Dell ProSupport Plus Reporting Version 1.2

Features Support Matrix

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SupportAssist Reports for Out-of-Band Server Devices

Dell SupportAssist Reporting Documents			Details Report	Source	SupportAssist Devices	
					Out-of-Band Server Discovery*	
					PowerEdge 12th generation (iDRAC 7)	**PowerEdge 13th generation (iDRAC 8)**
PowerEdge	1.1	Summary of SupportAssist Assets	Asset Summary	Dell OpenManage Essentials and Dell System E-Support Tool (DSET) **OR** SupportAssist for SCOM and Dell System E-Support Tool (DSET) **OR** SupportAssist for Servers (DSET/ New Collector)	Yes	Yes
	1.2	Health Assessment Summary			Yes	Yes
	1.3	Recommendation Summary - BIOS Versions	Recommendations		Yes**	Yes**
	1.4	Recommendation Summary – Firmware Versions			Yes**	Yes**
	1.5	Recommendation Summary - Device Driver Versions			No	No
	1.6	Recommendations (urgent upgrades)			Yes	Yes
	2.1	Server Configuration Summary	Server Details		Yes	Yes
	2.2	System Storage Configuration Summary -RAID Controller Status	Server Storage Details		Yes	Yes
	2.3	System Storage Configuration Summary - Disk Drive Status			Yes	Yes
	3	Server Configuration Details	Server Details		Yes	Yes
	4	System Storage Details	Server Storage Details		Yes	Yes

For OME:

   * The PowerEdge server must be discovered in OpenManage Essentials using the iDRAC IP address.

** Recommendations will be available when OpenManage Essentials version 2.0 or later and Dell SupportAssist for OpenManage Essentials version 2.0 or later are used.

For SCOM:

   * The PowerEdge server must be discovered in SCOM's SNMP device discovery using the iDRAC IP address and Dell DRAC Management Packs are imported.

** Recommendations will be available when SCOM and SupportAssist for SCOM version 1.1 or later are used.

SupportAssist Reports for In-Band Devices and SupportAssist for OME/SCOM

Dell SupportAssist Reporting Documents			Details Report	Source		SupportAssist Devices	
						In-Band Discovery	
						OME*	MS SCOM**
PowerEdge	1.1	Summary of SupportAssist Assets	Asset Summary	Dell SupportAssist/ Dell System E-Support Tool (DSET/ New Collector)	OMSA is a prerequisite	Yes	Yes
	1.2	Health Assessment Summary				Yes	Yes
	1.3	Recommendation Summary - BIOS Versions	Recommendations			Yes	Yes
	1.4	Recommendation Summary – Firmware Versions				Yes	Yes
	1.5	Recommendation Summary - Device Driver Versions				Yes	Yes
	1.6	Recommendations (urgent upgrades)				Yes	Yes
	2.1	Server Configuration Summary	Server Details			Yes	Yes
	2.2	System Storage Configuration Summary -RAID Controller Status	Server Storage Details			Yes	Yes
	2.3	System Storage Configuration Summary - Disk Drive Status				Yes	Yes
	3	Server Configuration Details	Server Details			Yes	Yes
	4	System Storage Details	Server Storage Details			Yes	Yes
	5.0	EqualLogic Details	EQL Storage Details	Dell SupportAssist/ Dell Lasso		N/A	N/A

* The PowerEdge server must be discovered in OpenManage Essentials using the operating system IP address. OMSA must be installed all PowerEdge systems to get the recommendation reports.

** The PowerEdge server must be discovered in SCOM using the operating system IP address and Dell Server Management packs must be imported. OMSA must be installed all PowerEdge systems to get the recommendation reports.

Quick Setup Reference for SupportAssist Reports

Dell OpenManage Essentials	Microsoft System Center Operations Manager	Dell SupportAssist for Servers

Managed devices:
Server, storage, and networking devices
 	
Requirements for SupportAssist Recommendations:
1. Install the latest version of SupportAssist for OpenManage Essentials on the server running OpenManage Essentials.
2. Ensure that periodic collections are enabled
3. Discover the managed servers in OpenManage Essentials using the following methods:
   • In-band (if the server has OMSA installed)
   • Out-of-band – For monitoring the device through iDRAC (12th and 13th generation of PowerEdge servers only)
4. Discover storage and networking devices in OpenManage Essentials using the recommended protocols.
 	
