REST API Guide – SupportAssist Enterprise

Dell Engineering team

January 2019
## Revisions

<table>
<thead>
<tr>
<th>Date</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>August 2018</td>
<td>Initial release</td>
</tr>
<tr>
<td>October 2018</td>
<td>Updates to the <strong>Filter Devices</strong> section</td>
</tr>
<tr>
<td>January 2019</td>
<td>Updates to the <strong>Retrieve Devices</strong> section</td>
</tr>
</tbody>
</table>

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Introduction

SupportAssist Enterprise is an application that automates technical support for your Dell EMC server, storage, and networking devices. SupportAssist Enterprise monitors your devices and proactively detects hardware issues that may occur. When a hardware issue is detected, SupportAssist Enterprise automatically opens a support case with Technical Support and sends you an email notification.

This document provides information on integrating your data center tools and applications with SupportAssist Enterprise using Representational State Transfer (REST) APIs. It provides examples of using REST to perform common tasks based on integration use cases with other products.

This document is not intended to be an introduction to REST. There are several publicly available documents (for example, Fielding’s dissertation and RESTful Web services books) that provide the necessary background information on REST.

\textbf{Note:} Integration of your support tools and applications with SupportAssist Enterprise by using REST API is supported only with SupportAssist Enterprise version 2.0 or later.
1 Key Integration Concepts

This section covers key integration concepts that are applicable to all the use cases that are addressed in the next section.

1.1 Client Integration Overview

The REST client makes standard HTTP(S) requests to the REST API end-point. Each request is sent using a HTTP verb (for example, PUT, GET, POST, and DELETE) and includes a message body in JSON format. The response uses a standard HTTP status code.

The REST client can be developed in a wide variety of programming languages (for example, C#, Java, and so on) or scripting languages (for example, Python, Perl, and so on) that have basic support for HTTPS communication and are capable of constructing and parsing JSON payloads.

1.2 Base URI

The base URI for a REST request must be in the following format:

https://<HOST_ADDRESS>:<PORT_NUM>/

The parameters used in the base URI are described in the following table.

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOST_ADDRESS</td>
<td>The network address of the system where SupportAssist Enterprise is installed. The network address could be a DNS host name or an IP address.</td>
</tr>
<tr>
<td>PORT_NUM</td>
<td>The port number that has been specifically opened on the web stack for API communication. This should be the standard port used for SSL communications or a port that is registered with Internet Assigned Numbers Authority (IANA) for that product.</td>
</tr>
</tbody>
</table>

An example of a base URI for SupportAssist Enterprise is as follows:

https://192.168.0.1:5700/

The rest of the document will reference this example as the <BASE_URI>.

1.3 Security

The REST services will *only* be exposed through HTTPS to ensure that the common threats associated with HTTP traffic are mitigated. This is available only for admin privileged users only.

1.4 Authentication Mechanisms

The authentication process starts when the client makes a request for a token from the server by providing its credentials. In response, SupportAssist Enterprise returns an access token and a refresh token. The refresh token is valid for 24 hours, while the access token is valid for 30 minutes. After the access token has expired, you can generate a new access token by using the refresh token.
1.5 Resource Operations

The standard HTTP methods are used for performing create, retrieve, update, and delete operations on resources. The mapping of the HTTP methods to operational semantics is described in the following table.

<table>
<thead>
<tr>
<th>HTTP method</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>GET</td>
<td>Used to retrieve the resource representation. This method does not modify the resource across repeated invocations. The query parameters are appended to the URI to appropriately filter the resource instances.</td>
</tr>
<tr>
<td>POST</td>
<td>Used to create a new instance of a resource or append to the existing resource reference.</td>
</tr>
<tr>
<td>PUT</td>
<td>Used to update a specific instance or create a specific resource instance with a specific identifier.</td>
</tr>
<tr>
<td>DELETE</td>
<td>Used to remove a specific resource. If the resource does not exist, success is returned.</td>
</tr>
</tbody>
</table>

1.6 Connectivity Considerations

- REST API calls to SupportAssist Enterprise are available only on the SSL-enabled port.
- The REST API access token issued by SupportAssist Enterprise would be valid only for 30 mins.
- The REST API refresh token issued by SupportAssist Enterprise would be valid only for 24 hours.
- All the tokens are mapped with the IP address; if the IP address changes, the tokens would be discarded.
- By default, the REST API functionality is disabled.
- REST API is enabled only if the registration of SupportAssist Enterprise is complete.
- The request URLs are available only on the respective HTTP methods.

1.7 Request Headers

The request header represents headers in the client HTTPS request that are used to communicate client preferences to the service end-point. The service will indicate the supported preference in the response header. The following table includes a few examples of request headers. For an extensive list of request headers, see List of HTTP header fields.

<table>
<thead>
<tr>
<th>Request Header</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accept</td>
<td>Format of the data requested by the client. This could be one or more comma-separated values.</td>
<td>Accept: application/json</td>
</tr>
<tr>
<td>Authorization</td>
<td>The bearer token is a cryptic string, generated by the server in response to a login request. The client must send this token in the Authorization header when making requests to protected resources.</td>
<td>Authorization: Bearer &lt;token&gt;</td>
</tr>
<tr>
<td>Content-Type</td>
<td>The Content-Type header field is used to specify the nature of the data in the body of an entity.</td>
<td>Content-Type: application/json</td>
</tr>
</tbody>
</table>
1.8 Response Codes

For synchronous operations, the server returns HTTP response codes 200 or 204 depending on the request. For long-running operations, the server returns a status code of 202 along with a HTTP response header (Location), corresponding to the URI of the temporary resource that can be used to monitor the operation. The following table includes a few examples of response codes. For an extensive list of response codes, see List of HTTP status codes.

<table>
<thead>
<tr>
<th>Request</th>
<th>Response Code</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Success Codes</strong></td>
<td></td>
</tr>
<tr>
<td>GET</td>
<td>200 – OK with message body</td>
</tr>
<tr>
<td></td>
<td>204 – OK with no message body</td>
</tr>
<tr>
<td>POST</td>
<td>201 – Resource created (operation complete)</td>
</tr>
<tr>
<td></td>
<td>200 – OK with message body</td>
</tr>
<tr>
<td></td>
<td>202 – Accepted</td>
</tr>
<tr>
<td>PUT</td>
<td>201 – Created</td>
</tr>
<tr>
<td></td>
<td>202 – Accepted</td>
</tr>
<tr>
<td>DELETE</td>
<td>204 – Success (operation complete)</td>
</tr>
<tr>
<td><strong>Failure Codes</strong></td>
<td></td>
</tr>
<tr>
<td>Invalid parameter</td>
<td>400 – Invalid parameter</td>
</tr>
<tr>
<td>Authorization</td>
<td>401 – Authorization failure</td>
</tr>
<tr>
<td>Permission denied</td>
<td>403 – Permission denied</td>
</tr>
<tr>
<td>Not found</td>
<td>404 – Resource not found</td>
</tr>
<tr>
<td>Invalid request method</td>
<td>405 – Invalid request method</td>
</tr>
<tr>
<td>Internal server error</td>
<td>500 – Internal server error</td>
</tr>
<tr>
<td>Service unavailable</td>
<td>503 – Service unavailable</td>
</tr>
</tbody>
</table>
1.9 Response Headers

The following table includes an example of response headers. For an extensive list of response headers, see [List of HTTP header fields](#).

<table>
<thead>
<tr>
<th>Response Header</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Content-Type</td>
<td>Specifies the format of content that is returned by the server. If there are multiple formats that could be accepted in the client request (using the Accept header), the server chooses the appropriate supported format.</td>
<td>Content-Type: application/json</td>
</tr>
</tbody>
</table>
2 SupportAssist Enterprise-Specific Resource Model

The following sub-sections represent a subset of the use cases that SupportAssist Enterprise supports. REST API support and the operation support will be incrementally refined based on consumer feedback over multiple SupportAssist Enterprise releases.

Note: REST API resource URIs are case sensitive.

2.1 Enable REST in SupportAssist Enterprise

You can enable or disable REST API in SupportAssist Enterprise. To enable the REST API, open SupportAssist Enterprise, point to Settings and click Preferences. On the Preferences page, in the API Interface section, select Enable API Interfaces for SupportAssist Enterprise.

Note: You can enable REST API interfaces only if you have registered SupportAssist Enterprise.

2.2 User authentication

Before performing any operation in SupportAssist Enterprise through the REST interface, it is necessary to authenticate your user account. After successful authentication, an authentication token and a refresh token are generated.

Note: The authentication token must be provided with every resource URI for performing any operation.

2.2.1 Generating the authentication and refresh token

The following resource URI is used to generate the authentication token and refresh token:

https://<BASE_URI>/SupportAssist/api/v1/auth/tokens

Method: POST

Headers:
Content-Type: application/json

Request body:

```
{
    "username": "<user_name>",
    "password": "<password>"
}
```

Table 1 Parameters required in the request body

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>username</td>
<td>User name of the user account in the Domain\Username format. You can use a period to indicate the local domain. For example, MyDomain\MyUsername or .Administrator.</td>
</tr>
<tr>
<td>password</td>
<td>Password of the system/domain user account.</td>
</tr>
</tbody>
</table>
Response format (success – response code 200):

```
{
    "authenticationToken":"<Authentication_Token>",
    "refreshToken":"<Refresh_Token>"
}
```

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>autheticationToken</td>
<td>Token used for authentication and authorization of the request.</td>
</tr>
<tr>
<td>refreshToken</td>
<td>Token required for generating the authentication token.</td>
</tr>
</tbody>
</table>

**Note:** The generated authentication token expires automatically after 30 minutes. To continue your session, you can refresh the authentication token. A refresh token is valid for up to 24 hours.

### 2.2.2 Refreshing the authentication token

The following resource URI is used to refresh the authentication token:

```
https://<BASE_URI>/SupportAssist/api/v1/auth/authToken
```

**Method:** GET

**Headers:**
Authorization: Bearer <Refresh_Token>

**Request body:** None required

Response format (success – response code 200):

```
{
    "authenticationToken":"<Authentication_Token>"
}
```

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>autheticationToken</td>
<td>The refreshed authentication token used for authentication and authorization of a request.</td>
</tr>
</tbody>
</table>
2.3 Account Credentials

An Account Credential consists of the credentials of a specific device type. The Account Credentials is used by SupportAssist Enterprise to discover a device and to collect system information. Depending on the number of device types in your environment, you may have to create one or more Account Credentials.

The JSON schema for creating and updating Account Credentials is as follows:

```
{
  "type" : "object",
  "id" : "CredentialAccount",
  "properties" : {
    "id" : {
      "type" : "string"
    },
    "name" : {
      "type" : "string"
    },
    "uiDeviceType" : {
      "type" : "string",
    },
    "deviceSubTypeEnum" : {
      "type" : "string",
      "enum" : ["Windows", "Linux", "ESX", "EXSi", "Webscale"]
    },
    "deviceFamilyTypeEnum" : {
      "type" : "string",
      "enum" : ["SCVMM", "SANHQ", "vCenter", "HitKitVSMForVMWare"]
    },
    "protocols" : {
      "type" : "array",
      "items" : {
        "type" : "object",
        "id" : "Protocol",
        "properties" : {
          "protocolType" : {
            "type" : "string",
            "enum" : ["WMI", "SSH", "WSMAN", "HTTPS", "REST", "VMware", "SNMP","Redfish"]
          },
          "credential" : {
            "type" : "object",
            "id" : "Credential",
            "properties" : {
              "username" : {
                "type" : "string"
              },
              "password" : {
                "type" : "string"
              },
              "enablePassword" : {
                "type" : "string"
              },
              "communityString" : {
                "type" : "string"
              }
            }
          }
        }
      }
    }
  }
}
```
Description of parameters in the JSON schema

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>name</td>
<td>Name that you want to assign to the Account Credentials.</td>
<td>This attribute is required.</td>
</tr>
<tr>
<td>uiDeviceType</td>
<td>Type of device for which you want to create Account Credentials. SupportAssist Enterprise supports 9 different device types. For the possible values for this parameter, see the JSON schema.</td>
<td>This attribute is required.</td>
</tr>
<tr>
<td>deviceSubTypeEnum</td>
<td>An additional parameter required to identify Server and Solution device types. For the possible values for this parameter, see the JSON schema.</td>
<td>This attribute is required for the respective device type. For information on the possible values for the respective device type, see Table 5.</td>
</tr>
<tr>
<td>deviceFamilyTypeEnum</td>
<td>An additional parameter required to identify the Software device type. For the possible values for this parameter, see the JSON schema.</td>
<td>This attribute is required for the respective device type. For information on the possible values of respective device type, see Table 5.</td>
</tr>
<tr>
<td>protocols</td>
<td>An array of protocols, required to define the protocol for communicating with the device.</td>
<td>This attribute is required.</td>
</tr>
<tr>
<td>protocolType</td>
<td>Protocol applicable for communicating with the device.</td>
<td>This attribute is required.</td>
</tr>
<tr>
<td>credential</td>
<td>An object required for defining the credentials of the device.</td>
<td>This attribute is required.</td>
</tr>
<tr>
<td>username</td>
<td>Username required for communicating with the device.</td>
<td></td>
</tr>
<tr>
<td>password</td>
<td>Password required for communicating with the device.</td>
<td></td>
</tr>
<tr>
<td>enablePassword</td>
<td>Only for Networking device type: This parameter is required for communication through SSH protocol, if the enable password is configured on the device.</td>
<td></td>
</tr>
<tr>
<td>communityString</td>
<td>This parameter is required for devices that support SNMP protocol.</td>
<td></td>
</tr>
</tbody>
</table>
### Table 5  Parameters required in the JSON request body based on the device type

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Parameters required</th>
<th>deviceSubTypeEnum</th>
<th>deviceFamilyTypeEnum</th>
<th>protocolType</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows Server</td>
<td>Server / Hypervisor</td>
<td>Windows</td>
<td>null</td>
<td>WMI</td>
</tr>
<tr>
<td>Linux Server</td>
<td>Server / Hypervisor</td>
<td>Linux</td>
<td>null</td>
<td>SSH</td>
</tr>
<tr>
<td>ESX Server</td>
<td>Server / Hypervisor</td>
<td>ESX</td>
<td>null</td>
<td>SSH, VMWare</td>
</tr>
<tr>
<td>ESXi Server</td>
<td>Server / Hypervisor</td>
<td>EXSi</td>
<td>null</td>
<td>SSH, VMWare</td>
</tr>
<tr>
<td>iDRAC</td>
<td>iDRAC</td>
<td>Null</td>
<td>null</td>
<td>WSMAN</td>
</tr>
<tr>
<td>Chassis</td>
<td>Chassis</td>
<td>Null</td>
<td>null</td>
<td>SSH, Redfish</td>
</tr>
<tr>
<td>Networking</td>
<td>Networking</td>
<td>Null</td>
<td>null</td>
<td>SSH, SNMP#</td>
</tr>
<tr>
<td>Fluid FS</td>
<td>Fluid File System (Fluid FS)</td>
<td>Null</td>
<td>null</td>
<td>SSH</td>
</tr>
<tr>
<td>Equallogic</td>
<td>PeerStorage(PS) / Equallogic</td>
<td>Null</td>
<td>null</td>
<td>SSH, SNMP</td>
</tr>
<tr>
<td>Compellent</td>
<td>Storage Center (SC) / Compellent</td>
<td></td>
<td></td>
<td>REST, HTTPS</td>
</tr>
<tr>
<td>SCVMM</td>
<td>Software</td>
<td>Null</td>
<td>SCVMM</td>
<td>WMI</td>
</tr>
<tr>
<td>SANHQ</td>
<td>Software</td>
<td>Null</td>
<td>SANHQ</td>
<td>WMI</td>
</tr>
<tr>
<td>vCenter</td>
<td>Software</td>
<td>Null</td>
<td>vCenter</td>
<td>VMWare</td>
</tr>
<tr>
<td>HitKitVSMForVM</td>
<td>Software</td>
<td>Null</td>
<td>HitKitVSMForVMWare</td>
<td>SSH</td>
</tr>
<tr>
<td>Solution</td>
<td>Solution</td>
<td>Webscale</td>
<td>null</td>
<td>Rest, SSH</td>
</tr>
<tr>
<td>Windows Virtual Machine</td>
<td>Virtual Machine</td>
<td>Windows</td>
<td>null</td>
<td>WMI</td>
</tr>
<tr>
<td>Linux Virtual Machine</td>
<td>Virtual Machine</td>
<td>Linux</td>
<td>null</td>
<td>SSH</td>
</tr>
</tbody>
</table>
Table 6  Credentials required in the JSON request body based on the protocol type

<table>
<thead>
<tr>
<th>Protocols Type</th>
<th>Credentials</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Username</td>
<td>Password</td>
<td>enablepassword</td>
<td>communityString</td>
</tr>
<tr>
<td>WMI</td>
<td>Required</td>
<td>Required</td>
<td>null</td>
<td>null</td>
</tr>
<tr>
<td>SSH</td>
<td>Required</td>
<td>Required</td>
<td>Optional⁴</td>
<td>null</td>
</tr>
<tr>
<td>WSMAN</td>
<td>Required</td>
<td>Required</td>
<td>null</td>
<td>null</td>
</tr>
<tr>
<td>HTTPS</td>
<td>Required</td>
<td>Required</td>
<td>null</td>
<td>null</td>
</tr>
<tr>
<td>REST</td>
<td>Required</td>
<td>Required</td>
<td>null</td>
<td>null</td>
</tr>
<tr>
<td>VMWare</td>
<td>Required</td>
<td>Required</td>
<td>null</td>
<td>null</td>
</tr>
<tr>
<td>SNMP</td>
<td>Null</td>
<td>Null</td>
<td>null</td>
<td>Required</td>
</tr>
</tbody>
</table>

Note: Enable password is required only if the networking device is configured with an enable password.

