

Dell SupportAssist
Version 1.1
Support Matrix



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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This document lists the devices supported by Dell SupportAssist.



NOTE: For more information on the devices listed in this document, see the documentation for that device.

Supported Devices

Table 1. Devices Supported By SupportAssist

| Device | Remote Monitoring And Case Creation | Automatic Data Collection |
|-----------------------|--|--------------------------------------|
| Dell PowerEdge | | |
| 1900 | Yes | Yes |
| 1950 | Yes | Yes |
| 1955 | Yes | Yes |
| 2900 | Yes | Yes |
| 2950 | Yes | Yes |
| 2970 | Yes | Yes |
| 6950 | Yes | Yes |
| M600 | Yes | Yes |
| M605 | Yes | Yes |
| M805 | Yes | Yes |
| M905 | Yes | Yes |
| R200 | Yes | Yes |
| R300 | Yes | Yes |
| R805 | Yes | Yes |
| R900 | Yes | Yes |
| R905 | Yes | Yes |
| T100 | Yes | Yes |
| T105 | Yes | Yes |
| T300 | Yes | Yes |
| T605 | Yes | Yes |
| R210 | Yes | Yes |
| R210 II | Yes | Yes |

Table 1. Devices Supported By SupportAssist

| Device | Remote Monitoring And Case Creation | Automatic Data Collection |
|---------------|--|--------------------------------------|
| R310 | Yes | Yes |
| R510 | Yes | Yes |
| R515 | Yes | Yes |
| R610 | Yes | Yes |
| R710 | Yes | Yes |
| R810 | Yes | Yes |
| R815 | Yes | Yes |
| R910 | Yes | Yes |
| R410 | Yes | Yes |
| R415 | Yes | Yes |
| R715 | Yes | Yes |
| T110 | Yes | Yes |
| T110 II | Yes | Yes |
| T310 | Yes | Yes |
| T410 | Yes | Yes |
| T610 | Yes | Yes |
| T710 | Yes | Yes |
| M610 | Yes | Yes |
| M610x | Yes | Yes |
| M710 | Yes | Yes |
| M710HD | Yes | Yes |
| M910 | Yes | Yes |
| M620 | Yes | Yes |
| R620 | Yes | Yes |
| R720 | Yes | Yes |
| R720xd | Yes | Yes |

Table 1. Devices Supported By SupportAssist

| Device | Remote Monitoring And Case Creation | Automatic Data Collection |
|------------------------|--|----------------------------------|
| T620 | Yes | Yes |
| R420 | Yes | Yes |
| T420 | Yes | Yes |
| R320 | Yes | Yes |
| T320 | Yes | Yes |
| R520 | Yes | Yes |
| M520 | Yes | Yes |
| M420 | Yes | Yes |
| M820 | Yes | Yes |
| R820 | Yes | Yes |
| Dell PowerVault | | |
| MD1200 | Yes | No |
| MD1220 | Yes | No |
| MD3000i | Yes | Yes |
| MD3060e | Yes | No |
| MD3200 | Yes | Yes |
| MD3200i | Yes | Yes |
| MD3220 | Yes | Yes |
| MD3220i | Yes | Yes |
| MD3260 | Yes | Yes |
| MD3260i | Yes | No |
| MD3600i | Yes | Yes |
| MD3600f | Yes | No |
| MD3620f | Yes | No |
| MD3620i | Yes | Yes |
| MD3660i | Yes | Yes |

Table 1. Devices Supported By SupportAssist

| Device | Remote Monitoring And Case Creation | Automatic Data Collection |
|--------------------------|--|----------------------------------|
| MD3660f | Yes | No |
| 745N | Yes | Yes |
| MD1000 | Yes | No |
| MD1120 | Yes | No |
| Dell PowerConnect | | |
| M8024 | Yes | Yes |
| M8024-k | Yes | Yes |
| M8428-K | Yes | Yes |
| M6348 | Yes | Yes |
| M6220 | Yes | Yes |
| 5524 | Yes | Yes |
| 5524P | 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 |
| 7048P | Yes | Yes |
| 7048R | Yes | Yes |
| B-8000 | Yes | Yes |

Table 1. Devices Supported By SupportAssist

| Device | Remote Monitoring And Case Creation | Automatic Data Collection |
|--------------------------------------|--|----------------------------------|
| 8024 | Yes | Yes |
| 8024F | Yes | Yes |
| Dell 8/4 Gps FC SAN module for M100e | Yes | Yes |
| Brocade M5424 FC Blade Switch | Yes | Yes |

Minimum Requirements For Dell SupportAssist

Software

- Dell OpenManage Essentials 1.0.1 or later.
- Optional: Dell OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge devices.
- SNMP agent enabled on all managed PowerEdge, PowerVault, iDRAC7, and PowerConnect devices for OpenManage Essentials discovery.
- All managed PowerEdge, PowerVault, iDRAC7, and PowerConnect devices configured to send SNMP traps to the OpenManage Essentials server.
- All managed PowerEdge, PowerVault, iDRAC7, 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 station and the managed nodes.
- Microsoft .Net Framework 4.0
- Microsoft ASP.Net
- IIS 7.x

Hardware

Table 2. Minimum Hardware Requirements

| 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 | 6 GB | 10 GB |
| Hard drive | 8 GB | 10 GB |

Network

- Internet connection – standard Gbe network.
- Port 443 must be open on the OpenManage Essentials management server.
- 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.

Browsers

SupportAssist only supports the 32-bit version of the following browsers:

- Microsoft Internet Explorer 8, 9, and 10
- Mozilla FireFox 11 and 12



NOTE: Supported only on Window-based operating systems.