



Managing Windows Device Credentials in SupportAssist using Service Account

Dell Product Group Services
February 2014

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Introduction

Dell SupportAssist is a remote support application providing proactive support capabilities that help identify and resolve issues faster and more accurately. It integrates with Dell OpenManage Essentials, and enables transparent visibility to your server, storage, and networking infrastructure.

SupportAssist is designed with automated proactive features to help streamline support process steps, maintain your systems' health, and identify hardware failures faster and more accurately.

The key features of SupportAssist include:

- Remote monitoring for critical hardware alerts.
- Automatic collection of diagnostic logs and configuration information.
- Automatic case creation and alert notifications through email.
- Proactive support from a ProSupport Engineer, who has the information required to start resolving your case immediately.

SupportAssist gives you more oversight and control over your environment without the hassle of manual processes and more time. Equipping your OpenManage Essentials server with SupportAssist is voluntary, and results in improved support, products, and services designed to meet your needs.

OpenManage Essentials interacts with supported devices that are to be monitored and receives SNMP traps. The SNMP traps are periodically retrieved as alerts by the SupportAssist client. The alerts are filtered using various policies to decide if the alerts qualify for creating a new support case or updating an existing support case.

All qualifying alerts are securely sent to the SupportAssist server hosted by Dell, for a creating a new support case or updating an existing support case. After the support case is created or updated, the SupportAssist client, runs the appropriate collection tools on the devices that generated the alerts, and uploads the log collection to Dell. The information in the log collection is used by Dell technical support to troubleshoot the issue and provide an appropriate solution.

This technical white paper provides information about creating a service account for monitoring Windows servers using Dell SupportAssist.



1 What is Service Account

A service account is a user account that is created explicitly to provide a security context for services running on Microsoft® Windows® Server. The account is created on the Windows domain controller and should be part of the administrators group on the managed windows device.

Use Active Directory Users and Computers to create service accounts in the Active Directory® service.

1.1 To create a service account in Active Directory

1. Open Administrative Tools, and then click **Active Directory Users and Computers**.
2. In the console tree, double-click the Domain node.
3. In the Details pane, right-click the organizational unit where you want to add the service account, point to New, and then click **User**.
4. In **First name**, type a first name for the service account.
5. In **Last name**, type a last name for the service account.
6. Modify Full name as desired.
7. In **User logon name**, type the name that the service account will log on with and, from the drop-down list, click the User Principal Name(UPN) suffix that must be appended to the service account logon name (following the @ symbol). Click Next.