Data sent from the customer premises to Dell by SupportAssist:
• DSET OMSA namespace collections (if the server is discovered in-band)
• DSET iDRAC namespace collections (if the server is discovered out-of-band).
• Lasso collections for EqualLogic, PowerVault MD Series storage arrays, and networking switches
	Managed devices: Servers
	
	  Prerequisites:
	  1. Install the latest version of SupportAssist for OpenManage Essentials on the server running OpenManage Essentials
	  2. Ensure that periodic collections are enabled
	Requirements for SupportAssist Recommendations:
	In-band server monitoring for SupportAssist:
	• If the OMSA prerequisite is available, import the Agent-based Dell Server Management Pack (MP) in SCOM
	• Install OMSA on the managed servers and discover the servers in SCOM using the FQDN
	Out-of-band monitoring for SupportAssist:
	• Import the SNMP-based Dell DRAC MP in SCOM
	• Discover the servers in SCOM through SNMP discovery using the iDRAC IP address (OMSA is not required for out-of-band discovery)
	Note: Dell out of band MP is the only MP that requires a license and this MP is not a pre-requisite for SupportAssist based monitoring.
	Data sent from the customer premises to Dell by SupportAssist:
	• DSET OMSA namespace collections (if the server is discovered in-band)
	• DSET iDRAC namespace collections (if the server is discovered out-of-band).
	See also SupportAssist Reports and SupportAssist for SCOM
		Managed devices:
		Servers
		
		Requirements for SupportAssist Recommendations:
		1. Install the latest version of SupportAssist for Servers.
		2. Ensure that periodic collections are enabled
		3. Add (discover) the managed servers in SupportAssist:
		   • In-band (if the server has OMSA installed)
		   • Out-of-band – For monitoring the device through iDRAC (12th and 13th generation of PowerEdge servers only)
		
		Data sent from the customer premises to Dell by SupportAssist:
		• DSET OMSA namespace collections (if the server is discovered in-band)
		• DSET iDRAC namespace collections (if the server is discovered out-of-band).
		• New Collector Collections

Prerequisites on SupportAssist for SCOM

| Prerequisites | Server In-band | Server Out-of-band | | EqualLogic/MD Series/Printers/CMC |
	Windows system discovery	SNMP discovery	WS-Man discovery	
Dell Server Management Suite	• Dell Windows Server (Scalable Edition) Management Pack • Dell Windows Server (Detailed Edition) Management Pack	Dell DRAC Management Pack	Dell Server (Out Of Band) Management Pack	Other Management Pack suites
Dell MP License Required?	No	No	Yes	No
Supported by SupportAssist for SCOM version 1.1 or later	Yes	Yes	No	No
SupportAssist Reports – Configuration & Reporting	Yes	Yes	No	No

SupportAssist Reports for Storage Devices (OME, SAN HQ, and EMSCOS)

Dell SupportAssist Reporting Documents	Details Report	Source	SupportAssist Devices		
			MD Series	EQL in OME or SAN HQ*	Compellent
EqualLogic Document (section 5.0 and 5.1)	EQL Capacity Details	For EQL: (SupportAssist for OME and Lasso) or SAN HQ	N/A	Yes	N/A
	EQL Configuration Details		N/A	Yes	N/A
	EQL Enclosure Details		N/A	Yes	N/A
	EQL recommendations		N/A	Yes	N/A
MD Series Document (section 6.0)	MD series config/disk/controller	For PowerVault MD: SupportAssist for OME and Lasso	Yes	N/A	N/A
Compellent Document (section 7.0)	Compellent Configuration Details	Compellent PhoneHome	N/A	N/A	Yes
	Compellent Recommendations		N/A	N/A	No
	Compellent Configuration Details	Dell Lasso	N/A	N/A	No
	Compellent Recommendations		N/A	N/A	No

* If the device is sending collections through SAN HQ/Auto pilot, it need not qualify for Lasso as a source.

