


SupportAssist Version 2.1 for Dell OpenManage Essentials

User's 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.

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

Chapter 1: Overview.....	6
Key features.....	6
SupportAssist capabilities available with Dell service contracts.....	7
Case data handling.....	8
Event handling.....	8
Data collected by SupportAssist.....	8
What is new in this release.....	9
Chapter 2: Installing, upgrading, and uninstalling SupportAssist.....	10
Prerequisites.....	10
Minimum requirements.....	10
Software requirements.....	10
Hardware requirements.....	11
Network requirements.....	11
Installing SupportAssist.....	12
Installing SupportAssist using the SupportAssist installation package.....	12
Installing SupportAssist using the OpenManage Essentials installation package.....	12
Setting up SupportAssist.....	13
Upgrading SupportAssist.....	15
Upgrading SupportAssist using the SupportAssist installation package.....	15
Upgrading SupportAssist using the OpenManage Essentials installer package.....	15
Setting up SupportAssist after an upgrade.....	16
Uninstalling SupportAssist.....	16
Chapter 3: Using Dell SupportAssist.....	17
Starting SupportAssist.....	17
Getting started with SupportAssist.....	18
Configuring the default device type credentials.....	18
Configuring the local SMTP e-mail server settings.....	19
Verification of device status.....	20
Connectivity test.....	21
Viewing the connectivity test status.....	21
Performing the connectivity test.....	21
Editing device credentials.....	21
Resetting the device-specific credentials to the default device type credentials.....	22
Overwriting the device-specific credentials with the default device type credentials.....	23
Filtering the system log collection.....	24
Sending the system logs manually.....	24
Enabling or disabling the automatic collection of system logs.....	25
Enabling or disabling the scheduling of system log collection.....	25
Scheduling the periodic collection of system logs.....	26
Default system log collection schedule.....	27
Disabling the scheduling of system log collection for a specific device type.....	27
Viewing the case list.....	28

Viewing the device inventory.....	28
Filtering the displayed data.....	29
Filtering options.....	29
Removing filters from the displayed data.....	29
Sorting the displayed data.....	29
Device grouping.....	29
Viewing device groups.....	30
Creating a device group.....	30
Managing devices in a device group.....	30
Managing the credentials of a device group.....	31
Viewing and updating the contact information of a device group.....	32
Editing device group details.....	32
Deleting a device group.....	33
Device credentials used by SupportAssist.....	33
Configuring the system credentials.....	33
Auto update.....	34
Enabling auto update.....	34
Configuring proxy server settings.....	35
Confirming connectivity through the proxy server.....	35
Configuring e-mail notification settings.....	35
Setting SupportAssist to maintenance mode.....	36
Support for Dell OEM servers.....	36
Viewing and updating the contact information.....	37
Accessing and viewing the logs.....	37
Accessing and viewing the system log collection.....	38
Viewing SupportAssist product information.....	38
Viewing support information.....	38
Accessing the context-sensitive help.....	39
Chapter 4: Troubleshooting.....	40
Installing SupportAssist.....	40
Registration problem.....	40
Ensuring successful communication between the SupportAssist application and the SupportAssist server.....	40
Verifying the server certificate.....	41
Verifying the installation of the collection components.....	41
Launching SupportAssist.....	41
Services.....	42
Collection error.....	42
Collection upload error.....	43
Security.....	43
Troubleshooting SSL connection failure.....	43
Exporting the root certificate.....	43
Installing the root certificate.....	44
Service contract.....	45
Service contract warning.....	45
Service contract type is unknown.....	45
Service Tag warnings.....	45
Chapter 5: Dell SupportAssist user interface.....	46

Case List.....	47
Device Inventory.....	48
Device Groups.....	49
Manage Devices.....	49
Manage Credentials.....	50
Manage Contacts.....	51
Edit/Delete Group.....	52
Settings.....	52
System Logs.....	52
Proxy Settings.....	54
Preferences.....	55
Contact Information.....	56
System Credentials.....	56
SMTP Settings.....	57
Connectivity Test.....	57
Setup Wizard.....	58
Welcome.....	58
Proxy Settings.....	58
Registration.....	59
System Credentials.....	59
Summary.....	60
Chapter 6: Related documents and resources.....	61
Accessing support content from the Dell EMC support site.....	61
Contacting Dell.....	62
Chapter 7: Error code appendix.....	63

Overview

Dell SupportAssist for OpenManage Essentials is a service capability that collects information about your Dell system 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 to design and market the products and services features you use most.

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

- Dell's 9th to 13th generation of PowerEdge 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 storage arrays
- Dell Networking switches (formerly Force10 and PowerConnect)
- Dell PowerEdge M1000e Blade Enclosure
- Dell PowerEdge VRTX
- Dell PowerEdge FX2
- ⓘ **NOTE:** For a complete list of supported operating systems and device models, see the *Dell SupportAssist for OpenManage Essentials Version 2.2 Support Matrix* at <https://www.dell.com/serviceabilitytools>.
- ⓘ **NOTE:** SupportAssist does not support Dell Compellent devices, Dell PowerEdge M I/O Aggregator, Dell PowerVault NAS, Dell EqualLogic FluidFS NAS, PowerVault MD Series FluidFS NAS, Dell Compellent FluidFS NAS, Dell DR4000, Dell PowerVault RD1000, and Brocade switches.
- ⓘ **NOTE:** SupportAssist provides limited support for PowerConnect stacked configurations. When a single switch in the stack is identified with an issue, the Service Tag of the master switch is displayed to have an issue. Exact switch details are not provided.
- ⓘ **NOTE:** Equipping your server running OpenManage Essentials with SupportAssist is voluntary, and results in improved support, products, and services designed to meet your needs.
- ⓘ **NOTE:** SupportAssist supports up to 2000 devices.

Topics:

- [Key features](#)
- [SupportAssist capabilities available with Dell service contracts](#)
- [Case data handling](#)
- [Event handling](#)
- [Data collected by SupportAssist](#)
- [What is new in this release](#)

Key features

The key features of SupportAssist include:

- **Monitoring** — Monitors your hardware and accelerates identification of issues with e-mail alerts from Dell at the time of hardware failure.
- **Automatic support case creation** — When a critical alert is received from your hardware by OpenManage Essentials, the alert information is sent to Dell and a Service Request is automatically created. A Dell Technical Support agent contacts you about the alert and helps you resolve the issue.

NOTE: Support cases opened before SupportAssist installation and support cases opened by contacting Dell Technical Support, do not appear in SupportAssist.

- Automated log and configuration collection — Information required for troubleshooting the issue is automatically collected and sent to Dell.
- Proactive parts dispatch — Based on examination of the troubleshooting data, if the Dell Technical Support agent determines that a part needs to be replaced in your environment, a replacement part is dispatched to you with your consent.

NOTE: SupportAssist also enables reporting for devices with a Dell ProSupport Plus service contract. ProSupport Plus reporting provides insight into the as-maintained environment configuration with proactive firmware recommendations and other reports.

SupportAssist capabilities available with Dell service contracts

The primary benefits of SupportAssist are available only for devices that have an active Dell ProSupport or Dell ProSupport Plus service contract. SupportAssist also detects potential hardware issues in devices that have a Dell Basic Hardware service contract. However, a support case is not created automatically for devices with a Basic Hardware service contract.

The following table provides a comparison of the SupportAssist capabilities supported with the Basic Hardware, ProSupport, and ProSupport Plus service contracts.

Table 1. SupportAssist capabilities

SupportAssist capability	Description	Dell service contract type		
		Basic Hardware	ProSupport	ProSupport Plus
Proactive detection of hardware failures	SupportAssist receives alerts for hardware events that occur in monitored devices and proactively determines if the alerts indicate a hardware failure.	✓	✓	✓
Predictive detection of hardware failures*	Intelligent analysis of data collected from a monitored device is used to predict hardware failures that may occur in future.	✗	✗	✓
Automated data collection	Data required for troubleshooting a hardware failure is automatically collected from the monitored device and sent securely to Dell.	✓	✓	✓
Automated support case creation	When a hardware failure is detected either proactively or predictively, a Service Request is automatically created with Dell Technical Support.	✗	✓	✓
Automated email notification	An email notification about the support case or issue is automatically sent to your company's primary and secondary SupportAssist contacts.	✗	✓	✓
Proactive response from Dell Technical Support	A Dell Technical Support agent contacts you proactively about the support case and helps you resolve the issue.	✗	✓	✓
Proactive parts dispatch	Based on examination of the collected system information, if the Dell Technical Support agent determines that a part needs to be replaced to resolve the issue, a replacement part is dispatched to you with your consent.	✗	✓	✓
ProSupport Plus reporting	Data collected periodically by SupportAssist enables Dell to provide you an insight into your company's as-maintained environment	✗	✗	✓

Table 1. SupportAssist capabilities (continued)

SupportAssist capability	Description	Dell service contract type		
		Basic Hardware	ProSupport	ProSupport Plus
	configuration with proactive firmware recommendations and other reports.			

* Predictive detection of hardware failures is applicable only for the hard drives, backplanes, and expanders of Dell’s 12th and 13th generation of PowerEdge server that have PowerEdge RAID Controller (PERC) Series 5 to 9. Predictive detection of hardware failures is possible only when SupportAssist is configured to periodically collect and send system information from monitored devices to Dell.

Case data handling

For increased performance, SupportAssist case data is cached prior to display in the dashboard, and is not displayed in real time. When started, SupportAssist queries Dell once every 15 minutes for all cases to determine if it needs to update the case status.

Event handling

SupportAssist intelligently handles event storm conditions, allowing up to nine separate alerts from your OpenManage Essentials-managed environment in a 60-minute time span. However, if it receives 10 or more separate alerts it automatically enters maintenance mode. For information on maintenance mode, see [Preferences](#) and [Setting SupportAssist to maintenance mode](#).

Maintenance mode suspends any further processing of alerts, enabling you to make infrastructure changes without generating unnecessary alerts. After 30 minutes in maintenance mode, SupportAssist automatically exits maintenance mode and resumes normal alert processing.

Data collected by SupportAssist

NOTE: By default, SupportAssist collects data from all supported devices in an environment, irrespective of the service contract type of the devices, and uploads the data to Dell. The collection of data is staggered, and the data is collected from 5 to 10 devices at a time. For information about the default frequency of data collection, see [Default system log collection schedule](#).

SupportAssist continually monitors the configuration data and usage information of OpenManage Essentials-managed Dell hardware and software. While Dell does not anticipate accessing or collecting personal information, such as your personal files, web-browsing history, or cookies, in connection with this program, any personal data inadvertently collected or viewed will be treated in accordance with the Dell Privacy Policy available for review at Dell.com/privacy.

The information encrypted in the data log sent to Dell includes the following categories of data:


- **Hardware and software inventory** — Installed devices, processor(s), memory, network devices, usage, and Service Tag.
- **Software configuration for servers** — Operating system and installed applications.
- **Network identity information** – Computer name, domain name, and IP address.
- **Event data** — Windows event logs, core dump, and debug logs.

For more information about the collected troubleshooting information, see [Accessing and viewing the system log collection](#).

NOTE: If the security policy of the company restricts sending some of the collected data outside of the company network, you can configure SupportAssist to filter the collected data before sending it to Dell. For more information, see [Filtering the system log collection](#).

NOTE: For more information about the data collected by SupportAssist and how the collected data is used by Dell, see the *Dell SupportAssist: Security Considerations* technical document at Dell.com/SupportAssistGroup.

What is new in this release

- Ability to opt in or opt out from receiving the Dell ProSupport Plus server recommendation report through email.
 - Additional device support.
-  **NOTE:** For a complete list of supported device models, see the *Dell SupportAssist for OpenManage Essentials Version 2.2 Support Matrix* at <https://www.dell.com/serviceabilitytools>.

Installing, upgrading, and uninstalling SupportAssist

The following sections provide information about installing, upgrading, and uninstalling SupportAssist.

Topics:

- [Prerequisites](#)
- [Minimum requirements](#)
- [Installing SupportAssist](#)
- [Upgrading SupportAssist](#)
- [Uninstalling SupportAssist](#)

Prerequisites

The following are the prerequisites:

- Dell OpenManage Essentials version 2.2 or earlier should be installed in your device.
- Dell PowerEdge servers running Dell OpenManage Essentials version 2.2
- Familiarity with OpenManage Essentials installation, configuration, and operation

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

Minimum requirements

This section provides the minimum requirements for SupportAssist to provide proactive support for Dell devices.

i **NOTE:** For information about SNMP configuration, firewall settings, web services, supported ports and protocols specific to your environment, see the *Dell SupportAssist Version 2.2 Quick Start Guide* and the *Dell OpenManage Essentials User's Guide* at <https://www.dell.com/openmanagemanuals>.

Related references

[Software requirements](#) on page 10

[Hardware requirements](#) on page 11

[Network requirements](#) on page 11

Software requirements

The following are the minimum required software configurations:

- Dell OpenManage Essentials version 2.2.
- Optional: Dell OpenManage Server Administrator (OMSA) installed and operational on all managed PowerEdge servers.
 - 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 or later servers if you discover the server using the iDRAC IP address.
- SNMP agent must be enabled on all managed PowerEdge servers, EqualLogic, PowerVault, iDRAC, CMC, Networking (previously Force10 and PowerConnect), PowerEdge VRTX, and PowerEdge FX2 devices for OpenManage Essentials discovery.

