

# SupportAssist on Dell EMC's 14th generation of PowerEdge servers

## ABSTRACT

This white paper provides an overview of SupportAssist available on the 14th generation of PowerEdge servers. It also provides resources and information required to register SupportAssist for event monitoring and to automatically generate collections from the server.

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## Authors

Sanjay Rao

Divya Vijayvargiya

Diwahar Natarajan

Sridhar Mareguddi

Ankita Goyal

Meenal Vyas

Kiran Krishnappa

Lokesh Thutaram

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## EXECUTIVE SUMMARY

This white paper provides an overview of the SupportAssist capabilities available across various iDRAC interfaces. iDRAC provides the application interfaces for registering the server for SupportAssist. SupportAssist registration enables monitoring of the server for critical events and automates support case creation based on the service contract purchased for the server.

## AUDIENCE

This white paper is intended for a system administrator or a technical support personnel who wants to register a server for SupportAssist and configure the SupportAssist features available on the server.

## INTRODUCTION

To receive automated support from Dell EMC for a PowerEdge server, system administrators had to download, install, and set up one of the available SupportAssist applications such as SupportAssist Enterprise or SupportAssist for OpenManage Essentials. The SupportAssist feature introduced in the 14th generation of PowerEdge servers provides the capability to register and configure the server for SupportAssist. This feature eliminates the need to download and install a separate application to use the SupportAssist features. It is extremely beneficial for small and medium businesses that manage a small or medium cluster of servers.

The SupportAssist feature is built using the embedded management technologies that were introduced in the 11th generation of PowerEdge servers, and further enhanced in the 12th and 13th generation of PowerEdge servers. The feature enables a server to be monitored for critical events and also enables automatic support case creation with Dell EMC, if the entitled by the purchased service contract. Additionally, you can schedule the collection of system information (SupportAssist collection) from the server and upload of the collection to Dell EMC for diagnosing and troubleshooting issues that may occur on the server.

The feature includes a SupportAssist dashboard that lists the service requests for the server along with the service contract details. It also enables customizing the default SupportAssist configuration and contact information after registration.

## SUPPORTASSIST OVERVIEW

After a server is registered for SupportAssist, the following SupportAssist capabilities are enabled for the server.

- Event monitoring.
- Monthly automatic generation of collections that are scheduled for the 1st Sunday of each month between 12 a.m. and 5 p.m.
- Automatic upload of SupportAssist Collections to Dell EMC.
- Service request details and service contract details can be viewed through the iDRAC web interface.

## SUPPORTASSIST PREREQUISITES

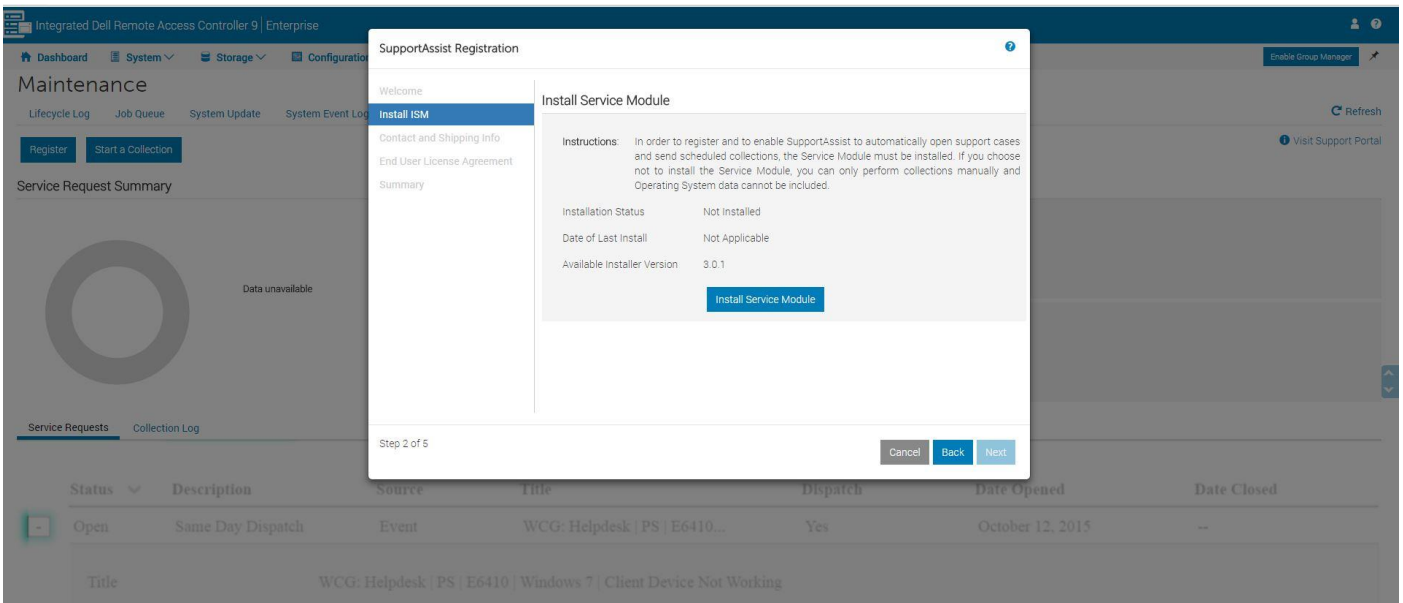
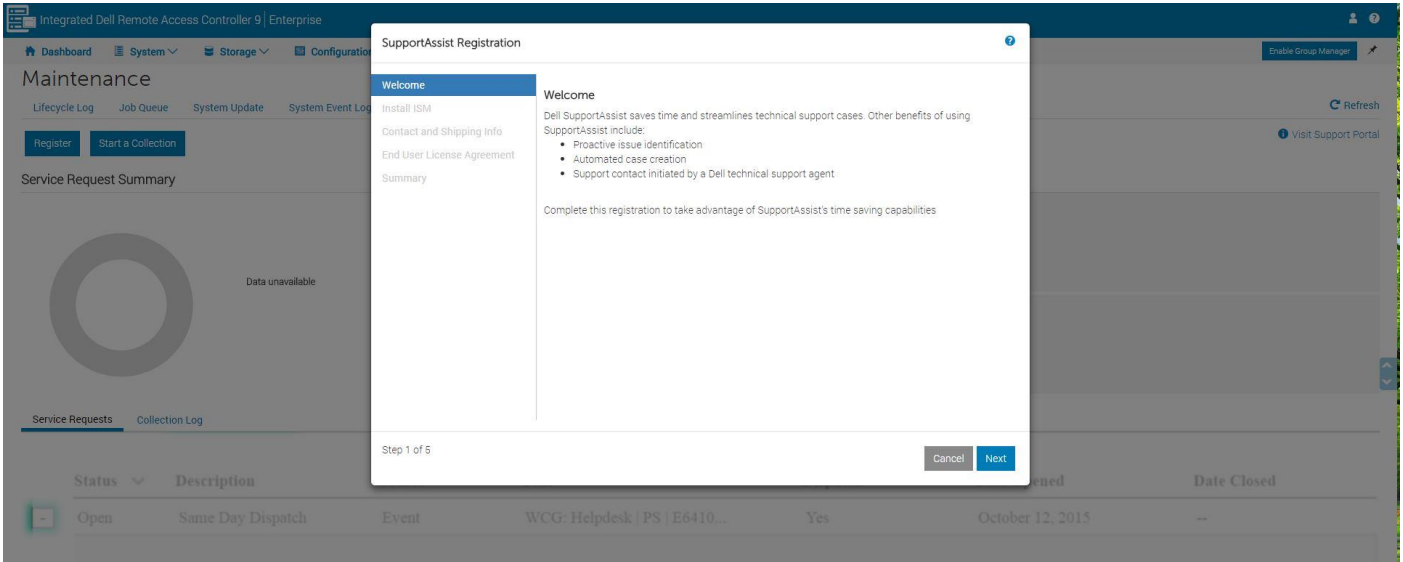
- To access any of the iDRAC interfaces, you must have operator or higher-level privileges.
- For registration and event monitoring, the following prerequisites must be met:
  - The server must be turned on and running an operating system that is supported by iDRAC Service Module (iSM).
  - iSM must be installed and running on the host operating system (OS). iSM can be installed by using one of the following:
    - Dell Update Package (DUP) available in iDRAC – The iSM DUP is factory installed on the iDRAC starting from the 14th generation of PowerEdge servers. The iSM DUP should be present in iDRAC unless LC Wipe or System erase has been performed.
    - Downloading the iSM DUP available at [Dell.com/support](http://Dell.com/support) and installing it in the host OS.

