Dell SupportAssist Version 1.0 for Servers Quick Start 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.

Getting started with SupportAssist

Dell SupportAssist for Servers is an application that enables automated support from Dell by proactively identifying hardware issues in Dell servers. When an issue is detected, SupportAssist automatically opens a support case with Dell Technical Support and sends you an email notification. Data required for troubleshooting the issue is automatically collected and sent securely to Dell. The collected data helps Dell to provide you an enhanced, personalized, and efficient support experience. SupportAssist capability also includes proactive contact from Dell Technical Support to help you resolve the issue.

Installing and using SupportAssist is voluntary, and results in improved support, products, and services designed to meet your needs.

> **NOTE:** SupportAssist capabilities supported on a monitored Dell device may vary based on the Dell service contract. For more information about the capabilities of SupportAssist, see the "SupportAssist capabilities and Dell service contracts" section in the *Dell SupportAssist Version 1.0 for Servers User's Guide* at Dell.com/ServiceabilityTools.

SupportAssist Version 1.0 for Servers provides automated support for Dell's 9th to 13th generation of PowerEdge servers.

> **NOTE:** SupportAssist Version 1.0 for Servers supports monitoring of up to 20 Dell PowerEdge servers. For a list of supported server models, see the *Dell SupportAssist Version 1.0 for Servers Support Matrix* at Dell.com/ServiceabilityTools.

This document provides the information required to quickly get started with SupportAssist.

Basic setup

The basic setup enables SupportAssist to monitor the device on which it is installed. If you only have a single device that you want to monitor, you must complete the basic setup. The basic setup includes the installation and registration of SupportAssist.

Installing SupportAssist

Prerequisites
For information on the prerequisites and minimum requirements for installing SupportAssist, see the *Dell SupportAssist Version 1.0 for Servers User's Guide* at Dell.com/ServiceabilityTools.

Steps
1. Right-click the SupportAssist installer package and then click **Run as administrator**.
   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 **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.

Next steps

Follow the instructions in the **Dell SupportAssist Setup Wizard** to complete the registration of SupportAssist.

Setting up SupportAssist

Prerequisites

- If the system on which you have installed SupportAssist connects to the Internet through a proxy server, ensure that you have the details of the proxy server.
- Ensure that you have the details of the contact you want to assign as your company's primary contact for SupportAssist.

About this task

The **Dell SupportAssist Setup Wizard** enables you to complete the registration of SupportAssist.

> 📝 **NOTE:** It is mandatory to complete all applicable steps displayed on the setup wizard before you can use SupportAssist. If you do not complete all applicable steps in the setup wizard, whenever you log on to SupportAssist, the **SupportAssist Setup Incomplete** page is displayed. On this page, you can click **Setup** to open the setup wizard and complete the applicable steps.

Steps

1. On the **Welcome** page, click **Next**.

   SupportAssist verifies connectivity to the Internet.

   - If SupportAssist is able to connect to the Internet, the **Registration** page is displayed.
   - If SupportAssist is unable to connect to the Internet, a message prompts you to confirm if the system connects to the Internet through a proxy server. If you click **Yes**, the **Proxy Settings** page is displayed.

   If the system connects to the Internet directly, but the Internet connectivity issue persists, contact your network administrator for assistance.

2. If the **Proxy Settings** page is displayed:

   a. Type the proxy server IP address or host name and port number in the appropriate fields.
   b. If a user name and password is required to connect to the proxy server, select **Requires authentication**, and type the user name and password in the appropriate fields.
   c. Click **Next**.

   SupportAssist verifies connectivity to the Internet through the proxy server. If the connection is successful, the **Registration** page is displayed. Else, an error message is displayed. If the proxy server connectivity issue persists, contact your network administrator for assistance.

3. On the **Registration** page, provide the company name, country/territory, first name, last name, phone number, alternate phone number (optional), and email address in the appropriate fields, and click **Next**.

