

Dell Integrated Support

Version 1.0.2

Release Notes



Notes and Cautions



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



CAUTION: A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.

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- log4net

This product includes source code from an article written by Jason Smith.

- Iesi.Collections - original code can be found at Add Support for "Set" Collections to .NET.

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About Dell Integrated Support

Dell Integrated Support integrates with Dell OpenManage Essentials to provide proactive support capabilities for the following Dell enterprise server and storage solutions, using as-maintained environment data:

- Dell PowerEdge servers running:
 - Microsoft Windows 2008 Standard, Enterprise, or R2
 - Red Hat Enterprise Linux 5.5
 - SUSE Enterprise Linux 10 or 11
 - VMware ESX or ESXi 3.5, 4.x, or 5.0
- Dell PowerVault storage devices:
 - PowerVault NX arrays
 - PowerVault direct-attached MD arrays
 - PowerVault NAS arrays

 **NOTE:** Dell Integrated Support currently provides limited support (no DSET or Lasso diagnostics) for iDRAC7 and blade server chassis.

 **NOTE:** Dell Integrated Support does not currently support CloudEdge or PowerEdge-C servers.

Dell Integrated Support also provides rich device, support case, and service contract reporting.

Installing Dell Integrated Support

Installation Prerequisites

Dell Integrated Support requires OpenManage Essentials version 1.0.1 or higher. Dell Integrated Support users must be familiar with OpenManage Essentials installation, configuration, and operation.

For more information about installing, configuring, and using OpenManage Essentials, see the latest *Dell OpenManage Essentials User's Guide* and *Dell OpenManage Essentials Release Notes* at support.dell.com/manuals.



CAUTION: Dell does not support, and recommends that you do not attempt, installing or operating Dell Integrated Support and OpenManage Essentials on the same server that runs Dell Proactive Systems Management Enterprise (PSME). Doing so may cause duplicate cases or other unintended results. In addition, the OpenManage Essentials and PSME trap receivers are incompatible, which can cause SNMP traps issues.

Minimum Requirements

To provide proactive support for Dell PowerEdge, Dell PowerVault NX, PowerVault direct-attached MD, and PowerVault NAS enterprise server and storage solutions, Dell Integrated Support requires:

- Optional: OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge, PowerVault NX, and PowerVault NAS devices.
- SNMP agent enabled on all managed PowerEdge and PowerVault devices for OpenManage Essentials discovery.
- All managed PowerEdge and PowerVault devices configured to send SNMP traps to the OpenManage Essentials server.

- All managed PowerEdge and PowerVault devices discovered, categorized, and inventoried by the OpenManage Essentials server.
- PowerVault Modular Disk Storage Manager (MDSM) installed on the OpenManage Essentials server, in order to support PowerVault MD Series arrays.
- The following are the minimum recommended hardware configurations:

Table 2-1. Recommended Hardware Configurations

Hardware	Medium Deployments	Large Deployments
Number of managed systems	up to 500	500+
Processor	4 cores (1.8 GHz minimum)	8 cores (1.8 GHz minimum)
Memory	6 GB	8 GB
Hard drive	6 GB	10 GB

- Other requirements:
 - Web browser – Internet Explorer 8 or 9 (32 bit) and Mozilla Firefox 6 or 7 (32 bit); supported only on Windows-based operating systems.
 - Microsoft .Net Framework 4.0
 - Microsoft ASP.Net
 - IIS 7.x
 - Dell OpenManage Essentials 1.0.1 or higher
 - Internet connection – standard Gbe network



NOTE: For information about the SNMP configuration, firewall settings, web services, supported ports and protocols specific to your environment, see the *Dell OpenManage Essentials User's Guide* at support.dell.com/manuals.



NOTE: Dell Integrated Support does not currently support CloudEdge or PowerEdge-C servers.

Downloading

To download the Dell Integrated Support installation package:

- 1 Visit support.dell.com and locate the Dell Integrated Support installation package.
- 2 Download the Dell Integrated Support installation package to your OpenManage Essentials server.

Installing

To install Dell Integrated Support:

- 1 On the Dell OpenManage Essentials server, right-click the installer package, then select **Run as administrator**.



NOTE: Microsoft User Access Control (UAC) requires that the installation be performed with elevated privileges that are obtained only through the **Run as administrator** option. If you are logged in to the OpenManage Essentials server as an administrator-level user, you can double-click the installer package to install Dell Integrated Support, but UAC displays the **Open File - Security Warning** dialog that you must acknowledge in order to proceed.

