

Dell Integrated Support
Version 1.0.2
User Guide



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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- 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 does not currently support CloudEdge or PowerEdge-C servers.

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

What is Dell Integrated Support?

Dell Integrated Support is a software application that transparently 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 to design and market the products and services features you use most.

Table 1-1 provides a comparison of the Dell Integrated Support features available on the Dell Basic Hardware and ProSupport service contracts.

Table 1-1. Dell Integrated Support Feature Comparison

Feature	Basic Hardware	ProSupport
Remote Monitoring	✓	✓
Automated Log and Configuration Collection	✓	✓
Automatic Support Case Creation	✗	✓
Proactive Parts Dispatch	✗	✓

Remote Monitoring

Monitors your hardware to inform you of critical alerts.

Automated Log and Configuration Collection

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 OpenManage Essentials, 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 Dell Integrated Support installation, will not appear in the Dell Integrated Support 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 will be dispatched to you with your consent.

How Does it Work?

Dell Integrated Support continually collects information about your OpenManage Essentials-managed Dell computer hardware and software, enabling Dell to provide you with a personalized and efficient support experience. Dell Integrated Support monitors the system health status. The data sent from your Dell systems to Dell is encrypted with 128-bit encryption and transferred securely using SSL protocols. Equipping your OpenManage Essentials server with Dell Integrated Support is strictly voluntary, and can result in improved support, products, and services designed to better meet your needs.

If at any time you choose to remove the application and discontinue sending information to Dell, follow the instructions in [Uninstalling](#). You can also contact Dell technical support for assistance. For more information, see [Global Support Information](#).

By installing Dell Integrated Support, you agree to the Dell End User License Agreement, available for review at dell.com/Softwarelicenseagreement; and the Dell Privacy Policy available for review at dell.com/Privacy. Your use of Dell Integrated Support is also subject to the terms of your Service Agreement and Terms and Conditions of Sale.

Case Data Handling

For increased performance, Dell Integrated Support case data is cached prior to display in the dashboard, not displayed in real time. Upon Dell Integrated Support startup:

- Dell Integrated Support queries Dell once every 3 minutes for cases in the Submitted state to determine if it needs to poll for case status data.
- Once Dell Integrated Support finds a submitted case it determines the last time the case data was updated. It then queries those cases whose cached status information has expired in the last 3 minutes.
- Dell Integrated Support 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, Dell Integrated Support queries for that data in the current poll. Therefore, Dell Integrated Support may only poll for cases that are in the Open state for case data every 12 minutes.

Event Handling

Dell Integrated Support intelligently handles event storm conditions, allowing up to 9 separate alerts from your OpenManage Essentials-managed environment in a 60-minute time span. If Dell Integrated Support receives 10 or more separate alerts from your OpenManage Essentials-managed environment within that time it automatically enters Maintenance Mode.

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

See [Troubleshooting Features](#) for more information about Maintenance Mode.

What Data is Collected?

Dell Integrated Support continually monitors the system configuration data and usage information of your OpenManage Essentials-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.

See [Troubleshooting Data](#) for more information about the collected troubleshooting information.

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.

For more information about the gathered troubleshooting information, see [Troubleshooting Data](#).



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.

Getting Started

Logging In to Dell Integrated Support

To start and log in to Dell Integrated Support:

- 1 On the OpenManage Essentials server:
 - Double-click the Dell Integrated Support desktop icon.Or,
 - Click **Start**→**All Programs**→**Dell OpenManage Applications**→**Dell Integrated Support**.A **Windows Security** login dialog box appears.
- 2 In the **Windows Security** dialog box, type the **User name** and **Password**, and then click **OK**.

The Dell Integrated Support dashboard opens in a web browser, and displays the **Case List** report.


Dell Integrated Support requires no user interaction to initiate proactive support; it is enabled by default upon installation. You can access information about your OpenManage Essentials-managed Dell devices and related support cases from the **Device Inventory** and **Case List** tabs in the Dell Integrated Support dashboard.