NOTE: Ensure that you use an English keyboard layout to type data in the **Phone Number**, **Alternate Phone Number**, and **Email Address** fields. If a native keyboard layout or non-English language is used to type data in these fields, an error message may be displayed.

SupportAssist connects to Dell and completes the registration. If the registration is successful, the **Summary** page is displayed. Else, an error message is displayed. If the registration issue persists, contact your network administrator for assistance.

4. Click **Finish**.

   The SupportAssist **Cases** page is displayed.

SupportAssist performs the following tasks automatically in the background:

* A SupportAssist component required for collecting system information from devices to be monitored is downloaded and installed on the host server. If the component is already installed on the server, it may be migrated to a version that is compatible with SupportAssist.
* SupportAssist verifies if Dell OpenManage Server Administrator (OMSA) is installed on the host server:
  – If OMSA is either not installed or requires an upgrade, the recommended version of OMSA is downloaded and installed automatically. The host server is listed on the **Device Inventory** page with an **Installing OMSA** status. After the installation of OMSA is completed, the status changes to **OK**.
  – If the recommended version of OMSA is already installed, the host server is listed on the **Device Inventory** page with an **OK** status.

⚠ **CAUTION: Without OMSA, SupportAssist will not be able to monitor the host server.**

NOTE: If an issue occurs during the installation of OMSA, the host server displays an appropriate status on the **Device Inventory** page. To try installing OMSA again, you can use the **Install/Upgrade OMSA** option available in SupportAssist.

Advanced setup

The advanced setup enables SupportAssist to monitor multiple devices, and includes adding each device you want to monitor in SupportAssist.

SupportAssist can monitor a device through one of the following methods:

* **Agent-based monitoring** — In this method, an agent acts as an interface between the device and SupportAssist. The agent generates an alert whenever a hardware event occurs on the device. SupportAssist depends on the Dell OpenManage Server Administrator (OMSA) agent for generating alerts.
* **Agentless monitoring** — In this method, the Integrated Dell Remote Access Controller (iDRAC) available on the device acts as an interface between the device and SupportAssist. The iDRAC generates an alert whenever a hardware event occurs on the device.

  NOTE: Agentless monitoring is supported only for Dell's 12th and 13th generation of PowerEdge servers.

SupportAssist receives alerts from monitored devices and filters the alerts using various policies to determine if the alerts qualify for a support case creation.

The following sections provide the information required to add a device for agent-based or agentless monitoring.

Adding a device (agent-based monitoring)

For agent-based monitoring, SupportAssist requires you to provide the details of the device. When you add the device, SupportAssist automatically verifies if OMSA is installed on the device. If OMSA is either not installed or requires an upgrade, SupportAssist enables you to automatically download and install the recommended version of OMSA on the device.

Prerequisites

- Ensure that you are logged on to SupportAssist as a member of the **SupportAssistAdmins** user group.
- Ensure that the device is reachable from the server on which SupportAssist is installed.
- Ensure that you have the host name or IP address, user name, and password of the device.
- If the device is running a Microsoft Windows operating system, Windows Management Instrumentation (WMI) service must be running on the device.
- If the device is running a Linux operating system:

    – Secure Shell (SSH) service must be running on the device.
    – SSH password authentication must be enabled (enabled by default).

- Port 1311 must be open on the device for OMSA communication.
- Review the requirements for installing OMSA on the device. For more information, see the "Installation Requirements" section in the *Dell OpenManage Server Administrator Installation Guide* at Dell.com/ OpenManageManuals.

Steps

1. Click **Devices**.

   The **Devices** page is displayed.

2. Click **Add**.

   The **Add Device** window is displayed.

3. Type the host name or IP address of the device, display name (optional), user name, and password in the appropriate fields.

   > **NOTE:** It is recommended that you provide the host name of the device. If the host name is not available, you may provide the IP address of the device.

