

**Dell SupportAssist Version 1.2.1 For Dell OpenManage  
Essentials  
Support Matrix**



# 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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# Introduction

Dell SupportAssist 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. This document lists the devices supported by Dell SupportAssist Version 1.2.1 for Dell OpenManage Essentials. It also includes the software, hardware, and network requirements for SupportAssist.

## Supported Devices

### Supported Dell PowerEdge Servers

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
1900	Yes	Yes
1950	Yes	Yes
1955	Yes	Yes
2900	Yes	Yes
2950	Yes	Yes
2970	Yes	Yes
6950	Yes	Yes
T110II	Yes	Yes
T310	Yes	Yes
T320	Yes	Yes
T420	Yes	Yes
T620	Yes	Yes
T710	Yes	Yes
R200	Yes	Yes
R210	Yes	Yes
R210II	Yes	Yes
R300	Yes	Yes
R310	Yes	Yes
R320	Yes	Yes
R410	Yes	Yes
R415	Yes	Yes
R420	Yes	Yes
R510	Yes	Yes

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
R515	Yes	Yes
R520	Yes	Yes
R610	Yes	Yes
R620	Yes	Yes
R710	Yes	Yes
R715	Yes	Yes
R720	Yes	Yes
R720xd	Yes	Yes
R805	Yes	Yes
R810	Yes	Yes
R815	Yes	Yes
R820	Yes	Yes
R900	Yes	Yes
R905	Yes	Yes
R910	Yes	Yes
M420	Yes	Yes
M520	Yes	Yes
M600	Yes	Yes
M605	Yes	Yes
M610	Yes	Yes
M610x	Yes	Yes
M620	Yes	Yes
M710	Yes	Yes
M710HD	Yes	Yes
M805	Yes	Yes
M820	Yes	Yes
M905	Yes	Yes
M910	Yes	Yes
M915	Yes	Yes
T100	Yes	Yes
T105	Yes	Yes
T110	Yes	Yes
T300	Yes	Yes

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
T410	Yes	Yes
T605	Yes	Yes
T610	Yes	Yes

### Supported Dell Chassis

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
PowerEdge M1000e	Yes	Yes
PowerEdge VRTX	Yes	Yes

### Supported Dell EqualLogic Devices

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
PS4100E	Yes	Yes
PS4100XV 3.5	Yes	Yes
PS4110E	Yes	Yes
PS4110 XV 3.5	Yes	Yes
PS6100E	Yes	Yes
PS6100S	Yes	Yes
PS6100X	Yes	Yes
PS6100XS	Yes	Yes
PS6100XV	Yes	Yes
PS6100XV 3.5	Yes	Yes
PS6110E	Yes	Yes
PS6110S	Yes	Yes
PS6110X	Yes	Yes
PS6110XS	Yes	Yes
PS6110XV	Yes	Yes
PS6110XV 3.5	Yes	Yes
PS6500E	Yes	Yes
PS6500ES	Yes	Yes
PS6500X	Yes	Yes
PS6510E	Yes	Yes
PS6510ES	Yes	Yes
PS6510X	Yes	Yes

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
PSM 4110E Blade Array	Yes	Yes
PSM 4110X Blade Array	Yes	Yes
PSM 4110XV Blade Array	Yes	Yes
PSM 4110XS Blade Array	Yes	Yes
PS4000E	Yes	Yes
PS4000X	Yes	Yes
PS4000XV	Yes	Yes
PS5500E	Yes	Yes
PS6000E	Yes	Yes
PS6000X	Yes	Yes
PS6000S	Yes	Yes
PS6000XV	Yes	Yes
PS6000XVS	Yes	Yes
PS6010E	Yes	Yes
PS6010X	Yes	Yes
PS6010S	Yes	Yes
PS6010XV	Yes	Yes
PS6010XVS	Yes	Yes

### Supported Dell PowerVault Devices

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
MD1200	Yes	No
MD1220	Yes	No
MD3060e	Yes	No
MD3200	Yes	Yes
MD3200i	Yes	Yes
MD3220	Yes	Yes
MD3220i	Yes	Yes
MD3260	Yes	Yes
MD3260i	Yes	Yes
MD3600i	Yes	Yes
MD3600f	Yes	Yes
MD3620f	Yes	Yes

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
MD3620i	Yes	Yes
MD3660i	Yes	Yes
MD3660f	Yes	Yes
NX200	Yes	Yes
NX300	Yes	Yes
NX400	Yes	Yes
NX3000	Yes	Yes
NX3000 HA Cluster	Yes	Yes
NX3100	Yes	Yes
NX3200	Yes	Yes
NX3300	Yes	No
MD1000	Yes	No
MD1120	Yes	No

### Supported Dell PowerConnect Devices

<b>Model</b>	<b>Remote Monitoring And Case Creation</b>	<b>Automatic Data Collection</b>
M8024	Yes	Yes
M8024-k	Yes	Yes
M8428-K	Yes	Yes
M6348	Yes	Yes
M6220	Yes	Yes
5524	Yes	Yes
5548	Yes	Yes
5548P	Yes	Yes
6224	Yes	Yes
6224P	Yes	Yes
6224F	Yes	Yes
6248	Yes	Yes
6248P	Yes	Yes
7024	Yes	Yes
7024P	Yes	Yes
7024F	Yes	Yes
7048	Yes	Yes

Model	Remote Monitoring And Case Creation	Automatic Data Collection
7048P	Yes	Yes
7048R	Yes	Yes
B-8000	Yes	Yes
8024	Yes	Yes
8024F	Yes	Yes