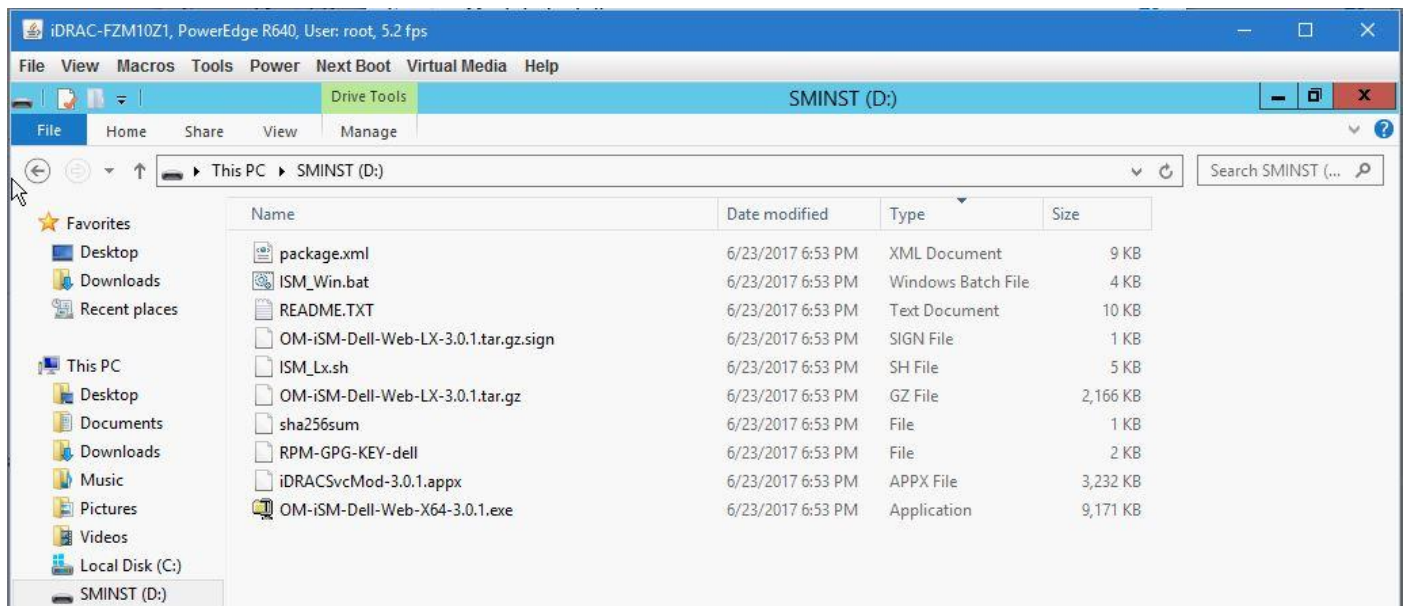
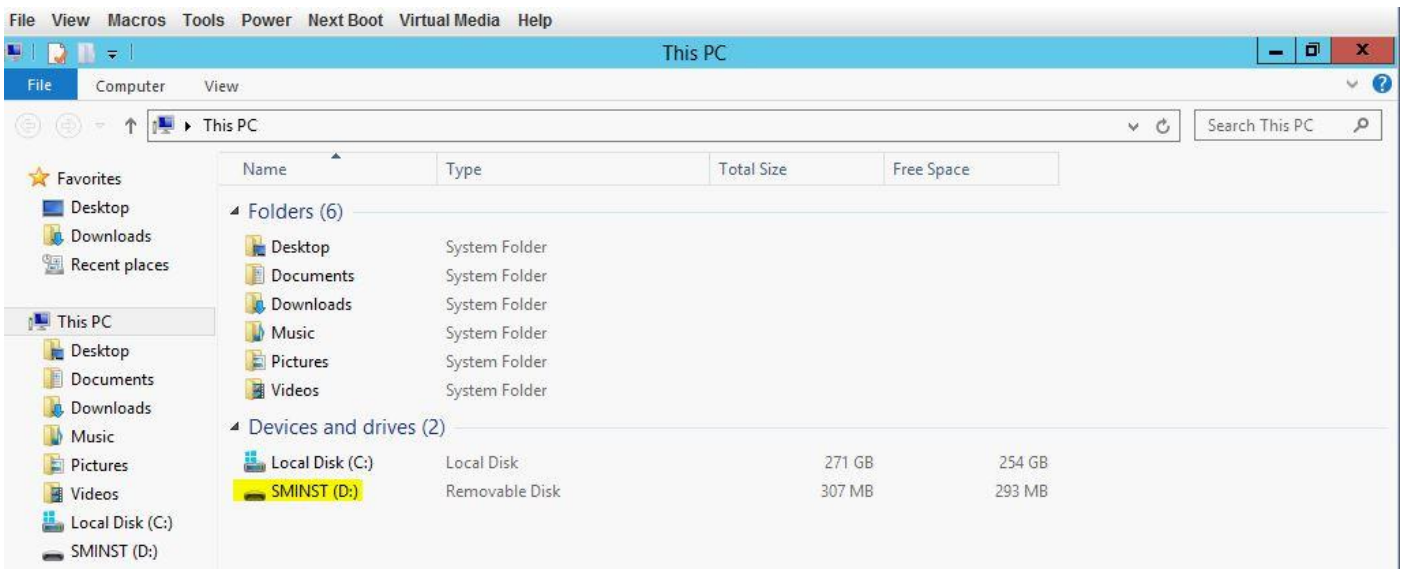
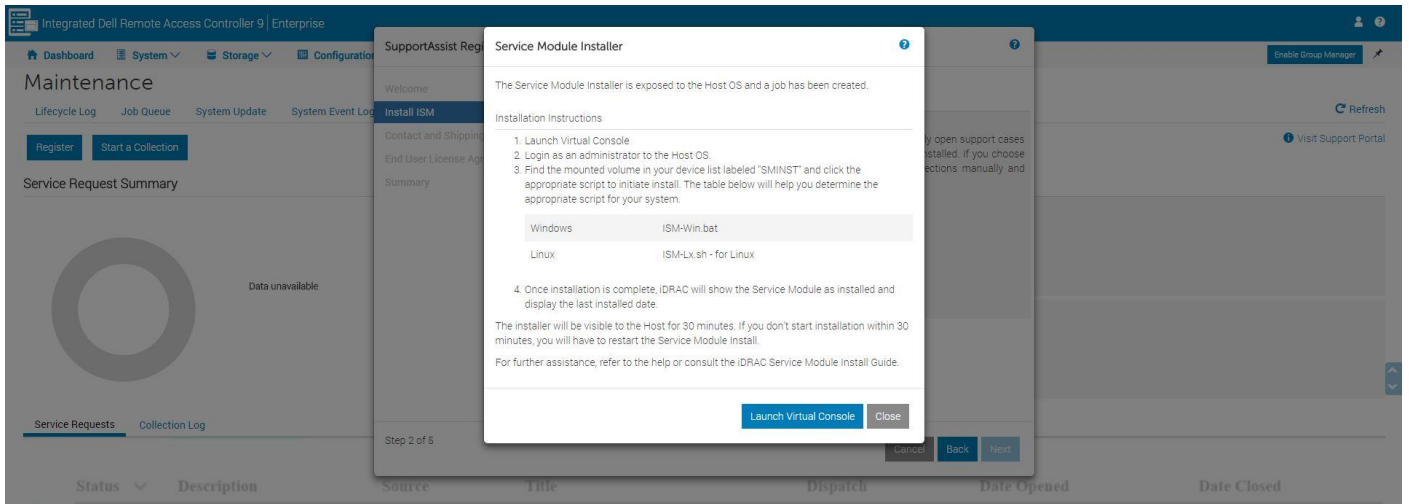
## IDRAC GUI