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

- 2 In the **Dell Integrated Support - InstallShield Wizard** dialog box, select a language from the **Select the language for the installation from the choices below** drop-down list, and then click **OK**.



NOTE: If you want to change the installation language after installing Dell Integrated Support, you must uninstall and then reinstall Dell Integrated Support. Changing the web browser's default language has no effect upon the Dell Integrated Support dashboard display.

A **Preparing to Install** dialog box is briefly displayed and then the **Welcome to Dell Integrated Support** dialog box is displayed.

- 3 In the **Welcome to Dell Integrated Support** dialog box, scroll through and read the terms, and then click **I Agree**.
The **License Agreement** dialog box is displayed.

- 4 In the **License Agreement** dialog box, scroll through and read the software license agreement, select **I accept the terms in the license agreement**, then click **Next**.

The **Registration** dialog box is displayed.

- 5 In the **Registration** dialog box, perform the following:
 - In the **Company Name:** field, type your company name. The company name must contain one or more printable characters, and must contain no more than 256 characters.
 - In the **Country/Territory:** drop-down list, select your country or territory.

Click **Next**.

The **Primary Contact Information** dialog box is displayed.

- 6 In the **Primary Contact Information** dialog box, provide the following information for the *primary* person to whom Dell will send alert notifications, case status notifications, and so on:

- **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and must contain no more than 50 characters.
- **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and must contain no more than 50 characters.
- **Phone Number** — In 123-456-7890 format, or in 123-456-7890 x 123 format (to include an extension). It must contain no fewer than 10 characters, and no more than 50 characters.
- **Alternate Phone Number** — Optional, with the same format and character requirements as the Phone Number.
- **Preferred Email Language** — From the drop-down list, select the language in which you wish Dell Integrated Support e-mails to appear.
- **Email Address** — In name@company.com format, and must contain no fewer than 5 characters, and no more than 50 characters.
- **Receive case information via email upon alert generation** — Select the check box to receive e-mail when Dell Integrated Support creates a support case.

Click **Next**.

The **Secondary Contact Information** dialog box is displayed.

- 7 In the **Secondary Contact Information (Optional)** dialog box, provide the following information for the *secondary* person to whom Dell will send alert notifications, case status notifications, and so on:



NOTE: Although the secondary contact information is not required, it is recommended that you enter a secondary contact user. If your primary contact becomes unavailable, Dell will still be able to contact your company through the secondary contact. If both primary and secondary contacts are configured with valid e-mail addresses, both will receive Dell Integrated Support e-mails.

- **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and must contain no more than 50 characters.
- **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and must contain no more than 50 characters.
- **Phone Number** — In 123-456-7890 format, or in 123-456-7890 x 123 format (to include an extension). It must contain no fewer than 10 characters, and no more than 50 characters.
- **Alternate Phone Number** — Same format and character requirements as the Phone Number.
- **Email Address** — In name@company.com format, and must contain no fewer than 5 characters, and no more than 50 characters.

Click **Next**.

The **Administrator User Credentials** dialog box is displayed. This dialog box enables you to enter your local administrator user credentials, to which Dell Integrated Support grants *Log On as a Service* rights. These credentials are required in order for Dell Integrated Support to operate properly.

- 8 In the **Administrator User Credentials** dialog box, provide the following information in the corresponding fields:
 - **Windows Domain** — The Windows domain to which the OpenManage Essentials server belongs. You can also use a period [.] for the local domain. It must contain one or more printable characters, and no more than 255 characters.
 - **Username** — The user name must contain one or more printable characters, and no more than 104 characters.

- **Password** — The user password must contain one or more printable characters, and no more than 127 characters.
- **Confirm Password** — Repeat the user password. The password should match with one provided in the **Password** field.

Click **Next**.

The **Troubleshooting Tools** dialog box is displayed. This dialog box provides an option to enable tools that gather troubleshooting data on your remote systems. Troubleshooting tools require remote system user login credentials.

- 9 In the **Troubleshooting Tools** dialog box, select the **Allow Dell to gather system details to aid troubleshooting (user credentials required)** option to enable Dell Integrated Support to run troubleshooting tools on your remote systems.

Select one of the following options under **Credential Type**:

- **Windows**
- **Linux**
- **ESX/ESXi**

Click **Next**.

The **Remote System User Credentials** (troubleshooting credentials) dialog is displayed. Troubleshooting credentials are required in order for Dell Integrated Support to obtain troubleshooting information about your managed systems for Dell technical support. This troubleshooting information enables Dell technical support personnel to quickly investigate, diagnose, and resolve the issues reported by Dell Integrated Support. They are encrypted, and stored locally.