2.3.1 Create Account Credentials

The following resource URI is used to create an Account Credentials:

https://<BASE_URI>/SupportAssist/api/v1/CredentialAccount

**Method:** POST

**Headers:**
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for creating a credential account for a server running Windows.

**Request body:**

```json
{
    "id": null,
    "name": "<name_of_account>",
    "uiDeviceType": "Server / Hypervisor",
    "deviceSubTypeEnum": "Windows",
    "deviceFamilyTypeEnum": null,
    "protocols": [
        {
            "protocolType": "WMI",
            "credential": {
                "username": "<device_username>",
                "password": "<device_password>
            }
        }
    ]
}
```

**Response format (success – response code 201):**

```json
{

```
"id": <account_id>,
"name": "<name_of_account>",
"uiDeviceType": "Server / Hypervisor",
"deviceSubTypeEnum": "Windows",
"deviceFamilyTypeEnum": null,
"protocols": [
  {
    "protocolType": "WMI",
    "credential": {
      "username": "<device_username>",
      "password": "<device_password>",
      "communityString": "",
      "enablePassword": null,
    }
  }
]
}

The following is an example of a JSON for creating a credential account for a Solution device type.

Request body:
{
  "id": null,
  "name": "<name_of_account>",
  "uiDeviceType": "Solution",
  "deviceSubTypeEnum": "Webscale",
  "deviceFamilyTypeEnum": null,
  "protocols": [
    {
      "protocolType": "SSH",
      "credential": {
        "username": "<device_username>",
        "password": "<device_password>",
        "communityString": "",
        "enablePassword": null
      }
    },
    {
      "protocolType": "REST",
      "credential": {
        "username": "<device_username>",
        "password": "<device_password>",
        "communityString": "",
        "enablePassword": null
      }
    }
  ]
}
Response format (success – response code 201):
{
    "id": <account_id>,
    "name": "<provided_name>",
    "uiDeviceType": "Solution",
    "deviceSubTypeEnum": "Webscale",
    "deviceFamilyTypeEnum": null,
    "protocols": 
    [  
        {
            "protocolType": "SSH",
            "credential": {
                "username": "<device_username>",
                "password": "<device_password>",
                "communityString": ",",
                "enablePassword": null
            }
        },
        {
            "protocolType": "REST",
            "credential": {
                "username": "<device_username>",
                "password": "<device_password>",
                "communityString": ",",
                "enablePassword": null
            }
        }
    ]
}

The following is an example of a JSON for creating a credential account for a Networking device type.

Request body:
{
    "id": null,
    "name": "<name_to_identify>",
    "uiDeviceType": "Networking",
    "deviceSubTypeEnum": null,
    "deviceFamilyTypeEnum": null,
    "protocols": [  
        {
            "protocolType": "SSH",
            "credential": {
                "username": "<device_username>",
                "password": "<device_password>",
                "enablePassword": "<enable_password_value>",
            }
        },
        {
            "protocolType": "SNMP"
"credential": {
    "communityString": "public"
}]
}
}

Response format (success – response code 201):
{
    "id": <account_id>,
    "name": "<provided_name>",
    "uiDeviceType": "Networking",
    "deviceSubTypeEnum": null,
    "deviceFamilyTypeEnum": null,
    "protocols": ": [
        {
            "protocolType": "SSH",
            "credential": {
                "username": "<device_username>",
                "password": "<device_password>",
                "communityString": "<device_enable_password>",
                "enablePassword": null
            }
        },
        {
            "protocolType": "SNMP"
            "credential": {
                "communityString": "public",
                "username": "",
                "password": null,
                "enablePassword": null
            }
        }
    ]
}

2.3.2 Edit Account Credentials

The following resource URI is used to edit an Account Credentials:

https://<BASE_URI>/SupportAssist/api/v1/CredentialAccount/<CredentialAccount_Id>

**Note:** You can edit only the name and credentials of an Account Credentials.

**Method:** PUT

**Headers:**
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for updating the Account Credentials of a server running a Windows.
Request body:
{
  "name":"<new_name>",
  "uiDeviceType": "Server / Hypervisor",
  "deviceSubTypeEnum": "WINDOWS",
  "protocols": [
    {
      "protocolType": "WMI",
      "credential": {
        "username": "<user_name>",
        "password": "<device_password>",
        "enablePassword": null,
        "communityString": ""
      }
    }
  ]
}

Response format (success – response code 201):
{
  "id": "<CA_Id>",
  "name": "<new_assigned_name>",
  "uiDeviceType": "Server / Hypervisor",
  "deviceSubTypeEnum": "WINDOWS",
  "deviceFamilyTypeEnum": null,
  "protocols": [
    {
      "protocolType": "WMI",
      "credential": {
        "username": "<user_name>",
        "password": "<device_password>",
        "enablePassword": null,
        "communityString": ""
      }
    }
  ]
}

2.3.3 Retrieve All Account Credentials

The following resource URI is used to retrieve all Account Credentials:

https://<BASE_URI>/SupportAssist/api/v1/CredentialAccount

Method: GET

Headers:
Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for retrieving all Account Credentials.

Request body: none required
Response format (success – response code 200):
[
  {
    "id": "<CA1_id>",
    "name": "win_server1",
    "uiDeviceType": "Server / Hypervisor",
    "deviceSubTypeEnum": "WINDOWS",
    "deviceFamilyTypeEnum": null,
    "protocols": [
      {
        "protocolType": "WMI",
        "credential": {
          "username": "localhost\Administrator",
          "password": "YWJjX3Bhc3N3b3Jk",
          "enablePassword": null,
          "communityString": ""
        }
      }
    ],
  },
  {
    "id": "<CA2_id>",
    "name": "linux_server",
    "uiDeviceType": "Server / Hypervisor",
    "deviceSubTypeEnum": "LINUX",
    "deviceFamilyTypeEnum": null,
    "protocols": [
      {
        "protocolType": "SSH",
        "credential": {
          "username": "username",
          "password": "YWJjX3Bhc3N3b3Jk",
          "enablePassword": null,
          "communityString": ""
        }
      }
    ],
  },
  {
    "id": "<Credential_account_ID>",
    "name": "idrac",
    "uiDeviceType": "iDRAC",
    "deviceSubTypeEnum": null,
    "deviceFamilyTypeEnum": null,
    "protocols": [
      {
        "protocolType": "WSMAN",
        "credential": {
          "username": "root",
          "password": "YWJjX3Bhc3N3b3Jk"
        }
      }
    ]
  }
]
2.3.4 Retrieve Specific Account Credentials

The following resource URI is used to retrieve a specific Account Credentials:

https://<BASE_URI>/SupportAssist/api/v1/CredentialAccount/<CredentialAccount_Id>

Method: GET

Headers:
Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for retrieving a specific Account Credentials.

Request body: none required
Response format (success – response code 200):
{
    "id":"<credentialAccount_id>",
    "name":"fluid_fs",
    "uiDeviceType":"Fluid File System (Fluid FS)",
    "deviceSubTypeEnum":null,
    "deviceFamilyTypeEnum":null,
    "protocols": [ 
        { 
            "protocolType":"SSH",
            "credential": { 
                "username":"<device_username>",
                "password":"<device_password>",
                "enablePassword":null,
                "communityString":"
            }
        }
    ]
}

2.3.5 Delete Account Credentials

The following resource URI is used to delete an Account Credentials:

https://<BASE_URI>/SupportAssist/api/v1/CredentialAccount/<CredentialAccount_Id>

Method: DELETE

Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>
The following is an example of a JSON for deleting an Account Credentials.

*Request body:* none required

*Response format (success – response code 204):* none

**Note:** Deleting all credential accounts in a single operation is not supported.
2.4 Credential Profile

A Credential Profile is a collection of Account Credentials of various device types. Credential Profiles enable you to assign a set of credentials to your devices, instead of entering the credentials for each device manually.

The JSON schema for creating and updating Credential Profile is as follows:

```json
{
    "type" : "object",
    "id" : "CredentialProfile",
    "properties" : {
        "id" : {
            "type" : "string"
        },
        "name" : {
            "type" : "string"
        },
        "credentialAccounts" : {
            "type" : "array",
            "items" : {
                "type" : "object",
                "id" : "DeviceCredentialAccount",
                "properties" : {
                    "id" : {
                        "type" : "string"
                    }
                }
            }
        }
    }
}
```

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>id</td>
<td>Auto-generated identifier of a Credential Profile entity.</td>
<td></td>
</tr>
<tr>
<td>name</td>
<td>Name that you want to assign to the Credential Profile.</td>
<td>This attribute is required.</td>
</tr>
<tr>
<td>credentialAccounts</td>
<td>A collection of Credential Accounts.</td>
<td></td>
</tr>
<tr>
<td>id</td>
<td>Unique identifier assigned to the Credential Account.</td>
<td>SupportAssist Enterprise requires the id attribute to associate Credential Accounts with Credential Profiles.</td>
</tr>
</tbody>
</table>

**Note:** The id of each Credential Account is required for creating or updating a Credential Profile.

2.4.1 Create Credential Profile

The following resource URI is used to create a Credential Profile:

https://<BASE_URI>/SupportAssist/api/v1/CredentialProfile

**Method:** POST
Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for creating a Credential Profile with the Account Credentials of servers running Windows.

Request body:
{
    "id" : null,
    "name" : "< provided_name>",
    "credentialAccounts" : [
        {"id" : "<Windows credential account id>"}
    ]
}

Response format (success – response code 201):
{
    "id":"<generated_credential_profile_id>",
    "name":"<provided_name>",
    "credentialAccounts":
    {
        "id":"<CA1_id>",
        "name":"win_server1",
        "uiDeviceType":"Server / Hypervisor",
        "deviceSubTypeEnum":"WINDOWS",
        "deviceFamilyTypeEnum":null,
        "protocols":[
            {"protocolType":"WMI",
             "credential":{
                 "username":"localhost\Administrator",
                 "password":"YWJjX3Bhc3N3b3Jk",
                 "enablePassword":null,
                 "communityString":""
             }
            }
        ]
    }
}

2.4.2 Edit Credential Profile
The following resource URI is used to edit a Credential Profile:

https://<BASE_URI>/SupportAssist/api/v1/CredentialProfile/<credential_profile_id>

Note: Only the Credential Accounts included in a Credential Profile can be edited. The name and id of a credential profile cannot be edited.

Method: PUT
Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for editing a Credential Profile.

Request body:
{
    "id": "<credential_profile_id>",
    "name": "<provided_name>",
    "credentialAccounts": [
        {"id": "<Windows credential account id>"},
        {"id": "<Linux credential account id>" }
    ]
}

Response format (success – response code 201):
{
    "id":"<generated_credential_profile_id>",
    "name":"<provided_name>",
    "credentialAccounts":[
        {<Windows credential account details>}
    ],
    {<Linux credential account details>}
}

2.4.3 Delete Credential Profile
The following resource URI is used to delete a Credential Profile:

https://<BASE_URI>/SupportAssist/api/v1/CredentialProfile/<credential_profile_id>

Note: You can only delete a Credential Profile that is not associated with any devices or discovery rules.

Method: DELETE

Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

Request body: none required

Response format (success – response code 204): none
2.4.4 Retrieve Credential Profile

The following resource URI is used to retrieve all Credential Profiles:

https://<BASE_URI>/SupportAssist/api/v1/CredentialProfile

The following resource URI is used to retrieve a specific Credential Profile:

https://<BASE_URI>/SupportAssist/api/v1/CredentialProfile/<credential_profile_id>

Method: GET

Headers:
Authorization: Bearer <Authentication_Token>

Request body: none required

Response format (success – response code 200):

```json
{
  "id": "<1>",
  "name": "<florida_datacenter>",
  "credentialAccounts": [
    {
      "<Windows credential account details>
    },
    {
      "<Linux credential account details>
    }
  ],
}
,
{
  "id": "<2>",
  "name": "<shanghai_datacenter>",
  "credentialAccounts": [
    {
      "<Windows credential account details>
    },
    {
      "<Linux credential account details>
    },
    {
      "<networking credential account details>
    }
  ]
}
```
2.5 Retrieve Job status

The following resource URI is used to retrieve the status of asynchronous operations:

https://<BASE_URI>/SupportAssist/api/v1/OperationStatus/<operation_id>

**Note:** The following are the types of Asynchronous operations: “add device”, “edit device”, “restore device and groups”, “assign profile”, “execute discovery rule”, and “collection”.

```json
{
   "type": "object",
   "id": "OperationStatus",
   "properties": {
      "operationId": {
         "type": "string"
      },
      "operationType": {
         "type": "string",
         "enum": ["DiscoverDevice", "ExecuteDeviceDiscoveryRule", "AssignDevicesToProfile", "EditDevice", "RunDiagnostics", "ImportDevice"]
      },
      "status": {
         "type": "string",
         "enum": ["SUCCESS", "QUEUED", "INPROGRESS", "COMPLETED", "FAILED"]
      },
      "additionalInfo": {
         "type": "array"
      }
   }
}
```

**Method:** GET

**Headers:**
Authorization: Bearer <Authentication_Token>

**Request body:** none required

**Response format (success – response code 200):**

```json
{
   "operationId": "<operation_id>",
   "operationType": "DiscoverDevice",
   "status": "QUEUED",
   "additionalInfo": null
}
```

**Note:** The `additionalInfo` object contains details about the failure and success status. For a failure status, the object contains the map of the error code and error messages. For a success status, the object contains the list of entity IDs.

**Note:** The related Job status examples are described along with the response format in the relevant sections of this document.
2.6 Devices

SupportAssist Enterprise automates technical support for your Dell EMC server, storage, and networking devices. When a hardware issue is detected on a system, depending on the service plan, SupportAssist Enterprise may automatically create a support request with Dell EMC Technical Support. Information required by Technical Support is also automatically collected and sent to Dell EMC by SupportAssist Enterprise. To experience these automated capabilities, you must add each device in SupportAssist Enterprise.

