

**Dell SupportAssist Version 2.0 for Dell  
OpenManage Essentials  
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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 **NOTE:** Support cases opened prior to SupportAssist installation and support cases opened by contacting Dell technical support, do not appear in the SupportAssist.

- Automated log and configuration collection — Information required for troubleshooting the issue is automatically collected and sent to Dell.
- 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.

 **NOTE:** SupportAssist also enables reporting for devices with a Dell ProSupport Plus service contract. ProSupport Plus reporting provides insight into the as-maintained environment configuration with proactive firmware recommendations and other reports.

## Features supported with Dell service contracts

The features supported in 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, Dell ProSupport, and Dell ProSupport Plus service contracts.

Feature	Basic Hardware	ProSupport	ProSupport Plus
Monitoring	✓	✓	✓
Automated log and configuration collection	✓	✓	✓
Automatic support case creation	✗	✓	✓
Proactive parts dispatch	✗	✓	✓
ProSupport Plus reports	✗	✗	✓

## Case data handling


For increased performance, SupportAssist case data is cached prior to display in the dashboard, and is not displayed in real time. When started, SupportAssist queries Dell once every 15 minutes for all cases to determine if it needs to update the case status.

## Event handling

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. For information on maintenance mode, see [Preferences](#) and [Setting SupportAssist to 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 by SupportAssist


 **NOTE:** By default, SupportAssist collects data from all supported devices in an environment, irrespective of the service contract type of the devices, and uploads the data to Dell. The collection of data is staggered, and the data is collected from 5 to 10 devices at a time. For information about the default frequency of data collection, see [Default system log collection schedule](#).


SupportAssist continually monitors the configuration data and usage information of OpenManage Essentials-managed Dell 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 available for review at [Dell.com/privacy](https://Dell.com/privacy).

The information encrypted in the data log sent to Dell includes the following categories of data:

- **Hardware and software inventory** — Installed devices, processor(s), memory, network devices, usage, and Service Tag.
- **Software configuration for servers** — Operating system and installed applications.
- **Network identity information** — Computer name, domain name, and IP address.
- **Event data** — Windows event logs, core dump, and debug logs.

For more information about the collected troubleshooting information, see [Accessing and viewing the system log collection](#).

 **NOTE:** If the security policy of the company restricts sending some of the collected data outside of the company network, you can configure SupportAssist to filter the collected data before sending it to Dell. For more information, see [Filtering the system log collection](#).

 **NOTE:** For more information about the data collected by SupportAssist and how the collected data is used by Dell, see the *Dell SupportAssist: Security Considerations* technical document at [Dell.com/SupportAssistGroup](https://Dell.com/SupportAssistGroup).

## What is new in this release

- New device support — Support for Dell PowerEdge 13th generation (13G) servers.
- Registration and setup — New workflow for the installation, registration, and setup of SupportAssist.
- Device status notification — Ability to verify and notify the connectivity status, configured credentials, and collection capability of each device.
- Network connectivity — Ability to verify and notify network connectivity to dependent sources such as proxy server, firewall, SupportAssist server, Dell File Transfer Protocol (FTP) server, and so on.
- Device grouping — Ability to create a logical grouping of devices that enables easier management of the devices.
- Local e-mail server configuration — Ability to configure and utilize the local Simple Mail Transfer Protocol (SMTP) e-mail server, if available, for sending SupportAssist e-mail notifications.
- Rebranding of devices — Support for Dell Networking switches (previously Dell Force10 and Dell PowerConnect switches).
- Contact information — Ability to select the preferred contact method and time, and also provide the parts dispatch address.

- Uninstallation feedback — Availability of an option to provide feedback to Dell during the uninstallation of SupportAssist.

# Installing, upgrading, and uninstalling SupportAssist

The following sections provide information about installing, upgrading, and uninstalling SupportAssist.

## Prerequisites


The following are the prerequisites:

- Dell PowerEdge servers running Dell OpenManage Essentials version 2.0
- Familiarity with OpenManage Essentials installation, configuration, and operation

For more information about installing, configuring, and using OpenManage Essentials, see the appropriate *Dell OpenManage Essentials User's Guide* and *Dell OpenManage Essentials Release Notes* at [Dell.com/OpenManageManuals](http://Dell.com/OpenManageManuals).

## Minimum requirements

This section provides the minimum requirements for SupportAssist to provide proactive support for Dell devices.


 **NOTE:** For information about SNMP configuration, firewall settings, web services, supported ports and protocols specific to your environment, see the *Dell SupportAssist Version 2.0 Quick Start Guide* and the *Dell OpenManage Essentials User's Guide* at [Dell.com/OpenManageManuals](http://Dell.com/OpenManageManuals).

### Related Links

- [Software requirements](#)
- [Hardware requirements](#)
- [Network requirements](#)

## Software requirements

The following are the minimum required software configurations:

- Dell OpenManage Essentials version 2.0.
- Optional: Dell OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge servers.
  -  **NOTE:** OMSA is required for monitoring Dell PowerEdge servers only if you discover the servers using the operating system IP address. OMSA is not required to monitor Dell PowerEdge 12th generation (12G) or later servers if you discover the server using the iDRAC IP address.
- SNMP agent must be enabled on all managed PowerEdge servers, EqualLogic, PowerVault, iDRAC, CMC, Networking (previously Force10 and PowerConnect), and PowerEdge VRTX devices for OpenManage Essentials discovery.


- All managed PowerEdge, EqualLogic, PowerVault, iDRAC, CMC, Networking (previously Force10 and PowerConnect), and PowerEdge VRTX devices must be configured to send SNMP traps to the OpenManage Essentials server.
- All managed PowerEdge, EqualLogic, PowerVault, iDRAC, CMC, Networking (previously Force10 and PowerConnect), and PowerEdge VRTX devices must be discovered, categorized, and inventoried by the OpenManage Essentials server.

 **NOTE: For monitoring EqualLogic storage arrays in SupportAssist, you must discover the EqualLogic storage arrays in OpenManage Essentials using the Group Management IP or Storage Group IP.**

- PowerVault Modular Disk Storage Manager (MDSM) must be installed on the OpenManage Essentials server to support PowerVault MD Series arrays.
- A trust relationship must exist between the domains of the management server and the managed nodes.
- Microsoft .Net Framework 4.5
- Microsoft ASP.Net
- IIS 7.x or 8.x
- Web browser – Internet Explorer 9, 10, or 11; Mozilla Firefox 22 or 23; supported only on Windows-based operating systems.

## Hardware requirements


The following are the minimum recommended hardware configurations:

Hardware	Small deployments	Medium deployments	Large deployments
Number of managed systems	Up to 100 devices	Up to 500	500 to 2000
Processor	4 cores (1.8 GHz minimum)	6 cores (1.8 GHz minimum)	10 cores (1.8 GHz minimum)
Memory (RAM)	6 GB	8 GB	10 GB
Hard drive	6 GB	6 GB	10 GB
 <b>NOTE:</b> If SupportAssist is configured to collect the system logs at regular intervals, additional hard-drive space is required. The hard-drive space required can be determined as 10 MB x number of managed devices.			


## Network requirements


The following are the minimum network requirements:

- Internet connection – standard Gbe network.
- The management server on which SupportAssist is installed must be able to communicate with the SupportAssist server hosted by Dell over the HTTPS protocol.
- The management server on which the 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 new SupportAssist release information.

 **NOTE:** To verify if the destinations are reachable, follow the instructions in [Ensuring successful communication between the SupportAssist application and the SupportAssist server](#).

The following table lists the ports that must be open on the management server and the managed nodes

Device	Port	Usage
Management server	2607	Console launch  <b>NOTE:</b> The default port for console launch is 2607. If you selected a custom port for console launch, make sure that the port you selected is open.
	162	Event reception through SNMP
	443	Secure Socket Layer (SSL) communication and SupportAssist update information
	9399	Hosting the Windows Communication Foundation (WCF) service
	25	SMTP communication
Managed nodes	161	Sending and receiving SNMP requests
	1311	Dell OpenManage Server Administrator (OMSA) communication

 **NOTE:** For information about the other dependent ports, see the “Supported Protocols and Ports” section in the *Dell OpenManage Essentials User's Guide* at [Dell.com/OpenManageManuals](https://Dell.com/OpenManageManuals).

## Installing SupportAssist

You can install SupportAssist by downloading one of the following installation packages:


- Dell SupportAssist version 2.0 available at [Dell.com/SupportAssistGroup](https://Dell.com/SupportAssistGroup).
- Dell OpenManage Essentials version 2.0 available at [DellTechCenter.com/OME](https://DellTechCenter.com/OME).

By installing SupportAssist, you agree to the **Dell End User License Agreement – Type A**, available for review at [dell.com/softwarelicenseagreement](https://dell.com/softwarelicenseagreement); and the Dell Privacy Policy available for review at

**Dell.com/privacy.** The use of SupportAssist is also subject to the terms of the Service Agreement and Terms and Conditions of Sale.


## Installing SupportAssist using the SupportAssist installation package

To install:

 **NOTE:** Before you begin, make sure that:

- The system is able to connect to the Internet.
- You have Administrator privileges on the system.
- Port 443 is open on the firewall to access <https://ftp.dell.com>, <https://ddldropbox.us.dell.com/upload.ashx/>, and <https://api.dell.com/support/case/v2/WebCase>.

1. On the management server, 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 the management server as an Administrator, double-click the installer package to install SupportAssist. However, ensure that you click **Run** on the **Open File - Security Warning** dialog box to proceed.

The **Preparing to Install** window is displayed briefly, and then the **Welcome to Dell SupportAssist** window is displayed.

2. Read the terms, and click **I Agree**.

The **License Agreement** window is displayed.

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


The **Ready to Install the Program** window is displayed.

4. Click **Install**.

The **Installing SupportAssist** window is displayed briefly, and then the **Installation Wizard Completed** window is displayed.


5. Click **Finish**.

The **SupportAssist Setup Wizard** is displayed in a new browser window.


 **NOTE:** You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

## Installing SupportAssist using the OpenManage Essentials installation package

To install:

 **NOTE:** Before you begin, make sure that:

- The system is able to connect to the Internet.
- You have Administrator rights on the system.
- Port 443 is open on the firewall to access <https://ftp.dell.com>, <https://ddldropbox.us.dell.com/upload.ashx/>, and <https://api.dell.com/support/case/v2/WebCase>.

 **NOTE:** If the installation of SupportAssist is unsuccessful, you can retry the installation at a later time. To retry the installation, right-click the **DellSupportAssistSetup.exe** file available at **C:\Program Files\Dell\SysMgt\Essentials\SupportAssistSetup** or the OpenManage Essentials custom installation folder, and select **Run as administrator**.

1. Extract the OpenManage Essentials installation package to a folder on the system.
2. In the folder where you extracted the installation package, double-click the **Autorun.exe** file. The **Dell OpenManage Install** window is displayed.

3. If OpenManage Essentials version 2.0 is not installed on the system, make sure that **Dell OpenManage Essentials** is selected.


4. Select **Dell SupportAssist**, and then click **Install**.

If you selected **Dell OpenManage Essentials** and **Dell SupportAssist**, installation of OpenManage Essentials is completed and then SupportAssist is installed. The system prerequisites for installing SupportAssist are verified. If the system prerequisites are met, the **Welcome to Dell SupportAssist Installer** window is displayed.

5. Click **Next**.

The **License Agreement** window is displayed.

6. Read the terms in the communication requirements and click **I Agree**.


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

7. Read the software license agreement, click **I Agree**, and then click **Next**.

If the system connects to the Internet through a proxy server, the **Proxy Settings** window is displayed. Else, the **Installing SupportAssist** window is displayed briefly, and then the **Installation Completed** window is displayed.

8. If the **Proxy Settings** window is displayed, provide the following:

- a. In the **Server Address** field, type the proxy server address or name.
- b. In the **Port** field, type the proxy port number.

 **NOTE:** If the proxy server credentials are not provided, SupportAssist connects to the proxy server as an anonymous user.

- c. 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 must not exceed 104 characters.
- **Password** — The password must contain one or more printable characters, and must not exceed 127 characters.
- **Confirm Password** — Re-enter the password. The password must match with the one provided in the **Password** field.

- d. Click **Install**.

The proxy settings are validated. If the validation is unsuccessful, verify the proxy settings and try again or contact your network administrator for assistance.

- e. In the **Validation Successful** dialog box, click **OK**.


The **Installing SupportAssist** window is displayed briefly, and then the **Installation Completed** window is displayed.

9. Click **Finish**.

When you start SupportAssist, the **SupportAssist Setup Wizard** is displayed. You must complete all steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.


## Setting up SupportAssist

The **SupportAssist Setup Wizard** guides you through configuring proxy server settings (if applicable), completing the registration, and other steps. The wizard opens in a new web browser window when you click **Finish** on the SupportAssist **Installation Completed** window. The wizard is also displayed when you start SupportAssist, if you have not completed the applicable steps in the wizard earlier.

 **NOTE:** You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.


To set up SupportAssist:


1. On the **Welcome to SupportAssist** page of the **SupportAssist Setup Wizard**, click **Next**.  
If your network connects to the internet through a proxy server, the **Proxy Settings** page is displayed. Else, the **Registration** page is displayed.
2. If the **Proxy Settings** page is displayed:
  - a. In the **Address** field, type the proxy server IP address or host name.
  - b. In the **Port** field, type the proxy server port number.
  - c. If the connection to the proxy server requires a user name and password, select **Requires authentication**, and type the user name and password in the appropriate fields.
  - d. Click **Next**.SupportAssist verifies the connection to the proxy server using the provided proxy server details. If the connection is successful, the **Registration** page is displayed. Else, an error message is displayed. If the proxy server connection problem persists, you may contact your network administrator for assistance.
3. If the **Registration** page is displayed, provide the following information:
  - **Company Name** — The company name must contain one or more printable characters, and must not exceed 256 characters.
  - **Country/Territory** — Select your country or territory.
  - **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** — It must contain a minimum of 10 characters and must not exceed 50 characters.
  - **Alternate Phone Number** — Optional, with the same requirements as the **Phone Number**.
  - **Email Address** — Type the e-mail address in the name@company.com format. It must contain a minimum of 5 characters and not exceed 50 characters.
  - **Preferred Email Language** — Select the desired language for SupportAssist e-mail notifications.