- 10 In the **Remote System User Credentials** dialog, type the following information in the corresponding fields:



NOTE: If you have provided Linux or ESX\ESXi credentials instead of Windows credentials in the **Administrator User Credentials** dialog, the fields on the **Remote System User Credentials** dialog appear blank.

- **Username** — The user name must contain one or more printable characters, and no more than 255 characters.



NOTE: Windows credentials must be entered in the domain\username format. You can also use a period [.] for the local Windows domain.

- **Password** — The user password must contain one or more printable characters, and no more than 127 characters.
- **Confirm Password** — Repeat the user password. The password should match with one provided in the **Password** field.

Click **Next**.

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

- 11** In the **Ready to Install the Program** dialog box, click **Install** to install Dell Integrated Support and its troubleshooting tools. By default, Dell Integrated Support is installed at:
C:\Program Files (x86)\Dell\Dell Integrated Support\.



NOTE: You can click **Cancel** to halt the installation at any time during the process.

As the Dell Integrated Support application installs, two Dell troubleshooting tools install in the background. These installations require no user input *unless you wish to cancel them*:

- **Dell System E-Support Tool (DSET)** — For Dell PowerEdge server devices and direct-attached Dell PowerVault storage devices
- **Lasso** — For network-attached Dell PowerVault storage devices

DSET and Lasso gather troubleshooting information from your OME-managed Dell devices, then compress and upload it for use by Dell technical support when they diagnose issues.



NOTE: Dell Integrated Support requires both DSET and Lasso in order to install and operate. If you cancel either DSET or Lasso installation, Dell Integrated Support installation will exit. Your system will not be changed, and Dell Integrated Support will not be installed.

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

- 12** In the **Install Wizard Completed** dialog, click **Finish**.


Dell Integrated Support registers with the Dell Integrated Support Server, and sends you a registration confirmation e-mail.

Dell Integrated Support is now installed and ready for use.

Upgrading

If Dell Integrated Support version 1.0.1 is already installed on your system, you can upgrade to Dell Integrated Support version 1.0.2.

To upgrade Dell Integrated Support:


- 1 On the Dell OpenManage Essentials server, right-click the installer package, then select **Run as administrator**.
 **NOTE:** Microsoft User Access Control (UAC) requires that the installation be performed with elevated privileges that are obtained only through the **Run as administrator** option. If you are logged in to the OpenManage Essentials server as an administrator-level user, you can double-click the installer package to install Dell Integrated Support, but UAC displays the **Open File - Security Warning** dialog that you must acknowledge in order to proceed.
- 2 Follow the instructions that appear on the screen.

Uninstalling

To uninstall Dell Integrated Support:

- 1 On the OpenManage Essentials server, click **Start**→ **Control Panel**→ **Programs and Features**.
- 2 Select **Dell Integrated Support**, then click **Uninstall**.
- 3 Click **OK** in the confirmation dialog.

Dell Integrated Support and its troubleshooting tools are now uninstalled from your OpenManage Essentials server.

-  **NOTE:** All device, case, service contract, and user-entered information are removed when you uninstall Dell Integrated Support. If you reinstall Dell Integrated Support, it registers with the Dell Integrated Support Server as a new client. No prior support case information will display.

Open Issues and Workarounds

This section describes Dell Integrated Support open issues and resolutions when applicable.

DEFECT ID PHOME-363

DESCRIPTION:

- Users cannot adjust the alert flood level required to automatically enter Maintenance Mode.

WORKAROUND:

- None at this time.

VERSIONS AFFECTED:

- 1.0, 1.0.1, 1.0.2

DEFECT ID PHOME-365

DESCRIPTION:

- DIS does not allow the primary or secondary contact to opt out of receiving emails individually.

WORKAROUND:

- None at this time.

VERSIONS AFFECTED:

- 1.0, 1.0.1, 1.0.2

DEFECT ID PHOME-375

DESCRIPTION:

- Hardware Issue Details description appears twice in case creation emails.

WORKAROUND:

- None at this time. You can safely ignore the second description instance.

VERSIONS AFFECTED:

- 1.0, 1.0.1, 1.0.2

DEFECT ID PHOME-412

DESCRIPTION:

- If Dell System E-Support Tool (DSET) fails to run due to an error, DIS does not run DSET again even if there is a critical alert on the same day.

WORKAROUND:

- None at this time. You may have to manually run DSET.

