

Dell SupportAssist
Version 1.2 For
Dell OpenManage Essentials
Release Notes



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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.

Version 1.2

Release Date: July 2013

Previous Version 1.1.1

Importance

OPTIONAL: Dell recommends the customer review specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.

Platform(s) Affected

For a complete list of affected Dell systems and supported operating systems, see the Dell SupportAssist Version 1.2 For Dell OpenManage Essentials Support Matrix at dell.com/SupportAssistGroup or dell.com/ServiceabilityTools.

What is Supported

Dell SupportAssist integrates with Dell OpenManage Essentials to provide support capabilities for the following Dell enterprise server and storage solutions, using existing 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 4.x or 5.0
- Dell PowerVault NX storage servers
- Dell PowerVault MD storage arrays
- Dell EqualLogic SAN devices (except PS5000)
- Dell PowerConnect Ethernet switches
- Dell Force10 S4810 Ethernet switch
- Dell PowerEdge M1000e Blade Enclosure
- iDRAC7
- Dell PowerEdge VRTX chassis

NOTE: SupportAssist provides limited support only for Force 10 and PowerConnect stacked configurations.

NOTE: SupportAssist does not support Dell CloudEdge or Dell PowerEdge-C servers, Dell EqualLogic NAS, and Dell PowerVault NAS devices.

NOTE: SupportAssist provides limited support only for PowerEdge VRTX devices. Collection of system logs is not supported for the PowerEdge VRTX chassis.

What's New

- Addition of Microsoft Windows Server 2012 as a supported operating system on the management station and the managed node.
- Limited support for Dell PowerEdge VRTX devices – Collection of system logs is not supported for the PowerEdge VRTX chassis.
- Support for installing SupportAssist on a Windows Server 2008 R2 Domain Controller.
- User interface enhancements.

Fixes

PHOME-493 - If any new alerts are triggered from a managed node, while DSET is already running on the managed node, SupportAssist initiates DSET for each alert (if applicable), but the DSET execution fails.

PHOME-834 - PowerVault MD Series devices connected to the server in a daisy chain, generate support cases using the service tag of the server.

Known Issues

Issue 1:

Description

When the system log collection Frequency for a device type is set to None in Settings→ System Logs→ System Log Collection Schedule, restart of the SupportAssist Windows service fails. [PHOME-907]

Resolution

Contact Dell Technical Support and obtain the required batch file that must be executed prior to restarting the SupportAssist Windows service.

NOTE: After executing the batch file, the Frequency is automatically set to weekly, and the Start Date is displayed as Saturday, June 29, 2013. However, the collection of system logs does not occur.

Versions Affected

SupportAssist version 1.1.1 and 1.2

Issue 2:

Description

When SupportAssist is monitoring too many devices or alerts, upgrade from SupportAssist version 1.1.1 to 1.2 may fail. [PHOME-905]

Resolution

Manually stop the SupportAssist Windows service, wait until the service stops (this may take several minutes), and then upgrade SupportAssist.

Version Affected

SupportAssist version 1.1.1

Issue 3:

Description

When the devices in the Devices tab are filtered using the Filter By option, clicking Send System Logs after selecting a device, refreshes the Devices tab resulting in the Devices tab displaying all the available devices. [PHOME-891]

Resolution

Filter the devices again by using the Filter By option.

Versions Affected

SupportAssist version 1.1.1 and 1.2

Issue 4:

Description

The following sequence of steps results in Dell PowerEdge VRTX devices being displayed as iDRAC7 in SupportAssist.

1. Install OpenManage Essentials version 1.1 and SupportAssist version 1.1.1
2. Upgrade OpenManage Essentials to version 1.2
3. In OpenManage Essentials, discover the PowerEdge VRTX devices.
4. Upgrade SupportAssist to version 1.2. [PHOME-872]

Resolution

After upgrading SupportAssist to version 1.2, in OpenManage Essentials:

1. Remove the PowerEdge VRTX devices
2. Discover the PowerEdge VRTX devices again.

Version Affected

SupportAssist version 1.2

Issue 5:

Description

If you restart the SupportAssist Windows service when SupportAssist is querying OpenManage Essentials for information about too many devices, the following error may be displayed: The service did not respond to the start or control request in a timely fashion. [PHOME-802]

Resolution

Wait until the querying is complete, and then restart the SupportAssist Windows service.

