

Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager User's Guide



Notes, Cautions, and Warnings



NOTE: A NOTE indicates important information that helps you make better use of your computer.



CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.



WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

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2014 - 12

Rev. A00

Contents

1 Overview.....	6
Key Features.....	6
Features Supported With Dell Service Contracts.....	7
Case Data Handling.....	7
Event Storm Handling.....	7
Data Collected	7
2 Installing And Setting Up Dell SupportAssist.....	9
Prerequisites.....	9
Management Packs Required For SupportAssist.....	9
Minimum Requirements For Installing SupportAssist.....	10
Software Requirements.....	10
Hardware Requirements.....	11
Network Requirements.....	11
Downloading The Installation Package.....	12
Installing Dell SupportAssist.....	12
Setting Up SupportAssist.....	14
Verifying The Installation.....	14
3 Dell SupportAssist Interface.....	15
Case List.....	15
Device Inventory.....	17
Settings.....	18
System Logs.....	18
Proxy Settings.....	19
Remote Connection.....	20
Preferences.....	21
Contact Information.....	21
Connectivity Test.....	22
4 Using Dell SupportAssist.....	23
Launching Dell SupportAssist.....	23
Configuring Proxy Server Settings.....	23
Configuring The Default Device Type Credentials.....	24
Confirming Connectivity Through The Proxy Server.....	25
Configuring A Remote Connection.....	25
Confirming Email Connectivity.....	26
Filtering The System Log Collection.....	26

Editing Device Credentials.....	27
Enabling Or Disabling The Automatic Collection Of System Logs.....	28
Resetting The Device-Specific Credentials To The Default Device Type Credentials.....	28
Overwriting The Device-Specific Credentials With The Default Device Type Credentials.....	29
Sending The System Logs Manually.....	30
Scheduling The System Log Collection.....	31
Default System Log Collection Schedule.....	31
Enabling Or Disabling The Scheduling Of System Log Collection.....	31
Disabling The Scheduling Of System Log Collection For A Specific Device Type.....	32
Ensuring Successful Communication Between The SupportAssist Application And The SupportAssist Server.....	33
Verifying The Server Certificate.....	33
Setting SupportAssist To Maintenance Mode.....	34
Viewing The Case List.....	34
Filtering The Case List Data By Column Name And Keyword.....	35
Sorting The Case List Data By Column Name.....	35
Returning The Case List Data To The Default Sorting.....	35
Setting The Number Of Cases Displayed Per Page.....	36
Viewing The Device Inventory.....	36
Filtering The Device Inventory Data By Column Name And Keyword.....	36
Sorting The Device Inventory Data By Column Name.....	36
Returning The Device Inventory Data To The Default Sorting.....	37
Setting The Number Of Devices Displayed Per Page.....	37
Refreshing The Case List Or Device Inventory Display Data.....	37
Viewing And Updating The Contact Information.....	37
Configuring Email Notification Settings.....	38
Accessing And Viewing The System Log Collection.....	39
Viewing Dell SupportAssist Product Information.....	39
Viewing Support Information.....	39
Accessing And Viewing The Logs.....	40
Accessing The Context-Sensitive Help.....	40

5 Uninstalling Dell SupportAssist.....41

6 Troubleshooting.....42


Installing Dell SupportAssist.....	42
Launching Dell SupportAssist.....	42
Service Tag Warnings.....	42
Service Contract.....	42
Service Contract Warning.....	43
Service Contract Type Is Unknown.....	43
Collection Failure.....	43


Collection Failed To Upload.....	43
Services.....	44
Security.....	44
Verifying the installation of the root certificate.....	45
Installing Root Certificates.....	45
7 Related Documents And Resources.....	47
Other Documents You May Need.....	47
Accessing documents from Dell support site.....	47
Contacting Dell.....	48

Overview

Dell SupportAssist is a service capability that collects information about your computer hardware and software, and automatically creates support cases when issues arise. This helps Dell to provide you an enhanced, personalized, and efficient support experience. Dell uses this data to help solve common problems and design and market the products and services features you use most.

SupportAssist integrates with Microsoft System Center Operations Manager to provide automated support capabilities for Dell's 9th to 13th generation of PowerEdge servers. SupportAssist also supports monitoring of Dell's 12th and 13th generation of PowerEdge servers through Integrated Dell Remote Access Controller (iDRAC).

 **NOTE:** For the complete list of supported server models and operating systems, see the *Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager Support Matrix* at [Dell.com/ServiceabilityTools](https://dell.com/serviceabilitytools).

 **NOTE:** SupportAssist does not support Dell PowerEdge Cloud servers.

SupportAssist also provides rich device, support case, and service contract reporting.

Equipping your server running Operations Manager with SupportAssist is voluntary, and results in improved support, products, and services designed to meet your needs.


Key Features

The key features of Dell SupportAssist include:

- Monitoring — Receives critical alerts from supported devices.
- Automated collection of system information — Information required for troubleshooting the issue is automatically collected and sent to Dell.
- Automatic support case creation — When a critical alert is received from your hardware by Operations Manager, the alert information is sent to Dell and a service request is automatically created. A Dell technical support agent contacts you about the alert and helps you resolve the issue.

 **NOTE:** Support cases opened prior to SupportAssist installation, do not appear in the SupportAssist dashboard.

- Proactive parts dispatch — Based on examination of the troubleshooting data, if the Dell technical support agent determines that a part needs to be replaced in your environment, a replacement part is dispatched to you with your consent.

 **NOTE:** SupportAssist also enables reporting for devices with a Dell ProSupport Plus service contract. ProSupport Plus reporting provides insight into the as-maintained environment configuration with proactive firmware recommendations and other reports.

Features Supported With Dell Service Contracts

The features supported in your environment may vary based on your Dell service contract.


The following table provides a comparison of the features available with the Dell Basic Hardware and Dell ProSupport service contracts.

Feature	Basic Hardware	ProSupport	ProSupport Plus
Remote monitoring	✓	✓	✓
Automated log and configuration collection	✓	✓	✓
Automatic support case creation	✗	✓	✓
Proactive parts dispatch	✗	✓	✓
ProSupport Plus reporting	✗	✗	✓

Case Data Handling

For increased performance, SupportAssist case data is cached prior to display in the dashboard, and is not displayed in real time. When launched, SupportAssist:

- Queries Dell once every three minutes for cases in the **Submitted** state to determine if it needs to update the case status.
- Determines the last time the case data was updated for a submitted case. It then queries the cases for which cached status information has expired in the last three minutes.
- Queries Dell once every 15 minutes for cases in all status other than **Submitted**.

 **NOTE:** If the data for a particular case is older than 15 minutes by the next poll time, SupportAssist queries for that data in the current poll. Therefore, SupportAssist may only poll for cases that are in the **Open** state for case data every 12 minutes.

Event Storm Handling

SupportAssist intelligently handles event storm conditions, allowing up to nine separate alerts from your Operations Manager-managed environment in a 60-minute time span. However, if it receives 10 or more separate alerts it automatically enters Maintenance mode.

Maintenance mode suspends any further processing of alerts, enabling you to make infrastructure changes without generating unnecessary cases. After 30 minutes in Maintenance mode, SupportAssist automatically exits Maintenance mode and resumes normal alert processing.

Data Collected

Dell SupportAssist continually monitors the system configuration data and usage information of your Operations Manager-managed Dell computer hardware and software. While Dell does not anticipate

accessing or collecting personal information, such as your personal files, web-browsing history, or cookies, in connection with this program, any personal data inadvertently collected or viewed will be treated in accordance with the Dell Privacy Policy.

The information encrypted in the data log file sent back to Dell includes the following categories of data, among others:

- **User Information** — Computer name, domain, IP address, and Dell Service Tag.
- **Hardware Configuration** — Installed devices, processor(s), memory, network devices, and usage.
- **Software Configuration** — Operating system, installed applications, and application usage.

For more information about the collected troubleshooting information, see [Accessing And Viewing The System Log Collection](#).

Installing And Setting Up Dell SupportAssist

The following sections provide information about installing and setting up Dell SupportAssist.

Prerequisites

The following are the prerequisites for installing and using SupportAssist:

- Dell PowerEdge servers running:
 - Microsoft System Center Operations Manager 2012 R2
 - Microsoft System Center Operations Manager 2012 SP1
 - Microsoft System Center Operations Manager 2007 R2 root management server (RMS), management server, or operations console
- Dell Server Management Pack Suite Version 5.0.1, 5.1, or 6.0 For Microsoft System Center Operations Manager And System Center Essentials
- Familiarity with Operations Manager 2012 R2, 2012 SP1, or 2007 R2 installation, configuration, and operation

For more information about installing, configuring, and using Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials, see the following documents:

- *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials Installation Guide*
- *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials User's Guide*

To access the documents, go to **Dell.com/OpenManageManuals** and click **Server Management Pack Versions for Microsoft System Center Operations Manager**.


Related Links

[Installing Dell SupportAssist](#)
[Setting Up SupportAssist](#)

Management Packs Required For SupportAssist

The following table lists the Dell Server Management Pack Suite Version 5.0.1, 5.1, or 6.0 management packs required for SupportAssist to monitor supported Dell PowerEdge servers and iDRAC.