 **NOTE:** After setting up SupportAssist, you can update the primary contact information and also provide a secondary contact information. If the primary contact is 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. You can also select a preferred contact method and time, and a parts dispatch address while updating the contact information. For information about updating the contact information, see [Viewing and updating the contact information](#).
4. Click **Next**.

SupportAssist connects to Dell and completes the registration. If the registration is successful, the **System Credentials** page is displayed. Else, an error message is displayed. If the registration problem persists, you may contact your network administrator for assistance.

5. On the **System Credentials** page, type the user name and password of the user account required to connect to OpenManage Essentials. SupportAssist uses the **System Credentials** to connect to OpenManage Essentials and retrieves device and alert information.

 **NOTE:** The user account must be a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

 **NOTE:** If you change the credentials of the user account because of the security policy requirements of your company or for other reasons, make sure that you also update the **System Credentials** in SupportAssist. It is recommended that you create a service account with credentials that do not expire, and provide the service account credentials.


6. Click **Next**.

The **Summary** page is displayed.

7. Click **Finish**.


The SupportAssist **Cases** page is displayed. The supported devices that you have discovered in OpenManage Essentials are displayed in the **Devices** page.

While you complete the steps in the setup wizard, additional SupportAssist components are downloaded and installed in the background. The SupportAssist components generate the system logs from supported Dell devices, then compress and upload the system logs for use by Dell technical support to diagnose issues. For information about the generated system logs, see [Accessing and viewing the system log collection](#).

 **NOTE:** If the SupportAssist components are already installed on the system, the components are automatically migrated to a version compatible with SupportAssist.


To enable SupportAssist to monitor devices in your environment, follow the instructions in [Getting started with SupportAssist](#).

## Upgrading SupportAssist

 **NOTE:** Upgrade to SupportAssist version 2.0 is supported if OpenManage Essentials version 2.0 is installed on the system. For information on installing or upgrading to OpenManage Essentials version 2.0, see the *OpenManage Essentials Version 2.0 User's Guide* at [dell.com/OpenManageManuals](http://dell.com/OpenManageManuals).

You can upgrade SupportAssist version 1.2, 1.2.1, 1.3, or 1.3.1 to version 2.0. To upgrade SupportAssist, download one of the following:


- SupportAssist version 2.0 installation package available at [Dell.com/SupportAssistGroup](http://Dell.com/SupportAssistGroup).
- Dell OpenManage Essentials version 2.0 installation package available at [DellTechCenter.com/OME](http://DellTechCenter.com/OME).

 **NOTE:** Before you upgrade SupportAssist, ensure that SupportAssist is not open in any web browser window.

### Upgrading SupportAssist using the SupportAssist installation package

To upgrade:

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

 **NOTE:** 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 the OpenManage Essentials server as an administrator, double-click the installer package to install SupportAssist. However, ensure that you click **Run** on the **Open File - Security Warning** dialog box to proceed.

The **Dell SupportAssist - InstallShield Wizard** window is displayed.

2. At the **This setup will perform an upgrade of 'Dell SupportAssist'. Do you want to continue?** prompt, click **Yes**.


The **Preparing to Install** window is briefly displayed, and then the **Resuming the Install Wizard for SupportAssist** window is displayed.

3. Click **Next**.

The **Install Wizard Completed** window is displayed.

4. Click **Finish**.

The **SupportAssist Setup Wizard** is displayed in a new browser window.


 **NOTE:** You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

## Upgrading SupportAssist using the OpenManage Essentials installer package

To upgrade:

1. Double-click the OpenManage Essentials executable file.

The **Dell OpenManage Install** window is displayed.


 **NOTE:** If SupportAssist is already installed on the system, by default, the **Dell SupportAssist** option is selected and grayed out.

2. Click **Install**.

The **Welcome to Dell SupportAssist Installer** window is displayed.

3. If the **Proxy Settings** window is displayed, provide the following:

- a. In the **Server Address** field, type the proxy server address or name.
- b. In the **Port** field, type the proxy port number.

 **NOTE:** If the proxy server credentials are not provided, SupportAssist connects to the proxy server as an anonymous user.

- c. 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 must not exceed 104 characters.
- **Password** — The password must contain one or more printable characters, and must not exceed 127 characters.
- **Confirm Password** — Reenter the password. The password must match with the one provided in the **Password** field.

- d. Click **Next**.



The proxy settings are validated. If the validation is unsuccessful, verify the proxy settings and try again or contact your network administrator for assistance.

- e. On the **Validation Successful** dialog box, click **OK**.

The **Installation Completed** window is displayed.


4. Click **Finish**.

The **SupportAssist Setup Wizard** is displayed in a new browser window.



-  **NOTE:** If you also upgraded OpenManage Essentials, you must run discovery and inventory of all existing discovery ranges in OpenManage Essentials.
-  **NOTE:** You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

## Setting up SupportAssist after an upgrade

The **SupportAssist Setup Wizard** guides you through updating the registration details and connecting to OpenManage Essentials. The wizard opens in a new web browser window when you click **Finish** on the SupportAssist **Installation Completed** window. The wizard is also displayed when you start SupportAssist, if you have not completed the applicable steps in the wizard earlier.


-  **NOTE:** You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

To set up SupportAssist:

1. On the **Welcome to SupportAssist** page of the **SupportAssist Setup Wizard**, click **Next**.  
The **Registration** page is displayed with your existing registration details.
2. On the **Registration** page, update the details based on your preference, and click **Next**.
3. Click **Next**.  
SupportAssist connects to Dell and updates the registration details. If the registration is successful, the **System Credentials** page is displayed. Else, an error message is displayed. If the registration problem persists, you may contact your network administrator for assistance.
4. On the **System Credentials** page, type the user name and password of the user account required to connect to OpenManage Essentials. SupportAssist uses the **System Credentials** to connect to OpenManage Essentials and retrieves device and alert information.
  -  **NOTE:** The user account must be a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.
  -  **NOTE:** If you change the credentials of the user account because of your company's security policy requirements or for other reasons, make sure that you also update the **System Credentials** in SupportAssist. It is recommended that you create a service account with credentials that do not expire, and provide the service account credentials.
5. Click **Next**.  
The **Summary** page is displayed.
6. Click **Finish**.  
The SupportAssist **Cases** page is displayed in a new browser window. The supported devices that you have discovered in OpenManage Essentials are displayed in the **Devices** page.

## Uninstalling SupportAssist

To uninstall:

-  **NOTE:** Uninstalling SupportAssist also uninstalls the associated SupportAssist components. If the components are running during the uninstallation, a message is displayed.

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 **Change**.  
The **Welcome to the Install Wizard for SupportAssist** window is displayed.
  3. Click **Next**.  
The **Program 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 **Next**.  
The **Remove the Program** window is displayed.
  6. Click **Remove**.  
The **Uninstalling SupportAssist** window is displayed.
  7. Click **Finish**.  
SupportAssist and the associated components are now uninstalled from the server running OpenManage Essentials.

## Using Dell SupportAssist


The following sections provide information about configuring and using SupportAssist.

### Starting SupportAssist


You can start SupportAssist from either the management server or a remote system.

- To start SupportAssist from the management server:
  - Double-click the **Dell SupportAssist** desktop icon.
  - If the server is running Windows Server 2008 — Click **Start**→ **All Programs**→ **Dell**→ **SupportAssist**→ **SupportAssist**.
  - If the server is running Windows Server 2012 — Move the mouse pointer to the bottom-left corner, and then click the **Start** icon. On the **Start** screen, click the **SupportAssist** tile.
- To start SupportAssist from a remote system, open a web browser and type the address in the following format: `https://<IP address or host name of management server>:Port Number/DIS`. For example, `https://10.25.35.1:2607/DIS`.

SupportAssist opens in a web browser window and displays the **Cases** page.

 **NOTE:** The recommended screen resolution for optimal viewing of the SupportAssist dashboard is 1280 x 1024 or higher.

### Getting started with SupportAssist

 **NOTE:** If you upgraded to OpenManage Essentials version 2.0, you must run discovery and inventory of all existing discovery ranges in OpenManage Essentials.


After installing SupportAssist and completing the steps in the setup wizard, the supported devices discovered in OpenManage Essentials are displayed in the **Device Inventory** page.

To enable SupportAssist to monitor the supported devices, automatically generate support cases if there is a problem with any devices, and upload the system log collection to Dell, you must:


1. Establish monitoring and system log collection — Configure the **Default Device Type Credentials** in the **System Logs** page for each supported device type. See [Configuring the default device type credentials](#).
2. Configure the local SMTP e-mail server settings — If a local SMTP e-mail server is available in your environment, it is recommended that you configure the local SMTP server settings in SupportAssist. See [Configuring the local SMTP e-mail server settings](#).
3. Test the network connectivity status — Verify SupportAssist connectivity status to make sure that SupportAssist is able to connect to all dependent network resources successfully. See [Performing the connectivity test](#).
4. Verify the status of devices — Make sure that the devices in the **Device Inventory** page do not display an **Error** status. See [Verification of device status](#).

# Configuring the default device type credentials


SupportAssist runs the appropriate collection components and gathers the system logs from OpenManage Essentials-managed Dell server, storage, and switch devices. To run the collection components on your supported devices, you must configure SupportAssist with the Administrator credentials for each managed device type. The **Default Device Type Credentials** section in the **System Logs** page enables you to configure SupportAssist with the Administrator credentials for each supported device type and credential type.

 **NOTE:** If you change the Administrator credentials because of the security policy requirements of your company or for other reasons, you must ensure that the **Default Device Type Credentials** are also updated in SupportAssist. Alternatively, you can create a service account that never expires, and provide the service account credentials in SupportAssist.

For example, if the managed PowerEdge servers are part of a domain, you can create a service account on the domain controller, and add the service account to the Local Administrators group of the managed server. Then, provide the service account credentials in the **Default Device Type Credentials** page in SupportAssist. For more information, see the *Managing Windows Device Credentials in SupportAssist Using Service Account* technical white paper at [Dell.com/SupportAssistGroup](https://Dell.com/SupportAssistGroup).

 **NOTE:** SupportAssist does not require the credentials for collecting system logs from Dell PowerVault MD series storage arrays.

To configure the default device type credentials:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Under **Edit Device Credentials**, select the **Device Type** from the list. You can select from:
  - **Server**
  - **Storage**
  - **Switch**
3. Select the **Credential Type** from the list. The options listed vary based on the **Device Type** you selected.

The options for **Server** are:


- **Windows**
- **Linux**
- **ESX/ESXi**
- **iDRAC**
- **CMC**

The options for **Storage** are:


- **EqualLogic**
- **MD Series**


The option for **Switch** is **Dell Networking**.

4. Type the credentials in the corresponding fields:

 **NOTE:** For Dell Networking switches (previously Force10 and PowerConnect), the **Username**, **Password**, and **Enable Password** fields are optional. However, information must be provided for these fields if the Networking 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 Networking 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.
- **Enable Password** — For Ethernet switches only. The enable password must contain one or more printable characters, and not exceed 127 characters.
- **Community String** — For EqualLogic storage arrays only. The community string of the storage device.

 **NOTE:** The **Default Device Type Credentials** are encrypted and saved locally.

5. Repeat step 2 to step 4 until you have configured the default credentials for all device types in your environment.
6. Click **Save Changes**.

If the credentials for a device differs from the **Default Device Type Credentials** you provided, you can edit the device credentials for that particular device. For more information about providing the credentials for a specific device, see [Editing device credentials](#).

#### Related Links


[Device credentials used by SupportAssist](#)

[System Logs](#)

[Editing device credentials](#)

## Configuring the local SMTP e-mail server settings

If you have a Simple Mail Transfer Protocol (SMTP) server in your environment, you can configure SupportAssist to send you device status and connectivity status e-mail notifications through the local SMTP server.

 **NOTE:** You may not receive certain device status and connectivity status e-mails in the following scenarios:

- An SMTP server is available in your environment, but:
  - The SMTP server settings are not configured in SupportAssist.
  - The SMTP server credentials you have provided in SupportAssist are incorrect.
  - The Secure Socket Layer (SSL) certificate of the SMTP server is expired.
  - An anti-virus software is blocking the SMTP server port configured in SupportAssist.
- An SMTP server is not available in your environment.

To configure the SMTP server settings:



**NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **SMTP Settings**.  
The **SMTP Settings** page is displayed.
3. Provide the following information in the corresponding fields:
  - **SMTP server name/IP address** — The name or the IP address of the SMTP server.
  - **Port Number**— The port number of the SMTP server.
4. If the SMTP server require authentication for sending e-mails, select **SMTP server requires authentication**.
5. 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. If your environment supports SSL communication, select **Enable SSL**.
7. Click **Save Changes**.

## Verification of device status

By default, for each device listed in the **Device Inventory** page, SupportAssist automatically verifies the following:

- Availability of the device on the network
- Connection to the device
- System log collection capability

The result of the device verification is displayed in the **Status** column in the **Device Inventory** page.

The device verification is started automatically in the background in the following scenarios:


- After the installation, upgrade, or auto upgrade of SupportAssist
- After you configure the default device type credentials or schedule periodic collection of system logs.
- After you edit the device credentials.
- After you update the device group credentials

If a device is setup correctly for SupportAssist functionality, the status of the device is displayed as **Device Configured**.



