

Dell SupportAssist Version 1.0.1 for Servers Quick Setup 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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Getting started with SupportAssist

Dell SupportAssist for Servers is an application that automates support from Dell by proactively identifying hardware issues in Dell servers. When an issue is detected, SupportAssist automatically opens a support case with Dell Technical Support and sends you an email notification. Data required for troubleshooting the issue is automatically collected and sent securely to Dell Technical Support. The collected data helps Dell Technical Support to provide you an appropriate solution for resolving the issue.

 **NOTE:** In this document, the term *local system* refers to the server on which you will install SupportAssist; *remote device* refers to any other server that you want SupportAssist to monitor.

This document provides the information required to monitor the local system and a single remote device by using SupportAssist.

Downloading SupportAssist

1. Visit Dell.com/SupportAssist.
2. Scroll-down and click the **Enterprise** tab.
3. In the **Downloads** section, click **SupportAssist for Servers**.
The **Driver Details** page is displayed.
4. In the **Available formats** section, click **Download File**.

Setting up SupportAssist for monitoring the local system

To set up SupportAssist to monitor the local system, install SupportAssist and ensure that the registration of SupportAssist is completed.

Prerequisites

Ensure that the system on which you are installing SupportAssist has internet connectivity. If the system connects to the internet through a proxy server, ensure that you have the details required to connect to the proxy server.

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


Steps

1. Right-click the SupportAssist installer package, and then click **Run as administrator**.
The **Welcome to Dell SupportAssist Installer** page is displayed.
2. Click **Next**.
The **License Agreement** page is displayed.
3. Read about the information that SupportAssist collects from monitored devices, and select **I Agree**.
4. Read the **Dell End User License Agreement**, select **I Agree**, and then click **Install**.

The **Installation Completed** page is displayed.

5. Click **Finish**.

The **SupportAssist Login** page opens in a web browser window.

 **NOTE:** If the system is a member of a domain, you must provide the user name in the [Domain \Username] format. For example, MyDomain\MyUsername. You can also use a period [.] to indicate the local domain. For example, .\Administrator.

6. Type the Microsoft Windows operating system user name and password, and then click **Log In**.

The **Dell SupportAssist Setup Wizard** is displayed.

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

SupportAssist verifies connectivity to the internet.

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

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

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

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

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




9. On the **Registration** page, provide the required information and click **Next**.

If the registration is successful, the **Summary** page is displayed. Else, an error message is displayed. If you are still unable to register, contact your network administrator for assistance.

10. On the **Summary** page, click **Finish**.

The SupportAssist **Cases** page is displayed.

SupportAssist automatically performs the following tasks in the background:

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

Setting up SupportAssist for monitoring a remote device

To set up SupportAssist to monitor a remote device through the OMSA agent, add the remote device in SupportAssist.

Prerequisites

- Ensure that you are logged in to SupportAssist as a member of the **SupportAssistAdmins** user group. For information about the SupportAssist user groups, see [SupportAssist user groups](#).
- Ensure that the remote device is reachable from the local system on which SupportAssist is installed.
- Ensure that you have the host name or IP address, user name, and password of the remote device.
- If the remote device is running a Microsoft Windows operating system, Windows Management Instrumentation (WMI) service must be running on the device.
- If the remote device is running a Linux operating system, Secure Shell (SSH) service must be running on the device and SSH password authentication must be enabled. (The SSH password authentication is enabled by default.)
- Port 1311 must be open on the remote device for OMSA communication.

For information about the requirements for installing OMSA, see the *Dell OpenManage Server Administrator Installation Guide* at Dell.com/OpenManageManuals.

Steps

1. Click the **Devices** tab in SupportAssist.

The **Devices** page is displayed.

2. Click **Add**.

The **Add Device** window is displayed.

3. Type the required information in the appropriate fields.



NOTE: Dell recommends that you provide the host name of the remote device. If the host name is not available, you may provide the IP address of the device.