Versions Affected

SupportAssist version 1.1.1 and 1.2

Issue 6:

Description

Attempting to edit the credentials of a device that was discovered for the first-time in OpenManage Essentials displays the following error: There is a problem with the Dell SupportAssist Service. Please make sure that the service is running and try again. [PHOME-801]

Resolution

Wait for about five minutes, select the device, and then click Edit Device Credentials.

Versions Affected

SupportAssist version 1.1.1 and 1.2

Issue 7:

Description

If the PowerEdge server device is removed in OpenManage Essentials, the device information of the same system iDRAC7 device is not restored in SupportAssist. [PHOME-864]

Resolution

Run inventory of the iDRAC7 device in OpenManage Essentials to restore the iDRAC7 device information in SupportAssist.

Versions Affected

SupportAssist version 1.1.1 and 1.2

Issue 8:

Description

SupportAssist functionality does not work as expected after changing the system time zone. [PHOME-772]

Resolution

Restart the Dell SupportAssist windows service after the system time zone is changed:

1. Click Start→ Run.
The Run dialog box is displayed.
2. In the Open box, type services.msc, and click OK.
The Services window is displayed.
3. Right-click the Dell SupportAssist Service, and click Stop.
4. Right-click the Dell SupportAssist Service, and click Start.

Versions Affected

SupportAssist version 1.1, 1.1.1 and 1.2

Issue 9:

Description

Unable to start the SupportAssist Windows service during the installation; SupportAssist installation fails; Connectivity test fails. [PHOME-674]

Resolution

Before installing SupportAssist:

1. Open Windows registry.
Navigate to "HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control"
2. Right-click Control→ New→ DWORD (32-bit) Value.
3. When prompted for a Name, type ServicesPipeTimeout.
4. Double-click ServicesPipeTimeout.
The Edit DWORD (32-bit Value) dialog box is displayed.
5. In the Value data field, type 180000.
6. Under Base, select Decimal, and click OK.
7. Restart the system.

Versions Affected

SupportAssist version 1.1, 1.1.1 and 1.2

Issue 10:**Description**

Installation of SupportAssist fails with following message:

Error 1923: Service Dell SupportAssist Service (PhomePluginWindowsService) could not be installed. [PHOME-642]

Resolution

Restart the system and try installing SupportAssist again.

Versions Affected

SupportAssist version 1.1, 1.1.1 and 1.2

Issue 11:**Description**

Installation or upgrade of SupportAssist fails if the Dell diagnostic tool (DSET) is running on the system.

The Installer displays the following message:

Error 1722: There is problem with this Windows Installer package. [PHOME-641]

Resolution

Perform installation or upgrade of SupportAssist after the DSET execution is complete.

Versions Affected

SupportAssist version 1.0.2, 1.1, 1.1.1, and 1.2

Issue 12:**Description**

After installing SupportAssist on OpenManage Essentials, if OpenManage Essentials is upgraded, launching SupportAssist opens OpenManage Essentials. [PHOME-634]

Resolution

Perform the following:

1. Navigate to C:\Program Files (x86)\Dell\Dell Integrated Support\bin (64-bit operating systems) or C:\Program Files\Dell\Dell Integrated Support\bin (32-bit operating systems).
2. Run Dell.Services.PHome.CustomInstallActions.exe configureSecureUI.

Versions Affected

SupportAssist version 1.1, 1.1.1, and 1.2

Issue 13:**Description**

After upgrading SupportAssist from version 1.0.2 to version 1.1, the Enable report filtering for network identification data option available in the SupportAssist Troubleshooting Credentials page does not work as expected for PowerVault MD storage and PowerConnect devices.

Resolution

Uninstall Lasso and then upgrade to SupportAssist version 1.1 or later.

Versions Affected

SupportAssist version 1.0.2

Issue 14:

Description

After upgrading OpenManage Essentials only version 1.0 to version 1.1, SupportAssist displays the following error: There is a problem with the Dell SupportAssist Service. Please make sure that the service is running and try again. [PHOME-627]

Resolution

Upgrade SupportAssist from version 1.0.2 to version 1.1 or later.

Versions Affected

SupportAssist version 1.0.2

Issue 15:

Description

The SupportAssist Installer is unable to start the WCF service in port 80, if another application is running on this port. [PHOME-605]

Resolution

SupportAssist is hosted on port 9399. Ensure that no other application is running on this port.