If there is an issue with the device setup, an  **Error** status may be displayed. To view the description of the issue and possible resolution steps, click the **Error** link.

If the **SMTP Server Settings** is configured in SupportAssist, a device status e-mail, that includes devices that have setup issues is sent at 5 pm (management server time) each day.

 **NOTE:** The device status e-mail is sent only if there are devices with setup issues that were not notified earlier.


For more information on the device status, see the status descriptions in [Device Inventory](#).

## Connectivity test

The **Connectivity Test** page enables you to verify and test SupportAssist connectivity status to the following dependent resources:

- Internet
- Local SMTP e-mail server
- Dell File Transfer Protocol (FTP) server
- Collection file upload server hosted by Dell
- Dell OpenManage Essentials service
- SupportAssist server hosted by Dell

By default, SupportAssist verifies the connectivity status to the dependent resources every day at 11 pm (management server time). If there is a problem with the connectivity to a dependent resource, an e-mail notification is sent to your primary and/or secondary SupportAssist contacts.

 **NOTE:** The e-mail notification is only sent if you have configured SupportAssist to use the local SMTP e-mail server. See [Configuring the local SMTP e-mail server settings](#).


On the **Connectivity Test** page, you can view the connectivity test status and also test SupportAssist connectivity to the dependent resources. The connectivity test page is refreshed periodically to display the connectivity status information.

 **NOTE:** If you test connectivity to the **Dell SupportAssist Server**, a connectivity status e-mail is sent to your primary and secondary contact.

### Viewing the connectivity test status

To view the connectivity test status:


Move the mouse pointer over the **user name** link that is displayed beside the **Help** link, and then click **Connectivity Test**.


The **Connectivity Status** column of the **Connectivity Test** page displays the result of the connectivity test. If an  **Error** status is displayed, you can click the **Error** link to view the description of the problem and the possible resolution steps.

### Performing the connectivity test

To test connectivity:

1. Move the mouse pointer over the **user name** link that is displayed beside the **Help** link, and then click **Connectivity Test**.

- The **Connectivity Test** page is displayed.
2. Select the tests that you want to verify.
    -  **NOTE:** The **Test Connectivity** button is enabled only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.
  3. Click **Test Connectivity**.


The **Connectivity Status** column displays the result of the connectivity test. If an  **Error** status is displayed, click the **Error** link to view the description of the problem and the possible resolution steps.


#### Related Links


[Connectivity Test](#)

## Editing device credentials


The **Default Device Type Credentials** that you provided for each **Device Type** and **Credential Type** in the **System Logs** page is used to run the collection component on your managed devices and gather the system logs. If the credentials for a particular device differ from the **Default Device Type Credentials** you provided, you can edit the credentials for that device.

 **CAUTION:** After you edit the credentials for a specific device, SupportAssist uses the device-specific credentials you provided to collect the system logs on that device.

 **NOTE:** To ensure that SupportAssist is able to generate the system log collection for all devices, you must edit the credentials for each device which has credentials that are not the same as the **Default Device Type Credentials**.

 **NOTE:** SupportAssist does not require the credentials for collecting system logs from Dell PowerVault MD series storage arrays.


To edit the credentials for a device:

 **NOTE:** The **Edit Device Credentials** option is enabled only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Devices** tab.

The **Device Inventory** page is displayed.
2. Select a device in the **Device Inventory** table.

The **Edit Device Credentials** link is enabled.
3. Click **Edit Device Credentials**.

 **NOTE:** If the device you selected does not require credentials to generate the system log collection, a message is displayed on the dashboard.

The **Edit Device Credentials** dialog box is displayed.

4. Type the **Username**, **Password**, **Enable Password** (if applicable), and **Community String** (if applicable) in the appropriate fields.
5. Click **Save Changes**.

The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to edit the device credentials the next time.

6. Click **Yes**.

The dashboard displays the following message: Your device credentials were saved successfully.

#### Related Links

[Device credentials used by SupportAssist](#)


[Configuring the default device type credentials](#)


[Resetting the device-specific credentials to the default device type credentials](#)

[Overwriting the device-specific credentials with the default device type credentials](#)


## Resetting the device-specific credentials to the default device type credentials

If you had edited the credentials for a particular device, and later want to reset the credentials for that device to the **Default Device Type Credentials**, you can do so using the **Edit Device Credentials** dialog box.

 **CAUTION:** Resetting to the Default Device Type Credentials overwrites the device-specific credentials with the default credentials. After you reset the credentials, SupportAssist uses the Default Device Type Credentials to collect the system logs on that device.

 **NOTE:** You can reset the device-specific credentials to the **Default Device Type Credentials** for only one device at a time using the **Edit Device Credentials** dialog box. To overwrite the device-specific credentials for multiple devices belonging to a particular **Device Type** and **Credential Type** at a time, see [Overwriting the device-specific credentials with the default device type credentials](#).


To reset the device-specific credentials to the default device type credentials:

 **NOTE:** To reset the device-specific credentials to the **Default Device Type Credentials**, you must be logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.


1. Click the **Devices** tab.  
The **Device Inventory** is displayed.
2. Select a device in the **Device Inventory** table.  
The **Edit Device Credentials** link is enabled.
3. Click **Edit Device Credentials**.

The **Edit Device Credentials** dialog box is displayed.

4. Click **Reset to Default Device Type Credentials**.

 **NOTE:** The **Reset to Default Device Type Credentials** link is displayed only if you had previously configured the selected device with specific credentials.

The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to reset the device-specific credentials the next time.


5. Click **Yes**.


#### Related Links

[Editing device credentials](#)

# Overwriting the device-specific credentials with the default device type credentials

If you had edited the credentials for several devices, and later want to overwrite the credentials for all those devices to the **Default Device Type Credentials**, you can do so using the **System Logs** page.

 **CAUTION:** Once you overwrite the device-specific credentials, the **Default Device Type Credentials** overwrites the credentials of devices that you had previously edited through the **Edit Device Credentials** link.


 **NOTE:** You can overwrite the device-specific credentials to the **Default Device Type Credentials** for all devices belonging to a particular **Device Type** and **Credential Type** at a time through the **System Logs** page. To reset the device-specific credentials for only a particular device, see [Resetting the device-specific credentials to the default device type credentials](#).

To reset the device-specific credentials to the default device type credentials:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Select the device category from the **Device Type** list.
3. Select the credential category from the **Credential Type** list.
4. Select **Overwrite the device-specific credentials with the Default Device Type Credentials for all devices belonging to the current Device Type and Credential Type**.

The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again option**, SupportAssist does not prompt for your confirmation when you attempt to overwrite the device-specific credentials the next time.

5. Click **Yes**.
6. Click **Save Changes**.

## Related Links

[System Logs](#)

[Editing device credentials](#)

## Filtering the system log collection


The system logs collected by SupportAssist includes 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. The security policy of your company may restrict sending this data outside of your network. You can prevent sending this data to Dell by configuring SupportAssist to filter the system log collection.

The following is the network identity information that you can filter from the system log collection:


- Host name
- IP address

- Subnet mask
- Default gateway
- MAC address
- DHCP server
- DNS server
- Processes
- Environment variables
- Registry
- Logs
- iSCSI data

 **NOTE:** When the **Send network identification information to Dell** option is cleared, some of the data about your network is not transmitted to Dell. This may impede Dell technical support from resolving your issue.

 **NOTE:** If your devices are covered under the Dell ProSupport Plus service contract, when the **Send network identification information to Dell** option is disabled, you will not receive some reporting information about your devices.

To filter the system log collection:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Preferences**.  
The **Preferences** page is displayed.
3. Under **System Log Collection Details**, clear the **Send network identification information to Dell** option.

 **NOTE:** By default, the **Send network identification information to Dell** option is selected.

4. Click **Save Changes**.

#### Related Links

[Preferences](#)

## Sending the system logs manually

When a support case is opened or updated, the SupportAssist application, runs the collection components on the devices that generated the alerts, and then uploads the system logs to Dell. In certain conditions, if required by Dell technical support, you may be required to manually collect the system logs and send it to Dell.

To send the system logs manually:

 **NOTE:** The **Send System Logs** option is enabled only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Devices** tab.  
The **Device Inventory** is displayed.
2. Select a device in the **Device Inventory** table.  
The **Send System Logs** link is enabled.


3. Click **Send System Logs**.

The **Collection Status** column in the **Device Inventory** displays the status of the collection and upload of the system logs.

## Enabling or disabling the automatic collection of system logs

By default, when a support case is opened or updated, SupportAssist is configured to automatically collect the system logs from the device that generated the alert and upload it to Dell.

To enable or disable the automatic collection of system logs:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Preferences**.  
The **Preferences** page is displayed.
3. Under **Support Collection**, select or clear **Automatically start a log collection when a new support case is generated**, to enable or disable the automatic collection of system logs.

 **NOTE:** By default, the **Automatically start a log collection when a new support case is generated** option is selected.

4. Click **Save Changes**.


### Related Links

[Preferences](#)


## Enabling or disabling the scheduling of system log collection

By default, SupportAssist is configured to collect the system logs from supported devices at periodic intervals and upload it to Dell. For information about the default frequency of the collection of system logs, see [Default system log collection schedule](#). You can also customize the frequency of the collection of system logs for each device type. For more information, see [Scheduling the periodic collection of system logs](#).


To enable or disable the scheduling of system log collection:

 **NOTE:** Selecting the **Enable system log collection scheduling** option enables the collection and upload of system logs at periodic intervals from all supported device types. If you do not want SupportAssist to collect the system logs for a specific device type, you can disable scheduling for that specific device through the **System Logs** tab. For more information, see [Disabling scheduling of system log collection for a specific device type](#).

To enable scheduling of system log collection:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.

- The **System Logs** page is displayed.
2. Click **Preferences**.  
The **Preferences** page is displayed.
  3. Under **Support Collection**, select or clear **Enable system log collection scheduling**, to enable or disable scheduling of the collection of system logs.  
 **NOTE:** By default, the **Enable system log collection scheduling** option is selected.
  4. Click **Save Changes**.


#### Related Links

[Preferences](#)

[Disabling the scheduling of system log collection for a specific device type](#)

## Scheduling the periodic collection of system logs

Before you begin, ensure that the **Enable system log collection scheduling** option is enabled in the **Preferences** page.

-  **NOTE:** To receive the full benefits of the support, reporting, and maintenance offering of your ProSupport Plus service contract, you must configure SupportAssist to collect the system logs at periodic intervals for each supported device type.

To schedule the periodic collection of system logs:

-  **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Under **Edit Device Type Credentials**, select the **Device Type** from the list. You can select from:
  - **Server**
  - **Storage**
  - **Switch**
3. Select the **Credential Type** from the list. The options listed vary based on the **Device Type** you selected.

The options for **Server** are:


- **Windows**
- **Linux**
- **ESX/ESXi**
- **iDRAC**
- **CMC**

The options for **Storage** are:

- **EqualLogic**
- **MD Series**

The option for **Switch** is **Dell Networking**.

4. Verify or provide the credentials (**Username**, **Password**, **Confirm Password**, **Community String**) for the selected credential type. For more information, see [Configuring the default device type credentials](#).

5. Under **System Log Collection Schedule**, set the **Frequency** to **Weekly** or **Monthly**.
  -  **NOTE:** If you want to disable the scheduling of system logs for a specific **Device Type** and **Credential Type**, set the **Frequency** to **None**.
6. In the **Specify date and time** fields, select an appropriate schedule. The options available vary based on the selected **Frequency**.
7. Repeat step 2 to step 5 until you have scheduled the periodic collection of system logs for all device types in your environment.
8. Click **Save Changes**.

**Related Links**

- [System Logs](#)
- [Default system log collection schedule](#)
- [Disabling the scheduling of system log collection for a specific device type](#)

## Default system log collection schedule

The following table provides the default system log collection schedule for each supported device.


Device Type	Device or Operating System	Schedule
Server	Windows	Monthly; Monday of the first week at 12:00 AM
	Linux	Monthly; Monday of the first week at 12:00 AM
	ESX/ESXi	Monthly; Monday of the first week at 12:00 AM
	iDRAC	Monthly; Monday of the first week at 12:00 AM
	CMC	Monthly; Monday of the first week at 12:00 AM
Storage	Dell EqualLogic	Weekly; Monday at 12:00 AM
	Dell PowerVault MD series	Weekly; Monday at 12:00 AM
Switch	Dell Networking	Monthly; Monday of the first week at 12:00 AM


**Related Links**

- [Scheduling the periodic collection of system logs](#)
- [Disabling the scheduling of system log collection for a specific device type](#)

## Disabling the scheduling of system log collection for a specific device type

To disable the scheduling of system log collection for a specific device type:

 **NOTE:** Disabling the scheduling of system log collection for a specific device type only disables the generation of system log collection at periodic intervals on those devices. It does not disable SupportAssist from generating a system log collection and uploading it to Dell, if a support case is opened for those devices.

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Under **Edit Device Credentials**, select the **Device Type** for which you want to disable scheduling. You can select from:
  - **Server**
  - **Storage**
  - **Switch**
3. Select the **Credential Type** for which you want to disable scheduling. The options available vary based on the **Device Type** you selected.
4. In **System Log Collection Schedule** section, set the **Frequency** to **None**.
5. Click **Save Changes**.

The following message is displayed in the **System Log Collection Schedule** section: System Log Collection scheduling is turned off for the current Device Type and Credential Type.

#### Related Links

[Default system log collection schedule](#)


[Scheduling the periodic collection of system logs](#)

[Enabling or disabling the scheduling of system log collection](#)


## Viewing the case list

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

 **NOTE:** By default, the case list is sorted by **Date Opened**, in descending order.

 **NOTE:** Pre-existing support cases (opened prior to SupportAssist installation), and cases opened by contacting Dell technical support, do not appear in the **Case List** report.