- All managed PowerEdge, EqualLogic, 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, EqualLogic, 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 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 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 9, 10, or 11; Mozilla Firefox 22 or 23; supported only on Windows-based operating systems.

Hardware requirements

Network requirements

The following are the minimum network requirements:

- Internet connection – standard Gbe network.
- The management server on which SupportAssist is installed must be able to communicate with the SupportAssist server hosted by Dell over the HTTPS protocol.
- The management server on which the SupportAssist is installed must be able to connect to the following destinations:
 - <https://apidp.dell.com/support/case/v2/WebCase?wsdl> 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 new SupportAssist release information.
- **NOTE:** To verify if the destinations are reachable, follow the instructions in [Ensuring successful communication between the SupportAssist application and the SupportAssist server](#).

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

Table 2. Port details

Device	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
	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 <https://www.dell.com/openmanagemanuals>.

Installing SupportAssist

You can install SupportAssist by downloading one of the following installation packages:

- Dell SupportAssist version 2.2 available at Dell.com/SupportAssistGroup.
- Dell OpenManage Essentials version 2.2 available at DellTechCenter.com/OME.

By installing SupportAssist, you agree to the **Dell End User License Agreement — Type A**, available for review at Dell.com/softwarelicenseagreement; and the Dell Privacy Policy available for review at Dell.com/privacy. The use of SupportAssist is also subject to the terms of the Service Agreement and Terms and Conditions of Sale.

Installing SupportAssist using the SupportAssist installation package

To install:

NOTE: Before you begin, make sure that:

- The system is able to connect to the Internet.
- You have Administrator privileges on the system.
- Port 443 is open on the firewall to access <https://ftp.dell.com>, <https://ddldropbox.us.dell.com/upload.ashx/>, and <https://apidp.dell.com/support/case/v2/WebCase>.

1. On the management server, right-click the SupportAssist installer package, and select **Run as administrator**.

NOTE: Microsoft User Access Control (UAC) requires that the installation is performed with elevated privileges that are obtained only through the **Run as administrator** option. If you are logged on to the management server as an Administrator, double-click the installer package to install SupportAssist. However, ensure that you click **Run** on the **Open File - Security Warning** dialog box to proceed.

The **Preparing to Install** window is displayed briefly, and then the **Welcome to Dell SupportAssist** window is displayed.

2. Read the terms, and click **I Agree**.

The **License Agreement** window is displayed.

3. Read the software license agreement, select **I accept the terms in the license agreement**, and then click **Next**. The **Ready to Install the Program** window is displayed.

4. Click **Install**.

The **Installing SupportAssist** window is displayed briefly, and then the **Installation Wizard Completed** window is displayed.

5. Click **Finish**.

The **SupportAssist Setup Wizard** is displayed in a new browser window.

NOTE: You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

Installing SupportAssist using the OpenManage Essentials installation package

To install:

NOTE: Before you begin, make sure that:

- The system is able to connect to the Internet.
- You have Administrator rights on the system.
- Port 443 is open on the firewall to access <https://ftp.dell.com>, <https://ddldropbox.us.dell.com/upload.ashx/>, and <https://apidp.dell.com/support/case/v2/WebCase>.

NOTE: If the installation of SupportAssist is unsuccessful, you can retry the installation at a later time.

To retry the installation, right-click the `DellSupportAssistSetup.exe` file available at `C:\Program Files\Dell\SysMgt\Essentials\SupportAssistSetup` or the OpenManage Essentials custom installation folder, and select **Run as administrator**.

1. Extract the OpenManage Essentials installation package to a folder on the system.
2. In the folder where you extracted the installation package, double-click the `Autorun.exe` file. The **Dell OpenManage Install** window is displayed.
3. If OpenManage Essentials version 2.2 is not installed on the system, make sure that **Dell OpenManage Essentials** is selected.
4. Select **Dell SupportAssist**, and then click **Install**.
If you selected **Dell OpenManage Essentials** and **Dell SupportAssist**, installation of OpenManage Essentials is completed and then SupportAssist is installed. The system prerequisites for installing SupportAssist are verified. If the system prerequisites are met, the **Welcome to Dell SupportAssist Installer** window is displayed.
5. Click **Next**.
The **License Agreement** window is displayed.
6. Read the terms in the communication requirements and click **I Agree**.
NOTE: SupportAssist installation requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, administrator credentials of the devices to be monitored, and so on. SupportAssist installation cannot proceed unless you allow Dell to save your PII.
7. Read the software license agreement, click **I Agree**, and then click **Next**.
If the system connects to the Internet through a proxy server, the **Proxy Settings** window is displayed. Else, the **Installing SupportAssist** window is displayed briefly, and then the **Installation Completed** window is displayed.
8. If the **Proxy Settings** window is displayed, provide the following:
 - a. In the **Server Address** field, type the proxy server address or name.
 - b. In the **Port** field, type the proxy port number.
NOTE: If the proxy server credentials are not provided, SupportAssist connects to the proxy server as an anonymous user.
 - c. If the proxy server requires authentication, select **Proxy requires authentication**, and then provide the following information in the corresponding fields:
 - **Username** — The user name must contain one or more printable characters, and must not exceed 104 characters.
 - **Password** — The password must contain one or more printable characters, and must not exceed 127 characters.
 - **Confirm Password** — Re-enter the password. The password must match with the one provided in the **Password** field.
 - d. Click **Install**.
The proxy settings are validated. If the validation is unsuccessful, verify the proxy settings and try again or contact your network administrator for assistance.
 - e. In the **Validation Successful** dialog box, click **OK**.
The **Installing SupportAssist** window is displayed briefly, and then the **Installation Completed** window is displayed.
9. Click **Finish**.

When you start SupportAssist, the **SupportAssist Setup Wizard** is displayed. You must complete all steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

Setting up SupportAssist

The **SupportAssist Setup Wizard** guides you through configuring proxy server settings (if applicable), completing the registration, and other steps. The wizard opens in a new web browser window when you click **Finish** on the **SupportAssist Installation Completed** window. The wizard is also displayed when you start SupportAssist, if you have not completed the applicable steps in the wizard earlier.

NOTE: You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

To set up SupportAssist:

1. On the **Welcome to SupportAssist** page of the **SupportAssist Setup Wizard**, click **Next**.
If your network connects to the internet through a proxy server, the **Proxy Settings** page is displayed. Else, the **Registration** page is displayed.
2. If the **Proxy Settings** page is displayed:
 - a. In the **Address** field, type the proxy server IP address or host name.
 - b. In the **Port** field, type the proxy server port number.

c. If the connection to the proxy server requires a user name and password, select **Requires authentication**, and type the user name and password in the appropriate fields.

d. Click **Next**.

SupportAssist verifies the connection to the proxy server using the provided proxy server details. If the connection is successful, the **Registration** page is displayed. Else, an error message is displayed. If the proxy server connection problem persists, you may contact your network administrator for assistance.

3. If the **Registration** page is displayed, provide the following information:

- **Company Name** — The company name must contain one or more printable characters, and must not exceed 256 characters.
- **Country/Territory** — Select your country or territory.
- **First Name** — The first name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Last Name** — The last name can contain letters, quotation marks ['], periods [.], spaces, and must not exceed 50 characters.
- **Phone Number** — It must contain a minimum of 10 characters and must not exceed 50 characters.
- **Alternate Phone Number** — Optional, with the same requirements as the **Phone Number**.
- **Email Address** — Type the e-mail address in the name@company.com format. It must contain a minimum of 5 characters and not exceed 50 characters.
- **Preferred Email Language** — Select the desired language for SupportAssist e-mail notifications.

NOTE: After setting up SupportAssist, you can update the primary contact information and also provide a secondary contact information. If the primary contact is unavailable, Dell can contact your company through the secondary contact. If both the primary and secondary contacts are configured with valid e-mail addresses, both receive SupportAssist e-mails. You can also select a preferred contact method and time, and a parts dispatch address while updating the contact information. For information about updating the contact information, see [Viewing and updating the contact information](#).

4. Click **Next**.

SupportAssist connects to Dell and completes the registration. If the registration is successful, the **System Credentials** page is displayed. Else, an error message is displayed. If the registration problem persists, you may contact your network administrator for assistance.

5. On the **System Credentials** page, type the user name and password of the user account required to connect to OpenManage Essentials. SupportAssist uses the **System Credentials** to connect to OpenManage Essentials and retrieves device and alert information.

NOTE: The user account must be a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

NOTE: If you change the credentials of the user account because of the security policy requirements of your company or for other reasons, make sure that you also update the **System Credentials** in SupportAssist. It is recommended that you create a service account with credentials that do not expire, and provide the service account credentials.

6. Click **Next**.

The **Summary** page is displayed.

7. Click **Finish**.

The SupportAssist **Cases** page is displayed. The supported devices that you have discovered in OpenManage Essentials are displayed in the **Devices** page.

While you complete the steps in the setup wizard, additional SupportAssist components are downloaded and installed in the background. The SupportAssist components generate the system logs from supported Dell devices, then compress and upload the system logs for use by Dell Technical Support to diagnose issues. For information about the generated system logs, see [Accessing and viewing the system log collection](#).

NOTE: If the SupportAssist components are already installed on the system, the components are automatically migrated to a version compatible with SupportAssist.

To enable SupportAssist to monitor devices in your environment, follow the instructions in [Getting started with SupportAssist](#).

Upgrading SupportAssist

NOTE: Upgrade to SupportAssist version 2.2 is supported if OpenManage Essentials version 2.2 is installed on the system. For information on installing or upgrading to OpenManage Essentials version 2.2, see the *OpenManage Essentials Version 2.2 User's Guide* at <https://www.dell.com/openmanagemanuals>.

You can upgrade SupportAssist version 2.0.1 or 2.1 to version 2.2. To upgrade SupportAssist, download one of the following:

- SupportAssist version 2.2 installation package available at Dell.com/SupportAssistGroup.
- Dell OpenManage Essentials version 2.2 installation package available at DellTechCenter.com/OME.

NOTE: Before you upgrade SupportAssist, ensure that SupportAssist is not open in any web browser window.

Upgrading SupportAssist using the SupportAssist installation package

To upgrade:

1. On the Dell OpenManage Essentials management server, right-click the SupportAssist installer package, and select **Run as administrator**.

NOTE: UAC requires that the installation is performed with elevated privileges that are obtained only through the **Run as administrator** option. If you are logged on to the OpenManage Essentials server as an administrator, double-click the installer package to install SupportAssist. However, ensure that you click **Run** on the **Open File - Security Warning** dialog box to proceed.

The **Dell SupportAssist - InstallShield Wizard** window is displayed.

2. At the **This setup will perform an upgrade of 'Dell SupportAssist'. Do you want to continue?** prompt, click **Yes**. The **Preparing to Install** window is briefly displayed, and then the **Resuming the Install Wizard for SupportAssist** window is displayed.
3. Click **Next**. The **Install Wizard Completed** window is displayed.
4. Click **Finish**. The **SupportAssist Setup Wizard** is displayed in a new browser window.

NOTE: You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.



Upgrading SupportAssist using the OpenManage Essentials installer package

To upgrade:

1. Double-click the OpenManage Essentials executable file. The **Dell OpenManage Install** window is displayed.

NOTE: If SupportAssist is already installed on the system, by default, the **Dell SupportAssist** option is selected and grayed out.
2. Click **Install**. The **Welcome to Dell SupportAssist Installer** window is displayed.
3. If the **Proxy Settings** window is displayed, provide the following:
 - a. In the **Server Address** field, type the proxy server address or name.
 - b. In the **Port** field, type the proxy port number.

NOTE: If the proxy server credentials are not provided, SupportAssist connects to the proxy server as an anonymous user.
 - c. If the proxy server requires authentication, select **Proxy requires authentication**, and then provide the following information in the corresponding fields:


- **Username** — The user name must contain one or more printable characters, and must not exceed 104 characters.
 - **Password** — The password must contain one or more printable characters, and must not exceed 127 characters.
 - **Confirm Password** — Reenter the password. The password must match with the one provided in the **Password** field.
- d. Click **Next**.
The proxy settings are validated. If the validation is unsuccessful, verify the proxy settings and try again or contact your network administrator for assistance.
- e. On the **Validation Successful** dialog box, click **OK**.
The **Installation Completed** window is displayed.
4. Click **Finish**.
The **SupportAssist Setup Wizard** is displayed in a new browser window.
-  **NOTE:** If you also upgraded OpenManage Essentials, you must run discovery and inventory of all existing discovery ranges in OpenManage Essentials.
-  **NOTE:** You must complete all applicable steps in the **SupportAssist Setup Wizard** before you can use SupportAssist.

Setting up SupportAssist after an upgrade

The **SupportAssist Setup Wizard** guides you through updating the registration details and connecting to OpenManage Essentials. The wizard opens in a new web browser window when you click **Finish** on the SupportAssist **Installation Completed** window. The wizard is also displayed when you start SupportAssist, if you have not completed the applicable steps in the wizard earlier. After upgrading SupportAssist, the **Cases** page is displayed in a new browser window. The supported devices that you have discovered in OpenManage Essentials are displayed in the **Devices** page.

