Dell SupportAssist Version 1.0.1 for Servers Support Matrix

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your computer.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

Overview

Dell SupportAssist for Servers is an application that enables automated support from Dell by proactively identifying hardware issues in Dell servers. When an issue is detected, SupportAssist automatically opens a support case with Dell Technical Support and sends you an email notification. Data required for troubleshooting the issue is automatically collected and sent securely to Dell Technical Support. The collected data helps Dell Technical Support to provide you an appropriate solution for resolving the issue. SupportAssist capability also includes proactive contact from Dell Technical Support to help you resolve the issue.

Installing and using SupportAssist is voluntary, and results in improved support, products, and services designed to meet your needs.

NOTE: SupportAssist capabilities supported on a monitored Dell server may vary based on the Dell service contract. For more information about the capabilities of SupportAssist, see SupportAssist capabilities available with Dell service contracts.

NOTE: SupportAssist Version 1.0.1 for Servers supports monitoring of up to 20 Dell PowerEdge servers.

This document provides information about the supported devices and minimum requirements for installing and using SupportAssist for Servers.

Supported devices

Supported Dell PowerEdge servers

Dell server generation	Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
9th	1900	Yes	Yes	Yes	Yes
	1950	Yes	Yes	Yes	Yes
	1955	Yes	Yes	Yes	Yes
	2900	Yes	Yes	Yes	Yes
	2950	Yes	Yes	Yes	Yes
	2970	Yes	Yes	Yes	Yes
	6950	Yes	Yes	Yes	Yes
10th	M600	Yes	Yes	Yes	Yes
	M605	Yes	Yes	Yes	Yes

Dell server generation	Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	M805	Yes	Yes	Yes	Yes
	M905	Yes	Yes	Yes	Yes
	R200	Yes	Yes	Yes	Yes
	R300	Yes	Yes	Yes	Yes
	R805	Yes	Yes	Yes	Yes
	R900	Yes	Yes	Yes	Yes
	R905	Yes	Yes	Yes	Yes
	T100	Yes	Yes	Yes	Yes
	T105	Yes	Yes	Yes	Yes
	T300	Yes	Yes	Yes	Yes
	T605	Yes	Yes	Yes	Yes
11th	M610	Yes	Yes	Yes	Yes
	M610x	Yes	Yes	Yes	Yes
	M710	Yes	Yes	Yes	Yes
	M710HD	Yes	Yes	Yes	Yes
	M910	Yes	Yes	Yes	Yes
	M915	Yes	Yes	Yes	Yes
	R210	Yes	Yes	Yes	Yes
	R210II	Yes	Yes	Yes	Yes
	R310	Yes	Yes	Yes	Yes
	R410	Yes	Yes	Yes	Yes
	R415	Yes	Yes	Yes	Yes
	R510	Yes	Yes	Yes	Yes
	R515	Yes	Yes	Yes	Yes
	R610	Yes	Yes	Yes	Yes
	R710	Yes	Yes	Yes	Yes
	R715	Yes	Yes	Yes	Yes
	R810	Yes	Yes	Yes	Yes
	R815	Yes	Yes	Yes	Yes
	R910	Yes	Yes	Yes	Yes

Dell server generation	Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	R915	Yes	Yes	Yes	Yes
	T110	Yes	Yes	Yes	Yes
	T110II	Yes	Yes	Yes	Yes
	T310	Yes	Yes	Yes	Yes
	T410	Yes	Yes	Yes	Yes
	T610	Yes	Yes	Yes	Yes
	T710	Yes	Yes	Yes	Yes
12th	M420	Yes	Yes	Yes	Yes
	M520	Yes	Yes	Yes	Yes
	M620	Yes	Yes	Yes	Yes
	M820	Yes	Yes	Yes	Yes
	R220	Yes	Yes	Yes	Yes
	R320	Yes	Yes	Yes	Yes
	R420	Yes	Yes	Yes	Yes
	R520	Yes	Yes	Yes	Yes
	R620	Yes	Yes	Yes	Yes
	R720	Yes	Yes	Yes	Yes
	R720xd	Yes	Yes	Yes	Yes
	R820	Yes	Yes	Yes	Yes
	R920	Yes	Yes	Yes	Yes
	T320	Yes	Yes	Yes	Yes
	T420	Yes	Yes	Yes	Yes
	T620	Yes	Yes	Yes	Yes
13th	R430	Yes	Yes	Yes	Yes
	R530	Yes	Yes	Yes	Yes
	R630	Yes	Yes	Yes	Yes
	R730	Yes	Yes	Yes	Yes
	R730xd	Yes	Yes	Yes	Yes
	M630	Yes	Yes	Yes	Yes
	T430	Yes	Yes	Yes	Yes

