

Dell SupportAssist

Version 1.2 for Servers

Release Notes



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Dell SupportAssist for Servers is an application that enables automated support from Dell by proactively identifying hardware issues in Dell devices. 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 enhanced, personalized, and efficient support experience. SupportAssist capability also includes proactive contact from Dell Technical Support to help you resolve the issue.

Version: 1.2

Release Date: March 2016

Previous Version: Dell SupportAssist Version 1.0.1 for Servers

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 the complete list of affected Dell systems and supported operating systems, see the *Dell SupportAssist Version 1.2 for Servers Support Matrix* at Dell.com/SupportAssistGroup or Dell.com/ServiceabilityTools.

What is supported

Dell SupportAssist Version 1.2 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)
- Dell PowerVault NX devices
- Dell PowerVault DL devices
- Dell XC Series of Web-scale Hyper-converged Appliances
- Dell PowerEdge C-Series servers
- Support for OEM-ready devices (either re-branded or de-branded Dell hardware)

NOTE: For a complete list of supported device models, see the *Dell SupportAssist Version 1.2 for Servers Support Matrix* at Dell.com/SupportAssistGroup or Dell.com/ServiceabilityTools.

Supported operating systems

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 operating systems:

- 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

Linux operating systems:

- Red Hat Enterprise Linux 7.x
- Red Hat Enterprise Linux 6.x
- Red Hat Enterprise Linux 5.x
- CentOS 7.x
- CentOS 6.x
- Novell SUSE Linux Enterprise Server 12 SP1
- Novell SUSE Linux Enterprise Server 12
- SUSE Linux Enterprise Server 11 SP4
- SUSE Linux Enterprise Server 10 SP4
- Oracle Linux 7.x
- Oracle Linux 6.x

Supported web browsers

- Internet Explorer 10 and 11
- Mozilla Firefox 31 and later

What is new in this release

- Support for installing SupportAssist on a server running a Linux operating system.
- Support for PowerVault DL devices, PowerVault NX devices, PowerEdge C-Series servers, and additional models of Dell's 13th generation of PowerEdge servers.
NOTE: For the complete list of supported device models, see the *Dell SupportAssist Version 1.2 for Servers Support Matrix* at Dell.com/SupportAssistGroup or Dell.com/ServiceabilityTools.



- Ability to view the data collected by SupportAssist from monitored devices using the collection viewer that is available in SupportAssist.
- Ability to opt-in or opt-out from receiving Dell ProSupport Plus server recommendation reports through email.
- Ability to create device groups based on your preference.
- Ability to clear the System Event Log (SEL) of a PowerEdge server.
- Ability to configure the collection of software information and the system log from all monitored devices.

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 that is 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 **Device Inventory** page displays the correct status of the device.

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

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 in the **Device Inventory** page and click **Send System Information**. The status of the device is updated automatically.

Issue 8:

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 updated and try configuring the SNMP settings again. If the problem persists, manually configure the SNMP settings of the device.

Issue 9:

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 install the recommended version of OMSA using SupportAssist.

Issue 10:

Description

If a server running Linux is added to SupportAssist with sudo user (a non-admin user granted administrative rights by your 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 with root privileges.

Issue 11:

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 or IP address>:2607/SupportAssist/resx/index.html`, where `host_name` is the host name of the server on which SupportAssist is installed.

Issue 12:**Description**

When you edit the credentials of a proxy server that requires authentication, the credentials you provide are not validated, if the credentials you provided earlier was saved successfully.

Issue 13:**Description**

The **Refresh** link on the **Device Inventory** page may not work as expected in some instances.

Resolution

Use the refresh button on the web browser to refresh the **Device Inventory** page.

Issue 14:**Description**

The collected system information may not have some data if the iDRAC does not respond as expected. [SCT-8991]

Issue 15:**Description**

On Dell's 12th generation of PowerEdge servers running Windows Server 2008 SP2 and earlier, if the iDRAC USB NIC driver is not installed, collection of system information is not supported.

Issue 16:**Description**

Storage and system information may not have some data in periodic collections if the device does not have OMSA installed. [SCT-9170]

Issue 17:**Description**

On Oracle Virtual Machine version 3.2.x or earlier, remote access controller logs may not be available. [SCT-8603]

Issue 18:**Description:**

The collected system information may only have partial data if OMSA is not installed on the device.

Issue 19:**Description:**

When opening an .evtx file that is listed in the configuration viewer, a file corrupted error message is displayed.

Resolution:

Download and save the .evtx file on the system and then open the file.

Issue 20:**Description:**

If the SupportAssist service is restarted while SNMP configuration or OMSA installation is in progress, the status column retains an in progress status for the corresponding task.

Resolution:

Rerun the task again after the SupportAssist service has restarted.



Issue 21:

Description:

While adding a device with the cluster IP address, a message is displayed stating that SupportAssist is unable to add the device because of an unexpected error.

Resolution:

Ensure that you provide the IP address of the physical server, not the cluster IP address.

Issue 22:

Description:

On Dell's 13th generation of PowerEdge servers that are running OMSA version 8.2, PCIe-SSD Array disks information is not collected.

Resolution:

Fix for this issue is included in OMSA version 8.3. Therefore, upgrade to OMSA version 8.3 on the device and retry the collection.