Uninstalling SupportAssist

To uninstall:

-  **NOTE:** Uninstalling SupportAssist also uninstalls the associated SupportAssist components. If the components are running during the uninstallation, a message is displayed.
1. On the OpenManage Essentials management 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**.
The **Remove the Program** window is displayed.
 6. Click **Remove**.
The **Uninstalling SupportAssist** window is displayed.
 7. Click **Finish**.
SupportAssist and the associated components are now uninstalled from the server running OpenManage Essentials.

Using Dell SupportAssist

The following sections provide information about configuring and using SupportAssist.

Topics:

- Starting SupportAssist
- Getting started with SupportAssist
- Configuring the default device type credentials
- Configuring the local SMTP e-mail server settings
- Verification of device status
- Connectivity test
- Editing device credentials
- Resetting the device-specific credentials to the default device type credentials
- Overwriting the device-specific credentials with the default device type credentials
- Filtering the system log collection
- Sending the system logs manually
- Enabling or disabling the automatic collection of system logs
- Enabling or disabling the scheduling of system log collection
- Scheduling the periodic collection of system logs
- Default system log collection schedule
- Disabling the scheduling of system log collection for a specific device type
- Viewing the case list
- Viewing the device inventory
- Filtering the displayed data
- Removing filters from the displayed data
- Sorting the displayed data
- Device grouping
- Device credentials used by SupportAssist
- Configuring the system credentials
- Auto update
- Configuring proxy server settings
- Confirming connectivity through the proxy server
- Configuring e-mail notification settings
- Setting SupportAssist to maintenance mode
- Support for Dell OEM servers
- Viewing and updating the contact information
- Accessing and viewing the logs
- Accessing and viewing the system log collection
- Viewing SupportAssist product information
- Viewing support information
- Accessing the context-sensitive help

Starting SupportAssist

You can start SupportAssist from either the management server or a remote system.


- To start SupportAssist from the management server:
 - Double-click the **Dell SupportAssist** desktop icon.
 - If the server is running Windows Server 2008 — Click **Start** → **All Programs** → **Dell** → **SupportAssist** → **SupportAssist**.
 - If the server is running Windows Server 2012 — Move the mouse pointer to the bottom-left corner, and then click the **Start** icon. On the **Start** screen, click the **SupportAssist** tile.

- To start SupportAssist from a remote system, open a web browser and type the address in the following format: **https://<IP address or host name of management server>:Port Number/DIS**. For example, **https://10.25.35.1:2607/DIS**.

SupportAssist opens in a web browser window and displays the **Cases** page.

 **NOTE:** The recommended screen resolution for optimal viewing of the SupportAssist dashboard is 1280 x 1024 or higher.

Getting started with SupportAssist

 **NOTE:** If you upgraded to OpenManage Essentials version 2.2, you must run discovery and inventory of all existing discovery ranges in OpenManage Essentials.


After installing SupportAssist and completing the steps in the setup wizard, the supported devices discovered in OpenManage Essentials are displayed in the **Device Inventory** page.

To enable SupportAssist to monitor the supported devices, automatically generate support cases if there is a problem with any devices, and upload the system log collection to Dell, you must:


1. Establish monitoring and system log collection — Configure the **Default Device Type Credentials** in the **System Logs** page for each supported device type. See [Configuring the default device type credentials](#).
2. Configure the local SMTP e-mail server settings — If a local SMTP e-mail server is available in your environment, it is recommended that you configure the local SMTP server settings in SupportAssist. See [Configuring the local SMTP e-mail server settings](#).
3. Test the network connectivity status — Verify SupportAssist connectivity status to make sure that SupportAssist is able to connect to all dependent network resources successfully. See [Performing the connectivity test](#).
4. Verify the status of devices — Make sure that the devices in the **Device Inventory** page do not display an **Error** status. See [Verification of device status](#).

Configuring the default device type credentials


SupportAssist runs the appropriate collection components and gathers the system logs from OpenManage Essentials-managed Dell server, storage, and switch devices. To run the collection components on your supported devices, you must configure SupportAssist with the Administrator credentials for each managed device type. The **Default Device Type Credentials** section in the **System Logs** page enables you to configure SupportAssist with the Administrator credentials for each supported device type and credential type.

 **NOTE:** If you change the Administrator credentials because of the security policy requirements of your company or for other reasons, you must ensure that the **Default Device Type Credentials** are also updated in SupportAssist. Alternatively, you can create a service account that never expires, and provide the service account credentials in SupportAssist.

For example, if the managed PowerEdge servers are part of a domain, you can create a service account on the domain controller, and add the service account to the Local Administrators group of the managed server. Then, provide the service account credentials in the **Default Device Type Credentials** page in SupportAssist. For more information, see the *Managing Windows Device Credentials in SupportAssist Using Service Account* technical white paper at Dell.com/SupportAssistGroup.

 **NOTE:** SupportAssist does not require the credentials for collecting system logs from Dell PowerVault MD series storage arrays.

To configure the default device type credentials:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Under **Edit Device Credentials**, select the **Device Type** from the list. You can select from:
 - **Server**
 - **Storage**

- **Switch**

3. Select the **Credential Type** from the list. The options listed vary based on the **Device Type** you selected.

The options for **Server** are:

- **Windows**
- **Linux**
- **ESX/ESXi**
- **iDRAC**
- **CMC**

The options for **Storage** are:

- **EqualLogic**
- **MD Series**

The option for **Switch** is **Dell Networking**.

4. Type the credentials in the corresponding fields:

NOTE: For Dell Networking switches (previously Force10 and PowerConnect), the **Username**, **Password**, and **Enable Password** fields are optional. However, information must be provided for these fields if the Networking switch is configured with these details.

- **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.

NOTE: Windows user names must be of the form [Domain\Username]. You can also use a period [.] to indicate the local domain. This rule does not apply to Linux or ESX/ESXi credentials.

NOTE: For Networking switches the domain name need not be specified.

Examples of Windows user names: .\Administrator; MyDomain\MyUsername

Example of Linux, ESX/ESXi user name: Username

- **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
- **Enable Password** — For Ethernet switches only. The enable password must contain one or more printable characters, and not exceed 127 characters.
- **Community String** — For EqualLogic storage arrays only. The community string of the storage device.

NOTE: The **Default Device Type Credentials** are encrypted and saved locally.

5. Repeat step 2 to step 4 until you have configured the default credentials for all device types in your environment.

6. Click **Save Changes**.

If the credentials for a device differs from the **Default Device Type Credentials** you provided, you can edit the device credentials for that particular device. For more information about providing the credentials for a specific device, see [Editing device credentials](#).

Related references

[System Logs](#) on page 52

[Editing device credentials](#) on page 21

Related tasks

[Device credentials used by SupportAssist](#) on page 33

Configuring the local SMTP e-mail server settings


If you have a Simple Mail Transfer Protocol (SMTP) server in your environment, you can configure SupportAssist to send you device status and connectivity status e-mail notifications through the local SMTP server.

NOTE: You may not receive certain device status and connectivity status e-mails in the following scenarios:

- An SMTP server is available in your environment, but:
 - The SMTP server settings are not configured in SupportAssist.
 - The SMTP server credentials you have provided in SupportAssist are incorrect.

- The Secure Socket Layer (SSL) certificate of the SMTP server is expired.
- An anti-virus software is blocking the SMTP server port configured in SupportAssist.
- An SMTP server is not available in your environment.

To configure the SMTP server settings:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **SMTP Settings**.
The **SMTP Settings** page is displayed.
3. Provide the following information in the corresponding fields:
 - **SMTP server name/IP address** — The name or the IP address of the SMTP server.
 - **Port Number** — The port number of the SMTP server.
4. If the SMTP server require authentication for sending e-mails, select **SMTP server requires authentication**.
5. Provide the following information in the corresponding fields:
 - **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.
 - **Password** — The user password must contain one or more printable characters, and not exceed 127 characters
 - **Confirm Password** — Repeat the user password. The password should match with the one provided in the **Password** field.
6. If your environment supports SSL communication, select **Enable SSL**.
7. Click **Save Changes**.

Verification of device status


By default, for each device listed in the **Device Inventory** page, SupportAssist automatically verifies the following:


- Availability of the device on the network
- Connection to the device
- System log collection capability

The result of the device verification is displayed in the **Status** column in the **Device Inventory** page.


The device verification is started automatically in the background in the following scenarios:

- After the installation, upgrade, or auto upgrade of SupportAssist
- After you configure the default device type credentials or schedule periodic collection of system logs.
- After you edit the device credentials.
- After you update the device group credentials

If a device is setup correctly for SupportAssist functionality, the status of the device is displayed as  **Device Configured**.

If there is an issue with the device setup, an  **Error** status may be displayed. To view the description of the issue and possible resolution steps, click the **Error** link.

If the **SMTP Server Settings** is configured in SupportAssist, a device status e-mail, that includes devices that have setup issues is sent at 5 pm (management server time) each day.

 **NOTE:** The device status e-mail is sent only if there are devices with setup issues that were not notified earlier.


For more information on the device status, see the status descriptions in [Device Inventory](#).

Connectivity test

The **Connectivity Test** page enables you to verify and test SupportAssist connectivity status to the following dependent resources:

- Internet
- Local SMTP e-mail server
- Dell File Transfer Protocol (FTP) server
- Collection file upload server hosted by Dell
- Dell OpenManage Essentials service
- SupportAssist server hosted by Dell

By default, SupportAssist verifies the connectivity status to the dependent resources every day at 11 pm (management server time). If there is a problem with the connectivity to a dependent resource, an e-mail notification is sent to your primary and/or secondary SupportAssist contacts.

 **NOTE:** The e-mail notification is only sent if you have configured SupportAssist to use the local SMTP e-mail server. See [Configuring the local SMTP e-mail server settings](#).

On the **Connectivity Test** page, you can view the connectivity test status and also test SupportAssist connectivity to the dependent resources. The connectivity test page is refreshed periodically to display the connectivity status information.

 **NOTE:** If you test connectivity to the **Dell SupportAssist Server**, a connectivity status e-mail is sent to your primary and secondary contact.

Viewing the connectivity test status

To view the connectivity test status:


Move the mouse pointer over the **user name** link that is displayed beside the **Help** link, and then click **Connectivity Test**.

The **Connectivity Status** column of the **Connectivity Test** page displays the result of the connectivity test. If an  **Error** status is displayed, you can click the **Error** link to view the description of the problem and the possible resolution steps.


Performing the connectivity test

To test connectivity:

1. Move the mouse pointer over the **user name** link that is displayed beside the **Help** link, and then click **Connectivity Test**. The **Connectivity Test** page is displayed.
2. Select the tests that you want to verify.

 **NOTE:** The **Test Connectivity** button is enabled only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

3. Click **Test Connectivity**.


The **Connectivity Status** column displays the result of the connectivity test. If an  **Error** status is displayed, click the **Error** link to view the description of the problem and the possible resolution steps.


Related concepts


[Connectivity Test](#) on page 57

Editing device credentials


The **Default Device Type Credentials** that you provided for each **Device Type** and **Credential Type** in the **System Logs** page is used to run the collection component on your managed devices and gather the system logs. If the credentials for a particular device differ from the **Default Device Type Credentials** you provided, you can edit the credentials for that device.

 **CAUTION:** After you edit the credentials for a specific device, SupportAssist uses the device-specific credentials you provided to collect the system logs on that device.


 **NOTE:** To ensure that SupportAssist is able to generate the system log collection for all devices, you must edit the credentials for each device which has credentials that are not the same as the **Default Device Type Credentials**.

 **NOTE:** SupportAssist does not require the credentials for collecting system logs from Dell PowerVault MD series storage arrays.

To edit the credentials for a device:

 **NOTE:** The **Edit Device Credentials** option is enabled only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Select a device in the **Device Inventory** table.
The **Edit Device Credentials** link is enabled.
3. Click **Edit Device Credentials**.

 **NOTE:** If the device you selected does not require credentials to generate the system log collection, a message is displayed on the dashboard.

The **Edit Device Credentials** dialog box is displayed.

4. Type the **Username**, **Password**, **Enable Password** (if applicable), and **Community String** (if applicable) in the appropriate fields.
5. Click **Save Changes**.
The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to edit the device credentials the next time.

6. Click **Yes**.
The dashboard displays the following message: Your device credentials were saved successfully.

Related references

[Resetting the device-specific credentials to the default device type credentials](#) on page 22

[Overwriting the device-specific credentials with the default device type credentials](#) on page 23


Related tasks


[Device credentials used by SupportAssist](#) on page 33

[Configuring the default device type credentials](#) on page 18


Resetting the device-specific credentials to the default device type credentials


If you had edited the credentials for a particular device, and later want to reset the credentials for that device to the **Default Device Type Credentials**, you can do so using the **Edit Device Credentials** dialog box.

 **CAUTION:** Resetting to the **Default Device Type Credentials** overwrites the device-specific credentials with the default credentials. After you reset the credentials, SupportAssist uses the **Default Device Type Credentials** to collect the system logs on that device.


