

# SupportAssist Version 2.2 for Dell OpenManage Essentials

## Release Notes



**Topics:**

- [Dell SupportAssist Version 2.2 for Dell OpenManage Essentials](#)

# Dell SupportAssist Version 2.2 for Dell OpenManage Essentials

This document describes the new features, enhancements, and known issues in Dell SupportAssist Version 2.2 for Dell OpenManage Essentials.

## Release type and definition

### Dell SupportAssist Version 2.2 for Dell OpenManage Essentials

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.

#### Version

Dell SupportAssist Version 2.2 for Dell OpenManage Essentials

#### Release Date

August 2016

#### Previous Version

Dell SupportAssist Version 2.1 for Dell OpenManage Essentials

#### Importance

OPTIONAL: Dell recommends the customer review specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.

## Platforms Affected

For a complete list of affected Dell systems and supported operating systems, see the *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Support Matrix* at [Dell.com/SupportAssistGroup](http://Dell.com/SupportAssistGroup) or <https://www.dell.com/serviceabilitytools>.

## What is Supported?

Dell SupportAssist integrates with Dell OpenManage Essentials to provide support capabilities for the following Dell enterprise server, storage and networking solutions, using existing environment data:

- Dell PowerEdge 9th generation to 13th generation servers
  - **NOTE:** SupportAssist also supports Integrated Dell Remote Access Controller 7 (iDRAC7) and iDRAC8 available on PowerEdge 12th and 13th generation servers respectively.
- Dell PowerVault NX storage servers
- Dell PowerVault MD storage arrays
- Dell EqualLogic SAN devices
- Dell Networking switches (previously Force10 and PowerConnect)
- Dell PowerEdge M1000e Blade Enclosure
- Dell PowerEdge VRTX

- Dell PowerEdge FX2
- OEM device support
- Dell PowerEdge C series devices

**NOTE:** SupportAssist provides limited support for Dell Networking (previously PowerConnect) stacked configurations.

**NOTE:** SupportAssist does not support Dell Compellent devices, Dell PowerVault NAS, Dell EqualLogic FluidFS NAS, PowerVault MD Series FluidFS NAS, Compellent FluidFS NAS, Dell DR4000, Dell PowerVault RD1000, Dell PowerEdge M I/O Aggregator, and Brocade switches.

**NOTE:** For a complete list of supported operating systems and device models, see the *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Support Matrix* at <https://www.dell.com/serviceabilitytools>.

**NOTE:** Before you upgrade OpenManage Essentials versions earlier than 2.0 to version 2.2, ensure that you uninstall SupportAssist. After the upgrade is completed, you can install SupportAssist version 2.2.

**NOTE:** SupportAssist supports up to 2000 devices.

## What's New

- Feature to opt in or opt out from ProSupport Plus server recommendation report through email.
- Additional device support.

**NOTE:** For a complete list of supported device models, see the *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Support Matrix* at <https://www.dell.com/serviceabilitytools>.

## Fixes

For critical alerts from devices with a Basic service entitlement, data collection is triggered every time the same alert occurs within 24 hours.

## Known issues

### Issue 1

**Description:** If the system running SupportAssist is discovered using a loopback IP address, collection and upload of system information from the system are unsuccessful.

**Resolution:** None.

**Version affected:** All

### Issue 2

**Description:** In some instances, the expand or collapse feature of device groups does not work as expected.

**Resolution:** None.

**Version affected:** 2.0 or later.

### Issue 3

**Description:** If the device names of devices are similar:

- Validation of device status occurs only on one of the devices.
- An alert generated from one of the devices results in support case creation for all devices with the same name.

**Resolution:** Make sure that device names are unique.

**Version affected:** 2.0 or later.

### Issue 4

**Description:** During the uninstallation of SupportAssist, Error 1306 may be displayed.

**Resolution:** If Error 1306 is displayed, wait for about 2 minutes and click **Retry** on the error dialog box.

**Version affected:** All.

### Issue 5

**Description:** If the Dell SupportAssist Service is restarted manually, the device status displayed in the Status column of the Device Inventory does not change until the collection component is invoked on the device again.[3360].