Limitations

- Dell SupportAssist Version 1.2 for servers can support up to a maximum of 300 PowerEdge servers for optimal performance.
- If a SupportAssist is installed on a server running Linux having 4 GB RAM, only 5 collections can be viewed simultaneously using the configuration viewer.
- 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.
- The error messages displayed in the SupportAssist application may not match with the error message in the SupportAssist email notifications for the following error codes:
SA-4015, SA-4020, SA-4025, SA-4030, SA-4035, SA-4040, SA-4045, SA-4050, SA-4055, SA-4065, SA-4070, SA-4071, SA-4072, SA-4073, SA-4074, SA-4075, SA-4080, SA-4085, SA-4090, SA-4095, SA-4100, SA-4105, SA-4110, SA-4115, SA-4120, SA-4125, SA-4130, SA-4135, SA-4140, SA-4145, SA-4150, SA-4155, SA-4160, SA-4165, SA-4170, SA-4175, SA-4180, SA-4185, SA-4190, SA-4500, SA-4501, SA-4502, SA-4511, SA-4512, SA-4513, SA-4514, SA-4521, SA-4522, SA-4523, SA-4524, SA-4550

Installation prerequisites

The following are the prerequisites for installing and using Dell SupportAssist Version 1.2 for Servers:

- Transport Layer Security (TLS) 1.0 must be enabled in the web browser.

Minimum requirements

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.

Windows operating systems:

- 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

Linux operating systems:

- Red Hat Enterprise Linux 7.x
- Red Hat Enterprise Linux 6.x
- Red Hat Enterprise Linux 5.x
- CentOS 7.x
- CentOS 6.x
- Novell SUSE Linux Enterprise Server 12 SP1
- Novell SUSE Linux Enterprise Server 12
- SUSE Linux Enterprise Server 11 SP4
- SUSE Linux Enterprise Server 10 SP4
- Oracle Linux 7.x
- Oracle Linux 6.x

Hardware requirements

Particulars	For monitoring 1 to 20 devices	For monitoring up to 100 devices	For monitoring up to 300 devices
Type	Dell PowerEdge server (9th to 13th generation)	Dell PowerEdge server (9th to 13th generation)	Dell PowerEdge server (9th to 13th generation)
Processor	2 cores	4 cores	4 cores
Memory (RAM)	4 GB	8 GB	8 GB
Hard drive	3 GB	12 GB	32 GB

NOTE: For monitoring a large number of devices in your environment, Dell recommends that you install SupportAssist on a dedicated server. Periodic collections (required for ProSupport Plus reporting) from a large number of devices may result in a high processor or memory utilization on the monitoring server. The high resource utilization may affect other applications that are running on the monitoring server, if the resources are shared with other applications.

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://apidp.dell.com> — end point for the SupportAssist server.

- <https://is.us.dell.com/FUS/api/2.0/uploadfile> — the file upload server where the diagnostic test results are uploaded.
- <https://downloads.dell.com/> — for downloading Dell OpenManage Server Administrator (OMSA) and getting new SupportAssist release information.

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

Network port requirements on the local system

Port	Description
22	For adding and collecting system information from a local system running a Linux operating system.
25	For SMTP communication (required for SupportAssist to send certain email notifications through the SMTP server utilized by your company).
80	For HTTP communication.
135	For Windows Management Instrumentation (WMI) communication.
162	For receiving alerts (SNMP traps) from remote devices.
443	For Secure Socket Layer (SSL) communication, WS-Man communication, and verifying SupportAssist update information.
1311	For OMSA communication.
2607	For opening SupportAssist securely (HTTPS) from a remote system
9090	For opening SupportAssist from the system on which SupportAssist is installed

The following table lists the ports that must be open on remote devices that you want to monitor using SupportAssist.

Network port requirements on remote devices

Port	Description
22	For adding and collecting system information from a local system running a Linux operating system.
135	For Windows Management Instrumentation (WMI) communication.
161	For forwarding alerts (SNMP traps) to the local system.
1311	For OMSA communication.

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 Dell SupportAssist from a Windows operating system:

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.

To uninstall Dell SupportAssist from a Linux operating system:

1. Open the terminal window.
2. Browse to the /opt/dell/supportassist/bin folder.
3. Type ./uninstall and press Enter.
4. To continue the uninstallation, type c.
5. When prompted for your feedback, perform one of the following:
 - To skip the feedback and start the uninstallation, type n.

- To provide feedback, type y.
 - If you selected to provide feedback, press a number that matches your reason for uninstalling SupportAssist.
6. The Dell SupportAssist uninstallation is complete message is displayed.

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:

1. Go to dell.com/support/manuals.
2. In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click Continue.
3. In the Select your product type section, click Software, Monitors, Electronics & Peripherals.
4. In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click Software.
5. In the Choose your Dell Software section, click the required link from the following:
 - Client System Management
 - Enterprise System Management
 - Remote Enterprise
 - System Management–Serviceability Tools
6. To view the document, click the required product version.

NOTE: You can also directly access the documents using the following links:

- For Client System Management documents — dell.com/OMConnectionsClient
- For Enterprise System Management documents — dell.com/openmanagemanuals
- For Remote Enterprise System Management documents — dell.com/esmmanuals
- For Serviceability Tools documents — dell.com/serviceabilitytools

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