Dell SupportAssist
Version 1.0.1 for Servers
Release Notes

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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 1.0.1
Release Date: May 2015
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.

Platform(s) affected

For a complete list of affected Dell systems and supported operating systems, see the *Dell SupportAssist Version 1.0.1 for Servers Support Matrix* at **Dell.com/SupportAssistGroup** or **Dell.com/ServiceabilityTools**.

What is supported

Dell SupportAssist Version 1.0.1 for Servers can monitor the following:
* Dell PowerEdge servers (9th to 13th generation)
* Integrated Dell Remote Access Controller 7 (iDRAC7)
* Integrated Dell Remote Access Controller 8 (iDRAC8)

NOTE: For a complete list of supported operating systems and device models, see the *Dell SupportAssist Version 1.0.1 for Servers Support Matrix* at **Dell.com/ServiceabilityTools**.

What's New

* Support for additional models of Dell's 13th generation of PowerEdge servers.
* Support for installing SupportAssist on a domain controller.
* Support for Dell OEM servers.
* Ability to detect hardware issues that may occur on attached storage devices.
* Ability to automatically configure the SNMP settings of a device.
* Addition of Red Hat Enterprise Linux 7 as a supported operating system for SupportAssist on Dell's 11th and 12th generation of PowerEdge servers.
* Addition of support for Simple Network Management Protocol (SNMP) version 2.
* Support for upgrading from SupportAssist version 1.0 to version 1.0.1.

Fixes

- Support case is not created for certain alerts received from monitored devices.
- Automatic configuration of SNMP settings is not successful on certain configurations of the local system.

Known issues

Issue 1:
Description
If the SupportAssist service is restarted when the SupportAssist application is open, then any operations on the SupportAssist application do not bring back to the Login screen.

Resolution
Close and re-open the SupportAssist application to continue the appropriate operations.

Issue 2:
Description
Pressing the <Enter> key does not start a new line on the comments field that is displayed while uninstalling SupportAssist.

Resolution
To start a new line, press <Ctrl><Enter>.

Issue 3:
Description
After editing the contact information, if you select either Primary or Secondary on the Contact Information page, the changes are not saved.

Resolution
After editing the contact information, click Apply, and then select Primary or Secondary based on your preference.

Issue 4:
Description
The status of a device displayed on the Device Inventory page does not change if an error or warning status of a device is resolved manually. For example, if OMSA is not installed on a device, and you log on to the device and manually install the recommended version of OMSA, the status of the device is not updated automatically.

Resolution
Select the device on the Device Inventory page and click Send System Information. The user interface displays the correct status.

Issue 5:
Description
In a Japanese operating system, when a valid phone number is entered   (using Japanese keyboard layout) for contact details during registration, an error message is displayed and SupportAssist is unable to proceed with registration.

Resolution
This issue occurs because SupportAssist only supports the US Keyboard input for the phone number field. Set "Use US Keyboard" in the language preference before entering the phone number.

Issue 6:
Description
While manually sending the system information for one or more devices using the "Send System Information" option, if the server on which SupportAssist is installed needs to be restarted, after restart the status of the device displayed in the "Status" column for one or more devices may remain as "Gathering System Information" forever.

Resolution
Delete and add the device again in SupportAssist.

Issue 7:
Description
After a device is added in SupportAssist, if installation or upgrade of OMSA is attempted on the device using "More Tasks→Install/Upgrade OMSA", and if the device is not reachable or WMI service is not running at that moment on the device, the error message is displayed as "Unexpected Error occurred" instead of "Device not reachable".

Resolution
Try installing/upgrading OMSA on the device after resolving the reachability issues. The actual issue on the device can be verified by manually sending the system information from the device using the "Send System Information" option.

Issue 8:
Description
If a device added to SupportAssist is running a "Microsoft Windows" operating system, and if the OMSA services are not running on that device, when you try installing or upgrading OMSA, the device status in the "Status" column displays "OMSA not Installed".

Resolution
Make sure that the OMSA services are running on the target system and try installing or upgrading OMSA to view the correct status.

Issue 9:
Description
Adding an unsupported device in SupportAssist may result in a time-out after 30 minutes.

Resolution
Refresh the web browser and continue adding devices that are supported by SupportAssist.

Issue 10:
Description
While adding a device, if OMSA is not installed on that device, the **Install/Upgrade OMSA** option should be selected by default. However, the **Install/Upgrade OMSA** option is not selected if the same device is removed and added again.

Resolution
Select the **Install/Upgrade OMSA** option if OMSA needs to be installed.

Issue 11:
Description
If auto update of SupportAssist occurs during the collection of system information from a device, after the update is installed the collection of system information from the device is not restarted automatically. The device displays an unexpected error status.

Resolution
Manually send the system information to Dell — Select the device on the **Device Inventory** page and click **Send System Information**. The status of the device is updated automatically.

Issue 12:
Description
On devices running Windows Server 2003 or 2008 x86, if Windows PowerShell is not installed, automatic configuration of SNMP settings through SupportAssist results in an unexpected error.

Resolution
Ensure that PowerShell is installed on the device, all windows updates are installed, and try configuring the SNMP settings again. If the problem persists, manually configure the SNMP settings of the device.

Issue 13:
Description
If a 64-bit device monitored by SupportAssist has a 32-bit OMSA installed, upgrade of OMSA on the device using SupportAssist is not possible.