Dell server generation	Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	T630	Yes	Yes	Yes	Yes
	FC630	Yes	Yes	Yes	Yes

Supported Dell Remote Access Controllers

Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
iDRAC7	Yes	Yes	Yes	Yes
iDRAC8	Yes	Yes	Yes	Yes

Support for OEM devices

Dell OEM-ready devices (either re-branded or de-branded Dell hardware), when added, are classified under the re-branded name and not the original Dell hardware name. All of the functionality available for Dell standard devices, such as alerts handling, automatic case creation (when the support level has been validated at the time of the support incident as ProSupport or ProSupport Plus), and ProSupport Plus reports are available for OEM-ready devices. OEM-ready devices are classified in the SupportAssist user interface and ProSupport Plus reports under the re-branded name. For some OEM devices, the model name may be blank in the SupportAssist user interface and ProSupport Plus reports.

Automatic case creation is supported through Dell Enterprise Technical Support and not available for other support case service request management systems.

As with any system that is modified for custom solutions, it is recommended that all SupportAssist features are validated to ensure proper operation with those modifications.

NOTE: Dell OEM-ready version of the PowerEdge servers listed within this document are supported. OEM-ready versions of Dell Storage and Networking devices are not supported at the time of publishing this document.

OMSA version recommended for SupportAssist

For monitoring a device through the agent-based method, the Dell OpenManage Server Administrator (OMSA) agent must be installed and running on the device. The following sections list the recommended version of OMSA that must be installed on a device for agent-based monitoring. The recommended version of OMSA varies based on the generation of the server and the operating system running on the device.

NOTE: OMSA is required only on devices that are monitored through the agent-based method. Dell's 12th and 13th generation of PowerEdge servers monitored through the agentless method do not require OMSA to be installed.

NOTE: For information about the minimum requirements for installing OMSA on a device, see the "Installation Requirements" section in the appropriate *OpenManage Server Administrator Installation Guide* at Dell.com/OpenManageManuals.

NOTE: For information on monitoring a device through the agent-based method, see the "Adding devices (agent-based monitoring)" section in the *Dell SupportAssist Version 1.0.1 for Servers User's Guide* at Dell.com/ServiceabilityTools.

Microsoft Windows

PowerEdge server generation	Operating system running on the server	Recommended OMSA version
13th Server models: R430, R530, M630, T430, and FC630	Microsoft Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, and Datacenter	8.0.2
	Microsoft Windows Server 2012 Standard, Essentials, and Datacenter	8.0.2
	Microsoft Windows Server 2012 R2 Standard and Datacenter	8.0.2
13th Server models: R630, R730, R730xd, and T630	Microsoft Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, and Datacenter	8.0.1
	Microsoft Windows Server 2012 Standard, Essentials, and Datacenter	8.0.1
	Microsoft Windows Server 2012 R2 Standard and Datacenter	8.0.1
9th to 12th	Microsoft Windows Server 2008 R2 (64-bit)	7.4
	Microsoft Windows Server 2008 SP1	7.4
	Microsoft Windows Server 2008 (32-bit and 64-bit)	7.4
	Microsoft Windows Server 2008 SP2	7.4
	Microsoft Windows Small Business Server 2011	7.4
	Microsoft Windows Storage Server 2008 SP2	7.4
	Microsoft Windows Server 2012	7.4
	Microsoft Windows Server 2012 R2	7.4
	Microsoft Windows Server 2008 R2 (64-bit)	7.4
	Microsoft Windows Server 2003 (64-bit)	7.2
	Microsoft Windows Server 2003 (32-bit)	7.1

