


SupportAssist Version 2.2 for Dell OpenManage Essentials 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 supported by Dell SupportAssist Version 2.2 for Dell OpenManage Essentials. It also includes the software, hardware, and network requirements for SupportAssist.

Topics:

- [Supported Devices](#)
- [Minimum hardware requirements](#)
- [Software requirements](#)
- [Network requirements](#)
- [Other documents and resources](#)

Supported Devices

Supported Dell PowerEdge servers

Table 1. 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

Table 1. PowerEdge servers

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	T300	Yes	Yes	Yes	Yes
	T605	Yes	Yes	Yes	Yes
11th	M610	Yes	Yes	Yes	Yes
	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

Table 1. PowerEdge servers

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	R620	Yes	Yes	Yes	Yes
	R720	Yes	Yes	Yes	Yes
	R720xd	Yes	Yes	Yes	Yes
	R820	Yes	Yes	Yes	Yes
	R920	Yes	Yes	Yes	Yes
	T320	Yes	Yes	Yes	Yes
	T420	Yes	Yes	Yes	Yes
	T620	Yes	Yes	Yes	Yes
	FM120	Yes	Yes	—	—
13th	R230	Yes	Yes	Yes	Yes
	R330	Yes	Yes	Yes	Yes
	R430	Yes	Yes	Yes	Yes
	R530	Yes	Yes	Yes	Yes
	R530xd	Yes	Yes	Yes	Yes
	R630	Yes	Yes	Yes	Yes
	R730	Yes	Yes	Yes	Yes
	R730xd	Yes	Yes	Yes	Yes
	R830	Yes	Yes	Yes	Yes
	R930	Yes	Yes	Yes	Yes
	M630	Yes	Yes	Yes	Yes
	M830	Yes	Yes	—	—
	T130	Yes	Yes	Yes	Yes
	T330	Yes	Yes	Yes	Yes
	T430	Yes	Yes	Yes	Yes
	T630	Yes	Yes	Yes	Yes
	FC430	Yes	Yes	—	—
	FC630	Yes	Yes	Yes	Yes
	FC830	Yes	Yes	Yes	Yes
	XC430 *	Yes	Yes	Yes	Yes
	XC630 *	Yes	Yes	Yes	Yes
	XC630-10 *	Yes	Yes	Yes	Yes
	XC720xd *	Yes	Yes	Yes	Yes
XC730 *	Yes	Yes	Yes	Yes	
XC730xd *	Yes	Yes	Yes	Yes	
C Series	C4130	Yes	Yes	—	—
	C6320 **	Yes	Yes	Yes	Yes

* SupportAssist monitors this device only if it is discovered in OpenManage Essentials with the iDRAC IP address (out-of-band).

** SupportAssist monitors this device only if it is discovered in OpenManage Essentials with the operating system IP address (in-band).

i **NOTE:** ProSupport Plus Recommendation Reports will be available for managed nodes discovered either in-band or out-of-band.

i **NOTE:** SupportAssist can also monitor Dell OEM-ready 12th and 13th generation servers.

i **NOTE:** Predictive case creation is only supported for hard-drives, backplanes, and expanders of Dell's 12th and 13th generation of PowerEdge servers that have PowerEdge RAID Controller (PERC) Series 5 to 9.

Supported Integrated Dell Remote Access Controllers (iDRAC)

Table 2. iDRAC

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Report	ProSupport Plus Recommendation Reports
iDRAC7	Yes	Yes	Yes	Yes
iDRAC8	Yes	Yes	Yes	Yes

Supported Dell chassis

Table 3. Chassis

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
PowerEdge M1000e	Yes	Yes	No	No
PowerEdge VRTX	Yes	Yes	No	No
PowerEdge FX2	Yes	Yes	Yes	Yes

Supported Dell Storage (previously EqualLogic) devices

i **NOTE:** SupportAssist does not create a support case if only a single hard-drive failure occurs on EqualLogic storage devices.

Table 4. Storage devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
EqualLogic PS arrays with attached Fluid File System (FluidFS)	Yes	Yes	Yes	Yes
PS4100E	Yes	Yes	Yes	Yes
PS4100XV 3.5	Yes	Yes	Yes	Yes
PS4110E	Yes	Yes	Yes	Yes
PS4110 XV 3.5	Yes	Yes	Yes	Yes
PS6100E	Yes	Yes	Yes	Yes
PS6100S	Yes	Yes	Yes	Yes