Resolution
Uninstall OMSA from the device and then the install the recommended version of OMSA using SupportAssist.

Issue 14:
Description
If a server running Linux is added to SupportAssist with sudo user (a non-admin user granted administrative rights by the Administrator) rights, OMSA installation or upgrade may fail due to missing dependencies or rights.

Resolution
Add the server running Linux by providing the details of a user account that has root privileges.

Issue 15:
Description
SupportAssist does not open, if port 9090 is already in use by any other application.

Resolution
Open a web browser and provide the URL in the following format:
https://<host_name>:2607/SupportAssist/resx/index.html,
where host_name is the host name of the server on which SupportAssist is installed.

Issue 16:
Description
If the management station is part of a domain, logging in to SupportAssist does not work for the default built-in domain administrator (i.e., domain-name\Administrator).

Resolution
Use any other domain admin or domain user account to log in to SupportAssist.

Limitations

- Dell SupportAssist Version 1.0.1 for servers can support up to a maximum of 20 PowerEdge servers for optimal performance.

- The date and time format displayed in SupportAssist application do not match with that of the operating system date and time format.

- If the calendar settings of the server on which SupportAssist is installed is changed to certain non-English formats (for example, Thailand), the Status column in SupportAssist may display an incorrect date.

- In the Japanese help content for "Configuring email notifications" and "Configuring server settings" do not have some of the key words and translation is not equivalent to the English language.

- The SupportAssist service description (Windows Service) is displayed only in English.

Installation prerequisites

The following are the prerequisites for installing and using Dell SupportAssist Version 1.0.1 for Servers:
- Transport Layer Security (TLS) 1.0 must be enabled in the web browser.

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 a 64-bit operating system.
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.

Hardware requirements

Particulars	Requirement
Type	Dell PowerEdge server (9th to 13th generation)
Processor	2 cores (2 GHz minimum)
Memory (RAM)	4 GB
Hard drive	8 GB free space on the C:\ drive or on the primary partition where SupportAssist is installed.

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: The hard-drive space required may vary based on the number of monitored devices.

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 getting new SupportAssist release information.
  - **https://downloads.dell.com/** — for downloading Dell OpenManage Server Administrator (OMSA).

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

Port	Description
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

Installation Instructions

To install SupportAssist:
1. Right-click the SupportAssist installer package and 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 system as an Administrator, double-click the installer package to install SupportAssist. However, make sure that you acknowledge the Open File - Security Warning dialog box to proceed.
   The Preparing to Install page is displayed briefly, and then the Welcome to Dell SupportAssist Installer page is displayed.
2. Click **Next**.
   The License Agreement page is displayed.
   NOTE: Installing and using SupportAssist requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, device credentials, and so on. SupportAssist installation cannot proceed unless you agree to allow Dell to save your PII.
3. Read about the information that SupportAssist collects from monitored devices, and select I Agree.
4. Read the Dell End User License Agreement, select I Agree, and then click Install.
   The Installing Dell SupportAssist page is displayed briefly, and then the Installation Completed page is displayed.
5. Click Finish to exit the SupportAssist installer.
   The SupportAssist Login page opens in a web browser window.
   NOTE: If the system is a member of a domain, you must provide the user name in the [Domain\Username] format. For example, MyDomain\MyUsername. You can also use a period [.] to indicate the local domain. For example, .\Administrator.
6. Type the Microsoft Windows operating system user name and password, and then click Log In.
   The Dell SupportAssist Setup Wizard is displayed.
7. Follow the instructions in the Dell SupportAssist Setup Wizard to complete the registration of SupportAssist.

Upgrading SupportAssist

To upgrade SupportAssist:

1. Right-click the SupportAssist installer package and 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 system as an Administrator, double-click the installer package to install SupportAssist. However, make sure that you acknowledge the Open File - Security Warning dialog box to proceed.
   The Preparing to Install page is displayed briefly, and then the Welcome to Dell SupportAssist Installer page is displayed.
2. At the **This setup will perform an upgrade of 'Dell SupportAssist'. Do you want to continue?** prompt, click **Yes**.
   The **Preparing to Install** page is displayed briefly, and then the **Welcome to Dell SupportAssist Installer** page is displayed.
3. Click **Upgrade**.
   The Installing Dell SupportAssist page is displayed, and then the Installation Completed page is displayed.
4. Click **Finish**.
   The **SupportAssist Login** page opens in a web browser window.
5. Type the Microsoft Windows operating system user name and password, and then click **Log In**.
   The SupportAssist **Cases** page is displayed.

Uninstalling SupportAssist

To uninstall SupportAssist:

1. Perform one of the following based on the operating system:
   - On Windows Server 2012 — Move the mouse pointer to the bottom-left corner, and then click the Start icon. On the Start screen, click the Control Panel tile. On the Control Panel, click Uninstall a program.
   - On Windows Server 2008 or Windows Small Business Sever 2011 - Click Start→ Control Panel→ Programs and Features.
   The Uninstall or change a program window is displayed.
2. Select Dell SupportAssist, and then click Change.
   The Welcome to Dell SupportAssist Installer window is displayed.
3. Click Next.
   The Dell SupportAssist 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 Remove.
   The Remove the Program window is displayed.
6. The Uninstallation Completed window is displayed.
7. Click Finish.
   SupportAssist is 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 **dell.com/support**.
2. Select your support category.
3. If you are not a U.S. customer, select your country code at the bottom of the **dell.com/support** 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.**