Dell SupportAssist
Version 1.0 for Servers
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 1.0
Release Date: January 2015
Previous Version: N/A

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 1.0 for Servers Support Matrix* at **Dell.com/SupportAssistGroup** or **Dell.com/ServiceabilityTools**.

What is supported

Dell SupportAssist Version 1.0 for Servers can monitor the following:
* Dell PowerEdge servers (9th to 13th generation)
* Integrated Dell Remote Access Controller 7 (iDRAC7)
* Integrated Dell Remote Access Controller 8 (iDRAC8)

NOTE: For a complete list of supported operating systems and device models, see the *Dell SupportAssist Version 1.0 for Servers Support Matrix* at **Dell.com/ServiceabilityTools**.

Known issues

Issue 1:
Description
If the SupportAssist service is restarted when the SupportAssist application is open, then any operations on the SupportAssist application do not bring back to the Login screen.

Resolution
Close and re-open the SupportAssist application to continue the appropriate operations.

Issue 2:
Description
Pressing the <Enter> key does not start a new line on the comments field that is displayed while uninstalling SupportAssist.

Resolution
To start a new line, press <Ctrl><Enter>.

Issue 3:
Description
After editing the contact information, if you select either Primary or Secondary on the Contact Information page, the changes are not saved.

Resolution
After editing the contact information, click Apply, and then select Primary or Secondary based on your preference.

Issue 4:
Description
The status of a device displayed on the Device Inventory page does not change if an error or warning status of a device is resolved manually. For example, if OMSA is not installed on a device, and you log on to the device and manually install the recommended version of OMSA, the status of the device is not updated automatically.

Resolution
Select the device on the Device Inventory page and click Send System Information. The user interface displays the correct status.

Issue 5:
Description
In a Japanese operating system, when a valid phone number is entered   (using Japanese keyboard layout) for contact details during registration, an error message is displayed and SupportAssist is unable to proceed with registration.

Resolution
This issue occurs because SupportAssist only supports the US Keyboard input for the phone number field. Set "Use US Keyboard" in the language preference before entering the phone number.

Issue 6:
Description
While manually sending the system information for one or more devices using the "Send System Information" option, if the server on which SupportAssist is installed needs to be restarted, after restart the status of the device displayed in the "Status" column for one or more devices may remain as "Gathering System Information" forever.

Resolution
Delete and add the device again in SupportAssist.

Issue 7:
Description
After a device is added in SupportAssist, if installation or upgrade of OMSA is attempted on the device using "More Tasks -> Install/Upgrade OMSA", and if the device is not reachable or WMI service is not running at that moment on the device, the error message is displayed as "Unexpected Error occurred" instead of "Device not reachable".

Resolution
Try installing/upgrading OMSA on the device after resolving the reachability issues. The actual issue on the device can be verified by manually sending the system information from the device using the "Send System Information" option.

Issue 8:
Description

If a device added to SupportAssist is running a "Microsoft Windows" operating system, and if the OMSA services are not running on that device, when you try installing or upgrading OMSA, the device status in the "Status" column displays "OMSA not Installed".

Resolution

Make sure that the OMSA services are running on the target system and try installing or upgrading OMSA to view the correct status.

Issue 9:
Description

Adding an unsupported device in SupportAssist may result in a time-out after 30 minutes.

Resolution

Refresh the web browser and continue adding devices that are supported by SupportAssist.

Issue 10:
Description

1. After completing the registration process using "Setup Wizard", SupportAssist adds the local system (Where SupportAssist is installed) for monitoring by default. While adding the local system in SupportAssist, the application tries to configure the SNMP settings (trap destination) automatically. If the SNMP configuration settings fail, then the status of the device displays "Unable to configure SNMP" as the status. In this case, the SNMP configuration has to be set manually (see the resolution steps below). However, after setting the SNMP configuration manually, the device status continues   to display "Unable to configure SNMP".
2. If for some reason, the local system (where SupportAssist is installed) is deleted from SupportAssist and is added back using the "Add Device" option, the application tries to configure the SNMP settings (trap destination) automatically. If the SNMP configuration settings fail, the device displays an "OK" status. In this scenario, even if the status displays "OK", none of the alerts from the local system are processed to create cases automatically. Make sure to follow the resolution steps below to configure SNMP manually only if it is not already configured.

Resolution

Perform the following steps to manually configure the trap destination of the local system:

1. Open a command prompt, type services.msc, and press <Enter>.
   The Services window is displayed.
2. Browse the list of services, and ensure that the status of the "SNMP Trap" Service is displayed as Started.
3. Right-click SNMP Service and select Properties.
   The SNMP Service Properties dialog box is displayed.
4. Click the Traps tab, and perform the following:
   a. In the Community name box, type the community name, and click Add to list.
   b. Under Trap destinations, click Add.
      The SNMP Service Configuration dialog box is displayed.
   c. In the Host name, IP or IPX address field, type the host name or IP address (127.0.0.1) of the server on which SupportAssist is installed, and click Add.
5. Click Apply.
6. In the Services window, right-click SNMP Service and click Restart.

For more information on setting SNMP configurations manually, see the "Manually configuring the trap destination (Windows)" section in the *Dell SupportAssist Version 1.0 for Servers User's Guide* at **Dell.com/ServiceabilityTools**.

Limitations

- If a 64-bit device monitored by SupportAssist has a 32-bit OMSA installed, upgrade of OMSA on the device using SupportAssist is not possible.
  Resolution: Uninstall OMSA from the device and then the install the recommended version of OMSA using SupportAssist.