**Resolution:** No user action required.  
**Version affected:** 2.0 or later.

#### Issue 6

**Description:** If the credentials for a device type is configured incorrectly, the device inventory may display an unknown status for some of the affected devices. The status of the affected devices remains unchanged until the correct credentials is configured or the SupportAssist collection component is invoked on those devices.

**Resolution:** None.  
**Version affected:** 2.0 or later.

#### Issue 7

**Description:** SupportAssist is unable to save the SMTP Settings and an error message is displayed.  
**Resolution:** Ensure that port 25 is not blocked by the anti-virus software or any other application, and then retry the operation.  
**Version affected:** 2.0 or later.

#### Issue 8

**Description:** When the language pack MUI is installed and configured on the system, SupportAssist is not displayed in the configured language.  
**Resolution:** None.  
**Versions affected:** All.

#### Issue 9

**Description:** The following sequence of steps results in Dell PowerEdge VRTX devices being displayed as iDRAC7 in SupportAssist:

1. Install *OpenManage Essentials version 1.1* and *SupportAssist version 1.1.1*.
2. Upgrade *OpenManage Essentials* to version 1.2.
3. In OpenManage Essentials, discover the PowerEdge VRTX devices.
4. Upgrade SupportAssist to version 1.2.

**Resolution:** After upgrading SupportAssist to version 1.2 or later, in OpenManage Essentials:  
1. Remove the PowerEdge VRTX devices.  
2. Discover the PowerEdge VRTX devices again.

**Versions affected:** SupportAssist version 1.2 or later.

#### Issue 10

**Description:** SupportAssist functionality does not work as expected after changing the system time zone.  
**Resolution:** Restart the Dell SupportAssist windows service after the system time zone is changed:

1. Click **Start > Run**.  
The **Run** dialog box is displayed.
2. In the Open box, type **services.msc**, and click **OK**.  
The **Services** window is displayed.
3. Right-click the **Dell SupportAssist Service**, and click **Stop**.
4. Right-click the **Dell SupportAssist Service**, and click **Start**.

**Versions affected:** SupportAssist version 1.2 or later.

#### Issue 11

**Description:** Installation of SupportAssist fails with following message: `Error 1923: Service Dell SupportAssist Service could not be installed.`

**Resolution:** Restart the system and try installing SupportAssist again.  
**Versions affected:** SupportAssist version 1.2 or later.

#### Issue 12

**Description:** The SupportAssist Installer is unable to start the WCF service in port 80 if another application is running on this port.

**Resolution:** SupportAssist is hosted on port 9399. Ensure that no other application is running on this port.

#### Issue 13

**Description:** If the OpenManage Essentials database target is changed from remote to local or vice versa, SupportAssist displays the following message: `There is a problem with the Dell SupportAssist Service. Please restart the service and try again.`

**Resolution:** Restart the Dell SupportAssist windows service:

1. Click **Start > Run**.  
The **Run** dialog box is displayed.

2. In the Open box, type **services.msc**, and click **OK**.  
The **Services** window is displayed.
3. Right-click the **Dell SupportAssist Service**, and click **Stop**.
4. Right-click the **Dell SupportAssist Service**, and click **Start**.

**Issue 14**

**Description:** SupportAssist cannot collect troubleshooting information from managed PowerVault MD Series storage arrays unless Dell PowerVault Modular Disk Storage Manager (MDSM) is installed on the OME server. In addition, a message similar to the following will appear in the log-file.txt log file:

```

{*****
      Collection for PowerVault MD Series
*****

*****
Starting validation for PowerVault MD Series
*****

Verifying SMcli Path
The system cannot find SMcli
ERROR : 400 :SMcli is not installed on the MS
Validation failed for the host 192.168.1.5
Unable to perform collection
}

```

**Resolution:** Install Dell PowerVault Modular Disk Storage Manager (MDSM) on the OME server to enable SupportAssist to collect troubleshooting information from PowerVault MD Series storage arrays.

**Issue 15**

**Description:** The following sequence can result in system log collection components not running on a managed device that has an open case:

1. A support case is created for a device.
2. The SupportAssist collection component is invoked on the device.
3. The case is resolved and closed.
4. Within 24 hours, another support case is created for the same device.
5. The device goes down, or connectivity to it is interrupted.
6. The SupportAssist collection component fails to run.
7. Log files indicate that troubleshooting data was gathered from the device within the past 24 hours, from the previous support case.

