

**Dell SupportAssist
Version 1.1 User's Guide**



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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Overview

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.

SupportAssist integrates with Dell OpenManage Essentials to provide support capabilities for the following Dell enterprise server and storage solutions, using the 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 3.5, 4.x, or 5.0
- Dell PowerVault MD storage arrays
- Dell PowerConnect Ethernet switches

 **NOTE:** SupportAssist does not support CloudEdge or PowerEdge-C servers.

SupportAssist also provides rich device, support case, and service contract reporting.


You can access information about the OpenManage Essentials-managed Dell devices and related support cases from the **Device Inventory** and **Case List** reports in the SupportAssist dashboard.

Equipping your OpenManage Essentials server with SupportAssist is voluntary, and results in improved support, products, and services designed to meet your needs.

Key Features

The key features of Dell SupportAssist include:

- 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 SupportAssist installation, do not appear in the SupportAssist 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 is dispatched to you with your consent.

Features Supported With Dell Service Contracts

The features supported on your environment may vary based on your Dell service contract.

The following table provides a comparison of the features available with the Dell Basic Hardware and Dell ProSupport service contracts.


Table 1. Feature Comparison

Feature	Basic Hardware	ProSupport
Remote monitoring	✓	✓
Automated log and configuration collection	✓	✓
Automatic support case creation	✗	✓
Proactive parts dispatch	✗	✓

Case Data Handling

For increased performance, Dell SupportAssist case data is cached prior to display in the dashboard, and is not displayed in real time. When SupportAssist launched, it:

- Queries Dell once every three minutes for cases in the **Submitted** state to determine if it needs to update the case status.
- Determines the last time the case data was updated for a submitted case. It then queries those cases whose cached status information has expired in the last three minutes.
- 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, SupportAssist queries for that data in the current poll. Therefore, SupportAssist may only poll for cases that are in the **Open** state for case data every 12 minutes.

Event Handling

Dell SupportAssist intelligently handles event storm conditions, allowing up to nine separate alerts from your OpenManage Essentials-managed environment in a 60-minute time span. However, if it receives 10 or more separate alerts 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, SupportAssist automatically exits Maintenance Mode and resumes normal alert processing.

Data Collected

Dell SupportAssist 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.

For more information about the collected troubleshooting information, see [Accessing And Viewing The Troubleshooting Data](#).

What's New In This Release


- Proxy server support — Enables you to configure your proxy server settings in Dell SupportAssist. See [Configuring Proxy Server Settings](#).
- Role-based security — Restricts access to configure SupportAssist and test e-mail connectivity. Only members of the OpenManageEssentials Administrator or Power Users group can configure SupportAssist and test e-mail connectivity.
- Link and launch — Launch SupportAssist from the Extensions tab of the OpenManage Essentials graphical user interface (GUI). See [Launching Dell SupportAssist](#).
- Report filtering — Enables you to configure SupportAssist to prevent personally identifiable information (PII) from being sent to Dell. See [Enabling Report Filtering](#).
- E-mail notification for Basic Hardware service contract — Notifies potential hardware issues reported by devices covered under Basic Hardware service contract through e-mail.
- User name notification — Displays the user name of the current user at the top-right of the dashboard in the **Signed in as** field.
- Update available notification — Indicates if an updated version of SupportAssist is available. See [Using The Update Available Link](#).
- Support for Integrated Dell Remote Access Controller (iDRAC7) and Dell PowerConnect Ethernet switches — Monitors alerts from iDRAC7 and PowerConnect Ethernet switches.

Other Documents You May Need

In addition to this guide, you can access the following guides available at support.dell.com/manuals. On the **Manuals** page, click **Software** and then click **Systems Management** or **Serviceability Tools**. Click the appropriate product link on the right-side to access the documents.

- The *Dell OpenManage Essentials User's Guide* provides information about installing, configuring, and using OpenManage Essentials.
- The *Dell SupportAssist Version 1.1 Verifying the Installation* document provides information about the components and configurations that you can verify to ensure that SupportAssist works as expected.
- The *Dell SupportAssist Readme* provides the known issues and resolutions for SupportAssist.
- The *Dell System E-Support Tool User's Guide* provides details about installing and using the Dell System E-Support Tool (DSET) to generate reports.
- The *Dell Lasso User's Guide* provides an overview of the Lasso tool, the installation details, and the various methods to generate reports.
- The *Glossary* provides information about the terms used in this document.

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.

Installing, Upgrading, And Uninstalling Dell SupportAssist


This chapter provides information about installing, upgrading, and uninstalling Dell SupportAssist.