The JSON schema for adding devices is as follows:

```json
{
  "type": "object",
  "id": "DeviceDiscovery",
  "properties": {
    "deviceAddress": {
      "type": "string"
    },
    "friendlyName": {
      "type": "string"
    },
    "uiDeviceType": {
      "type": "string",
    },
    "deviceSubType": {
      "type": "string",
      "enum": ["Webscale"]
    },
    "deviceFamily": {
      "type": "string",
      "enum": ["SCVMM", "SANHQ", "vCenter", "HitKitVSMForVMWare"]
    },
    "credentialAccountId": {
      "type": "string"
    },
    "credentialProfileId": {
      "type": "string"
    },
    "enableMonitoring": {
      "type": "boolean"
    },
    "enableDeepDiscovery": {
      "type": "boolean"
    },
    "configureSNMP": {
      "type": "boolean"
    },
    "installOMSA": {
      "type": "boolean"
    },
    "deviceGroupInformation": {
      "type": "object",
      "id": "UIDeviceGroupInformation",
      "properties": {
        "name": {
          "type": "string"
        }
      }
    }
  }
}
```
Parameters required for adding devices

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>deviceAddress</td>
<td>IP address or host name of the device.</td>
</tr>
<tr>
<td>friendlyName</td>
<td>A name that you want to assign to the device.</td>
</tr>
<tr>
<td>uiDeviceType</td>
<td>Device type defined in the GUI. For the possible values for this parameter,</td>
</tr>
<tr>
<td></td>
<td>see the JSON schema.</td>
</tr>
<tr>
<td>deviceSubType</td>
<td>Device sub type. For the possible values for this parameter, see the JSON</td>
</tr>
<tr>
<td></td>
<td>schema.</td>
</tr>
<tr>
<td>deviceFamily</td>
<td>Device family, required mostly for the software device type. For the</td>
</tr>
<tr>
<td></td>
<td>possible values for this parameter, see the JSON schema.</td>
</tr>
<tr>
<td>credentialAccountId</td>
<td>Unique identifier of the Account Credentials required to add the device.</td>
</tr>
<tr>
<td>credentialProfileId</td>
<td>Unique identifier of the Credential Profile required to add the device.</td>
</tr>
<tr>
<td></td>
<td>This parameter is required only when the enableDeepDiscovery parameter is</td>
</tr>
<tr>
<td></td>
<td>set to true.</td>
</tr>
<tr>
<td>enableMonitoring</td>
<td>Defines whether SupportAssist Enterprise must monitor the device. The</td>
</tr>
<tr>
<td></td>
<td>possible values are true or false.</td>
</tr>
<tr>
<td>enableDeepDiscovery</td>
<td>Defines whether SupportAssist Enterprise should discover other devices</td>
</tr>
<tr>
<td></td>
<td>that are associated with a primary device. For example, blade servers in</td>
</tr>
<tr>
<td></td>
<td>chassis. The possible values are true or false.</td>
</tr>
<tr>
<td>configureSNMP</td>
<td>Defines whether the SNMP settings of the device should be configured after</td>
</tr>
<tr>
<td></td>
<td>the device is added successfully. The possible values are true or false.</td>
</tr>
<tr>
<td>installOMSA</td>
<td>Defines whether SupportAssist Enterprise should install OMSA after the</td>
</tr>
<tr>
<td></td>
<td>device is added successfully. The possible values are true or false.</td>
</tr>
<tr>
<td>deviceGroupInformation</td>
<td>Name of the device group where the device should be placed. If the device</td>
</tr>
<tr>
<td></td>
<td>group information is not provided, the device is added to default or</td>
</tr>
<tr>
<td></td>
<td>staging group.</td>
</tr>
</tbody>
</table>
Table 9  Parameters required in the JSON request body based on the device type

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Parameters required</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>uiDeviceType</td>
</tr>
<tr>
<td>Windows Server</td>
<td>Server / Hypervisor</td>
</tr>
<tr>
<td>Linux Server</td>
<td>Server / Hypervisor</td>
</tr>
<tr>
<td>ESX Server</td>
<td>Server / Hypervisor</td>
</tr>
<tr>
<td>ESXi Server</td>
<td>Server / Hypervisor</td>
</tr>
<tr>
<td>iDRAC</td>
<td>iDRAC</td>
</tr>
<tr>
<td>Chassis</td>
<td>Chassis</td>
</tr>
<tr>
<td>Networking</td>
<td>Networking</td>
</tr>
<tr>
<td>Fluid FS</td>
<td>Fluid File System (Fluid FS)</td>
</tr>
<tr>
<td>Equallogic</td>
<td>PeerStorage(PS) / Equallogic</td>
</tr>
<tr>
<td>Compellent</td>
<td>Storage Center (SC) / Compellent</td>
</tr>
<tr>
<td>SCVMM</td>
<td>Software</td>
</tr>
<tr>
<td>SANHQ</td>
<td>Software</td>
</tr>
<tr>
<td>vCenter</td>
<td>Software</td>
</tr>
<tr>
<td>HitKitVSMForVMWare</td>
<td>Software</td>
</tr>
<tr>
<td>Solution</td>
<td>Solution</td>
</tr>
<tr>
<td>Windows Virtual Machine</td>
<td>Virtual Machine</td>
</tr>
<tr>
<td>Linux Virtual Machine</td>
<td>Virtual Machine</td>
</tr>
</tbody>
</table>

2.6.1 Add device

Add device is asynchronous operation. For asynchronous operations, a job is created. You can check the status of the job by using the “operations” API. After the add device request is submitted, SupportAssist Enterprise returns the operation ID of the job.

The following resource URI is used to add a device:

https://<BASE_URI>/SupportAssist/api/v1/Device/Discover

Method: POST

Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>
The following is an example of a JSON for adding a device.

**Request body:**

```json
{
    "deviceAddress": "<ip address/host name>",
    "friendlyName": "device friendly name",
    "uiDeviceType": "<ui device Type>",
    "deviceSubType": "<Sub type>",
    "deviceFamily": "<device family>",
    "credentialAccountId": "<Credential Account Id>",
    "credentialProfileId": "<Credential profile id>",
    "enableMonitoring": <true|false>,
    "configureSNMP": <true|false>,
    "installOMSA": <true|false>,
    "enableDeepDiscovery": <true|false>
}
```

**Response format (Accepted – response code 202):**

```json
{
    "operationId": "<operation_id>",
    "operationType": "DiscoverDevice",
    "status": "QUEUED",
    "additionalInfo": null
}
```

**Job success status response**

```json
{
    "operationId": "<operation_id>",
    "operationType": "DiscoverDevice",
    "status": "SUCCESS",
    "additionalInfo": {
        "errorCode": "SA-90100",
        "message": "Operation successful.",
        "additionalInfo": "<device_id>"
    }
}
```

**Note:** The response contains the device id of the added device.

### 2.6.2 Edit device details

The following resource URI is used to edit the details of a device:

**https://<BASE_URI>/SupportAssist/api/v1/Device**

**Method:** PUT

**Headers:**
- Content-Type: application/json
- Authorization: Bearer <Authentication_Token>
The following is an example of a JSON for editing the device details.

Request body:

```json
{
    "id":"<device_id_to_be_update>",
    "credentialAccountId":"<Credential_account_to_update>",
    "friendlyName":"<provided_name_to_Update>",
    "address":"<IP_Address/host name>",
    "deviceGroupInformation":{
        "name":"<group name>"
    }
}
```

Response format (Accepted – response code 202):

```json
{
    "operationId": "<operation_id>",
    "operationType": "DiscoverDevice",
    "status": "QUEUED",
    "additionalInfo": null
}
```

Job success status response

```json
{
    "operationId": "<operation_id>",
    "operationType": "EditDevice",
    "status": "SUCCESS",
    "additionalInfo": [
    {
        "errorCode": "SA-90100",
        "message": "Operation successful.",
        "additionalInfo": "<device_id>"
    }
    ]
}
```

**Note:** A device group would only be assigned if the devices are not in the Staging area.

### 2.6.3 Delete devices

The following resource URI is used to delete devices:

```
https://<BASE_URI>/SupportAssist/api/v1/Device/{<Device_Id>}
```

**Note:** You can delete only one device in a single operation.

**Method:** DELETE

**Headers:**
- Content-Type: application/json
- Authorization: Bearer <Authentication_Token>

**Response format (success – response code 204): none**
2.6.4 Retrieve devices

The JSON schema for retrieving device details is as follows:

```
{
  "type" : "object",
  "id" : "Device",
  "properties" : {
    "id" : {
      "type" : "string"
    },
    "friendlyName" : {
      "type" : "string"
    },
    "address" : {
      "type" : "string"
    },
    "serviceTag" : {
      "type" : "string"
    },
    "uiDeviceType" : {
      "type" : "string"
    },
  },
  "deviceSubtype" : {
    "type" : "string"
  },
  "deviceFamily" : {
    "type" : "string"
  },
  "model" : {
    "type" : "string"
  },
  "osInformation" : {
    "type" : "object",
    "id" : "OSInformation",
    "properties" : {
      "code" : {
        "type" : "string",
        "enum" : [ "WIN", "SLES", "RHEL", "CENTOS", "DEBIAN", "UBUNTU", "ESX", "ESXi", "XenServer", "UNCLASSIFIED", "OEL", "OracleVMserver" ]
      },
      "type" : {
        "type" : "string"
      },
      "architecture" : {
        "type" : "string",
        "enum" : [ "x86", "x64", "UNCLASSIFIED" ]
      },
      "majorVersion" : {
        "type" : "string"
      },
      "minorVersion" : {
        "type" : "string"
      },
      "revisionNumber" : {
```
"type" : "string"
},
"buildNumber" : {
  "type" : "string"
},
"patchLevel" : {
  "type" : "string"
}
}
}

"softwareInformation" : {
  "type" : "object",
  "id" : "SoftwareInformation",
  "properties" : {
    "softwareVersion" : {
      "type" : "string"
    },
    "studioVersion" : {
      "type" : "string"
    },
    "studioBuildVersion" : {
      "type" : "string"
    },
    "softwareHostName" : {
      "type" : "string"
    },
    "architecture" : {
      "type" : "string"
    },
    "databaseInstanceName" : {
      "type" : "string"
    },
    "databaseServerName" : {
      "type" : "string"
    },
    "databaseName" : {
      "type" : "string"
    },
    "productId" : {
      "type" : "string"
    },
    "serverInterfaceName" : {
      "type" : "string"
    },
    "clustureId" : {
      "type" : "string"
    },
    "clustureName" : {
      "type" : "string"
    }
  }
},
"omsaVersion" : {
  "type" : "string"
},
"ismVersion" : {
  "type" : "string"
},
"clustureId" : {
  "type" : "string"
},
"clustureName" : {
  "type" : "string"
}
}
"credentialAccountId" : { 
  "type" : "string"
},
"credentialProfileId" : { 
  "type" : "string"
},
"useCredentialType" : { 
  "type" : "string"
},
"associatedConsoleId" : { 
  "type" : "string"
},
"deviceActiveStatus" : { 
  "type" : "string"
},
"deviceGroupInformation" : { 
  "type" : "object",
  "id" : "DeviceGroupInformation",
  "properties" : { 
    "groupId" : { 
      "type" : "string"
    },
    "myGroupId" : { 
      "type" : "string"
    },
    "name" : { 
      "type" : "string"
    },
    "description" : { 
      "type" : "string"
    }
  }
},
"operations" : { 
  "type" : "object",
  "id" : "DeviceOperations",
  "properties" : { 
    "installOMSA" : { 
      "type" : "string"
    },
    "configureSNMP" : { 
      "type" : "string"
    },
    "clearSELogs" : { 
      "type" : "string"
    },
    "monitoring" : { 
      "type" : "string"
    },
    "revalidation" : { 
      "type" : "string"
    }
  }
},
"inventoryValidationStatus" : { 
  "type" : "object",
  "id" : "InventoryValidationStatus",
  "properties" : { 

"connectivityStatus" : {
  "type" : "object",
  "id" : "InventoryValidationOperationStatus",
  "properties" : {
    "status" : {
      "type" : "string"
    },
    "errorCode" : {
      "type" : "string"
    },
    "errorDescrition" : {
      "type" : "string"
    }
  }
},
"collectionDependencyStatus" : {
  "type" : "object",
  "$ref" : "InventoryValidationOperationStatus"
},
"monitoringStatus" : {
  "type" : "object",
  "$ref" : "InventoryValidationOperationStatus"
},
"rollupStatus" : {
  "type" : "object",
  "$ref" : "InventoryValidationOperationStatus"
},
"startTime" : {
  "type" : "integer",
  "format" : "utc-millisec"
},
"lastValidatedon" : {
  "type" : "integer",
  "format" : "utc-millisec"
}
},
"prioritizedStatus" : {
  "type" : "object",
  "id" : "DeviceStatus",
  "properties" : {
    "operationType" : {
      "type" : "string"
    },
    "status" : {
      "type" : "string"
    },
    "statusCode" : {
      "type" : "string"
    },
    "statusMessage" : {
      "type" : "string"
    },
    "statusMessageDetails" : {
      "type" : "string"
    },
    "statusUpdatedOn" : {
      "type" : "integer",
      "format" : "integer"
    }
  }
}
Parameters in the JSON schema

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Id</td>
<td>Unique identifier of the device.</td>
</tr>
<tr>
<td>friendlyName</td>
<td>Friendly name of the device.</td>
</tr>
<tr>
<td>Address</td>
<td>IP address or host name of the device.</td>
</tr>
<tr>
<td>serviceTag</td>
<td>Service Tag of the devices.</td>
</tr>
<tr>
<td>uiDeviceType</td>
<td>Device type defined in the GUI. For the possible values for this parameter, see the JSON schema.</td>
</tr>
<tr>
<td>deviceSubtype</td>
<td>Device sub type. For the possible values for this parameter, see the JSON schema.</td>
</tr>
<tr>
<td>deviceFamily</td>
<td>Device family. For the possible values for this parameter, see the JSON schema.</td>
</tr>
<tr>
<td>Model</td>
<td>Model of device.</td>
</tr>
<tr>
<td>osInformation</td>
<td>For information, see Table 11.</td>
</tr>
<tr>
<td>softwareInformation</td>
<td>For information, see Table 12.</td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>omsaVersion</td>
<td>Version of OMSA installed on the device.</td>
</tr>
<tr>
<td>ismVersion</td>
<td>Version iSM installed on the device.</td>
</tr>
<tr>
<td>credentialAccountId</td>
<td>Unique Identifier of the Credential Account associated with the device.</td>
</tr>
<tr>
<td>credentialProfileId</td>
<td>Unique Identifier of the Credential Profile associated with the device.</td>
</tr>
<tr>
<td>useCredentialType</td>
<td>Identifies whether Credential Account or Credential Profile is assigned to the device.</td>
</tr>
<tr>
<td>associatedConsoleId</td>
<td>Identifier of the systems management console from where the device is discovered.</td>
</tr>
<tr>
<td>deviceActiveStatus</td>
<td>Identifies whether device is in Active, Active_Staging, Active_NonCollectable.</td>
</tr>
<tr>
<td>deviceGroupInformation</td>
<td>For information, see Table 13.</td>
</tr>
<tr>
<td>operations</td>
<td>For information, see Table 14.</td>
</tr>
<tr>
<td>inventoryValidationStatus</td>
<td>For information, see Table 15.</td>
</tr>
<tr>
<td>prioritizedStatus</td>
<td>For information, see Table 16.</td>
</tr>
<tr>
<td>collectionProgressStatus</td>
<td>For information, see Table 17.</td>
</tr>
<tr>
<td>deviceDiscoveredOn</td>
<td>Date when the device was discovered.</td>
</tr>
</tbody>
</table>

Table 11  Parameters in the osInformation object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Code</td>
<td></td>
</tr>
<tr>
<td>Type</td>
<td>Type of operating system.</td>
</tr>
<tr>
<td>architecture</td>
<td>32 bit or 64 bit architecture.</td>
</tr>
<tr>
<td>majorVersion</td>
<td>Major version of OS.</td>
</tr>
<tr>
<td>minorVersion</td>
<td>Minor Version of OS.</td>
</tr>
<tr>
<td>revisionNumber</td>
<td>Revision Number of OS.</td>
</tr>
<tr>
<td>buildNumber</td>
<td>Build Number of OS.</td>
</tr>
<tr>
<td>patchLevel</td>
<td>Patch version of OS.</td>
</tr>
</tbody>
</table>

Table 12  Parameters in the deviceGroupInformation object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>orId</td>
<td>Group object identifier.</td>
</tr>
<tr>
<td>myGroupId</td>
<td>Group object identifier.</td>
</tr>
<tr>
<td>Name</td>
<td>Name of the group.</td>
</tr>
<tr>
<td>description</td>
<td>Description of the group.</td>
</tr>
</tbody>
</table>
### Table 13  Parameters in the `operations` object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>installOMSA</code></td>
<td>Defines whether SupportAssist Enterprise should install OMSA after the device is added successfully. The possible values are true or false.</td>
</tr>
<tr>
<td><code>configureSNMP</code></td>
<td>Defines whether SNMP settings of the device should be configured after the device is added successfully. The possible values are true or false.</td>
</tr>
<tr>
<td><code>clearSELogs</code></td>
<td>System Event Log status.</td>
</tr>
<tr>
<td><code>monitoring</code></td>
<td>Device monitoring status.</td>
</tr>
<tr>
<td><code>revalidation</code></td>
<td>Identifies if the device is in revalidation.</td>
</tr>
</tbody>
</table>