 **NOTE:** You can reset the device-specific credentials to the **Default Device Type Credentials** for only one device at a time using the **Edit Device Credentials** dialog box. To overwrite the device-specific credentials for multiple devices belonging to a particular **Device Type** and **Credential Type** at a time, see [Overwriting the device-specific credentials with the default device type credentials](#).

To reset the device-specific credentials to the default device type credentials:

 **NOTE:** To reset the device-specific credentials to the **Default Device Type Credentials**, you must be logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Devices** tab.
The **Device Inventory** is displayed.
2. Select a device in the **Device Inventory** table.
The **Edit Device Credentials** link is enabled.
3. Click **Edit Device Credentials**.
The **Edit Device Credentials** dialog box is displayed.
4. Click **Reset to Default Device Type Credentials**.
 **NOTE:** The **Reset to Default Device Type Credentials** link is displayed only if you had previously configured the selected device with specific credentials.

The **Confirmation** dialog box is displayed.

 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to reset the device-specific credentials the next time.


5. Click **Yes**.


Related tasks

[Editing device credentials](#) on page 21


Overwriting the device-specific credentials with the default device type credentials


If you had edited the credentials for several devices, and later want to overwrite the credentials for all those devices to the **Default Device Type Credentials**, you can do so using the **System Logs** page.

 **CAUTION:** Once you overwrite the device-specific credentials, the **Default Device Type Credentials** overwrites the credentials of devices that you had previously edited through the **Edit Device Credentials** link.

 **NOTE:** You can overwrite the device-specific credentials to the **Default Device Type Credentials** for all devices belonging to a particular **Device Type** and **Credential Type** at a time through the **System Logs** page. To reset the device-specific credentials for only a particular device, see [Resetting the device-specific credentials to the default device type credentials](#).

To reset the device-specific credentials to the default device type credentials:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Select the device category from the **Device Type** list.
3. Select the credential category from the **Credential Type** list.
4. Select **Overwrite the device-specific credentials with the Default Device Type Credentials for all devices belonging to the current Device Type and Credential Type**.
The **Confirmation** dialog box is displayed.
 **CAUTION:** If you select the **Do not show this reminder again** option, SupportAssist does not prompt for your confirmation when you attempt to overwrite the device-specific credentials the next time.
5. Click **Yes**.
6. Click **Save Changes**.

Related references

[System Logs](#) on page 52

Related tasks

[Editing device credentials](#) on page 21

Filtering the system log collection

The system logs collected by SupportAssist includes personally identifiable information (PII) such as the complete configuration snapshot of storage systems, hosts, and network devices which can contain host identification and network configuration data.

In most cases, part or all of this data is required to properly diagnose issues. The security policy of your company may restrict sending this data outside of your network. You can prevent sending this data to Dell by configuring SupportAssist to filter the system log collection.

The following is the network identity information that you can filter from the system log collection:

- Host name
- IP address
- Subnet mask
- Default gateway
- MAC address
- DHCP server
- DNS server
- Processes
- Environment variables
- Registry
- Logs
- iSCSI data

i **NOTE:** When the **Send network identification information to Dell** option is cleared, some of the data about your network is not transmitted to Dell. This may impede Dell Technical Support from resolving your issue.

i **NOTE:** If your devices are covered under the Dell ProSupport Plus service contract, when the **Send network identification information to Dell** option is disabled, you will not receive some reporting information about your devices.

To filter the system log collection:

i **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Preferences** page is displayed.
3. Under **System Log Collection Details**, clear the **Send network identification information to Dell** option.

i **NOTE:** By default, the **Send network identification information to Dell** option is selected.

4. Click **Save Changes**.

Related references

[Preferences](#) on page 55

Sending the system logs manually

When a support case is opened or updated, the SupportAssist application, runs the collection components on the devices that generated the alerts, and then uploads the system logs to Dell. In certain conditions, if required by Dell Technical Support, you may be required to manually collect the system logs and send it to Dell.

To send the system logs manually:

i **NOTE:** The **Send System Logs** option is enabled only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

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

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

3. Click **Send System Logs**.

The **Collection Status** column in the **Device Inventory** displays the status of the collection and upload of the system logs.

Enabling or disabling the automatic collection of system logs

By default, when a support case is opened or updated, SupportAssist is configured to automatically collect the system logs from the device that generated the alert and upload it to Dell.

To enable or disable the automatic collection of system logs:

NOTE: The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators 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 or clear **Automatically start a log collection when a new support case is generated**, to enable or disable the automatic collection of system logs.

NOTE: By default, the **Automatically start a log collection when a new support case is generated** option is selected.

4. Click **Save Changes**.

Related references

[Preferences](#) on page 55

Enabling or disabling the scheduling of system log collection

By default, SupportAssist is configured to collect the system logs from supported devices at periodic intervals and upload it to Dell. For information about the default frequency of the collection of system logs, see [Default system log collection schedule](#). You can also customize the frequency of the collection of system logs for each device type. For more information, see [Scheduling the periodic collection of system logs](#).

To enable or disable the scheduling of system log collection:

NOTE: Selecting the **Enable system log collection scheduling** option enables the collection and upload of system logs at periodic intervals from all supported device types. If you do not want SupportAssist to collect the system logs for a specific device type, you can disable scheduling for that specific device through the **System Logs** tab. For more information, see [Disabling scheduling of system log collection for a specific device type](#).

To enable scheduling of system log collection:

NOTE: The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators 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 or clear **Enable system log collection scheduling**, to enable or disable scheduling of the collection of system logs.

NOTE: By default, the **Enable system log collection scheduling** option is selected.

4. Click **Save Changes**.

Related references

[Preferences](#) on page 55

Related tasks

[Disabling the scheduling of system log collection for a specific device type](#) on page 27

Scheduling the periodic collection of system logs

Before you begin, ensure that the **Enable system log collection scheduling** option is enabled in the **Preferences** page.

NOTE: 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.

To schedule the periodic collection of system logs:

NOTE: The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Under **Edit Device Type Credentials**, select the **Device Type** from the list. You can select from:
 - **Server**
 - **Storage**
 - **Switch**
3. Select the **Credential Type** from the list. The options listed vary based on the **Device Type** you selected.
The options for **Server** are:
 - **Windows**
 - **Linux**
 - **ESX/ESXi**
 - **iDRAC**
 - **CMC**The options for **Storage** are:
 - **EqualLogic**
 - **MD Series**The option for **Switch** is **Dell Networking**.
4. Verify or provide the credentials (**Username**, **Password**, **Confirm Password**, **Community String**) for the selected credential type. For more information, see [Configuring the default device type credentials](#).
5. Under **System Log Collection Schedule**, set the **Frequency** to **Weekly** or **Monthly**.
NOTE: If you want to disable the scheduling of system logs for a specific **Device Type** and **Credential Type**, set the **Frequency** to **None**.
6. In the **Specify date and time** fields, select an appropriate schedule. The options available vary based on the selected **Frequency**.
7. Repeat step 2 to step 5 until you have scheduled the periodic collection of system logs for all device types in your environment.
8. Click **Save Changes**.

Related references

[System Logs](#) on page 52

[Default system log collection schedule](#) on page 27

Related tasks

[Disabling the scheduling of system log collection for a specific device type](#) on page 27

Default system log collection schedule

The following table provides the default system log collection schedule for each supported device.

Device Type	Device or Operating System	Schedule
Server	Windows	Monthly; Monday of the first week at 12:00 AM
	Linux	Monthly; Monday of the first week at 12:00 AM
	ESX/ESXi	Monthly; Monday of the first week at 12:00 AM
	iDRAC	Monthly; Monday of the first week at 12:00 AM
	CMC	Monthly; Monday of the first week at 12:00 AM
Storage	Dell EqualLogic	Weekly; Monday at 12:00 AM
	Dell PowerVault MD series	Weekly; Monday at 12:00 AM
Switch	Dell Networking	Monthly; Monday of the first week at 12:00 AM

Related tasks

[Scheduling the periodic collection of system logs](#) on page 26

[Disabling the scheduling of system log collection for a specific device type](#) on page 27

Disabling the scheduling of system log collection for a specific device type

To disable the scheduling of system log collection for a specific device type:

NOTE: Disabling the scheduling of system log collection for a specific device type only disables the generation of system log collection at periodic intervals on those devices. It does not disable SupportAssist from generating a system log collection and uploading it to Dell, if a support case is opened for those devices.

NOTE: The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Under **Edit Device Credentials**, select the **Device Type** for which you want to disable scheduling. You can select from:
 - **Server**
 - **Storage**
 - **Switch**
3. Select the **Credential Type** for which you want to disable scheduling. The options available vary based on the **Device Type** you selected.
4. In **System Log Collection Schedule** section, set the **Frequency** to **None**.
5. Click **Save Changes**.
The following message is displayed in the **System Log Collection Schedule** section: System Log Collection scheduling is turned off for the current Device Type and Credential Type.

Related references

[Default system log collection schedule](#) on page 27

Related tasks


[Scheduling the periodic collection of system logs](#) on page 26

[Enabling or disabling the scheduling of system log collection](#) on page 25


Viewing the case list

To view the **Case List**, click the **Cases** tab on the SupportAssist dashboard.

 **NOTE:** By default, the case list is sorted by **Date Opened**, in descending order.

 **NOTE:** Pre-existing support cases (opened prior to SupportAssist installation), and cases opened by contacting Dell Technical Support, do not appear in the **Case List** report.

Support case information is automatically available, for supported devices with valid Service Tags when SupportAssist connects to the Dell support case and service contract databases over the Internet.

 **NOTE:** If you do not have Internet access, case information is not populated. It is downloaded and displayed when you connect to the Internet and open the **Case List** report.

Once SupportAssist has completed its open support cases update, the **Case List** displays the current cases.

Related concepts

[Case List](#) on page 47

Related tasks

[Filtering the displayed data](#) on page 29

[Removing filters from the displayed data](#) on page 29

[Sorting the displayed data](#) on page 29


Viewing the device inventory


The **Device Inventory** page displays the supported devices that are discovered in OpenManage Essentials.


To view the **Device Inventory** page, click the **Devices** tab on the SupportAssist dashboard. The device inventory displays the list of devices as groups.

If no device group is created, below the column headers, the device inventory displays **Ungrouped devices (Total devices: n)** and the list of devices.

If device groups are created, for each device group, the device inventory displays **<Device Group Name> (Total devices: n)** and the list of devices in the group. Devices that are not grouped are displayed below the existing device groups.

To collapse the list of devices displayed in a group, click the collapse icon .

To expand the list of devices in a group, click the expand icon .

 **NOTE:** The **Device Inventory** is refreshed automatically every 5 minutes. If you select a device and the data is refreshed, the device is deselected. If you want to perform any operation on that device, you must select the device again.

Related concepts

[Device Inventory](#) on page 48

Related tasks

[Filtering the displayed data](#) on page 29

[Removing filters from the displayed data](#) on page 29


[Sorting the displayed data](#) on page 29

[Error code appendix](#) on page 63

Filtering the displayed data


You can filter the data displayed in the **Device Inventory**, **Case List**, and the device group **Manage Devices** pages based on your preference.

To filter the displayed data:

1. Click the filter icon  displayed in the column header. The filter options are displayed.
2. Select the appropriate filter option.
3. Type or select filtering criteria.
4. Click **Filter**.

The displayed data is filtered based on the selected or provided criteria. The column header displays the filtered icon .

Filtering options

When you click the filter icon , the filtering option is displayed. Select the filtering option **Contains** to filter the data based on alphanumeric characters provided in the field.

Removing filters from the displayed data

You can remove the filters that you applied if you want to view the complete data again.

To remove filters from the displayed data:

1. Click the filtered icon  displayed in the column header. The filter options are displayed.
2. Click **Clear**. The complete data is displayed.

Sorting the displayed data


To sort the displayed data in the **Case List**, **Device Inventory**, or **Device Groups** pages, click a column header. The displayed data is sorted and an arrow that indicates the sorting type (ascending or descending) is displayed next to the column title.

To reset the sorting, click the column header again.

Device grouping

The **Device Groups** page on the **Devices** tab allows you to create groups of devices based on your preference. For example, you can create device groups that may include devices based on the following:

- Device type (server, storage, or switch)
- Physical location of the devices (shipping address)
- The individual who manages the devices (Administrator group)
- Organization or business unit (Marketing, Operations, Finance, and so on)
- Alerting or notification (individuals who must be notified if an issue is detected on certain devices)

 **NOTE:** Grouping of devices is optional. Device grouping does not have an impact on the monitoring and automatic case creation capabilities of SupportAssist.

Creating a device group allows you to manage devices as a group. After you create a device group, you can:

- **Manage Devices** — Add or remove devices from the device group.
- **Manage Credentials** — Configure credentials for each device type included in the device group.
- **Manage Contacts** — Configure the contact information and parts dispatch information for the device group.

- **Edit/Delete Group** — Edit the device group details or delete the device group.

NOTE: You can create and manage device groups only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

NOTE: The credentials, contact information, and parts dispatch information configured for a device group override the default credentials, contact information, and parts dispatch information configured through the **Settings** page. For example, if you have created a device group and configured the primary contact for the device group, all SupportAssist notifications for issues with any device included in the device group are sent to the primary contact assigned to that device group.