Prerequisites

The following are the prerequisites:

- Dell PowerEdge servers running Dell OpenManage Essentials version 1.0.1 or higher
- Familiarity 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 strongly suggests that you do not attempt, installing or operating Dell 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

This section provides the minimum requirements for Dell SupportAssist to provide proactive support for Dell PowerEdge (9th Generation and above), PowerVault MD arrays and storage solutions, iDRAC7, and Dell PowerConnect Ethernet switches.

 **NOTE:** For information about the SNMP configuration, firewall settings, web services, supported ports and protocols specific to your environment, see the *Dell SupportAssist Version 1.1 Verifying the Installation* document and *Dell OpenManage Essentials User's Guide* at support.dell.com/manuals.

Software

The following are the minimum required software configurations:

- 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
- Web browser – Internet Explorer 8, 9, or 10 (32-bit) and Mozilla Firefox 11 or 12 (32-bit); supported only on Windows-based operating systems.

Hardware

The following are the minimum recommended hardware configurations:

Table 2. Minimum 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	8 GB	10 GB
Hard drive	6 GB	10 GB

Network

The following are the minimum network requirements:

- 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.

Downloading The Installation Package

You can install Dell SupportAssist using one of the following:

- Dell SupportAssist installation package
- Dell OpenManage Essentials (version 1.1 or later) installation package

To download the installation package you want to use:

1. Visit support.dell.com and locate the SupportAssist installation package or the OpenManage Essentials installation package.
2. Download the appropriate installation package to your OpenManage Essentials management server.

Installing Dell SupportAssist

By installing Dell SupportAssist, 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 SupportAssist is also subject to the terms of your Service Agreement and Terms and Conditions of Sale.


You can install SupportAssist using one of the following:


- Dell SupportAssist installation package. See [Installing Dell SupportAssist Using The Dell SupportAssist Installation Package](#).
- OpenManage Essentials installation package. See [Installing Dell SupportAssist Using The Dell OpenManage Essentials Installation Package](#).

Installing Dell SupportAssist Using The Dell SupportAssist Installation Package

To install:


1. On the Dell OpenManage Essentials management server, right-click the SupportAssist 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 on to the OpenManage Essentials server as an administrator-level user, you can double-click the installer package to install SupportAssist, but UAC displays the **Open File - Security Warning** dialog box that you must acknowledge to proceed.

 **NOTE:** SupportAssist installation requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, local administrator credentials, and so on. SupportAssist installation cannot proceed unless you allow Dell to save your PII.

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

2. From the **Select the language for the installation from the choices below** list, select a language and click **OK**.

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

The **Preparing to Install** dialog box is briefly displayed and then the **Welcome to Dell SupportAssist** dialog box is displayed.

3. Read the terms, and then click **I Agree**.

The **License Agreement** dialog box is displayed.

4. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.

The **Registration** dialog box is displayed.

5. Provide the following information:

- **Company Name** — The company name must contain one or more printable characters, and must not exceed 256 characters.
- From the **Country/Territory:** list, select your country or territory.

6. Click **Next**.

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

7. Provide the following information for the primary person to whom Dell must send alert notifications, case status notifications, and so on:


- **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Phone Number** — In 123-456-7890 format, or in 123-456-7890 x 123 format (to include an extension). It must contain a minimum of 10 characters and not exceed 50 characters.
- **Alternate Phone Number** — Optional, with the same format and character requirements as the Phone Number.

- **Preferred Email Language** — From the list, select the desired language for SupportAssist e-mail notifications.
- **Email Address** — Provide the e-mail address in the name@company.com format. It must contain a minimum of five characters and not exceed 50 characters.
- **Receive case information via email upon alert generation** — Select the check box to receive e-mail when SupportAssist creates a support case.

8. Click **Next**.

The **Secondary Contact Information (Optional)** dialog box is displayed.

9. Provide the following information for the secondary person to whom Dell must 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. If your primary contact becomes unavailable, Dell can contact your company through the secondary contact. If both the primary and secondary contacts are configured with valid e-mail addresses, both receive SupportAssist e-mails.

- **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Phone Number** — In 123-456-7890 format, or in 123-456-7890 x 123 format (to include an extension). It must contain a minimum of 10 characters, and not exceed 50 characters.
- **Alternate Phone Number** — Optional, with the same format and character requirements as the Phone Number.
- **Email Address** — Provide the e-mail address in the name@company.com format. It must contain minimum of five characters, and not exceed 50 characters.

10. Click **Next**.

The **Administrator User Credentials** dialog box is displayed.

11. 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 not exceed 255 characters.
- **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.
- **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
- **Confirm Password** — Repeat the user password. The password should match with one provided in the Password field.

12. Click **Next**.

The **Troubleshooting Tools** dialog box is displayed.

