


# SupportAssist Version 1.1 For Microsoft System Center Operations Manager Support Matrix



## 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.

# Introduction

Dell SupportAssist collects information about your computer hardware and software, and automatically creates support cases when issues arise. This helps Dell to provide you an enhanced, personalized, and efficient support experience. Dell uses this data to help solve common problems and design and market the products and services features you use most. This document lists the devices, operating systems, management packs, and minimum requirements for Dell SupportAssist Version 1.1 For Microsoft System Center Operations Manager.

## Topics:

- [Supported devices](#)
- [Minimum requirements for installing and using SupportAssist](#)

## Supported devices

### Supported Dell PowerEdge servers

Dell server generation	Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
9th	1900	Yes	Yes	Yes	Yes
	1950	Yes	Yes	Yes	Yes
	1955	Yes	Yes	Yes	Yes
	2900	Yes	Yes	Yes	Yes
	2950	Yes	Yes	Yes	Yes
	2970	Yes	Yes	Yes	Yes
	6950	Yes	Yes	Yes	Yes
10th	M600	Yes	Yes	Yes	Yes
	M605	Yes	Yes	Yes	Yes
	M805	Yes	Yes	Yes	Yes
	M905	Yes	Yes	Yes	Yes
	R200	Yes	Yes	Yes	Yes
	R300	Yes	Yes	Yes	Yes
	R805	Yes	Yes	Yes	Yes
	R900	Yes	Yes	Yes	Yes
	R905	Yes	Yes	Yes	Yes
	T100	Yes	Yes	Yes	Yes
	T105	Yes	Yes	Yes	Yes
	T300	Yes	Yes	Yes	Yes
	T605	Yes	Yes	Yes	Yes
11th	M610	Yes	Yes	Yes	Yes

<b>Dell server generation</b>	<b>Model</b>	<b>Remote monitoring And case creation</b>	<b>Automatic data collection</b>	<b>ProSupport Plus configuration reports</b>	<b>ProSupport Plus recommendation reports</b>
	M610x	Yes	Yes	Yes	Yes
	M710	Yes	Yes	Yes	Yes
	M710HD	Yes	Yes	Yes	Yes
	M910	Yes	Yes	Yes	Yes
	M915	Yes	Yes	Yes	Yes
	R210	Yes	Yes	Yes	Yes
	R210II	Yes	Yes	Yes	Yes
	R310	Yes	Yes	Yes	Yes
	R410	Yes	Yes	Yes	Yes
	R415	Yes	Yes	Yes	Yes
	R510	Yes	Yes	Yes	Yes
	R515	Yes	Yes	Yes	Yes
	R610	Yes	Yes	Yes	Yes
	R710	Yes	Yes	Yes	Yes
	R715	Yes	Yes	Yes	Yes
	R810	Yes	Yes	Yes	Yes
	R815	Yes	Yes	Yes	Yes
	R910	Yes	Yes	Yes	Yes
	R915	Yes	Yes	Yes	Yes
	T110	Yes	Yes	Yes	Yes
	T110II	Yes	Yes	Yes	Yes
	T310	Yes	Yes	Yes	Yes
	T410	Yes	Yes	Yes	Yes
	T610	Yes	Yes	Yes	Yes
	T710	Yes	Yes	Yes	Yes
12th	M420	Yes	Yes	Yes	Yes
	M520	Yes	Yes	Yes	Yes
	M620	Yes	Yes	Yes	Yes
	M820	Yes	Yes	Yes	Yes
	R220	Yes	Yes	Yes	Yes
	R320	Yes	Yes	Yes	Yes
	R420	Yes	Yes	Yes	Yes
	R520	Yes	Yes	Yes	Yes
	R620	Yes	Yes	Yes	Yes
	R720	Yes	Yes	Yes	Yes
	R720xd	Yes	Yes	Yes	Yes
	R820	Yes	Yes	Yes	Yes