Support case information is automatically available, for supported 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, case information is not populated. It is downloaded and displayed when you 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.

#### Related Links

[Case List](#)

[Filtering the displayed data](#)

[Removing filters from the displayed data](#)


[Sorting the displayed data](#)


## Viewing the device inventory


The **Device Inventory** page displays the supported devices that are discovered in OpenManage Essentials. To view the **Device Inventory** page, click the **Devices** tab on the SupportAssist dashboard. The device inventory displays the list of devices as groups.

If no device group is created, below the column headers, the device inventory displays **Ungrouped devices (Total devices: n)** and the list of devices.

If device groups are created, for each device group, the device inventory displays **<Device Group Name> (Total devices: n)** and the list of devices in the group. Devices that are not grouped are displayed below the existing device groups.

To collapse the list of devices displayed in a group, click the collapse icon .

To expand the list of devices in a group, click the expand icon .

 **NOTE:** The **Device Inventory** is refreshed automatically every 5 minutes. If you select a device and the data is refreshed, the device is deselected. If you want to perform any operation on that device, you must select the device again.



### Related Links

- [Device Inventory](#)
- [Filtering the displayed data](#)
- [Removing filters from the displayed data](#)
- [Sorting the displayed data](#)
- [Error code appendix](#)


## Filtering the displayed data

You can filter the data displayed in the **Device Inventory**, **Case List**, and the device group **Manage Devices** pages based on your preference.

To filter the displayed data:

1. Click the filter icon  displayed in the column header.  
The filter options are displayed.
2. Select the appropriate filter option.
3. Type or select filtering criteria.
4. Click **Filter**.  
The displayed data is filtered based on the selected or provided criteria. The column header displays the filtered icon .

### Filtering options

The following are the filtering options displayed when you click the filter icon . The options displayed may vary based on the data you want to filter.

Filtering option	Description
<b>Contains</b>	Select to filter the data based on alphanumeric characters provided in the field.
<b>Equals</b>	Select to filter data that is the same as the value selected in the <b>Select value</b> drop-down list.
<b>Is equal to</b>	Select to display support cases opened on the date you select.
<b>Is not equal to</b>	Select to display support cases opened on any other date than the date you select.
<b>Is after or equal to</b>	Select to display support cases opened after or on the date you select.
<b>Is after</b>	Select to display support cases opened after the date you select.
<b>Is before or equal to</b>	Select to display support cases opened after or on the date you select.
<b>Is before</b>	Select to display support cases opened before the date you select.

## Removing filters from the displayed data

You can remove the filters that you applied if you want to view the complete data again. To remove filters from the displayed data:

1. Click the filtered icon  displayed in the column header.  
The filter options are displayed.
2. Click **Clear**.  
The complete data is displayed.

## Sorting the displayed data

To sort the displayed data in the **Case List**, **Device Inventory**, or **Device Groups** pages, click a column header. The displayed data is sorted and an arrow that indicates the sorting type (ascending or descending) is displayed next to the column title.

To reset the sorting, click the column header again.


## Device grouping (optional)


The device grouping feature enables you to create logical groups of devices. Creating a device group facilitates easier management of devices. For example, you can create logical groups of devices based on:


- Device type (server, storage, or switch)
- Physical location of the devices (shipping address)
- The individual who manages the devices (Administrator group)
- Organization or business unit
- Alerting or notification

After you create a device group, you can:

- **Manage Devices** — Add or remove devices from the device group.
- **Manage Credentials** — Configure credentials for each device type included in the device group.
- **Manage Contacts** — Configure the contact information and parts dispatch information for the device group.
- **Edit/Delete Group** — Edit the device group details or delete the device group.

 **NOTE:** You can create and manage device groups only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

 **NOTE:** The device group credentials, contact information, and parts dispatch information override the default credentials, contact information, and parts dispatch information configured through the **Settings** page. For example, if you have created a device group and configured the primary contact for the device group, all SupportAssist notifications for issues with any device included in the device group are sent to the primary contact assigned to that device group.

 **NOTE:** Grouping of devices is optional. It does not have an impact on the monitoring and automatic case creation capabilities of SupportAssist.

#### Related Links

[Viewing device groups](#)

[Creating a device group](#)

[Managing devices in a device group](#)

[Managing credentials of a device group](#)

[Viewing and updating the contact information of a device group](#)

[Editing device group details](#)

[Deleting a device group](#)


## Viewing device groups

The **Device Groups** page displays the device groups that you have created. To view the device groups:

1. Click **Devices**.  
The **Device Inventory** page is displayed.
2. Click **Groups**.  
The **Device Groups** page is displayed.

## Creating a device group

You can create a device group based on your requirement. For example, you can create device groups based on the device types.

 **NOTE:** You can create device groups only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

To create a device group:

1. Click the **Devices** tab.  
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.  
The **Device Groups** page is displayed.
3. Click **Create Group**.


4. In the window that is displayed, provide a name and description for the group.
5. Click **Save**.

The device group that you created is displayed in the **Device Groups** page.


## Managing devices in a device group


After creating a device group, you can select the devices you want to add or remove from the device group.



Before you begin, make sure that you have already created a device group. See [Creating a device group](#).

 **NOTE:** You can add or remove devices from a device groups only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

To manage devices in a device group:

 **NOTE:** A device can be included in only one device group.


 **NOTE:** Only 100 devices can be added to a device group.

1. Click the **Devices** tab.  
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.  
The **Device Groups** page is displayed.
3. Select a device group.
4. In the **Select group actions** drop down list, select **Manage Devices**.  
The **Manage Devices** window is displayed.
5. To add devices to the device group, select devices in the **Ungrouped Devices** pane, and click .  
The selected devices are moved to the **Devices In Current Group** pane.
6. To remove devices from the device group, select devices in **Devices In Current Group** pane, and click .  
The selected devices are moved to the **Ungrouped Devices** pane.
7. Click **Save**.

## Managing credentials of a device group

If the credentials of the device types in a device group differ from the default credentials, you must provide the credentials of those device types through the **Manage Credentials** window.

 **NOTE:** You can manage credentials of a device group only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

 **NOTE:** The device group credentials override the default credentials configured through the **Settings** → **System Logs** page. SupportAssist uses the device group credentials (not the default credentials) to run the collection component on devices included in the group.

To manage the credentials of a device group:

1. Click the **Devices** tab.  
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.  
The **Device Groups** page is displayed.
3. Select a device group.



4. In the **Select group actions** drop down list, select **Manage Credentials**.  
The **Manage Credentials** window is displayed.
5. Type the user name and password of the device type highlighted in the left pane.
6. If more than one device type is included in the device group, click **Next**.  
The next device type is highlighted in the left pane.
7. Repeat step 5 and step 6 until you have provided the user name and password for all device types included in the device group.
8. Click **Save**.

#### Related Links



[Device credentials used by SupportAssist](#)

## Viewing and updating the contact information of a device group

You can view or update the contact information, preferred contact method and time, and the parts dispatch information for a device group.

-  **NOTE:** You can update the contact information of a device group only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.
-  **NOTE:** The device group contact information overrides the default contact information configured through the **Settings** → **Contact Information** page. If there is a problem with devices included in group, SupportAssist sends notifications to the device group contact (not the default contact).

To update the contact information of a device group:


1. Click the **Devices** tab.  
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.  
The **Device Groups** page is displayed.
3. Select a device group.
4. In the **Select group actions** drop down list, select **Manage Contacts**.  
The **Manage Contacts** window is displayed.
5. If you want to use the contact information provided in the **Settings** → **Contact Information** page, select **Use Default**.
6. Select the type of contact:
  - **Primary**
  - **Secondary**
7. Type the first name, last name, phone number, alternate phone number (optional), and e-mail address in the appropriate fields.
8. Select the preferred contact method, preferred contact hours, and time zone.
9. In the **Parts Dispatch (Optional)** section:
  -  **NOTE:** The parts dispatch information is optional. If the Dell technical support agent determines that a part needs to be replaced in your environment to resolve a support case, the replacement part is dispatched with your consent to the provided address.
  -  **NOTE:** The device group parts dispatch information overrides the default parts dispatch information configured through the **Settings** → **Contact Information** page. If resolving a problem requires replacing a part, the replacement part is shipped with your consent to the device group parts dispatch address (not the default parts dispatch address).

- a. Type the address and city/town in the appropriate fields.
- b. Select the country.
- c. Type the state/province/region and zip/postal code in the appropriate fields.

10. Click **Save**.

## Editing device group details

You can edit the name and description of a device group based on your preference.


 **NOTE:** You can edit the device group details only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.


To edit the device group details:

1. Click the **Devices** tab.  
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.  
The **Device Groups** page is displayed.
3. Select a device group.
4. In the **Select group actions** drop down list, select **Edit/Delete Group**.
5. In the window that is displayed, edit the name and description based on your preference.
6. Click **Update**.

## Deleting a device group

You can delete device groups based on your preference.

 **NOTE:** You can delete a device group only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

 **NOTE:** Deleting a device group only removes the device group, device group credentials, and contact information. It does not delete any devices from the **Device Inventory** page.

To delete a device group:

1. Click the **Devices** tab.  
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.  
The **Device Groups** page is displayed.
3. Select a device group.
4. In the **Select group actions** drop down list, select **Edit/Delete Group**.
5. In the window that is displayed, click **Delete**.

## Device credentials used by SupportAssist

SupportAssist uses the credentials you configured for the devices to run the collection components and collect the system logs. You may have configured the credentials for devices through the following options:

- Default credentials — Configured through the **Default Device Type Credentials** option in the **System Logs** page.

- Device-specific credentials — Configured through the **Edit Credentials** option in the **Device Inventory** page.
- Device group credentials — Configured through the **Manage Credentials** option in the **Device Groups** page.

SupportAssist uses the configured credentials based on the following order of priority:

1. Device-specific credentials
2. Device group credentials
3. Default credentials

For example:

- If you have configured the credentials for a device through all the options listed earlier, the device-specific credentials is used for running the collection components.
- If you have configured the default credentials and device group credentials, the device group credentials is used for running the collection components.

#### Related Links

[Editing device credentials](#)


[Managing credentials of a device group](#)


[Configuring the default device type credentials](#)

## Configuring the system credentials


System credentials refers to the credentials of a user account that is a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group. SupportAssist requires the system credentials to connect to OpenManage Essentials for retrieving device and alert information.

To configure the system credentials:

 **NOTE:** If you change the system credentials because of the security policy requirements of your company or for other reasons, you must ensure that the **System Credentials** are also updated in SupportAssist. Alternatively, you can create a service account that never expires, and provide the service account credentials in SupportAssist.


 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **System Credentials**.  
The **System Credentials** page is displayed.
3. Type the user name, password, and confirm the password in the appropriate fields.

 **NOTE:** The user account must be a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

4. Click **Save Changes**.


## Auto update


 **NOTE:** It is recommended that you enable auto update to ensure that SupportAssist is up-to-date with the latest features and enhancements.

The auto update feature, when enabled, ensures that SupportAssist and the associated collection components are automatically updated, when an update is available. By default, the SupportAssist application checks if any updates are available, every Monday at 11 am (management server date and time). If updates are available:

- If auto update is enabled, the updates are downloaded and automatically installed in the background.
- If auto update is disabled, the **Update Available** notification window is displayed. You can click **Install** to download and install the latest updates.

To enable auto update, see [Enabling auto update](#).

If you click **Cancel** in the **Update Available** notification window or an error occurs during the update process, on refreshing the web browser, the  **Update Available** notification is displayed in the SupportAssist header. You can click the **Update Available** notification to download and install the updates at a later time.

 **NOTE:** After the updates are downloaded and installed, an update successful message is displayed. To view and use the latest updates and enhancements, you must refresh the SupportAssist dashboard.

The log file, **AutoUpdate-log-file.txt**, related to the SupportAssist update can be located at **C:\Program Files (x86)\Dell\Dell Integrated Support\logs**.

### Enabling auto update

To enable auto update:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Preferences**.  
The **Auto Update, Email Settings, Support Collection, and Maintenance Mode** page is displayed.
3. Under **Auto Update**, select **Enable auto update**.
4. Click **Save Changes**.

#### Related Links



[Preferences](#)

## Configuring proxy server settings

If your system connects to the Internet through a firewall or proxy server, the proxy settings must be configured in SupportAssist. Configuring the proxy settings enables the SupportAssist application to communicate with the SupportAssist server hosted by Dell.

To configure the proxy server settings:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Proxy Settings**.  
The **Proxy Settings** page is displayed.
3. Select **Use Proxy Settings**.  
 **NOTE:** SupportAssist supports Windows NT LAN Manager (NTLM) authentication protocol only.
4. Type the **Proxy Server Address or Name** and **Proxy Port Number** details.  
 **NOTE:** If the proxy server 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.

#### Related Links

[Proxy Settings](#)

## Confirming connectivity through the proxy server

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

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Proxy Settings**.  
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.


## Configuring e-mail notification settings



You can configure the e-mail notification settings based on your:

- Preference to receive e-mail notifications from SupportAssist

- Preferred language

To configure the e-mail notification settings:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Preferences**.  
The **Auto Update, Email Settings, Support Collection, and Maintenance Mode** page is displayed.
3. To receive e-mail notifications when a new support case is opened, under **Email Settings**, select **Receive email notification when a new support case is opened**.  
 **NOTE:** Disabling support case e-mail notifications also disables e-mail connectivity test e-mails.
4. To set the language in which you want to receive e-mail notifications, from the **Preferred Email Language** list, select a language.  
 **NOTE:** The **Preferred Email Language** is enabled only when the **Receive email notification when a new support case is opened** option is selected.
5. Click **Save Changes**.