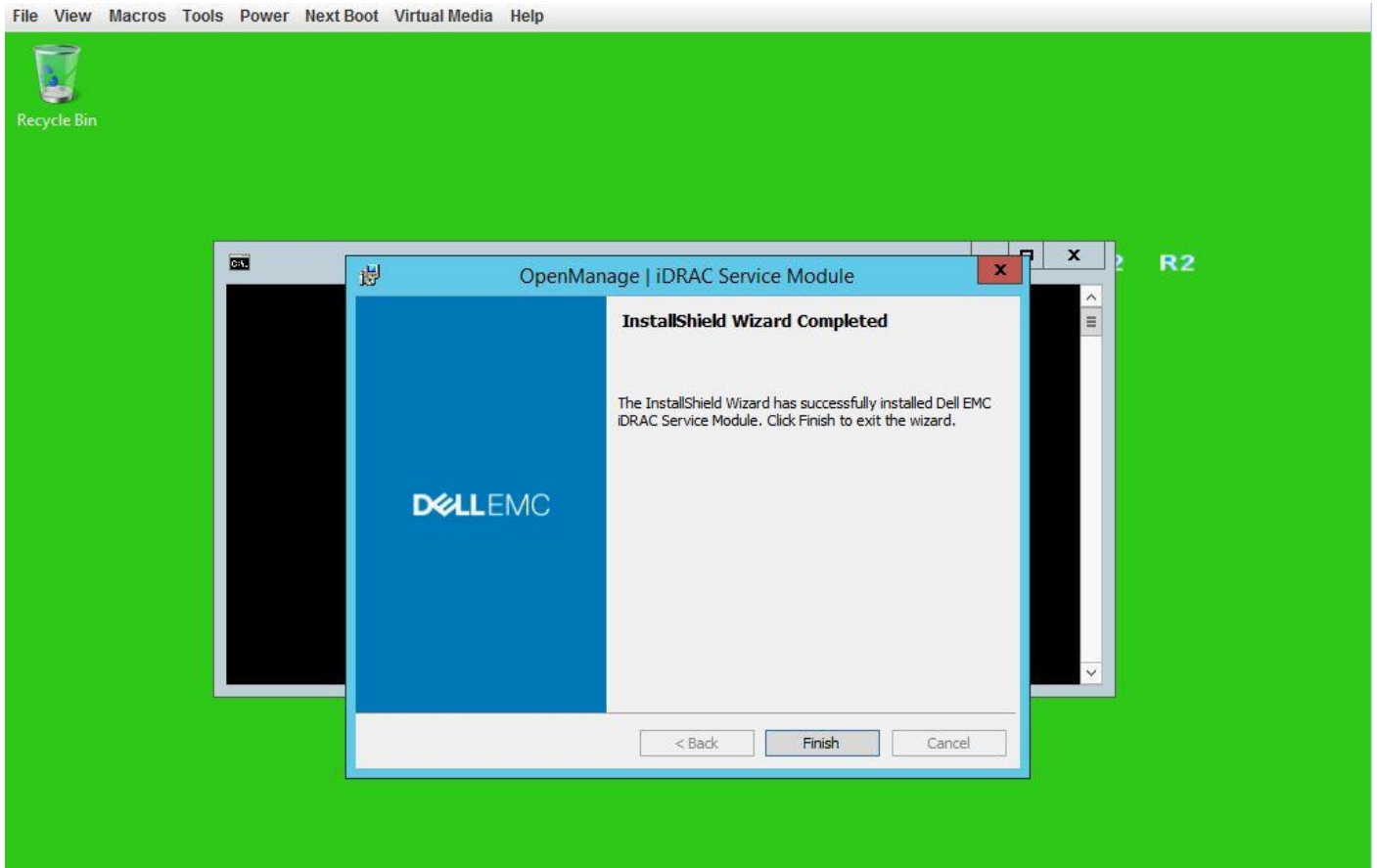
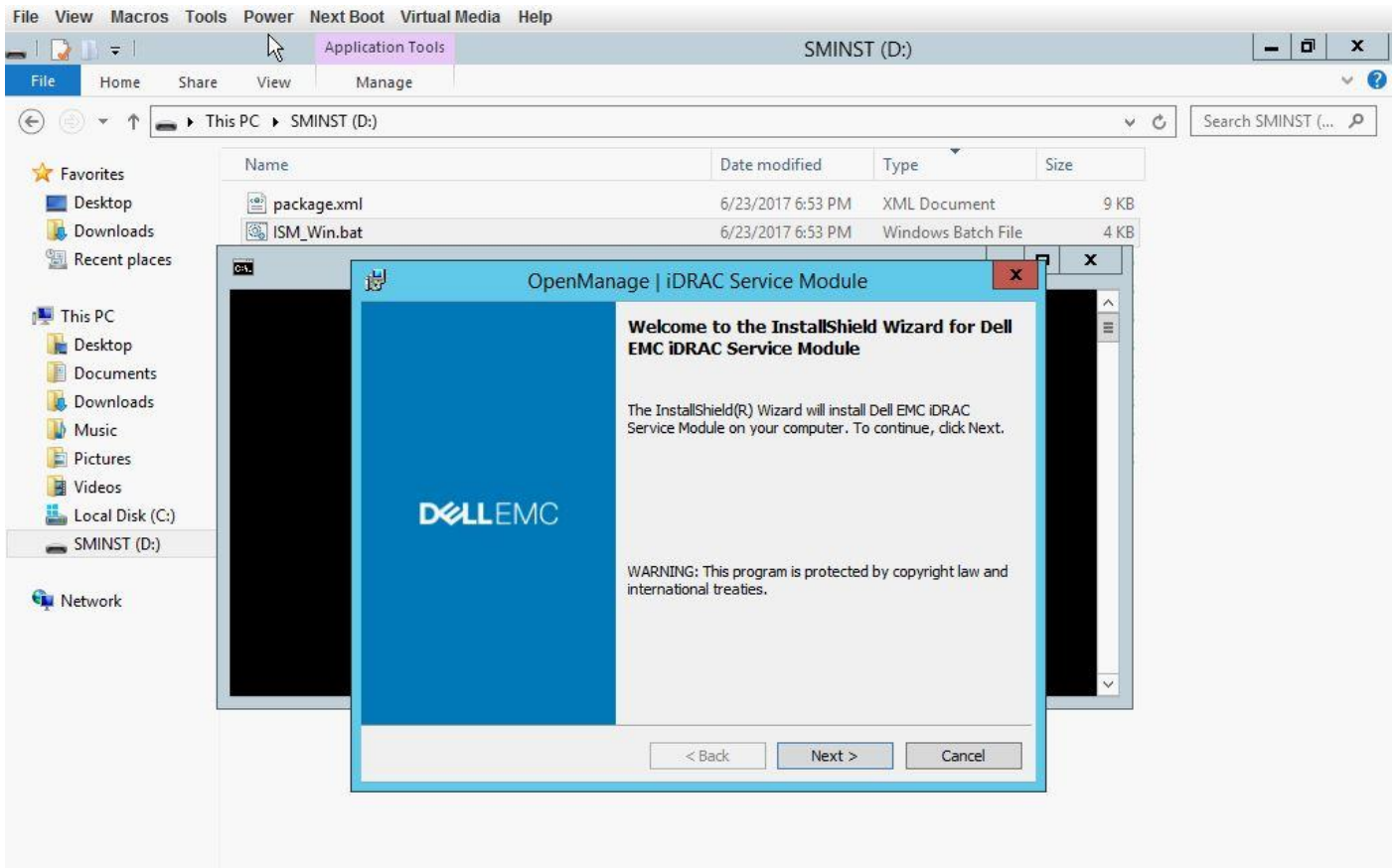
For generating SupportAssist collection through the iDRAC GUI:

1. Log in to the iDRAC GUI.
2. Click **Maintenance**→ **SupportAssist**.  
The **SupportAssist Registration** wizard is displayed.
3. Click **Next** and follow the instructions on the screen.

The following screen captures illustrate the steps to install iSM during the registration of SupportAssist.







# Maintenance

Lifecycle Log Job Queue System Update System Event Log Troubleshooting Diagnostics SupportAssist

## Job Queue

| ID               | Job  | Status           |
|------------------|--|------------------|
| JID_982440156167 | Expose Partition for Service Module Installation | Completed (100%) |

The screenshot shows the 'SupportAssist Registration' dialog box at Step 2 of 4. The 'Contact and Shipping Information' tab is active. It contains a 'Primary Contact Information' section with the following fields: First Name\*, Last Name\*, Phone Number\*, Alternate Number, Email Address\*, Service Address, Company Name\*, Address Line 1\*, Address Line 2, City\*, State\*, Zip Code\*, and Country\*. There is also an option to '+ Add Secondary Contact Information'. The background shows the 'Maintenance' dashboard with a 'Service Request Summary' table.

| Status | Description       |
|--------|-------------------|
| Open   | Same Day Dispatch |

The screenshot shows the 'SupportAssist Registration' dialog box at Step 3 of 4. The 'End User License Agreement' tab is active. It displays the text of the 'DELL END USER LICENSE AGREEMENT - TYPE A' for 'APPLICATION SOFTWARE'. The text is a legal agreement between the user and Dell. At the bottom, there is a checkbox labeled 'I accept the terms of the license agreement' which is currently unchecked. The background shows the 'Maintenance' dashboard with a 'Service Request Summary' table.

| Status | Description       | Event | WCG: Helpdesk   PS   E6410... | Yes | October 12, 2015 | -- |
|--------|-------------------|-------|-------------------------------|-----|------------------|----|
| Open   | Same Day Dispatch |       |                               |     |                  |    |



Integrated Dell Remote Access Controller 9 | Enterprise

Dashboard System Storage Configuration

### Maintenance

Lifecycle Log Job Queue System Update System Event Log

Register Start a Collection

#### Service Request Summary

Data unavailable

Service Requests Collection Log

| Status | Description       | Open | Date Closed |
|--------|-------------------|------|-------------|
| Open   | Same Day Dispatch |      |             |

WCG: Helpdesk | PS | E6410 | Windows 7 | Client Device Not Working

#### SupportAssist Registration

Welcome

Contact and Shipping Info

End User License Agreement

**Summary**

##### Registration Successful!

Registration ID: gjmpqweqcd20fp0tkb6tblsie4v6e0z8

##### Automatic Features

SupportAssist will automatically create and send a collection to technical support when there is an event based trigger and/or on a scheduled cadence. A collection based on an event will create an open Service Request with SupportAssist. Scheduled collections are regular collections that occur to help monitor and maintain your environment. These collections will include Hardware Data, RAID Controller Logs, and OS and Application Data.

Your current settings are below they can be edited from the settings section of the Support Assist page

|              |                        |
|--------------|------------------------|
| Event Based  | Enabled                |
| Schedule     | Enabled                |
| Recurs every | First Sunday at 2:07am |

Step 4 of 4

Close

## WSMAN

This section describes the methods that you can use for registering and configuring SupportAssist through WSMAN.

### DCIM\_LCService.SupportAssistAcceptEULA()

**Note:** The End User License Agreement (EULA) must be accepted before you register SupportAssist.

To accept the EULA, use the **SupportAssistAcceptEULA** method.