13. Select **Allow Dell to gather system details to aid troubleshooting (user credentials required)** and then select one of the following options under **Credential Type**:


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

 **NOTE:** You can provide credentials for Dell PowerConnect Ethernet switches and iDRAC7 after installing SupportAssist. To provide the credentials, click the **Profile** link at the top-right of the SupportAssist dashboard and then click **Troubleshooting Features**. For more information, see [Configuring Troubleshooting Credentials](#).


14. Click **Next**.

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

15. Type the following information in the corresponding fields:

 **NOTE:** If you selected Linux or ESX/ESXi credentials instead of Windows credentials in the **Administrator User Credentials** dialog box, the fields in the **Remote System User Credentials** dialog box appear blank.

- **Username** — The user name must contain one or more printable characters, and not exceed 255 characters.

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

- **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
- **Confirm Password** — Repeat the user password. The password should match with the one provided in the Password field.

16. Click **Next**.

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


17. Click **Install** to install SupportAssist and its troubleshooting tools. By default, SupportAssist is installed at: **C:\Program Files (x86)\Dell\Dell Integrated Support** in 64-bit operating systems and at **C:\Program Files\Dell\Dell Integrated Support** in 32-bit operating systems.

As the SupportAssist application installs, the following Dell troubleshooting tools install in the background:

- Dell System E-Support Tool (DSET) — Diagnostic tool for Dell PowerEdge and iDRAC7 devices
- Lasso — Diagnostic tool for Dell PowerVault and Dell PowerConnect devices

DSET and Lasso gather troubleshooting information from your OpenManage Essentials-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 [Accessing and Viewing The Troubleshooting Data](#).


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

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

18. Click **Finish**.

The SupportAssist client opens in a web browser and the **Getting Started** dialog box is displayed.


The SupportAssist client installed on your system registers with the SupportAssist server hosted by Dell, and sends you a registration confirmation e-mail.


 **NOTE:** If there is an issue with registering the SupportAssist client with the SupportAssist server and the user credentials you provided for the Windows service is different from the proxy server credentials, ensure that you provide the proxy server credentials in SupportAssist. See [Configuring Proxy Server Settings](#).

Installing Dell SupportAssist Using The OpenManage Essentials Installation Package

To install:

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

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

 **NOTE:** SupportAssist installation requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, local administrator credentials, and so on. SupportAssist installation cannot proceed unless you allow Dell to save your PII.

The **Dell OpenManage Install** dialog box is displayed.

2. In **Available Options**, select **Dell SupportAssist**, and then click **Install**.

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

3. Follow the instructions from step 2 to step 18 in [Installing Dell SupportAssist Using The Dell SupportAssist Installation Package](#).

Verifying The Installation


To verify if the software, hardware, and network components required for Dell SupportAssist to provide proactive support are configured correctly, see the *Dell SupportAssist Verifying the Installation* document at support.dell.com/manuals.

Upgrading Dell SupportAssist

If an earlier version of Dell SupportAssist is installed on your system, you can upgrade to SupportAssist version 1.1.

To upgrade:

1. On the Dell OpenManage Essentials management 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 on to the OpenManage Essentials server as an administrator-level user, you can double-click the installer package to install SupportAssist, but UAC displays the **Open File - Security Warning** dialog box that you must acknowledge to proceed.

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

2. From the **Select the language for the installation from the choices below** list, select a language and click **OK**.

The **Preparing to Install** dialog box is briefly displayed and then the **Administrator User Credentials** dialog box is displayed.

3. 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 not exceed 255 characters.
 - **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.
 - **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
 - **Confirm Password** — Repeat the user password. The password should match with one provided in the Password field.

4. Click **Next**.

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


 **CAUTION:** Once you click **Install**, the **Cancel** button is disabled and the installation cannot be rolled back.

5. Click **Install**.

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

6. Click **Finish**.


SupportAssist opens in a web browser and displays the **Getting Started** dialog box that informs you to configure the proxy server settings and user credentials, if required.

 **NOTE:** The **Service Contract** column in the SupportAssist dashboard displays `unknown` for all support cases created prior to the SupportAssist upgrade. Once an alert is received from the device, the **Service Contract** column is updated with the appropriate service contract type.

Uninstalling Dell SupportAssist

To uninstall:

1. On the OpenManage Essentials management server, click **Start** → **Control Panel** → **Programs and Features**.
The **Programs and Features** window is displayed.
2. Select **Dell SupportAssist**, and then click **Uninstall**.
3. If the **Programs and Features** dialog box is displayed, prompting you to confirm the uninstallation, click **Yes**.
SupportAssist 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 SupportAssist. If you reinstall SupportAssist, it registers with the SupportAssist server as a new client. The support case information that was generated prior to uninstalling SupportAssist is not displayed.

Using Dell SupportAssist

This chapter provides information about using Dell SupportAssist.

