupportAssist to version 1.2, in OpenManage Essentials:

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

**Version Affected**

SupportAssist version 1.2 or later

**Issue 6:****Description**

If you restart the SupportAssist Windows service when SupportAssist is querying OpenManage Essentials for information about too many devices, the following error may be displayed: The service did not respond to the start or control request in a timely fashion. [PHOME-802]

**Resolution**

Wait until the querying is complete, and then restart the SupportAssist Windows service.

**Versions Affected**

SupportAssist version 1.2 or later

**Issue 7:****Description**

If the PowerEdge server device is removed in OpenManage Essentials, the device information of the same system iDRAC7 device is not restored in SupportAssist. [PHOME-864]

**Resolution**

Run inventory of the iDRAC7 device in OpenManage Essentials to restore the iDRAC7 device information in SupportAssist.

**Versions Affected**

SupportAssist version 1.2 or later

**Issue 8:****Description**

SupportAssist functionality does not work as expected after changing the system time zone.  
[PHOME-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 9:****Description**

Unable to start the SupportAssist Windows service during the installation; SupportAssist installation fails; Connectivity test fails. [PHOME-674]

**Resolution**

Before installing SupportAssist:

1. Open Windows registry.  
Navigate to "HKEY\_LOCAL\_MACHINE\SYSTEM\CurrentControlSet\Control"
2. Right-click Control→ New→ DWORD (32-bit) Value.
3. When prompted for a Name, type ServicesPipeTimeout.
4. Double-click ServicesPipeTimeout.  
The Edit DWORD (32-bit Value) dialog box is displayed.
5. In the Value data field, type 180000.
6. Under Base, select Decimal, and click OK.
7. Restart the system.

**Versions Affected**

SupportAssist version 1.2 or later

**Issue 10:****Description**

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

**Resolution**

Restart the system and try installing SupportAssist again.

**Versions Affected**

SupportAssist version 1.2 or later

### **Issue 11:**

#### **Description**

After installing SupportAssist on OpenManage Essentials, if OpenManage Essentials is upgraded, launching SupportAssist opens OpenManage Essentials. [PHOME-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 12:**

#### **Description**

The SupportAssist Installer is unable to start the WCF service in port 80, if another application is running on this port. [PHOME-605]

#### **Resolution**

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

### **Issue 13:**

#### **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. [PHOME-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 14:**

#### **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 15:

### Description

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

1. A support case is created for a device.
2. Troubleshooting tools are 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. [PHOME-330, PHOME 385]

### 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.

# Limitations

- SupportAssist is not compliant with the Federal Information Processing Standard (FIPS).
- Users cannot adjust the alert flood level required to automatically enter Maintenance Mode. [PHOME-363]  
Versions affected: All
- Dell SupportAssist does not allow the primary or secondary contact to opt out of receiving emails individually. [PHOME-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. [PHOME-455]  
Versions affected: All
- 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, 1.1.1, 1.2, and 1.2.1
- First-time launch of the SupportAssist dashboard takes time. [PHOME-657]  
Versions affected: All
- The Collection Status of any device type in the Devices tab displays Collection Scheduled, even after the system log collection Frequency for the device type is set to None device in Settings→ System Logs→ System Log Collection Schedule. [PHOME-908]  
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.  
Version affected: All

- If iDRAC7 device is discovered, and then after some time the same system PowerEdge server is discovered in OpenManage Essentials, the following is observed in SupportAssist:
  - The iDRAC7 device information is overwritten by the server device information.
  - iDRAC7 credentials are deleted.
 Versions affected: All
- If the same system iDRAC7 device and PowerEdge server are discovered in OpenManage Essentials, the system log collection is always generated from the PowerEdge server.
   
Versions affected: All

## Installation Prerequisites

The following are the prerequisites:

- Servers running Dell OpenManage Essentials version 1.3
- 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](http://dell.com/OpenManageManuals).

### Minimum Requirements

The following are the minimum requirements for installing and using SupportAssist:

- Dell OpenManage Essentials version 1.3.
- Optional: OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge devices.
- SNMP agent enabled on all managed PowerEdge, EqualLogic, EqualLogic FluidFS NAS, PowerVault, iDRAC7, chassis management controller (CMC), Force10, PowerConnect, and PowerEdge VRTX devices for OpenManage Essentials discovery.
- All managed PowerEdge, EqualLogic, EqualLogic FluidFS NAS, PowerVault, iDRAC7, CMC, Force10, PowerConnect, and PowerEdge VRTX devices configured to send SNMP traps to the OpenManage Essentials server.
- All managed PowerEdge, EqualLogic, EqualLogic FluidFS NAS, PowerVault, iDRAC7, CMC, Force10, PowerConnect, and PowerEdge VRTX 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.
- Other requirements:
  - Web browser – Internet Explorer 8, 9, 10, or 11 and Mozilla Firefox 22 or 23; supported only on Windows-based operating systems.
  - 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	Medium Deployments	Large Deployments
Number of managed systems	Up to 500	500 to 2000
Processor	6 cores	10 cores
Memory	10 GB	12 GB
Hard drive	8 GB	12 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 the *Dell SupportAssist Quick Start Guide* at [dell.com/ServiceabilityTools](http://dell.com/ServiceabilityTools).

NOTE: The recommended screen resolution for optimally viewing the SupportAssist dashboard is 1280 x 1024 or higher.

## Installation Instructions

You can install Dell SupportAssist using the Dell SupportAssist installation package or the OpenManage Essentials installation package

To install SupportAssist using the SupportAssist installation package:

1. Double-click the SupportAssist installer package file.
2. Follow the instructions that appear on the screen.

To install SupportAssist using the OpenManage Essentials installation package:

1. Double-click the OpenManage Essentials installer package file.
2. Select Dell SupportAssist, and click Install.
3. Follow the instructions that appear on the screen.

NOTE: The following log collection tools are installed automatically in the background after the installation of SupportAssist version 1.3:

- Dell System E-Support Tool (DSET) version 3.5.1
- Dell Lasso version 4.5.0.439

NOTE: If your system connects to the Internet through a proxy server, the proxy server settings must be configured in the Support Assist Proxy Settings page. For more information about configuring the proxy, see the *Dell SupportAssist Version 1.3 For Dell Open Manage Essentials User's Guide* at [dell.com/SupportAssistGroup](http://dell.com/SupportAssistGroup) or [dell.com/ServiceabilityTools](http://dell.com/ServiceabilityTools).

NOTE: For information about the components and configurations that you can verify to ensure that the SupportAssist plugin installed on your system works as expected, see the *Dell SupportAssist Version 1.3 For Dell Open Manage Essentials Quick Start Guide* at [dell.com/SupportAssistGroup](http://dell.com/SupportAssistGroup) or [dell.com/ServiceabilityTools](http://dell.com/ServiceabilityTools).

NOTE: To successfully collect system logs from managed nodes on which Dell OpenManage Server Administrator 7.2 or later is installed, you must upgrade from earlier versions of SupportAssist to SupportAssist version 1.3.

### Upgrade

If Dell SupportAssist version 1.1, 1.1.1, 1.2, or 1.2.1 is already installed on the system, you can upgrade to SupportAssist version 1.3

NOTE: Upgrade from SupportAssist version 1.0.2 is not supported. You must uninstall SupportAssist version 1.0.2 and then install SupportAssist version 1.3.

### 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.

# 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**.

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