General information, connectivity testing, and client configuration options are available from the **About**, **Profile**, **Connectivity Test**, and **Help** links located at the top-right corner of the Dell Integrated Support dashboard.

Viewing Support Cases


Case List

The **Case List** report is the default Dell Integrated Support dashboard view. You can also access this report from anywhere in the dashboard by clicking the **Cases** tab.

 **NOTE:** The Case List default sorting is by **Date Opened**, in descending order. See [Filtering and Sorting](#) for more sorting options.

Pre-existing support cases (opened prior to Dell Integrated Support installation), and cases opened by means other than Dell Integrated Support, will not appear in the **Case List**. A progress indicator may appear in the lower pane to inform you that Dell Integrated Support is in the process of updating the cache of open support cases.

Support case information is automatically available, for Dell OpenManage Essentials-managed PowerEdge and PowerVault devices with valid service tags, when Dell Integrated Support connects to the Dell support case and service contract databases over the Internet.

 **NOTE:** If you do not have Internet access, no case information is populated. It is downloaded and displayed when you next connect to the Internet and open the **Case List** report.

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

Table 4-1 presents the automatically-generated support case information for your supported Dell devices, as displayed in the **Case List** report:

Table 4-1. Case List Report Contents

Column	Description
Case Status	The current state of the support case. The status of a case may be: <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 — Dell Integrated Support 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	The case name, which identifies: <ul style="list-style-type: none">• Case generation method• Device model• Device operating system• Alert ID, if available• Alert description, if available

Table 4-1. Case List Report Contents (continued)

Column	Description
Progress	<p>The current support case progress status. The progress status may be:</p> <ul style="list-style-type: none">• Case Access Error — Dell Integrated Support cannot currently access the case information.• Case Service Unavailable — Dell’s support case service is currently unavailable.• Troubleshooting Tool Not Supported — This device does not support Dell Integrated Support’s troubleshooting tools.• Troubleshooting Opted Out — Customer has opted out of Dell Integrated Support’s troubleshooting capabilities.• Troubleshooting Scheduled — Troubleshooting tool is scheduled to be run on this device.• Troubleshooting Tool Started — Troubleshooting tool has been invoked on this device.• Troubleshooting Tool Failed to Start — Troubleshooting tool failed to start on this device.• Troubleshooting Ran Successfully — Troubleshooting tool ran successfully on this device.• Troubleshooting Tool Failed to Run — Troubleshooting tool started but failed to run on this device.• Troubleshooting Information Uploaded — Troubleshooting information has been uploaded to Dell technical support.• Troubleshooting Information Failed to Upload — Troubleshooting information was not successfully uploaded to Dell technical support.

Table 4-1. Case List Report Contents (continued)

Column	Description
Service Contract	The Dell service contract level under which the device is covered. The service contract levels include: <ul style="list-style-type: none">• Unknown — Dell Integrated Support cannot determine the service contract.• Invalid Service Tag — The service tag of the device is invalid.• 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.
Device Type	Indicates the type of device as discovered by OpenManage Essentials: <ul style="list-style-type: none">• Storage — The device is a PowerVault storage array.• Server — The device is a PowerEdge server.
Service Tag	A unique, alphanumeric identifier which enables Dell to individually recognize each Dell device.
Date Opened	The date and time when the support case was opened.

Service Contract and Service Tag Warnings

A warning icon appears in the **Service Contract** column for cases that may have expired, are invalid, have no service contract warnings, or if the service tag is currently invalid.

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.



NOTE: You can use the Windows Management Instrumentation CLI (**wmic**) command to find the correct Dell service tags for Windows devices prior to communicating with Dell technical support. See [Service Tag Warnings](#) for more information.