   > **NOTE:** SupportAssist requires the user name and password to log on to the device and run a component that collects the system information and sends it to Dell. Therefore, the user name and password you provide must have:
   >
   > - Local administrator or domain administrator rights and WMI access on the device (if the device is running a Windows operating system).
   > - Root, super user, or sudo user rights (if the device is running a Linux operating system). If you are providing the user name and password of a sudo user, ensure that the user is added to the root group. To add the user to the root group, include the following in the sudoers file:
   >
   >   `%root ALL=(ALL) NOPASSWD: ALL` — To provide permission to all users in the root group
   >   `<User> ALL=(ALL) NOPASSWD: ALL` — To provide permission only to a specific user

> **NOTE:** If the device is a member of a Windows 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`.
>
> Example of a Linux user name: `root`

4. Click **Add**.

   While discovering the device, SupportAssist automatically verifies if the recommended version of OMSA is installed on the device:

   - If OMSA is either not installed or requires an upgrade, the **OMSA Version Check** window is displayed, prompting you to confirm if you want SupportAssist to download and install the recommended version of OMSA on the device.

     > **NOTE:** The SupportAssist recommended version of OMSA may vary based on the generation of the PowerEdge server and the operating system running on the server. For information on the recommended versions of OMSA, see the *Dell SupportAssist Version 1.0 for Servers Support Matrix* at Dell.com/ServiceabilityTools.

   - If the recommended version of OMSA is already installed on the device, the **Device Added** window is displayed.

5. If the **OMSA Version Check** window is displayed:

   - Click **Yes** to allow SupportAssist to download and install OMSA in the background.
   - Click **No**, if you want to install or upgrade OMSA later.

   The **Device Added** window is displayed.

6. Click **OK**.

   The device is listed on the **Device Inventory** page with an appropriate status:

   - If you opted to install or upgrade OMSA, the device displays an **Installing OMSA** status. After the installation or upgrade of OMSA is completed, the status changes to **OK**.

   - If you opted not to install or upgrade OMSA, the device displays an **OMSA Not Installed** or **New version of OMSA available** status respectively.

   - If the recommended version of OMSA is already installed, the device displays an **OK** status.

   > ⚠ **CAUTION: Without OMSA, SupportAssist will not be able to monitor the device.**

   > **NOTE:** If an issue occurs during the installation or upgrade of OMSA, the device displays an appropriate status on the **Device Inventory** page. To try installing or upgrading OMSA again, you can use the **Install/Upgrade OMSA** option available in SupportAssist.

Next steps

Configure the device to forward the alerts (SNMP traps) to the server on which SupportAssist is installed. The SupportAssist installation folder includes script files that you can use to configure the alert destination. For instructions to configure the alert destination of a device, see:

- Configuring the alert destination using the script file (Windows)
- Configuring the alert destination using the script file (Linux)

> ⚠ **CAUTION: If you do not configure the device to forward alerts, SupportAssist will not receive alerts from the device. As a result, SupportAssist will not create a support case automatically, even if an issue occurs on the device.**

Configuring the alert destination using the script file (Windows)

Prerequisites

- Microsoft Windows PowerShell version 1.0 or later must be installed on the device.

  NOTE: The script file is supported only on Windows PowerShell. It is not supported on Windows PowerShell (x86), Windows PowerShell ISE, or Windows PowerShell ISE (x86).

- Ensure that you have Administrator rights on the device to run the PowerShell script file.
- Ensure that you have write permissions on the **C:** drive of the device.
- If the device is running Windows 2003, ensure that the SNMP service is installed. On all other supported operating systems, the script file installs the SNMP service if it is not installed already.