**Resolution:** If back up and connectivity is reestablished to the device, SupportAssist collection components will run within 24 hours, or earlier if a new case is created for the same device.

**Issue 16**

**Description:** The following sequence can result in Dell SupportAssist collection component not running on a managed device even if a critical alert is triggered:

1. A support case is created for a critical alert on a device.
2. The SupportAssist collection component is executed, the diagnostic result are sent to Dell.
3. The case is successfully resolved and the case is closed.
4. The same device triggers another critical alert within 24 hours of resolution of the previous case.
5. A support case is created for the alert, but the collection component is not invoked on the device.

**Resolution:** Select the device in the device inventory page and click **Send System Log**.

**Issue 17**

**Description:** On Groups page, the Cancel and Save buttons are misaligned when the column width of the grid is modified. [3619]

**Resolution:** Refresh the screen.

**Versions affected:** 2.1 or later.

**Issue 18**

**Description:** Auto-update log file is retained in C:\ProgramData\SupportAssist even after uninstalling SupportAssist for OpenManage Essentials. [3610]

**Resolution:** Manually remove the Autoupdate-log-file from C:\ProgramData\SupportAssist.

**Versions affected:** 2.0 or later.

### Issue 19

**Description:** On the System Log Collection Schedule page, the Specify day is missing when you select the Recur every 2 weeks. [3559]

**Resolution:** None.

**Versions affected:** 2.0 or later.

### Issue 20

**Description:** During manual uninstallation, a pop-up is displayed with the message `Log file or Quartz db is locked out by other process`. Hence uninstallation is blocked for a while. [3609]

**Resolution:** Click **Retry** after some time. The uninstallation process resumes.

**Versions affected:** 2.0 or later.

### Issue 21

**Description:** Dell PowerVault MD 38XX series storage arrays are not displayed on the Device Inventory page. [3691]

**Resolution:** To collect data from PowerVault MD 38XX series arrays, start Dell Lasso manually. Add the device in Lasso and start the collection.

**Versions affected:** 2.2 or later.

### Issue 22

**Description:** SupportAssist does not verify the credentials required to connect to the SMTP server. [3685]

**Resolution:** Ensure that the credentials that you entered are correct.

### Issue 23

**Description:** Auto update is unsuccessful after repeated attempts. [3688]

**Resolution:** Download and install the latest version of SupportAssist manually.

**Versions affected:** All.

### Issue 24

**Description:** The Proxy Settings page is grayed out when the password and confirm password do not match. [3693]

**Resolution:** Refresh the page.

**Versions affected:** 2.2 or later.

### Issue 25

**Description:** When the collection from a device is unsuccessful, the error message may not specify the exact issue. [3694]

**Resolution:** None.

**Versions affected:** All.

### Issue 26

**Description:** The Country/Territory field in the SupportAssist registration email displays the country code. [3687]

**Resolution:** None.

**Versions affected:** 2.2 or later.

## Limitations

- Only 100 devices can be added to a device group. [3380]
- SupportAssist is not compliant with the Federal Information Processing Standard (FIPS).
- Users cannot adjust the alert flood level required to automatically enter Maintenance Mode. [363]  
**Versions affected:** All.
- Dell SupportAssist does not allow the primary or secondary contact to opt out of receiving emails individually. [365]  
**Versions affected:** All.
- After upgrading SupportAssist from version 1.0.1 to 1.0.2, 1.1, or 1.1.1 the Case List screen displays Unknown in the Service contract column for all cases. Prior to the upgrade the Service Contract column displayed ProSupport. [455]  
**Versions affected:** All.
- First-time launch of the SupportAssist dashboard takes time. [PHOME-657]  
**Versions affected:** All.
- The address bar in Internet Explorer does not display the SupportAssist icon when SupportAssist is launched using either the desktop-shortcut icon or the Start menu.  
**Version affected:** All.
- If a PowerEdge server is first discovered using the iDRAC IP address, and after some time the same system's operating system IP in OpenManage Essentials, the following is observed in SupportAssist:
  - The iDRAC information is overwritten by the operating system information.
  - iDRAC credentials are deleted.**Versions affected:** All.