- If a server running Linux is added to SupportAssist with sudo user (a non-admin user granted administrative rights by your Administrator) rights, OMSA installation or upgrade may fail due to missing dependencies or rights.
  Resolution: Add the server running Linux by providing the details of a user account that has root privileges.

- Dell SupportAssist Version 1.0 for servers can support up to a maximum of 20 PowerEdge servers for optimal performance.

- The date and time format displayed in SupportAssist application do not match with that of the operating system date and time format.

- If the calendar settings of the server on which SupportAssist is installed is changed to certain non-English formats (for example, Thailand), the Status column in SupportAssist may display an incorrect date.

- In the Japanese help content for "Configuring email notifications" and "Configuring server settings" do not have some of the key words and translation is not equivalent to the English language.

- The SupportAssist service description (Windows Service) is displayed only in English.

Installation prerequisites

The following are the prerequisites for installing and using Dell SupportAssist Version 1.0 for Servers:
- Transport Layer Security (TLS) 1.0 must be enabled in the web browser.

Software requirements

Operating System — The server on which you want to install SupportAssist must be running one of the following operating systems:

NOTE: SupportAssist can be installed only on a 64-bit operating system.
NOTE: Installation of SupportAssist is not supported on a domain controller.

- Microsoft Windows Server 2008 R2 SP1 Standard, Enterprise, and Datacenter
- Windows Server 2008 SP2 Standard, Enterprise, and Datacenter
- Windows Server 2012 R2 Standard and Datacenter
- Windows Server 2012 Standard, Essentials, and Datacenter

Hardware requirements

Particulars	Requirement
Type	Dell PowerEdge server (9th to 13th generation)
Processor	2 cores (2 GHz minimum)
Memory (RAM)	4 GB
Hard drive	8 GB free space on the C:\ drive or on the primary partition where SupportAssist is installed.

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.

NOTE: The hard-drive space required may vary based on the number of monitored devices.

Network requirements
- Internet connection — standard Gbe network.
- The server on which SupportAssist is installed must be able to communicate with the SupportAssist server hosted by Dell over the HTTPS protocol.
- The server on which SupportAssist is installed must be able to connect to the following destinations:
  - **https://api.dell.com/support/case/v2/WebCase** — end point for the SupportAssist server.
  - **https://ddldropbox.us.dell.com/upload.ashx/** — the file upload server where the diagnostic test results are uploaded.
  - **https://ftp.dell.com/** — for getting new SupportAssist release information.
  - **https://downloads.dell.com/** — for downloading Dell OpenManage Server Administrator (OMSA).

The following are the ports that must be open on the server on which SupportAssist is installed.

Port	Description
2607	For opening SupportAssist securely (HTTPS) from a remote system
9090	For opening SupportAssist from the system on which SupportAssist is installed
162	For receiving alerts (SNMP traps) from monitored systems
27015	For receiving forwarded alerts
443	For Secure Socket Layer (SSL) communication and for verifying SupportAssist update information

Installation Instructions

To install SupportAssist:
1. Right-click the SupportAssist installer package and select Run as administrator.
   NOTE: Microsoft User Access Control (UAC) requires that the installation is performed with elevated privileges that are obtained only through the Run as administrator option. If you are logged on to system as an Administrator, double-click the installer package to install SupportAssist. However, make sure that you acknowledge the Open File - Security Warning dialog box to proceed.
   The Preparing to Install page is displayed briefly, and then the Welcome to Dell SupportAssist Installer page is displayed.
2. Click **Next**.
   The License Agreement page is displayed.
   NOTE: Installing and using SupportAssist requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, device credentials, and so on. SupportAssist installation cannot proceed unless you agree to allow Dell to save your PII.
3. Read about the information that SupportAssist collects from monitored devices, and select I Agree.
4. Read the Dell End User License Agreement, select I Agree, and then click Install.
   The Installing Dell SupportAssist page is displayed briefly, and then the Installation Completed page is displayed.
5. Click Finish to exit the SupportAssist installer.
   The SupportAssist Login page opens in a web browser window.
   NOTE: If the system is a member of a domain, you must provide the user name in the [Domain\Username] format. For example, MyDomain\MyUsername. You can also use a period [.] to indicate the local domain. For example, .\Administrator.
6. Type the Microsoft Windows operating system user name and password, and then click Log In.
   The Dell SupportAssist Setup Wizard is displayed.
7. Follow the instructions in the Dell SupportAssist Setup Wizard to complete the registration of SupportAssist.

Uninstallation

To uninstall Dell SupportAssist:

1. Perform one of the following based on the operating system:
   - On Windows Server 2012 — Move the mouse pointer to the bottom-left corner, and then click the Start icon. On the Start screen, click the Control Panel tile. On the Control Panel, click Uninstall a program.
   - On Windows Server 2008 or Windows Small Business Sever 2011 - Click Start→ Control Panel→ Programs and Features.
     The Uninstall or change a program window is displayed.
2. Select Dell SupportAssist, and then click Change.
   The Welcome to Dell SupportAssist Installer window is displayed.
3. Click Next.
   The Dell SupportAssist Maintenance window is displayed.
4. Select Remove and click Next.
   The SupportAssist feedback window is displayed.
5. Select an appropriate reason from the Select an option drop-down list, provide your comments, and click Remove.
   The Remove the Program window is displayed.
6. The Uninstallation Completed window is displayed.
7. Click Finish.
   SupportAssist is now uninstalled.

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.**