#### Related Links

[Preferences](#)

## Setting SupportAssist to maintenance mode

SupportAssist can also be set in or out of Maintenance Mode. Maintenance Mode disables automatic case generation activity, thereby allowing you to make infrastructure changes without generating unnecessary alerts.


To set SupportAssist in or out of Maintenance Mode:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Preferences**.  
The **Auto Update, Email Settings, Support Collection, and Maintenance Mode** page is displayed.
3. Under **Maintenance Mode**, select or clear **Temporarily suspend case generation activity (for example, for purposes of downtime, external troubleshooting, etc.)** to toggle the Maintenance Mode status.
  - If you select this option, SupportAssist is placed in maintenance mode.
  - If you clear this option, SupportAssist is taken out of maintenance mode.
4. Click **Save Changes**.

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

Once manually placed in maintenance mode, SupportAssist remains in that state unless you clear the option as in step 3.


 **NOTE:** The Maintenance Mode functionality, when set manually, differs from the manner in which the Maintenance Mode feature handles event storms. See [Event Handling](#) for more information.

#### Related Links


[Preferences](#)

## Viewing and updating the contact information

To view and update the contact information:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.  
The **System Logs** page is displayed.
2. Click **Contact Information**.  
The **Contact Information** page is displayed.
3. If required, edit the company name.
4. Select the type of contact:
  - **Primary**
  - **Secondary**
5. Type the first name, last name, phone number, alternate phone number (optional), and e-mail address in the appropriate fields.
6. Select the preferred contact method, preferred contact hours, and time zone.
7. In the **Parts Dispatch (Optional)** section:

 **NOTE:** The parts dispatch information is optional. If the Dell technical support agent determines that a part needs to be replaced in your environment to resolve a support case, the replacement part is dispatched with your consent to the provided address.

- a. Type the address and city/town in the appropriate fields.
  - b. Select the country.
  - c. Type the state/province/region and zip/postal code in the appropriate fields.
8. Click **Save Changes**.

#### Related Links

[Contact Information](#)

## Accessing and viewing the logs

The 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**).

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 the 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**.


## Accessing and viewing the system log collection

When a support case is automatically generated by 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 at **C:\Program Files (x86)\Dell\Dell Integrated Support\reports**.

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**
- **Periodic\_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 SupportAssist product information

The **About** window displays the SupportAssist product version, copyright information, and detailed SupportAssist feature descriptions.

To view general and detailed SupportAssist product information:

1. Move the mouse pointer over the **Help** link at the top-right corner of the SupportAssist dashboard, and then click **About**.  
The **About** window 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 window displays 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. Move the mouse pointer over the **Help** link at the top-right corner of the SupportAssist dashboard, and then click **Help**.  
The **Help** window is displayed.
2. In the **Help** window :
  - 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 so on.
3. Click **Close** to return to the SupportAssist dashboard.

## Accessing the context-sensitive help

The context-sensitive help provides information about features and tasks that are applicable to the current view on the dashboard. Once you invoke the context-sensitive help, you can navigate or search through the entire SupportAssist help system.

To access the context-sensitive help, click the  icon that appears in the dashboard. The context-sensitive help is displayed in a new browser window.


# Troubleshooting

The following sections describe procedures you can use to troubleshoot Dell SupportAssist issues

## Installing 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.

## Registration problem

The **SupportAssist Setup Wizard** guides you through the registration of SupportAssist. If the registration is successful:

- A registration confirmation e-mail is sent to your primary contact.
- The **Registration ID** value is displayed in the SupportAssist **Help** → **About** window.

Registration problem occurs if the SupportAssist application has problems communicating with the SupportAssist server hosted by Dell. To resolve the communication problems, see [Ensuring Successful Communication Between The SupportAssist Application And The SupportAssist Server](#).

## Ensuring successful communication between the SupportAssist application and the SupportAssist server

The SupportAssist application installed on the management server must be able to communicate with the SupportAssist server hosted by Dell to:

- Automatically create a support case if there is a problem with a device in your environment.
- Upload the generated system log collection to Dell.


To ensure that the SupportAssist application is able to successfully communicate with the SupportAssist server:

- The management server on which the SupportAssist application 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. On the management server, verify if you can access the following location using the web browser: **https://api.dell.com/support/case/v2/WebCase?wsdl**.
  - **https://ddldropbox.us.dell.com/upload.ashx/** — the file upload server where the diagnostic test results are uploaded.
  - Verify if port 443 is open on the management server for **ddldropbox.us.dell.com** and **ftp.dell.com**. You can use a telnet client to test the connection. For example, use the following command: `ddldropbox.us.dell.com 443`.
  - **https://ftp.dell.com/** — for new SupportAssist release information. On the management server, verify if you can access the following location using the web browser: **https://ftp.dell.com/**.
- Verify if the server certificate on **ddldropbox.us.dell.com** is valid. For more information, see [Verifying the server certificate](#).
- Verify if the network settings on the management server are correct.
- If the management server on which SupportAssist is installed connects to the Internet through a proxy server, configure the proxy settings in SupportAssist. See [Configuring proxy server settings](#).

If the communication problem persists, contact your network administrator for further assistance.

## Verifying the server certificate

To verify the server certificate on **ddldropbox.us.dell.com**:

1. Open **https://ddldropbox.us.dell.com** in a web browser.  
A **404 — File or directory not found** error may be displayed.
2. On the address bar, click the **Security Report** icon , and then click **View Certificates**.  
The **Certificate** is displayed.
3. In the **General** tab, verify if the certificate displays a valid date.
4. Click the **Certification Path** tab, and verify if the **GTE CyberTrust Global** root certificate is listed.

## Verifying the installation of the collection components

SupportAssist uses the following collection components to generate the system log collection from supported devices in an environment:

- Dell System E-Support Tool (DSET)
- Dell Lasso

The collection components are automatically downloaded and installed in the background after the installation of SupportAssist. To successfully generate the system log collection, the collection component must be of a version that is compatible with SupportAssist.

To verify if a compatible version of the collection component is installed:


1. Navigate to the **Control Panel**.
2. Click **Programs** → **Programs and Features**.



- If the server is responding, a success message is displayed in the dashboard. If not, the server may not be functional. If this occurs, look through the **log-file.txt** file, typically located at **C:\Program Files (x86)\Dell\Dell Integrated Support\logs** to find details. If there are no discernible details in the log file, and the server is not reachable, contact 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** 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.

## Collection error

If you receive a SupportAssist e-mail notification indicating a collection issue with a specific device and the **Status** of the device displays  **Error**:

1. Click the **Error** link in the **Status** column to view the possible resolution steps.
2. Verify if the device is connected to the network.
3. Verify the credentials you have provided for the device. You must provide the Administrator credentials in the **Settings** → **System Logs** page. For more information, see [Configuring the default device type credentials](#) and [Editing device credentials](#).

## Collection upload error

If you receive a SupportAssist e-mail notification indicating an issue uploading the collection for a specific device and the **Status** of the device displays  **Error**:

1. Click the **Error** link in the **Status** column to view the possible resolution steps.
2. Verify if the management server on which SupportAssist is installed is able to connect to the Internet.
3. If the management server on which SupportAssist is installed connects to the Internet through a proxy server, ensure that you configure the proxy settings in SupportAssist. For more information, see [Configuring proxy server settings](#).
4. Perform the connectivity test and make sure that the test is successful. For more information, see [Performing the connectivity test](#).
5. Verify if the SupportAssist application is able to communicate successfully with the SupportAssist server. See [Ensuring successful communication between the SupportAssist application and the SupportAssist server](#).

After resolving the issue, manually upload a new collection for the device to Dell. For more information, see [Sending the system logs manually](#).

## Security

- The **Settings** tab is inaccessible and the **Connectivity Test** link is disabled. On clicking **Settings** tab, a dialog box is displayed with the following message: Access Denied. You must be logged in as a member of the Dell OpenManage Essentials Administrators or Power Users group to access this content.
- The **Edit Device Credentials** and **Send System Logs** links remain disabled even after selecting a device in the **Device Inventory**.

If this occurs, ensure that you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

## Troubleshooting SSL connection failure

SSL connection failure may occur if the system does not have the required certificate installed from the issuing root certificate authority — GTE CyberTrust Global Root. All Dell certificates are issued from this certificate authority.


To verify if the certificate is installed in Internet Explorer:

1. Click **Tools** → **Internet Options**.  
The **Internet Options** dialog box is displayed.
2. Click the **Content** tab, and then click **Certificates**.  
The **Certificates** dialog box is displayed.
3. Click the **Trusted Root Certification Authorities** tab.
4. Scroll to verify if **GTE CyberTrust Global Root** is listed in the **Issued To** and **Issued By** columns.

If **GTE CyberTrust Global Root** is not listed, you must install the required certificates. See [Exporting the root certificate](#) and [Installing the root certificate](#).

## Exporting the root certificate

To export the root certificate:

1. In Internet Explorer, go to **https://dell.com**.
2. If the **Certificate Error: Navigation Blocked** page is displayed, click **Continue to this website (not recommended)**.
3. At the **Do you want to view only the webpage content that was delivered securely?** prompt, click **Yes**.
4. On the address bar, click the **Security Report** icon .
5. Click **View certificates**.  
The **Certificate** window is displayed.
6. Click **Details**.
7. Click **Copy to File**.  
The **Certificate Export Wizard** is displayed.
8. Click **Next**.
9. In the **Export File Format** page, click **Next**.
10. In the **File to Export** page, click **Browse**.  
The **Save As** window is displayed.
11. Navigate to the location you want to save the certificate file.
12. Type a file name and click **Save**.
13. In the **Export File Format** page, click **Next**.
14. Click **Finish**.  
The status of the export is displayed.
15. Click **OK**.

## Installing the root certificate

Before you begin, ensure that:

- You are logged on using the user account with which SupportAssist was installed.
- You have administrator privileges.
- The SupportAssist service is running.
- You have exported the certificate file. See [Exporting the root certificate](#).

To install the root certificate:

1. Click **Start** → **Run**.  
The **Run** dialog box is displayed.
2. In the **Open** box, type `mmc` and click **OK**.  
The **Console1 – [Console Root]** window is displayed.
3. Click **File** → **Add/Remove Snap-in**.  
The **Add or Remove Snap-ins** dialog box is displayed.
4. Under **Available snap-ins**, select **Certificates**, and click **Add >**.  
The **Certificates snap-in** dialog box is displayed.
5. Ensure that **My user account** is selected, and then click **Finish**.
6. In the **Add or Remove snap-ins** dialog box, click **Add >**.  
The **Certificates snap-in** dialog box is displayed.
7. Select **Computer account** and click **Next**.  
The **Select Computer** dialog box is displayed.
8. Ensure that **Local computer: (the computer this console is running on)** is selected and click **Finish**.
9. In the **Add or Remove snap-ins** dialog box, click **OK**.
10. Under the **Console Root**, click **Certificates – Current User**.
11. Right-click **Trusted Root Certification Authorities** → **All Tasks** → **Import**.  
The **Certificate Import Wizard** is displayed.
12. Click **Next**.  
The **File to Import** dialog box is displayed.
13. Browse to select the exported certificate file and click **Next**.  
The **Certificate Store** information is displayed.
14. Click **Next**.
15. Click **Finish**.
16. Right-click **Intermediate Certification Authorities** → **All Tasks** → **Import**.  
The **Certificate Import Wizard** is displayed.
17. Browse to select the exported certificate file and click **Next**.  
The **Certificate Store** information is displayed.
18. Click **Next**.
19. Click **Finish**.
20. Under the **Console Root**, click **Certificates (Local Computer)**.
21. Perform step 11 to step 19 to install the root certificate.

## 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 tool tip.
2. Click the Dell Support link displayed in the tool tip 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 issue occurs when you upgrade SupportAssist. Once an alert is received from the device, the **Service Contract** column is updated with the appropriate service contract type.

## Service Tag warnings



On rare occasions some cases may display an invalid Dell Service Tag warning.

To resolve Service Tag warnings:

1. Identify the Service Tag for your device.
2. Contact Dell technical support. See [Contacting Dell](#).

## Dell SupportAssist user interface

The top-right of the SupportAssist header area displays links that you can use to navigate the interface. The following table describes the links that are displayed.

Link	Description
<b>SupportAssist Community</b>	Opens the SupportAssist User Group website in a new browser window.
<b>Help</b>	<p>Move the mouse pointer over the link to display a drop-down that provides the following options:</p> <ul style="list-style-type: none"> <li>• <b>Help</b> — Opens the <b>Help</b> window that provides links to Dell technical support and product manuals.</li> <li>• <b>About</b> — Opens the <b>About</b> window that provides information about the SupportAssist version, copyright information, and also notifies if a newer version of SupportAssist is available.</li> </ul>
<b>User name</b>	Displays the user name of the currently logged in user. Move the mouse pointer over the <i>user name</i> link to display a drop-down that contains a link to the <b>Connectivity Test</b> page.
 <b>Update Available</b>	<p>Displays in the SupportAssist header area in the following situations:</p> <ul style="list-style-type: none"> <li>• If an error occurred during the update of SupportAssist.</li> <li>• If the <b>Settings</b> → <b>Preferences</b> → <b>Enable auto update option</b> is not selected, and you cancel the <b>SupportAssist Update</b> notification that is displayed.</li> </ul> <p>You can click the link to download and install the SupportAssist update.</p> <p> <b>NOTE:</b> The <b>Update Available</b> link is displayed only if you are logged in as a member of the Dell OpenManage Essentials Administrators, Power Users, or Site Administrators group.</p>

The SupportAssist dashboard displays the following tabs that enable you to view the support cases, monitored devices, and configuration options:

- **Cases** — Displays the support cases that are open.
- **Devices** — Displays the following tabs:
  - **Inventory** — Displays the supported devices that are discovered in OpenManage Essentials.
  - **Groups** — Displays the device groups that you have created.
- **Settings** — Displays the setting options for configuring the default device credentials, proxy settings, preferences, contact information, system credentials, and SMTP settings.