- Log collection in DSET fails when Dell PowerEdge servers are in a cluster.
- Any new user created will not have the administrative privileges unless the user has logged in to OpenManage Essentials.
- From Dell PowerEdge FM120 Server, if all the individual nodes are discovered by SupportAssist only one record is uploaded to the SupportAssist Server as part of Device Upload.
- EqualLogic group name is being displayed instead of member name after upgrade to SupportAssist version 2.1 [3626].

## Installation

### Prerequisites

The following are the prerequisites:

- Servers running Dell OpenManage Essentials version 2.2.
- Familiarity with OpenManage Essentials installation, configuration, and operation.

**i** **NOTE:** For more information about installing, configuring, and using OpenManage Essentials, see the latest *Dell OpenManage Essentials User's Guide* and *Dell OpenManage Essentials Release Notes* at <https://www.dell.com/openmanagemanuals>.

### Minimum Requirements

The following are the minimum requirements for installing and using SupportAssist:

- Dell OpenManage Essentials version 2.2.
- Optional: Dell OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge devices.
  - i** **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.
- For SupportAssist functionality to work, SNMP agent must be enabled on all managed PowerEdge servers, EqualLogic, PowerVault, iDRAC, CMC, Dell Networking (previously Force10 and PowerConnect), and PowerEdge VRTX devices.
- All managed PowerEdge, EqualLogic, PowerVault, iDRAC, CMC, Dell Networking (previously Force10 and PowerConnect), PowerEdge VRTX, and PowerEdge FX2 devices configured to send SNMP traps to the OpenManage Essentials server.
- All managed PowerEdge, EqualLogic, PowerVault, iDRAC, CMC, Dell Networking (previously Force10 and PowerConnect), PowerEdge VRTX, and PowerEdge FX2 devices discovered, categorized, and inventoried by the OpenManage Essentials server.
  - i** **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) installed on the OpenManage Essentials server to support PowerVault MD Series arrays.
- Other requirements:
  - Web browser – Internet Explorer 10 or 11 Mozilla Firefox 31 or later; supported only on Windows-based operating systems.
    - i** **NOTE:** Transport Layer Security (TLS) version 1.0 or later must be enabled on the web browser.
  - Microsoft .NET Framework 4.5
  - Microsoft ASP.Net
  - IIS 7.x or 8.x
  - Internet connection – standard GbE network

**Table 1. Minimum recommended hardware configurations**

Hardware	Large deployments	Medium deployments	Small deployments
Number of managed systems	500 to 2000	Up to 500	Up to 100 devices
Processors (1.8 GHz minimum)	10 cores	6 cores	4 cores
Memory (RAM)	10 GB	8 GB	8 GB
Hard drive	30 GB	15 GB	12 GB

- NOTE:** The hardware requirements are cumulative of the requirements for OpenManage Essentials and SupportAssist.
- NOTE:** For large deployments, after all devices are discovered in OpenManage Essentials, the SupportAssist user interface may perform as follows:
- The **Devices** tab may respond with a delay of up to 1 minute
  - The **Cases** tab may respond with a delay of up to 10 seconds
- NOTE:** The SupportAssist user interface may respond in a delayed manner when collections are in progress.
- NOTE:** Periodic collections may require a few hours or days to complete. According to estimates, for every 100 devices, periodic collections require 2.5 hours to complete. For example, in a 1000 device deployment, periodic collections may require approximately 25 hours.
- NOTE:** If SupportAssist is configured to generate the system log collection at regular intervals, additional hard drive space is required. The hard drive space required can be determined as 10 MB x number of devices.
- NOTE:** For information about the SNMP configuration, firewall settings, web services, supported ports and protocols specific to your environment, see the *Dell SupportAssist for Dell OpenManage Essentials User's Guide* at <https://www.dell.com/serviceabilitytools>.
- NOTE:** The recommended screen resolution for optimal viewing of the SupportAssist dashboard is 1280 x 1024 or higher.