SupportAssist Reports for Network Switches (OME)

Dell SupportAssist Reporting Documents	Details Report	Source	SupportAssist Devices		
			Dell PowerConnect	Dell Networking	Dell Force10
Network Switches Document (section 8.0)	Network Switch Config Details	SupportAssist for OME and Lasso	Yes	Yes	Yes
	Dell Force10 Recommendations		No	Yes*	Yes

* Recommendations are available only for Force10 devices, Dell Networking (previously Force10) and not for PowerConnect switches.

In-Band Vs. Out-Of-Band Recommendations From SupportAssist

The following table provides a summary of recommendations from SupportAssist for OpenManage Essentials version 2.0, SupportAssist for Microsoft System Center Operations Manager version 1.1, and SupportAssist for Servers version 1.0.

Mode of Discovery in the Monitoring Solution	Operating System on Managed Node (Server)	OMSA	Recommendations Available	Supported Server Generation
In-Band	ESX	With OMSA	Driver, BIOS and Firmware	9th to 13th generation
In-Band	ESX	Without OMSA	No Recommendations	9th to 13th generation
In-Band	Linux	With OMSA	Driver, BIOS and Firmware	9th to 13th generation
In-Band	Linux	Without OMSA	No Recommendations	9th to 13th generation
In-Band	Windows	With OMSA	Driver, BIOS and Firmware	9th to 13th generation
In-Band	Windows	without OMSA	No Recommendations	9th to 13th generation
Out-of-Band*	(Does not depend on operating system)	(Does not depend on OMSA)	Firmware and BIOS	12th and 13th generation

- Periodic collections should be enabled for reporting.
- In OME:
  - SupportAssist version 2.0 for OpenManage Essentials also provides sources of recommendation from OpenManage Essentials (default daily) as well as DSET (schedule as defined by customer). Recommendations are built out of DSET reports (OMSA and iDRAC) as well as OpenManage Essentials data (OME). This is listed in the source column.
  - The latest collection from DSET or OpenManage Essentials for a Service Tag is used to drive the recommendations.
- In SCOM:
  - SupportAssist version 1.1 for SCOM also provides sources of recommendation from DSET (schedule as defined by customer). Recommendations are built out of DSET reports (OMSA and iDRAC). This is listed in the source column.
- Recommendations for CPLD and Power Supplies will not be provided because an incorrect upgrade to these components may be unrecoverable.
- DSET namespace reports will not drive recommendations.