Customizing Display Data

You can customize the displayed data in several ways to suit your needs:

- [Filtering and Sorting](#)
- [Paging](#)
- [Refreshing the Display](#)

Filtering and Sorting

The **Case List** data can be filtered and sorted:

- [By Column Name and Keyword](#)
- [By Column Name](#)
- [Return to Default Sort](#)

By Column Name and Keyword

To filter the display by Column Name and Keyword:

- 1 Select the column name from the **Filter By:** drop-down list.
- 2 If searching for **Case Status**, **Progress**, **Device Type**, or **Service Contract**, select the search criteria from the search drop-down list. If searching for **Case Number**, **Date Opened**, **Case Title**, or **Service Tag**, type the search keyword in the search text field.

3 Click Apply Filters.

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

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

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

The report refreshes to display the default content.

5 Repeat [Step 2](#) through [Step 3](#).

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

By Column Name

To sort the display by column name, click any column header.

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

Return to Default Sort

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 have been closed since the last refresh no longer appear.

Paging

You can change the number of cases displayed per page, and quickly navigate through several pages, by using the paging controls.

- To change the total number of rows displayed in one page, select the number of cases to display from the **Display Cases**: drop-down list. You can choose from:
 - 10 per page
 - 20 per page
 - 30 per page

- To page through the report, click the paging control icons that appear at the bottom-right of the **Case List** page. The paging controls enable you to navigate to the:
 - First page
 - Previous page
 - Next page
 - Last page

Refreshing the Display

You can refresh the display in two ways:

- 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.

- Click the **Refresh** link that appears at the right-top corner of the **Case List** or **Device Inventory** screen to update displayed data using currently-selected filters. This is handy for displaying updated information between poll cycles.

Viewing Devices

Device Inventory

The **Device Inventory** report displays your supported OpenManage Essentials-discovered devices (see [Minimum Requirements](#)). You can access this report from anywhere in the dashboard by clicking the **Devices** tab.



NOTE: The **Device Inventory** default sorting is by Device Name, in ascending order. See [Filtering and Sorting](#) for more sorting options.

[Table 5-1](#) presents the automatically-generated inventory information for your supported Dell devices, as displayed in the **Device Inventory** report:

Table 5-1. Device Inventory Report Contents

Column	Description
Device Type	Indicates the device's type as discovered by OpenManage Essentials: <ul style="list-style-type: none"> • Storage — The device is a Dell PowerVault storage array. • Server — The device is a Dell PowerEdge server.
Service Tag	A unique, alphanumeric identifier which enables Dell to individually recognize each Dell device.
Device Name	Indicates the NetBIOS name of the device as discovered by OpenManage Essentials.
OS Name	Indicates the name of the operating system on the device as discovered by OpenManage Essentials.
OS Revision	Indicates the version of the operating system on the device as discovered by OpenManage Essentials.

Customizing Display Data

You can customize the displayed data in several ways to suit your needs:

- [Filtering and Sorting](#)
- [Paging](#)
- [Refreshing the Display](#)

Filtering and Sorting

Device Inventory data can be filtered and sorted:

- [By Column Name and Keyword](#)
- [By Column Name](#)
- [Return to Default Sort](#)

By Column Name and Keyword

To filter the display by column name and keyword:

- 1 Select the column name from the **Filter By:** drop-down list.
- 2 If searching for **Device Type**, select the search criteria from the search drop-down list.

If searching for **Device Name**, **Service Tag**, **OS Name**, or **OS Revision**, type the search keyword in the search text field.

- 3 Click **Apply Filters**.

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

No devices found. Please review your search criteria and try again.

- 4 To clear the search criteria and try again, click **Clear Filters**.
The report refreshes to display the default content.
- 5 Repeat [Step 2](#) through [Step 3](#).

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

By Column Name

To sort the display by column name, click any column header.

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

Return to Default Sort

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.

Paging

You can change the number of devices displayed per page, and quickly navigate through several pages, by using the paging controls.