Devices to be monitored	Monitoring Feature	Required Management Packs
Dell's 9th generation to 13th generation of PowerEdge servers	Servers and Rack Workstations Agent-based Monitoring	<ul style="list-style-type: none"> • Dell Base Hardware Library • Dell Server Model • Dell Server Operations Library • Dell Server View Library • Dell Windows Server (Scalable Edition) • Dell Windows Server (Detailed Edition) • Dell Windows Server Overrides (Informational Alerts On) • Dell Operations Library Common
iDRAC	DRAC Monitoring	<ul style="list-style-type: none"> • Dell Feature Monitoring (optional) • Dell Base Hardware Library • Dell Operations Library Common • Dell DRAC Model • Dell DRAC View • Dell DRAC Operations Library • Dell DRAC (SCOM 2007/SCE 2010) • Dell DRAC (SC2012 OM)

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

Minimum Requirements For Installing SupportAssist

This section provides the minimum requirements for installing and using SupportAssist.

Related Links

[Installing Dell SupportAssist](#)
[Setting Up SupportAssist](#)
[Software Requirements](#)
[Hardware Requirements](#)
[Network Requirements](#)

Software Requirements

SupportAssist can integrate with one of the following versions of Operations Manager:

- Microsoft System Center Operations Manager 2012 R2
- Microsoft System Center Operations Manager 2012 SP1
- Microsoft System Center Operations Manager 2007 R2 root management server (RMS), management server, or operations console
- Integration of SupportAssist with Operations Manager 2007 R2 is supported only if the server is running one of the following operating systems:

- Microsoft Windows Server 2008 Standard, Enterprise, or Datacenter (32-bit or 64-bit) with SP1 or SP2
- Windows Server 2008 R2
- Windows Server 2008 R2 with SP1
- Integration of SupportAssist with Operations Manager 2012 R2 or Operations Manager 2012 SP1 is supported only if the server is running one of the following operating systems:
 - Windows Server 2008 R2 with SP1
 - Windows Server 2012 R2
- Microsoft .Net Framework 4.0
- Microsoft ASP.Net
- IIS 7.x with Windows authentication enabled
- Web browser — Internet Explorer 8, 9, 10, or 11 and Mozilla Firefox 23 or 24; supported only on Windows-based operating systems.

Related Links

[Minimum Requirements For Installing SupportAssist](#)

Hardware Requirements

For information about the hardware requirements specific to your environment, see the latest *Operations Manager 2007 R2 Sizing Helper Tool* or *System Center 2012 Operations Manager Sizing Helper Tool* at **microsoft.com**.

Related Links

[Minimum Requirements For Installing SupportAssist](#)

Network Requirements

The following are the minimum network requirements:

- Internet connection – standard Gbe network.
- The server running Operations Manager on which SupportAssist is installed must be able to communicate with the Dell SupportAssist server hosted by Dell over the HTTPS protocol.
- If SupportAssist is installed on either a non-host system (Operations Manager 2012 R2 or 2012 SP1) or non-RMS system (Operations Manager 2007 R2), SupportAssist must be configured to establish a remote connection with the management group. See [Configuring A Remote Connection](#).
- The management server must be able to connect to the following destinations:
 - **https://api.dell.com/support/case/v2/WebCase** — End point for the SupportAssist server.
 - **https://ddldropbox.us.dell.com/upload.ashx/** — The file upload server to which the collected system information is uploaded.
 - **http://ftp.dell.com/** — For getting new SupportAssist release information.

Related Links

[Minimum Requirements For Installing SupportAssist](#)

Downloading The Installation Package

To download the installation package:

1. Visit **support.dell.com**.
2. In the search box, type `SupportAssist` and click **Search**.
The search result is displayed.
3. Click the appropriate link to download the SupportAssist installation package to your management server running Operations Manager.

Installing Dell SupportAssist

By installing Dell SupportAssist, you agree to the **Dell End User License Agreement — Type A**, available for review at dell.com/licenseagreements; and the Dell Privacy Policy available for review at dell.com/privacy. Your use of SupportAssist is also subject to the terms of your Service Agreement and Terms and Conditions of Sale.

To install:

1. On the management server running Operations Manager, right-click the SupportAssist installer package, then select **Run as administrator**.



NOTE: Microsoft User Access Control (UAC) requires that the installation is performed with elevated privileges that are obtained only through the **Run as administrator** option. If you are logged on to the server running Operations Manager as an administrator-level user, double-click the installer package to install SupportAssist. However, when the **Open File - Security Warning** dialog box is displayed, click **Run** to proceed.

The **Dell SupportAssist - InstallShield Wizard** (installation language selection) dialog box is displayed.

2. From the **Select the language for the installation from the choices below** list, select a language and click **OK**.



NOTE: If you want to change the language after installing SupportAssist, you must uninstall and then reinstall SupportAssist. Changing the default language of the web browser has no effect on the SupportAssist dashboard display.


The **Preparing to Install** dialog box is briefly displayed and then the **Welcome to Dell SupportAssist** dialog box is displayed.



NOTE: SupportAssist installation requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, local administrator credentials, and so on. SupportAssist installation cannot proceed unless you allow Dell to save your PII.

3. Read the terms, and click **I Agree**.
The **License Agreement** dialog box is displayed.
4. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
The **Registration Information** dialog box is displayed.
5. Provide the following information for the primary contact to whom Dell must send alert notifications, case status notifications, and so on:


- **Company Name** — The company name must contain one or more printable characters, and must not exceed 256 characters.
- **Country/Territory** — Select your country or territory.
- **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Phone Number** — It must contain a minimum of 10 characters and not exceed 50 characters.
- **Alternate Phone Number** — Optional, with the same format and character requirements as the **Phone Number**.
- **Email Address** — Provide the email address in the name@company.com format. It must contain a minimum of five characters and not exceed 50 characters.
- **Preferred Email Language** — Select the desired language for SupportAssist email notifications.
- **Receive email notification when a new support case is opened** — Select the check box to receive an email when SupportAssist creates a support case.

 **NOTE:** You can update the primary contact information and also provide a secondary contact information after installing SupportAssist. If your primary contact becomes unavailable, Dell can contact your company through the secondary contact. If both the primary and secondary contacts are configured with valid email addresses, both receive SupportAssist emails. For information about updating the contact information, see [Viewing And Updating The Contact Information](#).


The **Ready to Install the Program** dialog box is displayed.

6. Click **Install** to install SupportAssist and the associated system log collection tools. By default, SupportAssist is installed at: **C:\Program Files (x86)\Dell\SupportAssist** in 64-bit operating systems and at **C:\Program Files\Dell\SupportAssist** in 32-bit operating systems.

As the SupportAssist application installs, the following system log collection tool is also installed in the background: Dell System E-Support Tool (DSET).

 **NOTE:** DSET generates the system log collection from your Operations Manager-managed Dell PowerEdge servers, then compresses and uploads it for use by Dell technical support to diagnose issues.

For more information about the generated system log collection, see [Accessing And Viewing The System Log Collection](#).



 **NOTE:** SupportAssist requires DSET in order to install and operate. If you cancel the DSET installation, SupportAssist installation will exit. Your system will not be changed, and SupportAssist will not be installed.

The **Install Wizard Completed** dialog box is displayed.

7. Click **Finish**.

The SupportAssist application opens in a web browser and the **First-Time Setup** dialog box is displayed.

The SupportAssist application installed on your system registers with the SupportAssist server hosted by Dell, and sends you a registration confirmation email.


-  **NOTE:** If there is an issue with registering the SupportAssist application with the SupportAssist server and your system connects to the Internet through a proxy server, ensure that you configure the proxy server credentials in SupportAssist. See [Configuring Proxy Server Settings](#).
-  **NOTE:** To configure SupportAssist to monitor your devices, after installing SupportAssist, follow the instructions in [Setting Up SupportAssist](#).

Related Links

[Prerequisites](#)
[Minimum Requirements For Installing SupportAssist](#)
[Setting Up SupportAssist](#)

Setting Up SupportAssist

To ensure that SupportAssist is able to monitor the supported devices, generate support cases if there is a problem with any devices, and transmit the system logs to Dell, you must perform the following:

1. Establish Internet connectivity — If your system connects to the Internet through a firewall or proxy server, the proxy server settings must be configured in SupportAssist. See [Configuring Proxy Server Settings](#).
 **NOTE:** You must update the proxy server settings in SupportAssist whenever the proxy server settings in your environment are changed.
2. Establish system log collection — Configure the **Default Device Type Credentials** in the **System Logs** page for each **Device Type** and **Credential Type**. See [Configuring The Default Device Type Credentials](#).
3. Establish a remote connection — If SupportAssist is installed on either a non-host system (Operations Manager 2012 R2 or Operations Manager 2012 SP1) or non-RMS system (Operations Manager 2007 R2), you must configure SupportAssist to establish a remote connection with the management groups. See [Configuring A Remote Connection](#).

Related Links


[Prerequisites](#)
[Minimum Requirements For Installing SupportAssist](#)
[Installing Dell SupportAssist](#)

Verifying The Installation


To verify if the software, hardware, and network components required for Dell SupportAssist to provide proactive support are configured correctly, see the *Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager Quick Start Guide* at Dell.com/ServiceabilityTools.