* Out-of-band recommendations will be available when one of the following is used:
  – SupportAssist for OpenManage Essentials version 2.0 or later
  – SupportAssist for SCOM version 1.1 or later
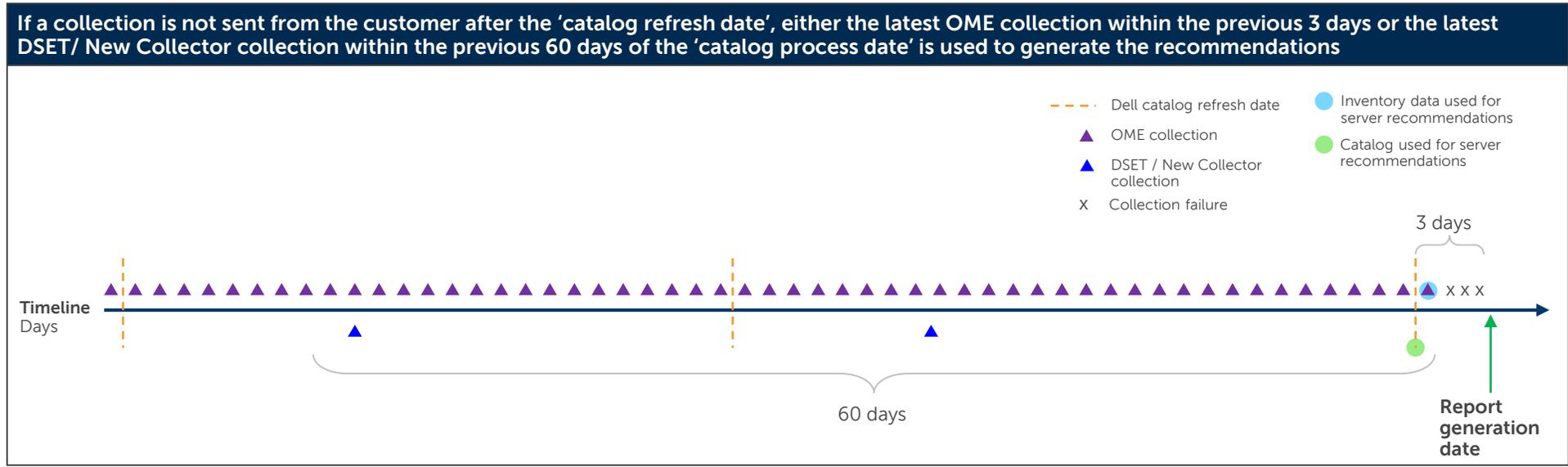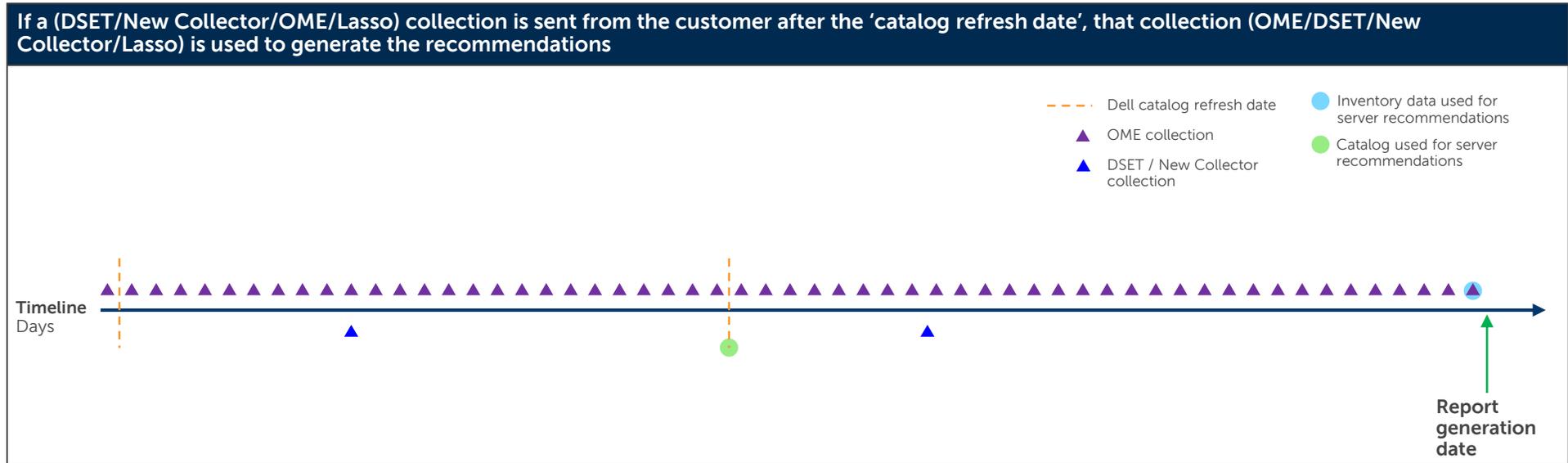 – SupportAssist for Servers version 1.0 or later

Recommendation Reprocessing Timelines for SupportAssist Devices

The following table provides a summary of the device types and collections used for recommendations.

Device type	Source of Recommendations	Inventory Data Used for Recommendations	Is the Frequency of Data Collection Configurable?	Maximum Limit for Configuring Data Collection Frequency
PowerEdge server	OME collection	Latest collection sent to Dell within the previous 3 days	Yes (by editing the settings in the .xml file)	Starting with the default frequency, the frequency can be extended up to a maximum of 3 days. Setting a lower frequency ensures that the recommendation is made on a more accurate as-maintained state.
	DSET collection	Latest collection sent to Dell within the previous 60 days	Yes (through the user interface)	Starting with the default frequency, the frequency can be extended up to a maximum of 60 days. Setting a lower frequency ensures that the recommendation is made on a more accurate as-maintained state.
EqualLogic storage arrays	SAN HQ collection	Latest collection sent to Dell within the previous 60 days	N/A;	
Force10	Lasso collection	Latest collection sent to Dell within the previous 60 days	N/A	