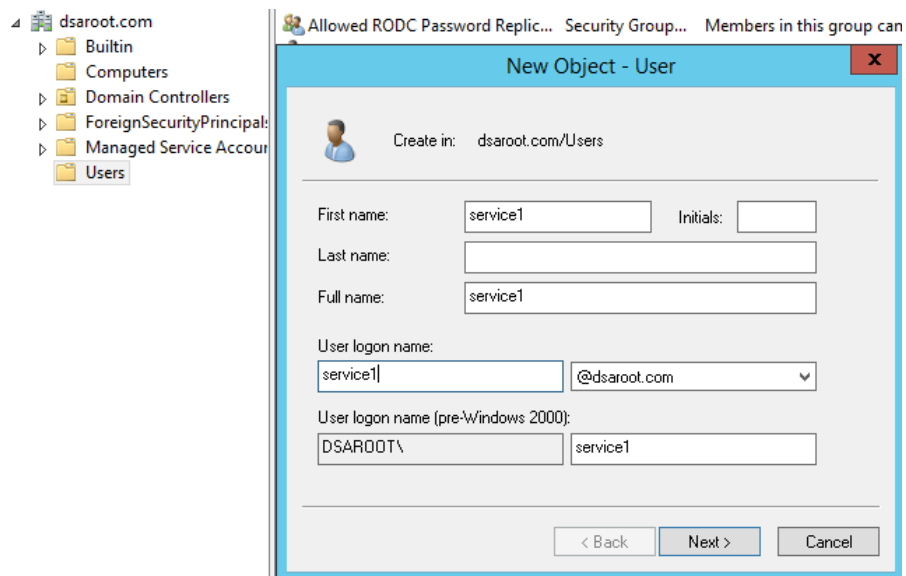


Figure 1 Create Service Account

8. In **Password** and **Confirm password**, type a password for the service account.



9. Check Password never expires option.
10. Click **next**.
11. Click **Finish** to complete creating a service account.

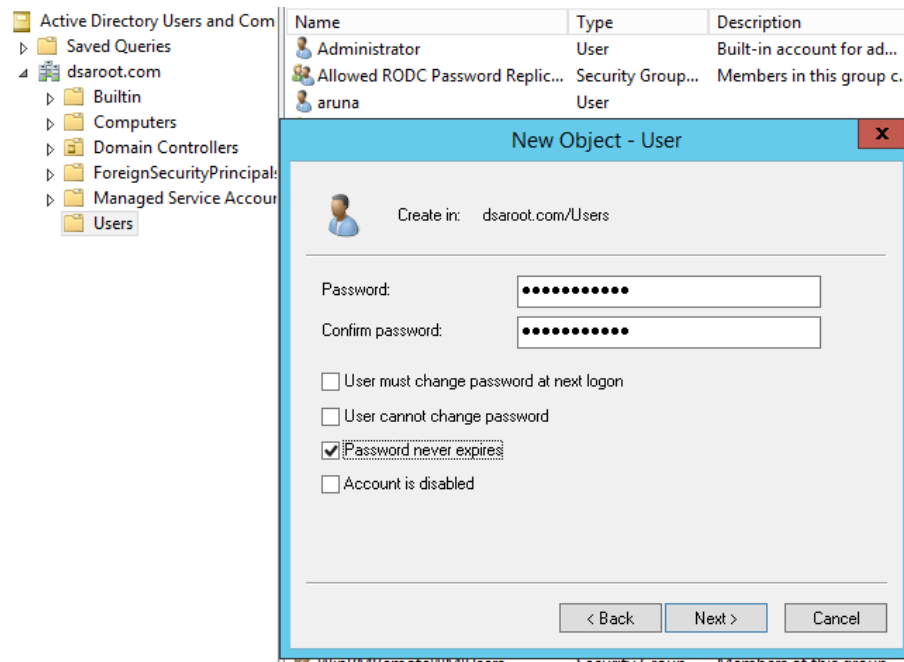


Figure 2 Confirm Password

1.2 How to use Service Account in SupportAssist

Service account can be used for Windows hosts which are part of Active directory domain. Service account credentials can be assigned in the Settings-System Logs page or Devices page from SupportAssist UI.

Settings page

1. Click the **Settings** tab.
2. Under **Edit Device Type Credentials**, select **Device Type** as **Server** and **Credential Type** as **Windows**
3. Set **Username** and **Password** with service account Username and Password
4. Click **Save Changes**.
5. For any further operation like send system log etc., SupportAssist will use this account for all windows Servers.

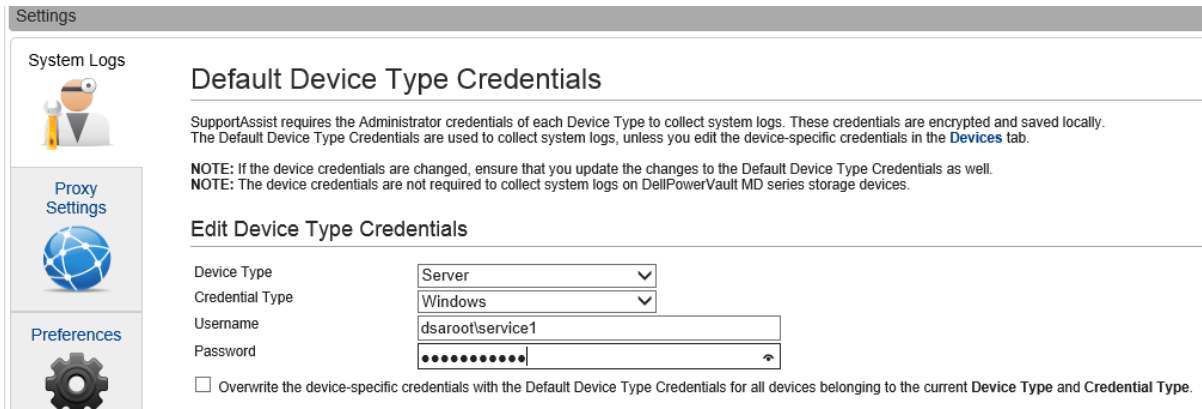


Figure 3 Assign Service Account

Devices page

To edit the credentials for a specific windows server with another account

1. Click the **Devices** tab.
2. Select a device in the **Device Inventory** table.
3. Click **Edit device credential**
4. Enter the **Username** and **Password** of the service account and click on Save changes
5. Changes will be applied to the selected windows server only.

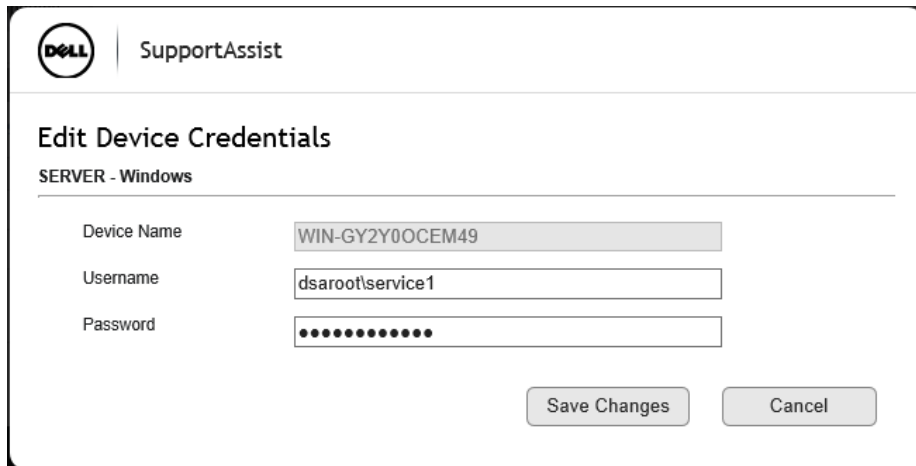


Figure 4 Modify Credentials for Specific device



2 Benefits of Service Account

In addition to the enhanced security that is provided by having individual accounts for critical services, there are few important administrative benefits associated with managed service accounts:

- Managed service accounts in SupportAssist will ensure log collection works fine and will not fail to execute due to device password expiry.
- Managed service accounts allow administrators to create a class of domain accounts that can be used to manage and maintain services on local computers.
- Unlike with regular domain accounts in which administrators must reset passwords manually, the network passwords for these accounts will be reset automatically.
- Unlike with normal local computer and user accounts, the administrator does not have to complete complex Service Principal Names (SPN) management tasks to use managed service accounts.
- Administrative tasks for managed service accounts can be delegated to non-administrators.
- Managed service accounts can reduce the amount of account management needed for critical services and applications.

Conclusion

Dell SupportAssist identifies hardware failures on supported devices quickly and more accurately. It automates and streamlines the support process steps without much interaction from your side. With SupportAssist, integrated with OpenManage Essentials, you have a single systems management console to remotely monitor and manage your environment, giving you instant insight into how your systems are performing at all times.

