


SupportAssist Version 1.0 For Microsoft System Center Operations Manager


Quick Start Guide



Notes, Cautions, and Warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **NOTE:** A WARNING indicates a potential for property damage, personal injury, or death.

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Introduction

The Dell SupportAssist plugin for Microsoft System Center Operations Manager provides proactive support capabilities for supported Dell servers. Operations Manager interacts with supported devices that are to be monitored and receives SNMP traps and Windows event logs, which are periodically retrieved as alerts by the SupportAssist client. The alerts are filtered using various policies to decide if the alerts qualify for creating a new support case or updating an existing support case.

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

This document provides information you require for SupportAssist to work as expected in your environment.

Topics:

- [Getting Started With SupportAssist](#)
- [Configuring The Default Device Type Credentials](#)
- [Configuring A Remote Connection](#)
- [Email Connectivity Test](#)
- [Configuring Periodic Collection Of System Logs \(ProSupport Plus Only\)](#)
- [Verifying The System Log Collection/Upload Configuration](#)
- [Troubleshooting](#)

Getting Started With SupportAssist

To quickly get started with SupportAssist:

1. Ensure that Microsoft System Center Operations Manager 2007 R2 or Microsoft System Center Operations Manager 2012 SP1 is installed on the management server.
2. Install Dell Server Management Pack Suite Version 5.0.1 For Microsoft System Center Operations Manager And System Center Essentials on the management server, and set up Operations Manager for discovery and monitoring of supported Dell devices.

For information on installing the management pack suite, discovering and monitoring of supported Dell devices using Operations Manager 2007 R2 or Operations Manager 2012 SP1, see the following documents at dell.com/OpenManageManuals (under **Server Management Pack Versions for Microsoft System Center Operations Manager**):

- *Dell Server Management Pack Suite Version 5.0.1 For Microsoft System Center Operations Manager And System Center Essentials Installation Guide*
- *Dell Server Management Pack Suite Version 5.0.1 For Microsoft System Center Operations Manager And System Center Essentials User's Guide*

3. Install SupportAssist on the management server running Operations Manager.
For information on installing SupportAssist, including the prerequisites, see the *Dell SupportAssist Version 1.0 For Microsoft System Center Operations Manager User's Guide* at dell.com/ServiceabilityTools.
4. If the management server connects to the Internet through a proxy server, you must configure **Proxy Settings** in SupportAssist. To configure the proxy server settings, click **Settings > Proxy Settings**, and follow the instructions on the screen.
5. Configure the administrator credentials of each supported device type in your environment in SupportAssist.
For more information, see [Configuring The Default Device Type Credentials](#).
6. If SupportAssist is installed on either a non-host system (Operations Manager 2012 SP1) or non-RMS system (Operations Manager 2007 R2), you must configure SupportAssist to establish a remote connection with the management groups.
For more information, see [Configuring A Remote Connection](#).

7. Verify that the SupportAssist client is able to communicate with the SupportAssist server hosted by Dell by performing the email connectivity test.
For more information, see [Email Connectivity Test](#).
8. If there is an SSL connection failure, you must install the required root certificates. To identify and resolve an SSL connection failure, see [Identifying SSL Connection Failure](#) and [Installing Root Certificates](#).
9. If your devices are covered under the Dell ProSupport Plus service contract, you must configure SupportAssist to collect the system logs periodically.
For more information, see [Configuring Periodic Collection Of System Logs \(ProSupport Plus Only\)](#).
10. Verify that SupportAssist is able to generate the system log collection and upload it to Dell successfully. See [Verifying the System Log Collection/Upload Configuration](#).
11. Verify if the management server is 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.
 - <http://ftp.dell.com/> — for getting new SupportAssist release information.

Configuring The Default Device Type Credentials

SupportAssist runs the appropriate collection tools and gathers the system logs when a hardware issue is detected in your environment. To run the collection tools on your supported devices, you must configure SupportAssist with the administrator credentials for each managed device type.

NOTE: The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. Click the **Settings** tab.
2. Under **Edit Device Type Credentials**, select the **Device Type** and **Credential Type**.
3. Type the administrator credentials (**Username** and **Password**) of the selected **Device Type** and **Credential Type** in the corresponding fields.

NOTE: Windows user names must be in the [Domain\Username] format. You can also use a period [.] to indicate the local domain. Examples of Windows user names: .\Administrator; MyDomain\MyUsername.

4. Click **Save Changes**.

NOTE: If the credentials for a device differ from the **Default Device Type Credentials** you provided, you can edit the credentials for that particular device using the **Edit Device Credentials** link in the **Devices** tab.

Configuring A Remote Connection

Establishing a remote connection to the management groups allows SupportAssist to retrieve monitoring data such as alerts and discovery information from Operations Manager. The **Management Groups Connection** page allows you to provide the credentials required for SupportAssist to establish a remote connection with the management groups.


NOTE: Whenever the Operations Manager is configured to connect to either a new host (Operations Manager 2012 SP1) or RMS (Operations Manager 2007 R2), SupportAssist must also be configured with the new management group credentials.

To configure a remote connection:

NOTE: The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.


1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Remote Connection**.
The **Management Groups Connection** page is displayed.
3. Select **Establish a remote connection with the management group**.