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

### Related Links

- [Case List](#)
- [Device Inventory](#)
- [Device grouping \(optional\)](#)
- [Settings](#)
- [Connectivity Test](#)
- [Auto update](#)

## Case List

The **Case List** is the default view of SupportAssist.

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

Column	Description
<b>Case Status</b>	<p>Displays the current state of the support case. The status of a case may be:</p> <ul style="list-style-type: none"> <li>• <b>Open</b> – Dell technical support has opened the submitted case.</li> <li>• <b>In Progress</b> – The case is currently being worked by Dell technical support.</li> <li>• <b>Customer Deferred</b> – Dell technical support has deferred the case at your request.</li> <li>• <b>Submitted</b> – SupportAssist has submitted the case.</li> <li>• <b>No Case</b> – No case exists for this device.</li> <li>• <b>Reopened</b> – The case was previously closed, and has been reopened.</li> </ul>
<b>Case Number</b>	Displays the numeric identifier assigned to the support case.
<b>Case Title</b>	<p>Displays the case name, which identifies:</p> <ul style="list-style-type: none"> <li>• Case generation method</li> <li>• Device model</li> <li>• Device operating system</li> <li>• Alert ID, if available</li> <li>• Alert description, if available</li> <li>• Warranty status</li> <li>• Resolution description</li> </ul>
<b>Service Contract</b>	<p>Displays the Dell service contract level under which the device is covered. The service contract column may display:</p> <ul style="list-style-type: none"> <li>• <b>Unknown</b> – SupportAssist cannot determine the service contract.</li> <li>• <b>Invalid Service Tag</b> – The Service Tag of the device is invalid.</li> <li>• <b>No Service Contract</b> – This device is not covered under a Dell service contract.</li> <li>• <b>Expired Service Contract</b> – The service contract of the device has expired.</li> <li>• <b>Basic Support</b> – This device is covered under a Dell Basic Hardware service contract.</li> <li>• <b>ProSupport</b> – This device is covered under a Dell ProSupport service contract.</li> <li>• <b>ProSupport Plus</b> – This device is covered under a Dell ProSupport Plus service contract.</li> </ul>
<b>Device Type</b>	Displays the type of device as discovered by OpenManage Essentials:

Column	Description
	<ul style="list-style-type: none"> <li>• <b>PowerVault Storage Device</b> — The device is a Dell PowerVault MD Series storage array.</li> <li>• <b>PowerVault Server</b> — The device is a Dell PowerVault NX Network Attached Storage (NAS) device.</li> <li>• <b>EqualLogic Storage</b> — The device is a Dell EqualLogic storage array.</li> <li>• <b>PowerEdge Server Device</b> — The device is a Dell PowerEdge, PowerEdge VRTX, iDRAC, or CMC device.</li> <li>• <b>PowerEdge Direct Attached Storage</b> — The device is a PowerVault MD or NX Direct Attached Storage (DAS) device.</li> <li>• <b>Dell Networking</b> — The device is a Dell Networking switch.</li> </ul>
<b>Service Tag</b>	Displays a unique, alphanumeric identifier that enables Dell to individually recognize each Dell device.
<b>Date Opened</b>	Displays the date and time when the support case was opened.

## Device Inventory









The **Device Inventory** page displays the supported devices that are discovered in OpenManage Essentials. The device inventory displays the device list as a group.

If no device group is created, below the column headers, the device inventory displays **Ungrouped devices (Total devices: n)** and the list of devices.

If device groups are created, for each device group, the device inventory displays **<Device Group Name> (Total devices: n)** and the list of devices in the group. Devices that are not grouped are displayed below the existing device groups.

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

Field	Description
<b>Edit Credentials</b>	Select a device and click <b>Edit Credentials</b> to edit the credentials for the selected device.
<b>Send System Logs</b>	Select a device and click <b>Send System Logs</b> to generate a system log collection from the selected device and upload it to Dell.
<b>Name</b>	Displays the NetBIOS name of the device as discovered by OpenManage Essentials.
<b>Type</b>	Displays the type of device as discovered by OpenManage Essentials: <ul style="list-style-type: none"> <li>• <b>PowerVault Storage Device</b> — The device is a Dell PowerVault MD Series storage array.</li> <li>• <b>PowerVault Server</b> — The device is a Dell PowerVault NX Network Attached Storage (NAS) device.</li> <li>• <b>EqualLogic Storage</b> — The device is a Dell EqualLogic storage array.</li> <li>• <b>PowerEdge Server Device</b> — The device is a Dell PowerEdge, PowerEdge VRTX, iDRAC, or CMC device.</li> <li>• <b>PowerEdge Direct Attached Storage</b> — The device is a PowerVault MD or NX Direct Attached Storage (DAS) device.</li> </ul>

Field	Description
	<ul style="list-style-type: none"> <li>• <b>Dell Networking</b> – The device is a Dell Networking switch.</li> </ul>
<b>Service Tag</b>	Displays a unique, alphanumeric identifier that enables Dell to individually recognize each Dell device.
<b>Status</b>	<p>Displays the status of the collection component installation, support case, device configuration, or system log collection. The status may be:</p> <ul style="list-style-type: none"> <li>•  <b>Installing Collection Component</b> – Installation or update of the collection component is in progress.</li> <li>•  <b>Collection In Progress</b> – The collection component is running on the device.</li> <li>•  <b>Collection Uploaded</b> – The system log collection has been uploaded to Dell.</li> <li>•  <b>Device Configured</b> – The device is configured correctly for monitoring using SupportAssist.</li> <li>•  <b>Collection Component Is Not Supported</b> – The collection component is not supported on the device.</li> <li>•  <b>Unknown</b> – The unknown status is displayed in any of the following scenarios: <ul style="list-style-type: none"> <li>– The device is setup, but the connectivity and collection capability of the device is to be verified.</li> <li>– An unknown issue occurred while verifying the device status.</li> <li>– The status of the device could not be verified within the predefined time limit.</li> </ul> </li> <li>•  <b>Error</b> – The error status is displayed in any of the following scenarios: <ul style="list-style-type: none"> <li>– Installation of the collection component is unsuccessful.</li> <li>– The collection component is not installed.</li> <li>– The support case information for the device could not be accessed by SupportAssist.</li> <li>– The support case service hosted by Dell is currently unavailable.</li> <li>– The collection component had started, but failed to run on the device.</li> <li>– The system log collection was not successfully uploaded to Dell.</li> <li>– The device or device type credentials are not configured.</li> <li>– The device is not set up correctly. There may be an issue with either the configured credentials or connectivity.</li> </ul> </li> </ul> <p> <b>NOTE:</b> The <b>Error</b> status is displayed as a link that you can click to view the description of the issue and the possible resolution steps.</p>

**Related Links**

- [Editing device credentials](#)
- [Sending the system logs manually](#)
- [Device grouping \(optional\)](#)

## Device Groups

The **Device Groups** page enables you to create and manage devices groups.

The following table provides information about the fields displayed in the **Device Groups** page.

Field	Description
<b>Create Group</b>	Click to create a device group.
<b>Select group actions</b>	Displays actions you can perform on the devices groups. The following are the actions you can select: <ul style="list-style-type: none"><li>• <b>Manage Devices</b> — Displays the <b>Manage Devices</b> window that enables you to add or remove devices from a device group.</li><li>• <b>Manage Credentials</b> — Displays the <b>Manage Credentials</b> window that enables you to provide the credentials for the devices types included in a device group.</li><li>• <b>Manage Contacts</b> — Displays the <b>Manage Contacts</b> window that enables you to provide the contact information and parts dispatch information for each device type included in a device group.</li><li>• <b>Edit/Delete Group</b> — Displays a window that enables you to edit the group details or delete a device group.</li></ul>
<b>Name</b>	Displays the name of the device group and the total number of devices in the device group.
<b>Description</b>	Displays the description provided for the device group.

### Related Links

[Viewing device groups](#)

[Creating a device group](#)

## Manage Devices

The **Manage Devices** window enables you to add or remove devices from a device group.

On the **Manage Devices** window:

- The **Ungrouped Devices** pane displays all devices that are not included in any device group.
- The **Devices in Current Group** pane displays devices that are included in the current device group.

The following table provides information about the fields displayed in the **Manage Devices** window.

Field	Description
<b>Name</b>	Displays the NetBIOS name of the device as discovered by OpenManage Essentials.
<b>Type</b>	Displays the type of device as discovered by OpenManage Essentials: <ul style="list-style-type: none"><li>• <b>PowerVault Storage Device</b> — The device is a Dell PowerVault MD Series storage array.</li><li>• <b>PowerVault Server</b> — The device is a Dell PowerVault NX Network Attached Storage (NAS) device.</li><li>• <b>EqualLogic Storage</b> — The device is a Dell EqualLogic storage array.</li></ul>

Field	Description
	<ul style="list-style-type: none"> <li>• <b>PowerEdge Server Device</b> — The device is a Dell PowerEdge, PowerEdge VRTX, iDRAC, or CMC device.</li> <li>• <b>PowerEdge Direct Attached Storage</b> — The device is a PowerVault MD or NX Direct Attached Storage (DAS) device.</li> <li>• <b>Dell Networking</b> — The device is a Dell Networking switch.</li> </ul>
<b>Service Tag</b>	Displays a unique, alphanumeric identifier that enables Dell to individually recognize each Dell device.
<b>Save</b>	Click to save the changes you have made.
<b>Cancel</b>	Click to discard the changes you have made.



#### Related Links

[Managing devices in a device group](#)


## Manage Credentials

The **Manage Credentials** window enables you to provide the credentials for the device types included in a device group.

The left pane on the **Manage Credentials** window displays the device types, and the right pane enables you to provide the credentials. The following table provides information about the fields displayed in the **Credentials** section.

Field	Description
<b>Username</b>	Enables you to view or edit the user name of a device type.
<b>Password</b>	Enables you to edit the password of a device type in a masked format.
<b>Enable Password</b>  <b>NOTE:</b> The <b>Enable Password</b> field is displayed only when the device type is <b>Switch - Dell Networking</b> .	Enables you to edit the enable password in a masked format.
<b>Community String</b>  <b>NOTE:</b> The <b>Community String</b> field is displayed only when the device type is <b>Storage - EqualLogic</b> .	Enables you to edit the community string in a masked format.
<b>Save</b>	Click to save the credentials.

Field	Description
Next	Click to navigates to the next device type displayed in the left pane.
Close	Click to close the <b>Manage Credentials</b> window.

 **NOTE:** SupportAssist does not require the credentials for collecting system logs from Dell PowerVault MD series storage arrays.

#### Related Links

[Managing credentials of a device group](#)

## Manage Contacts

The **Manage Contacts** window enables you to provide the contact information and parts dispatch information for a device group.

The following table provides information about the fields displayed in the **Manage Contacts** window.

Field	Description
<b>Use default</b>	Select to use the contact information already available in the <b>Settings</b> → <b>Contact Information</b> page.
<b>Primary</b>	Select to provide the primary contact details.
<b>Secondary</b>	Select to provide the secondary contact details.
<b>First Name</b>	Enables you to view or edit the first name of the primary or secondary contact.
<b>Last Name</b>	Enables you to view or edit the last name of the primary or secondary contact.
<b>Phone Number</b>	Enables you to view or edit the phone number of the primary or secondary contact.
<b>Alternate Phone Number</b>	Enables you to view or edit the alternate phone number of the primary or secondary contact.
<b>Email Address</b>	Enables you to view or edit the e-mail address of the primary or secondary contact.
<b>Preferred Contact Method</b>	Enables you to select the preferred contact method. The available options are: <ul style="list-style-type: none"> <li>• <b>Phone</b></li> <li>• <b>Email</b></li> </ul>
<b>Preferred Contact Hours</b>	Enables you to view or edit the preferred hours at which Dell technical support can contact your primary or secondary contact in case of any issues with the monitored devices.
<b>Time Zone</b>	Enables you to select the time zone of the primary or secondary contact.
<b>Parts Dispatch (Optional)</b>	
<b>Address City/Town</b>	Enables you to view or edit the address to which a replacement part must be dispatched.
<b>Country</b>	

Field	Description
State/Province/ Region	
Postal Code	

#### Related Links

[Viewing and updating the contact information of a device group](#)

## Edit/Delete Group

The **Edit/Delete Group** window enables you to edit the device group details or delete a device group.

The following table provides information about the fields displayed on the **Edit/Delete Group** window.

Field	Description
Name	Enables you to view or edit the name of the device group.
Description	Enables you to view or edit the description of the device group.
Update	Click to save the edited device group information.
Delete	Click to delete the device group.
Cancel	Click to discard the changes you have made.

#### Related Links

[Editing device group details](#)

[Deleting a device group](#)

## Settings

The **Settings** tab enables you to configure SupportAssist. By default, the **System Logs** page is displayed when the **Settings** tab is opened. The **Settings** tab includes the following pages:

- **System Logs**
- **Proxy Settings**
- **Preferences**
- **Contact Information**
- **System Credentials**
- **SMTP Settings**

#### Related Links

[System Logs](#)

[Proxy Settings](#)

[Preferences](#)

[Contact Information](#)

[System Credentials](#)


[SMTP Settings](#)


## System Logs


The **System Logs** page enables you to:

- Edit the credentials required to collect the system logs from supported devices
- Schedule system log collections


The following table provides information about the fields displayed under **Edit Device Credentials**.