Dell SupportAssist Interface

The top-right corner of the SupportAssist dashboard displays links that you can use to navigate the interface. The following table describes the links that are displayed.

Link	Description
SupportAssist Community	Opens the SupportAssist User Group website in a new browser window.
Help	<p>Move the mouse pointer over the link to display a drop-down that provides the following options:</p> <ul style="list-style-type: none"> • Help — Opens the Help window that provides links to Dell technical support and product manuals. • About — Opens the About window that provides information about the SupportAssist version, copyright information, and also notifies if a newer version of SupportAssist is available.
User name	<p>Displays the user name of the currently logged in user. Move the mouse pointer over the <i>user name</i> link to display a drop-down that contains a link to the Connectivity Test page.</p> <p> NOTE: The Connectivity Test link is enabled only if you are logged on as a member of either the Administrators or Domain Admins group.</p>


By default, the **Cases** tab is displayed when SupportAssist is launched. The **Devices** tab displays the supported Operations Manager discovered Dell devices. The **Settings** tab enables you to configure SupportAssist.

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

Related Links

[Case List](#)
[Device Inventory](#)
[Settings](#)
[Connectivity Test](#)

Case List

The **Case List** is the default Dell SupportAssist dashboard view. You can filter the cases that are displayed by selecting an option from the **Filter By** drop-down box. The  icon enables you to refresh the cases that are displayed.

The following table describes the automatically-generated support case information for your supported Dell devices, as displayed in the **Case List** page.

Column	Description
Case Status	<p>The current state of the support case. The status of a case may be:</p> <ul style="list-style-type: none"> • Open — Dell technical support has opened the submitted case. • In Progress — The case is currently being worked by Dell technical support. • Customer Deferred — Dell technical support has deferred the case at the customer's request. • Submitted — SupportAssist has submitted the case. • No Case — No case exists for this device. • Reopened — The case was previously closed, and has been reopened.
Case Number	The numeric identifier assigned to the support case.
Case Title	<p>The case name, which identifies the following:</p> <ul style="list-style-type: none"> • Case generation method • Dell service contract type • Case disposition type • Device model • Device operating system • Alert ID, if available • Alert description, if available
Collection Status	<p>The current support case progress status. The progress status may be:</p> <ul style="list-style-type: none"> • Collection Tools Not Supported — This device does not support SupportAssist's collection tools. • Collection Scheduled — Collection tool is scheduled to be run on this device. • In Progress — Collection tool has been invoked on this device. • Failed to Start — Collection tool failed to start on this device. • Failed to Run — Collection tool started, but failed to run on this device. • Collection Uploaded — Collection information has been uploaded to Dell. • Collection Failed to Upload — Collection information was not successfully uploaded to Dell.
Service Contract	<p>The Dell service contract level under which the device is covered. The service contract column may display:</p> <ul style="list-style-type: none"> • Unknown — SupportAssist cannot determine the service contract. • Invalid Service Tag — The service tag of the device is invalid. See Service Tag Warnings. • No Service Contract — This device is not covered under a Dell service contract. • Expired Service Contract — The service contract of the device has expired. • Basic Support — This device is covered under a Dell Basic Hardware service contract. • ProSupport — This device is covered under a Dell ProSupport service contract. • ProSupport Plus — This device is covered under a Dell ProSupport Plus service contract.
Device Type	<p>Indicates the type of device as discovered by Operations Manager:</p> <p>Server — The device is a Dell PowerEdge server or an iDRAC7 device.</p>

Column	Description
Service Tag	A unique, alphanumeric identifier that enables Dell to individually recognize each Dell device.
Date Opened	The date and time when the support case was opened.

You can set the number of support cases displayed per page by using the **Display Cases** drop-down box. The navigation icons enable you to navigate the pages of the **Case List**.

Related Links

[Dell SupportAssist Interface](#)

[Viewing The Case List](#)

[Filtering The Case List Data By Column Name And Keyword](#)

[Sorting The Case List Data By Column Name](#)

[Returning The Case List Data To The Default Sorting](#)

[Setting The Number Of Cases Displayed Per Page](#)

[Refreshing The Case List Or Device Inventory Display Data](#)

Device Inventory

The **Device Inventory** displays the supported Operations Manager-discovered devices. The **Edit Device Credentials** link allows you to edit the credentials of a selected device. The **Send System Logs** link allows you to collect the system logs from a selected device and uploads it to Dell. You can filter the devices

that are displayed by selecting an option from the **Filter By** drop-down box. The  icon enables you to refresh the devices that are displayed.

The following table describes the automatically-generated inventory information for your supported Dell devices, as displayed in the **Device Inventory** page.

Column	Description
Device Type	Indicates the type of device as discovered by Operations Manager: Server — The device is a PowerEdge server or an iDRAC7 device.
Service Tag	A unique, alphanumeric identifier that enables Dell to individually recognize each Dell device.
Device Name	Indicates the NetBIOS name of the device as discovered by Operations Manager.
Collection Status	Indicates the status of the system log collection. The collection status may be: <ul style="list-style-type: none"> • Collection Tools Not Supported — This device does not support SupportAssist's collection tools. • Collection Scheduled — Collection tool is scheduled to be run on this device. • In Progress — Collection tool has been invoked on this device. • Failed to Start — Collection tool failed to start on this device. • Failed to Run — Collection tool started, but failed to run on this device. • Collection Uploaded — Collection information has been uploaded to Dell. • Collection Failed to Upload — Collection information was not successfully uploaded to Dell.

You can set the number of devices displayed per page by using the **Display Devices** drop-down box. The navigation icons enable you to navigate the pages of the **Device Inventory**.

Related Links

- [Dell SupportAssist Interface](#)
- [Editing Device Credentials](#)
- [Sending The System Logs Manually](#)
- [Resetting The Device-Specific Credentials To The Default Device Type Credentials](#)
- [Viewing The Device Inventory](#)
- [Filtering The Device Inventory Data By Column Name And Keyword](#)
- [Sorting The Device Inventory Data By Column Name](#)
- [Returning The Device Inventory Data To The Default Sorting](#)
- [Setting The Number Of Devices Displayed Per Page](#)
- [Refreshing The Case List Or Device Inventory Display Data](#)

Settings

The **Settings** tab enables you to configure SupportAssist. By default, the **System Logs** page is displayed when the **Settings** tab is opened. The **Settings** tab includes the following pages:

- **System Logs**
- **Proxy Settings**
- **Remote Connection**
- **Preferences**
- **Contact Information**

Related Links

- [Dell SupportAssist Interface](#)
- [System Logs](#)
- [Proxy Settings](#)
- [Remote Connection](#)
- [Preferences](#)
- [Contact Information](#)

System Logs

The **System Logs** page enables you to:


- Edit the credentials required to collect the system logs from supported devices
- Schedule system log collections

The following table provides information about the fields displayed under **Edit Device Credentials**.

Field	Description
Device Type	Select the device type. The available option is Server .
Credential Type	Select the specific device or operating system for which you want to provide the credentials. The available options are: <ul style="list-style-type: none">• Windows

Field	Description
	<ul style="list-style-type: none"> • iDRAC
Username	Enables you to view or edit the user name.
Password	Enables you to view or edit the password in a masked format.
Overwrite the device-specific credentials with the Default Device Type Credentials for all devices belonging to the current Device Type and Credential Type	Enables you to overwrite the device-specific credentials that you had previously configured for some devices, with the Default Device Type Credentials . Only devices (of the selected Device Type and Credential Type) that you had configured with device-specific credentials are affected.

The following table provides information about the fields displayed under **System Log Collection Schedule**.

Field	Description
Frequency	<p>Enables selecting the frequency at which system logs are collected. The available options are:</p> <ul style="list-style-type: none"> • None • Weekly • Monthly
 NOTE: The Specify day and time option is enabled only if the Enable system log collection scheduling option is selected in the Preferences page.	<p>Enables selecting the day and time when you want to collect the system logs.</p> <p>If the Frequency is set to Weekly, the available options are: weeks (1 or 2), day of the week (Sun, Mon, Tue, Wed, Thu, Fri, and Sat), hour (in hh:mm format), and AM/PM.</p> <p>If the Frequency is set to Monthly, the available options are: week of the month (First, Second, Third, Fourth, and Last), day of the week (Sun, Mon, Tue, Wed, Thu, Fri, and Sat), hour (in hh:mm format), AM/PM, and months (1 or 3).</p>
Start Date	Displays the date and time at which the system logs will be collected next.

Related Links

[Settings](#)

[Configuring The Default Device Type Credentials](#)

[Scheduling The System Log Collection](#)

[Overwriting The Device-Specific Credentials With The Default Device Type Credentials](#)

Proxy Settings

The **Proxy Settings** page enables you to configure the proxy server settings. The following table provides information about the items displayed in the **Proxy Settings** page.