Launching Dell SupportAssist

To launch SupportAssist:

1. On the OpenManage Essentials management server, do one of the following:
 - Double-click the Dell SupportAssist desktop icon.
 - Click **Start**→ **All Programs**→ **Dell OpenManage Applications**→ **Dell SupportAssist**→ **Dell SupportAssist**.
 - In OpenManage Essentials dashboard, click the **Extensions** tab, and then click the SupportAssist **Launch** link.

The **Windows Security** dialog box may be displayed.

2. If the **Windows Security** dialog box is displayed, type the **User name** and **Password**, and then click **OK**.

The SupportAssist dashboard opens in a web browser, and may display the **Getting Started** dialog box that informs you to configure the proxy server settings and user credentials, if required.

Case List Report

The **Case List** report is the default Dell SupportAssist dashboard view.

The following table describes the automatically-generated support case information for your supported Dell devices, as displayed in the **Case List** report.

Table 3. 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 — SupportAssist 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

Column	Description
	<ul style="list-style-type: none"> Alert ID, if available Alert description, if available
Progress	<p>The current support case progress status. The progress status may be:</p> <ul style="list-style-type: none"> Case Access Error — SupportAssist 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 SupportAssist's troubleshooting tools. Troubleshooting Opted Out — Customer has opted out of SupportAssist'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.
Service Contract	<p>The Dell service contract level under which the device is covered. The service contract column may display:</p> <ul style="list-style-type: none"> Unknown — SupportAssist 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	<p>Indicates the type of device as discovered by OpenManage Essentials:</p> <ul style="list-style-type: none"> Storage — The device is a PowerVault storage array. Server — The device is a PowerEdge server. PowerConnect — The device is a PowerConnect Ethernet switch.
Service Tag	<p>A unique, alphanumeric identifier which enables Dell to individually recognize each Dell device.</p>
Date Opened	<p>The date and time when the support case was opened.</p>

Viewing The Case List Report

To view the Case List report, click the **Cases** tab on the Dell SupportAssist dashboard.

A progress indicator may appear at the bottom of the report to inform that SupportAssist is in the process of updating its cache of open support cases.

-  **NOTE:** By default, the Case List is sorted by **Date Opened**, in descending order. See [Customizing The Case List Display Data](#) for more sorting options
-  **NOTE:** Pre-existing support cases (opened prior to SupportAssist installation), and cases opened by means other than SupportAssist, do not appear in the **Case List** report.
-  **NOTE:** The **Service Contract** column in the SupportAssist dashboard displays `unknown` for all support cases created prior to the SupportAssist upgrade. Once an alert is received from the device, the **Service Contract** column is updated with the appropriate service contract type.

Support case information is automatically available, for Dell OpenManage Essentials-managed Dell PowerEdge, Dell PowerVault, iDRAC7, and Dell PowerConnect devices with valid service tags, when SupportAssist 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 SupportAssist has completed its open support cases update, the **Case List** displays the current cases.

Customizing The Case List Display Data

The displayed Case List data can be customized by:

- [Sorting The Case List Data By Column Name](#)
- [Filtering The Case List Data By Column Name And Keyword](#)
- [Returning The Case List Data To The Default Sorting](#)
- [Setting The Number Of Cases Displayed Per Page](#)

Sorting The Case List Data By Column Name

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

The report refreshes to display the data in an ascending or descending order of the column header you clicked.

Filtering The Case List Data By Column Name And Keyword

To filter the case list display data by column name and keyword:

1. Select the column name from the **Filter By:** list.
2. If you are searching for **Case Status**, **Progress**, **Device Type**, or **Service Contract**, select the search criteria from the search list.
3. If you are searching for **Case Number**, **Date Opened**, **Case Title**, or **Service Tag**, type the search keyword in the search text field.
4. Click **Apply Filters**.
The report refreshes to display the data according to your criteria. If there are no matches, the following message is displayed:
`No support cases found. Please review your search criteria and try again.`
5. To clear the search criteria and try again, click **Clear Filters**.
The report refreshes to display the default content.
6. Repeat step 2 through step 3.
The report refreshes to display the data according to your criteria.

Returning The Case List Data To The Default Sorting

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 are closed since the last refresh no longer appear.

Setting The Number Of Cases Displayed Per Page

To change the total number of rows displayed in one page, select the number of cases to display from the **Display Cases:** list. You can choose from:

- **10 per page**
- **20 per page**
- **30 per page**

Device Inventory Report

The Device Inventory report displays the supported OpenManage Essentials-discovered devices.

The following table describes the automatically-generated inventory information for your supported Dell devices, as displayed in the Device Inventory report

Table 4. Device Inventory Report

Column	Description
Device Type	Indicates the type of device 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.• PowerConnect — The device is a Dell PowerConnect Ethernet switch.
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.