Related references

[Viewing device groups](#) on page 30

[Creating a device group](#) on page 30

[Managing devices in a device group](#) on page 30

[Managing the credentials of a device group](#) on page 31

[Viewing and updating the contact information of a device group](#) on page 32

[Editing device group details](#) on page 32

[Deleting a device group](#) on page 33

Viewing device groups

You can view the devices groups that you have created in the **Device Groups** page.

To view the device groups:

1. Click **Devices**.
The **Device Inventory** page is displayed.
2. Click **Groups**.
The **Device Groups** page is displayed.

Creating a device group

You can create a device group based on your requirement. For example, you can create device groups based on the device types.

NOTE: You can create device groups only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

To create a device group:

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.
The **Device Groups** page is displayed.
3. Click **Create Group**.
The **Create Group** window is displayed.
4. Type a unique name and description for the device group and click **Save**.
The device group that you created is displayed in the **Device Groups** page.

Managing devices in a device group

After creating a device group, you can select the devices you want to add or remove from the device group.

You can use the **Manage Devices** action available in the **Device Groups** page to add or remove devices from the device group.



Before you begin, make sure that you have already created a device group. See [Creating a device group](#).

NOTE: You can add or remove devices from a device groups only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

To manage devices in a device group:

NOTE: A device can be included in only one device group.

NOTE: You add up to 100 devices to a device group in a single operation.

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.
The **Device Groups** page is displayed.
3. Select a device group.
4. In the **Select group actions** list, select **Manage Devices**.
The **Manage Devices** window is displayed.
5. To add devices to the device group, select the devices in the **Ungrouped Devices** pane, and click .
The selected devices are moved to the **Devices In Current Group** pane.
6. To remove devices from the device group, select the devices in the **Devices In Current Group** pane, and click .
7. Click **Save**.

Managing the credentials of a device group

If the device types within a device group differ from the default credentials, you must provide the credentials of those device types.

You can use the **Manage Credentials** option available in the **Device Groups** page to configure the credentials for the different device types within a device group.

NOTE: You can manage credentials of a device group only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

NOTE: The device group credentials override the default credentials configured in the **Settings > System Logs** page. When the device group credentials are configured:

- SupportAssist uses the device group credentials (not the default credentials) to collect system information from the device type.
- If SupportAssist is unable to connect to the device using the device group credentials, SupportAssist uses the default credentials.

To manage the credentials of a device group:

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.
The **Device Groups** page is displayed.
3. Select a device group.
4. In the **Select group actions** list, select **Manage Credentials**.
The **Manage Credentials** window is displayed.
5. Type the user name and password for the device type highlighted in the left pane.
6. If more than one device type is included in the device group, click **Next**.
The next device type is highlighted in the left pane.
7. Repeat step 5 and step 6 until you have provided the user name and password for all device types included in the device group.
8. Click **Save**.

Related tasks

[Device credentials used by SupportAssist](#) on page 33

Viewing and updating the contact information of a device group

You can view or update the contact information, preferred contact method and time, and the parts dispatch information of a device group.

Updating the contact information for a device group allows SupportAssist to send notifications to the device group contact.

i **NOTE:** You can update the contact information of a device group only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

i **NOTE:** The device group contact information overrides the default contact information configured through the **Settings > Contact Information** page. If there is a problem with devices included in a group, SupportAssist sends notifications to the device group contact (not the default contact).

To update the contact information of a device group:

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.
The **Device Groups** page is displayed.
3. Select a device group.
4. From the **Select group actions** list, select **Manage Contacts**.
The **Manage Contacts** window is displayed.
5. If you want to use the contact information provided in the **Settings > Contact Information** page, select **Use Default**.
6. Select the type of contact:
 - **Primary**
 - **Secondary**
7. Type the first name, last name, phone number, alternate phone number (optional), and email address in the appropriate fields.
8. Select the preferred contact method, preferred contact hours, and time zone.
9. In the **Parts Dispatch (Optional)** section:

i **NOTE:** The parts dispatch information is optional. If the Dell Technical Support agent determines that a part must be replaced in your system to resolve a support case, the replacement part is dispatched with your consent to the provided address.

i **NOTE:** The device group parts dispatch information overrides the default parts dispatch information that you configured through the **Settings > Contact Information** page. If resolving a problem requires replacing a part, the replacement part is shipped with your consent to the device group parts dispatch address (not the default parts dispatch address).

- a. Type the address and city/town in the appropriate fields.
 - b. Select the country.
 - c. Type the state/province/region and zip/postal code in the appropriate fields.
10. Click **Save**.

Editing device group details

You can edit the name and description of a device group based on your preference.

i **NOTE:** You can edit the device group details only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

To edit the device group details:

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.
The **Device Groups** page is displayed.
3. Select a device group.
4. From the **Select group actions** list, select **Edit/Delete Group**.
The **Edit/Delete Group** window is displayed.
5. Edit the name and description based on your preference and click **Update**.

Deleting a device group

You can delete device groups based on your preference.

NOTE: You can delete a device group only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

NOTE: Deleting a device group only removes the device group, device group credentials, and contact information. It does not delete any devices from the **Device Inventory** page.

To delete a device group:

1. Click the **Devices** tab.
The **Device Inventory** page is displayed.
2. Click the **Groups** tab.
The **Device Groups** page is displayed.
3. Select a device group.
4. From the **Select group actions** list, select **Edit/Delete Group**.
5. In the window that is displayed, click **Delete**.

Device credentials used by SupportAssist

SupportAssist uses the credentials you configured for the devices to run the collection components and collect the system logs. You may have configured the credentials for devices through the following options:

- Default credentials — Configured through the **Default Device Type Credentials** option in the **System Logs** page.
- Device-specific credentials — Configured through the **Edit Credentials** option in the **Device Inventory** page.
- Device group credentials — Configured through the **Manage Credentials** option in the **Device Groups** page.

SupportAssist uses the configured credentials based on the following order of priority:

1. Device-specific credentials
2. Device group credentials
3. Default credentials

For example:

- If you have configured the credentials for a device through all the options listed earlier, the device-specific credentials is used for running the collection components.
- If you have configured the default credentials and device group credentials, the device group credentials is used for running the collection components.

Related references

[Editing device credentials](#) on page 21

[Managing the credentials of a device group](#) on page 31


[Configuring the default device type credentials](#) on page 18

Configuring the system credentials


System credentials refers to the credentials of a user account that is a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group. SupportAssist requires the system credentials to connect to OpenManage Essentials for retrieving device and alert information.

To configure the system credentials:

NOTE: If you change the system credentials because of the security policy requirements of your company or for other reasons, you must ensure that the **System Credentials** are also updated in SupportAssist. Alternatively, you can create a service account that never expires, and provide the service account credentials in SupportAssist.


 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **System Credentials**.
The **System Credentials** page is displayed.
3. Type the user name, password, and confirm the password in the appropriate fields.

 **NOTE:** The user account must be a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

4. Click **Save Changes**.


Auto update


 **NOTE:** It is recommended that you enable auto update to ensure that SupportAssist is up-to-date with the latest features and enhancements.

The auto update feature, when enabled, ensures that SupportAssist and the associated collection components are automatically updated, when an update is available. By default, the SupportAssist application checks if any updates are available, every Monday at 11 am (management server date and time). If updates are available:

- If auto update is enabled, the updates are downloaded and automatically installed in the background.
- If auto update is disabled, the **Update Available** notification window is displayed. You can click **Install** to download and install the latest updates.

To enable auto update, see [Enabling auto update](#).

If you click **Cancel** in the **Update Available** notification window or an error occurs during the update process, on refreshing the web browser, the  **Update Available** notification is displayed in the SupportAssist header. You can click the **Update Available** notification to download and install the updates at a later time.

 **NOTE:** After the updates are downloaded and installed, an update successful message is displayed. To view and use the latest updates and enhancements, you must refresh the SupportAssist dashboard.

The log file, `AutoUpdate-log-file.txt`, related to the SupportAssist update can be located at `C:\Program Files (x86)\Dell\Dell Integrated Support\logs`.

Enabling auto update

To enable auto update:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Auto Update, Email Settings, Support Collection**, and **Maintenance Mode** page is displayed.
3. Under **Auto Update**, select **Enable auto update**.
4. Click **Save Changes**.


Related references

[Preferences](#) on page 55

Configuring proxy server settings

If your system connects to the Internet through a firewall or proxy server, the proxy settings must be configured in SupportAssist. Configuring the proxy settings enables the SupportAssist application to communicate with the SupportAssist server hosted by Dell.

To configure the proxy server settings:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.


1. Click the **Settings** tab.
The **System Logs** page is displayed.

2. Click **Proxy Settings**.
The **Proxy Settings** page is displayed.

3. Select **Use Proxy Settings**.

 **NOTE:** SupportAssist supports Windows NT LAN Manager (NTLM) authentication protocol only.

4. Type the **Proxy Server Address or Name** and **Proxy Port Number** details.

 **NOTE:** If the proxy server credentials are not provided, SupportAssist connects to the proxy server as an anonymous user.

5. If the proxy server requires authentication, select **Proxy requires authentication**, and then provide the following information in the corresponding fields:

- **Username** — The user name must contain one or more printable characters, and not exceed 104 characters.
- **Password** — The user password must contain one or more printable characters, and not exceed 127 characters.
- **Confirm Password** — Repeat the user password. The password should match with the one provided in the **Password** field.

6. Click **Apply**.


SupportAssist tests the proxy server settings, and the result of the test is displayed in a dialog box.

Related references

[Proxy Settings](#) on page 54

Confirming connectivity through the proxy server

To test if SupportAssist can connect to the Internet through the proxy server:

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.

The **System Logs** page is displayed.

2. Click **Proxy Settings**.

The **Proxy Settings** page is displayed.

3. Ensure that the proxy settings has been configured correctly. See [Configuring proxy server settings](#).

4. Click **Apply**.

A dialog box appears to inform the status of the connection through the proxy server.

Configuring e-mail notification settings

You can configure the e-mail notification settings based on your:

- Preference to receive e-mail notifications from SupportAssist
- Preferred language

To configure the e-mail notification settings:

NOTE: The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Auto Update, Email Settings, Support Collection, and Maintenance Mode** page is displayed.
3. To receive e-mail notifications when a new support case is opened, under **Email Settings**, select **Receive email notification when a new support case is opened**.

NOTE: Disabling support case e-mail notifications also disables e-mail connectivity test e-mails.

4. To set the language in which you want to receive e-mail notifications, from the **Preferred Email Language** list, select a language.

NOTE: The **Preferred Email Language** is enabled only when the **Receive email notification when a new support case is opened** option is selected.

5. Click **Save Changes**.

Related references

[Preferences](#) on page 55

Setting SupportAssist to maintenance mode

SupportAssist can also be set in or out of Maintenance Mode. Maintenance Mode disables automatic case generation activity, thereby allowing you to make infrastructure changes without generating unnecessary alerts.

To set SupportAssist in or out of Maintenance Mode:

NOTE: The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Preferences**.
The **Auto Update, Email Settings, Support Collection, and Maintenance Mode** page is displayed.
3. Under **Maintenance Mode**, select or clear **Temporarily suspend case generation activity (for example, for purposes of downtime, external troubleshooting, etc.)** to toggle the Maintenance Mode status.
 - If you select this option, SupportAssist is placed in maintenance mode.
 - If you clear this option, SupportAssist is taken out of maintenance mode.
4. Click **Save Changes**.
A banner appears along the top of the SupportAssist dashboard displaying `Maintenance Mode`.

Once manually placed in maintenance mode, SupportAssist remains in that state unless you clear the option as in step 3.

NOTE: The Maintenance Mode functionality, when set manually, differs from the manner in which the Maintenance Mode feature handles event storms. See [Event Handling](#) for more information.

Related references

[Preferences](#) on page 55

Support for Dell OEM servers

SupportAssist also supports Dell Original Equipment Manufacturer (OEM) servers.

NOTE: Using only the Windows Management Instrumentation (WMI) protocol, SupportAssist does not discover the OEM Windows server.

To discover OEM Windows server:

- Use WMI along with the server Integrated Dell Remote Access Controller (iDRAC).
- Use Simple Network Management Protocol (SNMP) instead of WMI.

i **NOTE:** For a list of supported OEM devices, see the *Dell SupportAssist for Dell OpenManage Essentials Support Matrix* at <https://www.dell.com/serviceabilitytools>.

Viewing and updating the contact information

To view and update the contact information:

i **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

1. Click the **Settings** tab.
The **System Logs** page is displayed.
2. Click **Contact Information**.
The **Contact Information** page is displayed.
3. If required, edit the company name.
4. Select the type of contact:
 - **Primary**
 - **Secondary**
5. Type the first name, last name, phone number, alternate phone number (optional), and e-mail address in the appropriate fields.
6. Select the preferred contact method, preferred contact hours, and time zone.
7. In the **Parts Dispatch (Optional)** section:

i **NOTE:** The parts dispatch information is optional. If the Dell Technical Support agent determines that a part needs to be replaced in your environment to resolve a support case, the replacement part is dispatched with your consent to the provided address.