Field	Description
Use proxy settings	Select this option to enable configuring the proxy server settings.
Proxy Server Address or Name	Enables you to view or edit the proxy server address or name.
Proxy Port Number	Enables you to view or edit the proxy server port number.
Proxy requires authentication	Select this option if the proxy server requires authentication.
Username	Enables you to view or edit the proxy server user name.
Password	Enables you to view or edit the proxy server password in a masked format.
Confirm Password	Enables you to retype the password provided in the Password field in a masked format.


Related Links

[Settings](#)

[Configuring Proxy Server Settings](#)

Remote Connection

The **Remote Connection** page enables you to provide the root management server (RMS) credentials, required for SupportAssist to establish a remote connection with the management groups. The following table provides information about the items displayed in the **Remote Connection** page.

Field	Description
Establish a remote connection using RMS credentials	Select this option to enable the fields for providing the RMS credentials.
IP Address or Name	Enables you to view or edit the IP address or name of the RMS.
Domain\Username	Enables you to view or edit the username.  NOTE: The username must be provided in the domain\username format. You can use a period [.] to indicate the local domain.
Password	Enables you to view or edit the RMS password in a masked format.
Confirm Password	Enables you to retype the password provided in the Password field in a masked format.

Related Links

[Settings](#)

[Configuring A Remote Connection](#)

Preferences

The **Preferences** page enables you to configure **Email Settings**, **Support Collection**, and **Maintenance Mode**. The following table provides information about the options displayed under **Email Settings**.

Field	Description
Receive email notification when a new support case is opened	Select this option to receive an email notification when a new support case is opened.
Preferred email Language	Enables you to select the preferred language for email notifications.

The following table provides information about the options displayed under **Support Collection**.

Field	Description
Automatically start a log collection when a new support case is generated	Select this option to automatically start a system log collection when a new support case is generated.
Enable system log collection scheduling	Select this option to enable scheduling of the system log collection. To schedule the system log collection, configure the System Log Collection Schedule in the System Logs tab.
Send network identification information to Dell	Select this option to allow sending network identification information to Dell.

The following table provides information about the option displayed under **Maintenance Mode**.

Field	Description
Temporarily suspend case generation activity (e.g., for purposes of downtime, external troubleshooting, etc.)	Select this option to set SupportAssist in maintenance mode. While in maintenance mode, no new support cases are opened.

Related Links

[Settings](#)
[Configuring Email Notification Settings](#)
[Enabling Or Disabling The Automatic Collection Of System Logs](#)
[Enabling Or Disabling The Scheduling Of System Log Collection](#)
[Filtering The System Log Collection](#)
[Setting SupportAssist To Maintenance Mode](#)

Contact Information

The **Contact Information** page enables you to view and edit the primary and secondary contact information. The following table provides information about the items displayed in the **Contact Information** page.

Field	Description
Company Information	Enables you to view or edit the company name.
Primary	Select this option to view the primary contact information.
Secondary	Select this option to view the secondary contact information.
First Name	Enables you to view or edit the first name of the primary or secondary contact.
Last Name	Enables you to view or edit the last name of the primary or secondary contact.
Phone Number	Enables you to view or edit the phone number of the primary or secondary contact.
Alternate Phone Number	Enables you to view or edit the alternate phone number of the primary or secondary contact.
Email Address	Enables you to view or edit the email address of the primary or secondary contact.

Related Links

[Settings](#)

[Viewing And Updating The Contact Information](#)

Connectivity Test

The **Connectivity Test** page enables you to test the inbound and outbound connectivity status of SupportAssist, in order to ensure that you can receive the most current case and device updates. For example, you may want to check the connectivity status following a network outage, a router or firewall configuration, or change made to the email address of the primary user. When you perform the connectivity test, SupportAssist receives the connectivity test request, and sends a sample email with the connectivity status and a reminder to configure your devices for monitoring.

Related Links

[Dell SupportAssist Interface](#)

[Confirming Email Connectivity](#)

Using Dell SupportAssist

The following sections provide information about configuring and using Dell SupportAssist.

Launching Dell SupportAssist

To launch SupportAssist:

1. On the management server running Operations Manager:
 - Double-click the Dell SupportAssist desktop icon.
 - Click **Start**→ **All Programs**→ **Dell**→ **Dell SupportAssist**→ **Dell SupportAssist**.




The **Windows Security** dialog box may be displayed.
2. If the **Windows Security** dialog box is displayed, type the **User name** and **Password**, and then click **OK**.

The SupportAssist dashboard opens in a web browser, and may display the **First-Time Setup** dialog box.

Configuring Proxy Server Settings

If your system connects to the Internet through a firewall or proxy server, you must configure the proxy server settings in SupportAssist.

To configure the proxy server settings:

-  **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.
1. Click the **Settings** tab.
The **System Logs** page is displayed.
 2. Click **Proxy Settings**.
The **Proxy Settings** page is displayed.
 3. Select **Use Proxy Settings**.
 **NOTE:** SupportAssist supports Windows NT LAN Manager (NTLM) authentication protocol only.
 4. Type the **Proxy Server Address or Name** and **Proxy Port Number** details.
 **NOTE:** If the proxy server credentials are not provided, SupportAssist connects to the proxy server as an anonymous user.
 5. If the proxy server requires authentication, select **Proxy requires authentication**, and then provide the following information in the corresponding fields:
 - **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.

- **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
 - **Confirm Password** — Repeat the user password. The password should match with the one provided in the **Password** field.
6. Click **Apply**.
SupportAssist tests the proxy server settings, and the result of the test is displayed in a dialog box.

You can verify if the proxy settings has been configured correctly by testing the connection through the proxy server. See [Confirming Connectivity Through The Proxy Server](#).



Related Links


[Proxy Settings](#)

Configuring The Default Device Type Credentials

SupportAssist runs the appropriate collection tools and gathers the system logs from Operations Manager-managed Dell PowerEdge servers. To run the collection tools on your supported devices, you must configure SupportAssist with the Administrator credentials for each managed device type. The **Default Device Type Credentials** section in the **System Logs** page allows you to configure SupportAssist with the Administrator credentials for each supported device type and credential type.

To configure the default device type credentials:

-  **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.
1. Click the **Settings** tab.
The **System Logs** page is displayed.
 2. Under **Edit Device Credentials**, select a **Credential Type** from the list.
The available options are:
 - **Windows**
 - **iDRAC**
 3. Type the appropriate credentials in the corresponding fields:
 - **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.
 **NOTE:** Windows user names must be of the form [Domain\Username]. You can also use a period [.] to indicate the local domain.
Examples of Windows user names: .\Administrator; MyDomain\MyUsername
 - **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.

 **NOTE:** Repeat step 2 and step 3 if you want to provide the Administrator credentials for more than one **Credential Type** at a time.
 4. Click **Save Changes**.


If the credentials for a device differs from the **Default Device Type Credentials** you provided, you can edit the device credentials for that particular device. For more information about providing the credentials for a specific device, see [Editing Device Credentials](#).

Related Links

[System Logs](#)

Confirming Connectivity Through The Proxy Server


To test if Dell SupportAssist can connect to the Internet through the proxy server:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.


1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Proxy Settings**.
The **Proxy Settings** page is displayed.
3. Ensure that the proxy settings has been configured correctly. See [Configuring Proxy Server Settings](#).
4. Click **Apply**.
A dialog box appears to inform the status of the connection through the proxy server.

Configuring A Remote Connection


If SupportAssist is installed on a non-host system (Operations Manager 2012 R2 or Operations Manager 2012 SP1) or non-RMS system (Operations Manager 2007 R2), you must configure SupportAssist to establish a remote connection with the management groups. Connecting to the management groups allows SupportAssist to retrieve monitoring data such as alerts and discovery information from Operations Manager. The **Management Groups Connection** page allows you to provide the credentials required for SupportAssist to establish a remote connection with the management groups.

 **NOTE:** Whenever the Operations Manager is configured to connect to either a new host (Operations Manager 2012 R2 or 2012 SP1) or RMS (Operations Manager 2007 R2), SupportAssist must also be configured with the new management group credentials.

To configure a remote connection:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Remote Connection**.
The **Management Groups Connection** page is displayed.
3. Select **Establish a remote connection with the management group**.
4. Provide the **IP Address or Name**, **Domain\Username**, **Password**, and **Confirm Password** in the appropriate fields.

 **NOTE:** The username must be provided in the domain\username format. You can use a period [.] to indicate the local domain.


5. Click **Apply**.
SupportAssist validates the management group credentials by attempting to establish a remote connection. If the remote connection is successful, the management group credentials are saved.

Related Links

Confirming Email Connectivity

You can test the SupportAssist email connectivity status, to ensure that you receive the most current case and device updates. For example, you may want to check the email connectivity status following a network outage, a router or firewall configuration change, or change made to the email address of the primary user.


To test the SupportAssist email connectivity status:

 **NOTE:** The **Connectivity Test** link is enabled only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Move the mouse pointer over the **user name** link that is displayed beside the **Help** link, and then click **Connectivity Test**.

The **Connectivity Test** page is displayed.

2. Click **Send**.

 **NOTE:** If you have opted to not receive email notification when a new support case is generated, SupportAssist does not send the connectivity confirmation email as well. For more information about email notification settings, see [Configuring Email Notification Settings](#).

SupportAssist initiates an email connectivity test.