Table 4. Storage devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
PS6100X	Yes	Yes	Yes	Yes
PS6100XS	Yes	Yes	Yes	Yes
PS6100XV	Yes	Yes	Yes	Yes
PS6100XV 3.5	Yes	Yes	Yes	Yes
PS6110E	Yes	Yes	Yes	Yes
PS6110S	Yes	Yes	Yes	Yes
PS6110X	Yes	Yes	Yes	Yes
PS6110XS	Yes	Yes	Yes	Yes
PS6110XV	Yes	Yes	Yes	Yes
PS6110XV 3.5	Yes	Yes	Yes	Yes
PS6500E	Yes	Yes	Yes	Yes
PS6500ES	Yes	Yes	Yes	Yes
PS6500X	Yes	Yes	Yes	Yes
PS6510E	Yes	Yes	Yes	Yes
PS6510ES	Yes	Yes	Yes	Yes
PS6510X	Yes	Yes	Yes	Yes
PSM 4110E Blade Array	Yes	Yes	Yes	Yes
PSM 4110X Blade Array	Yes	Yes	Yes	Yes
PSM 4110XV Blade Array	Yes	Yes	Yes	Yes
PSM 4110XS Blade Array	Yes	Yes	Yes	Yes
PS4000E	Yes	Yes	Yes	Yes
PS4000X	Yes	Yes	Yes	Yes
PS4000XV	Yes	Yes	Yes	Yes
PS4210E	Yes	Yes	—	—
PS4210X	Yes	Yes	—	—
PS4210XV	Yes	Yes	—	—
PS4210XV 3.5"	Yes	Yes	—	—
PS4210XS	Yes	Yes	—	—
PS5500E	Yes	Yes	Yes	Yes
PS6000E	Yes	Yes	Yes	Yes
PS6000X	Yes	Yes	Yes	Yes
PS6000S	Yes	Yes	Yes	Yes
PS6000XV	Yes	Yes	Yes	Yes
PS6000XVS	Yes	Yes	Yes	Yes
PS6010E	Yes	Yes	Yes	Yes

Table 4. Storage devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
PS6010X	Yes	Yes	Yes	Yes
PS6010S	Yes	Yes	Yes	Yes
PS6010XV	Yes	Yes	Yes	Yes
PS6010XVS	Yes	Yes	Yes	Yes
PS6210	Yes	Yes	Yes	Yes
PS6610E	Yes	Yes	Yes	Yes
PS6610X	Yes	Yes	Yes	Yes
PS6610ES	Yes	Yes	Yes	Yes

Supported Dell Storage (previously PowerVault) devices

Table 5. Storage devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
MD1000	Yes	No	Yes	Yes
MD1120	Yes	No	Yes	Yes
MD3200	Yes	Yes	Yes	No
MD3200i	Yes	Yes	Yes	No
MD3220	Yes	Yes	Yes	No
MD3220i	Yes	Yes	Yes	No
MD3260	Yes	Yes	Yes	No
MD3260i	Yes	Yes	Yes	No
MD3600i	Yes	Yes	Yes	No
MD3600f	Yes	Yes	Yes	No
MD3620f	Yes	Yes	Yes	No
MD3620i	Yes	Yes	Yes	No
MD3660i	Yes	Yes	Yes	No
MD3660f	Yes	Yes	Yes	No
MD3800f	Yes	Yes	—	—
MD3800i	Yes	Yes	—	—
MD3820f	Yes	Yes	—	—
MD3820i	Yes	Yes	—	—
MD3860f	Yes	Yes	—	—
MD3860i	Yes	Yes	—	—
NX200	Yes	Yes	Yes	Yes
NX300	Yes	Yes	Yes	Yes
NX400	Yes	Yes	Yes	Yes

Table 5. Storage devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
NX3000	Yes	Yes	Yes	Yes
NX3000 HA Cluster	Yes	Yes	Yes	Yes
NX3100	Yes	Yes	Yes	Yes
NX3200	Yes	Yes	Yes	Yes

Supported Dell Storage Sled devices

Table 6. Storage devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
FD332	Yes	Yes	—	—

Supported Dell Networking (previously PowerConnect) devices

Table 7. Networking devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
M8024	Yes	Yes	Yes	No
M8024-k	Yes	Yes	Yes	No
M8428-k	Yes	Yes	Yes	No
M6348	Yes	Yes	Yes	No
M6220	Yes	Yes	Yes	No
5524	Yes	Yes	Yes	No
5548	Yes	Yes	Yes	No
5548P	Yes	Yes	Yes	No
6224	Yes	Yes	Yes	No
6224P	Yes	Yes	Yes	No
6224F	Yes	Yes	Yes	No
6248	Yes	Yes	Yes	No
6248P	Yes	Yes	Yes	No
7024	Yes	Yes	Yes	No
7024P	Yes	Yes	Yes	No
7024F	Yes	Yes	Yes	No
7048	Yes	Yes	Yes	No
7048P	Yes	Yes	Yes	No
7048R	Yes	Yes	Yes	No
B-8000	Yes	Yes	Yes	No