#### WSMAN Input SOAP Packet:

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsman="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/DCIM_LCService">
  <s:Header>
    <wsa:To s:mustUnderstand="true">https://10.94.225.31:443/wsman</wsa:To>
    <wsman:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/DCIM_LCService</wsman:ResourceURI>
    <wsa:ReplyTo>
      <wsa:Address
s:mustUnderstand="true">http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:A
ddress>
      </wsa:ReplyTo>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/DCIM_LCService/SupportAssistAcceptEULA</wsa:Action>
    <wsman:MaxEnvelopeSize s:mustUnderstand="true">512000</wsman:MaxEnvelopeSize>
    <wsa:MessageID s:mustUnderstand="true">urn:uuid:699156c1-33db-11e7-8542-
64006a57bb6c</wsa:MessageID>
    <wsman:OperationTimeout>PT120.0s</wsman:OperationTimeout>
    <wsman:SelectorSet>
      <wsman:Selector Name="__cimnamespace">root/dcim</wsman:Selector>
      <wsman:Selector Name="SystemCreationClassName">DCIM_ComputerSystem</wsman:Selector>
      <wsman:Selector Name="SystemName">DCIM:ComputerSystem</wsman:Selector>
      <wsman:Selector Name="CreationClassName">DCIM_LCService</wsman:Selector>
      <wsman:Selector Name="Name">DCIM:LCService</wsman:Selector>
    </wsman:SelectorSet>
  </s:Header>
  <s:Body>
    <n1:SupportAssistAcceptEULA_INPUT/>
  </s:Body>
</s:Envelope>
```

#### WSMAN Output SOAP Packet:

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistAcceptEULAResponse</wsa:Action>
    <wsa:RelatesTo>uuid:381c73e9-4fdb-1fdb-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:0284b730-f672-1672-800a-2403d5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:SupportAssistAcceptEULA_OUTPUT>
      <n1:Message>The SupportAssist End User License Agreement (EULA) is accepted by iDRAC user
root via iDRAC interface WSMAN.</n1:Message>
      <n1:MessageArguments>root</n1:MessageArguments>
      <n1:MessageArguments>WSMAN</n1:MessageArguments>
      <n1:MessageID>SRV074</n1:MessageID>
      <n1:ReturnValue>0</n1:ReturnValue>
    </n1:SupportAssistAcceptEULA_OUTPUT>
  </s:Body>
</s:Envelope>
```

## DCIM\_LCService.SupportAssistGetEULAStatus()

To get information about the EULA acceptance, use the **SupportAssistGetEULAStatus** method.

### WSMAN Input SOAP Packet:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsmn="http://schemas.dmtf.org/wbem/wsmn/1/wsmn.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistGetEULAStatus</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://100.101.21.62:443/wsmn</wsa:To>
    <wsmn:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService</wsmn:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:fe0a0670-4fdc-1fdc-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
  </wsa:ReplyTo>
  <wsa:Address>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:Address>
  </wsa:ReplyTo>
  <wsmn:SelectorSet>
    <wsmn:Selector Name="Name">DCIM:LCService</wsmn:Selector>
    <wsmn:Selector Name="SystemName">DCIM:ComputerSystem</wsmn:Selector>
    <wsmn:Selector Name="CreationClassName">DCIM_LCService</wsmn:Selector>
    <wsmn:Selector Name="SystemCreationClassName">DCIM_ComputerSystem</wsmn:Selector>
  </wsmn:SelectorSet>
</s:Header>
<s:Body>
  <n1:SupportAssistGetEULAStatus_INPUT/>
</s:Body>
</s:Envelope>
```

### WSMAN Output SOAP Packet:

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistGetEULAStatusResponse</wsa:Action>
    <wsa:RelatesTo>uuid:fe0a0670-4fdc-1fdc-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:c85c7e10-f673-1673-820a-2403d5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:SupportAssistGetEULAStatus_OUTPUT>
      <n1:Interface>1</n1:Interface>
      <n1:IsRegistered>1</n1:IsRegistered>
      <n1:Message>The SupportAssist End User License Agreement (EULA) is accepted by iDRAC user
root via iDRAC interface WSMAN.</n1:Message>
      <n1:MessageArguments>root</n1:MessageArguments>
      <n1:MessageArguments>WSMAN</n1:MessageArguments>
      <n1:MessageID>SRV074</n1:MessageID>
      <n1:ReturnValue>0</n1:ReturnValue>
      <n1:Time>Thu Mar 09 00:46:52 CST 2023</n1:Time>
      <n1:User>root</n1:User>
    </n1:SupportAssistGetEULAStatus_OUTPUT>
  </s:Body>
</s:Envelope>
```

### Note:

- The IsRegistered parameter will be 0 if server is registered or 1 if SupportAssist on the server is not registered.
- The iDRAC username in the Message and MessageArguments parameter is the iDRAC username that has accepted the EULA. The iDRAC username that accepted the EULA may be different from the iDRAC username of the user who ran the SupportAssistGetEULAStatus method.

## DCIM\_LCService.SupportAssistRegister()

**Note:** You must accept the EULA before running the **SupportAssistRegister** method.

To register SupportAssist, use the **SupportAssistRegister** method. When registration is successful, the method returns a Job Identifier, which you can use to monitor the status of the registration.

### WSMAN Input SOAP Packet:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsman="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistRegister</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://100.101.21.62:443/wsman</wsa:To>
    <wsman:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService</wsman:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:294316cc-4fdd-1fdd-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
</wsa:ReplyTo>
  </s:Header>
  <s:Body>
    <n1:SupportAssistRegister_INPUT>
      <n1:PrimaryFirstName>PrimaryFirstName</n1:PrimaryFirstName>
      <n1:PrimaryLastName>PrimaryLastName</n1:PrimaryLastName>
      <n1:PrimaryPhoneNumber>987-654-3210</n1:PrimaryPhoneNumber>
      <n1:PrimaryEmail>PrimaryEmail@CompanyName.com</n1:PrimaryEmail>
      <n1:CompanyName>CompanyName</n1:CompanyName>
      <n1:Street1>Street1</n1:Street1>
      <n1:Street2>Street2</n1:Street2>
      <n1:City>City</n1:City>
      <n1:State>State</n1:State>
      <n1:Country>Country</n1:Country>
      <n1:Zip>Zip</n1:Zip>
      <n1:PrimaryAlternateNumber>987-654-3211</n1:PrimaryAlternateNumber>
      <n1:SecondaryFirstName>SecondaryFirstName</n1:SecondaryFirstName>
      <n1:SecondaryLastName>SecondaryLastName</n1:SecondaryLastName>
      <n1:SecondaryPhoneNumber>987-654-3212</n1:SecondaryPhoneNumber>
      <n1:SecondaryAlternateNumber>987-654-3213</n1:SecondaryAlternateNumber>
      <n1:SecondaryEmail>SecondaryEmail@CompanyName.com</n1:SecondaryEmail>
      <n1:ProxyPort>1234</n1:ProxyPort>
      <n1:ProxyPassword>ProxyPassword</n1:ProxyPassword>
      <n1:ProxyUserName>ProxyUserName</n1:ProxyUserName>
      <n1:ProxyHostName>ProxyHostName</n1:ProxyHostName>
    </n1:SupportAssistRegister_INPUT>
  </s:Body>
</s:Envelope>
```

The following is an example of the input file, SARegister.xml.

**Note:** The mandatory fields that are required for registering SupportAssist are *Primary First Name*, *Primary Last Name*, *Primary Phone Number*, *Primary Email*, *Company Name*, and *Service Address fields (Street1, City, State, Country, Zip)*.

```
<p:SupportAssistRegister_INPUT xmlns:p="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <p:PrimaryFirstName>PrimaryFirstName</p:PrimaryFirstName>
  <p:PrimaryLastName>PrimaryLastName</p:PrimaryLastName>
  <p:PrimaryPhoneNumber>987-654-3210</p:PrimaryPhoneNumber>
  <p:PrimaryEmail>PrimaryEmail@CompanyName.com</p:PrimaryEmail>
  <p:CompanyName>CompanyName</p:CompanyName>
  <p:Street1>Street1</p:Street1>
  <p:Street2>Street2</p:Street2>
```

```

<p:City>City</p:City>
<p:State>State</p:State>
<p:Country>Country</p:Country>
<p:Zip>Zip</p:Zip>
<p:PrimaryAlternateNumber>987-654-3211</p:PrimaryAlternateNumber>
<p:SecondaryFirstName>SecondaryFirstName</p:SecondaryFirstName>
<p:SecondaryLastName>SecondaryLastName</p:SecondaryLastName>
<p:SecondaryPhoneNumber>987-654-3212</p:SecondaryPhoneNumber>
<p:SecondaryAlternateNumber>987-654-3213</p:SecondaryAlternateNumber>
<p:SecondaryEmail>SecondaryEmail@CompanyName.com</p:SecondaryEmail>
<p:ProxyPort>1234</p:ProxyPort>
<p:ProxyPassword>ProxyPassword</p:ProxyPassword>
<p:ProxyUserName>ProxyUserName</p:ProxyUserName>
<p:ProxyHostName>ProxyHostName</p:ProxyHostName>
</p:SupportAssistRegister_INPUT>

```

#### WSMAN Output SOAP Packet:

```

<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService"
xmlns:wsman="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistRegisterResponse</wsa:Action>
    <wsa:RelatesTo>uuid:8818051b-4f01-1f01-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:52666670-f598-1598-85f0-2403d5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:SupportAssistRegister_OUTPUT>
      <n1:Job>
        <wsa:EndpointReference>
<wsa:Address>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:Address>
          <wsa:ReferenceParameters>
            <wsman:ResourceURI>http://schemas.dell.com/wbem/wscim/1/cim-
schema/2/DCIM_LifecycleJob</wsman:ResourceURI>
            <wsman:SelectorSet>
              <wsman:Selector Name="InstanceID">JID_949794202321</wsman:Selector>
              <wsman:Selector Name="__cimnamespace">root/dcim</wsman:Selector>
            </wsman:SelectorSet>
          </wsa:ReferenceParameters>
        </wsa:EndpointReference>
      </n1:Job>
      <n1:ReturnValue>4096</n1:ReturnValue>
    </n1:SupportAssistRegister_OUTPUT>
  </s:Body>
</s:Envelope>

```

## Job Status

To check the status of a job, run the following command.

### WSMAN Input SOAP Packet:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsmn="http://schemas.dmtf.org/wbem/wsmn/1/wsmn.xsd">
  <s:Header>
    <wsa:Action
s:mustUnderstand="true">http://schemas.xmlsoap.org/ws/2004/09/transfer/Get</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://10.94.225.31:443/wsmn</wsa:To>
    <wsmn:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LifeCycleJob</wsmn:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:c0c3195c-4f16-1f16-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
<wsa:Address>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:Address>
    </wsa:ReplyTo>
    <wsmn:SelectorSet>
      <wsmn:Selector Name="InstanceID">JID_949794202321</wsmn:Selector>
    </wsmn:SelectorSet>
  </s:Header>
  <s:Body/>
</s:Envelope>
```

### WSMAN Output SOAP Packet:

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LifeCycleJob">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.xmlsoap.org/ws/2004/09/transfer/GetResponse</wsa:Action>
    <wsa:RelatesTo>uuid:959628f3-4fdb-1fdb-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:0a665b50-4fad-1fad-80e9-96ffd5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:DCIM_LifeCycleJob>
      <n1:ElapsedTimeSinceCompletion>0</n1:ElapsedTimeSinceCompletion>
      <n1:InstanceID>JID_949794202321</n1:InstanceID>
      <n1:JobStartTime>NA</n1:JobStartTime>
      <n1:JobStatus>Completed</n1:JobStatus>
      <n1:JobUntilTime>NA</n1:JobUntilTime>
      <n1:Message>The SupportAssist Registration Operation is completed
successfully.</n1:Message>
      <n1:MessageArguments>NA</n1:MessageArguments>
      <n1:MessageID>SRV088</n1:MessageID>
      <n1:Name>SupportAssist Registration</n1:Name>
      <n1:PercentComplete>100</n1:PercentComplete>
    </n1:DCIM_LifeCycleJob>
  </s:Body>
</s:Envelope>
```

## DCIM\_LCService.SupportAssistSetAutoCollectSchedule()

**Note:** After successful registration, by default, automatic collection is scheduled monthly on the 1st Sunday between 12 a.m. and 5 p.m.

After registering SupportAssist, use the **SupportAssistSetAutoCollectSchedule** method to update the SupportAssist auto collections schedule. You can specify the automatic collection schedule to weekly, monthly, or quarterly.

### WSMAN Input SOAP Packet:

#### To schedule the automatic collection on Sunday:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsmn="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistSetAutoCollectSchedule</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://100.97.151.51:443/wsman</wsa:To>
    <wsmn:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService</wsmn:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:99102e20-4fdd-1fdd-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
</wsa:ReplyTo>
  </s:Header>
  <s:Body>
    <n1:SupportAssistSetAutoCollectSchedule_INPUT>
      <n1:Time>4:05 AM</n1:Time>
      <n1:DayOfWeek>Sun</n1:DayOfWeek>
      <n1:Recurrence>3</n1:Recurrence>
    </n1:SupportAssistSetAutoCollectSchedule_INPUT>
  </s:Body>
</s:Envelope>
```

#### To schedule the automatic collection on the 27th day of every month:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsmn="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistSetAutoCollectSchedule</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://100.97.151.51:443/wsman</wsa:To>
    <wsmn:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService</wsmn:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:a1976d32-4fdd-1fdd-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
</wsa:ReplyTo>
  </s:Header>
  <s:Body>
    <n1:SupportAssistSetAutoCollectSchedule_INPUT>
      <n1:Time>4:55 AM</n1:Time>
      <n1:DayOfMonth>27</n1:DayOfMonth>
      <n1:Recurrence>2</n1:Recurrence>
    </n1:SupportAssistSetAutoCollectSchedule_INPUT>
  </s:Body>
</s:Envelope>
```

**To schedule the automatic collection on Monday of the 2nd week of month, every quarter:**

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsman="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistSetAutoCollectSchedule</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://100.97.151.51:443/wsman</wsa:To>
    <wsman:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService</wsman:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:a1976d32-4fdd-1fdd-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
</wsa:ReplyTo>
  </s:Header>
  <s:Body>
    <n1:SupportAssistSetAutoCollectSchedule_INPUT>
      <n1:Time>3:55 AM</n1:Time>
      <n1:WeekOfMonth>2</n1:WeekOfMonth>
      <n1:DayOfWeek>2</n1:DayOfWeek>
      <n1:Recurrence>1</n1:Recurrence>
    </n1:SupportAssistSetAutoCollectSchedule_INPUT>
  </s:Body>
</s:Envelope>
```

**WSMAN Output SOAP Packet:**

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistSetAutoCollectScheduleResponse</wsa:Action>
    <wsa:RelatesTo>uuid:99102e20-4fdd-1fdd-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:0db4d820-4faf-1faf-832d-96ffd5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:SupportAssistSetAutoCollectSchedule_OUTPUT>
      <n1:Message>Command successful.</n1:Message>
      <n1:MessageID>LC001</n1:MessageID>
      <n1:ReturnValue>0</n1:ReturnValue>
    </n1:SupportAssistSetAutoCollectSchedule_OUTPUT>
  </s:Body>
</s:Envelope>DCIM_LCService.SupportAssistGetAutoCollectSchedule
```



## DCIM\_LCService.SupportAssistGetAutoCollectSchedule()

**Note:** After successful registration, by default, automatic collection is scheduled monthly on the 1st Sunday between 12 a.m. and 5 p.m.

After registering SupportAssist, use the **SupportAssistGetAutoCollectSchedule** method to get the SupportAssist automatic collection schedule.

### WSMAN Input SOAP Packet:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsmn="http://schemas.dmtf.org/wbem/wsmn/1/wsmn.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistGetAutoCollectSchedule</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://100.97.151.51:443/wsmn</wsa:To>
    <wsmn:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService</wsmn:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:0aa663f9-4fdd-1fdd-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
</wsa:ReplyTo>
  </s:Header>
  <s:Body>
    <n1:SupportAssistGetAutoCollectSchedule_INPUT/>
  </s:Body>
</s:Envelope>
```

### WSMAN Output SOAP Packet:

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistGetAutoCollectScheduleResponse</wsa:Action>
    <wsa:RelatesTo>uuid:0aa663f9-4fdd-1fdd-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:7f7fd0a0-4fae-1fae-828a-96ffd5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:SupportAssistGetAutoCollectSchedule_OUTPUT>
      <n1:DayOfMonth>*</n1:DayOfMonth>
      <n1:DayOfWeek>Sun</n1:DayOfWeek>
      <n1:Message>Command successful.</n1:Message>
      <n1:MessageID>LC001</n1:MessageID>
      <n1:Recurrence>2</n1:Recurrence>
      <n1:ReturnValue>0</n1:ReturnValue>
      <n1:Time>04:19 AM</n1:Time>
      <n1:WeekOfMonth>1</n1:WeekOfMonth>
    </n1:SupportAssistGetAutoCollectSchedule_OUTPUT>
  </s:Body>
</s:Envelope>
```

## DCIM\_LCService.SupportAssistClearAutoCollectSchedule()

**Note:** After successful registration, by default, automatic collection is scheduled monthly on the 1st Sunday between 12 a.m. and 5 p.m.

After registering SupportAssist, use the **SupportAssistClearAutoCollectSchedule** method to clear the SupportAssist automatic collection schedule.

### WSMAN Input SOAP Packet:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsmn="http://schemas.dmtf.org/wbem/wscim/1/wsmn.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistClearAutoCollectSchedule</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://100.97.151.51:443/wsmn</wsa:To>
    <wsmn:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService</wsmn:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:102ab2c3-4fdd-1fdd-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
</wsa:ReplyTo>
  </s:Header>
  <wsa:Address>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:Address>
  </wsa:ReplyTo>
  <wsmn:SelectorSet>
    <wsman:Selector Name="Name">DCIM:LCService</wsman:Selector>
    <wsman:Selector Name="SystemName">DCIM:ComputerSystem</wsman:Selector>
    <wsman:Selector Name="CreationClassName">DCIM_LCService</wsman:Selector>
    <wsman:Selector Name="SystemCreationClassName">DCIM_ComputerSystem</wsman:Selector>
  </wsmn:SelectorSet>
</s:Header>
<s:Body>
  <n1:SupportAssistClearAutoCollectSchedule_INPUT/>
</s:Body>
</s:Envelope>
```

### Output:

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_LCService">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_LCService/SupportAssistClearAutoCollectScheduleResponse</wsa:Action>
    <wsa:RelatesTo>uuid:102ab2c3-4fdd-1fdd-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:85078680-4fae-1fae-8291-96ffd5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:SupportAssistClearAutoCollectSchedule_OUTPUT>
      <n1:Message>Command successful.</n1:Message>
      <n1:MessageID>LC001</n1:MessageID>
      <n1:ReturnValue>0</n1:ReturnValue>
    </n1:SupportAssistClearAutoCollectSchedule_OUTPUT>
  </s:Body>
</s:Envelope> SupportAssist Configuration
```

## SupportAssist Configuration

### ApplyAttributes()

To set SupportAssist configuration settings, use the **ApplyAttributes** method.

#### WSMAN Input SOAP Packet:

```
<?xml version="1.0"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:wsman="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_iDRACCardService">
  <s:Header>
    <wsa:Action s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_iDRACCardService/ApplyAttributes</wsa:Action>
    <wsa:To s:mustUnderstand="true">https://10.94.225.31:443/wsman</wsa:To>
    <wsman:ResourceURI s:mustUnderstand="true">http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_iDRACCardService</wsman:ResourceURI>
    <wsa:MessageID s:mustUnderstand="true">uuid:82de0cd8-4f16-1f16-8002-
6cbb576a0064</wsa:MessageID>
    <wsa:ReplyTo>
  </wsa:ReplyTo>
  <wsa:Address>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:Address>
  </wsa:ReplyTo>
  <wsman:SelectorSet>
    <wsman:Selector Name="Name">DCIM:iDRACCardService</wsman:Selector>
    <wsman:Selector Name="SystemName">DCIM:ComputerSystem</wsman:Selector>
    <wsman:Selector Name="CreationClassName">DCIM_iDRACCardService</wsman:Selector>
    <wsman:Selector Name="SystemCreationClassName">DCIM_ComputerSystem</wsman:Selector>
  </wsman:SelectorSet>
</s:Header>
<s:Body>
  <n1:ApplyAttributes_INPUT>
    <n1:Target>iDRAC.Embedded.1</n1:Target>
    <n1:AttributeName>SupportAssist.1#DefaultProtocol</n1:AttributeName>
    <n1:AttributeValue>NFS</n1:AttributeValue>
    <n1:AttributeName>SupportAssist.1#DefaultIPAddress</n1:AttributeName>
    <n1:AttributeValue>10.94.224.124</n1:AttributeValue>
    <n1:AttributeName>SupportAssist.1#DefaultShareName</n1:AttributeName>
    <n1:AttributeValue>/home/kiran_k2/nfsshare</n1:AttributeValue>
    <n1:AttributeName>SupportAssist.1#DefaultUserName</n1:AttributeName>
    <n1:AttributeValue>wsman</n1:AttributeValue>
    <n1:AttributeName>SupportAssist.1#DefaultPassword</n1:AttributeName>
    <n1:AttributeValue>password</n1:AttributeValue>
    <n1:AttributeName>SupportAssist.1#DefaultworkgroupName</n1:AttributeName>
    <n1:AttributeValue>work</n1:AttributeValue>
  </n1:ApplyAttributes_INPUT>
</s:Body>
</s:Envelope>
```

#### WSMAN Output SOAP Packet:

```
<?xml version="1.0" encoding="UTF-8"?>
<s:Envelope xmlns:s="http://www.w3.org/2003/05/soap-envelope"
xmlns:wsa="http://schemas.xmlsoap.org/ws/2004/08/addressing"
xmlns:n1="http://schemas.dmtf.org/wbem/wscim/1/cim-schema/2/root/dcim/DCIM_iDRACCardService"
xmlns:wsman="http://schemas.dmtf.org/wbem/wsman/1/wsman.xsd">
  <s:Header>
    <wsa:To>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:To>
    <wsa:Action>http://schemas.dmtf.org/wbem/wscim/1/cim-
schema/2/root/dcim/DCIM_iDRACCardService/ApplyAttributesResponse</wsa:Action>
    <wsa:RelatesTo>uuid:82de0cd8-4f16-1f16-8002-6cbb576a0064</wsa:RelatesTo>
    <wsa:MessageID>uuid:4d36d620-f5ad-15ad-818a-2403d5eb7b84</wsa:MessageID>
  </s:Header>
  <s:Body>
    <n1:ApplyAttributes_OUTPUT>
      <n1:Job>
        <wsa:EndpointReference>
  </wsa:EndpointReference>
  <wsa:Address>http://schemas.xmlsoap.org/ws/2004/08/addressing/role/anonymous</wsa:Address>
  <wsa:ReferenceParameters>
    <wsman:ResourceURI>http://schemas.dell.com/wbem/wscim/1/cim-
schema/2/DCIM_LifecycleJob</wsman:ResourceURI>
    <wsman:SelectorSet>
      <wsman:Selector Name="InstanceID">JID_774995571198</wsman:Selector>
      <wsman:Selector Name="__cimnamespace">root/dcim</wsman:Selector>
    </wsman:SelectorSet>
```

```
        </wsa:ReferenceParameters>
    </wsa:EndpointReference>
</n1:Job>
    <n1:ReturnValue>4096</n1:ReturnValue>
</n1:ApplyAttributes_OUTPUT>
</s:Body>
</s:Envelope>
```

**For default network share settings, set the following attributes:**

- SupportAssist.1#DefaultProtocol
- SupportAssist.1#DefaultIPAddress
- SupportAssist.1#DefaultShareName
- SupportAssist.1#DefaultUserName
- SupportAssist.1#DefaultPassword
- SupportAssist.1#DefaultWorkgroupName

**For host operating system proxy settings, set the following attributes:**

- SupportAssist.1#HostOSProxyConfigured  
The HostOSProxyConfigured attribute should be set to Yes if the following proxy settings are to be used by the host operating system for internet connectivity.
- SupportAssist.1#HostOSProxyAddress
- SupportAssist.1#HostOSProxyPort
- SupportAssist.1#HostOSProxyUserName
- SupportAssist.1#HostOSProxyPassword

**For configuring SupportAssist after the registration is complete, set the following attributes:**

- SupportAssist.1#EmailOptIn  
The EmailOptIn attribute should be set to Yes to receive email notifications from Dell on case creation and collection upload.
- SupportAssist.1#PreferredLanguage
- SupportAssist.1#FilterAutoCollections  
The FilterAutoCollections attribute should be set to Yes if to filter the auto generated collections for identification information
- SupportAssist.1#ProSupportPlusRecommendationsReport  
The ProSupportPlusRecommendationReport attribute must be set to Enabled to receive recommendations for the server in the ProSupport Plus Recommendations Report.
- SupportAssist.1#EventBasedAutoCollection  
The EventBasedAutoCollection attribute should be set to Enabled for SupportAssist to receive critical events and request collections from the server.
- SupportAssist.1#SupportAssistEnableState  
The SupportAssistEnableState attribute indicates whether the SupportAssist auto collection features are enabled on the server.

## RACADM

This section describes the RACADM commands that you can use for registering and configuring SupportAssist.

### racadm supportassist accepteula

**Note:** The End User License Agreement (EULA) must be accepted before you register SupportAssist.

To accept the EULA, use the **supportassist accepteula** command.

#### Output:

```
SRV074: The SupportAssist End User License Agreement (EULA) is accepted by iDRAC user <iDRAC username> via iDRAC RACADM interface
```

### racadm supportassist geteulastatus

To get information about the EULA acceptance, use the **supportassist geteulastatus** command.

#### Output:

```
SRV074: The SupportAssist End User License Agreement (EULA) is accepted by iDRAC user <iDRAC username> via iDRAC RACADM interface.
```

### racadm supportassist register

**Note:** You must accept the EULA before running the **supportassist register** command.

To register SupportAssist, use the **supportassist register** command along with the mandatory parameters. When registration is successful, the command returns a Job Identifier, which you can use to monitor the status of the registration.

**Note:** The mandatory fields that are required for registering SupportAssist are *Primary First Name*, *Primary Last Name*, *Primary Phone Number*, *Primary Email*, *Company Name*, and *Service Address fields (Street1, City, State, Country, Zip)*.

#### Usage:

```
racadm supportassist register -pfname <primary first name> -plname <primary last name>\
-pmnumber <primary mobile number> -panumber <primary alternate mobile number>\
-pmailid <primary email id> -sfname <secondary first name> -slname <secondary last name>\
-smnumber <secondary mobile number> -sanumber <secondary alternate mobile number>\
-smailid <secondary email id> -company <company name> -street1 <street1 name> -street2 <street2 name>\
-city <city name> -state <state name> -country <country name> -zip <zip number>
```

#### Example: To register with the mandatory contact details

```
racadm supportassist register -pfname -plname plname -pmnumber 9876543219 -pmailid pemail@companyname.com
-company companyname -street1 street1name -city cityname -state statename -country countryname -zip 12345
```

#### Output:

```
Job ID = JID_936055340165
```

```
RAC1154: The requested operation is initiated.
```

Run the RACADM jobqueue sub-command, using the job id to check the status of the requested operation.

## Job status

To check the status of a job, use the following command:

```
racadm jobqueue view -i JID_936055340165
```

```
[Job ID=JID_936055340165]
Job Name=SupportAssist Registration
Status=Completed
Start Time=[Not Applicable]
Expiration Time=[Not Applicable]
Message=[SRV088: The SupportAssist Registration Operation is completed successfully.]
Percent Complete=[100]
```

## racadm supportassist autocollectscheduler create

**Note:** After successful registration, by default, automatic collection is scheduled monthly on the 1st Sunday between 12 a.m. and 5 p.m.

After registering SupportAssist, use the **supportassist autocollectscheduler create** command to update the SupportAssist auto collections schedule.

You can specify the automatic collection schedule to weekly, monthly, or quarterly.

### Valid Options:

---

-time: <time> : Time to schedule a SupportAssist collection in HH:MM 12 hour format.

-dom: <DayOfMonth> : Day of Month to schedule a SupportAssist collection.  
Valid values are 1-28, L(Last day) or '\*' (default - any day).  
if -dom option is included in the command, then -wom and -dow options should not be included.

-wom: <WeekOfMonth> : Week of Month to schedule a SupportAssist collection.  
Valid values are 1-4, L(Last week) or '\*' (default - any week).  
if -wom option is included in the command, then only -dow option should be included. -dom should not be included.

-dow: <DayofWeek> : Day of Week to schedule a SupportAssist collection. Valid values sunday, monday,...saturday '\*' (default - any day).

-rp: <repeat> : Repeat parameter, weekly or monthly or quarterly  
: weekly is allowed only with dow parameter  
: Monthly/quarterly is allowed either dom or dow, wom together

---

### Usage Examples:

#### To schedule the automatic collection on Sunday:

```
racadm supportassist autocollectscheduler create -time 4:05am -dow sunday -rp weekly
```

#### To schedule the automatic collection on the 27th day of every month:

```
racadm supportassist autocollectscheduler create -time 4:55pm -dom 27 -rp monthly
```

#### To schedule the automatic collection on Monday of the 2nd week of month, every quarter:

```
racadm supportassist autocollectscheduler create -time 3:55am -wom 2 -dow monday -rp quarterly
```

### Output:

```
SRV088: The SupportAssist operation is successfully completed.
```

## racadm supportassist autocollectscheduler view

**Note:** After successful registration, by default, automatic collection is scheduled monthly on the 1st Sunday between 12 a.m. and 5 p.m.

After registering SupportAssist, use the **supportassist autocollectscheduler view** command to get the SupportAssist automatic collection schedule.

### Output:

```
scheduler collection time = 12:10 AM
scheduler collection DayOfMonth = *
scheduler collection DayOfWeek = Sun
scheduler collection WeekOfMonth = 1
scheduler collection User = *
scheduler collection recurrence = Monthly
```

## racadm supportassist autocollectscheduler clear

**Note:** After successful registration, by default, automatic collection is scheduled monthly on the 1st Sunday between 12 a.m. and 5 p.m.

After registering SupportAssist, use the **supportassist autocollectscheduler clear** command to clear the SupportAssist automatic collection schedule.

### Output:

```
SRV088: The SupportAssist operation is successfully completed.
```

## SupportAssist Configuration

- To set a SupportAssist configuration setting, use the following command syntax:  
`racadm set <attribute_name> <attribute_value>`
- To get a SupportAssist configuration setting, use the following command syntax:  
`racadm get <attribute_name>`

For default network share settings, set the following attributes.

| Command  | Acceptable values   |
|--|---|
| <code>racadm set idrac.supportassist.DefaultProtocol 1</code>                  | Accepted protocols are NFS (1) and CIFS (2), with CIFS as default protocol. |
| <code>racadm set idrac.supportassist.DefaultShareName /home/nfs_share</code>   | ShareName accepts a string of 0 to 64 characters in length                  |
| <code>racadm set idrac.supportassist.DefaultIPAddress 10.232.117.89</code>     | IPAddress accepts valid IPv4 and IPv6 address                               |
| <code>racadm set idrac.supportassist.DefaultUserName user1</code>              | UserName accepts a string of 0 to 64 characters in length                   |
| <code>racadm set idrac.supportassist.DefaultPassword password</code>           | Password accepts a string of 0 to 64 characters in length                   |
| <code>racadm set idrac.supportassist.DefaultWorkgroupName workgroupname</code> | Workgroupname accepts a string of 0 to 64 characters in length              |

For host operating system proxy settings, set the following attributes.

| Command   | Acceptable values  |
|---|--|
| <code>racadm set idrac.supportassist.HostOSProxyConfigured Yes</code>                   | Indicates whether the host operating system connects to the internet through a proxy server. The accepted values are No (0) and Yes (1) with No being the default value. |
| <code>racadm set idrac.supportassist.HostOSProxyAddress proxy.us.companyname.com</code> | HostOSProxyAddress accepts a string of 0 to 256 characters in length.  |
| <code>racadm set idrac.supportassist.HostOSProxyPort 80</code>                          | HostOSProxyPort accepts integer values from 0 to 65535.  |
| <code>racadm set idrac.supportassist.HostOSProxyUserName proxyusername</code>           | HostOSProxyUserName accepts a string of 0 to 64 characters in length.  |
| <code>racadm set idrac.supportassist.HostOSProxyPassword proxypassword</code>           | HostOSProxyPassword accepts a string of 0 to 64 characters in length.  |

For configuring SupportAssist after the registration is complete, set the following attributes.

| Command   | Acceptable values   |
|---|---|
| <i>racadm set idrac.supportassist.EmailOptIn Yes</i>                        | EmailOptIn indicates the option to receive email notifications from Dell EMC on case creation and collection upload. Accepted values are No (0) and Yes (1) with Yes being the default value  |
| <i>racadm set idrac.supportassist.PreferredLanguage 0</i>                   | Preferred Language for email communication from Dell EMC. Accepted values are 0-English;1-German;2-French;3-Japanese;4-Spanish;5-Simplified Chinese with English being the default value.   |
| <i>racadm set idrac.supportassist.FilterAutoCollections No</i>              | Indicates whether to filter automatic collections for identification information. Accepted values are No (0) and Yes (1) with No being the default value.   |
| <i>racadm set idrac.supportassist.ProSupportPlusRecommendationsReport 0</i> | Indicates whether you want to receive recommendations for the server in the ProSupport Plus Recommendations Report. Accepted values are Disabled (0) and Enabled (1) with Disabled being the default value.<br><b>Note:</b> The recommendation report setting is applicable only when the automatic collections schedule is set to weekly or monthly. If the automatic collections schedule is set to quarterly, the server is not included in the recommendation report. |
| <i>racadm set idrac.supportassist.EventBasedAutoCollection</i>              | Indicates whether the SupportAssist event-based automatic collection feature is enabled on the server. Accepted values are Disabled (0) and Enabled (1) with Disabled being the default value.<br><b>Note:</b> Event based automatic collections can be enabled only after registration is complete.  |
| <i>racadm set idrac.supportassist.SupportAssistEnableState 0</i>            | Indicates whether the SupportAssist automatic collection features are enabled on the server. Accepted values are Disabled (0) and Enabled (1) with Disabled being the default value.<br><b>Note:</b> SupportAssist enable state can be enabled only after registration is complete.   |



## Server Configuration Profile

A server's configuration can be exported or imported by using the Server Configuration Profile (SCP) feature. The *export* operation captures a snapshot of the system configuration to a supported file format (XML or JSON) and exports it to a network file share that you specify. The SCP file can then be edited to change one or more configuration settings spanning different device classes, and can then be *imported* to one or more target systems.

This section provides information on using SCP for:

- SupportAssist Registration
- SupportAssist Configuration

For SupportAssist Registration by using SCP, ensure that the prerequisites are met before the import operation. Lifecycle Controller Logs indicates if the registration did not proceed because the prerequisites were not met.

For information on all supported RACADM and WSMAN commands and available options to export and import SCP configurations, see the following SCP whitepaper: [Creating and Managing Server Configuration Profiles](#).

### Exporting Server Configuration Profile

To export a server configuration profile to a CIFS location, use the following RACADM command:

```
racadm get -t xml -f file -u myuser -p mypass -l //10.11.12.13/share
```

#### Example: Exporting a server configuration profile file in XML format to a CIFS share

```
racadm get -t xml -f scp_default.xml -u cifsuname -p cifspasswd -l //10.11.12.13/cifs
```

#### Output:

```
RAC976: Export configuration XML file operation initiated.  
Use the "racadm jobqueue view -i JID_940170424096" command to view the status of the operation.
```

The following are the attributes in the SupportAssist Registration section of the exported SCP file.

#### XML format:

```
<Component FQDD="SupportAssist.Embedded.1">  
<!-- <Attribute Name="SupportAssist.1#SupportAssistEULAAccepted"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#SupportAssistEULAAcceptedByiDRACUser"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#PrimaryContactFirstName"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#PrimaryContactLastName"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#PrimaryContactPhoneNumber"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#PrimaryContactAlternatePhoneNumber"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#PrimaryContactEmail"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#SecondaryContactFirstName"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#SecondaryContactLastName"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#SecondaryContactPhoneNumber"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#SecondaryContactAlternatePhoneNumber"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#SecondaryContactEmail"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#ShippingInfoCompanyName"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#ShippingInfoStreet1"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#ShippingInfoStreet2"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#ShippingInfoCity"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#ShippingInfoState"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#ShippingInfoCountry"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#ShippingInfoZip"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#HostOSProxyConfigured"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#HostOSProxyAddress"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#HostOSProxyPort"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#HostOSProxyUserName"></Attribute> -->  
<!-- <Attribute Name="SupportAssist.1#HostOSProxyPassword"></Attribute> -->  
</Component>
```

## JSON format:

```
{ "FQDD": "SupportAssist.Embedded.1",
  "Attributes": [
    { "Name": "SupportAssist.1#SupportAssistEULAAccepted",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SupportAssistEULAAcceptedByiDRACUser",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactFirstName",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactLastName",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactPhoneNumber",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactAlternatePhoneNumber",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactEmail",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactFirstName",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactLastName",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactPhoneNumber",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactAlternatePhoneNumber",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactEmail",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#ShippingInfoCompanyName",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#ShippingInfoStreet1",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#ShippingInfoStreet2",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#ShippingInfoCity",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#ShippingInfoState",
      "Value": "",
      "Set On Import": "False",
```

```

"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoCountry",
  "Value": "",
  "Set On Import": "False",
  "Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoZip",
  "Value": "",
  "Set On Import": "False",
  "Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyConfigured",
  "Value": "",
  "Set On Import": "False",
  "Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyAddress",
  "Value": "",
  "Set On Import": "False",
  "Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyPort",
  "Value": "",
  "Set On Import": "False",
  "Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyUserName",
  "Value": "",
  "Set On Import": "False",
  "Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyPassword",
  "Value": "",
  "Set On Import": "False",
  "Comment": "Read and Write" }
}},

```

## SupportAssist Registration

To register SupportAssist, edit the SCP file, provide the Registration information and then import the file.

**Note:** The mandatory fields that are required for registering SupportAssist are *Primary First Name*, *Primary Last Name*, *Primary Phone Number*, *Primary Email*, *Company Name*, and *Service Address fields (Street1, City, State, Country, Zip)*.

The following is an example of the attributes for SupportAssist registration by using an SCP XML file.

### XML format:

```

<Component FQDD="SupportAssist.Embedded.1">
  <Attribute Name="SupportAssist.1#SupportAssistEULAAccepted"> True</Attribute>
  <Attribute Name="SupportAssist.1#SupportAssistEULAAcceptedByiDRACUser">root</Attribute>
  <Attribute Name="SupportAssist.1#PrimaryContactFirstName">John</Attribute>
  <Attribute Name="SupportAssist.1#PrimaryContactLastName">Doe</Attribute>
  <Attribute Name="SupportAssist.1#PrimaryContactPhoneNumber">123-456-7890</Attribute>
  <Attribute Name="SupportAssist.1#PrimaryContactAlternatePhoneNumber"></Attribute>
  <Attribute Name="SupportAssist.1#PrimaryContactEmail">John_Doe@Dell.com</Attribute>
  <Attribute Name="SupportAssist.1#SecondaryContactFirstName"></Attribute>
  <Attribute Name="SupportAssist.1#SecondaryContactLastName"></Attribute>
  <Attribute Name="SupportAssist.1#SecondaryContactPhoneNumber"></Attribute>
  <Attribute Name="SupportAssist.1#SecondaryContactAlternatePhoneNumber"></Attribute>
  <Attribute Name="SupportAssist.1#SecondaryContactEmail"></Attribute>
  <Attribute Name="SupportAssist.1#ShippingInfoCompanyName">Dell Inc.</Attribute>
  <Attribute Name="SupportAssist.1#ShippingInfoStreet1">200 Dell Way</Attribute>
  <Attribute Name="SupportAssist.1#ShippingInfoStreet2"></Attribute>
  <Attribute Name="SupportAssist.1#ShippingInfoCity">Round Rock</Attribute>
  <Attribute Name="SupportAssist.1#ShippingInfoState">Tx</Attribute>
  <Attribute Name="SupportAssist.1#ShippingInfoCountry">USA</Attribute>
  <Attribute Name="SupportAssist.1#ShippingInfoZip">78684</Attribute>
  <Attribute Name="SupportAssist.1#HostOSProxyConfigured"></Attribute>
  <Attribute Name="SupportAssist.1#HostOSProxyAddress"></Attribute>

```

```
<Attribute Name="SupportAssist.1#HostOSProxyPort"></Attribute>
<Attribute Name="SupportAssist.1#HostOSProxyUserName"></Attribute>
<Attribute Name="SupportAssist.1#HostOSProxyPassword"></Attribute>
</Component>
```

The following is an example of the attributes for SupportAssist registration by using an SCP JSON file.

#### JSON format:

```
{ "FQDD": "SupportAssist.Embedded.1",
  "Attributes": [
    { "Name": "SupportAssist.1#SupportAssistEULAAccepted",
      "Value": "True",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SupportAssistEULAAcceptedByiDRACUser",
      "Value": "root",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactFirstName",
      "Value": "John",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactLastName",
      "Value": "Doe",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactPhoneNumber",
      "Value": "123-456-7890",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactAlternatePhoneNumber",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#PrimaryContactEmail",
      "Value": "John_Doe@Dell.com",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactFirstName",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactLastName",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactPhoneNumber",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactAlternatePhoneNumber",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#SecondaryContactEmail",
      "Value": "",
      "Set On Import": "False",
      "Comment": "Read and Write" },
    { "Name": "SupportAssist.1#ShippingInfoCompanyName",
      "Value": "Dell EMC",
```

```

"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoStreet1",
"Value": "100 Dell EMC Way",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoStreet2",
"Value": "",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoCity",
"Value": "Round Rock",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoState",
"Value": "TX",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoCountry",
"Value": "USA",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#ShippingInfoZip",
"Value": "78684",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyConfigured",
"Value": "Yes",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyAddress",
"Value": "ProxyServer",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyPort",
"Value": "80",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyUserName",
"Value": "ProxyUserName",
"Set On Import": "False",
"Comment": "Read and Write" },
{ "Name": "SupportAssist.1#HostOSProxyPassword",
"Value": "ProxyPassword",
"Set On Import": "False",
"Comment": "Read and Write" }
}],

```

**For host operating system proxy settings, edit the following attributes and import the SCP file:**

- SupportAssist.1#HostOSProxyConfigured  
The HostOSProxyConfigured attribute should be set to Yes if the following proxy settings are to be used by the host operating system for internet connectivity.
- SupportAssist.1#HostOSProxyAddress
- SupportAssist.1#HostOSProxyPort
- SupportAssist.1#HostOSProxyUserName
- SupportAssist.1#HostOSProxyPassword

The proxy server information is used while communicating with Dell EMC for registering SupportAssist.

**Importing Server Configuration Profile**

To import a server configuration profile to a CIFS location, use following RACADM command:

```
racadm set -t xml -f file -u myuser -p mypass -l //10.11.12.13/share
```

**Example: Importing a server configuration profile from a remote CIFS share**

```
racadm set -t xml -f myfile.xml -u myuser -p mypass -l //10.1.2.3/myshare
```

RAC977: Import configuration XML file operation initiated.  
Use the "racadm jobqueue view -i JID\_951350784207" command to view the status of the operation.

**SupportAssist Configuration**

Apart from the registration attributes, the other SupportAssist attributes that you can configure by using an SCP are as follows.

```
<!-- <Attribute Name="SupportAssist.1#SupportAssistEnableState">Enabled</Attribute>-->
<!-- <Attribute Name="SupportAssist.1#EventBasedAutoCollection">Disabled</Attribute>-->
<!-- <Attribute Name="SupportAssist.1#ProSupportPlusRecommendationsReport">Disabled</Attribute>-->
<!-- <Attribute Name="SupportAssist.1#FilterAutoCollections">Yes</Attribute>-->
<!-- <Attribute Name="SupportAssist.1#DefaultProtocol">CIFS</Attribute>-->
<!-- <Attribute Name="SupportAssist.1#DefaultIPAddress"></Attribute>-->s
<!-- <Attribute Name="SupportAssist.1#DefaultShareName"></Attribute>-->
<!-- <Attribute Name="SupportAssist.1#DefaultWorkgroupName"></Attribute>-->
<!-- <Attribute Name="SupportAssist.1#DefaultUserName"></Attribute>-->
<!-- <Attribute Name="SupportAssist.1#DefaultPassword">*****</Attribute> -->
<!-- <Attribute Name="SupportAssist.1#EmailOptIn">Yes</Attribute>-->
<!-- <Attribute Name="SupportAssist.1#PreferredLanguage">Simplified Chinese</Attribute>-->
```

**For default network share settings, edit the following attributes and import the SCP file:**

- SupportAssist.1#DefaultProtocol
- SupportAssist.1#DefaultIPAddress
- SupportAssist.1#DefaultShareName
- SupportAssist.1#DefaultUserName
- SupportAssist.1#DefaultPassword
- SupportAssist.1#DefaultWorkgroupName

**For configuring SupportAssist after the registration is complete, edit the following attributes and import the SCP file:**

- SupportAssist.1#EmailOptIn  
The EmailOptIn attribute should be set to Yes to receive email notifications from Dell on case creation and collection upload.
- SupportAssist.1#PreferredLanguage
- SupportAssist.1#FilterAutoCollections  
The FilterAutoCollections attribute should be set to Yes if to filter the auto generated collections for identification information
- SupportAssist.1#ProSupportPlusRecommendationsReport  
The ProSupportPlusRecommendationReport attribute must be set to Enabled to receive recommendations for the server in the ProSupport Plus Recommendations Report.
- SupportAssist.1#EventBasedAutoCollection  
The EventBasedAutoCollection attribute should be set to Enabled for SupportAssist to receive critical events and request collections from the server.
- SupportAssist.1#SupportAssistEnableState  
The SupportAssistEnableState attribute indicates whether the SupportAssist auto collection features are enabled on the server.

## References

1. How to build and execute wsman method commands:  
<http://en.community.dell.com/techcenter/systems-management/w/wiki/4374.how-to-build-and-execute-wsman-method-commands>