- If the test is successful, a confirmation email message is sent to you. The message provides the connectivity status and a reminder to configure your devices for monitoring. The SupportAssist dashboard displays the following message:

A connectivity test has been successfully sent to Dell SupportAssist.

When you receive the connectivity confirmation email from SupportAssist, ensure that your supported Dell devices are properly configured for monitoring.

- If the connectivity test fails, the following error message is displayed:
Error: Connectivity test failed. Please check your network settings. If your network settings are correct, please contact Dell Technical Support for further instructions.
 - If SupportAssist displays an error message, ensure that your network settings are correct, and then click **Retry**. If the error persists, and you are certain that your network settings are correct, click the **Dell Technical Support** link that appears below the error message to engage Dell technical support for troubleshooting assistance. Once the error is resolved, repeat step 1 to step 2.

Related Links


[Connectivity Test](#)

Filtering The System Log Collection


The system logs collected by SupportAssist includes personally identifiable information (PII) such as the complete configuration snapshot of storage systems, hosts, and network devices which can contain host identification and network configuration data.

In most cases, part or all of this data is required to properly diagnose issues. The security policy of your company may restrict sending this data outside of your network. You can prevent sending this data to Dell by configuring SupportAssist to filter the system log collection.

 **NOTE:** When the **Send network identification information to Dell** option is disabled, some of the data about your network is not transmitted to Dell. This may impede Dell technical support from resolving your issue.

 **NOTE:** If your devices are covered under the Dell ProSupport Plus service contract, when the **Send network identification information to Dell** option is disabled, you will not receive some reporting information about your devices.

To filter the system log collection:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Preferences** page is displayed.
3. Under **System Log Collection Details**, clear the **Send network identification information to Dell** option.

 **NOTE:** By default, the **Send network identification information to Dell** option is selected.


4. Click **Save Changes**.


Related Links

[Preferences](#)


Editing Device Credentials

The **Default Device Type Credentials** that you provided for each **Device Type** and **Credential Type** in the **System Logs** page is used to run the collection tools on your managed devices and gather the system logs. If the credentials for a particular device differ from the **Default Device Type Credentials** you provided, you can edit the credentials for that device.


 **CAUTION:** After you edit the credentials for a specific device, SupportAssist uses the device-specific credentials you provided to collect the system logs on that device.

 **NOTE:** To ensure that SupportAssist is able to generate the system log collection for all devices, you must edit the credentials for each device which has credentials that are not the same as the **Default Device Type Credentials**.

To edit the credentials for a device:


 **NOTE:** Editing the credentials for a device is enabled only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Select a device in the **Device Inventory** table.

 **NOTE:** You can only select a device that has a valid Service Tag. If a device does not have a valid Service Tag, the check box for that device is disabled.

The **Edit Device Credentials** link is enabled.


3. Click **Edit Device Credentials**.

 **NOTE:** If the device you selected does not require credentials to generate the system log collection, a message is displayed on the dashboard.

The **Edit Device Credentials** dialog box is displayed.

4. Type the **Username** and **Password** in the appropriate fields.
5. Click **Save Changes**.

The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to edit the device credentials the next time.

6. Click **Yes**.

The dashboard displays the following message: Your device credentials were saved successfully.

Related Links

[Device Inventory](#)

[Configuring The Default Device Type Credentials](#)


[Resetting The Device-Specific Credentials To The Default Device Type Credentials](#)

[Overwriting The Device-Specific Credentials With The Default Device Type Credentials](#)

Enabling Or Disabling The Automatic Collection Of System Logs

By default, when a support case is opened or updated, SupportAssist is configured to automatically collect the system logs from the device that generated the alert and uploads it to Dell.

To enable or disable the automatic collection of system logs:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Preferences** page is displayed.
3. Under **Support Collection**, select or clear **Automatically start a log collection when a new support case is generated**, to enable or disable the automatic collection of system logs.

 **NOTE:** By default, the **Automatically start a log collection when a new support case is generated** option is selected.


4. Click **Save Changes**.


Related Links

[Preferences](#)


Resetting The Device-Specific Credentials To The Default Device Type Credentials

If you had edited the credentials for a particular device, and later want to reset the credentials for that device to the **Default Device Type Credentials**, you can do so using the **Edit Device Credentials** dialog box.


 **CAUTION:** Resetting to the Default Device Type Credentials overwrites the device-specific credentials with the default credentials. After you reset the credentials, SupportAssist uses the Default Device Type Credentials to collect the system logs on that device.

 **NOTE:** You can reset the device-specific credentials to the **Default Device Type Credentials** for only one device at a time using the **Edit Device Credentials** dialog box. To overwrite the device-specific credentials for multiple devices belonging to a particular **Device Type** and **Credential Type** at a time, see [Overwriting The Device-Specific Credentials With The Default Device Type Credentials](#).

To reset the device-specific credentials to the default device type credentials:

 **NOTE:** To reset the device-specific credentials to the **Default Device Type Credentials**, you must be logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Devices** tab.
The **Device Inventory** is displayed.
2. Select a device in the **Device Inventory** table.


 **NOTE:** You can only select a device that has a valid Service Tag. If a device does not have a valid Service Tag, the check box for that device is disabled.

The **Edit Device Credentials** link is enabled.


3. Click **Edit Device Credentials**.

The **Edit Device Credentials** dialog box is displayed.

4. Click **Reset to Default Device Type Credentials**.

 **NOTE:** The **Reset to Default Device Type Credentials** link is displayed only if you had previously configured the selected device with specific credentials.

The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to reset the device-specific credentials the next time.

5. Click **Yes**.


Related Links


[Device Inventory](#)

[Editing Device Credentials](#)


Overwriting The Device-Specific Credentials With The Default Device Type Credentials

If you had edited the credentials for several devices, and later want to overwrite the credentials for all those devices to the **Default Device Type Credentials**, you can do so using the **System Logs** page.


 **CAUTION:** Once you overwrite the device-specific credentials, the **Default Device Type Credentials** overwrites the credentials of devices that you had previously edited through the **Edit Device Credentials** link.

 **NOTE:** You can overwrite the device-specific credentials to the **Default Device Type Credentials** for all devices belonging to a particular **Device Type** and **Credential Type** at a time through the **System Logs** page. To reset the device-specific credentials for only a particular device, see [Resetting The Device-Specific Credentials To The Default Device Type Credentials](#).

To reset the device-specific credentials to the default device type credentials:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Select the device category from the **Device Type** list.
3. Select the credential category from the **Credential Type** list.
4. Select **Overwrite the device-specific credentials with the Default Device Type Credentials for all devices belonging to the current Device Type and Credential Type**.
The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to overwrite the device-specific credentials the next time.

5. Click **Yes**.
6. Click **Save Changes**.

Related Links


[System Logs](#)

[Editing Device Credentials](#)


Sending The System Logs Manually

When a support case is opened or updated, the SupportAssist application, runs the collection tools on the devices that generated the alerts, and then uploads the system logs to Dell. In certain conditions, if required by Dell technical support, you may be required to manually collect the system logs and send it to Dell.

To send the system logs manually:

 **NOTE:** The **Send System Logs** option is enabled only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Devices** tab.
The **Device Inventory** is displayed.
2. Select a device in the **Device Inventory** table.

 **NOTE:** You can only select a device that has a valid Service Tag. If a device does not have a valid Service Tag, the check box for that device is disabled.

The **Send System Logs** link is enabled.


3. Click **Send System Logs**.
The **Collection Status** column in the **Device Inventory** displays the status of the collection and upload of the system logs.

Related Links


Scheduling The System Log Collection

Before you begin, ensure that the **Enable system log collection scheduling** option is enabled in the **Preferences** page.

To schedule the system log collection:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Under **Edit Device Type Credentials**, select **Server** from the **Device Type** list.
3. Select the **Credential Type** from the list. The available options are:
 - **Windows**
 - **iDRAC**
4. Under **System Log Collection Schedule**, set the **Frequency** to **Weekly** or **Monthly**.

 **NOTE:** If you want to disable the scheduling of system logs for a specific **Device Type** and **Credential Type**, set the **Frequency** to **None**.

5. In the **Specify date and time** fields, select an appropriate schedule. The options available vary based on the selected **Frequency**.
6. Click **Save Changes**.

Related Links

[System Logs](#)

[Default System Log Collection Schedule](#)

[Disabling The Scheduling Of System Log Collection For A Specific Device Type](#)

Default System Log Collection Schedule

The following table provides the default system log collection schedule for each supported device.

Device Type	Operating System	Schedule
Server	Windows	Monthly; Monday of the first week at 12:00 AM
	iDRAC	Monthly; Monday of the first week at 12:00 AM

Related Links

[Scheduling The System Log Collection](#)


[Disabling The Scheduling Of System Log Collection For A Specific Device Type](#)

Enabling Or Disabling The Scheduling Of System Log Collection


SupportAssist can be configured to collect the system logs from supported devices at periodic intervals. For information about the default frequency of the collection of system logs, see [Default System Log](#)

[Collection Schedule](#). You can also customize the frequency of the collection of system logs for each device type. For more information, see [Scheduling The System Log Collection](#).