Viewing The Device Inventory Report

To view the Device Inventory report, click the **Devices** tab on the Dell SupportAssist dashboard.

 **NOTE:** By default, the Device Inventory is sorted by **Device Name**, in ascending order. See [Customizing The Device Inventory Display Data](#) for more sorting options.

Customizing The Device Inventory Display Data

The displayed **Device Inventory** data can be customized by:

- [Sorting The Device Inventory Data By Column Name](#)
- [Filtering The Device Inventory Data By Column Name And Keyword](#)

- [Returning The Device Inventory Data To The Default Sorting](#)
- [Setting The Number Of Devices Displayed Per Page](#)

Sorting The Device Inventory Data By Column Name

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

The report refreshes to display the data in an ascending or descending order of the column header you clicked.

Filtering The Device Inventory Data By Column Name And Keyword

To filter the device inventory display data by column name and keyword:

1. Select the column name from the **Filter By:** list.
2. If you are searching for **Device Type**, select the search criteria from the search list.
3. If you are searching for **Device Name, Service Tag, OS Name, or OS Revision**, type the search keyword in the search text field.
4. Click **Apply Filters**.
The report refreshes to display the data according to your criteria. If there are no matches, the following message is displayed:
`No support cases found. Please review your search criteria and try again.`
5. To clear the search criteria and try again, click **Clear Filters**.
The report refreshes to display the default content.
6. Repeat step 2 through step 3.
The report refreshes to display the data according to your criteria.

Returning The Device Inventory Data To The Default Sorting

To return to the default **Device Inventory** view (**Device Name**, in descending 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.

Setting The Number Of Devices Displayed Per Page

To change the total number of rows displayed in one page, select the number of cases to display from the **Display Devices:** list. You can choose from:

- **10 per page**
- **20 per page**
- **30 per page**

Refreshing The Case List Or Device Inventory Display Data

The **Case List** or **Device Inventory** display data can be refreshed in two ways:

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

- 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.

Configuring E-Mail Notification Preferences

E-mail notification preferences may need to be configured based on your:

- Geographic location
- Preference to receive e-mail notifications from Dell SupportAssist.

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



NOTE: Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.

1. Click the **Profile** link at the top-right corner of the SupportAssist dashboard.
The **Contact Information** page is displayed.
2. Click the **Preferences** tab.
The **Preferences** and **Email Notification** page is displayed.
3. Under **Preferences**, from the **Preferred Email Language** list, select a language.
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**.

Configuring Proxy Server Settings



If your system connects to the Internet through a firewall or proxy server, the proxy settings can be configured in Dell SupportAssist.

To configure the proxy server settings:



NOTE: Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.


1. Click the **Profile** link at the top-right corner of the SupportAssist dashboard.
The **Contact Information** page is displayed.
2. Click the **Proxy Settings** tab.
The **Proxy Settings** page is displayed.
3. Select **Use Proxy Settings**.

-  **NOTE:** SupportAssist provides support for Windows NT LAN Manager (NTLM) authentication protocol only.
4. Type the **Proxy Server Address or Name:** and **Proxy Port Number:** in the appropriate fields.
-  **NOTE:** If the proxy credentials are not provided, SupportAssist connects to the proxy server as an anonymous user.
5. If the proxy server requires authentication, select **Proxy requires authentication**, and then provide the following information in the corresponding fields:
 - **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.
 - **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
 - **Confirm Password** — Repeat the user password. The password should match with the one provided in the Password field.
 6. Click **Apply**.
- SupportAssist tests the proxy server settings, and the result of the test is displayed in a dialog box.

You can verify if the proxy settings has been configured correctly by testing the connection through the proxy server. See [Confirming Connectivity Through The Proxy Server](#).

Confirming Connectivity Through The Proxy Server

To test if Dell SupportAssist can connect to the Internet through the proxy server:


-  **NOTE:** Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.
1. Click the **Profile** link at the top-right corner of the SupportAssist dashboard.
The **Contact Information** page is displayed.
 2. Click the **Proxy Settings** tab.
The **Proxy Settings** page is displayed.
 3. Ensure that the proxy settings has been configured correctly. See [Configuring Proxy Server Settings](#).
 4. Click **Apply**.
A dialog box appears to inform the status of the connection through the proxy server.

Confirming E-Mail Connectivity

You can test the Dell SupportAssist e-mail connectivity status, in order to ensure that you can receive the most current case and device updates.

For example, you may want to check the e-mail connectivity status following a network outage, a router or firewall configuration change made to the e-mail address of the primary user.