## Installation Instructions

To install SupportAssist:

1. In the management server, right-click the SupportAssist installer package, and select **Run as administrator**.
2. On the Welcome to Dell SupportAssist window, read the terms, and click **I Agree**.
3. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**.
4. In the Ready to Install the Program window, click **Install**.
5. In the Installation Wizard Completed window, click **Finish**.

**NOTE:** The following SupportAssist collection components are installed automatically when you complete the steps in the SupportAssist setup Wizard:

- Dell System E-Support Tool (DSET) version 3.7.1
- Dell Lasso version 4.7.3

**NOTE:** For information on getting started with SupportAssist in your environment, see the *Dell SupportAssist Version 2.2 for Dell Open Manage Essentials Quick Start Guide* at <https://www.dell.com/serviceabilitytools>.

## Upgrade

If Dell SupportAssist version 2.0.1 or 2.1 is already installed on the system, you can upgrade to SupportAssist version 2.2.

**NOTE:** Upgrade from SupportAssist versions earlier than 1.2 is not supported. You must uninstall SupportAssist and then install SupportAssist version 2.2.

If the default credentials for Force10 and PowerConnect switches are configured in earlier versions of SupportAssist, after upgrade to SupportAssist version 2.2, only the PowerConnect default credentials are retained as Dell Networking default credentials. The Force10 default credentials are ignored.

SupportAssist upgrade behavior would be as follows when OpenManage Essentials version 2.0 update is available for download:

- If you are using OpenManage Essentials version 1.3.1 and have not yet upgraded to OpenManage Essentials version 2.2, the periodic process in SupportAssist version 1.3.1 will just download the catalog file but do nothing since it cannot upgrade to SupportAssist version 2.0 until OpenManage Essentials version 2.2 is present on the system.
- If you have upgraded to OpenManage Essentials version 2.0 then the periodic process in SupportAssist version 1.3.1 will download and upgrade to SupportAssist version 2.2.

**NOTE:** The auto upgrade feature in SupportAssist version 1.2 and 1.2.1 displays only the update available notification, but does not download and upgrade SupportAssist. Therefore, after the notification is displayed, you must manually upgrade

to OpenManage Essentials version 2.2 and SupportAssist version 2.2. On SupportAssist versions prior to 1.2, the update available notifications are not displayed.

## Inactive SupportAssist account email notification

A SupportAssist account is determined as inactive in the following scenarios:

- SupportAssist is not monitoring any devices.
- No communication exists between the SupportAssist application and the SupportAssist server hosted by Dell.

You will receive an email stating that your SupportAssist account is inactive if:

- You are using SupportAssist for OpenManage Essentials version 1.2.1 or later.
- The duration of inactivity is 30 days or more.

If you need assistance with using the SupportAssist application, you may send an email to **SupportAssist@Dell.com**.

You can also refer to the *SupportAssist User's Guide and Quick Start Guide* at <https://www.dell.com/serviceabilitytools> to get started with SupportAssist.

## Uninstallation

To uninstall Dell SupportAssist:

1. On the OpenManage Essentials 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**.
6. Click **Remove**.  
The **Uninstalling SupportAssist** window is displayed.
7. Click **Finish**.

SupportAssist and the associated collection components are now uninstalled from the management server running OpenManage Essentials.

## 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. Visit <https://www.dell.com/support>.
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

## For information about documentation support:

1. Go to <https://www.dell.com/manuals>.
2. In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click **Continue**.

3. In the Select your product type section, click **Software, Monitors, Electronics & Peripherals**.
4. In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click **Software**.
5. In the Choose your Dell Software section, click the required link from the following:
  - Client System Management
  - Enterprise System Management
  - Remote Enterprise
  - System Management
  - Serviceability Tools
6. To view the document, click the required product version.

 **NOTE:** You can also directly access the documents using the following links:

- For Client System Management documents — <https://www.dell.com/omconnectionsclient>.
- For Enterprise System Management documents — <https://www.dell.com/openmanagemanuals>.
- For Remote Enterprise System Management documents — <https://www.dell.com/esmanuals>.
- For Serviceability Tools documents — <https://www.dell.com/serviceabilitytools>.

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