To enable or disable the scheduling of system log collection:

 **NOTE:** Selecting the **Enable system log collection scheduling** option enables the collection of system logs at periodic intervals from all supported device types. If you do not want SupportAssist to collect the system logs for a specific device type, you can disable scheduling for that specific device through the **System Logs** tab. For more information, see [Disabling Scheduling Of System Log Collection For A Specific Device Type](#).

To enable scheduling of system log collection:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Email Settings**, **Support Collection**, and **Maintenance Mode** page is displayed.
3. Under **Support Collection**, select or clear **Enable system log collection scheduling**, to enable or disable scheduling of the collection of system logs.

 **NOTE:** By default, the **Enable system log collection scheduling** option is disabled.

4. Click **Save Changes**.


Related Links


[Preferences](#)

[Disabling The Scheduling Of System Log Collection For A Specific Device Type](#)

Disabling The Scheduling Of System Log Collection For A Specific Device Type

To disable the scheduling of system log collection for a specific device type:

 **NOTE:** Disabling the scheduling of system log collection for a specific device type only disables the generation of system log collection at periodic intervals on those devices. It does not disable SupportAssist from generating a system log collection and uploading it to Dell, if a support case is opened for those devices.

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Under **Edit Device Credentials**, select **Server** from the **Device Type** list.
3. Select the **Credential Type** for which you want to disable scheduling. The available options are:
 - **Windows**
 - **iDRAC**
4. In **System Log Collection Schedule** section, set the **Frequency** to **None**.
5. Click **Save Changes**.

The following message is displayed in the **System Log Collection Schedule** section: System Log Collection scheduling is turned off for the current Device Type and Credential Type.

Related Links

[Default System Log Collection Schedule](#)

[Scheduling The System Log Collection](#)

[Enabling Or Disabling The Scheduling Of System Log Collection](#)

Ensuring Successful Communication Between The SupportAssist Application And The SupportAssist Server

The SupportAssist application installed on the system must be able to communicate with the SupportAssist server hosted by Dell to:

- Automatically create a support case if there is a problem with a device in your environment.
- Upload the generated system log collection to Dell.
- Verify if an updated version of SupportAssist is available.


To ensure that the SupportAssist application is able to successfully communicate with the SupportAssist server:

- The system on which the SupportAssist application is installed must be able to connect to the following destinations:
 - **<https://api.dell.com/support/case/v2/WebCase>** — end point for the SupportAssist server. On the system on which SupportAssist is installed, verify if you can access the following location using the web browser: **<https://api.dell.com/support/case/v2/WebCase?wsdl>**.
 - **<https://ddldropbox.us.dell.com/upload.ashx/>** — the file upload server where the diagnostic test results are uploaded.
- Verify if port 443 is open for **ddldropbox.us.dell.com** on the system on which SupportAssist is installed. You can use a telnet client to test the connection. For example, use the following command:
o `ddldropbox.us.dell.com 443`.
- Verify if the server certificate on **ddldropbox.us.dell.com** is valid. See [Verifying The Server Certificate](#).
- Verify if the network settings on the system on which SupportAssist is installed are correct.
- If the system on which SupportAssist is installed connects to the Internet through a proxy server, configure the proxy settings in SupportAssist. See [Configuring Proxy Server Settings](#).

If the communication problem persists, contact the network administrator for further assistance.

Verifying The Server Certificate

To verify the server certificate on **ddldropbox.us.dell.com** using Internet Explorer:


1. Open **<https://ddldropbox.us.dell.com>**.
A **404 — File or directory not found** error may be displayed.
2. On the address bar, click the **Security Report** icon , and then click **View Certificates**.
The **Certificate** is displayed.
3. In the **General** tab, verify if the certificate displays a valid date.

4. Click the **Certification Path** tab, and verify if the **GTE CyberTrust Global Root** certificate is listed.

Setting SupportAssist To Maintenance Mode

SupportAssist can also be set in or out of Maintenance mode. Maintenance mode disables automatic case generation activity, thereby allowing you to make infrastructure changes without generating unnecessary alerts.


To set SupportAssist in or out of Maintenance mode:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Email Settings**, **Support Collection**, and **Maintenance Mode** page is displayed.
3. Under **Maintenance Mode**, select or clear **Temporarily suspend case generation activity (for example, for purposes of downtime, external troubleshooting, etc.)** to toggle the Maintenance Mode status.
 - If you select this option, SupportAssist is placed in maintenance mode.
 - If you clear this option, SupportAssist is taken out of maintenance mode.
4. Click **Save Changes**.

A banner appears along the top of the SupportAssist dashboard displaying **Maintenance Mode**.

Once manually placed in maintenance mode, SupportAssist remains in that state unless you clear the option set in step 3.

 **NOTE:** The functionality of the Maintenance mode when set manually differs from the manner in which the Maintenance mode feature handles event storms. See [Event Handling](#) for more information.


Related Links


[Preferences](#)

Viewing The Case List

To view the **Case List**, click the **Cases** tab on the Dell SupportAssist dashboard. A progress indicator may appear at the bottom of the report indicating that SupportAssist is in the process of updating the cache of open support cases.

 **NOTE:** By default, the case list is sorted by **Date Opened**, in descending order.

 **NOTE:** Pre-existing support cases (opened prior to SupportAssist installation), and cases opened as a result of contacting technical support, do not appear in the **Case List** report.

 **NOTE:** The **Service Contract** column in the SupportAssist dashboard displays **unknown** for all support cases created prior to the SupportAssist upgrade. Once an alert is received from the device, the **Service Contract** column is updated with the appropriate service contract type.

Support case information is automatically available for Operations Manager-managed Dell PowerEdge servers with valid Service Tags, when SupportAssist connects to the Dell support case and service contract databases over the Internet.



NOTE: If you do not have Internet access, case information is not populated. It is downloaded and displayed when you next connect to the Internet and open the **Case List** report.

Once SupportAssist has completed its open support cases update, the **Case List** displays the current cases.

Related Links

[Case List](#)

Filtering The Case List Data By Column Name And Keyword

To filter the case list display data by column name and keyword:

1. Select the column name from the **Filter By:** list.
2. If you are searching for **Case Status, Progress, Device Type,** or **Service Contract**, select the search criteria from the search list.
3. If you are searching for **Case Number, Date Opened, Case Title,** or **Service Tag**, type the search keyword in the search text field.
4. Click **Apply Filters**.

The report refreshes to display the data according to your criteria. If there are no matches, the following message is displayed:

No support cases found. Please review your search criteria and try again.

5. To clear the search criteria and try again, click **Clear Filters**.

The report refreshes to display the default content.

6. Repeat step 1 through step 4.

The report refreshes to display the data according to your criteria.

Related Links

[Case List](#)

Sorting The Case List Data By Column Name

To sort the case list display data by column name, click any column header. The report refreshes to display the data in an ascending or descending order of the column header you clicked.

Related Links

[Case List](#)

Returning The Case List Data To The Default Sorting

To return to the default **Case List** view (**Date Opened**, in descending order), click the **Cases** tab.

The report refreshes to the default sorting criteria. Any new cases or updates to the current cases appear in the report. Cases that are closed since the last refresh no longer appear.

Related Links

[Case List](#)

Setting The Number Of Cases Displayed Per Page

To change the total number of rows displayed in a page, select the number of cases to display from the **Display Cases:** list. You can choose from:

- 10 per page
- 20 per page
- 30 per page
- 50 per page
- 100 per page

By default, the dashboard is set to display 50 cases per page.

Related Links

[Case List](#)

Viewing The Device Inventory

To view the **Device Inventory**, click the **Devices** tab on the Dell SupportAssist dashboard.



NOTE: By default, the Device Inventory is sorted by **Device Name**, in ascending order. See the following sections for more sorting options.

Related Links

[Device Inventory](#)

Filtering The Device Inventory Data By Column Name And Keyword

To filter the device inventory display data by column name and keyword:

1. Select the column name from the **Filter By:** list.
2. If you are searching for **Device Type**, select the search criteria from the search list.
3. If you are searching for **Device Name**, **Service Tag**, or **Collection Status**, type the search keyword in the search text field.
4. Click **Apply Filters**.
The report refreshes to display the data according to your criteria. If there are no matches, the following message is displayed:
No support cases found. Please review your search criteria and try again.
5. To clear the search criteria and try again, click **Clear Filters**.
The report refreshes to display the default content.
6. Repeat step 1 through step 4.
The report refreshes to display the data according to your criteria.

Related Links

[Device Inventory](#)

Sorting The Device Inventory Data By Column Name

To sort the device inventory display data by column name, click any column header. The report refreshes to display the data in an ascending or descending order of the column header you clicked.

Related Links

[Device Inventory](#)

Returning The Device Inventory Data To The Default Sorting

To return to the default **Device Inventory** view (**Device Name**, in ascending order), click the **Devices** tab.

The report refreshes to the default sorting criteria. Any newly-discovered devices appear in the report. Devices that have been removed since the last refresh no longer appear.

Related Links

[Device Inventory](#)

Setting The Number Of Devices Displayed Per Page

To change the total number of rows displayed in a page, select the number of cases to display from the **Display Devices:** list. You can choose from:

- 10 per page
- 20 per page
- 30 per page
- 50 per page
- 100 per page


By default, the dashboard is set to display 50 devices per page.