Dell server generation	Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	R920	Yes	Yes	Yes	Yes
	T320	Yes	Yes	Yes	Yes
	T420	Yes	Yes	Yes	Yes
	T620	Yes	Yes	Yes	Yes
13th	R430	Yes	Yes	Yes	Yes
	R530	Yes	Yes	Yes	Yes
	R530xd	Yes	Yes	—	—
	R630	Yes	Yes	Yes	Yes
	R730	Yes	Yes	Yes	Yes
	R730xd	Yes	Yes	Yes	Yes
	R930	Yes	Yes	—	—
	M630	Yes	Yes	Yes	Yes
	M830	Yes	Yes	—	—
	T430	Yes	Yes	Yes	Yes
	T630	Yes	Yes	Yes	Yes
	FC430	Yes	Yes	—	—
	FC630	Yes	Yes	Yes	Yes
	FC830	Yes	Yes	—	—

## Supported Dell Remote Access Controllers

Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
iDRAC7	Yes	Yes	Yes	Yes
iDRAC8	Yes	Yes	Yes	Yes

# Minimum requirements for installing and using SupportAssist

## Software requirements

SupportAssist can integrate with one of the following versions of Operations Manager:

- Microsoft System Center Operations Manager 2012 R2
- Microsoft System Center Operations Manager 2012 SP1
- Microsoft System Center Operations Manager 2007 R2 root management server (RMS), management server, or operations console
- Integration of SupportAssist with Operations Manager 2007 R2 is supported only if the server is running one of the following operating systems:
  - Microsoft Windows Server 2008 Standard, Enterprise, or Datacenter (32-bit or 64-bit) with SP1 or SP2
  - Windows Server 2008 R2

- Windows Server 2008 R2 with SP1
  - Integration of SupportAssist with Operations Manager 2012 R2 or Operations Manager 2012 SP1 is supported only if the server is running one of the following operating systems:
    - Windows Server 2008 R2 with SP1
    - Windows Server 2012 R2
  - Microsoft .Net Framework 4.0
  - Microsoft ASP.Net
  - IIS 7.x with Windows authentication enabled
  - Web browser — Internet Explorer 8, 9, 10, or 11 and Mozilla Firefox 23 or 24; supported only on Windows-based operating systems.
- i** **NOTE:** Transport Layer Security (TLS) 1.0 must be enabled on the web browser.

## Management packs required for SupportAssist

The following table lists the *Dell Server Management Pack Suite version 6.0, 6.1.1, or 6.2* management packs required for SupportAssist to monitor supported Dell PowerEdge servers and iDRAC.

Devices to be monitored	Monitoring feature	Required management packs
Dell's 9th to 13th generation of PowerEdge servers	Servers and Rack Workstations Agent-based Monitoring	<ul style="list-style-type: none"> <li>● Dell Base Hardware Library</li> <li>● Dell Server Model</li> <li>● Dell Server Operations Library</li> <li>● Dell Server View Library</li> <li>● Dell Windows Server (Scalable Edition)</li> <li>● Dell Windows Server (Detailed Edition)</li> <li>● Dell Windows Server Overrides (Informational Alerts On)</li> <li>● Dell Operations Library Common</li> </ul>
iDRAC	DRAC Monitoring	<ul style="list-style-type: none"> <li>● Dell Feature Monitoring (optional)</li> <li>● Dell Base Hardware Library</li> <li>● Dell Operations Library Common</li> <li>● Dell DRAC Model</li> <li>● Dell DRAC View</li> <li>● Dell DRAC Operations Library</li> <li>● Dell DRAC (SCOM 2007/SCE 2010)</li> <li>● Dell DRAC (SC2012 OM)</li> </ul>

**i** **NOTE:** For information about importing the required management packs, see the *Dell Server Management Pack Suite For Microsoft System Center Operations Manager And System Center Essentials Installation Guide* at **Dell.com/OpenManageManuals**, under **Server Management Pack Versions for Microsoft System Center Operations Manager**.

## Hardware requirements

For information about the hardware requirements specific to your environment, see the latest *Operations Manager 2007 R2 Sizing Helper Tool* or *System Center 2012 Operations Manager Sizing Helper Tool* at **Microsoft.com**.

## Network requirements

The following are the minimum network requirements:

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

- If SupportAssist is installed on either a non-host system (Operations Manager 2012 R2 or 2012 SP1) or non-RMS system (Operations Manager 2007 R2), SupportAssist must be configured to establish a remote connection with the management group.
- The management server 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 to which the collected system information is uploaded.
  - **<http://ftp.dell.com/>** — For getting new SupportAssist release information.