Table 7. Networking devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
8024	Yes	Yes	Yes	No
8024F	Yes	Yes	Yes	No
N2024	Yes	Yes	Yes	No
N2024P	Yes	Yes	Yes	No
N2048	Yes	Yes	Yes	No
N2048P	Yes	Yes	Yes	No
N3024	Yes	Yes	Yes	No
N3024P	Yes	Yes	Yes	No
N3024F	Yes	Yes	Yes	No
N3048	Yes	Yes	Yes	No
N3048P	Yes	Yes	Yes	No
N4032	Yes	Yes	Yes	No
N4032F	Yes	Yes	Yes	No
N4064	Yes	Yes	Yes	No
N4064F	Yes	Yes	Yes	No

Supported Dell Networking (previously Force10) devices

Table 8. Networking devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
C150	Yes	Yes	Yes	Yes
C7004	Yes	Yes	Yes	Yes
C7008	Yes	Yes	Yes	Yes
C300	Yes	Yes	Yes	Yes
E300	Yes	Yes	Yes	Yes
E600i	Yes	Yes	Yes	Yes
E1200i	Yes	Yes	Yes	Yes
MXL 10/40 GbE	Yes	Yes	Yes	Yes
S4810	Yes	Yes	Yes	Yes
S25P	Yes	Yes	Yes	Yes
S50	Yes	Yes	Yes	Yes
S55	Yes	Yes	Yes	Yes
S60	Yes	Yes	Yes	Yes
S4810	Yes	Yes	Yes	Yes
S4820T	Yes	Yes	Yes	Yes
S5000	Yes	Yes	Yes	Yes

Table 8. Networking devices

Model	Monitoring and case creation	Automatic data collection	ProSupport Plus Configuration Reports	ProSupport Plus Recommendation Reports
S6000	Yes	Yes	Yes	Yes
S3048	Yes	Yes	—	—
S6100	Yes	Yes	—	—
Z9000	Yes	Yes	Yes	Yes
Z9100	Yes	Yes	—	—
Z9500	Yes	Yes	Yes	Yes
C9010	Yes	Yes	—	—

Minimum hardware requirements

The following are the minimum recommended hardware configurations:

Table 9. Minimum hardware requirements

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 collect the system logs at regular intervals, additional hard-drive space is required. The hard-drive space required can be determined as 10 MB x number of managed devices.

Software requirements

The following are the required software configurations:

- Dell OpenManage Essentials version 2.2.
- Optional: Dell OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge servers.
 - 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 or later servers if you discover the server using the iDRAC IP address.

- SNMP agent must be enabled on all managed PowerEdge servers, Storage (previously EqualLogic and PowerVault), iDRAC, CMC, Networking (previously Force10 and PowerConnect), and PowerEdge VRTX devices for OpenManage Essentials discovery.
- All managed PowerEdge servers, Storage (previously EqualLogic and PowerVault), iDRAC, CMC, Networking (previously Force10 and PowerConnect), PowerEdge VRTX, and PowerEdge FX2 devices must be configured to send SNMP traps to the OpenManage Essentials server.
- All managed PowerEdge servers, Storage (previously EqualLogic and PowerVault), iDRAC, CMC, Networking (previously Force10 and PowerConnect), PowerEdge VRTX, and PowerEdge FX2 devices must be discovered, categorized, and inventoried by the OpenManage Essentials server.

NOTE: For monitoring Dell Storage (previously 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) must be installed on the OpenManage Essentials server to support Storage (previously PowerVault MD Series arrays).
- A trust relationship must exist between the domains of the management server and the managed nodes.
- Microsoft .Net Framework 4.5
- Microsoft ASP.Net
- IIS 7.x or 8.x
- Web browser – Internet Explorer 10 or 11; Mozilla Firefox 31 or later; supported only on Windows-based operating systems.

Supported Dell collection components

The following collection tools are installed automatically in the background after the installation of SupportAssist:

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

Supported operating systems for management stations

- Microsoft Windows Server 2012 R2 Standard and Datacenter Edition
- Microsoft Windows Server 2012 Standard and Datacenter Editions
- Windows Server 2008 R2 SP1 Standard and Enterprise Editions
- Windows Server 2008 SP2 (x64) Standard and Enterprise Editions

NOTE: SupportAssist is also supported on Windows Server 2008 R2 SP1, Windows Server 2012, and Windows Server 2012 R2 domain controller.