 - a. Type the address and city/town in the appropriate fields.
 - b. Select the country.
 - c. Type the state/province/region and zip/postal code in the appropriate fields.
8. Click **Save Changes**.

Related references

[Contact Information](#) on page 56

Accessing and viewing the logs

The SupportAssist dashboard stores Windows events and log messages in two locations:

- The Windows Event Log
- The dashboard installation logs directory (typically, `C:\Program Files (x86)\Dell\Dell Integrated Support\logs`).

A new log is created daily at 11:59 PM as per the time zone configured in the system, and is stored in the logs directory with the date appended to the file extension. This enables you to identify the exact log file stored for a given date when alerts occur. For example, log files similar to the following can be seen:

- `log-file.txt 20120226`
- `log-file.txt 20120227`
- `log-file.txt 20120228`

Log files are purged from storage after 45 days.

To view the Windows Event Log, invoke the Event Viewer application and then expand Applications and Services Logs. The `DellIntegratedSupport` log file contains entries from the dashboard service. The dashboard logs messages here that correspond to the value of the Windows Registry key, `WindowsEventLogLevel`, or higher.

In the dashboard installation directory, you can view one log file per day. The current log file is named `log-file.txt`, and contains log messages that correspond to the following values (or higher) in the Windows Registry key `LogFileLevel`: FATAL, ERROR, WARN, INFO, and DEBUG, with special values of OFF and ALL. A registry value of ERROR results in logs messages of FATAL, and ERROR, since FATAL is a higher level than ERROR.

The `LogFileLevel` Windows Registry key can be located at `HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Dell\Dell Integrated Support`.


Accessing and viewing the system log collection

When a support case is automatically generated by SupportAssist, data required to troubleshoot the issue is collected and sent to Dell Technical Support. The collected troubleshooting information is also compressed and stored on your OpenManage Essentials server at `C:\Program Files (x86)\Dell\Dell Integrated Support\reports`.

The filename includes the device's IP address, Dell service tag, and the date/time when the file was created. For example:

- `DSET_Report_for[192.168.1.254_SvcTag_AL12G26_2012-03-07T132648].zip`
- `Periodic_DSET_Report_for[192.168.1.254_SvcTag_AL12G26_2012-03-07T132648].zip`
- `Lasso_Report_for[10.94.216.76_SvcTag_897672S_2012-08-21T094147].zip.gpg` (without PII)
- `Lasso_Report_for[10.94.216.76_SvcTag_897672S_2012-08-21T094147].xml.gpg` (with PII)

The report file is encrypted with the password, `dell` (all lowercase). The report information can then be viewed by opening the `dsetreport.hta` file in your web browser.

 **NOTE:** You should open the reports only when asked to do so by Dell Technical Support. Your report will not be reviewed unless you have an open support case.

Viewing SupportAssist product information

The **About** window displays the SupportAssist product version, copyright information, and detailed SupportAssist feature descriptions.

To view general and detailed SupportAssist product information:

1. Move the mouse pointer over the **Help** link at the top-right corner of the SupportAssist dashboard, and then click **About**. The **About** window is displayed, where you can view the general and detailed product information and also the copyright information.
2. Click **Close** to return to the SupportAssist dashboard.

Viewing support information


The Help window displays SupportAssist product version and copyright information, and provides access to Dell Technical Support and Dell OpenManage Essentials information.

To view the support information for SupportAssist:

1. Move the mouse pointer over the **Help** link at the top-right corner of the SupportAssist dashboard, and then click **Help**. The **Help** window is displayed.
2. In the **Help** window :
 - Read the General product and copyright information.
 - Click the links under **Dell SupportAssist Additional Information & Updates** to view:
 - Dell Technical Support launch points, community forums, blogs, and much more
 - Dell product manuals for hardware and software products
 - Click the link under **Dell OpenManage Essentials (OME) Additional Information & Updates** to view Dell OpenManage Essentials Frequently Asked Questions, updates, videos, and so on.
3. Click **Close** to return to the SupportAssist dashboard.

Accessing the context-sensitive help

The context-sensitive help provides information about features and tasks that are applicable to the current view on the dashboard. Once you invoke the context-sensitive help, you can navigate or search through the entire SupportAssist help system.

To access the context-sensitive help, click the  icon that appears in the dashboard. The context-sensitive help is displayed in a new browser window.

Troubleshooting

The following sections describe procedures you can use to troubleshoot Dell SupportAssist issues


Topics:

- [Installing SupportAssist](#)
- [Registration problem](#)
- [Ensuring successful communication between the SupportAssist application and the SupportAssist server](#)
- [Verifying the installation of the collection components](#)
- [Launching SupportAssist](#)
- [Services](#)
- [Collection error](#)
- [Collection upload error](#)
- [Security](#)
- [Troubleshooting SSL connection failure](#)
- [Service contract](#)
- [Service Tag warnings](#)

Installing SupportAssist

SupportAssist installation requires elevated Microsoft User Authentication (UAC) privileges, and may fail if you attempt to install by double-clicking on the installer executable. If this occurs, install SupportAssist as follows:

1. Right-click the installer executable.
2. Select **Run as administrator**.

 **NOTE:** SupportAssist installation requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information and local administrator credentials, and so on. SupportAssist installation cannot proceed unless you allow Dell to save your PII.

Registration problem

The **SupportAssist Setup Wizard** guides you through the registration of SupportAssist. If the registration is successful:

- A registration confirmation e-mail is sent to your primary contact.
- The **Registration ID** value is displayed in the SupportAssist **Help > About** window.

Registration problem occurs if the SupportAssist application has problems communicating with the SupportAssist server hosted by Dell. To resolve the communication problems, see [Ensuring Successful Communication Between The SupportAssist Application And The SupportAssist Server](#).

Ensuring successful communication between the SupportAssist application and the SupportAssist server

The SupportAssist application installed on the management server must be able to communicate with the SupportAssist server hosted by Dell to:

- Automatically create a support case if there is a problem with a device in your environment.
- Upload the generated system log collection to Dell.


To ensure that the SupportAssist application is able to successfully communicate with the SupportAssist server:

- The management server on which the SupportAssist application is installed must be able to connect to the following destinations:
 - <https://apidp.dell.com/support/case/v2/WebCase> — end point for the SupportAssist server. On the management server, verify if you can access the following location using the web browser: <https://apidp.dell.com/support/case/v2/WebCase?wsdl>.
 - <https://ddldropbox.us.dell.com/upload.ashx/> — the file upload server where the diagnostic test results are uploaded.
 - Verify if port 443 is open on the management server for <https://ddldropbox.us.dell.com> and <https://ftp.dell.com>. You can use a telnet client to test the connection. For example, use the following command: `ddldropbox.us.dell.com 443`.
 - <https://ftp.dell.com/> — for new SupportAssist release information. On the management server, verify if you can access the following location using the web browser: <https://ftp.dell.com/>.
- Verify if the server certificate on <https://ddldropbox.us.dell.com> is valid. For more information, see [Verifying the server certificate](#).
- Verify if the network settings on the management server are correct.
- If the management server on which SupportAssist is installed connects to the Internet through a proxy server, configure the proxy settings in SupportAssist. See [Configuring proxy server settings](#).

If the communication problem persists, contact your network administrator for further assistance.

Verifying the server certificate

To verify the server certificate on ddldropbox.us.dell.com:

1. Open <https://ddldropbox.us.dell.com> in a web browser.
A **404 — File or directory not found** error may be displayed.
2. On the address bar, click the **Security Report** icon , and then click **View Certificates**.
The **Certificate** is displayed.
3. In the **General** tab, verify if the certificate displays a valid date.
4. Click the **Certification Path** tab, and verify if the **GTE CyberTrust Global** root certificate is listed.

Verifying the installation of the collection components


SupportAssist uses the following collection components to generate the system log collection from supported devices in an environment:

- Dell System E-Support Tool (DSET)
- Dell Lasso

The collection components are automatically downloaded and installed in the background after the installation of SupportAssist. To successfully generate the system log collection, the collection component must be of a version that is compatible with SupportAssist.

To verify if a compatible version of the collection component is installed:

1. Navigate to the **Control Panel**.
2. Click **Programs > Programs and Features**.
The **Uninstall or change a program** window is displayed.
3. In the list of installed applications, verify if the compatible version of DSET and Lasso are installed.

 **NOTE:** For information on the version of DSET and Lasso that is compatible with SupportAssist, see the *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Support Matrix* at <https://www.dell.com/serviceabilitytools>.

Launching SupportAssist

If you see a `Problem starting the Dell SupportAssist Service` error upon launching SupportAssist:

- There may be a Microsoft Windows registry configuration problem with the SupportAssist Windows service. To resolve this issue, uninstall and then reinstall SupportAssist.
- The SupportAssist dashboard requires some DLLs that are installed in OpenManage Essentials. The SupportAssist installer checks that OpenManage Essentials is installed, and then checks the OpenManage Essentials version. If the DLLs are manually removed, the following error appears during installation:

```
Error 1920. Service Dell SupportAssist Service (PhomePluginWindowsService) failed to start.
```

If this occurs:


- Verify that you have sufficient privileges to start system services.
- Check the `log-file.txt` file in the logs directory (typically, `C:\Program Files (x86)\Dell\Dell Integrated Support\logs`) to see which component failed to load.

Services

- The SupportAssist application installed on the management server may not initially connect to the SupportAssist server hosted by Dell if your network requires passing web browser traffic through a proxy server. If this occurs:
 - A dialog box may be displayed prompting you to configure your proxy settings. Provide the information required in the appropriate fields to connect to the SupportAssist server through your proxy server.
 - Configure the proxy server settings in SupportAssist. See [Configuring proxy server settings](#).
 - After configuring the proxy server settings, verify if the SupportAssist application can connect to the SupportAssist server through the proxy server by performing the connectivity test. See [Performing the connectivity test](#).
- If the SupportAssist dashboard application does not seem to connect to the SupportAssist server or behave appropriately, ensure that the SupportAssist Windows service is running:
 1. Click **Start > Run**.
The **Run** dialog box is displayed.
 2. Type `services.msc`, and then click **OK**.
The **Services** Microsoft Management Console (MMC) is displayed.
 3. Check if the **Dell SupportAssist Service** displays the status as **Running**.
 4. If the service is not running, start the service by right-clicking **Dell SupportAssist Service > Start**.
 5. If the service cannot or does not start, open the most recent log file (`log-file.txt`), and then search for text with a timestamp of when you tried to start the service. The log file may contain a message indicating any dashboard startup errors and a possible problem diagnosis.
 6. To verify that the SupportAssist application can connect to the SupportAssist server hosted by Dell, perform the connectivity test. See [Performing the connectivity test](#).
 - If the server is responding, a success message is displayed in the dashboard. If not, the server may not be functional. If this occurs, look through the `log-file.txt` file, typically located at `C:\Program Files (x86)\Dell\Dell Integrated Support\logs` to find details. If there are no discernible details in the log file, and the server is not reachable, contact Dell Technical Support.
 - If communication is successful, but no data updates occur, the dashboard may be identifying itself with an ID that is unknown to the server. If this occurs, look through the `log-file.txt` log file, typically located in `C:\Program Files (x86)\Dell\Dell Integrated Support\logs` to find details. The log file may contain a message stating that the dashboard was not recognized. If the dashboard is not recognized by the SupportAssist server, uninstall and reinstall SupportAssist.

The SupportAssist dashboard registers as a new client, enabling the SupportAssist server to recognize it.


Collection error

If you receive a SupportAssist e-mail notification indicating a collection issue with a specific device and the **Status** of the device displays  **Error**:

1. Click the **Error** link in the **Status** column to view the possible resolution steps.
2. Verify if the device is connected to the network.

3. Verify the credentials you have provided for the device. You must provide the Administrator credentials in the **Settings** > **System Logs** page. For more information, see [Configuring the default device type credentials](#) and [Editing device credentials](#).

Collection upload error

If you receive a SupportAssist e-mail notification indicating an issue uploading the collection for a specific device and the **Status** of the device displays  **Error**:

1. Click the **Error** link in the **Status** column to view the possible resolution steps.
2. Verify if the management server on which SupportAssist is installed is able to connect to the Internet.
3. If the management server on which SupportAssist is installed connects to the Internet through a proxy server, ensure that you configure the proxy settings in SupportAssist. For more information, see [Configuring proxy server settings](#).
4. Perform the connectivity test and make sure that the test is successful. For more information, see [Performing the connectivity test](#).
5. Verify if the SupportAssist application is able to communicate successfully with the SupportAssist server. See [Ensuring successful communication between the SupportAssist application and the SupportAssist server](#).

After resolving the issue, manually upload a new collection for the device to Dell. For more information, see [Sending the system logs manually](#).

Security

- The **Settings** tab is inaccessible and the **Connectivity Test** link is disabled. On clicking **Settings** tab, a dialog box is displayed with the following message: Access Denied. You must be logged in as a member of the Dell OpenManage Essentials Administrators or Power Users group to access this content.
- The **Edit Device Credentials** and **Send System Logs** links remain disabled even after selecting a device in the **Device Inventory**.