- To change the total number of rows displayed in one page, select the number of devices to display from the **Display Devices:** drop-down list. You can choose from:
 - 10 per page
 - 20 per page
 - 30 per page
- To page through the report, click the paging control icons that appear at the bottom-right of the **Device Inventory** page. The paging controls enable you to navigate to the:
 - First page
 - Previous page
 - Next page
 - Last page

Refreshing the Display

You can refresh the display in two ways:

- 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.

- Click the **Refresh** link that appears at the right-top corner of the **Case List** or **Device Inventory** screen to update displayed data using currently-selected filters. This is handy for displaying updated information between poll cycles.

Viewing Product Information

The **About** dialog displays the Dell Integrated Support product version and copyright information, as well as detailed Dell Integrated Support feature descriptions. To view general and detailed Dell Integrated Support product information:

- 1** Click the **About** link at the top-right corner of the Dell Integrated Support dashboard.
The **About** dialog is displayed.
- 2** In the **About** dialog, you can view the general and detailed product information and also the copyright information.
- 3** Click **Close** to return to the Dell Integrated Support dashboard.

Viewing Profile Information

Viewing and Updating Dell Integrated Support Profile Information

Dell Integrated Support provides you with an easy way to view and/or update any of the following user profile information:

- [Contact Information](#)
- [E-mail Notification Preferences](#)
- [Troubleshooting Features](#)

Contact Information

Sometimes you may need to update contact information provided during the Dell Integrated Support installation process. For instance, incorrect information may have been provided; or employee turnover requires that a change be made.

To view and update user profile information:

- 1 Click the **Profile** link at the top-right corner of the Dell Integrated Support dashboard.
- 2 If not selected by default, click the **Contact Information** tab. The **Contact Information** page is displayed.
- 3 In the **Contact Information** page, type the company name in the **Company Name:** field. The company name must contain one or more printable characters, and must contain no more than 256 characters.
- 4 Select the user for whom the contact information must be changed. You can select from:
 - **Primary**
 - **Secondary**

5 Make the required changes to any of the following fields:

- **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.
- **Email Address** — In name@company.com format, must contain no fewer than 5 characters, and no more than 50 characters.

6 Click Save.

E-mail Notification Preferences

From time to time you may need to change e-mail notification preferences based upon the geographic location, and/or your desire whether or not to receive e-mail notifications from Dell Integrated Support.

To view and/or update e-mail notification preferences:

- 1 Click the **Profile** link at the top-right corner of the Dell Integrated Support dashboard.
- 2 Click the **Preferences** tab.
The **Preferences** and **Email Notification** page is displayed.
- 3 Under **Preferences**, select your **Preferred Email Language** from the drop-down list.
- 4 Under **Email Notification**, select your desired e-mail notification option. You can select from:
 - **Enable** — Receive notifications
 - **Disable** — Do not receive notifications



NOTE: Disabling support case e-mail notifications also disables **E-Mail Connectivity Test** e-mails.

5 Click Save.

Troubleshooting Features

From time to time you may need to change the user credentials required by Dell Integrated Support in order to gather troubleshooting information from your OpenManage Essentials-managed Dell systems. Dell Integrated Support can gather that information from supported Windows, Linux, and VMware ESX/ESXi based managed Dell server and storage devices.

You may also need to place Dell Integrated Support into or out of Maintenance Mode. Maintenance Mode disables automatic case generation activity, and enables you to make infrastructure changes without generating unnecessary alerts.

To view and/or update troubleshooting features:

- 1 Click the **Profile** link at the top-right corner of the Dell Integrated Support dashboard.
- 2 Click the **Troubleshooting Features** tab.
The **Troubleshooting Credentials** and **Maintenance Mode** page is displayed.

Troubleshooting Credentials

To provide troubleshooting credentials:

- 1 In the **Troubleshooting Credentials** screen, select the **Credential Type** from the drop-down list. You can select from:
 - **Windows**
 - **Linux**
 - **ESX/ESXi**
- 2 Type the following troubleshooting credentials in the corresponding fields:
 - **Username** — The user name must contain one or more printable characters, and no more than 104 characters.