To test the SupportAssist e-mail connectivity status:

-  **NOTE:** Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.
1. Click the **Connectivity Test** link at the top-right corner of the SupportAssist dashboard.
The **Connectivity Test** page is displayed.
 2. Click **Send**.

SupportAssist initiates an e-mail connectivity test.

3. If the test is successful, a confirmation e-mail message is sent to you. The message provides the connectivity status and a reminder to configure your devices for monitoring. The SupportAssist dashboard displays the following success message:

A connectivity test has been successfully sent to Dell SupportAssist.

When you receive the connectivity confirmation e-mail from SupportAssist, 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 SupportAssist 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.

Viewing Troubleshooting Features

To view and/or update troubleshooting features:


 **NOTE:** Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.

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




Configuring Troubleshooting Credentials

Dell SupportAssist gathers troubleshooting information from supported Windows, Linux, and VMware ESX/ESXi based managed Dell server and storage devices, iDRAC7, and Dell PowerConnect Ethernet switches. To gather troubleshooting information from your OpenManage Essentials-managed Dell systems, the user credentials must be configured in SupportAssist.



To configure the credentials required for gathering troubleshooting information:

 **NOTE:** Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.

1. Click the **Profile** link at the top-right corner of the SupportAssist dashboard.
The **Contact Information** page is displayed.
2. Click the **Troubleshooting Features** tab.
The **Troubleshooting Credentials** and **Maintenance Mode** tab is displayed.
3. Under **Troubleshooting Credentials**, select the **Credential Type** from the list. You can select from:
 - **Windows**

- Linux
 - ESX/ESXi
 - PowerConnect
 - iDRAC7
4. Type the following troubleshooting credentials in the corresponding fields:
-  **NOTE:** For PowerConnect Ethernet switches, the **Username**, **Password**, and **Enable Password** fields are optional. However, information must be provided for these fields if the PowerConnect Ethernet switch is configured with these details.
- **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.
 -  **NOTE:** Windows user names must be of the form [Domain\Username]. You can also use a period [.] to indicate the local domain. This rule does not apply to Linux or ESX/ESXi credentials.
 -  **NOTE:** For PowerConnect Ethernet switches the domain name need not be specified.


Examples of Windows user names: .Administrator; MyDomain\MyUsername

Example of Linux, ESX/ESXi user name: Username
 - **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
 - **Confirm Password** — Repeat the user password. The password should match with one provided in the **Password** field.
 - **Enable Password** — For PowerConnect Ethernet switches only. The enable password must contain one or more printable characters, and not exceed 127 characters.
 -  **NOTE:** Your user credentials are encrypted and saved locally.
5. If you want to allow SupportAssist to automatically run diagnostic tools when there is a problem with a device, select the **Automatically run diagnostic tools when needed (user credentials required)** option. The diagnostic tools gather troubleshooting information from your OME-managed Dell devices, then compress and upload it for use by Dell Technical Support to diagnose the issues.
6. If you do not want to send the personally identifiable information (PII) to Dell, select the **Enable report filtering for network identification data** option. PII collected and sent by the diagnostic tools include complete configuration snapshot of storage systems, hosts, and network devices which can contain host identification and network configuration data.
-  **NOTE:** When report filtering is enabled, some of the data about your network is not transmitted to Dell. Enabling report filtering may prevent Dell technical support from resolving your issue.
7. Click **Save**.


Enabling Report Filtering

Dell SupportAssist collects personally identifiable information (PII) such as the complete configuration snapshot of storage systems, hosts, and network devices which can contain host identification and network configuration data.

In most cases, part or all of this data is required to properly diagnose issues. Your company's security policies may restrict sending this data outside of your network. You can chose not to send this data to Dell by enabling report filtering.

 **NOTE:** When report filtering is enabled, some of the data about your network is not transmitted to Dell. Enabling report filtering may impede Dell technical support from resolving your issue.

To enable report filtering:


 **NOTE:** Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.

1. Click the **Profile** link at the top-right corner of the SupportAssist dashboard.
The **Contact Information** page is displayed.
2. Click the **Troubleshooting Features** tab.
The **Troubleshooting Credentials** and **Maintenance Mode** tab is displayed.
3. In the **Troubleshooting Credentials** section, select the **Enable report filtering for network identification data** option.
4. Click **Save**.

Setting Dell SupportAssist To Maintenance Mode

SupportAssist can also be set 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 set SupportAssist in or out of maintenance mode:

 **NOTE:** Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.

1. Click the **Profile** link at the top-right corner of the SupportAssist dashboard.
The **Contact Information** page is displayed.
2. Click the **Troubleshooting Features** tab.
The **Troubleshooting Credentials** and **Maintenance Mode** tab is displayed.
3. Under **Maintenance Mode**, select the **Temporarily suspend case generation activity (for example, for purposes of downtime, external troubleshooting, etc.)** check box to toggle SupportAssist's Maintenance Mode status.
 - If you select the check box, SupportAssist is placed in maintenance mode.
 - If you clear the check box, SupportAssist is taken out of maintenance mode.
4. Click **Save**.