### Table 14  Parameters in the `inventoryValidationStatus` object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>Type</code></td>
<td>Inventory validation type.</td>
</tr>
<tr>
<td><code>errorCode</code></td>
<td>Error code for inventory validation.</td>
</tr>
<tr>
<td><code>errorDescription</code></td>
<td>Error message.</td>
</tr>
</tbody>
</table>

### Table 15  Parameters in the `prioritizedStatus` object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>operationType</code></td>
<td>Type of operation.</td>
</tr>
<tr>
<td><code>Status</code></td>
<td>Prioritized status of the operation.</td>
</tr>
<tr>
<td><code>statusCode</code></td>
<td>Prioritized status code of the operation.</td>
</tr>
<tr>
<td><code>statusMessage</code></td>
<td>Status message for the operation.</td>
</tr>
<tr>
<td><code>statusMessageDetails</code></td>
<td>Message description of the operation</td>
</tr>
<tr>
<td><code>statusUpdatedOn</code></td>
<td>Date in millisecond, when the status was updated.</td>
</tr>
</tbody>
</table>

### Table 16  Parameters in the `collectionProgressStatus` object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>progressStatus</code></td>
<td>Status of the collection.</td>
</tr>
<tr>
<td><code>progressValue</code></td>
<td>Percentage completion of the collection.</td>
</tr>
<tr>
<td><code>collectionType</code></td>
<td>Type of collection: Periodic or Manual.</td>
</tr>
<tr>
<td><code>collectionId</code></td>
<td>Collection identifier.</td>
</tr>
<tr>
<td><code>shCanBut</code></td>
<td></td>
</tr>
<tr>
<td><code>multiDeviceColInProgress</code></td>
<td>Identifies whether a multiple device collection is in progress.</td>
</tr>
</tbody>
</table>
2.6.5 Filter devices

The following resource URI is used to filter the device match search criteria:

https://<BASE_URI>/SupportAssist/api/v1/Device

*Method:* POST

*Headers:*
- Content-Type: application/json
- Authorization: Bearer <Authentication_Token>

*Response format (success – response code 200):*

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>serviceTag</td>
<td>Service Tag of the devices.</td>
<td></td>
</tr>
<tr>
<td>Name</td>
<td>Friendly name of the device.</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>IP address or host name of device.</td>
<td></td>
</tr>
<tr>
<td>Model</td>
<td>Model of device.</td>
<td></td>
</tr>
<tr>
<td>operatingSystem</td>
<td>Operating system running on the device.</td>
<td></td>
</tr>
<tr>
<td>deviceType</td>
<td>Device type.</td>
<td>Values of the device type are Server, Storage, Networking, Chassis, Software, Solution, and Virtual Machine.</td>
</tr>
<tr>
<td>Group</td>
<td>Group name of device.</td>
<td>Values of the system created group name are Default, Staging, and Inactive.</td>
</tr>
<tr>
<td>remoteCollector</td>
<td>Name or IP address or host name of the remote collector.</td>
<td>For devices assigned to SupportAssist Enterprise, the search value would be SupportAssist Enterprise.</td>
</tr>
<tr>
<td>Source</td>
<td>Name or IP address or host name of console (OpenManage Essentials or OpenManage Enterprise or SCOM)</td>
<td>For devices added directly in SupportAssist Enterprise, the source would be SupportAssist Enterprise.</td>
</tr>
<tr>
<td>inventoryValidationStatus</td>
<td>Status of the inventory validation.</td>
<td>The possible values are Success, Warning, or Failed.</td>
</tr>
</tbody>
</table>
### Table 18 Parameters in the pagination object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offset</td>
<td>Number of entities to be skipped.</td>
<td>If the offset is 10 and limit is 20, then 11-20 entities would be retrieved.</td>
</tr>
<tr>
<td>Limit</td>
<td>Number of entities to be retrieved.</td>
<td>Maximum values would be 40 if more than 40 given then SupportAssist Enterprise would default it to 40</td>
</tr>
<tr>
<td>Total</td>
<td>Total number of entities that match the search criteria.</td>
<td>The total value is reported by SupportAssist Enterprise.</td>
</tr>
</tbody>
</table>

### Table 19 Parameters in the filters object

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>operator</td>
<td>Type of comparison. The possible values are “contains” or “in”.</td>
<td></td>
</tr>
<tr>
<td>field</td>
<td>Parameter for filtering.</td>
<td>For information, see Table 17.</td>
</tr>
<tr>
<td>value</td>
<td>This parameter is required when using the “contains” operator.</td>
<td></td>
</tr>
<tr>
<td>values</td>
<td>This parameter is required when using the “in” operator.</td>
<td></td>
</tr>
</tbody>
</table>

The following is an example for searching the first device where device type is server.

```json
{
    "pagination": {
        "offset": 0,
        "limit": 1
    },
    "filters": [
        {
            "operator": "contains",
            "field": "devicetype",
            "value": "server"
        }
    ]
}
```
Response format (success – response code 200):

```json
[
    {
        "id": "<device_id>",
        "friendlyName": "192.168.151.65",
        "address": "192.168.151.65",
        "serviceTag": "HFB2X02",
        "uiDeviceType": "Server / Hypervisor",
        "deviceSubtype": "LINUX",
        "deviceFamily": "POWEREDGE12G",
        "model": "PowerEdge R520",
        "osInformation": {
            "code": "CENTOS",
            "type": "CentOS Linux 7 (Core)",
            "architecture": "x64",
            "majorVersion": "7",
            "minorVersion": "0",
            "revisionNumber": null,
            "buildNumber": null,
            "patchLevel": null
        },
        "softwareInformation": null,
        "omsaVersion": null,
        "ismVersion": null,
        "credentialAccountId": "Lin_1",
        "credentialProfileId": null,
        "useCredentialType": "DEVICE_CRED",
        "associatedConsoleId": null,
        "deviceActiveStatus": "ACTIVE_STAGING",
        "deviceGroupInformation": {
            "orId": "#13:1",
            "myGroupId": null,
            "name": "Staging",
            "description": null,
            "noOfAssetsMapped": 0,
            "uiCustomerProfiles": null,
            "uiShippingAddressDetails": null,
            "uiDeviceGroupCredentials": null,
            "dispatchOptIn": false,
            "myTDAccountID": null,
            "myTDAccountUserName": null
        },
        "operations": {
            "installOMSA": "NOT_SUPPORTED",
            "configureSNMP": "SUPPORTED",
            "clearSELogs": "NOT_SUPPORTED",
            "monitoring": "SUPPORTED",
            "revalidation": "N"
        },
        "inventoryValidationStatus": {
            "connectivityStatus": {
                "status": "FAILED",
                "errorCode": "SA-5100",
                "errorDescription": ""
            },
            "collectionDependencyStatus": {
                "status": "WARNING"
            }
        }
    }
]
```
"errorCode":"SA-9000",
"errorDescrition":"
",
"monitoringStatus":{
  "status":"WARNING",
  "errorCode":"SA-9000",
  "errorDescrition":"
}
",
"rollupStatus":{
  "status":"FAILED",
  "errorCode":null,
  "errorDescrition":null
",
"startTime":null,
"lastValidatedOn":1527085920138
}
",
"prioritizedStatus":{
  "operationType":"REDISCOVER_DEVICE",
  "status":"ERROR",
  "statusCode":null,
  "statusMessage":"Unable to add device",
  "statusMessageDetails":"SupportAssist Enterprise is unable to add the
device 192.168.151.65 because an attempt to connect to the device is
unsuccessful. Make sure that both the system running SupportAssist Enterprise and
the device you are trying to add are connected to the network and retry the
operation.",
  "statusUpdatedOn":1526064151204
}
",
"collectionProgressStatus":{
  "progressStatus":null,
  "progressValue":0,
  "collectionType":null,
  "collectionId":null,
  "shCanBut":"N",
  "multiDeviceColInProgress":"N"
}
",
"deviceDiscoveredOn":1526064151204
}
",
"searchQuery":{
  "pagination":{
    "offset":0,
    "limit":1,
    "total":17
  }
}
"

Total is the total number of devices reported by SupportAssist Enterprise.
2.7 Maintenance mode
The maintenance mode feature suspends the alert processing and automatic case creation capability of SupportAssist Enterprise, thereby preventing the creation of support cases during an alert storm or a planned maintenance activity. If an alert storm is received from a monitored device, SupportAssist Enterprise automatically places the device in maintenance mode. You can also manually enable the maintenance mode functionality before a planned maintenance activity to temporarily suspend the automatic case creation capability.

2.7.1 Device maintenance mode
The following resource URI is used to place the device in and out of maintenance mode:

https://<BASE_URI>/SupportAssist/api/v1/Device/MaintenanceMode/<action>

The possible values for <action> in the URI are “enable” or “disable”

Method: POST

Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

The following is an example to enable maintenance mode for two devices:
https://<BASE_URI>/SupportAssist/api/v1/Device/MaintenanceMode/enable

Request body:
[
    {"id": "<Device_id>"},
    {"id": "<Device_id>"}
]

Response format (success – response code 204): none

The following is an example to disable maintenance mode for two devices:
https://<BASE_URI>/SupportAssist/api/v1/Device/MaintenanceMode/disable

Request body:
[
    {"id": "<Device_id>"},
    {"id": "<Device_id>"}
]

Response format (success – response code 204): none

2.7.2 Site maintenance mode
The following resource URI is used to place SupportAssist Enterprise in maintenance mode:

https://<BASE_URI>/SupportAssist/api/v1/Global/MaintenanceMode/<action>

The possible values for action in the URI are “enable” or “disable”

Method: POST
Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

Response format (success – response code 204): none

The resource URI to enable global maintenance mode is as follows:
https://<BASE_URI>/SupportAssist/api/v1/Global/MaintenanceMode/enable

The resource URI to disable global maintenance mode is as follows:
https://<BASE_URI>/SupportAssist/api/v1/Global/MaintenanceMode/disable
2.8 Assign Credential Profile to devices

Assigning Credential Profile to devices is an asynchronous operation. Therefore, after the Credential Profile is assigned, the job details are available. You can check the status of the job using the operation status API.

https://<BASE_URI>/SupportAssist/api/v1/Device/AssignProfile/<CredentialProfile_Id>

Method: POST

Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for assigning a credential profile to devices.

```
[
    {"id": "<Device_id>"},
    {"id": "<Device_id>"}
]
```

Response format (success – response code 202):

```
{
    "operationId": "<operation_id>",
    "operationType": "AssignDevicesToProfile",
    "status": "QUEUED",
    "additionalInfo": null
}
```

After querying the job status for assigning credential profiles, the result would be as follows:

```
{
    "operationId": "<operation_id>",
    "operationType": "AssignDevicesToProfile",
    "status": "SUCCESS",
    "additionalInfo": [
        {
            "failedDevices": "0",
            "rejectedDevices": "0",
            "totalNumberOfDevices": "1",
            "successDevices": "1"
        }
    ]
}
```
2.9 Collection

A collection contains the system information collected by SupportAssist Enterprise from a device. The collection is used by Technical Support to troubleshoot and provide a resolution to issues. You can perform a single or multiple device collection.

**Note:** To collect system information from multiple devices, the `purpose` parameter is mandatory

The following is the JSON schema for performing a single or multiple device collection.

```json
{
    "type":"object",
    "id":"CollectionInput",
    "properties":{
        "devices":{
            "type":"array",
            "items":{
                "type":"object",
                "id":"Device",
                "properties":{
                    "id":{
                        "type":"string"
                    }
                }
            }
        },
        "collectionName":{
            "type":"string"
        },
        "caseId":{
            "type":"string"
        },
        "uploadRequired":{
            "type":"boolean"
        },
        "emailId":{
            "type":"string"
        },
        "purpose":{
            "type":"string",
            "enum":["Technical Support","Deployment","System Maintenance","Consulting"]
        },
        "projectId":{
            "type":"string"
        }
    }
}
```

**Table 20** Parameters required for collecting system information

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>devices</td>
<td>A collection of devices; only the id property is consumed in this object.</td>
<td>This parameter is required.</td>
</tr>
<tr>
<td>collectionName</td>
<td>A name that you want to assign to the collection.</td>
<td>This parameter is optional.</td>
</tr>
<tr>
<td><strong>Parameter</strong></td>
<td><strong>Description</strong></td>
<td><strong>Additional Details</strong></td>
</tr>
<tr>
<td>--------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------</td>
<td>-----------------------------------------------</td>
</tr>
<tr>
<td>caseId</td>
<td>The support request number provided by the Dell EMC Technical support agent.</td>
<td>This parameter is optional.</td>
</tr>
<tr>
<td>uploadRequired</td>
<td>Defines whether SupportAssist Enterprise should upload the collection after it is complete. The possible values are “true” or “false”.</td>
<td>This parameter is optional for a single device collection.</td>
</tr>
<tr>
<td>emailId</td>
<td>Email address of the Dell EMC Technical support agent.</td>
<td>This parameter is optional for a single device collection.</td>
</tr>
<tr>
<td>purpose</td>
<td>Reason for the collection. The possible values for <code>purpose</code> are: Technical Support, Deployment, System Maintenance, Consulting</td>
<td>This parameter is mandatory for multiple device collections.</td>
</tr>
<tr>
<td>projectId</td>
<td>Deployment project identifier.</td>
<td>This parameter is optional.</td>
</tr>
</tbody>
</table>

The following resource URI is used to collect system information:

**https://<BASE_URI>/ SupportAssist /api/v1/Collections/Invoke**

**Method:** POST

**Headers:**
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

**Request body:**

```json
{
    "devices": [
        {
            "id": "<device_id>",
        },
        {
            "id": "<device_id>",
        }
    ],
    "collectionName": "provided name of collection",
    "caseId": "casenumber",
    "uploadRequired": true,
    "emailId": "john@dell.com",
    "purpose": "Techsupport",
    "projectId": "project_id"
}
```

**Response format (Accepted – response code 202):**

```json
{
    "operationId": "<operation_id>",
    "operationType": "RunDiagnostics",
    "status": "QUEUED",
    "additionalInfo": null
}
```
After completion of the job, the status would be as follows:

```json
{
  "operationId": "<operation_id>",
  "operationType": "RunDiagnostics",
  "status": "COMPLETED",
  "additionalInfo": [
    {
      "status": "TROUBLESHOOTING_UPLOADED",
      "progressPercentage": "100",
      "id": "<collection id>"
    }
  ]
}
```
2.10 Discovery Rule

A device discovery rule enables you to discover and add devices that are present within one or more IP address ranges. Creating a device discovery rule helps you add multiple devices, and reduces the effort involved in adding each device individually.