If this occurs, ensure that you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

Troubleshooting SSL connection failure

SSL connection failure may occur if the 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.

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. See [Exporting the root certificate](#) and [Installing the root certificate](#).

Exporting the root certificate

You can perform the following steps to export the root certificate from **Dell.com**.

1. In Internet Explorer, go to <https://dell.com>.
2. If the **Certificate Error: Navigation Blocked** page is displayed, click **Continue to this website (not recommended)**.
3. At the **Do you want to view only the webpage content that was delivered securely?** prompt, click **Yes**.
4. On the address bar, click the **Security Report** icon .
5. Click **View certificates**.
The **Certificate** window is displayed.

6. Click **Details**.
7. Click **Copy to File**.
The **Certificate Export Wizard** is displayed.
8. Click **Next**.
9. In the **Export File Format** page, click **Next**.
10. In the **File to Export** page, click **Browse**.
The **Save As** window is displayed.
11. Navigate to the location you want to save the certificate file.
12. Type a file name and click **Save**.
13. In the **Export File Format** page, click **Next**.
14. Click **Finish**.
The status of the export is displayed.
15. Click **OK**.

Installing the root certificate

You can perform the following steps to install the root certificate on the server on which SupportAssist is installed.

- Ensure that you are logged on using the user account with which SupportAssist was installed.
- Ensure that you have administrator privileges.
- Ensure that the SupportAssist service is running.
- Ensure that you have exported the certificate file. See [Exporting the root certificate](#).

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
GTE_CyberTrust_Global_Root.cer	Trusted Root Certification Authorities

1. On the server on which SupportAssist is installed, click **Start > Run**.
The **Run** dialog box is displayed.
2. In the **Open** box, type `mmc`, and click **OK**.
The **Console 1 – [Console Root]** window is displayed.
3. Click **File > Add/Remove Snap-in**.
The **Add or Remove Snap-ins** dialog box is displayed.
4. In **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. In **Console Root**, click **Certificates – Current User**.
11. Right-click **Trusted Root Certification Authority > 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 location of the certificate files, select a certificate file and click **Next**.
The **Certificate Store** information is displayed.
14. Click **Next**.
15. Click **Finish**.

16. Perform step 11 to step 15 until all three certificate files are imported.
17. Right-click **Intermediate Certification Authorities > All Tasks > Import**.
The **Certificate Import Wizard** is displayed.
18. Perform step 12 to step 15 until all three certificate files are imported.
19. In **Console Root**, click **Certificates – Local Computer**.
20. Right-click **Trusted Root Certification Authority**, point to **All Tasks** and click **Import**.
The **Certificate Import Wizard** is displayed.
21. Perform step 12 to step 15 until all three certificate files are imported.
22. Right-click **Intermediate Certification Authorities**, point to **All Tasks** and click **Import**.
The **Certificate Import Wizard** is displayed.
23. Perform step 12 to step 15 until all three certificate files are imported.

Service contract

The **Service Contract** column on the **Case List** report, may display a warning icon or `unknown`. See the following sections for more information about these messages.

Service contract warning

A warning icon may appear in the **Service Contract** column of some cases if the associated device is not covered under a Dell service contract or the service contract has expired.

If any cases display a warning icon in the **Service Contract** column:

1. Move the pointer over the warning icon to display a tool tip.
2. Click the Dell Support link displayed in the tool tip to open the service contract information page.

You can obtain current service contract information for your Dell devices, obtain new service contracts, and so on.

Service contract type is unknown

The **Service Contract** column on **Case List** report displays `unknown` for all existing support cases.

This issue occurs when you upgrade SupportAssist. Once an alert is received from the device, the **Service Contract** column is updated with the appropriate service contract type.

Service Tag warnings

On rare occasions some cases may display an invalid Dell Service Tag warning.



To resolve Service Tag warnings:

1. Identify the Service Tag for your device.
2. Contact Dell Technical Support. See [Contacting Dell](#).

Dell SupportAssist user interface


The top-right of the SupportAssist header area displays links that you can use to navigate the interface. The following table describes the links that are displayed.

Table 3. SupportAssist header links

Link	Description
SupportAssist Community	Opens the SupportAssist User Group website in a new browser window.
Help	Move the mouse pointer over the link to display a drop-down that provides the following options: <ul style="list-style-type: none"> • Help — Opens the Help window that provides links to Dell Technical Support and product manuals. • About — Opens the About window that provides information about the SupportAssist version, copyright information, and also notifies if a newer version of SupportAssist is available.
User name	Displays the user name of the currently logged in user. Move the mouse pointer over the <i>user name</i> link to display a drop-down that contains a link to the Connectivity Test page.
 Update Available	Displays in the SupportAssist header area in the following situations: <ul style="list-style-type: none"> • If an error occurred during the update of SupportAssist. • If the Settings > Preferences > Enable auto update option is not selected, and you cancel the SupportAssist Update notification that is displayed. <p>You can click the link to download and install the SupportAssist update.</p> <p> NOTE: The Update Available link is displayed only if you are logged in as a member of the Dell OpenManage Essentials Administrators, Power Users, or Site Administrators group.</p>

The SupportAssist dashboard displays the following tabs that enable you to view the support cases, monitored devices, and configuration options:

- **Cases** — Displays the support cases that are open.
- **Devices** — Displays the following tabs:
 - **Inventory** — Displays the supported devices that are discovered in OpenManage Essentials.
 - **Groups** — Displays the device groups that you have created.
- **Settings** — Displays the setting options for configuring the default device credentials, proxy settings, preferences, contact information, system credentials, and SMTP settings.

 **NOTE:** The **Settings** tab is accessible only if you are logged on as a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

Related concepts

[Case List](#) on page 47

[Device Inventory](#) on page 48

[Device grouping](#) on page 29

[Settings](#) on page 52

[Connectivity Test](#) on page 57

[Auto update](#) on page 34

Topics:

- [Case List](#)
- [Device Inventory](#)

- [Device Groups](#)
- [Settings](#)
- [Connectivity Test](#)
- [Setup Wizard](#)

Case List

The **Case List** is the default view of SupportAssist.

The following table describes the automatically-generated support case information for the supported Dell devices in your environment, as displayed in the **Case List** page.

Table 4. Case List

Column	Description
Case Status	Displays the current state of the support case. The status of a case may be: <ul style="list-style-type: none"> • Open — Dell Technical Support has opened the submitted case. • In Progress — The case is currently being worked by Dell Technical Support. • Customer Deferred — Dell Technical Support has deferred the case at your request. • Submitted — SupportAssist has submitted the case. • No Case — No case exists for this device. • Reopened — The case was previously closed, and has been reopened.
Case Number	Displays the numeric identifier assigned to the support case.
Case Title	Displays the case name, which identifies: <ul style="list-style-type: none"> • Case generation method • Device model • Device operating system • Alert ID, if available • Alert description, if available • Warranty status • Resolution description
Service Contract	Displays the Dell service contract level under which the device is covered. The service contract column may display: <ul style="list-style-type: none"> • Unknown — SupportAssist cannot determine the service contract. • Invalid Service Tag — The Service Tag of the device is invalid. • No Service Contract — This device is not covered under a Dell service contract. • Expired Service Contract — The service contract of the device has expired. • Basic Support — This device is covered under a Dell Basic Hardware service contract. • ProSupport — This device is covered under a Dell ProSupport service contract. • ProSupport Plus — This device is covered under a Dell ProSupport Plus service contract.
Device Type	Displays the type of device as discovered by OpenManage Essentials: <ul style="list-style-type: none"> • PowerVault Storage Device — The device is a Dell PowerVault MD Series storage array. • PowerVault Server — The device is a Dell PowerVault NX Network Attached Storage (NAS) device. • EqualLogic Storage — The device is a Dell EqualLogic storage array. • PowerEdge Server Device — The device is a Dell PowerEdge, PowerEdge VRTX, iDRAC, or CMC device. • PowerEdge Direct Attached Storage — The device is a PowerVault MD or NX Direct Attached Storage (DAS) device. • Dell Networking — The device is a Dell Networking switch.
Service Tag	Displays a unique, alphanumeric identifier that enables Dell to individually recognize each Dell device.
Date Opened	Displays the date and time when the support case was opened.

Device Inventory

The **Device Inventory** page displays the supported devices that are discovered in OpenManage Essentials. The device inventory displays the device list as a group.

If no device group is created, below the column headers, the device inventory displays **Ungrouped devices (Total devices: n)** and the list of devices.

If device groups are created, for each device group, the device inventory displays **<Device Group Name> (Total devices: n)** and the list of devices in the group. Devices that are not grouped are displayed below the existing device groups.

The following table describes the automatically-generated inventory information for your supported Dell devices, as displayed in the **Device Inventory** page.

Table 5. Device Inventory









Field	Description
Edit Credentials	Select a device and click Edit Credentials to edit the credentials for the selected device.
Send System Logs	Select a device and click Send System Logs to generate a system log collection from the selected device and upload it to Dell.
Name	Displays the NetBIOS name of the device as discovered by OpenManage Essentials.
Type	Displays the type of device as discovered by OpenManage Essentials: <ul style="list-style-type: none"> • PowerVault Storage Device — The device is a Dell PowerVault MD Series storage array. • PowerVault Server — The device is a Dell PowerVault NX Network Attached Storage (NAS) device. • EqualLogic Storage — The device is a Dell EqualLogic storage array. • PowerEdge Server Device — The device is a Dell PowerEdge, PowerEdge VRTX, iDRAC, or CMC device. • PowerEdge Direct Attached Storage — The device is a PowerVault MD or NX Direct Attached Storage (DAS) device. • Dell Networking — The device is a Dell Networking switch.
Service Tag	Displays a unique, alphanumeric identifier that enables Dell to individually recognize each Dell device.
Status	Displays the status of the collection component installation, support case, device configuration, or system log collection. The status may be: <ul style="list-style-type: none"> •  Installing Collection Component — Installation or update of the collection component is in progress. •  Collection In Progress — The collection component is running on the device. •  Collection Uploaded — The system log collection has been uploaded to Dell. •  Device Configured — The device is configured correctly for monitoring using SupportAssist. •  Collection Component Is Not Supported — The collection component is not supported on the device. •  Unknown — The unknown status is displayed in any of the following scenarios: <ul style="list-style-type: none"> ○ The device is setup, but the connectivity and collection capability of the device is to be verified. ○ An unknown issue occurred while verifying the device status. ○ The status of the device could not be verified within the predefined time limit. •  Error — The error status is displayed in any of the following scenarios: <ul style="list-style-type: none"> ○ Installation of the collection component is unsuccessful. ○ The collection component is not installed. ○ The support case information for the device could not be accessed by SupportAssist.

Table 5. Device Inventory (continued)

Field	Description
	<ul style="list-style-type: none"> ○ The support case service hosted by Dell is currently unavailable. ○ The collection component had started, but failed to run on the device. ○ The system log collection was not successfully uploaded to Dell. ○ The device or device type credentials are not configured. ○ The device is not set up correctly. There may be an issue with either the configured credentials or connectivity. <p> NOTE: The Error status is displayed as a link that you can click to view the description of the issue and the possible resolution steps.</p>

Related tasks

[Editing device credentials](#) on page 21

[Sending the system logs manually](#) on page 24

[Device grouping](#) on page 29

[Error code appendix](#) on page 63

Device Groups

The **Device Groups** page allows you to create and manage devices groups.

The following table provides information about the fields displayed in the **Device Groups** page.

Table 6. Device Groups

Field	Description
Create Group	Click to create a device group.
Select group actions	<p>Displays the actions that you can perform on the devices groups. The following are the actions you can select:</p> <ul style="list-style-type: none"> ● Manage Devices — Displays the Manage Devices window that allows you to add or remove devices from a device group. ● Manage Credentials — Displays the Manage Credentials window that allows you to provide the credentials for the devices types included in a device group. ● Manage Contacts — Displays the Manage Contacts window that allows you to provide the contact information and parts dispatch information for each device type included in a device group. ● Edit/Delete Group — Displays a window that allows you to edit the group details or delete a device group.
Name	Displays the name of the device group and the total number of devices in the device group.
Description	Displays the description provided for the device group.

Related references

[Viewing device groups](#) on page 30

[Creating a device group](#) on page 30

Manage Devices

The **Manage Devices** window allows you to add or remove devices from a device group.



On the **Manage Devices** window:

- The **Ungrouped Devices** pane displays all devices that are not included in any device group.
- The **Devices in Current Group** pane displays devices that are included in the current device group.

The following table provides information about the fields displayed in the **Manage Devices** window.

Table 7. Manage Devices

Field	Description
Name	Displays the NetBIOS name of the device as discovered by OpenManage Essentials.
Type	Displays the type of device as discovered by OpenManage Essentials: <ul style="list-style-type: none"> • PowerVault Storage Device — The device is a Dell PowerVault MD Series storage array. • PowerVault Server — The device is a Dell PowerVault NX Network Attached Storage (NAS) device. • EqualLogic Storage — The device is a Dell EqualLogic storage array. • PowerEdge Server Device — The device is a Dell PowerEdge, PowerEdge VRTX, iDRAC, or CMC device. • PowerEdge Direct Attached Storage — The device is a PowerVault MD or NX Direct Attached Storage (DAS) device. • Dell Networking — The device is a Dell Networking switch.
Service Tag	Displays a unique, alphanumeric identifier that allows Dell to individually recognize each Dell device.
Save	Click to save the changes you have made.
Cancel	Click to discard the changes you have made.