A banner appears along the top of the SupportAssist dashboard displaying `Maintenance Mode`.


Once manually placed in Maintenance Mode, SupportAssist remains in that state indefinitely unless you clear the status check box as in step 3.

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

Using The Update Available Link

The **Update available** link is displayed at the top-right of the Dell SupportAssist if a newer version of SupportAssist is available.

Click the **Update available** link to navigate to the location on the Dell support site from where you can download a newer version of the SupportAssist.

 **NOTE:** The **Update Available** link can also be accessed through the **About** dialog box.

Identifying The User Name

The **Signed in as:** notification at the top-right corner of the Dell SupportAssist dashboard enables you to identify your user name.

Viewing And Updating The Profile Information

To view and update user profile information:



NOTE: Ensure that you are logged on as a member of the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group. If you are not logged on as a member of the OpenManage Essentials Administrators or Power Users group, the **Profile** and **Connectivity Test** links are disabled.

1. Click the **Profile** link at the top-right corner of the Dell SupportAssist dashboard. The **Contact Information** page is displayed.
2. Type the company name in the **Company Name:** field. The company name must contain one or more printable characters, and not exceed 256 characters.
3. Select the user for whom the contact information must be changed. You can select from:
 - **Primary**
 - **Secondary**
4. Make the required changes to any of the following fields:
 - **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and not exceed 50 characters.
 - **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and not exceed 50 characters.
 - **Phone Number** — In 123-456-7890 format, or in 123-456-7890 x 123 format (to include an extension). It must contain a minimum of 10 characters, and not exceed 50 characters.
 - **Alternate Phone Number** — Optional, with the same format and character requirements as the Phone Number.
 - **Email Address** — Provide the e-mail address in the name@company.com format. It must contain a minimum of five characters, and not exceed 50 characters.
5. Click **Save**.

Accessing And Viewing The Logs

The Dell SupportAssist 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** in 64-bit operating systems and at **C:\Program Files\Dell\Dell Integrated Support\logs** in 32-bit operating systems)

A new log is created daily at 11:59 PM as per the time zone configured in the system, 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, log files similar to the following can be seen:

- **log-file.txt 20120226**
- **log-file.txt 20120227**
- **log-file.txt 20120228**

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.

The LogFileLevel Windows Registry key can be located at **HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Dell\Dell Integrated Support** in 64-bit operating systems and at **HKEY_LOCAL_MACHINE\SOFTWARE\Dell\Dell Integrated Support** in 32-bit operating systems.


Accessing And Viewing The Troubleshooting Data

When a support case is automatically generated by Dell SupportAssist, 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** in 64-bit operating systems and at **C:\Program Files\Dell\Dell Integrated Support\reports** in 32-bit operating systems).

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**
- **Lasso_Report_for[10.94.216.76_SvcTag_897672S_2012-08-21T094147].zip.gpg** (without PII)
- **Lasso_Report_for[10.94.216.76_SvcTag_897672S_2012-08-21T094147].xml.gpg** (with PII)

The report file is encrypted with the password, dell (all lowercase). 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 Dell SupportAssist Product Information

The About dialog box displays the SupportAssist product version, copyright information, and detailed SupportAssist feature descriptions.

To view general and detailed SupportAssist product information:

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

Viewing Support Information

The Help screen displays Dell SupportAssist product version and copyright information, and provides access to Dell Technical Support and Dell OpenManage Essentials information.

To view the support information for SupportAssist:

1. Click the **Help** link at the top-right corner of the SupportAssist dashboard.

The **Help** dialog box is displayed.

2. In the **Help** dialog box :
 - Read the General product and copyright information.
 - Click the links under **Dell SupportAssist 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 SupportAssist dashboard.


Troubleshooting

This chapter describes procedures you can use to troubleshoot Dell SupportAssist issues

Installing Dell SupportAssist

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

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

 **NOTE:** SupportAssist installation requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information and local administrator credentials, and so on. SupportAssist installation cannot proceed unless you allow Dell to save your PII.