NOTE: Windows user names must be of the form [Domain\Username]. You can also use a period [.] for the local domain. This rule does not apply to Linux or ESX/ESXi credentials.

Examples: Windows	.\Administrator MyDomain\MyUsername
Example: Linux, ESX/ESXi	Username

- **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.



NOTE: Your user credentials are encrypted and saved locally.

- 3 Select the **Automatically run troubleshooting tools when needed (user credentials required)** check box.
- 4 Click **Save**.

Maintenance Mode

To place a device in or out of maintenance mode:

- 1 Select the **Maintenance Mode** check box to toggle Dell Integrated Support's Maintenance Mode status.
 - If you select the check box, Dell Integrated Support is placed into maintenance mode.
 - If you clear the check box, Dell Integrated Support is taken out of maintenance mode.
- 2 Click **Save**.

A banner appears along the top of the Dell Integrated Support dashboard displaying **Maintenance Mode**.

Maintenance Mode suspends any further processing of alerts, enabling you to make infrastructure changes without generating unnecessary alerts. Once manually placed in Maintenance Mode, Dell Integrated Support remains in that state indefinitely unless you clear the status check box as in [Step 1](#).



NOTE: This procedure differs from how Dell Integrated Support's maintenance mode feature handles event storms. See [Event Handling](#) for more information.

Confirming E-Mail Connectivity

E-Mail Connectivity Test

The e-mail connectivity test enables you to check the Dell Integrated Support e-mail connectivity status, in order to ensure that you can receive the most current case and device updates.

For example, you may wish to check the e-mail connectivity status following a network outage, a router or firewall configuration change made to the e-mail address of a primary user in the **Profile** → **Preferences** dialog. To test your Dell Integrated Support e-mail connectivity status:

- 1 Click the **Connectivity Test** link at the top-right corner of the Dell Integrated Support dashboard.
The **Connectivity Test** screen is displayed.
- 2 In the **Connectivity Test** screen, click **Send**. Dell Integrated Support initiates an e-mail connectivity test.
- 3 If the test is successful, Dell Integrated Support replies with a confirmation e-mail message. The message contains connectivity status and a reminder to configure your devices for monitoring. The Dell Integrated Support dashboard displays the following success message:

A connectivity test has been successfully sent to Dell Integrated Support.

When you receive the connectivity confirmation e-mail from Dell Integrated Support, ensure that your supported Dell devices are properly configured for monitoring, as described in the *Dell OpenManage Essentials User's Guide* at support.dell.com/manuals.

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 Dell Integrated Support displays an error message, ensure that your network settings are correct, and then click **Retry**.

- a** 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.
- b** Once the error is resolved, repeat [Step 1](#) to [Step 3](#).

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.

Viewing Support Information

Dell Integrated Support — Support Information

The Help screen displays Dell Integrated Support product version and copyright information, as well as provides convenient access to Dell technical support and Dell OpenManage Essentials information.

To view the support information for Dell Integrated Support:

- 1 Click the **Help** link that appears at the top-right corner of the Dell Integrated Support dashboard.
The **Help** screen is displayed.
- 2 On the **Help** screen, you can:
 - View the general product and copyright information.
 - Click the links under **Dell Integrated Support Additional Information & Updates** to view:
 - Dell technical support launch points, community forums, blogs, and much more
 - Dell product manuals for hardware and software products
 - Click the link under **Dell OpenManage Essentials (OME) Additional Information & Updates** to view Dell OpenManage Essentials Frequently Asked Questions, updates, videos, and much more.
- 3 Click **Close** to return to the Dell Integrated Support dashboard.

Global Support Information



NOTE: For the latest list of Dell Integrated Support open issues (and resolutions where applicable), see the *Dell Integrated Support Release Notes*, available at support.dell.com/manuals.

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.

For information about technical documentation support:

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

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