Field	Description
<b>Device Type</b>	Select the device type. The available options are: <ul style="list-style-type: none"><li>• <b>Server</b></li><li>• <b>Storage</b></li><li>• <b>Switch</b></li></ul>
<b>Credential Type</b>	Select the specific device for which you want to provide the credentials. The options displayed depend on the <b>Device Type</b> you have selected.  The available options for <b>Server</b> are: <ul style="list-style-type: none"><li>• <b>Windows</b></li><li>• <b>Linux</b></li><li>• <b>ESX/ESXi</b></li><li>• <b>iDRAC</b></li><li>• <b>CMC</b></li></ul> The available options for <b>Storage</b> are: <ul style="list-style-type: none"><li>• <b>EqualLogic</b></li><li>• <b>MD Series</b></li></ul> The available option for <b>Switch</b> is <b>Dell Networking</b> .
<b>Username</b>	Enables you to view or edit the user name.
<b>Password</b>	Enables you to provide or edit the password in a masked format.
<b>Enable Password</b>  <b>NOTE:</b> The <b>Enable Password</b> field is displayed only when the <b>Device Type</b> selected is <b>Switch</b> .	Enables you to edit the enable password in a masked format.
<b>Community String</b>	Enables you to edit the community string in a masked format.

Field	Description
 <b>NOTE:</b> The <b>Community String</b> field is displayed only when the <b>Device Type</b> selected is <b>Storage</b> and the <b>Credential Type</b> selected is <b>EqualLogic</b> .	
<b>Overwrite the device-specific credentials with the Default Device Type Credentials for all devices belonging to the current Device Type and Credential Type</b>	Enables you to overwrite the device-specific credentials that you had previously configured for some devices, with the <b>Default Device Type Credentials</b> . Only devices (of the selected <b>Device Type</b> and <b>Credential Type</b> ) that you had configured with device-specific credentials are affected.

 **NOTE:** If the **Device Type** selected is **Storage** and the **Credential Type** selected is **MD Series**, the **Username** and **Password** fields are not displayed. This is because the user name and password are not required for collecting the system logs from PowerVault MD series storage arrays.

The following table provides information about the fields displayed under **System Log Collection Schedule**.

 **NOTE:** The **System Log Collection Schedule** options are enabled only if the **Enable system log collection scheduling** option is selected in the **Preferences** page.

 **NOTE:** If the **Enable system log collection scheduling** option is not selected, and your devices are covered under the Dell ProSupport Plus service contract, you will not receive some reporting information about your devices.

Field	Description
<b>Frequency</b>	Enables selecting the frequency at which system logs are collected. The available options are: <ul style="list-style-type: none"> <li>• <b>None</b></li> <li>• <b>Weekly</b></li> <li>• <b>Monthly</b></li> </ul>
<b>Specify day and time</b>	Enables selecting the day and time when you want to collect the system logs. If the <b>Frequency</b> is set to <b>Weekly</b> , the available options are: weeks ( <b>1</b> or <b>2</b> ), day of the week ( <b>sunday, monday, tuesday, wednesday, thursday, friday, and saturday</b> ), hour (in hh:mm format), and <b>AM/PM</b> .  If the <b>Frequency</b> is set to <b>Monthly</b> , the available options are: week of the month ( <b>first, second, third, fourth, and last</b> ), day of the week ( <b>sunday, monday, tuesday, wednesday, thursday, friday, and saturday</b> ), hour (in hh:mm format), <b>AM/PM</b> , and months ( <b>1</b> or <b>3</b> ).
<b>Start Date</b>	Displays the date and time at which the system logs will be collected next.

## Related Links

[Settings](#)

[Configuring the default device type credentials](#)

[Scheduling the periodic collection of system logs](#)

[Overwriting the device-specific credentials with the default device type credentials](#)

## Proxy Settings

The **Proxy Settings** page enables you to configure the proxy server settings. The following table provides information about the fields displayed in the **Proxy Settings** page.

Field	Description
<b>Use proxy settings</b>	Select this option to enable configuring the proxy server settings.
<b>Proxy Server Address or Name</b>	Enables you to view or edit the proxy server address or name.
<b>Proxy Port Number</b>	Enables you to view or edit the proxy server port number.
<b>Proxy requires authentication</b>	Select this option if the proxy server requires authentication.
<b>Username</b>	Enables you to view or edit the proxy server user name.
<b>Password</b>	Enables you to provide or edit the proxy server password in a masked format.
<b>Confirm Password</b>	Enables you to retype the password provided in the <b>Password</b> field in a masked format.

## Related Links


[Settings](#)

[Configuring proxy server settings](#)

## Preferences

The **Preferences** page enables you to configure **Auto Update**, **Email Settings**, **Support Collection**, and **Maintenance Mode**. The following table provides information about the fields displayed in the **Preferences** page.

Field	Description
<b>Auto Update</b>	
<b>Enable auto update</b>	Select this option to automatically download and install the latest SupportAssist and collection component updates, when they are available. The download and installation of the updates occur in the background. A message will be displayed if problems occur during the update process.

Field	Description
	 <b>NOTE:</b> It is recommended that you select the <b>Enable auto update</b> option, to ensure that SupportAssist is up-to-date with the latest features and enhancements.
<b>Email Settings</b>	
<b>Receive email notification when a new support case is opened</b>	Select this option to receive an e-mail notification when a new support case is opened.
<b>Preferred email Language</b>	Select the preferred language for e-mail notifications.
<b>Support Collection</b>	
<b>Automatically start a log collection when a new support case is generated</b>	Select this option to automatically start a system log collection when a new support case is generated.
<b>Enable system log collection scheduling</b>	Select this option to enable scheduling of the system log collection. To schedule the system log collection, configure the <b>System Log Collection Schedule</b> in the <b>System Logs</b> tab.
<b>Send network identification information to Dell</b>	Select this option to allow sending network identification information to Dell.
<b>Maintenance Mode</b>	
<b>Temporarily suspend case generation activity (e.g., for purposes of downtime, external troubleshooting, etc.)</b>	Select this option to set SupportAssist in maintenance mode. While in maintenance mode, no new support cases are opened.

#### Related Links

- [Settings](#)
- [Enabling auto update](#)
- [Configuring e-mail notification settings](#)
- [Enabling or disabling the automatic collection of system logs](#)
- [Enabling or disabling the scheduling of system log collection](#)
- [Filtering the system log collection](#)
- [Setting SupportAssist to maintenance mode](#)

## Contact Information

The **Contact Information** page enables you to view and edit the contact information and parts dispatch address. The following table provides information about the fields displayed in the **Contact Information** page.

Field	Description
<b>Company Name</b>	Enables you to view or edit the company name.
<b>Primary</b>	Select this option to view the primary contact information.

Field	Description
<b>Secondary</b>	Select this option to view the secondary contact information.
<b>First Name</b>	Enables you to view or edit the first name of the primary or secondary contact.
<b>Last Name</b>	Enables you to view or edit the last name of the primary or secondary contact.
<b>Phone Number</b>	Enables you to view or edit the phone number of the primary or secondary contact.
<b>Alternate Phone Number</b>	Enables you to view or edit the alternate phone number of the primary or secondary contact.
<b>Email Address</b>	Enables you to view or edit the e-mail address of the primary or secondary contact.
<b>Preferred Contact Method</b>	Select the preferred contact method. The available options are: <ul style="list-style-type: none"> <li>• <b>Phone</b></li> <li>• <b>Email</b></li> </ul>
<b>Preferred Contact Hours</b>	Enables you to view or edit the preferred hours at which Dell technical support can contact your primary or secondary contact in case of any issues with the monitored devices.
<b>Time Zone</b>	Select the time zone of the primary or secondary contact.
<b>Parts Dispatch (Optional)</b>	
<b>Address</b> <b>City/Town</b> <b>Country</b> <b>State/Province/Region</b> <b>Postal Code</b>	Enables you to view or edit the address to which a replacement part must be dispatched.

#### Related Links

[Settings](#)


[Viewing and updating the contact information](#)


## System Credentials


The **System Credentials** page enables you to update the credentials required to connect to OpenManage Essentials. SupportAssist uses the **System Credentials** to connect to OpenManage Essentials for retrieving device and alert information.

The following table provides information about the fields displayed in the **System Credentials** page.

Field	Description
<b>Username</b>	Enables you to view or edit user name required to connect to OpenManage Essentials.

Field	Description
	 <b>NOTE:</b> If the server on which SupportAssist is installed is a member of a domain, the user name must be provided in the domain \user name format.
<b>Password</b>	Enables you to provide or edit the password required to connect to OpenManage Essentials.

 **NOTE:** The credentials you provide must be of a user account that is a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

 **NOTE:** If you change the credentials of the user account because of the security policy requirements of your company or for other reasons, make sure that you also update the **System Credentials** in SupportAssist. Alternatively, it is recommended that you create a service account with credentials that do not expire, and provide the service account credentials.

#### Related Links

[Settings](#)

[Configuring the system credentials](#)

## SMTP Settings

The **SMTP Settings** page enables you to configure SupportAssist to send e-mail notifications through the local SMTP server. The following table provides information about the fields displayed in the **SMTP Settings** page.

Field	Description
<b>SMTP server name/IP address</b>	Enables you to view or edit the SMTP server name or the IP address.
<b>Port Number</b>	Enables you to view or provide the port number of the server.
<b>SMTP server requires authentication</b>	Select to provide the credentials required to authenticate the SMTP server.
<b>Username</b>	Enables you to view or edit the SMTP server user name.
<b>Password</b>	Enables you to provide or edit the SMTP server password in a masked format.
<b>Confirm password</b>	Enables you to retype the password provided in the <b>Password</b> field in a masked format.
<b>Enable SSL</b>	Select to enable secure socket layer (SSL) communication.





#### Related Links

[Settings](#)

[Configuring the local SMTP e-mail server settings](#)

## Connectivity Test

The **Connectivity Test** page enables you to test SupportAssist connectivity to the dependent network resources. The following table describes the fields displayed in the **Connectivity Test** page.

Field	Description
Check box	Select the appropriate check boxes to test the connectivity status you want to verify.
<b>Test</b>	Displays the dependent network resources that you can test. The available options are: <ul style="list-style-type: none"> <li>• <b>Internet</b></li> <li>• <b>Local SMTP server</b></li> <li>• <b>Dell FTP server</b></li> <li>• <b>Dell Upload Server</b></li> <li>• <b>OpenManage Essentials Service</b></li> <li>• <b>Dell SupportAssist Server</b></li> </ul>
<b>Description</b>	Provides a description of the test.
<b>Connectivity Status</b>	Displays an icon and a message that indicates the connectivity status. The possible statuses are: <ul style="list-style-type: none"> <li> <b>In Progress</b> – The connectivity test is in progress.</li> <li> <b>Connected</b> – The connectivity test is successful.</li> <li> <b>Error</b> – The connectivity test is unsuccessful.</li> <li> <b>NOTE:</b> The <b>Error</b> status is displayed as a link that you can click to view the description of the issue and the possible resolution steps.</li> </ul>
<b>Last verified</b>	Displays the date and time the connectivity status was last verified.
<b>Test Connectivity</b>	Click to test connectivity to the selected resources.

### Related Links

[Performing the connectivity test](#)

# Setup Wizard


The **Setup Wizard** guides you through the setup and registration of SupportAssist. The fields displayed in the pages of the **Setup Wizard** are described in the following sections.

## Welcome

The **Welcome** page enables you to start the SupportAssist setup. Click **Next** to start setting up SupportAssist.

## Proxy Settings

The **Proxy Settings** page enables you to configure the proxy server settings.

 **NOTE:** The **Proxy Settings** page is only displayed if the server on which SupportAssist is installed connects to the internet through a proxy server.

The following table provides information about the fields displayed in the **Proxy Settings** page.

Field	Description
<b>Use proxy settings</b>	Select this option to enable configuring the proxy server settings.
<b>Proxy Server Address or Name</b>	The proxy server address or name.
<b>Proxy Port Number</b>	The proxy server port number.
<b>Proxy requires authentication</b>	Select this option if the proxy server requires authentication.
<b>Username</b>	The user name required to connect to the proxy server.
<b>Password</b>	The password required to connect to the proxy server.
<b>Back</b>	Click to navigate to the <b>Welcome</b> page.
<b>Next</b>	Click to verify connectivity to the proxy server using the provided proxy details.

## Registration

The **Registration** page enables you to provide your primary contact information and register SupportAssist.

The following table provides information about the fields displayed in the **Registration** page.


Field	Description
<b>Company Information</b>	
<b>Company Name</b>	The name of the company.
<b>Country/Territory</b>	The location of the company.


Field	Description
<b>Primary Contact Information</b>	
<b>First Name</b>	The first name of the primary contact.
<b>Last Name</b>	The last name of the primary contact.
<b>Phone Number</b>	The phone number of the primary contact.
<b>Alternate Phone Number</b>	The alternate phone number of the primary contact.
<b>Email Address</b>	The e-mail address to which SupportAssist e-mail notifications must be sent.
<b>Preferences</b>	
<b>Preferred Email Language</b>	The language in which you prefer to receive SupportAssist e-mail notifications.
<b>Back</b>	Click to navigate to the <b>Proxy Settings</b> page or <b>Welcome</b> page.
<b>Next</b>	Click to register SupportAssist with the provided contact information.


## System Credentials

The **System Credentials** page enables you to provide the credentials required to connect to OpenManage Essentials. SupportAssist uses the **System Credentials** to connect to OpenManage Essentials for retrieving device and alert information.

The following table provides information about the fields displayed in the **System Credentials** page.

Field	Description
<b>Username</b>	The user name required to connect to OpenManage Essentials.  <b>NOTE:</b> If the server on which SupportAssist is installed is a member of a domain, the user name must be provided in the domain \user name format.
<b>Password</b>	The password required to connect to OpenManage Essentials.
<b>Back</b>	Click to navigate to the <b>Registration</b> page.
<b>Next</b>	Click to verify connectivity to OpenManage Essentials using the provided credentials.