Launching Dell SupportAssist

If you see a `Problem starting the Dell SupportAssist Service` error upon launching SupportAssist:

- The local administrator password may have been changed recently. If so, ensure that the SupportAssist Windows service is configured with the new password:
1. Click **Start** → **Run**.
The **Run** dialog box is displayed.
 2. Type `services.msc`, and then click **OK**.
The Services Microsoft Management Console (MMC) is displayed.
 3. Right-click the **Dell SupportAssist** service, and then click **Properties**.
The **Dell SupportAssist Service Properties** dialog box is displayed.
 4. Click the **Log On** tab, and ensure that the **This account** option is selected.
 5. In the **Password:** field, type the new local administrator password.
 6. In the **Confirm Password:** field, repeat the local administrator password. The password should match with one provided in the **Password:** field.
 7. Click **Apply**.
 8. Launch SupportAssist.
- There may be a Windows registry configuration problem with the SupportAssist Windows service. To resolve this issue, uninstall and then reinstall SupportAssist.

The SupportAssist dashboard requires some DLLs that are installed in OpenManage Essentials version 1.0.1. The SupportAssist 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 SupportAssist Service (PhomePluginWindowsService) failed to start.
```

If this occurs:

- Verify that you have sufficient privileges to start system services.
- Check the **log-file.txt** file in the logs directory (typically, **C:\Program Files (x86)\Dell\Dell Integrated Support\logs** in 64-bit operating systems and at **C:\Program Files\Dell\Dell Integrated Support\logs** in 32-bit operating systems) to see which component failed to load.

Service Tag Warnings

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

To resolve service tag warnings:

1. Identify the service tag for your device. See [Finding The Service Tag Locally](#) and [Finding The Service Tag Remotely](#).
2. Contact Dell technical support. See [Contacting Dell](#).

Finding The Service Tag 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	Name
ABCDEF0	PowerEdge R510	Dell Inc.

Finding The Service Tag Remotely

To find the Dell service tag on a remote device:

1. On the local device, at the command prompt, type:

```
wmic /user:<domain>\<user> /node:<nodename> bios get serialnumber
```

The device prompts for the user password.

2. Type the remote user password.
A message similar to the following is displayed:

```
SerialNumber  
ABCDEF0
```

Service Contract

The **Service Contract** column on the **Case List** report, may display a warning icon or **Unknown**. See the following sections for more information about these messages.

Service Contract Warning

A warning icon may appear in the **Service Contract** column of some cases if the associated device is not covered under a Dell service contract or the service contract has expired.

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.

Service Contract Type Is Unknown

The **Service Contract** column on **Case List** report displays `unknown` for all existing support cases.

This occurs when you upgrade Dell SupportAssist. Once an alert is received from the device, the **Service Contract** column is updated with the appropriate service contract type.

Services

- Dell SupportAssist may not initially connect to the SupportAssist server if your network requires passing web browser traffic through a proxy server. If this occurs:
 - A dialog box may be displayed prompting you to configure your proxy settings. Provide the information required in the appropriate fields to connect to the SupportAssist server through your proxy server.
 - Configure the proxy server settings in SupportAssist. See [Configuring Proxy Server Settings](#).
 - After configuring the proxy server settings, verify if the SupportAssist dashboard can connect to the SupportAssist server through the proxy server by performing the e-mail connectivity test. See [Confirming Connectivity Through The Proxy Server](#).
- If the SupportAssist dashboard does not seem to connect to the SupportAssist server or behave appropriately, ensure that the SupportAssist Windows service is running:
 1. Click **Start** → **Run**.
The **Run** dialog box is displayed.
 2. Type `services.msc`, and then click **OK**.
The **Services** Microsoft Management Console (MMC) is displayed
 3. Check if the **Dell SupportAssist Service** displays the status as **Running**.
 4. If the service is not running, start the service by right-clicking **Dell SupportAssist 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.
 6. To verify that the SupportAssist dashboard can connect to the SupportAssist server, perform the e-mail connectivity test. See [Confirming E-Mail Connectivity](#).
 - If the server is responding a success message is displayed in the dashboard. If not, the server may be down. If this occurs, look through the **log-file.txt** file, typically located in **C:\Program Files (x86)\Dell\Dell Integrated Support\logs** in 64-bit operating systems and at **C:\Program Files\Dell\Dell Integrated Support\logs** in 32-bit operating systems, to find details. 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, look through the **log-file.txt** log file, typically located in **C:\Program Files (x86)\Dell\Dell Integrated Support\logs** in 64-bit operating systems and at **C:\Program Files\Dell\Dell Integrated Support\logs** in 32-bit operating systems to find details. The log file may contain a message stating that the dashboard was not recognized. If the dashboard is not recognized by the SupportAssist server, uninstall and reinstall SupportAssist.

The SupportAssist dashboard registers as a new client, enabling the SupportAssist server to recognize it.

Security

The **Profile** and **Connectivity Test** links at the top-right corner of the Dell SupportAssist dashboard are disabled. If this occurs, ensure that you are logged on as a member of either the OpenManage Essentials Administrators (**OmeAdministrators**) or Power Users (**OmePowerUsers**) group.