Linux

PowerEdge server generation	Operating system running on the server	Recommended OMSA version
13th Server models: R430, R530, M630, T430, and FC630	SUSE Linux Enterprise Server 11 SP3 (64-bit)	8.0.2
	Red Hat Enterprise Linux 6 (64-bit)	8.0.2
	Red Hat Enterprise Linux 7.0 (64-bit)	8.0.2
13th Server models: R630, R730, R730xd, and T630	SUSE Linux Enterprise Server 11 SP3 (64-bit)	8.0.1
	Red Hat Enterprise Linux 6.5 (64-bit)	8.0.1
	Red Hat Enterprise Linux 7.0 (64-bit)	8.0.1
11th and 12th	Red Hat Enterprise Linux 7.0 (64-bit)	7.4.1
9th to 12th	SUSE Linux Enterprise Server 11 SP3 (64-bit)	7.4
	Red Hat Enterprise Linux 5.9 (32-bit and 64-bit)	7.4
	Red Hat Enterprise Linux 6.5 (64-bit)	7.4
	SUSE Linux Enterprise Server 10 SP3 (64-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (32-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP1 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP2 (64-bit)	7.3
	Red Hat Enterprise Linux 5.8 (32-bit and 64-bit)	7.3
	Red Hat Enterprise Linux 6.3 (64-bit)	7.3
	Red Hat Enterprise Linux 6.4 (64-bit)	7.3
	Red Hat Enterprise Linux 6.2 (64-bit)	7.2
	Red Hat Enterprise Linux 5.7 (32-bit and 64-bit)	7.0
	Red Hat Enterprise Linux 6.1 (64-bit)	7.0
	SUSE Linux Enterprise Server 10 SP3 (32-bit)	6.5
	SUSE Linux Enterprise Server 11 SP1 (32-bit)	6.5
	Red Hat Enterprise Linux 5.5 (32-bit and 64-bit)	6.5

Supported operating systems on monitored devices

- **Agent-based monitoring** — For the list of operating systems supported on devices monitored through the agent-based method, see the Windows and Linux operating systems listed in OMSA version recommended for SupportAssist.

- **Agentless monitoring** — In the agentless monitoring method, SupportAssist monitors the device through the Integrated Dell Remote Access Controller (iDRAC) available on the device. SupportAssist does not have any dependency on the operating system running on devices monitored through the agentless method.

  📝 **NOTE:** Agentless monitoring is supported only through iDRAC7 and iDRAC8 available on Dell's 12th and 13th generation of PowerEdge servers.

Minimum requirements for installing and using SupportAssist

The following are the minimum hardware, software, and networking requirements for installing and using SupportAssist.

Hardware requirements

Hardware	Requirement
Type	Dell PowerEdge server (9th to 13th generation)
Processor	2 cores (2 GHz)
Memory (RAM)	4 GB
Hard drive 📝 **NOTE:** If SupportAssist is configured to collect the system information at regular intervals, additional hard-drive space is required. The hard-drive space required may be determined as 10 MB x number of monitored devices.	8 GB free space on the **C:** drive or on the primary partition where SupportAssist is installed. 📝 **NOTE:** The hard-drive space required may vary based on the number of monitored devices.

Software requirements

- Operating System — The server on which you want to install SupportAssist must be running one of the following operating systems.

  📝 **NOTE:** SupportAssist can be installed only on 64-bit operating systems.

  📝 **NOTE:** SupportAssist can also be installed on a domain controller.

  – Microsoft Windows Server 2008 R2 SP1 Standard, Enterprise, and Datacenter
  – Windows Server 2008 SP2 Standard, Enterprise, and Datacenter
  – Windows Server 2012 R2 Standard and Datacenter
  – Windows Server 2012 Standard, Essentials, and Datacenter
  – Small Business Server 2008 Essentials and Standard
  – Small Business Server 2011 Essentials and Standard

- Web browser — To view the SupportAssist user interface, one of the following web browsers is required.

  📝 **NOTE:** Transport Layer Security (TLS) version 1.0 or later must be enabled on the web browser.

  – Internet Explorer 8, 9, 10, or 11

– Mozilla Firefox 22 or 23

> **NOTE:** A Dell collection component, namely Dell System E-Support Tool (DSET), required for the collection of system information from monitored devices is downloaded an installed automatically after SupportAssist is installed. SupportAssist Version 1.0.1 for Servers only supports DSET version 3.7.