The script file is supported only on devices running the following operating systems:

- Windows Server 2003
- Windows Server 2008 R2 SP1 (64-bit)
- Windows Server 2008 SP2 (64-bit)
- Windows Server 2008 SP2 (32-bit)
- Windows Small Business Server 2011
- Windows Server 2012
- Windows Server 2012 R2

Steps

1. On the server where SupportAssist is installed, browse to the **C:\Program Files (x86)\Dell \SupportAssist\scripts** folder.
2. Copy the script file (**WindowsSNMPConfig.ps1**) located in the folder and paste the file at a desired location (for example, **C:\temp**) on the device.
3. Perform one of the following based on the operating system running on the device:
   - In Windows Server 2012 — On the **Start** screen, right-click the **Windows PowerShell** tile, and in the app bar, click **Run as administrator**.
   - In Windows Server 2003, 2008, or Windows Small Business Server 2011 — Click **Start**, type `PowerShell`, right-click **Windows PowerShell**, and then click **Run as administrator**.
4. Set the PowerShell execution policy as appropriate on the device. For example, type the following command: `Set-ExecutionPolicy RemoteSigned` or `Set-ExecutionPolicy AllSigned`.
5. Run the script file on the device using the following syntax: `<script file path> -hosts <IP address of server on which SupportAssist is installed>`. For example, `./ WindowsSNMPConfig.ps1 -hosts 10.55.101.20`.
6. If Verisign is not included as a trusted publisher on the device, you are prompted to confirm if you want to run the software from an untrusted publisher. Press <R> to run the script.

Configuring the alert destination using the script file (Linux)

Prerequisites

- Ensure that Net-SNMP is installed on the device. For information on downloading and installing Net-SNMP, visit **net-snmp.org**.
- Ensure that you have root privileges on the device.

The script file is supported only on devices running the following operating systems:

- Red Hat Enterprise Linux 5.5 (32-bit and 64-bit)

- Red Hat Enterprise Linux 5.7 (32-bit and 64-bit)
- Red Hat Enterprise Linux 5.8 (32-bit and 64-bit)
- Red Hat Enterprise Linux 5.9 (32-bit and 64-bit)
- Red Hat Enterprise Linux 6.1 (64-bit)
- Red Hat Enterprise Linux 6.2 (64-bit)
- Red Hat Enterprise Linux 6.3 (64-bit)
- Red Hat Enterprise Linux 6.4 (64-bit)
- Red Hat Enterprise Linux 6.5 (64-bit)
- Red Hat Enterprise Linux 7.0 (64-bit)
- SUSE Linux Enterprise Server 10 SP3 (32-bit and 64-bit)
- SUSE Linux Enterprise Server 10 SP4 (32-bit and 64-bit)
- SUSE Linux Enterprise Server 11 (64-bit)
- SUSE Linux Enterprise Server 11 SP1 (32-bit and 64-bit)
- SUSE Linux Enterprise Server 11 SP2 (64-bit)
- SUSE Linux Enterprise Server 11 SP3 (64-bit)

Steps

1. On the server on which SupportAssist is installed, browse to the **C:\Program Files (x86)\Dell \SupportAssist\scripts** folder.
2. Copy the script file (**LinuxSNMPConfig.sh**) located in the folder and paste the file at a desired location (for example, **\root**) on the device.
3. Open the terminal and log in as a user with root privileges.
4. Run the script file on the device using the following syntax: `sh LinuxSNMPConfig.sh –d <IP address of the server on which SupportAssist is installed>`. For example, `sh LinuxSNMPConfig.sh –d 10.10.10.10`.

Adding a device (agentless monitoring)

For agentless monitoring, SupportAssist requires you to provide the details of the iDRAC available on the device.

Prerequisites

- Ensure that the device is a 12th or 13th generation Dell PowerEdge server.
- Ensure that you are logged on as a member of the **SupportAssistAdmins** user group.
- Ensure that the device is reachable from the server on which SupportAssist is installed.
- Ensure that you have the IP address, user name, and password of the iDRAC.
- Ensure that an Enterprise or Express license is installed on the iDRAC. For information on purchasing and installing an Enterprise or Express license, see the "Managing Licenses" section in the *iDRAC User's Guide* at Dell.com/ESMmanuals.

Steps

1. Click **Devices**.

   The **Device Inventory** page is displayed.
2. Click **Add**.