4. Provide the **IP Address or Name, Domain\Username, Password,** and **Confirm Password** of the host (Operations Manager 2012 SP1) or RMS (Operations Manager 2007 R2) in the appropriate fields.

 **NOTE:** The username must be provided in the domain\username format. You can use a period [.] to indicate the local domain.

5. Click **Apply**.
SupportAssist validates the management group credentials by attempting to establish a remote connection. If the remote connection is successful, the management group credentials are saved.


Email Connectivity Test

 **NOTE:** The **Connectivity Test** link is enabled only if you are logged on as a member of either the **Administrators** or **Domain Admins** group.

1. In SupportAssist, move the mouse pointer over the **<user name>** link that is displayed beside the **Help** link, and then click **Connectivity Test**.
2. In the **Connectivity Test** page, click **Send**.
The SupportAssist server receives the connectivity test, and sends a sample email with the connectivity status to the primary and secondary (optional) contact. If the connectivity status email is not received, see the [Troubleshooting](#) section.

Configuring Periodic Collection Of System Logs (ProSupport Plus Only)

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.


 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of either the **Administrators** or **Domain Admins** 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 **Enable system log collection scheduling**.
4. Click **System Logs**.
The **System Logs** page is displayed.
5. Under **Edit Device Credentials**, select the **Device Type** and **Credential Type**.
6. Under **System Log Collection Schedule**, set the **Frequency**, and select the appropriate fields in **Specify day and time**.
7. Repeat step 5 and step 6 until you have scheduled the collection of system logs for all supported device types in your environment.
8. Click **Save Changes**.

Verifying The System Log Collection/Upload Configuration

To verify that SupportAssist is configured correctly to upload system logs to Dell:

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Select the first device in the **Device Inventory**.

 **NOTE:** You can only select a device that has a valid Service Tag. If a device does not have a valid Service Tag, the check box for that device is disabled.

The **Send System Logs** link is enabled.

3. Click **Send System Logs**.

The status of the system log collection is displayed in the **Collection Status** column.

4. To add other devices to the system log collection queue, select each device in the **Device Inventory**, and then click **Send System Logs**.

When SupportAssist is able to successfully generate the system log collection and upload it to Dell, the **Collection Status** column displays **Collection Uploaded**. For information on troubleshooting problems with the generation and upload of the system log collection, see [Troubleshooting System Log Collection/Upload Failure](#).

Troubleshooting

This section provides information about the following:

- [Troubleshooting Email Connectivity Test Failure](#)
- [Troubleshooting System Log Collection/Upload Failure](#)

Troubleshooting Email Connectivity Test Failure

The email connectivity test may fail due to:

- Proxy settings — If your network requires passing the web browser traffic through a proxy server, ensure that the proxy is enabled and configured in SupportAssist.
- SSL connection failure — If the proxy settings are configured properly, but the email connectivity test fails, there may be a SSL connection failure.

If there is a SSL connection failure, you must install the required root certificates. To identify and resolve SSL connection failure, see [Identifying SSL Connection Failure](#) and [Installing Root Certificates](#).

Identifying SSL Connection Failure

SSL connection failure may occur if your 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. To install the certificates, see [Installing Root Certificates](#).

Installing Root Certificates

Before you begin, ensure that:

- You are logged in to the user account with which SupportAssist was installed.
- You have administrator privileges.
- The SupportAssist service is running.

To resolve SSL connection issues, you must install the following root certificates in the appropriate folders of the current user and local computer.

Certificate Files	Installation Folder
Dell_Inc_Enterprise_Issuing_CA1.cer Dell_Inc_Enterprise_CA.cer	Intermediate Certification Authorities

Certificate Files	Installation Folder
GTE_CyberTrust Global Root.cer	Trusted Root Certification Authorities

To install root certificates:

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 `AuthoritiesGTE_CyberTrust Global Root.cer` 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 `Dell_Inc_Enterprise_Issuing_CA1.cer` certificate file, and click **Next**.
The **Certificate Store** information is displayed.
18. Click **Next**.
19. Click **Finish**.
20. Right-click **Intermediate Certification Authorities > All Tasks > Import**.
The **Certificate Import Wizard** is displayed.
21. Browse to select the `Dell_Inc_Enterprise_CA1.cer` certificate file, and click **Next**.
The **Certificate Store** information is displayed.
22. Click **Next**.
23. Click **Finish**.
24. Under the **Console Root**, click **Certificates (Local Computer)**.
25. Perform step 11 to step 23 to import the three certificate files.

Troubleshooting System Log Collection/Upload Failure

- If the generation of the system log collection fails for a device (**Collection Status** displays **Failed to Run**):
 - Make sure that the default credentials for the device are configured correctly in the **Settings > System Logs** tab. To edit the credentials for the device, select the device in the **Device Inventory**, and click **Edit Device Credentials**
- If the upload of the system log collection fails for a device (**Collection Status** displays **Collection Failed to Upload**):
 - Make sure that the proxy server credentials are configured correctly in the web browser, and confirm if you can access the internet using the browser.

To verify if the issue is resolved, select the device in the **Device Inventory** and click **Send System Logs**. The status of the system log collection is displayed in the **Collection Status** column.