Network requirements

- Internet connection — standard Gbe network.
- The server on which SupportAssist is installed must be able to communicate with the SupportAssist server hosted by Dell over the HTTPS protocol.
- The server on which SupportAssist is installed 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.
  – **https://ftp.dell.com/** — for new SupportAssist release information.
  – **https://downloads.dell.com/** — for downloading Dell OpenManage Server Administrator (OMSA).

The following table lists the ports that must be open on the server on which SupportAssist is installed.

Port	Usage
2607	For opening SupportAssist securely (HTTPS) from a remote system.
9090	For opening SupportAssist from the system on which SupportAssist is installed.
162	For receiving alerts (SNMP traps) from monitored systems.
27015	For receiving forwarded alerts.
443	For Secure Socket Layer (SSL) communication and for verifying SupportAssist update information.

SupportAssist capabilities available with Dell service contracts

The primary benefits of SupportAssist are available only for devices that have an active Dell ProSupport or Dell Prosupport Plus service contract. SupportAssist also detects potential hardware issues in devices that have a Dell Basic Hardware service contract, and sends an automatic email notification, but a support case is not created automatically.

The following table provides a comparison of the SupportAssist capabilities supported with the Basic Hardware, ProSupport, and ProSupport Plus service contracts.

SupportAssist capability	Description	Dell service contract type		
		Basic Hardware	ProSupport	ProSupport Plus
Proactive detection of	SupportAssist receives alerts for hardware events in monitored	✔	✔	✔

SupportAssist capability	Description	Dell service contract type		
		Basic Hardware	ProSupport	ProSupport Plus
potential hardware issues	devices and proactively determines if the event can result in a potential hardware issue.			
Automated data collection	Data required for troubleshooting the issue is automatically collected from the device and sent securely to Dell.	✔	✔	✔
Automated email notification	An email notification about the support case or issue is automatically sent to your primary and secondary SupportAssist contacts.	✔	✔	✔
Automated support case creation	When a critical alert is received from a monitored device, the alert information is sent securely to Dell and a service request is automatically created.	✖	✔	✔
Proactive contact from Dell Technical Support	A Dell technical support agent contacts you proactively about the support case and helps you resolve the issue.	✖	✔	✔
Proactive parts dispatch	Based on examination of the collected data, if the Dell Technical Support agent determines that a part needs to be replaced to resolve the issue, a replacement part is dispatched to you with your consent.	✖	✔	✔
ProSupport Plus reporting	Data collected periodically by SupportAssist enables Dell to provide you an insight into the as-maintained environment configuration with proactive firmware recommendations and other reports.	✖	✖	✔

Related documents and resources

In addition to this guide, you can access the following guides available on the Dell Support website:

Document title	How to access the document
Dell SupportAssist Version 1.0.1 for Servers User's Guide	Visit Dell.com/ServiceabilityTools.
Dell SupportAssist Version 1.0.1 for Servers Quick Setup Guide	

Document title	How to access the document
Dell SupportAssist Version 1.0.1 for Servers Release Notes	
Dell System E-Support Tool User's Guide	
Dell OpenManage Server Administrator Installation Guide	Visit Dell.com/OpenManageManuals, and click **OpenManage Server Administrator**.
Dell OpenManage Server Administrator User's Guide	
iDRAC User's Guide	Visit Dell.com/ESMmanuals, and click **Remote Access Controller**.
Dell SupportAssist: Alert Policy	Visit Dell.com/SupportAssistGroup.
Managing Windows Device Credentials in SupportAssist Using Service Account	

Video tutorials

You can access the following video tutorials related to SupportAssist for Servers:

Video title	How to access the videos
Monitoring Local System	Visit the Dell TechCenter channel on YouTube, and click **Playlist**. On the playlist, click **SupportAssist for Servers**.
Adding Devices	
Configuring Alert Destination (Windows)	
Configuring Alert Destination (Linux)	
Auto Installation or Upgrade of OMSA	

SupportAssist community

You can also find video tutorials, peer-to-peer questions, user's guides, and other useful information on the Dell SupportAssist community forum at Dell.com/SupportAssistGroup.

Dell Remote Consulting Service

You can use your existing Dell Remote Consulting Service contract or place an order and schedule time with a systems management deployment expert for SupportAssist installation, set up, and configuration from start to finish. For more information, see the Remote Consulting Services service description document.