2.10.1 Retrieve Discovery Rule

The following resource URI is used to retrieve all device discovery rules:

https://<BASE_URI>/SupportAssist/api/v1/DiscoveryRule

*Method*: GET

*Headers:*

Authorization: Bearer <Authentication_Token>

The following is the JSON schema for retrieving a discovery rule.

```json
{
  "type": "object",
  "id": "DeviceDiscoveryRuleObject",
  "properties": {
    "id": {
      "type": "string"
    },
    "ruleName": {
      "type": "string"
    },
    "credProfileId": {
      "type": "string"
    },
    "deepDiscoveryEnabled": {
      "type": "boolean"
    },
    "enableMonitoring": {
      "type": "boolean"
    },
    "installAgent": {
      "type": "boolean"
    },
    "configureSNMP": {
      "type": "boolean"
    },
    "runStatus": {
      "type": "string"
    },
    "range": {
      "type": "array",
      "items": {
        "type": "object",
        "id": "DeviceDiscoveryRangeObject",
        "properties": {
          "ipRange": {
            "type": "string"
          },
          "subnet": {
            "type": "string"
          }
        }
      }
    }
  }
}
```
"isRecurring" : {
  "type" : "boolean"
},
"recurrCronString" : {
  "type" : "string"
},
"uiDeviceType" : {
  "type" : "array",
  "items" : {
    "type" : "string"
  }
},
"uiDeviceSubType" : {
  "type" : "array",
  "items" : {
    "type" : "string"
  }
},
"ruleId" : {
  "type" : "string"
},
"lastRunDate" : {
  "type" : "integer",
  "format" : "utc-millisec"
},
"typeSelected" : {
  "type" : "string",
  "enum" : [ "RANGE", "DEVICES" ]
},
"devices" : {
  "type" : "string"
},
"recurring" : {
  "type" : "boolean"
}
<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>id</td>
<td>Identifier for the discovery rule.</td>
<td>This parameter is required to run the discovery rule.</td>
</tr>
<tr>
<td>ruleName</td>
<td>Name of the discovery rule.</td>
<td></td>
</tr>
<tr>
<td>credProfileId</td>
<td>Identifier for the credential profile.</td>
<td></td>
</tr>
<tr>
<td>deepDiscoveryEnabled</td>
<td>Specifies whether deep discovery is to be performed.</td>
<td>This parameter is required for deep discovery.</td>
</tr>
<tr>
<td>enableMonitoring</td>
<td>Specifies whether monitoring is to be enabled for the discovered devices.</td>
<td></td>
</tr>
<tr>
<td>installAgent</td>
<td>Specifies whether OMSA must be installed on the discovered servers.</td>
<td></td>
</tr>
<tr>
<td>configureSNMP</td>
<td>Specifies whether SNMP settings (alert forwarding) must be configured on the devices.</td>
<td></td>
</tr>
<tr>
<td>runStatus</td>
<td>Running status of the rule.</td>
<td></td>
</tr>
<tr>
<td>range</td>
<td>Array of range and subnet</td>
<td></td>
</tr>
<tr>
<td>subnet</td>
<td>Array of IP address ranges and subnet.</td>
<td></td>
</tr>
<tr>
<td>isRecurring</td>
<td>Specifies whether the rule should be run periodically.</td>
<td></td>
</tr>
<tr>
<td>recurrCronString</td>
<td>Cron string if the rule is set to recur.</td>
<td></td>
</tr>
<tr>
<td>uiDeviceType</td>
<td>List of device type as specified in the GUI.</td>
<td></td>
</tr>
<tr>
<td>uiDeviceSubType</td>
<td>List of device subtype.</td>
<td></td>
</tr>
<tr>
<td>ruleId</td>
<td>Identifier for the rule.</td>
<td></td>
</tr>
<tr>
<td>lastRunDate</td>
<td>Date in UTC in milliseconds.</td>
<td></td>
</tr>
<tr>
<td>typeSelected</td>
<td>Specifies whether IP address range or device names are provided for discovery.</td>
<td></td>
</tr>
<tr>
<td>devices</td>
<td>Used to provide comma-separated IP addresses.</td>
<td></td>
</tr>
<tr>
<td>recurring</td>
<td>Specifies whether the rule is set to recur.</td>
<td></td>
</tr>
</tbody>
</table>
Response format (success – response code 200):

[
  {
    "id": "<rule_id>",
    "ruleName": "rule-import-devices",
    "credProfileId": "<credential profile id>",
    "deepDiscoveryEnabled": true,
    "enableMonitoring": true,
    "installAgent": true,
    "configureSNMP": true,
    "runStatus": "NEVEREXECUTED",
    "range": [],
    "isRecurring": true,
    "recurrCronString": "1||Sunday||0||AM||Monthly",
    "uiDeviceType": ["PowerVault",
                    "Software"],
    "uiDeviceSubType": ["SCVMM"],
    "ruleId": "<rule id>",
    "lastRunDate": null,
    "typeSelected": "DEVICES",
    "devices": 
      "host1.domain.com,192.168.0.1,192.168.0.2,host2.domain.com,172.29.41.255,host3.domain.com,172.29.43.145,172.29.40.207",
      "recurring": true
  },
  {
    "id": "<rule_id>",
    "ruleName": "rule-iprange",
    "credProfileId": "<credential profile id>",
    "deepDiscoveryEnabled": true,
    "enableMonitoring": true,
    "installAgent": true,
    "configureSNMP": true,
    "runStatus": "NEVEREXECUTED",
    "range": [{
      "ipRange": "172.28.8.120-122",
      "subnet": "255.255.255.0"
    }],
    "isRecurring": true,
    "recurrCronString": "1||Sunday||0||AM||Monthly",
    "uiDeviceType": ["PowerVault",
                     "Software"],
    "uiDeviceSubType": ["SCVMM"],
    "ruleId": "<rule id>",
    "lastRunDate": null,
    "typeSelected": "RANGE",
    "devices": null,
    "recurring": true
  }
]
2.10.2 Run Discovery Rule

The following resource URI is used to run a device discovery rule:

https://<BASE_URI> api/v1/DiscoveryRule/execute/<rule id>

Method: POST

Headers:
Content-Type: application/json
Authorization: Bearer <Authentication_Token>

Response format (Accepted – response code 202):

```json
{
   "operationId": "<operation_id>",
   "operationType": "ExecuteDeviceDiscoveryRule",
   "status": "QUEUED",
   "additionalInfo": null
}
}
```

After the job is complete, the status is as follows:

```json
{
   "operationId": "<operation_id>",
   "operationType": "ExecuteDeviceDiscoveryRule",
   "status": "COMPLETE",
   "additionalInfo": [
      "<rule id>"
   ]
}
```
2.11 Retrieve cases

You can retrieve up to 40 support cases. While retrieving cases you can also filter the results based on certain criteria.

Multiple filters can be applied by using the AND operation.

```json
{
  "type": "object",
  "id": "PaginatedData",
  "properties": {
    "data": {
      "type": "array"
    },
    "searchQuery": {
      "type": "object",
      "id": "SearchQuery",
      "properties": {
        "pagination": {
          "type": "object",
          "id": "Pagination",
          "properties": {
            "offset": {
              "type": "integer"
            },
            "limit": {
              "type": "integer"
            },
            "total": {
              "type": "integer"
            }
          }
        },
        "filters": {
          "type": "array",
          "items": {
            "type": "object",
            "id": "FilterDescription",
            "properties": {
              "operator": {
                "type": "string",
                "enum": ["contains", "in"]
              },
              "field": {
                "type": "string",
                "enum": ["serviceTag", "number", "title", "status", "deviceName", "ipAddress", "deviceType", "serviceContract", "source"]
              },
              "value": {
                "type": "string"
              },
              "values": {
                "type": "array",
                "items": {
                  "type": "string"
                }
              }
            }
          }
        }
      }
    }
  }
}
```
Pagination and filtering parameters

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>offset</td>
<td>Number of cases to be skipped.</td>
<td>This parameter is required.</td>
</tr>
<tr>
<td>limit</td>
<td>Total number of cases to be retrieved.</td>
<td>This parameter is optional; The maximum limit is 40.</td>
</tr>
<tr>
<td>total</td>
<td>Total number of support cases that matched the criteria.</td>
<td>This field will be reported by SupportAssist Enterprise in the filter response.</td>
</tr>
</tbody>
</table>

Filters collection for filter

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>operator</td>
<td>This parameter can be used to query data. To filter the results by one value, contains can be used, and in can be used to filter by many values.</td>
<td></td>
</tr>
<tr>
<td>field</td>
<td>This parameter is used to filter by values. For the possible values, see the JSON schema.</td>
<td></td>
</tr>
<tr>
<td>value</td>
<td>This parameter is required if contains is used.</td>
<td></td>
</tr>
<tr>
<td>values</td>
<td>This parameter is required if in is used.</td>
<td></td>
</tr>
</tbody>
</table>

Parameters used to filter by values

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>serviceTag</td>
<td>Service Tag of the device.</td>
<td></td>
</tr>
<tr>
<td>number</td>
<td>Support request number.</td>
<td></td>
</tr>
<tr>
<td>title</td>
<td>Up to 50 characters of case title.</td>
<td>Special characters that are allowed in the title include underscore, colon, at, dot, dash.</td>
</tr>
<tr>
<td>status</td>
<td>Status of the support request. For the possible values, see the JSON schema.</td>
<td></td>
</tr>
<tr>
<td>deviceName</td>
<td>Friendly name of device.</td>
<td></td>
</tr>
<tr>
<td>ipAddress</td>
<td>IP address or host name of the device.</td>
<td></td>
</tr>
<tr>
<td>deviceType</td>
<td>Device type. For the possible values, see the JSON schema.</td>
<td></td>
</tr>
<tr>
<td>Parameter</td>
<td>Description</td>
<td>Additional details</td>
</tr>
<tr>
<td>-----------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>serviceContract</td>
<td>Service Contract. For the possible values, see the JSON schema.</td>
<td></td>
</tr>
<tr>
<td>source</td>
<td>Source of the support request. For the possible values, see the JSON schema.</td>
<td></td>
</tr>
</tbody>
</table>

The following is the JSON schema for the case object.

```json
{
  "type": "object",
  "id": "Case",
  "properties": {
    "id": {
      "type": "string"
    },
    "title": {
      "type": "string"
    },
    "status": {
      "type": "string",
      "enum": ["Open", "Submitted", "InProgress", "Suspended", "ReqForClosure"]
    },
    "source": {
      "type": "string",
      "enum": ["Email", "Chat", "Phone", "SupportAssist", "HelpDesk", "TechDirect", "Others"]
    },
    "saDeviceId": {
      "type": "string"
    },
    "deviceName": {
      "type": "string"
    },
    "deviceType": {
      "type": "string",
      "enum": ["Server", "Storage", "Networking", "Chassis"]
    },
    "serviceTag": {
      "type": "string"
    },
    "caseCreationDate": {
      "type": "integer",
      "format": "utc-millisec"
    },
    "entitlementType": {
      "type": "string",
    },
    "entitlementDescription": {
      "type": "string"
    }
  }
}
```
## Parameters in the JSON schema

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Description</th>
<th>Additional details</th>
</tr>
</thead>
<tbody>
<tr>
<td>id</td>
<td>Identifier assigned to the support request.</td>
<td></td>
</tr>
<tr>
<td>title</td>
<td>Title assigned to the support request.</td>
<td>Special characters that are allowed in the title include underscore, colon, at, dot, dash.</td>
</tr>
<tr>
<td>status</td>
<td>Status of the support request.</td>
<td>For the possible values, see the JSON schema.</td>
</tr>
<tr>
<td>source</td>
<td>Source of the support request.</td>
<td>For the possible values, see the JSON schema.</td>
</tr>
<tr>
<td>saDeviceId</td>
<td>Associated device identifier.</td>
<td></td>
</tr>
<tr>
<td>deviceName</td>
<td>Name that has been assigned to the device.</td>
<td></td>
</tr>
<tr>
<td>deviceType</td>
<td>Type of device. For the possible values, see the JSON schema.</td>
<td></td>
</tr>
<tr>
<td>serviceTag</td>
<td>Service Tag of the device</td>
<td></td>
</tr>
<tr>
<td>caseCreationDate</td>
<td>Case created date in UTC.</td>
<td></td>
</tr>
<tr>
<td>entitlementType</td>
<td>Service contract of the device.</td>
<td></td>
</tr>
<tr>
<td>entitlementDescription</td>
<td>Description of the service contract.</td>
<td></td>
</tr>
</tbody>
</table>

The following resource URI is used to retrieve support case information:

https://<BASE_URI>/SupportAssist/api/v1/Cases

**Method:** POST

**Headers:**
- Content-Type: application/json
- Authorization: Bearer <Authentication_Token>

**Request format (success – response code 202):**

The following is an example of a JSON for retrieving cases for the server device type.

```json
{
    "pagination": {
        "offset": 0,
        "limit": 40
    },
    "filters": [
        {
            "operator": "contains",
            "field": "devicetype",
            "value": "server"
        }
    ]
}
```
The following is an example of a JSON for retrieving cases for both server and networking device types.

```json
{
    "pagination": {
        "offset": 0,
        "limit": 40
    },
    "filters": [ {
        "operator": "IN",
        "field": "devicetype",
        "values": ["server", "networking"]
    }]
}
```

The following is an example of a JSON for retrieving cases for server and chassis where the case source is Email or SupportAssist.

```json
{
    "pagination": {
        "offset": 0,
        "limit": 40
    },
    "filters": [ {
        "operator": "IN",
        "field": "deviceType",
        "values": ["server", "Chassis"]
    }, {
        "operator": "IN",
        "field": "source",
        "values": ["Email", "SupportAssist"]
    }]
}
```

The following is an example of a JSON for retrieving the 8th and 9th case, where the offset is 7 and the limit is 2.

```json
{
    "pagination": {
        "offset": "7",
        "limit": "2"
    },
    "filters": [ {
        "operator": "contains",
        "field": "source",
        "value": "others"
    }]
}
```
Response format: In this example, the total number of cases that matched the search criteria are 52.

```
{
    "data": [ 
        {
            "id": "915195604",
            "title": "Hardware (Other)",
            "status": "Open",
            "source": "Others",
            "saDeviceId": "<device_id>",
            "deviceName": "VRTX",
            "deviceType": "Chassis",
            "serviceTag": "CAIN008",
            "caseCreationDate": 1515661047000,
            "entitlementType": "Basic Support",
            "entitlementDescription": "Your device is covered under a current Dell Basic Hardware service contract."
        },
        {
            "id": "915185669",
            "title": "Hardware (Other)",
            "status": "Open",
            "source": "Others",
            "saDeviceId": "<device_id>",
            "deviceName": "VRTX",
            "deviceType": "Chassis",
            "serviceTag": "CAIN008",
            "caseCreationDate": 1515577683000,
            "entitlementType": "Basic Support",
            "entitlementDescription": "Your device is covered under a current Dell Basic Hardware service contract."
        }
    ],
    "searchQuery": {
        "pagination": {
            "offset": 7,
            "limit": 2,
            "total": 52
        },
        "filters": [ 
            {
                "operator": "contains",
                "field": "source",
                "value": "others",
                "values": null,
                "filters": null,
                "logic": null
            }
        ]
    }
}
```
2.12 Backup devices and groups

You can create a backup of the devices that you have added and the device groups that you have created in SupportAssist Enterprise. Backing up the devices and device groups enables you to restore the devices and device group later, if necessary.

The following is the JSON schema for the response:

For more information about DeviceDiscovery Object, see the Add Device section.

```json
{
   "type":"array",
   "items":{
      "type":"object",
      "id":"DeviceDiscovery",
      "properties":{
         "deviceAddress":{
            "type":"string"
         },
         "friendlyName":{
            "type":"string"
         },
         "uiDeviceType":{
            "type":"string"
         },
         "deviceSubType":{
            "type":"string"
         },
         "deviceFamily":{
            "type":"string"
         },
         "credentialAccountId":{
            "type":"string"
         },
         "credentialProfileId":{
            "type":"string"
         },
         "enableMonitoring":{
            "type":"boolean"
         },
         "enableDeepDiscovery":{
            "type":"boolean"
         },
         "configureSNMP":{
            "type":"boolean"
         },
         "installOMSA":{
            "type":"boolean"
         },
         "deviceGroupInformation":{
            "type":"object",
            "id":"DeviceGroupInformation",
            "properties":{
               "orId":{
                  "type":"string"
               },
               "myGroupId":{
                  "type":"string"
               }
            }
         }
      }
   }
}
```
"uiCustomerProfiles":{
  "type":"array",
  "items":{
    "type":"object",
    "id":"CustomerProfile",
    "properties":{
      "customerProfileId":{
        "type":"string"
      },
      "firstName":{
        "type":"string"
      },
      "lastName":{
        "type":"string"
      },
      "emailId":{
        "type":"string"
      },
      "telephone":{
        "type":"string"
      },
      "country":{
        "type":"string"
      },
      "alternateTelephone":{
        "type":"string"
      },
      "emailLanguage":{
        "type":"string"
      },
      "company":{
        "type":"string"
      },
      "profileType":{
        "type":"string"
      },
      "preferredContactTimeFrame":{
        "type":"string"
      },
      "preferredContactTimeZone":{
        "type":"string"
      },
      "preferredContactMethod":{
        "type":"string"
      },
      "alias":{
        "type":"boolean"
      }
    }
  }
},
"noOfAssetsMapped":{
  "type":"integer"
},
"description":{
  "type":"string"
},
"name":{
  "type":"string"
},
"attributes":{
  "noOfAssetsMapped":{
    "type":"integer"
  },
  "uiCustomerProfiles":{
    "type":"array",
    "items":{
      "id":"CustomerProfile",
      "properties":{
        "customerProfileId":{
          "type":"string"
        },
        "firstName":{
          "type":"string"
        },
        "lastName":{
          "type":"string"
        },
        "emailId":{
          "type":"string"
        },
        "telephone":{
          "type":"string"
        },
        "country":{
          "type":"string"
        },
        "alternateTelephone":{
          "type":"string"
        },
        "emailLanguage":{
          "type":"string"
        },
        "company":{
          "type":"string"
        },
        "profileType":{
          "type":"string"
        },
        "preferredContactTimeFrame":{
          "type":"string"
        },
        "preferredContactTimeZone":{
          "type":"string"
        },
        "preferredContactMethod":{
          "type":"string"
        },
        "alias":{
          "type":"boolean"
        }
      }
    }
  }
}
"dispatchDetailsEnabled":{
  "type":"boolean"
},
"tdIntegrationEnabled":{
  "type":"boolean"
},
"uiShippingAddressDetails":{
  "type":"object",
  "id":"ShippingAddressDetails",
  "properties":{
    "shippingAddressId":{
      "type":"string"
    },
    "firstName":{
      "type":"string"
    },
    "lastName":{
      "type":"string"
    },
    "phone":{
      "type":"string"
    },
    "email":{
      "type":"string"
    },
    "preferredContactTimeZone":{
      "type":"string"
    },
    "preferredContactTimeFrame":{
      "type":"string"
    },
    "technicianRequired":{
      "type":"boolean"
    },
    "dispatchNotes":{
      "type":"string"
    },
    "state":{
      "type":"string"
    },
    "country":{
      "type":"string"
    },
    "cnjp":{
      "type":"string"
    },
    "ie":{
      "type":"string"
    },
    "address1":{
      "type":"string"
    },
    "address2":{
      "type":"string"
    },
    "city":{
      "type":"string"
    }
  }
}
The following resource URI is used to retrieve the devices and device groups:

https://<BASE_URI>/SupportAssist/api/v1/Device/Export

**Method:** GET

**Headers:**
- Authorization: Bearer <Authentication_Token>

**Response format (success – response code 200):**

```json
[]
{
  "deviceAddress": "<IP Address/hostname>",
  "friendlyName": "iDRAC",
  "uiDeviceType": "iDRAC",
  "deviceSubType": "IDRAC",
  "deviceFamily": "POWEREDGE14G",
  "credentialAccountId": "",
  "credentialProfileId": null,
  "enableMonitoring": true,
  "enableDeepDiscovery": false,
  "configureSNMP": true,
  "installOMSA": false,
  "deviceGroupInformation": {
    "orId": "#58:2",
    "myGroupId": null,
    "name": "One",
    "description": null,
    "noOfAssetsMapped": 0,
    "uiCustomerProfiles": [
      {
        "customerProfileId": "#57:0",
        "firstName": "Raj",
        "lastName": "C",
        "emailId": "Raj@dell.com",
        "telephone": "1234567890",
        "country": null,
        "alternateTelephone": "9876543210",
        "emailLanguage": "en",
        "company": "One",
      }
    ]
  }
}
```
"profileType": "Primary",
"preferredContactTimeFrame": "8AM-8PM",
"preferredContactTimeZone": "(UTC+9:00) Asia/Jayapura",
"preferredContactMethod": "email",
"alias": false,
"dispatchDetailsEnabled": false,
"tdIntegrationEnabled": false,
"uiShippingAddressDetails": null
}

"uiShippingAddressDetails": {
  "shippingAddressId": "#62:1",
  "firstName": "Raj",
  "lastName": "C",
  "phone": "1234567890",
  "email": "Raj@dell.com",
  "preferredContactTimeZone": "(UTC+5:00) Asia/Dushanbe",
  "preferredContactTimeFrame": "9AM-5PM",
  "technicianRequired": true,
  "dispatchNotes": "",
  "state": "karnataka",
  "country": "AUT",
  "address1": "dell-domlur",
  "address3": "divya chambers",
  "zip": "560075",
  "city": "dharwad",
  "cnjp": "",
  "address2": "dell4",
  "ie": ""
},
"uiDeviceGroupCredentials": null,
"dispatchOptIn": true,
"myTDAccountID": null

{"deviceAddress": "172.28.41.14",
  "friendlyName": "FX2",
  "uiDeviceType": "Chassis",
  "deviceSubType": null,
  "deviceFamily": "POWEREDGE",
  "credentialAccountId": null,
  "credentialProfileId": "",
  "enableMonitoring": true,
  "enableDeepDiscovery": true,
  "configureSNMP": false,
  "installOMSA": false,
  "deviceGroupInformation": {
    "orId": 
  },
  "myGroupId": null,
  "name": "Two",
  "description": null,
  "noOfAssetsMapped": 0,
  "uiCustomerProfiles": [
    {"customerProfileId": 
  },
  "firstName": "Raj",
  "lastName": "C"}
"emailId": "Raj@dell.com",
"telephone": "1234567890",
"country": null,
"alternateTelephone": "9876543210",
"emailLanguage": "en",
"company": "One",
"profileType": "Primary",
"preferredContactTimeFrame": "8AM-8PM",
"preferredContactTimeZone": "(UTC+9:00) Asia/Jayapura",
"preferredContactMethod": "email",
"alias": false,
"dispatchDetailsEnabled": false,
"tdIntegrationEnabled": false,
"uiShippingAddressDetails": null
},

"uiShippingAddressDetails": {
  "shippingAddressId": "#62:1",
  "firstName": "Raj",
  "lastName": "C",
  "phone": "1234567890",
  "email": "Raj@dell.com",
  "preferredContactTimeZone": "(UTC+5:00) Asia/Dushanbe",
  "preferredContactTimeFrame": "9AM-5PM",
  "technicianRequired": true,
  "dispatchNotes": "",
  "state": "karnataka",
  "country": "AUT",
  "address1": "dell-domlur",
  "address3": "divya chambers",
  "zip": "560075",
  "city": "dharwad",
  "cnjp": "",
  "address2": "dell4",
  "ie": ""
},

"uiDeviceGroupCredentials": null,
"dispatchOptIn": true,
"myTDAccountID": null
}
2.13 Restore devices and groups

You can restore devices and device groups by using the JSON response that was received while backing up your devices and device groups.

The following is the JSON schema for restoring devices and device groups:

```json
{
    "type": "array",
    "items": {
        "type": "object",
        "id": "DeviceDiscovery",
        "properties": {
            "deviceAddress": {
                "type": "string"
            },
            "friendlyName": {
                "type": "string"
            },
            "uiDeviceType": {
                "type": "string"
            },
            "deviceSubType": {
                "type": "string"
            },
            "deviceFamily": {
                "type": "string"
            },
            "credentialAccountId": {
                "type": "string"
            },
            "credentialProfileId": {
                "type": "string"
            },
            "enableMonitoring": {
                "type": "boolean"
            },
            "enableDeepDiscovery": {
                "type": "boolean"
            },
            "configureSNMP": {
                "type": "boolean"
            },
            "installOMSA": {
                "type": "boolean"
            },
            "deviceGroupInformation": {
                "type": "object",
                "id": "DeviceGroupInformation",
                "properties": {
                    "orId": {
                        "type": "string"
                    },
                    "myGroupId": {
                        "type": "string"
                    },
                    "name": {
                        "type": "string"
                    }
                }
            }
        }
    }
}
```
"description": {
    "type": "string"
},
"noOfAssetsMapped": {
    "type": "integer"
},
"uiCustomerProfiles": {
    "type": "array",
    "items": {
        "type": "object",
        "id": "CustomerProfile",
        "properties": {
            "customerProfileId": {
                "type": "string"
            },
            "firstName": {
                "type": "string"
            },
            "lastName": {
                "type": "string"
            },
            "emailId": {
                "type": "string"
            },
            "telephone": {
                "type": "string"
            },
            "country": {
                "type": "string"
            },
            "alternateTelephone": {
                "type": "string"
            },
            "emailLanguage": {
                "type": "string"
            },
            "company": {
                "type": "string"
            },
            "profileType": {
                "type": "string"
            },
            "preferredContactTimeFrame": {
                "type": "string"
            },
            "preferredContactTimeZone": {
                "type": "string"
            },
            "preferredContactMethod": {
                "type": "string"
            },
            "alias": {
                "type": "boolean"
            },
            "dispatchDetailsEnabled": {
                "type": "boolean"
            }
        }
    }
}
"tdIntegrationEnabled":{
  "type":"boolean"
},
"uiShippingAddressDetails":{
  "type":"object",
  "id":"ShippingAddressDetails",
  "properties":{
    "shippingAddressId":{
      "type":"string"
    },
    "firstName":{
      "type":"string"
    },
    "lastName":{
      "type":"string"
    },
    "phone":{
      "type":"string"
    },
    "email":{
      "type":"string"
    },
    "preferredContactTimeZone":{
      "type":"string"
    },
    "preferredContactTimeFrame":{
      "type":"string"
    },
    "technicianRequired":{
      "type":"boolean"
    },
    "dispatchNotes":{
      "type":"string"
    },
    "state":{
      "type":"string"
    },
    "country":{
      "type":"string"
    },
    "cnjp":{
      "type":"string"
    },
    "ie":{
      "type":"string"
    },
    "address1":{
      "type":"string"
    },
    "address2":{
      "type":"string"
    },
    "city":{
      "type":"string"
    },
    "zip":{
      "type":"string"
    }
  }
}
The following resource URI is used to restore devices and device groups:

https://<BASE_URI>/SupportAssist/api/v1/Device/Import

*Method*: POST

*Headers:*
- Content-Type: application/json
- Authorization: Bearer <Authentication_Token>

The following is an example of a JSON for restoring devices and the device groups. In this example, you must enter the credentialAccountId or credentialProfileId. CredentialProfileId is required when enableDeepDiscovery is true.

```json
{
  "deviceAddress": "<IP Address/hostname>",
  "friendlyName": "iDRAC",
  "uiDeviceType": "iDRAC",
  "deviceSubType": "IDRAC",
  "deviceFamily": "POWEREDGE14G",
  "credentialAccountId": "<credential account id>",
  "credentialProfileId": null,
  "enableMonitoring": true,
  "enableDeepDiscovery": false,
  "configureSNMP": true,
  "installOMSA": false,
  "deviceGroupInformation": {
    "orId": "#58:2",
    "myGroupId": null,
    "name": "One",
    "description": null,
    "noOfAssetsMapped": 0,
    "uiCustomerProfiles": [
      {
        "customerProfileId": "#57:0",
        "firstName": "Raj",
        "lastName": "C",
        "emailId": "Raj@dell.com",
        "telephone": "1234567890",
        "country": null,
        "alternateTelephone": "9876543210",
        "emailLanguage": "en"
      }
    ]
  }
}
```
"company": "One",
"profileType": "Primary",
"preferredContactTimeFrame": "8AM-8PM",
"preferredContactTimeZone": "(UTC+9:00) Asia/Jayapura",
"preferredContactMethod": "email",
"alias": false,
"dispatchDetailsEnabled": false,
"tdIntegrationEnabled": false,
"uiShippingAddressDetails": null
},
"uiShippingAddressDetails": {
  "shippingAddressId": ".62:1",
  "firstName": "Raj",
  "lastName": "C",
  "phone": "1234567890",
  "email": "Raj@dell.com",
  "preferredContactTimeZone": "(UTC+5:00) Asia/Dushanbe",
  "preferredContactTimeFrame": "9AM-5PM",
  "technicianRequired": true,
  "dispatchNotes": ",",
  "state": "karnataka",
  "country": "AUT",
  "address1": "dell-domlur",
  "address3": "divya chambers",
  "zip": "560075",
  "city": "dharwad",
  "cnjp": ",",
  "address2": "dell4",
  "ie": ""
},
"uiDeviceGroupCredentials": null,
"dispatchOptIn": true,
"myTDAccountID": null
}
},
{
"deviceAddress": "<IP Address/hostname>\",
"friendlyName": "FX2",
"uiDeviceType": "Chassis",
"deviceSubType": null,
"deviceFamily": "POWEREDGE",
"credentialAccountId": null,
"credentialProfileId": "<credential profile id>",
"enableMonitoring": true,
"enableDeepDiscovery": true,
"configureSNMP": false,
"installOMSA": false,
"deviceGroupInformation": {
  "orId": ".58:2",
  "myGroupId": null,
  "name": "Two",
  "description": null,
  "noOfAssetsMapped": 0,
  "uiCustomerProfiles": [
  {"customerProfileId": ".57:0",
  "firstName": "Raj",
  "lastName": "C",
  "phone": "1234567890",
  "email": "Raj@dell.com",
  "preferredContactTimeZone": "(UTC+5:00) Asia/Dushanbe",
  "preferredContactTimeFrame": "9AM-5PM",
  "technicianRequired": true,
  "dispatchNotes": ",",
  "state": "karnataka",
  "country": "AUT",
  "address1": "dell-domlur",
  "address3": "divya chambers",
  "zip": "560075",
  "city": "dharwad",
  "cnjp": ",",
  "address2": "dell4",
  "ie": ""
}
]},"deviceGroupInformation": {"orId": ".58:2", "myGroupId": null,..."customerProfileId": ".57:0", "firstName": "Raj",...}"}
"lastName": "C",
"emailId": "Raj@dell.com",
"telephone": "1234567890",
"country": null,
"alternateTelephone": "9876543210",
"emailLanguage": "en",
"company": "One",
"profileType": "Primary",
"preferredContactTimeFrame": "8AM-8PM",
"preferredContactTimeZone": "(UTC+9:00) Asia/Jayapura",
"preferredContactMethod": "email",
"alias": false,
"dispatchDetailsEnabled": false,
"tdIntegrationEnabled": false,
"uiShippingAddressDetails": null
},
"uiShippingAddressDetails": {
"shippingAddressId": "#62:1",
"firstName": "Raj",
"lastName": "C",
"phone": "1234567890",
"email": "Raj@dell.com",
"preferredContactTimeZone": "(UTC+5:00) Asia/Dushanbe",
"preferredContactTimeFrame": "9AM-5PM",
"technicianRequired": true,
"dispatchNotes": "",
"state": "karnataka",
"country": "AUT",
"address1": "dell-domlur",
"address3": "divya chambers",
"zip": "560075",
"city": "dharwad",
"cnjp": "",
"address2": "dell4",
"ie": ""
},
"uiDeviceGroupCredentials": null,
"dispatchOptIn": true,
"myTDAccountID": null
}
]

Response format (Accepted – response code 202):

{
"operationId": "<operation_id>",
"operationType": "ImportDevice",
"status": "QUEUED",
"additionalInfo": null
}

Upon completion of job the status would be

{
"operationId": "<operation_id>",
"operationType": "ImportDevice",
"status": "COMPLETED",
"additionalInfo": [
{
"errorCode": "SA-90100",
"message": "Operation successful."
}
]
## Error code appendix