Related Links

[Device Inventory](#)

Refreshing The Case List Or Device Inventory Display Data

The **Case List** or **Device Inventory** display data can be refreshed in two ways:

- Click the  icon that appears in the **Case List** or **Device Inventory** dashboard to update the displayed data using the currently selected filters. This is handy for displaying updated information between poll cycles.
- Click the **Refresh** button on the web browser to regenerate the last sort operation. The web browser may display a dialog box with the following message:

To display the webpage again, the web browser needs to resend the information you've previously submitted.

If you were making a purchase, you should click **Cancel** to avoid a duplicate translation. Otherwise, click **Retry** to display the webpage again.

In the dialog box that is displayed, click the **Retry** button to continue.

Related Links

[Case List](#)

[Device Inventory](#)

Viewing And Updating The Contact Information

To view and update the contact information:



NOTE: The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Contact Information**.
The **Contact Information** page is displayed.
3. Select the type of contact:
 - **Primary**
 - **Secondary**
4. Make the required changes to any of the following fields:
 - **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and not exceed 50 characters.
 - **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and not exceed 50 characters.
 - **Phone Number** — In 123-456-7890 format, or in 123-456-7890 x 123 format (to include an extension). It must contain a minimum of 10 characters, and not exceed 50 characters.
 - **Alternate Phone Number** — Optional, with the same format and character requirements as the Phone Number.
 - **Email Address** — Provide the email address in the name@company.com format. It must contain a minimum of five characters, and not exceed 50 characters.
5. Click **Save Changes**.

Related Links

[Contact Information](#)

Configuring Email Notification Settings

You can configure the email notification settings based on your:


- Preference to receive email notifications from Dell SupportAssist
- Preferred language

To configure the email notification settings:



NOTE: The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Email Settings**, **Support Collection**, and **Maintenance Mode** page is displayed.
3. To receive email notifications when a new support case is opened, under **Email Settings**, select **Receive email notification when a new support case is opened**.

 **NOTE:** Disabling support case email notifications also disables email connectivity test emails.
4. To set the language in which you want to receive email notifications, from the **Preferred Email Language** list, select a language.



NOTE: The **Preferred Email Language** is enabled only when the **Receive email notification when a new support case is opened** option is selected.

5. Click **Save Changes**.

Related Links

[Preferences](#)

Accessing And Viewing The System Log Collection

When a support case is automatically generated by Dell SupportAssist, data required to troubleshoot the issue is collected and sent to Dell technical support. The collected troubleshooting information is also compressed and stored on the server running Operations Manager in the reports directory (typically, **C:\Program Files (x86)\Dell\SupportAssist\reports** in 64-bit operating systems and at **C:\Program Files\Dell\SupportAssist\reports** in 32-bit operating systems).

The filename includes the device's IP address, Dell service tag, and the date/time when the file was created. For example:

- **DSET_Report_for[192.168.1.254_SvcTag_AL12G26_2012-03-07T132648].zip**

The report file is encrypted with the password, dell (all lowercase). The report information can then be viewed by opening the dsetreport.hta file in your web browser.



NOTE: You should open the reports only when asked to do so by Dell technical support. Your report will not be reviewed unless you have an open support case.

Viewing Dell SupportAssist Product Information

The **About** window displays the SupportAssist product version, copyright information, and detailed SupportAssist feature descriptions.

To view general and detailed SupportAssist product information:

1. Move the mouse pointer over the **Help** link at the top-right corner of the SupportAssist dashboard, and then click **About**.
The **About** window is displayed, where you can view the general and detailed product information and also the copyright information.
2. Click **Close** to return to the SupportAssist dashboard.

Viewing Support Information

The Help window displays Dell SupportAssist product version and copyright information, and provides access to Dell Technical Support and Operations Manager information.

To view the support information for SupportAssist:

1. Move the mouse pointer over the **Help** link at the top-right corner of the SupportAssist dashboard, and then click **Help**.
The **Help** window is displayed.
2. In the **Help** window :
 - Read the General product and copyright information.

- Click the links under **Dell SupportAssist Additional Information & Updates** to view:
 - Dell Technical Support launch points, community forums, blogs, and so on
 - Dell product manuals for hardware and software products
3. Click **Close** to return to the SupportAssist dashboard.

Accessing And Viewing The Logs

The Dell SupportAssist dashboard stores Windows events and log messages in two locations:

- The Windows Event Log
- The dashboard installation logs directory (typically, **C:\Program Files (x86)\Dell\Dell SupportAssist\logs** in 64-bit operating systems and at **C:\Program Files\Dell\Dell SupportAssist\logs** in 32-bit operating systems)

A new log is created daily at 11:59 PM as per the time zone configured in the system, and is stored in the logs directory with the date appended to the file extension. This enables you to identify the exact log file stored for a given date when alerts occur. For example, log files similar to the following can be seen:

- **log-file.txt 20120226**
- **log-file.txt 20120227**
- **log-file.txt 20120228**

Log files are purged from storage after 45 days.

To view the Windows Event Log, invoke the Event Viewer application and then expand Applications and Services Logs. The DellIntegratedSupport log file contains entries from the dashboard service. The dashboard logs messages here that correspond to the value of the Windows Registry key, **WindowsEventLogLevel**, or higher.

In the dashboard installation directory, you can view one log file per day. The current log file is named **log-file.txt**, and contains log messages that correspond to the following values (or higher) in the Windows Registry key **LogFileLevel**: FATAL, ERROR, WARN, INFO, and DEBUG, with special values of OFF and ALL. A registry value of ERROR results in logs messages of FATAL, and ERROR, since FATAL is a higher level than ERROR.

The **LogFileLevel** Windows Registry key can be located at **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Dell\Dell SupportAssist** in 64-bit operating systems and at **HKEY_LOCAL_MACHINE\SOFTWARE\Dell\Dell SupportAssist** in 32-bit operating systems.

Accessing The Context-Sensitive Help

The context-sensitive help provides information about features and tasks that are applicable to the current view on the dashboard. Once you invoke the context-sensitive help, you can navigate or search through the entire SupportAssist help system.

To access the context-sensitive help, click the  icon that appears in the dashboard. The context-sensitive help is displayed in a new browser window.

Uninstalling Dell SupportAssist

To uninstall:

1. On the management server running Operations Manager, click **Start → Control Panel → Programs and Features**.
The **Programs and Features** window is displayed.
2. Select **Dell SupportAssist**, and then click **Uninstall**.
3. If the **Programs and Features** dialog box is displayed, prompting you to confirm the uninstallation, click **Yes**.

SupportAssist and the system log collection tools are uninstalled.



NOTE: All device, case, service contract, and user-entered information are removed when you uninstall SupportAssist. If you reinstall SupportAssist, it registers with the SupportAssist server as a new client. The support case information that was generated prior to uninstalling SupportAssist is not displayed.

Troubleshooting

This chapter describes procedures you can use to troubleshoot Dell SupportAssist issues

Installing Dell SupportAssist

SupportAssist installation requires elevated Microsoft User Authentication (UAC) privileges, and may fail if you attempt to install by double-clicking on the installer executable. If this occurs, install SupportAssist as follows:

1. Right-click the installer executable.
2. Select **Run as administrator**.



NOTE: SupportAssist installation requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information and local administrator credentials, and so on. SupportAssist installation cannot proceed unless you allow Dell to save your PII.

Launching Dell SupportAssist

If you see a `Problem starting the Dell SupportAssist Service` error upon launching SupportAssist:

- There may be a Microsoft Windows registry configuration problem with the SupportAssist Windows service. To resolve this issue, uninstall and then reinstall SupportAssist.

Service Tag Warnings

On rare occasions some cases may display an invalid Dell service tag warning. If you presume that the warning is incorrect, you can use the Windows Management Instrumentation CLI command (wmic) to find the correct Dell service tags for Windows devices.

To resolve service tag warnings:

1. Identify the service tag for your device.
2. Contact Dell technical support. See [Contacting Dell](#).

Service Contract

The **Service Contract** column on the **Case List** report, may display a warning icon or `Unknown`. See the following sections for more information about these messages.

Service Contract Warning

A warning icon may appear in the **Service Contract** column of some cases if the associated device is not covered under a Dell service contract or the service contract has expired.

If any cases display a warning icon in the **Service Contract** column:

1. Move the pointer over the warning icon to display a tooltip.
2. Click the Dell Support link displayed in the tooltip to open the service contract information page.

You can obtain current service contract information for your Dell devices, obtain new service contracts, and so on.

Service Contract Type Is Unknown

The **Service Contract** column on **Case List** report displays `unknown` for all existing support cases.

This issue occurs when you upgrade Dell SupportAssist. Once an alert is received from the device, the **Service Contract** column is updated with the appropriate service contract type.