Issue 16:

Description

If the OpenManage Essentials database target is changed from remote to local or vice versa, SupportAssist displays the following message: There is a problem with the Dell SupportAssist Service. Please restart the service and try again. [PHOME-595]

Resolution

Restart the Dell SupportAssist windows service:

1. Click Start-> Run. The Run dialog box is displayed.
2. In the Open box, type services.msc, and click OK. The Services window is displayed.
3. Right-click the Dell SupportAssist Service, and click Stop.
4. Right-click the Dell SupportAssist Service, and click Start.

Issue 17:

Description

SupportAssist 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  
}
```

Resolution

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

Issue 1:

Description

The following sequence can result in system log collection 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. [PHOME-330, PHOME 385]

Resolution

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

Limitations

- Users cannot adjust the alert flood level required to automatically enter Maintenance Mode. [PHOME-363]
Versions affected: 1.0, 1.0.1, 1.0.2, 1.1, 1.1.1, and 1.2
- Dell SupportAssist does not allow the primary or secondary contact to opt out of receiving emails individually. [PHOME-365]
Versions affected: 1.0, 1.0.1, 1.0.2, 1.1, 1.1.1, and 1.2
- After upgrading SupportAssist from version 1.0.1 to 1.0.2, 1.1, or 1.1.1 the Case List screen displays Unknown in the Service contract column for all cases. Prior to the upgrade the Service Contract column displayed ProSupport. [PHOME-455]
Versions affected: 1.0.2, 1.1, 1.1.1, and 1.2
- The following sequence can result in Dell SupportAssist troubleshooting tools not running on a managed device even if a critical alert is triggered:
 1. A support case is created for a critical alert on a device.
 2. The troubleshooting tools are executed, the diagnostic result are sent to Dell.
 3. The case is successfully resolved and the case is closed.
 4. The same device triggers another critical alert within 24 hours of resolution of the previous case.
 5. A support case is created for the alert, and the Progress column on the Cases tab of the dashboard displays blank.Versions affected: 1.1, 1.1.1, and 1.2
- First-time launch of the SupportAssist dashboard takes time. [PHOME-657]
Versions affected: 1.1, 1.1.1, and 1.2
- When upgrading SupportAssist, changing the language for installation is not considered by the installer. SupportAssist is upgraded in the language of the prior version of SupportAssist. [PHOME-879]
Versions affected: 1.1.1
- When using the Send System Logs option for a Dell CMC, PowerEdge VRTX, storage, or switch device, the Collection Status displays Collection Uploaded even if the upload of the system log collection fails. [PHOME-903]
Versions affected: 1.1.1 and 1.2

- The Collection Status of any device type in the Devices tab displays Collection Scheduled, even after the system log collection Frequency for the device type is set to None device in Settings→ System Logs→ System Log Collection Schedule. [PHOME-908]
Versions affected: 1.1.1 and 1.2
- If any changes are made to the OpenManage Essentials files, the SupportAssist windows service must be restarted.
Version affected: 1.0.1 ,1.1.1, and 1.2
- After upgrading OpenManage Essentials from version 1.0.1 to version 1.1, the SupportAssist windows service must be restarted.
Version affected: 1.0.1 and 1.1
- The address bar in Internet Explorer does not display the SupportAssist icon when SupportAssist is launched using either the desktop-shortcut icon or the Start menu.
Version affected: 1.1.1, and 1.2
- If iDRAC7 device is discovered, and then after some time the same system PowerEdge server is discovered in OpenManage Essentials, the following is observed in SupportAssist:
 - The iDRAC7 device information is overwritten by the server device information.
 - iDRAC7 credentials are deleted.
 Versions affected: 1.2
- If the same system iDRAC7 device and PowerEdge server are discovered in OpenManage Essentials, the system log collection is always generated from the PowerEdge server.
Versions affected: 1.2

Installation Prerequisites

The following are the prerequisites:

- Servers running Dell OpenManage Essentials version 1.1 or later
- Familiarity with OpenManage Essentials installation, configuration, and operation

NOTE: 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 dell.com/support/manuals.

CAUTION: Dell does not support, and strongly suggests that you do not attempt, installing or operating SupportAssist 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 PowerEdge (9th Generation and later), servers, PowerEdge VRTX chassis, PowerVault NX storage servers, blade chassis, iDRAC7, PowerVault MD and EqualLogic storage devices, and PowerConnect and Force10 Ethernet switches, Dell SupportAssist requires:

- Optional: OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge devices.
- SNMP agent enabled on all managed PowerEdge, EqualLogic, PowerVault, iDRAC7, chassis management controller (CMC), Force10, PowerConnect, and PowerEdge VRTX devices for OpenManage Essentials discovery.
- All managed PowerEdge, EqualLogic, PowerVault, iDRAC7, CMC, Force10, PowerConnect, and PowerEdge VRTX devices configured to send SNMP traps to the OpenManage Essentials server.
- A trust relationship must exist between the domains of the management station and the managed nodes.
- All managed PowerEdge, EqualLogic, PowerVault, iDRAC7, CMC, Force10, PowerConnect, and PowerEdge VRTX 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.
- All Ethernet ports of the EqualLogic members must be discovered for the complete EqualLogic support.
- 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	10 cores
Memory	10 GB	12 GB
Hard drive	8 GB	10 GB

NOTE: If SupportAssist is configured to generate the system log collection at regular intervals, additional hard drive space is required. The hard drive space required can be determined as 10 MB x number of devices.

- Other requirements:
 - Web browser – Internet Explorer 8, 9, or 10 and Mozilla Firefox 20 or 21; supported only on Windows-based operating systems.
 - Microsoft .Net Framework 4.0/4.5
 - Microsoft ASP.Net
 - IIS 7.x
 - Dell OpenManage Essentials 1.1 or 1.2
 - 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 or the see the Dell SupportAssist Quick Setup Guide at dell.com/ServiceabilityTools.

Installation Instructions

You can install Dell SupportAssist using the Dell SupportAssist installation package or the OpenManage Essentials installation package

To install SupportAssist using the SupportAssist installation package:

1. Double-click the SupportAssist installer package file.
2. Follow the instructions that appear on the screen.

To install SupportAssist using the OpenManage Essentials installation package:

1. Double-click the OpenManage Essentials installer package file.
2. Select Dell SupportAssist, and click Install.
3. Follow the instructions that appear on the screen.

NOTE: If your system connects to the Internet through a proxy server, the proxy server settings must be configured in the Support Assist Proxy Settings page. For more information about configuring the proxy, see the Dell SupportAssist Plugin For Dell Open Manage Essentials Version 1.2 User's Guide at dell.com/ServiceabilityTools.

NOTE: For information about the components and configurations that you can verify to ensure that the SupportAssist plugin installed on your system works as expected, see the Dell SupportAssist Plugin For Dell Open Manage Essentials Version 1.2 Quick Start Guide at dell.com/ServiceabilityTools.

NOTE: The following system log collection tools are automatically installed during the installation of SupportAssist version 1.2:

- Dell System E-Support Tool (DSET) version 3.4.1
- Dell Lasso version 4.3.1.

NOTE: To successfully collect system logs from managed nodes on which Dell OpenManage Server Administrator 7.2 or later is installed, you must upgrade from earlier versions of SupportAssist to SupportAssist version 1.2.

Upgrade

If an earlier version of Dell SupportAssist is already installed on your system, you can upgrade to SupportAssist version 1.2

NOTE: Upgrade from SupportAssist version 1.0.2 is not supported. You must uninstall SupportAssist version 1.0.2 and then install SupportAssist version 1.2.

Uninstallation

To uninstall Dell SupportAssist:

1. On the OpenManage Essentials server, click Start→ Control Panel→ Programs and Features. The Programs and Features window is displayed.
2. Select Dell SupportAssist, and click Uninstall.
3. If the Programs and Features dialog is displayed, prompting your confirmation, click Yes.

SupportAssist and its troubleshooting tools are now uninstalled from your OpenManage Essentials server.

Contacting Dell

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

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

1. Visit **support.dell.com**.
2. Select your support category.
3. If you are not a U.S. customer, select your country code at the bottom of the **support.dell.com** page, or select **All** to see more choices.
4. Select the appropriate service or support link based on your need.

For information on documentation support, visit **dell.com/SupportAssistGroup** or **dell.com/ServiceabilityTools**.

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