VERSIONS AFFECTED:

1.0.2

DEFECT ID PHOME-455

DESCRIPTION:

- After upgrading from DIS version 1.0.1 to 1.0.2, the **Case List** screen displays **Unknown** in the **Service Contract** column for all cases. Prior to the upgrade the **Service Contract** column displayed **ProSupport**

WORKAROUND:

- None at this time.

VERSIONS AFFECTED:

- 1.0.2

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Fixed Defects

This chapter describes software defects found in the prior release, and fixed in Dell Integrated Support Version 1.0.2. See [Table 4-1](#).

Table 4-1. Version 1.0.2 Fixed Defects

Defect Number	Description
PHOME-146	The Case List report's data grid display does not scale proportionately when the browser window is resized.
PHOME-369	DIS cannot be upgraded. You must first uninstall the older version, and then install the new version. All prior data is lost.
PHOME-422	Troubleshooting data collection fails to run when cases are created for managed Dell PowerVault MD Series storage arrays

Known Limitations and Workarounds

This section describes any known Dell Integrated Support limitations, and resolutions when applicable.

DEFECT ID PHOME-330, PHOME 385

DESCRIPTION:

- The following sequence can result in DIS troubleshooting tools not running on a managed device that has an open case:
 - 1 A support case is created for a device.
 - 2 Troubleshooting tools are run on the device.
 - 3 The case is resolved and closed.
 - 4 Within 24 hours, another support case is created for the same device.
 - 5 The device goes down, or connectivity to it is interrupted.
 - 6 Troubleshooting tools fail to run.
 - 7 Log files indicate that troubleshooting data was gathered from the device within the past 24 hours, from the previous support case.

WORKAROUND:

- Once the device is back up and connectivity is reestablished, DIS troubleshooting tools will run within 24 hours, or earlier if a new case is created for the same device.

DEFECT ID PHOME-377

DESCRIPTION:

- DIS cannot collect troubleshooting information from managed PowerVault MD Series storage arrays unless Dell PowerVault Modular Disk Storage Manager (MDSM) is installed on the OME server. In addition, a message similar to the following will appear in the `log-file.txt` log file:

```
{ *****  
      Collection for PowerVault MD Series  
*****  
*****  
Starting validation for PowerVault MD Series  
*****  
Verifying SMcli Path  
The system cannot find SMcli  
ERROR : 400 :SMcli is not installed on the MS  
Validation failed for the host 192.168.1.5  
Unable to perform collection  
}
```

WORKAROUND:

- Install Dell PowerVault Modular Disk Storage Manager (MDSM) on the OME server to enable DIS to collect troubleshooting information from PowerVault MD Series storage arrays.

Troubleshooting

This section describes procedures you can use to troubleshoot Dell Integrated Support issues. Troubleshooting categories include:

- [Installing](#)
- [Launching](#)
- [Logs](#)
- [Service Tag Warnings](#)
- [Services](#)
- [Troubleshooting Data](#)

Installing

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

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



NOTE: Dell Integrated Support installation requires that you allow Dell to save certain Personally Identifiable Information (PII). Dell Integrated Support information cannot proceed unless you allow Dell to save your PII.

Launching

- If you see a `Problem starting the Dell Integrated Support Service` error upon launching Dell Integrated Support, there may be a Windows registry configuration problem with the Dell Integrated Support Service. If this occurs, uninstall and then reinstall Dell Integrated Support.
- The Dell Integrated Support dashboard requires some DLLs that are installed in OpenManage Essentials version 1.0.1. The Dell Integrated Support installer checks that OpenManage Essentials is installed, and then checks the OpenManage Essentials version. If the DLLs are manually removed, the following error appears during installation:

```
Error 1920. Service Dell Integrated Support Service (PhomePluginWindowsService) failed to start.
```

If this occurs:

- 1 Verify that you have sufficient privileges to start system services.
- 2 Check the `log-file.txt` file in the logs directory (typically, `C:\Program Files (x86)\Dell\Dell Integrated Support\logs`) to see which component failed to load.

Logs

- The Dell Integrated Support 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 Integrated Support\logs`)
- A new log is created daily at 11:59 PM, 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, you will see log files similar to:
 - `log-file.txt20120226`
 - `log-file.txt20120227`
 - `log-file.txt20120228`

- 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 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**.

Service Tag Warnings

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

Finding Locally

To find the Dell service tag on the local device, type the following at a Windows command prompt:

```
wmic csproduct get vendor,name,identifyingnumber
```

A message similar to the following is displayed:

IdentifyingNumber	Name	Vendor
ABCDEF0	PowerEdge R510	Dell Inc.