Collection Failure

If you receive a SupportAssist email notification indicating a collection issue with a specific device and the **Collection Status** of the device displays **Failed to Run**:

1. Verify if the device is connected to the network.
2. Verify the credentials you have provided for the device. You must provide the Administrator credentials in the **Settings** → **System Logs** page. For more information, see [Configuring The Default Device Type Credentials](#) and [Editing Device Credentials](#).
3. Verify if the DNS is configured with the host name of the device. If the host name is not configured in the DNS server in your environment, update the hosts file located at `C:\Windows\System32\drivers\etc` with the IP address and the corresponding host name.
4. The collection may fail on a Windows server if the server has multiple IP addresses or the first IPv4 address of the server populated by the Dell Windows Server Management Pack is not configured correctly. To ensure that the collection tool (DSET) runs on the Windows server, configure the first IPv4 address of the Windows server in Operations Manager.

Collection Failed To Upload

If you receive a SupportAssist email notification indicating an issue uploading the collection for a specific device and the **Collections Status** of the device displays **Collection Failed to Upload**:

1. Verify if the system on which SupportAssist is installed is able to connect to the Internet.
2. If the system on which SupportAssist is installed connects to the Internet through a proxy server, ensure that you configure the proxy settings in SupportAssist. For more information, see [Configuring Proxy Server Settings](#).
3. Perform the connectivity test and make sure that the test is successful. For more information, see [Confirming E-Mail Connectivity](#).
4. Verify if the SupportAssist application is able to communicate successfully with the SupportAssist server. See [Ensuring Successful Communication Between The SupportAssist Application And The SupportAssist Server](#).

After resolving the issue, manually upload a new collection for the device to Dell. For more information, see [Sending The System Logs Manually](#).

Services

- Dell SupportAssist may not initially connect to the SupportAssist server if your network requires passing web browser traffic through a proxy server. If this occurs:
 - A dialog box may be displayed prompting you to configure your proxy settings. Provide the information required in the appropriate fields to connect to the SupportAssist server through your proxy server.
 - Configure the proxy server settings in SupportAssist. See [Configuring Proxy Server Settings](#).
 - After configuring the proxy server settings, verify if the SupportAssist dashboard can connect to the SupportAssist server through the proxy server by performing the email connectivity test. See [Confirming Connectivity Through The Proxy Server](#).
- If the SupportAssist dashboard does not seem to connect to the SupportAssist server or behave appropriately, ensure that the SupportAssist Windows service is running:
 1. Click **Start** → **Run**.
The **Run** dialog box is displayed.
 2. Type `services.msc`, and then click **OK**.
The **Services** Microsoft Management Console (MMC) is displayed.
 3. Check if the **Dell SupportAssist Service** displays the status as **Running**.
 4. If the service is not running, start the service by right-clicking **Dell SupportAssist Service** → **Start**.
 5. If the service cannot or does not start, open the most recent log file (**log-file.txt**), and then search for text with a timestamp of when you tried to start the service. The log file may contain a message indicating any dashboard startup errors and a possible problem diagnosis.
 6. To verify that the SupportAssist dashboard can connect to the SupportAssist server, perform the email connectivity test. See [Confirming Email Connectivity](#).
 - If the server is responding a success message is displayed in the dashboard. If not, the server may be down. If this occurs, look through the **log-file.txt** file, typically located in **C:\Program Files (x86)\Dell\Dell SupportAssist\logs** in 64-bit operating systems and at **C:\Program Files \Dell\Dell SupportAssist\logs** in 32-bit operating systems, to find details. If there are no discernible details in the log file, and the server is not reachable, call Dell technical support.
 - If communication is successful, but no data updates occur, the dashboard may be identifying itself with an ID that is unknown to the server. If this occurs, look through the **log-file.txt** log file, typically located in **C:\Program Files (x86)\Dell\Dell SupportAssist\logs** in 64-bit operating systems and at **C:\Program Files \Dell\Dell SupportAssist\logs** in 32-bit operating systems to find details. The log file may contain a message stating that the dashboard was not recognized. If the dashboard is not recognized by the SupportAssist server, uninstall and reinstall SupportAssist.

The SupportAssist dashboard registers as a new client, enabling the SupportAssist server to recognize it.

Security

- The **Settings** tab is inaccessible and the **Connectivity Test** link is disabled. On clicking **Settings** tab, a dialog box is displayed with the following message: Access Denied. You must be logged in as a member of either the Administrators or Domain Admins group..
- The **Edit Device Credentials** and **Send System Logs** links remain disabled even after selecting a device in the **Device Inventory**.

If this occurs, ensure that you are logged on as a member of either the **Administrators** or **Domain Admins** group.

Verifying the installation of the root certificate

SSL connection failure may occur if your system does not have the required certificate installed from the issuing root certificate authority — GTE CyberTrust Global Root. All Dell certificates are issued from this certificate authority.

To verify if the certificate is installed in Internet Explorer:

1. Click **Tools** → **Internet Options**.
The **Internet Options** dialog box is displayed.
2. Click the **Content** tab, and then click **Certificates**.
The **Certificates** dialog box is displayed.
3. Click the **Trusted Root Certification Authorities** tab.
4. Scroll to verify if **GTE CyberTrust Global Root** is listed in the **Issued To** and **Issued By** columns.

If **GTE CyberTrust Global Root** is not listed, you must install the required certificates. To install the certificates, see [Installing root certificates](#).

Installing Root Certificates

Before you begin, ensure that:

- You are logged in to the user account with which SupportAssist was installed.
- You have administrator privileges.
- The SupportAssist service is running.

To resolve SSL connection issues, you must install the following root certificates in the appropriate folders of the current user and local computer.

Table 1. Certificate Files And Installation Folder

Certificate Files	Installation Folder
Dell_Inc_Enterprise_Issuing_CA1.cer Dell_Inc_Enterprise_CA.cer	Intermediate Certification Authorities
GTE_CyberTrust Global Root.cer	Trusted Root Certification Authorities

To install root certificates:

1. Click **Start** → **Run**.
The **Run** dialog box is displayed.
2. In the **Open** box, type `mmc`, and click **OK**.
The **Console 1 – [Console Root]** window is displayed.
3. Click **File** → **Add/Remove Snap-in**.
The **Add or Remove Snap-ins** dialog box is displayed.
4. Under **Available snap-ins**, select **Certificates**, and click **Add >**.
The **Certificates snap-in** dialog box is displayed.
5. Ensure that **My user account** is selected, and then click **Finish**.

6. In the **Add or Remove snap-ins** dialog box, click **Add >**.
The **Certificates snap-in** dialog box is displayed.
7. Select **Computer account** and click **Next**.
The **Select Computer** dialog box is displayed.
8. Ensure that **Local computer (the computer this console is running on)** is selected, and click **Finish**.
9. In the **Add or Remove snap-ins** dialog box, click **OK**.
10. Under the **Console Root**, click **Certificates – Current User**.
11. Right-click **Trusted Root Certification Authority** → **All Tasks** → **Import**.
The **Certificate Import Wizard** is displayed.
12. Click **Next**.
The **File to Import** dialog box is displayed.
13. Browse to select the location of the certificate files, select a certificate file and click **Next**.
The **Certificate Store** information is displayed.
14. Click **Next**.
15. Click **Finish**.
16. Perform step 11 to step 15 until all three certificate files are imported.
17. Right-click **Intermediate Certification Authorities** → **All Tasks** → **Import**.
The **Certificate Import Wizard** is displayed.
18. Perform step 12 to step 15 until all three certificate files are imported.
19. Under the **Console Root**, click **Certificates – Local Computer**.
20. Right-click **Trusted Root Certification Authority** → **All Tasks** → **Import**.
The **Certificate Import Wizard** is displayed.
21. Perform step 12 to step 15 until all three certificate files are imported.
22. Right-click **Intermediate Certification Authorities** → **All Tasks** → **Import**.
The **Certificate Import Wizard** is displayed.
23. Perform step 12 to step 15 until all three certificate files are imported.

Related Documents And Resources

Other Documents You May Need

In addition to this guide, you can access the following guides available at the Dell Support website.

- *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials Installation Guide*
- *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials User's Guide*
- *Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager Quick Start Guide*
- *Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager Support Matrix*
- *Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager Readme*
- *Dell System E-Support Tool User's Guide*


Accessing documents from Dell support site

You can access the required documents in one of the following ways:

- Using the following links:
 - For all Enterprise Systems Management documents — dell.com/softwaresecuritymanuals
 - For Enterprise Systems Management documents — dell.com/openmanagemanuals
 - For Remote Enterprise Systems Management documents — dell.com/esmanuals
 - For OpenManage Connections Enterprise Systems Management documents — dell.com/OMConnectionsEnterpriseSystemsManagement
 - For Serviceability Tools documents — dell.com/serviceabilitytools
 - For Client Systems Management documents — dell.com/clientsystemsmanagement
 - For OpenManage Connections Client Systems Management documents — dell.com/connectionscclientsystemsmanagement
- From the Dell Support site:
 - a. Go to dell.com/support/home.
 - b. Under **General support** section, click **Software & Security**.
 - c. In the **Software & Security** group box, click the required link from the following:
 - **Enterprise Systems Management**
 - **Remote Enterprise Systems Management**

- **Serviceability Tools**
 - **Client Systems Management**
 - **Connections Client Systems Management**
- d. To view a document, click the required product version.
- Using search engines:
 - Type the name and version of the document in the search box.

Contacting Dell

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for sales, technical support, or customer service issues:

1. Go to **dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.