NOTE: SupportAssist requires the user name and password to log in to the device and run a component that collects the system information and sends it to Dell. Therefore, the user name and password you provide must have:

- Local administrator or domain administrator rights and WMI access on the device (if the device is running a Windows operating system).
- Root, super user, or sudo user rights (if the device is running a Linux operating system). If you are providing the user name and password of a sudo user, ensure that the user is added to the root group. To add the user to the root group, include the following in the sudoers file:

```
%root ALL=(ALL) NOPASSWD: ALL — To provide permission to all users in the root group
```

```
<User> ALL=(ALL) NOPASSWD: ALL — To provide permission only to a specific user
```




NOTE: If the device is a member of a Windows domain, you must provide the user name in the [Domain\Username] format. For example, MyDomain\MyUsername. You can also use a period [.] to indicate the local domain. For example, .\Administrator.

Example of a Linux user name: root

4. Click **Add**.



The **Add Device** window is displayed prompting you to allow SupportAssist to configure SNMP settings and install or upgrade OMSA on the remote device.

 **NOTE:** Configuring SNMP sets the SNMP trap (alert) destination of a remote device and ensures that alerts from the remote device are forwarded to the local system on which SupportAssist is installed.

 **CAUTION:** Without OMSA and SNMP configuration, SupportAssist will not be able to identify hardware issues that may occur on the remote device.


5. Click **OK**.

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

- If SupportAssist is configuring the SNMP settings, the remote device displays the  **Configuring SNMP** status.
- If SupportAssist is installing or upgrading OMSA, the remote device displays an  **Installing OMSA** status.



After the installation of OMSA and configuration of SNMP are complete, the device status changes to

 **OK**.

 **NOTE:** If you experience problems with adding a remote device in SupportAssist, you can try adding the remote device (Dell's 12th or 13th generation of PowerEdge servers only) through an alternate method. For information about adding a remote device through the alternate method, see the "Adding a device (agentless monitoring)" section in the *Dell SupportAssist Version 1.0.1 for Servers User's Guide* at Dell.com/ServiceabilityTools


Viewing cases and devices


1. To view the support cases that have been automatically created by SupportAssist, click the **Cases** tab.
 2. To view the devices that you have added for monitoring in SupportAssist, click the **Devices** tab.
- You can also view the status of the SupportAssist functionality on each monitored device on the

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

Logging in to SupportAssist

1. Double-click the SupportAssist desktop icon to open the SupportAssist user interface. The SupportAssist **Login** window is displayed.
2. Type the user name and password in the appropriate fields.

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

 **NOTE:** If the device on which SupportAssist is installed is a member of a domain, you must provide the user name in the [Domain\Username] format. For example, MyDomain\MyUsername. You can also use a period [.] to indicate the local domain. For example, .\Administrator.

3. Click **Log In**.

The SupportAssist **Cases** page is displayed.

SupportAssist user groups

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

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

You can also add users to either of the groups based on your preferences. For more information about the SupportAssist user groups, see the *Dell SupportAssist Version 1.0.1 for Servers User's Guide* at Dell.com/ServiceabilityTools.

Related documents and resources

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

Document title	How to access the document
<i>Dell SupportAssist Version 1.0.1 for Servers User's Guide</i>	Visit Dell.com/ServiceabilityTools .
<i>Dell SupportAssist Version 1.0.1 for Servers Support Matrix</i>	
<i>Dell SupportAssist Version 1.0.1 for Servers Release Notes</i>	
<i>Dell System E-Support Tool User's Guide</i>	
<i>Dell OpenManage Server Administrator Installation Guide</i>	Visit Dell.com/OpenManageManuals and click OpenManage Server Administrator .
<i>Dell OpenManage Server Administrator User's Guide</i>	
<i>iDRAC User's Guide</i>	Visit Dell.com/ESMmanuals and click Remote Access Controller .
<i>Dell SupportAssist: Alert Policy</i>	Visit Dell.com/SupportAssistGroup .
<i>Managing Windows Device Credentials in SupportAssist Using Service Account</i>	

Video tutorials

You can access the following video tutorials related to SupportAssist for Servers.

Video title	How to access the videos
Monitoring Local System	Visit the Dell TechCenter channel on YouTube , and click Playlist . On the playlist, click SupportAssist for Servers .
Adding Devices	
Configuring Alert Destination (Windows)	
Configuring Alert Destination (Linux)	
Auto Installation or Upgrade of OMSA	

SupportAssist community

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

Dell Remote Consulting Service

You can use your existing Dell Remote Consulting Service contract or place an order and schedule time with a systems management deployment expert for SupportAssist installation, set up, and configuration from start to finish. For more information, see the [Remote Consulting Services service description](#) document.