Sample Server Recommendations Reprocessing Timeline (1/2)

Server discovered in-band; Collection frequency – Default (daily for OME; monthly for DSET/ New Collector)

If a (DSET/New Collector/OME/Lasso) collection is sent from the customer after the 'catalog refresh date', that collection (OME/DSET/New Collector/Lasso) is used to generate the recommendations

- - - Dell catalog refresh date
▲ OME collection
▲ DSET / New Collector collection
● Inventory data used for server recommendations
● Catalog used for server recommendations

Timeline
Days

Report generation date

If a collection is not sent from the customer after the 'catalog refresh date', either the latest OME collection within the previous 3 days or the latest DSET/ New Collector collection within the previous 60 days of the 'catalog process date' is used to generate the recommendations

- - - Dell catalog refresh date
▲ OME collection
▲ DSET / New Collector collection
X Collection failure
● Inventory data used for server recommendations
● Catalog used for server recommendations

3 days

Timeline
Days

x x x

60 days

Report generation date

Sample Server Recommendations Reprocessing Timeline (2/2)

Server discovered out-of-band; Collection frequency – Default (daily for OME; monthly for DSET/ New Collector)

If a (DSET/ New Collector) collection is sent from the customer after the 'catalog refresh date', that collection (DSET/ New Collector) is used to generate the recommendations

- - - - Dell catalog refresh date
▲ OME collection
▲ DSET / New Collector collection
🔵 Inventory data used for server recommendations
🟢 Catalog used for server recommendations

Timeline
Days

Report generation date
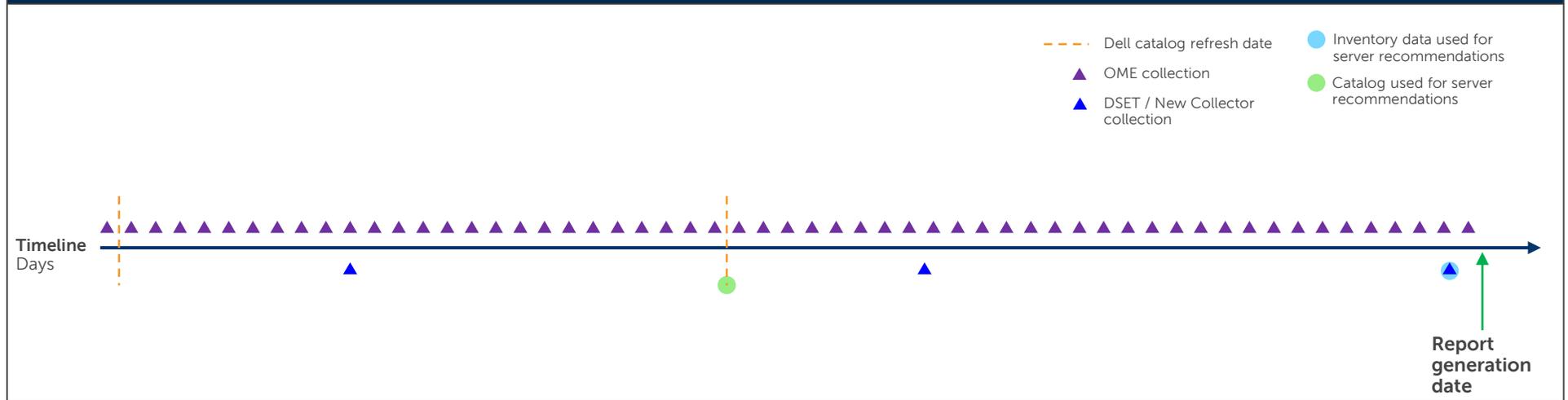
If a collection is not sent from the customer after the 'catalog refresh date', the latest DSET/ New Collector collection within the previous 60 days of the "catalog process date" is used to generate the recommendations

- - - - Dell catalog refresh date
▲ OME collection
▲ DSET/ New Collector collection
X Collection failure
🔵 Inventory data used for server recommendations
🟢 Catalog used for server recommendations

Timeline
Days

60 days

Report generation date

NOTE: For servers discovered in OME (out-of-band), SCOM, or SupportAssist for Servers, only the DSET/ New Collector collection is used to generate the recommendations.