<table>
<thead>
<tr>
<th>Error code</th>
<th>Error message</th>
<th>Possible Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td>SA-0001</td>
<td>SupportAssist Enterprise is unable to add the devices because an device count is more than 5000.</td>
<td>Make sure that the device count in the csv file is less than 5000.</td>
</tr>
<tr>
<td>SA-0002</td>
<td>SupportAssist Enterprise is unable to add the devices because the csv file is Empty.</td>
<td>Make sure that both the system running SupportAssist Enterprise and the file is not Empty.</td>
</tr>
<tr>
<td>SA-0003</td>
<td>SupportAssist Enterprise is unable to add the devices because uploaded csv file is corrupted.</td>
<td>Make sure that the uploaded csv file is valid but not corrupted.</td>
</tr>
<tr>
<td>SA-0004</td>
<td>SupportAssist Enterprise is unable to add the devices because the csv file is not available in the specified location.</td>
<td>Make sure that the csv file is available at the specified location.</td>
</tr>
<tr>
<td>SA-0006</td>
<td>SupportAssist Enterprise is unable to add the devices because the input provided is not valid.</td>
<td>Make sure that the input provided is valid.</td>
</tr>
<tr>
<td>SA-0007</td>
<td>SupportAssist Enterprise is unable to add the devices because the imported csv file does not contain valid headers.</td>
<td>Make sure that the imported csv file contains valid headers.</td>
</tr>
<tr>
<td>SA-0008</td>
<td>User has canceled this device discovery.</td>
<td>Device discovery has been cancelled.</td>
</tr>
<tr>
<td>SA-0009</td>
<td>SupportAssist Enterprise is unable to import one or more devices because the credentials of the devices were not included in the csv file.</td>
<td>Ensure that the credentials of the devices are included in the csv file and retry the operation.</td>
</tr>
<tr>
<td>SA-0011</td>
<td>SupportAssist Enterprise is unable to import devices because .csv file already exist.</td>
<td>Delete the .csv file available from the temporary location (C:\Users&lt;User Name&gt;\AppData\Local\Temp) and retry the operation.</td>
</tr>
<tr>
<td>SA-0012</td>
<td>SupportAssist Enterprise is unable to add the devices because the entered host name or IP address and Device Type are incorrect.</td>
<td>Retry adding the device with the correct host name or IP address and Device Type.</td>
</tr>
<tr>
<td>SA-0005</td>
<td>SupportAssist Enterprise is unable to add the device {0} because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that both the system running SupportAssist Enterprise and the device you are trying to add are connected to the network and retry the operation.</td>
</tr>
<tr>
<td>SA-0010</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the entered host name or IP address is incorrect.</td>
<td>Retry adding the device with the correct host name or IP address.</td>
</tr>
<tr>
<td>SA-0015</td>
<td>SupportAssist Enterprise is unable to add the device {0} because of an unknown error while discovering the device.</td>
<td>Verify the following and then retry adding the device: 1. Ensure that the device is supported by SupportAssist Enterprise. For the list of supported device models, see the SupportAssist Enterprise Support Matrix at</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td>dell.com/serviceabilitytools. 2. Ensure that the user account has administrator/root privileges.</td>
</tr>
<tr>
<td>SA-0020</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the device is already added.</td>
<td>Ensure that the device is not added using another IP address or Service Tag.</td>
</tr>
<tr>
<td>SA-0025</td>
<td>SupportAssist Enterprise is unable to add the device {0} because of an unknown error.</td>
<td>Verify the following and then retry adding the device: 1. Ensure that the device is supported by SupportAssist Enterprise. For the list of supported device models, see the SupportAssist Enterprise Support Matrix at dell.com/serviceabilitytools. 2. Ensure that you provide the correct device type and try again.</td>
</tr>
<tr>
<td>SA-0030</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the device credentials are incorrect.</td>
<td>Perform the following and retry the operation: 1. Enter the correct device credentials. 2. Ensure that the user account has administrative privileges. 3. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>SA-0035</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the enable password is not provided.</td>
<td>Enter the enable password and retry the operation, if possible.</td>
</tr>
<tr>
<td>SA-0040</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the Display Name {1} is already in use by another device.</td>
<td>Retry adding the device with any other Display Name, if possible.</td>
</tr>
<tr>
<td>SA-0045</td>
<td>Identification or cancellation for this device is already in progress.</td>
<td></td>
</tr>
<tr>
<td>SA-0050</td>
<td>SupportAssist Enterprise is unable to add the device {0} because of an unknown error.</td>
<td>Verify if the device is supported by SupportAssist Enterprise. For the list of supported device models, see the SupportAssist Enterprise Support Matrix at dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>SA-0055</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the device is not supported.</td>
<td>For the list of supported device models, see the SupportAssist Enterprise Support Matrix at dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>SA-0060</td>
<td>SupportAssist Enterprise is unable to add the device {0} because a required file has either been deleted or moved.</td>
<td>Restart the Dell EMC SupportAssist Enterprise service on the system running SupportAssist Enterprise, and then retry the operation.</td>
</tr>
<tr>
<td>SA-0065</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the entered credentials do not have superuser privileges.</td>
<td>Enter the credentials that have superuser privileges and retry the operation.</td>
</tr>
<tr>
<td>SA-0070</td>
<td>Installation of Dell OpenManage Server Administrator (OMSA) is not supported on this device.</td>
<td></td>
</tr>
<tr>
<td>SA-0075</td>
<td>SupportAssist Enterprise has detected that Dell OpenManage Server Administrator (OMSA) is not installed on the device.</td>
<td></td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td>Installing OMSA is required to generate alerts for hardware events that occur on the device.</td>
<td></td>
</tr>
<tr>
<td>SA-0080</td>
<td>SupportAssist Enterprise has detected that the Dell OpenManage Server Administrator (OMSA) services are not running on the device. For optimal SupportAssist Enterprise capability, it is recommended to restart the OMSA services.</td>
<td></td>
</tr>
<tr>
<td>SA-0085</td>
<td>SupportAssist Enterprise has detected that Dell OpenManage Server Administrator (OMSA) version {0} is installed on the device. For optimal SupportAssist Enterprise capability, it is recommended to upgrade OMSA to version {1}.</td>
<td></td>
</tr>
<tr>
<td>SA-0090</td>
<td>SupportAssist Enterprise has detected that Dell OpenManage Server Administrator (OMSA) version {0} is installed on the device. It is recommended that you download and install OMSA version {1} on the device.</td>
<td></td>
</tr>
<tr>
<td>SA-0095</td>
<td>SupportAssist Enterprise is unable to verify the OMSA version installed on the device. To resolve the issue, see the &quot;Unable to verify OMSA version&quot; section in the SupportAssist Enterprise User's Guide at dell.com/serviceabilitytools.</td>
<td></td>
</tr>
<tr>
<td>SA-0100</td>
<td>The recommended version of Dell OpenManage Server Administrator (OMSA) is already installed on the device.</td>
<td></td>
</tr>
<tr>
<td>SA-0105</td>
<td>SupportAssist Enterprise will monitor the device through the integrated Dell Remote Access Controller (iDRAC). Therefore, installation or upgrade of Dell OpenManage Server Administrator (OMSA) is not required.</td>
<td></td>
</tr>
<tr>
<td>SA-0110</td>
<td>SupportAssist Enterprise is unable to add the device {0} because it does not have a valid license.</td>
<td></td>
</tr>
<tr>
<td>SA-0115</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the operating system is not supported.</td>
<td></td>
</tr>
<tr>
<td>SA-0120</td>
<td>SupportAssist Enterprise is unable to add the device because a required service is disabled on the device. Make sure that the required service is running on the device, and then retry the operation. For information on the required service, see the SupportAssist Enterprise User's Guide at dell.com/serviceabilitytools.</td>
<td></td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>SA-0125</td>
<td>SupportAssist Enterprise is unable to add the device {0} because a response was not received within the predefined time limit.</td>
<td>Retry the operation, if possible. For additional troubleshooting information, see the SupportAssist Enterprise User's Guide at dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>SA-0130</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the SSL encryption level of the device is set to 256 bit or higher.</td>
<td>For troubleshooting steps, see &quot;Unable to add device&quot; in the SupportAssist Enterprise User's Guide at dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>SA-0131</td>
<td>Invalid device type</td>
<td></td>
</tr>
<tr>
<td>SA-0132</td>
<td>Invalid device subtype</td>
<td></td>
</tr>
<tr>
<td>SA-0133</td>
<td>Invalid device family</td>
<td></td>
</tr>
<tr>
<td>SA-0135</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the device type that you selected is incorrect.</td>
<td>Ensure that you select the correct device type and try again.</td>
</tr>
<tr>
<td>SA-0136</td>
<td>SupportAssist Enterprise is unable to add the device {0} because the device sub type that you selected is incorrect.</td>
<td>Ensure that you select the correct device sub type and try again.</td>
</tr>
<tr>
<td>SA-0140</td>
<td>SupportAssist Enterprise is unable to add the device {0} because a connection to the device was unsuccessful.</td>
<td>Perform the following and retry the operation: 1. Ensure that the required ports are open on the device. For information on the required ports, see the SupportAssist Enterprise User's Guide at dell.com/serviceabilitytools. 2. Ensure that you have selected the correct device type. 3. Verify if the device is supported by SupportAssist Enterprise. For the list of supported device models, see the SupportAssist Enterprise Support Matrix at dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>SA-0145</td>
<td>Unable to add device. SupportAssist Enterprise is unable to add the device {0} because the device credentials are incorrect, incomplete, or not provided.</td>
<td>Ensure that the device credentials are correct and includes the required information.</td>
</tr>
<tr>
<td>SA-0150</td>
<td>Unable to add device. SupportAssist Enterprise is unable to add the device {0} because the device credentials are incorrect, incomplete, or not provided.</td>
<td>Ensure that the device credentials are correct and includes the required information.</td>
</tr>
<tr>
<td>SA-0155</td>
<td>SupportAssist Enterprise is unable to add the device {0} because it is a Dell Peer Storage/EqualLogic member IP address.</td>
<td>Retry adding the device again with the Dell Peer Storage/EqualLogic group IP address.</td>
</tr>
<tr>
<td>SA-0160</td>
<td>The IP address that you have entered {0} is a Dell Peer Storage/EqualLogic member IP address. It is recommended that you add the device by using the group IP address.</td>
<td>Ensure that you add the device with the Dell Peer Storage/EqualLogic group IP address.</td>
</tr>
<tr>
<td>SA-0170</td>
<td>SupportAssist Enterprise is unable to add the device {0} because you have entered the host name/IP address of a Web-Scale Cluster VM.</td>
<td>Ensure that you add the device with the host name/IP address of Web-Scale Cluster.</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SA-0175</td>
<td>The hostname/IP address {0} that you have entered is a Web-Scale Cluster VM IP address. It is recommended that you add the device by using the host name/IP address {1} of the Web-Scale Cluster.</td>
<td>Ensure that you add the device with the hostname/IP address of Web-Scale Cluster.</td>
</tr>
<tr>
<td>SA-0165</td>
<td>SupportAssist Enterprise is unable to add the device {0} because an attempt to connect to the device was unsuccessful.</td>
<td>Perform the following and retry the operation: 1. Ensure that the FTP port is open. 2. Enter the correct device credentials. 3. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>SA-1005</td>
<td>SupportAssist Enterprise is unable to edit the credentials of the device {0} because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that both the system running SupportAssist Enterprise and the device are connected to the network, and retry the operation.</td>
</tr>
<tr>
<td>SA-1010</td>
<td>SupportAssist Enterprise is unable to edit the credentials of the device {0} because of an unexpected error.</td>
<td>Verify the following and then retry editing the device credentials: 1. Ensure that the required services are running on the device. For information on the required services, see the SupportAssist Enterprise User's Guide at dell.com/serviceabilitytools. 2. Make sure that the entered credentials have administrator/root privileges.</td>
</tr>
<tr>
<td>SA-1015</td>
<td>SupportAssist Enterprise is unable to edit the credentials of the device {0} because the user name or password is incorrect.</td>
<td>Verify the user name and password, and ensure that the user account has administrator/root privileges. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>SA-1020</td>
<td>Enable Password is required for edit credentials</td>
<td></td>
</tr>
<tr>
<td>SA-1025</td>
<td>SupportAssist Enterprise is unable to edit the credentials of the device {0} because the entered Display Name it is already in use by another device.</td>
<td>Enter any other another Display Name, and then retry editing the device credentials.</td>
</tr>
<tr>
<td>SA-1030</td>
<td>SupportAssist Enterprise is unable to edit the device credentials because the entered credentials do not have superuser rights.</td>
<td>Enter the credentials that have superuser rights, and then retry editing the device credentials.</td>
</tr>
<tr>
<td>SA-1035</td>
<td>SupportAssist Enterprise is unable to update the device credentials because a required service is disabled on the device.</td>
<td>Make sure that the required service is running on the device, and then retry editing the device credentials. For information on the required service, see the SupportAssist Enterprise User's Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>SA-1040</td>
<td>SupportAssist Enterprise is unable to edit the credentials of the device {0} because the SSL encryption level of the device is set to 256 bit or higher.</td>
<td>For troubleshooting steps, see &quot;Unable to edit device credentials&quot; in the SupportAssist Enterprise User’s Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>SA-1045</td>
<td>SupportAssist Enterprise is unable to edit the credentials of the device {0} because an</td>
<td>Perform the following and retry the operation: 1. Ensure that the FTP port is open. 2. Enter the</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>-------------</td>
<td>--------------------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SA-30130</td>
<td>SupportAssist Enterprise has placed the device {0} in the Staging group because</td>
<td>Retry the operation, if possible.</td>
</tr>
<tr>
<td></td>
<td>a required verification could not be completed.</td>
<td></td>
</tr>
<tr>
<td>SA-30180</td>
<td>SupportAssist Enterprise has placed the device {0} in the Staging group because</td>
<td>Ensure that iDRAC Enterprise license is installed on the device and retry the</td>
</tr>
<tr>
<td></td>
<td>the device does not have the required license.</td>
<td>operation, if possible.</td>
</tr>
<tr>
<td>SA-30260</td>
<td>SupportAssist Enterprise has placed the device {0} in the Staging group because</td>
<td>Ensure that SupportAssist is enabled on the device and retry the operation, if</td>
</tr>
<tr>
<td></td>
<td>SupportAssist is not enabled on the device.</td>
<td>possible.</td>
</tr>
<tr>
<td>SA-90100</td>
<td>Operation successful.</td>
<td></td>
</tr>
<tr>
<td>SA-90101</td>
<td>Request body is invalid or invoking wrong method.</td>
<td></td>
</tr>
<tr>
<td>SA-90102</td>
<td>Internal server error, please refer application logs for more details.</td>
<td></td>
</tr>
<tr>
<td>SA-90103</td>
<td>Operation failed.</td>
<td></td>
</tr>
<tr>
<td>SA-90104</td>
<td>{0} cannot be empty</td>
<td></td>
</tr>
<tr>
<td>SA-90105</td>
<td>{0} cannot be more than {1} characters.</td>
<td></td>
</tr>
<tr>
<td>SA-90106</td>
<td>{0} should be empty or null for {1}.</td>
<td></td>
</tr>
<tr>
<td>SA-90107</td>
<td>REST API is enabled only for registered customers. Please register and enable</td>
<td>REST interface from preferences.</td>
</tr>
<tr>
<td></td>
<td>REST interface from preferences.</td>
<td></td>
</tr>
<tr>
<td>SA-90108</td>
<td>Operation Queued.</td>
<td></td>
</tr>
<tr>
<td>SA-90109</td>
<td>Invalid operator {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90110</td>
<td>Invalid operator for single value search {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90111</td>
<td>Invalid operator for multiple value search {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90112</td>
<td>Invalid search field {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90113</td>
<td>Search value cannot be empty or null.</td>
<td></td>
</tr>
<tr>
<td>SA-90114</td>
<td>Invalid servicetag {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90115</td>
<td>Invalid case number {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90116</td>
<td>Invalid case title {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90117</td>
<td>Invalid case status {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90118</td>
<td>Invalid device name {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90119</td>
<td>Invalid IP address or host name {0}.</td>
<td></td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------------------</td>
<td>--------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SA-90120</td>
<td>Invalid device type {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90121</td>
<td>Invalid entitlement type {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90122</td>
<td>Invalid case source {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90123</td>
<td>Invalid group name {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90124</td>
<td>Invalid model {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90125</td>
<td>Invalid os {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90126</td>
<td>Invalid device source {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90127</td>
<td>Invalid remote collector IP address or hostname or friendly name {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90128</td>
<td>Allowed method(s) are {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90129</td>
<td>Invalid device inventory validation status {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90201</td>
<td>Username or password cannot be empty.</td>
<td></td>
</tr>
<tr>
<td>SA-90202</td>
<td>Username or password is incorrect or user is not an admin user.</td>
<td></td>
</tr>
<tr>
<td>SA-90203</td>
<td>Authorization token is invalid or expired or used from different host.</td>
<td></td>
</tr>
<tr>
<td>SA-90204</td>
<td>Refresh token cannot be null or empty.</td>
<td></td>
</tr>
<tr>
<td>SA-90300</td>
<td>IP or Hostname is invalid.</td>
<td></td>
</tr>
<tr>
<td>SA-90301</td>
<td>Invalid value for configure snmp.</td>
<td></td>
</tr>
<tr>
<td>SA-90302</td>
<td>Invalid value for install omsa.</td>
<td></td>
</tr>
<tr>
<td>SA-90303</td>
<td>Invalid value for enable monitoring.</td>
<td></td>
</tr>
<tr>
<td>SA-90304</td>
<td>Invalid value for enable deep discovery.</td>
<td></td>
</tr>
<tr>
<td>SA-90305</td>
<td>Invalid credential profile.</td>
<td></td>
</tr>
<tr>
<td>SA-90306</td>
<td>Invalid credential account.</td>
<td></td>
</tr>
<tr>
<td>SA-90307</td>
<td>Invalid group name.</td>
<td></td>
</tr>
<tr>
<td>SA-90308</td>
<td>Invalid Device SubType.</td>
<td></td>
</tr>
<tr>
<td>SA-90309</td>
<td>Invalid Device Family.</td>
<td></td>
</tr>
<tr>
<td>SA-90370</td>
<td>Operation Status doesn't exist.</td>
<td></td>
</tr>
<tr>
<td>SA-90385</td>
<td>Discovery rule doesn't exist.</td>
<td></td>
</tr>
<tr>
<td>SA-90386</td>
<td>Rule is already in progress.</td>
<td></td>
</tr>
<tr>
<td>SA-90401</td>
<td>Unable to perform operation {0} as devices does not exist or device are busy with some other operation or it is not allowed. Device ids failed are {1}.</td>
<td></td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>SA-90410</td>
<td>Unable to delete device either does not exist or device are busy with some other operation or it is not allowed to delete console device.</td>
<td></td>
</tr>
<tr>
<td>SA-90411</td>
<td>Device id is invalid or empty.</td>
<td></td>
</tr>
<tr>
<td>SA-90412</td>
<td>Invalid URL.</td>
<td></td>
</tr>
<tr>
<td>SA-90413</td>
<td>Unable to perform operation as either device is busy or device does not support maintenance mode or device is not active.</td>
<td></td>
</tr>
<tr>
<td>SA-90414</td>
<td>Profile id is invalid or empty.</td>
<td></td>
</tr>
<tr>
<td>SA-90415</td>
<td>Unable to assign profile either device does not exist or device are busy with some other operation.</td>
<td></td>
</tr>
<tr>
<td>SA-90450</td>
<td>Unable to perform collection because Remote Collector is disconnected for device {0}.</td>
<td></td>
</tr>
<tr>
<td>SA-90451</td>
<td>Unable perform collection because devices do not exist or devices are busy with some other operation or it is staging or non collectable.</td>
<td></td>
</tr>
<tr>
<td>SA-90452</td>
<td>Invalid purpose for collection.</td>
<td></td>
</tr>
<tr>
<td>SA-90453</td>
<td>Unable to perform collection.</td>
<td></td>
</tr>
<tr>
<td>SA-90500</td>
<td>Unable to edit device, because device is either busy or it is non collectable.</td>
<td></td>
</tr>
<tr>
<td>SA-90501</td>
<td>Invalid Active Status for device.</td>
<td></td>
</tr>
<tr>
<td>SA-90502</td>
<td>Edit device is not required for localhost device.</td>
<td></td>
</tr>
<tr>
<td>3000_1</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_2</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_3</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>3000_4</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_5</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_6</td>
<td>A component required for installing Dell OpenManage Server Administrator (OMSA) could not be downloaded.</td>
<td>Perform the following: 1. Make sure that the system has internet connectivity. 2. Perform the Connectivity Test to make sure that the system has connectivity to the dependent resources. 3. Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_7</td>
<td>Installation of Dell OpenManage Server Administrator (OMSA) is not supported on the operating system running on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_8</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_9</td>
<td>A component required for installing Dell OpenManage Server Administrator (OMSA) could not be downloaded.</td>
<td>Perform the following: 1. Make sure that the system has internet connectivity. 2. Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_10</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_11</td>
<td>A component required for installing Dell OpenManage Server Administrator (OMSA) could not be downloaded.</td>
<td>Perform the following: 1. Make sure that the system has internet connectivity. 2. Perform the Connectivity Test to make sure that the system has connectivity to the dependent resources. 3. Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>---------------</td>
<td>---------------------</td>
</tr>
<tr>
<td>3000_12</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_13</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Perform one of the following: Ensure that the device has all the required OMSA dependencies installed and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. 2. Ensure that the credentials of the device are correct in SupportAssist Enterprise and try again. 3. Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_14</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_15</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_16</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_17</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
<tr>
<td>------------</td>
<td>-------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3000_18</td>
<td>A service required for the installation of Dell OpenManage Server Administrator (OMSA) is either not running or not enabled on {0}.</td>
<td>If the device is running Microsoft Windows, make sure that the WMI service is running. If the device is running Linux, make sure that SSH is enabled. For more information, see the &quot;Error code appendix&quot; section in the SupportAssist Enterprise User's Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>3000_19</td>
<td>A service required for the installation of Dell OpenManage Server Administrator (OMSA) is not running on {0}.</td>
<td>Make sure that the WMI service is running on the device. For more information, see the &quot;Error code appendix&quot; section in the SupportAssist Enterprise User's Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>3000_20</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_21</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_22</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_23</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_24</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
</tr>
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<td>------------</td>
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<td>---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>3000_25</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_26</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_27</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_28</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_29</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_30</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_31</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_32</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
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<tr>
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<td>3000_33</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
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</tr>
<tr>
<td>3000_34</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_35</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_36</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_37</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_38</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_39</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_40</td>
<td>An unexpected error occurred during the installation of OMSA on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
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<tr>
<td>3000_41</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_42</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_43</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
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<tr>
<td>3000_44</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_45</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_46</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_47</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
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</tr>
<tr>
<td>3000_48</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_49</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_50</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_51</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_52</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that port 22 is open and SSH is enabled on the system, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_53</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that port 22 is open and SSH is enabled on the system, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_54</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
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</tr>
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<td>3000_55</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_56</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_57</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_58</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_59</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_60</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>3000_61</td>
<td>An unexpected error occurred during the installation of Dell OpenManage Server Administrator (OMSA) on {0}.</td>
<td>Make sure that the device is reachable and the configured device credentials have Administrator rights, and then manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
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</tr>
<tr>
<td>3000_62</td>
<td>The time allowed for OMSA installation has expired.</td>
<td>Manually install the supported version of OMSA. To identify the supported version of OMSA, see the SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools. If the problem persists, contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_01</td>
<td>System Event Log could not be cleared from device (0) because of a technical error.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_02</td>
<td>System Event Log could not be cleared from device (0) because the device is not reachable.</td>
<td>Make sure that the device is reachable from the server running SupportAssist Enterprise and retry the operation.</td>
</tr>
<tr>
<td>6000_03</td>
<td>System Event Log could not be cleared from device (0) because the host name of the device could not be resolved to an IP address.</td>
<td>If the device is a member of a domain, make sure that the host name of the device is added in the DNS server and retry the operation.</td>
</tr>
<tr>
<td>6000_04</td>
<td>System Event Log could not be cleared from device (0) because of an internal error.</td>
<td>Retry the operation, if possible.</td>
</tr>
<tr>
<td>6000_05</td>
<td>System Event Log could not be cleared from device (0) because of an internal error.</td>
<td>Retry the operation, if possible.</td>
</tr>
<tr>
<td>6000_06</td>
<td>System Event Log could not be cleared from device (0) because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that WMI service is running on the device and retry the operation.</td>
</tr>
<tr>
<td>6000_07</td>
<td>SupportAssist Enterprise is unable to collect system information from the device (0) because the credentials of the device are either incorrect or do not have the required privileges.</td>
<td>Perform the following and retry the operation: 1. Make sure that SupportAssist Enterprise is updated with the correct user name and password of the device. 2. Make sure that the user account has administrative privileges on the device.</td>
</tr>
<tr>
<td>6000_08</td>
<td>System Event Log could not be cleared from device (0) because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that WMI service is running on the device and retry the operation.</td>
</tr>
<tr>
<td>6000_09</td>
<td>System Event Log could not be cleared from device (0) because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that the firewall allows WMI communication and retry the operation.</td>
</tr>
<tr>
<td>6000_10</td>
<td>SupportAssist Enterprise is unable to collect system information from the device (0) because the credentials of the device do not have the required privileges.</td>
<td>Make sure that the user account has administrative privileges on the device and retry the operation.</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
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</tr>
<tr>
<td>6000_11</td>
<td>System Event Log could not be cleared from device {0} because of a technical error.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_12</td>
<td>System Event Log could not be cleared from device {0} because of a technical error.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_13</td>
<td>System Event Log could not be cleared from device {0} because of a technical error.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_14</td>
<td>System Event Log could not be cleared from device {0} because of a technical error.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_15</td>
<td>SupportAssist Enterprise is unable to collect system information from the device {0} because the credentials of the device are either incorrect or do not have the required privileges.</td>
<td>Perform the following and retry the operation: 1. Make sure that SupportAssist Enterprise is updated with the correct user name and password of the device. 2. Make sure that the user account has administrative privileges on the device.</td>
</tr>
<tr>
<td>6000_16</td>
<td>System Event Log could not be cleared from device {0} because of an unknown error.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_17</td>
<td>System Event Log could not be cleared from device {0} because the device does not support this operation.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_18</td>
<td>System Event Log could not be cleared from device {0} because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that SSH service is running on the device and retry the operation.</td>
</tr>
<tr>
<td>6000_19</td>
<td>SupportAssist Enterprise is unable to collect system information from the device {0} because the credentials of the device are either incorrect or do not have the required privileges.</td>
<td>Perform the following and retry the operation: 1. Make sure that SupportAssist Enterprise is updated with the correct user name and password of the device. 2. Make sure that the user account has administrative privileges on the device.</td>
</tr>
<tr>
<td>6000_20</td>
<td>System Event Log could not be cleared from device {0} because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that SSH service is running on the device and retry the operation.</td>
</tr>
<tr>
<td>6000_21</td>
<td>SupportAssist Enterprise is unable to collect system information from the device {0} because the credentials of the device are either incorrect or do not have the required privileges.</td>
<td>Perform the following and retry the operation: 1. Make sure that SupportAssist Enterprise is updated with the correct user name and password of the device. 2. Make sure that the user account has administrative privileges on the device.</td>
</tr>
<tr>
<td>6000_22</td>
<td>System Event Log could not be cleared from device {0} because an attempt to connect to the device is unsuccessful.</td>
<td>Make sure that the firewall allows SSH communication and retry the operation.</td>
</tr>
<tr>
<td>Error code</td>
<td>Error message</td>
<td>Possible Resolution</td>
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<tr>
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</tr>
<tr>
<td>6000_23</td>
<td>SupportAssist Enterprise is unable to collect system information from the device (0) because the credentials of the device are either incorrect or do not have the required privileges.</td>
<td>Perform the following and retry the operation: 1. Make sure that SupportAssist Enterprise is updated with the correct user name and password of the device. 2. Make sure that the user account has administrative privileges on the device.</td>
</tr>
<tr>
<td>6000_24</td>
<td>System Event Log could not be cleared from device (0) because of a technical error.</td>
<td>Retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
<tr>
<td>6000_32</td>
<td>SupportAssist Enterprise is unable to collect system information because a connection could not be established with the Remote Collector.</td>
<td>Perform the following and retry the operation: 1. Verify and update the credentials of the Remote Collector in SupportAssist Enterprise. 2. Ensure that the Remote Collector is reachable from the server where SupportAssist Enterprise is installed. 3. Ensure that the Remote Collector service is running on the remote system.</td>
</tr>
<tr>
<td>5000_1</td>
<td>SNMP settings of the device could not be configured because of an unexpected error.</td>
<td>Manually configure the SNMP settings. For instructions to manually configure the SNMP settings, see &quot;Manually configuring the alert destination of an iDRAC using the web interface&quot; in the SupportAssist Enterprise User's Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>5000_2</td>
<td>SNMP settings of the device could not be configured because the integrated Dell Remote Access Controller (iDRAC) does not have the required license installed.</td>
<td>Make sure that the iDRAC has an Enterprise or Express license installed, and retry the operation, if possible.</td>
</tr>
<tr>
<td>5000_3</td>
<td>SNMP settings of the device could not be configured because all configurable fields of the integrated Dell Remote Access Controller (iDRAC) are occupied.</td>
<td>Manually configure the SNMP settings. For instructions to manually configure the SNMP settings, see &quot;Manually configuring the alert destination of an iDRAC using the web interface&quot; in the SupportAssist Enterprise User's Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>5000_4</td>
<td>SNMP settings of the device could not be configured because the credentials you have entered do not have the required privileges.</td>
<td>Make sure that the credentials have either Administrator or Operator privileges on the integrated Dell Remote Access Controller (iDRAC), and retry the operation, if possible.</td>
</tr>
<tr>
<td>5000_5</td>
<td>SNMP settings of the device could not be configured because an attempt to connect to the integrated Dell Remote Access Controller (iDRAC) was unsuccessful.</td>
<td>Make sure that the iDRAC is reachable from the system on which SupportAssist Enterprise is installed, and retry the operation, if possible.</td>
</tr>
<tr>
<td>5000_6</td>
<td>SNMP settings of the device could not be configured because the credentials you have entered are invalid.</td>
<td>Make sure that the credentials are valid, and retry the operation, if possible or contact your SupportAssist Enterprise administrator for assistance.</td>
</tr>
</tbody>
</table>
| 5000_7     | SNMP settings of the device could not be configured because of an unexpected error. | Manually configure the SNMP settings. For instructions to manually configure the SNMP settings, see "Manually configuring the alert destination of an iDRAC using the web interface"
<table>
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<tr>
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<tbody>
<tr>
<td>5000_8</td>
<td>SNMP settings of the device could not be configured because of an unexpected error.</td>
<td>Manually configure the SNMP settings. For instructions to manually configure the SNMP settings, see &quot;Configuring the alert (SNMP trap) destination&quot; in the SupportAssist Enterprise User's Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>5000_9</td>
<td>SNMP settings of the device could not be configured because the user account does not have the sufficient privileges on the device.</td>
<td>Manually configure the SNMP settings. For instructions to manually configure the SNMP settings, see &quot;Manually configuring the alert destination&quot; in the SupportAssist Enterprise User's Guide at Dell.com/serviceabilitytools.</td>
</tr>
<tr>
<td>5000_10</td>
<td>SNMP settings of the device could not be configured because the hostname/IP address of the system where SupportAssist Enterprise is installed was not provided.</td>
<td>Provide the hostname/IP address of the system where SupportAssist Enterprise is installed, and retry the operation, if possible.</td>
</tr>
<tr>
<td>5000_11</td>
<td>SNMP settings of the device could not be configured because the SNMP service is not installed on the device.</td>
<td>Manually install the SNMP service on the device, and retry the operation, if possible.</td>
</tr>
<tr>
<td>5000_12</td>
<td>SNMP settings of the device could not be configured because SupportAssist Enterprise does not support the operating system running on the device.</td>
<td></td>
</tr>
<tr>
<td>5000_13</td>
<td>SNMP settings of the device could not be configured because the SNMP service has not started.</td>
<td>Manually start the SNMP service, and retry the operation, if possible.</td>
</tr>
<tr>
<td>5000_14</td>
<td>SNMP settings of the device could not be configured because the WMI service is disabled.</td>
<td>Manually start the WMI service, and retry the operation, if possible.</td>
</tr>
<tr>
<td>5000_15</td>
<td>SupportAssist Enterprise has configured the SNMP settings successfully, but the automated test to verify the SNMP settings was unsuccessful.</td>
<td>Verify the network settings and make sure that the SNMP port (162) is open.</td>
</tr>
</tbody>
</table>
B  Frequently asked questions