Supported operating systems for managed nodes

Windows

- Windows Server 2012 R2 Standard Edition
- Windows Server 2012 Essentials, Standard, and Datacenter Editions
- Windows Small Business Server 2011 Premium Edition
- Windows Server 2008 R2 SP1 Standard, Enterprise, and Foundation Editions
- Windows Server 2008 R2 Standard, Enterprise, and Foundation Editions
- Windows Server 2008 SP2 Standard, Enterprise, and Foundation (x64) Editions
- Windows Server 2008 SP2 Standard, Enterprise, and Foundation (x86) Editions
- Windows Server 2008 SP1 Standard and Enterprise (x64) Editions
- Windows Server 2008 SP1 Standard and Enterprise (x86) Editions
- Windows Server 2003 R2 SP2 Standard and Enterprise (x64) Editions
- Windows Server 2003 R2 SP2 Standard and Enterprise (x86) Editions

Linux

- SUSE Linux Enterprise Server 11 SP2 (x86_64)
- SUSE Linux Enterprise Server 11 SP3 (x86_64)
- SUSE Linux Enterprise Server 10 SP4 (x86_64)
- Red Hat Enterprise Virtualization Manager 6.4
- Red Hat Enterprise Linux 7.0

- Red Hat Enterprise Linux 6.5
- Red Hat Enterprise Linux 6.4
- Red Hat Enterprise Linux 6.3
- Red Hat Enterprise Linux 6.2
- Red Hat Enterprise Linux 6.1 (x64)
- Red Hat Enterprise Linux 6.0 (x64)
- Red Hat Enterprise Linux 5.9
- Red Hat Enterprise Linux 5.8
- Red Hat Enterprise Linux 5 Update 7 (x86)
- Red Hat Enterprise Linux 5 Update 6 (x86_x64)
- Red Hat Enterprise Linux 5 Update 5 (x86_x64)
- Red Hat Enterprise Linux 4 Update 7 (x86)

Virtualization

- VMware vSphere ESXi 5.5 Update 1
- VMware vSphere ESXi 5.5
- VMware vSphere ESXi 5.1 Update 1
- VMware vSphere ESXi 5.1
- VMware vSphere ESXi 5.0 Update 2
- VMware vSphere ESXi 5.0 Update 1
- VMware vSphere ESXi 5.0
- VMware vSphere ESXi 4.1
- VMware vSphere ESX 4.1 Update 1
- VMware vSphere ESX 4.1 Update 2
- VMware vSphere ESX 4.1 Update 3
- VMware vSphere ESX 4.0
- VMware vSphere ESX 4.0 Update 3

Network requirements

The following are the network requirements:

- Internet connection – standard Gbe network.
- The OpenManage Essentials management server on which the Dell SupportAssist client is installed must be able to communicate with the Dell SupportAssist server hosted by Dell over the HTTPS protocol.
- The OpenManage Essentials management server on which the Dell SupportAssist client is installed must be able to connect to the following destinations:
 - <https://apidp.dell.com/support/case/v2/WebCase> and <https://api.dell.com/support/case/v2/WebCase?wsdl> — end point for the SupportAssist server.
 - <https://ddldropbox.us.dell.com/upload.ashx/> — the file upload server where the diagnostic test results are uploaded.
 - <https://ftp.dell.com/> — for SupportAssist update information.

The following table lists the ports that must be open on the management server and the managed nodes

Table 10. Network requirements



System	Port	Usage
Management server	2607	Console launch  NOTE: The default port for console launch is 2607. If you selected a custom port for console launch, make sure that the port you selected is open.
	162	Event reception through SNMP
	443	Secure Socket Layer (SSL) communication and SupportAssist update information
	9399	Hosting the Windows Communication Foundation (WCF) service
	25	SMTP communication
Managed nodes	161	Sending and receiving SNMP requests

Table 10. Network requirements (continued)

System	Port	Usage
	1311	Dell OpenManage Server Administrator (OMSA) communication

 **NOTE:** For information about the other dependent ports, see the “Supported Protocols and Ports” section in the *Dell OpenManage Essentials User’s Guide* at [Dell.com/OpenManageManuals](https://www.dell.com/openmanagemanuals).

Other documents and resources

You can also access the following technical white papers:

- *Monitoring iDRAC7 Using Dell SupportAssist*
- *Monitoring Dell Force10 Ethernet Switches Using Dell SupportAssist*
- *Monitoring Dell PowerConnect Ethernet Switches Using Dell SupportAssist*
- *Monitoring Dell PowerVault MD Series Storage Arrays Using Dell SupportAssist*
- *Monitoring Dell EqualLogic Storage Arrays Using Dell SupportAssist*
- *Dell SupportAssist – Proactive Support For EqualLogic Storage Hosting a Fluid File System*

To view the white papers:

1. Go to [Dell.com/ServiceabilityTools](https://www.dell.com/serviceabilitytools).
2. Under **General Support**, click the link to the latest version of SupportAssist.
3. In the **Product Support** page, click **Manuals**.