

SupportAssist Version 1.0 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](#)
- [Software Requirements](#)
- [Hardware Requirements](#)
- [Network Requirements](#)

Supported Devices

Supported Dell PowerEdge Servers

Model	Remote Monitoring And Case Creation	Automatic Data Collection
1900	Yes	Yes
1950	Yes	Yes
1955	Yes	Yes
2900	Yes	Yes
2950	Yes	Yes
2970	Yes	Yes
6950	Yes	Yes
T110II	Yes	Yes
T310	Yes	Yes
T320	Yes	Yes
T420	Yes	Yes
T620	Yes	Yes
T710	Yes	Yes
R200	Yes	Yes
R210	Yes	Yes
R210II	Yes	Yes
R300	Yes	Yes
R310	Yes	Yes
R320	Yes	Yes
R410	Yes	Yes

Model	Remote Monitoring And Case Creation	Automatic Data Collection
R415	Yes	Yes
R420	Yes	Yes
R510	Yes	Yes
R515	Yes	Yes
R520	Yes	Yes
R610	Yes	Yes
R620	Yes	Yes
R710	Yes	Yes
R715	Yes	Yes
R720	Yes	Yes
R720xd	Yes	Yes
R805	Yes	Yes
R810	Yes	Yes
R815	Yes	Yes
R820	Yes	Yes
R900	Yes	Yes
R905	Yes	Yes
R910	Yes	Yes
M420	Yes	Yes
M520	Yes	Yes
M600	Yes	Yes
M605	Yes	Yes
M610	Yes	Yes
M610x	Yes	Yes
M620	Yes	Yes
M710	Yes	Yes
M710HD	Yes	Yes
M805	Yes	Yes
M820	Yes	Yes
M905	Yes	Yes
M910	Yes	Yes
M915	Yes	Yes
T100	Yes	Yes
T105	Yes	Yes
T110	Yes	Yes
T300	Yes	Yes
T410	Yes	Yes
T605	Yes	Yes

Model	Remote Monitoring And Case Creation	Automatic Data Collection
T610	Yes	Yes

NOTE: SupportAssist will not generate support cases for hard drive failures or alerts from storage devices. SupportAssist supports only the OMSA alerts and not the OMSS (Storage Management) alerts from Windows Server Management Pack at this time.

Supported Dell Remote Access Controllers

Model	Remote Monitoring And Case Creation	Automatic Data Collection
iDRAC7	Yes	Yes

NOTE: On Operations Manager 2007 R2 with Dell Server Management Pack Suite version 5.1, case creation for iDRAC7 is not supported by SupportAssist.

Software Requirements

The following are the minimum required software configurations:

- For SupportAssist on Operations Manager 2007 R2:
 - 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
- For SupportAssist on Operations Manager 2012 SP1:
 - Windows Server 2008 R2 with SP1
- Microsoft System Center Operations Manager 2007 R2 root management server (RMS), management server, or operations console
- Microsoft System Center Operations Manager 2012 SP1
- Microsoft .Net Framework 4.0
- Microsoft ASP.Net
- IIS 7.x with Windows authentication enabled
- Web browser — Internet Explorer 8, 9, or 10 and Mozilla Firefox 23 or 24; supported only on Windows-based operating systems.

Management Packs Required For SupportAssist

The following table lists the *Dell Server Management Pack Suite Version 5.0.1, 5.1, or 5.2* management packs required for SupportAssist to monitor Dell PowerEdge servers (9th to 12th generation) and Integrated Dell Remote Access Controller 7 (iDRAC7).

Devices to be monitored	Required Management Packs
Dell PowerEdge servers (9G to 12G)	- Dell Base Hardware Library - Dell Server Model - Dell Server Operations Library - Dell Server View - Dell Windows Server (Scalable Edition) - Dell Windows Server (Detailed Edition) - Dell Windows Server Overrides (Informational Alerts On) - Dell Common Operations Library
iDRAC7	Dell Feature Monitoring (optional)

Devices to be monitored	Required Management Packs
	• Dell Base Hardware Library • Dell Common Operations Library • Dell DRAC Model • Dell DRAC View • Dell DRAC Operations Library • Dell DRAC (SCOM 2007/SCE 2010) • Dell DRAC (SC2012 OM)

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 the Dell SupportAssist plugin 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 SP1) or non-RMS system (Operations Manager 2007 R2), SupportAssist must be configured to establish a remote connection with the management group. For more information, see “Configuring A Remote Connection” in the *Dell SupportAssist Version 1.0 For Microsoft System Center Operations Manager User’s Guide* at dell.com/ServiceabilityTools.
- 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 where the diagnostic test results are uploaded.
 - <http://ftp.dell.com/> — for getting new SupportAssist release information.