Finding Remotely

To find the Dell service tag on a remote device:

- 1 Type the following at a Windows command prompt on the local device:
`wmic /user:<domain>\<user> /node:<nodename> bios
get serialnumber`
- 2 Enter the remote user password when prompted.
A message similar to the following is displayed:

```
SerialNumber  
ABCDEF0
```

After finding the correct Dell service tag of the device, contact Dell technical support.

Services

- Dell Integrated Support may not initially connect to the Dell Integrated Support server if your network requires passing Web browser traffic through a proxy server.

If this occurs, ensure that the user account on which Dell Integrated Support is running has the authorization to connect to the Internet, in case the proxy server needs authentication.

Verify if the proxy server settings is configured in Internet Explorer. If the proxy server settings is not configured, configure the proxy settings in Internet Explorer, and then restart the Dell Integrated Support Windows service.

To configure the proxy settings in Internet Explorer:

- 1 In the Internet Explorer, click **Tools**→**Internet Options**.
The **Internet Options** dialog is displayed.
- 2 Click the **Connections** tab, and then click **LAN settings**.
The **Local Area Network (LAN) Settings** dialog is displayed.
- 3 Under **Proxy server**, select the **Use a proxy server for your LAN** option.
- 4 In the **Address** field, type the IP address of the proxy server.

- 5 In the **Port** field, type the port number that is used by the proxy server for client connections (by default, 8080).
- 6 Click **OK**.

To restart the Dell Integrated Support Windows service:

- 1 Click **Start**→**Run**.
The **Run** dialog is displayed.
- 2 In the **Run** dialog, type `services.msc`, and then click **OK**.
The **Services** Microsoft Management Console (MMC) is displayed.
- 3 In the **Services** MMC, right-click **Dell Integrated Support Service**→**Stop**.
- 4 In the **Services** MMC, right-click **Dell Integrated Support Service**→**Start**.

Dell Integrated Support can now connect through the proxy server to the Dell Integrated Support server.

To verify if the Dell Integrated Support dashboard can connect to the Dell Integrated Support server through the proxy server, execute the **E-Mail Connectivity Test**.

- If the dashboard does not seem to connect or behave appropriately, ensure that the service is running:
 - 1 Click **Start**→**Run**.
The **Run** dialog is displayed.
 - 2 In the **Run** dialog, type `services.msc`, and then click **OK**.
The **Services** Microsoft Management Console (MMC) is displayed.
 - 3 In the **Services** MMC, check if the Dell Integrated Support Service displays the status as **Running**.
 - 4 If the service is not running, start the service by right-clicking **Dell Integrated Support 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.

- To verify that the Dell Integrated Support dashboard can connect to the Dell Integrated Support server, you can execute the **E-Mail Connectivity Test**. If the server is responding you will see a success message in the dashboard. If not, the server may be down. If this occurs:
 - 1 Look through the **DellIntegratedSupport** log file, typically located in **C:\Program Files (x86)\Dell\Dell Integrated Support\logs**, to find details.
 - 2 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:
 - 1 Look through the **DellIntegratedSupport** log file, typically located in **C:\Program Files (x86)\Dell\Dell Integrated Support\logs**.
The log file may contain a message stating that the dashboard was not recognized.
 - 2 Uninstall Dell Integrated Support.
 - 3 Reinstall Dell Integrated Support.
The Dell Integrated Support dashboard will register anew, enabling the Dell Integrated Support server to recognize it.

Troubleshooting Data

When a support case is automatically generated by Dell Integrated Support, data required to troubleshoot the issue is collected and sent to Dell technical support. The collected troubleshooting information is also compressed and stored on your OpenManage Essentials server in the reports directory (typically, **C:\Program Files (x86)\Dell\Dell Integrated Support\reports**).

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 compressed file can be decompressed using any standard ZIP utility, or the **Extract** menu built into Windows Server 2008 or newer. The report file is encrypted with the password, *dell* (all lowercase), which must be specified in your ZIP utility before decompressing. 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.

Global Support Information

Obtaining Support

For Dell technical support contact information, visit dell.com/contactus.

For Dell technical support chat, visit support.dell.com/support/topics/global.aspx/support/chat/hardware_chat.

Technical Documentation

For information about technical documentation support:

- 1 Visit support.dell.com/manuals.
- 2 Click **Software**.
- 3 Click **Serviceability Tools** or **Systems Management**.
- 4 Click the specific product on the right-hand side, to access the documents.