

Dell SupportAssist
Version 1.0 For
Microsoft System Center
Operations Manager
Release Notes



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Dell SupportAssist Version 1.0 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 1.0

Release Date: October 2013

Previous Version: None

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 For Microsoft System Center Operations Manager Support Matrix* at dell.com/SupportAssistGroup or dell.com/ServiceabilityTools.

What is Supported

Dell SupportAssist integrates with Microsoft System Center Operations Manager to provide support capabilities for the following:

- Dell PowerEdge servers (9G to 12G) running Microsoft Windows Server 2008 Standard, Enterprise, or R2
- Integrated Dell Remote Access Controller 7 (iDRAC7)

Known Issues

Issue 1:

Description

Periodic collection of system logs does not occur when you provide the 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 preference.

Version Affected

SupportAssist version 1.0

Issue 2:

Description

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 Changes** button.

Resolution

To make sure that the secondary contact information is saved, click **Save Changes** again.

Version Affected

SupportAssist version 1.0

Limitations

- When a support case is created on a server where 'iDRAC7' and 'Windows Server' are discovered, execution of the collection tools cannot be guaranteed on a specific device.
Version affected: 1.0

Installation Prerequisites

The following are the prerequisites for installing and using SupportAssist:

- Dell PowerEdge servers (9G to 12G)
- Familiarity with Operations Manager 2012 or 2007 R2 installation, configuration, and operation
- Dell Server Management Pack Suite Version 5.0.1 For Microsoft System Center Operations Manager And System Center Essentials

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.

Minimum Requirements

The following are the minimum required software configurations:

- Microsoft System Center Operations Manager 2012 SP1
- Microsoft System Center Operations Manager 2007 R2 root management server (RMS) or management server or operations Console.
- For SupportAssist on 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
- For SupportAssist on Operations Manager 2012 SP1:
 - Windows Server 2008 R2 with SP1
- Dell Server Management Pack Suite Version 5.0.1 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.

Other requirements:

- Internet connection – standard Gbe network

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 firewall settings, web services, supported ports and protocols specific to your environment, see the *Dell SupportAssist Version 1.0 For Microsoft System Center Operations Manager Quick Start Guide* at dell.com/ServiceabilityTools.

Management Packs Required For SupportAssist

The following table lists the Dell Server Management Pack Suite Version 5.0.1 management packs required for SupportAssist to monitor Dell PowerEdge servers (9th to 12th generation) and Integrated Dell Remote Access Controller 7 (iDRAC7).

Devices to be monitored	Required Management Packs
Dell PowerEdge servers (9G to 12G)	<ul style="list-style-type: none"> • Dell Base Hardware Library • Dell Server Model • Dell Server Operations Library • Dell Server View • Dell Windows Server (Scalable Edition) • Dell Windows Server (Detailed Edition) • Dell Windows Server Overrides (Informational Alerts On) • Dell Common Operations Library
iDRAC7	<ul style="list-style-type: none"> • Dell Feature Monitoring (optional) • Dell Base Hardware Library • Dell Common Operations Library • Dell DRAC Model • Dell DRAC View • Dell DRAC Operations Library • Dell DRAC (SCOM 2007/SCE 2010) • Dell DRAC (SC2012 OM)

NOTE: For information about importing the required management packs, see the *Dell Server Management Pack Suite Version 5.0.1 For Microsoft System Center Operations Manager And System Center Essentials Installation Guide* at dell.com/OpenManageManuals (under Server Management Pack Versions for Microsoft System Center Operations Manager).

Installation Instructions

To install SupportAssist:

1. Make sure that Dell Server Management Pack Suite Version 5.0.1 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.
2. Double-click the SupportAssist installer package file.
3. Follow the instructions that appear on the screen.

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 1.0 User's Guide at dell.com/ServiceabilityTools.

NOTE: If SupportAssist is installed on either a non-host system (Operations Manager 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 1.0 For Microsoft System Center Operations Manager User's Guide* at 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 1.0 For Microsoft System Center Operations Manager Quick Start Guide* at 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 3.5.

Uninstallation

To uninstall Dell SupportAssist:

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 system log collection tool 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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