## Supported Dell Force10 Devices

 **NOTE:** SupportAssist provides support for Dell Force10 Ethernet switches only.

Model	Remote Monitoring And Case Creation	Automatic Data Collection
C150	Yes	Yes
C300	Yes	Yes
S4810	Yes	Yes
S25P	Yes	Yes
S55	Yes	Yes
S60	Yes	Yes
E300	Yes	Yes
E600i	Yes	Yes
E1200i	Yes	Yes
Z9000	Yes	Yes

## Software Requirements

The following are the required software configurations:

- Dell OpenManage Essentials version 1.1, 1.1.1, 1.2, or 1.2.1.
- Optional: Dell OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge servers.
- SNMP agent enabled on all managed PowerEdge, PowerEdge VRTX, EqualLogic, PowerVault, iDRAC7, CMC, Force10, and PowerConnect devices for OpenManage Essentials discovery.
- All managed PowerEdge, PowerEdge VRTX, EqualLogic, PowerVault, iDRAC7, CMC, Force10, and PowerConnect devices configured to send SNMP traps to the OpenManage Essentials server.
- All managed PowerEdge, PowerEdge VRTX, EqualLogic, PowerVault, iDRAC7, CMC, Force10, and PowerConnect 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.
- A trust relationship must exist between the domains of the management server and the managed nodes.
- Microsoft .Net Framework 4.0 or 4.5
- Microsoft ASP.Net
- IIS 7.x

- Web browser — Internet Explorer 8, 9, or 10; Mozilla Firefox 23 or 24; supported only on Windows-based operating systems.

## Supported Operating Systems For Management Stations

- Microsoft Windows Server 2012 Standard and Datacenter Editions
- Windows Server 2008 SP2 Standard and Enterprise (x86) Editions
- Windows Server 2008 SP2 Standard and Enterprise (x64) Editions
- Windows Server 2008 R2 SP1 Standard and Enterprise Editions

 **NOTE:** SupportAssist is also supported on a Windows Server 2008 R2 SP1 domain controller.

## Supported Operating Systems For Managed Nodes

### Windows

- Windows Server 2012 Essentials, Standard, and Datacenter Editions
- Windows Small Business Server 2011 Premium Edition
- Windows Server 2008 R2 SP1 Standard, Enterprise, and Foundation Editions
- Windows Server 2008 R2 Standard, Enterprise, and Foundation Editions
- Windows Server 2008 SP2 Standard, Enterprise, and Foundation (x64) Editions
- Windows Server 2008 SP2 Standard, Enterprise, and Foundation (x86) Editions
- Windows Server 2008 SP1 Standard and Enterprise (x64) Editions
- Windows Server 2008 SP1 Standard and Enterprise (x86) Editions
- Windows Server 2003 R2 SP2 Standard and Enterprise (x64) Editions
- Windows Server 2003 R2 SP2 Standard and Enterprise (x86) Editions

### Linux

- SUSE Linux Enterprise Server 11 SP2 (x86\_64)
- SUSE Linux Enterprise Server 11 SP3 (x86\_64)
- SUSE Linux Enterprise Server 10 SP4 (x86\_64)
- Red Hat Enterprise Virtualization Manager 6.4
- Red Hat Enterprise Linux 6.4
- Red Hat Enterprise Linux 6.1 (x64)
- Red Hat Enterprise Linux 6.0 (x64)
- Red Hat Enterprise Linux 5.9
- Red Hat Enterprise Linux 5 Update 7 (x86)
- Red Hat Enterprise Linux 5 Update 6 (x86\_x64)
- Red Hat Enterprise Linux 5 Update 5 (x86\_x64)
- Red Hat Enterprise Linux 4 Update 7 (x86)

### Virtualization

- VMware vSphere ESXi 5.0 Update 2
- VMware vSphere ESXi 5.0 Update 1
- VMware vSphere ESXi 5.1 Update 1
- VMware vSphere ESXi 5.1

- VMware vSphere ESXi 5.0
- VMware vSphere ESXi 4.1
- VMware vSphere ESX 4.1 Update 1
- VMware vSphere ESX 4.1 Update 2
- VMware vSphere ESX 4.1 Update 3
- VMware vSphere ESX 4.0 Update

## Minimum Hardware Requirements

The following are the minimum recommended hardware configurations:

Hardware	Medium Deployments	Large Deployments
Number of managed systems	Up to 500	500 to 2000
Processor	6 cores (1.8 GHz minimum)	10 cores (1.8 GHz minimum)
Memory	10 GB	12 GB
Hard drive	8 GB	12 GB
 <b>NOTE:</b> If SupportAssist is configured to collect the system logs at regular intervals, additional hard-drive space is required. The hard-drive space required can be determined as 10 MB x number of managed devices.		

## Network Requirements

The following are the network requirements:

- Internet connection – standard Gbe network.
- The OpenManage Essentials management server on which the Dell SupportAssist client is installed must be able to communicate with the Dell SupportAssist server hosted by Dell over the HTTPS protocol.
- The OpenManage Essentials management server on which the Dell SupportAssist client 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.
  - <https://ddldropbox.us.dell.com/upload.ashx/> — the file upload server where the diagnostic test results are uploaded.
  - <http://ftp.dell.com/> — for new SupportAssist release information.
- The following network ports must be open:
  - On the management server: port 2607 for console launch, port 162 for SNMP, port 443 for SSL communication, and port 80 for new SupportAssist release information.
  - On the managed node: port 161 for SNMP and port 1311 for OMSA.

 **NOTE:** For information about the other dependent ports, see the “Supported Protocols and Ports” section in the *Dell OpenManage Essentials User’s Guide* at [dell.com/openmanagemanuals](http://dell.com/openmanagemanuals).