**Question 1: How to add a device?**
To add a device:
1. Create a credential account. For details see, see [Create Account Credentials](#).
   A credential account will be created and the details of the account will be present in the response body.
2. Note the credential account id from the response body and add a device. For details, see [Add device](#).
   An operation id will be present in the response body.
3. Use the operation id and check the status of the device discovery. For details, see [Retrieve Job status](#).
   After device discovery is complete, you can note the device id and use it to perform the following:
   - Enabling or disabling maintenance mode
   - Starting a collection
   - Assigning a Credential Profile
   - Editing or deleting a device.

**Question 2: How to start a collection?**
To start a collection:
1. Retrieve the devices. For details see [Retrieve Devices](#).
2. Note the list of device ids from the response body.
3. Start the collection. For details, see [Collection](#).

**Question 3: For which device types is deep discovery not supported?**
Deep discovery is not supported for the following device types:
- Storage Center (SC) / Compellent
- Fluid File System (Fluid FS)
- Software
- Virtual Machine
- iDRAC

**Question 4: How to edit the credentials of a device?**
To edit the credentials of a device:
1. Retrieve the devices. For details see [Retrieve Devices](#).
2. Note the list of device ids from the response body.
3. Edit the credentials of the device. For details, see [Edit device details](#).

**Question 5: Which are the devices that will be backed up in the export api?**
The export API will back up the following devices:
- All devices discovered in SupportAssist Enterprise, without an adapter.
- All devices from which SupportAssist Enterprise can collect system information.

**Question 6: For which devices is configuring SNMP settings supported?**
Configuring SNMP settings is supported for Server / Hypervisor and iDRAC.

**Question 7: For which devices is enabling monitoring not supported during device discovery?**
Enabling monitoring is not supported for the following devices:
- Storage Center (SC) / Compellent
• PeerStorage(PS) / Equallogic
• Fluid File System (Fluid FS)
• Software
• Solution
• Virtual Machine
# Glossary

<table>
<thead>
<tr>
<th>Term</th>
<th>Meaning</th>
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<td>REST</td>
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