 **NOTE:** The credentials you provide must be of an user account that is a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

 **NOTE:** If you change the credentials of the user account because of the security policy requirements of your company or for other reasons, make sure that you also update the **System Credentials** in SupportAssist. Alternatively, it is recommended that you create a service account with credentials that do not expire, and provide the service account credentials.

## Summary

The **Summary** page enables you to start SupportAssist. Click **Finish** to close the **SupportAssist Setup Wizard** and open the SupportAssist **Case List** page.

## Related documents and resources

### Other documents you may need

In addition to this guide, you can access the following guides available at the Dell Support website:

- *Dell OpenManage Essentials Version 2.0 User's Guide*
- *Dell SupportAssist Version 2.0 for Dell OpenManage Essentials Support Matrix*
- *Dell SupportAssist Version 2.0 for Dell OpenManage Essentials Quick Start Guide*
- *Dell SupportAssist Version 2.0 for Dell OpenManage Essentials Release Notes*
- *Dell System E-Support Tool User's Guide*
- *Dell Lasso User's Guide*
- *Monitoring Dell EqualLogic Storage Arrays Using Dell SupportAssist*
- *Monitoring Dell Networking Switches Using Dell SupportAssist*
- *Monitoring Dell PowerVault MD Series Storage Arrays Using Dell SupportAssist*
- *Monitoring iDRAC Using Dell SupportAssist*
- *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 at the community for SupportAssist users at [Dell.com/SupportAssistGroup](https://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 OpenManage Essentials and 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](https://Dell.com/learn/enterprise-deployment-and-configuration).

#### Related Links

- [Accessing documents from Dell support site](#)
- [Contacting Dell](#)

### Accessing documents from Dell support site

You can access the required documents in one of the following ways:


- Using the following links:
  - For all Systems Management documents — [dell.com/softwaresecuritymanuals](https://dell.com/softwaresecuritymanuals)
  - For Remote Enterprise Systems Management documents — [dell.com/esmanuals](https://dell.com/esmanuals)

- For Enterprise Systems Management documents — [dell.com/openmanagemanuals](http://dell.com/openmanagemanuals)
  - For Client Systems Management documents — [dell.com/clientsystemsmanagement](http://dell.com/clientsystemsmanagement)
  - For Serviceability Tools documents — [dell.com/serviceabilitytools](http://dell.com/serviceabilitytools)
  - For OpenManage Connections Enterprise Systems Management documents — [dell.com/OMConnectionsEnterpriseSystemsManagement](http://dell.com/OMConnectionsEnterpriseSystemsManagement)
  - For OpenManage Connections Client Systems Management documents — [dell.com/connectionsclientsystemsmanagement](http://dell.com/connectionsclientsystemsmanagement)
- From the Dell Support site:
    - a. Go to [dell.com/support/manuals](http://dell.com/support/manuals).
    - b. Under **General support** section, click **Software & Security**.
    - c. In the **Software & Security** group box, click the required link from the following:
      - **Serviceability Tools**
      - **Enterprise Systems Management**
      - **Client Systems Management**
      - **Remote Enterprise Systems Management**
      - **Connections Client Systems Management**
    - d. To view a document, click the required product version.
  - Using search engines:
    - Type the name and version of the document in the search box.

#### Related Links

[Related documents and resources](#)

## 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. Go to [dell.com/support](http://dell.com/support).
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the top of page.
4. Select the appropriate service or support link based on your need.

#### Related Links

[Related documents and resources](#)

## Error code appendix

The following table lists the error codes, error messages, and possible resolutions.

Error code	Error message	Possible resolution
1000_1	SupportAssist is unable to run a collection component on <device name> because the component is not supported on the operating system running on the device.	For information on the supported devices and operating systems, see the <i>Dell SupportAssist for Dell OpenManage Essentials Support Matrix</i> at <a href="https://www.dell.com/support/forums/topic/dell-supportassist-for-dell-openmanage-essentials-support-matrix">Dell.com/ServiceabilityTools</a> .
1000_2	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_3	SupportAssist is unable to run a collection component on <device name> because the connection interface is not supported.	Ensure that: <ul style="list-style-type: none"> <li>The device is reachable.</li> <li>Ports 22, 23, 80, 135, 443, 1311, 2463, and 5989 are open on the device.</li> </ul>
1000_4	SupportAssist cannot run a collection component on <device name> because the device does not have an Enterprise license.	Perform the following: <ol style="list-style-type: none"> <li>Upgrade to Enterprise license.</li> <li>Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
1000_5	SupportAssist is unable to run a collection component on <device name>.	Perform the following: <ol style="list-style-type: none"> <li>Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.</li> <li>Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
1000_6	SupportAssist is unable to run a collection component on <device name>.	Ensure the following: <ul style="list-style-type: none"> <li>Provide the Administrator credentials for the device in SupportAssist.</li> <li>Dell OpenManage Server Administrator (OMSA) is installed and the OMSA services are running on the device.</li> <li>iDRAC firmware is updated, if applicable.</li> </ul>

Error code	Error message	Possible resolution
1000_7	SupportAssist is unable to run a collection component on <device name>.	Perform the following: <ol style="list-style-type: none"> <li>1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
1000_8	SupportAssist is unable to run a collection component on <device name>.	Ensure the following: <ul style="list-style-type: none"> <li>• Dell OpenManage Server Administrator (OMSA) is installed and the OMSA services are running on the device.</li> <li>• iDRAC firmware is updated, if applicable.</li> </ul>
1000_9	SupportAssist is unable to run a collection component on <device name>.	Ensure the following: <ul style="list-style-type: none"> <li>• Dell OpenManage Server Administrator (OMSA) is installed and the OMSA services are running on the device.</li> <li>• iDRAC firmware is updated, if applicable.</li> </ul>
1000_10	SupportAssist is unable to run a collection component on <device name> .	If the device is running a Windows operating system, ensure that WMI service is running on the device.
1000_11	SupportAssist is unable to run a collection component on <device name> .	If the device is running a Windows operating system, ensure that WMI service is running on the device.
1000_12	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_13	SupportAssist is unable to run a collection component on <device name> because sufficient free space may not be available on the system.	Ensure that the C:\ drive has free space available.
1000_14	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_18	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_19	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting.

Error code	Error message	Possible resolution
		Contact Dell technical support for assistance.
1000_20	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_21	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_22	SupportAssist is unable to upload the collection file from <device name> because the collection file size exceeds the predefined upload file size limit.	If the problem persists, contact Dell technical support for assistance.
1000_23	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_24	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_25	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_26	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_27	SupportAssist is unable to upload the collection file from <device name> because the upload process exceeded the predefined time limit.	Run the collection component after some time — Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b> .
1000_28	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_29	SupportAssist is unable to upload the collection file from <device name>.	Ensure that the proxy server is reachable.
1000_30	SupportAssist is unable to upload the collection file from <device name> because	n/a

Error code	Error message	Possible resolution
	the proxy authentication method is not supported. Only Basic and NTLM authentication methods are supported.	
1000_31	SupportAssist is unable to upload the collection file from <device name>.	Perform the following: <ol style="list-style-type: none"> <li>1. Ensure that the proxy server credentials you have provided in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
1000_40	SupportAssist is unable to upload the collection file from <device name>.	Perform the following: <ol style="list-style-type: none"> <li>1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
1000_41	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
1000_42	SupportAssist is unable to run a collection component on <device name> .	If the device is running a Windows operating system, ensure that WMI service is running on the device.
2000_6	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_7	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_20	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_21	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_22	SupportAssist is unable to upload the collection file from <device name> because	If the problem persists, contact Dell technical support for assistance.

Error code	Error message	Possible resolution
	the collection file size exceeds the predefined upload file size limit.	
2000_23	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_24	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_25	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_26	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_27	SupportAssist is unable to upload the collection file from <device name> because the upload process exceeded the predefined time limit.	Run the collection component after some time – Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b> .
2000_28	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_29	SupportAssist is unable to upload the collection file from <device name>.	Ensure that the proxy server is reachable.
2000_30	SupportAssist is unable to upload the collection file from <device name> because the proxy authentication method is not supported. Only Basic and NTLM authentication methods are supported.	n/a
2000_31	SupportAssist is unable to upload the collection file from <device name>.	Perform the following: <ol style="list-style-type: none"> <li>1. Ensure that the proxy server credentials you have provided in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>

<b>Error code</b>	<b>Error message</b>	<b>Possible resolution</b>
2000_32	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_109	SupportAssist is unable to run a collection component on <device name> because another instance of the collection component is already running on the device.	Run the collection component after some time – Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b> .
2000_187	SupportAssist is unable to run a collection component on <device name>.	Ensure that the FTP service is running on the device host.
2000_188	SupportAssist is unable to run a collection component on <device name>.	Ensure that the Dell PowerVault MD Storage Manager software is installed on the device host.
2000_189	SupportAssist is unable to run a collection component on <device name>.	Ensure that a supported version of Dell PowerVault MD Storage Manager software is installed on the device host.
2000_191	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_192	SupportAssist is unable to run a collection component on <device name>.	Ensure that the device is reachable.
2000_193	SupportAssist is unable to run a collection component on <device name>.	Ensure that SSH is enabled on the device.
2000_195	SupportAssist is unable to run a collection component on <device name>.	Ensure that SNMP is enabled on the device.
2000_196	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_197	SupportAssist is unable to run a collection component on <device name>.	Ensure that Dell EqualLogic firmware version 4.3.0 or later is installed on the device.
2000_198	SupportAssist is unable to run a collection component on <device name>.	Ensure that SSH and Telnet are enabled on the device.
2000_199	SupportAssist is unable to run a collection component on <device name>.	Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.

Error code	Error message	Possible resolution
2000_298	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_299	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_401	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_403	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_404	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_405	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_417	SupportAssist is unable to run a collection component on <device name> because the collection processes exceeded the predefined time limit.	<p>On the management server running OpenManage Essentials:</p> <ol style="list-style-type: none"> <li>1. Navigate to <b>C:\Program Files (x86)\Dell\Lasso</b>.</li> <li>2. Open the <b>ESC.properties</b> file using any text editor.</li> <li>3. Increase the timeout value of appropriate networking switch that displayed the error. For example, if the error occurred in a Dell Networking (previously Dell PowerConnect) switch, increase the value of the <b>powerconnectethernet.timeout</b> property.</li> <li>4. Save the <b>ESC.properties</b> file.</li> </ol> <p>The following are the timeout properties that you may have to edit based on the networking switch that displays an error:</p> <ul style="list-style-type: none"> <li>• <b>powerconnectethernet.timeout</b></li> <li>• <b>force10.timeout</b></li> </ul>

Error code	Error message	Possible resolution
		<ul style="list-style-type: none"> <li>• <b>powerconnectM8428-k.timeout</b></li> </ul>
2000_418	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_420	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_422	SupportAssist is unable to run a collection component on <device name> because the required file could not be downloaded within the predefined time limit.	<p>On the management server running OpenManage Essentials:</p> <ol style="list-style-type: none"> <li>1. Navigate to <b>C:\Program Files (x86)\Dell\Lasso</b>.</li> <li>2. Open the <b>NAS.properties</b> file using any text editor.</li> <li>3. Increase the value of the <b>nas.ftp.connection.timeout</b> property.</li> <li>4. Save the <b>NAS.properties</b> file.</li> </ol>
2000_499	SupportAssist is unable to run a collection component on <device name>.	<p>Perform the following:</p> <ol style="list-style-type: none"> <li>1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
2000_802	SupportAssist is unable to run a collection component on <device name> because another instance of the collection component is already running on the device.	Run the collection component after some time — Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b> .
2000_803	SupportAssist is unable to run a collection component on <device name> because the collection processes exceeded the predefined time limit.	<p>On the management server running OpenManage Essentials:</p> <ol style="list-style-type: none"> <li>1. Navigate to <b>C:\Program Files (x86)\Dell\Lasso</b>.</li> <li>2. Open the <b>Enclosure.properties</b> file using any text editor.</li> <li>3. Increase the value of the <b>enclosure.timeout.value</b> property.</li> <li>4. Save the <b>Enclosure.properties</b> file.</li> </ol>
2000_805	SupportAssist is unable to run a collection component on <device name>.	Perform the following:

Error code	Error message	Possible resolution
		<ol style="list-style-type: none"> <li>1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
2000_901	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
2000_904	SupportAssist is unable to run a collection component on <device name>.	Ensure that: <ul style="list-style-type: none"> <li>• The device is reachable.</li> <li>• SNMP is enabled on the device.</li> </ul>
2000_909	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_20	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_21	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_22	SupportAssist is unable to upload the collection file <device name> because the collection file size exceeds the predefined upload file size limit	If the problem persists, contact Dell technical support for assistance.
SA_23	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_24	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_25	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.

Error code	Error message	Possible resolution
SA_26	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_27	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_28	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_29	SupportAssist is unable to upload the collection file <device name>.	Perform the following: <ol style="list-style-type: none"> <li>1. Ensure that the proxy server credentials you have provided in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
SA_30	SupportAssist is unable to upload the collection file <device name> because the proxy authentication method is not supported. Only Basic and NTLM authentication methods are supported.	n/a
SA_31	SupportAssist is unable to upload the collection file <device name>.	Perform the following: <ol style="list-style-type: none"> <li>1. Ensure that the proxy server credentials you have provided in SupportAssist is correct.</li> <li>2. Navigate to the <b>Devices</b> tab, select the device, and then click <b>Send System Logs</b>.</li> </ol>
SA_101	SupportAssist is unable to run a collection component on <device name> because of an internal error	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_102	Case access error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_103	Case service unavailable.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.

<b>Error code</b>	<b>Error message</b>	<b>Possible resolution</b>
SA_104	Collection component is not supported.	n/a
SA_105	SupportAssist component installation is unsuccessful.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_106	SupportAssist component is not available.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell technical support for assistance.
SA_108	SupportAssist is unable to run a collection component on <device name>.	Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.