   The **Add Device** window is displayed.
3. Type the iDRAC IP address, display name (optional), user name, and password in the appropriate fields.

NOTE: SupportAssist requires the user name and password to log on to the iDRAC and run a component that collects the system information from the device and sends it securely to Dell. Therefore, the user name and password you provide must have Administrator, Operator, or Read Only rights on the iDRAC.

4. Click **Add**.

The device you added is listed on the **Device Inventory** page. If you provided the iDRAC Administrator or Operator credentials for adding the device, SupportAssist automatically configures the iDRAC to forward alerts (SNMP traps) to the server on which SupportAssist is installed.

Next steps

If the device was added using the Read Only credentials or if SupportAssist is unable to configure the iDRAC to forward alerts (SNMP traps), you must manually configure the iDRAC to forward alerts to the server on which SupportAssist is installed. For information on manually configuring the alert destination on an iDRAC, see the *Dell SupportAssist Version 1.0 for Servers User's Guide* at Dell.com/ ServiceabilityTools.

Viewing cases and devices

To view the support cases that have been automatically created by SupportAssist, click the **Cases** tab.

To view the devices that you have added for monitoring in SupportAssist, click the **Devices** tab. The **Devices** tab also displays the status of the SupportAssist functionality on each monitored device. If there

is an issue with the device setup or configuration, the device displays a ⚠ warning or ⊗ error status. The error status is displayed as a link that you can click to view a description of the issue and the possible resolution steps.

Logging on to SupportAssist

1. Double-click the SupportAssist desktop icon to open the SupportAssist user interface.

The SupportAssist **Login** window is displayed.

2. Type the user name and password in the appropriate fields.

NOTE: You must provide the user name and password of a user account that is a member of either the **SupportAssistAdmins** or **SupportAssistUsers** user group. For information about the SupportAssist user groups, see SupportAssist user groups.

NOTE: If the device on which SupportAssist is installed 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`.

3. Click **Log In**.

The SupportAssist **Cases** page is displayed.

NOTE: By default, after 14 minutes of inactivity, a **Session Timeout** message is displayed. If you want to continue the session, click **Renew**. If no response is received within a minute, you will be logged out automatically.

SupportAssist user groups

SupportAssist maintains security rights through the following user groups that are created during the installation of SupportAssist:

- **SupportAssistAdmins** — By default, members of the Windows Local Administrators group are added to this group.
- **SupportAssistUsers** — By default, members of the Windows Users group are added to this group.

You can also add users to either of the groups based on your preferences. For more information about the SupportAssist user groups, see the *Dell SupportAssist Version 1.0 For Servers User's Guide* at Dell.com/ServiceabilityTools.

Related documents and resources

In addition to this guide you can access the following guides available on the Dell Support website.

Document title	How to access the document
Dell SupportAssist Version 1.0 for Servers User's Guide	Visit Dell.com/ServiceabilityTools.
Dell SupportAssist Version 1.0 for Servers Support Matrix	
Dell SupportAssist Version 1.0 for Servers Release Notes	
Dell System E-Support Tool User's Guide	
Dell OpenManage Server Administrator Installation Guide	Visit Dell.com/OpenManageManuals and then click **OpenManage Server Administrator**.
Dell OpenManage Server Administrator User's Guide	
iDRAC User's Guide	Visit Dell.com/ESMmanuals and then click **Remote Access Controller**.
Dell SupportAssist: Alert Policy	Visit Dell.com/SupportAssistGroup.
Managing Windows Device Credentials in SupportAssist Using Service Account	

SupportAssist community

You can also find video tutorials, peer-to-peer questions, user's guides, and other useful information on the Dell SupportAssist community forum at Dell.com/SupportAssistGroup.

Dell Remote Consulting Service

You can use your existing Dell Remote Consulting Service contract or place an order and schedule time with a systems management deployment expert for SupportAssist installation, set up, and configuration from start to finish. For more information, click the **Remote Consulting Services** link at **Dell.com/learn/ enterprise-deployment-and-configuration**.