 **NOTE:** You can use the filter icon  displayed in the column titles to filter the displayed data.

Related references

[Managing devices in a device group](#) on page 30

Manage Credentials

The **Manage Credentials** window allows you to provide the credentials for the device types included in a device group.

The left pane on the **Manage Credentials** window displays the device types, and the right pane allows you to provide the credentials. The following table provides information about the fields displayed in the **Credentials** section.

Table 8. Manage Credentials




Field	Description
Username	Allows you to view or edit the user name of a device type.
Password	Allows you to edit the password of a device type in a masked format.
Enable Password  NOTE: The Enable Password field is displayed only when the device type is Switch - Dell Networking .	Allows you to edit the enable password in a masked format.
Community String  NOTE: The Community String field is displayed only when the device type is Storage - EqualLogic .	Allows you to edit the community string in a masked format.
Save	Click to save the credentials.
Next	Click to navigate to the next device type displayed in the left pane.

Table 8. Manage Credentials (continued)

Field	Description
Close	Click to close the Manage Credentials window.

 **NOTE:** SupportAssist does not require the credentials for collecting system logs from Dell PowerVault MD series storage arrays.

Related references

[Managing the credentials of a device group](#) on page 31

Manage Contacts

The **Manage Contacts** window allows you to provide the contact information and parts dispatch information for a device group.

The following table provides information about the fields displayed in the **Manage Contacts** window.

Table 9. Manage Contacts

Field	Description
Use default	Select to use the contact information already available in the Settings > Contact Information page.
Primary	Select to provide the primary contact details.
Secondary	Select to provide the secondary contact details.
First Name	Allows you to view or edit the first name of the primary or secondary contact.
Last Name	Allows you to view or edit the last name of the primary or secondary contact.
Phone Number	Allows you to view or edit the phone number of the primary or secondary contact.
Alternate Phone Number	Allows you to view or edit the alternate phone number of the primary or secondary contact.
Email Address	Allows you to view or edit the email address of the primary or secondary contact.
Preferred Contact Method	Allows you to select the preferred contact method. The available options are: <ul style="list-style-type: none">• Phone• Email
Preferred Contact Hours	Allows you to view or edit the preferred hours at which Dell Technical Support can contact your primary or secondary contact in case of any issues with the monitored devices.
Time Zone	Allows you to select the time zone of the primary or secondary contact.
Parts Dispatch (Optional)	
Address City/Town Country State/Province/ Region Postal Code	Allows you to view or edit the address to which a replacement part must be dispatched.

Related references

[Viewing and updating the contact information of a device group](#) on page 32

Edit/Delete Group

The **Edit/Delete Group** window allows you to edit the device group details or delete a device group.

The following table provides information about the fields displayed on the **Edit/Delete Group** window.

Table 10. Edit/Delete Group

Field	Description
Name	Allows you to view or edit the name of the device group.
Description	Allows you to view or edit the description of the device group.
Update	Click to save the edited device group information.
Delete	Click to delete the device group.
Cancel	Click to discard the changes you have made.

Related references

[Editing device group details](#) on page 32

[Deleting a device group](#) on page 33

Settings

The **Settings** tab enables you to configure SupportAssist. By default, the **System Logs** page is displayed when the **Settings** tab is opened. The **Settings** tab includes the following pages:

- **System Logs**
- **Proxy Settings**
- **Preferences**
- **Contact Information**
- **System Credentials**
- **SMTP Settings**

Related references

[System Logs](#) on page 52

[Proxy Settings](#) on page 54

[Preferences](#) on page 55

[Contact Information](#) on page 56

[System Credentials](#) on page 56

[SMTP Settings](#) on page 57

System Logs

The **System Logs** page enables you to:



- Edit the credentials required to collect the system logs from supported devices
- Schedule system log collections


The following table provides information about the fields displayed under **Edit Device Credentials**.

Table 11. System Logs


Field	Description
Device Type	Select the device type. The available options are: <ul style="list-style-type: none">• Server• Storage• Switch

Table 11. System Logs (continued)

Field	Description
Credential Type	Select the specific device for which you want to provide the credentials. The options displayed depend on the Device Type you have selected. The available options for Server are: <ul style="list-style-type: none"> • Windows • Linux • ESX/ESXi • iDRAC • CMC The available options for Storage are: <ul style="list-style-type: none"> • EqualLogic • MD Series The available option for Switch is Dell Networking .
Username	Enables you to view or edit the user name.
Password	Enables you to provide or edit the password in a masked format.
Enable Password  NOTE: The Enable Password field is displayed only when the Device Type selected is Switch .	Enables you to edit the enable password in a masked format.
Community String  NOTE: The Community String field is displayed only when the Device Type selected is Storage and the Credential Type selected is EqualLogic .	Enables you to edit the community string in a masked format.
Overwrite the device-specific credentials with the Default Device Type Credentials for all devices belonging to the current Device Type and Credential Type	Enables you to overwrite the device-specific credentials that you had previously configured for some devices, with the Default Device Type Credentials . Only devices (of the selected Device Type and Credential Type) that you had configured with device-specific credentials are affected.

 **NOTE:** If the **Device Type** selected is **Storage** and the **Credential Type** selected is **MD Series**, the **Username** and **Password** fields are not displayed. This is because the user name and password are not required for collecting the system logs from PowerVault MD series storage arrays.

The following table provides information about the fields displayed under **System Log Collection Schedule**.

 **NOTE:** The **System Log Collection Schedule** options are enabled only if the **Enable system log collection scheduling** option is selected in the **Preferences** page.


 **NOTE:** If the **Enable system log collection scheduling** option is not selected, and your devices are covered under the Dell ProSupport Plus service contract, you will not receive some reporting information about your devices.

Table 12. System Logs

Field	Description
Frequency	Enables selecting the frequency at which system logs are collected. The available options are: <ul style="list-style-type: none"> • None • Weekly

Table 12. System Logs (continued)

Field	Description
	<ul style="list-style-type: none"> • Monthly
Specify day and time	<p>Enables selecting the day and time when you want to collect the system logs.</p> <p>If the Frequency is set to Weekly, the available options are: weeks (1 or 2), day of the week (sunday, monday, tuesday, wednesday, thursday, friday, and saturday), hour (in hh:mm format), and AM/PM.</p> <p>If the Frequency is set to Monthly, the available options are: week of the month (first, second, third, fourth, and last), day of the week (sunday, monday, tuesday, wednesday, thursday, friday, and saturday), hour (in hh:mm format), AM/PM, and months (1 or 3).</p>
Start Date	Displays the date and time at which the system logs will be collected next.

Related references

[Settings](#) on page 52

Related tasks

[Configuring the default device type credentials](#) on page 18

[Scheduling the periodic collection of system logs](#) on page 26

[Overwriting the device-specific credentials with the default device type credentials](#) on page 23

Proxy Settings

The **Proxy Settings** page enables you to configure the proxy server settings. The following table provides information about the fields displayed in the **Proxy Settings** page.

Table 13. Proxy Settings

Field	Description
Use proxy settings	Select this option to enable configuring the proxy server settings.
Proxy Server Address or Name	Enables you to view or edit the proxy server address or name.
Proxy Port Number	Enables you to view or edit the proxy server port number.
Proxy requires authentication	Select this option if the proxy server requires authentication.
Username	Enables you to view or edit the proxy server user name.
Password	Enables you to provide or edit the proxy server password in a masked format.
Confirm Password	Enables you to retype the password provided in the Password field in a masked format.

Related references

[Settings](#) on page 52

Related tasks

[Configuring proxy server settings](#) on page 35

Preferences

The **Preferences** page enables you to configure **Auto Update**, **Email Settings**, **Support Collection**, and **Maintenance Mode**. The following table provides information about the fields displayed in the **Preferences** page.

Table 14. Preferences

Field	Description
Auto Update	
Enable auto update	Select this option to automatically download and install the latest SupportAssist and collection component updates, when they are available. The download and installation of the updates occur in the background. A message will be displayed if problems occur during the update process. NOTE: It is recommended that you select the Enable auto update option, to ensure that SupportAssist is up-to-date with the latest features and enhancements.
Email Settings	
Receive email notification when a new support case is opened	Select this option to receive an e-mail notification when a new support case is opened.
Preferred email Language	Select the preferred language for e-mail notifications.
Recommendation Report Settings	
Automatically receive server recommendation reports via email	Select this option to automatically receive ProSupport Plus server recommendation reports through email.
Support Collection	
Automatically start a log collection when a new support case is generated	Select this option to automatically start a system log collection when a new support case is generated.
Enable system log collection scheduling	Select this option to enable scheduling of the system log collection. To schedule the system log collection, configure the System Log Collection Schedule in the System Logs tab.
Send network identification information to Dell	Select this option to allow sending network identification information to Dell.
Maintenance Mode	
Temporarily suspend case generation activity (e.g., for purposes of downtime, external troubleshooting, etc.)	Select this option to set SupportAssist in maintenance mode. While in maintenance mode, no new support cases are opened.

Related references

[Settings](#) on page 52

Related tasks

[Enabling auto update](#) on page 34

[Configuring e-mail notification settings](#) on page 35

[Enabling or disabling the automatic collection of system logs](#) on page 25

[Enabling or disabling the scheduling of system log collection](#) on page 25

[Filtering the system log collection](#) on page 24

[Setting SupportAssist to maintenance mode](#) on page 36

Contact Information

The **Contact Information** page enables you to view and edit the contact information and parts dispatch address. The following table provides information about the fields displayed in the **Contact Information** page.

Table 15. Contact Information

Field	Description
Company Name	Enables you to view or edit the company name.
Primary	Select this option to view the primary contact information.
Secondary	Select this option to view the secondary contact information.
First Name	Enables you to view or edit the first name of the primary or secondary contact.
Last Name	Enables you to view or edit the last name of the primary or secondary contact.
Phone Number	Enables you to view or edit the phone number of the primary or secondary contact.
Alternate Phone Number	Enables you to view or edit the alternate phone number of the primary or secondary contact.
Email Address	Enables you to view or edit the e-mail address of the primary or secondary contact.
Preferred Contact Method	Select the preferred contact method. The available options are: <ul style="list-style-type: none"> • Phone • Email
Preferred Contact Hours	Enables you to view or edit the preferred hours at which Dell Technical Support can contact your primary or secondary contact in case of any issues with the monitored devices.
Time Zone	Select the time zone of the primary or secondary contact.
Parts Dispatch (Optional)	
Address City/Town Country State/Province/Region Postal Code	Enables you to view or edit the address to which a replacement part must be dispatched.

Related references

[Settings](#) on page 52

Related tasks

[Viewing and updating the contact information](#) on page 37

System Credentials


The **System Credentials** page enables you to update the credentials required to connect to OpenManage Essentials. SupportAssist uses the **System Credentials** to connect to OpenManage Essentials for retrieving device and alert information.


The following table provides information about the fields displayed in the **System Credentials** page.


Table 16. System Credentials

Field	Description
Username	Enables you to view or edit user name required to connect to OpenManage Essentials.

Table 16. System Credentials (continued)

Field	Description
	 NOTE: If the server on which SupportAssist is installed is a member of a domain, the user name must be provided in the domain\user name format.
Password	Enables you to provide or edit the password required to connect to OpenManage Essentials.

 **NOTE:** The credentials you provide must be of an user account that is a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

 **NOTE:** If you change the credentials of the user account because of the security policy requirements of your company or for other reasons, make sure that you also update the **System Credentials** in SupportAssist. Alternatively, it is recommended that you create a service account with credentials that do not expire, and provide the service account credentials.

Related references

[Settings](#) on page 52

[Configuring the system credentials](#) on page 33

SMTP Settings

The **SMTP Settings** page enables you to configure SupportAssist to send e-mail notifications through the local SMTP server. The following table provides information about the fields displayed in the **SMTP Settings** page.

Table 17. SMTP Settings

Field	Description
SMTP server name/IP address	Enables you to view or edit the SMTP server name or the IP address.
Port Number	Enables you to view or provide the port number of the server.
SMTP server requires authentication	Select to provide the credentials required to authenticate the SMTP server.
Username	Enables you to view or edit the SMTP server user name.
Password	Enables you to provide or edit the SMTP server password in a masked format.
Confirm password	Enables you to retype the password provided in the Password field in a masked format.
Enable SSL	Select to enable secure socket layer (SSL) communication.

Related references





[Settings](#) on page 52

[Configuring the local SMTP e-mail server settings](#) on page 19

Connectivity Test

The **Connectivity Test** page enables you to test SupportAssist connectivity to the dependent network resources. The following table describes the fields displayed in the **Connectivity Test** page.

Table 18. Connectivity Test

Field	Description
Check box	Select the appropriate check boxes to test the connectivity status you want to verify.
Test	Displays the dependent network resources that you can test. The available options are: <ul style="list-style-type: none"> • Internet • Local SMTP server • Dell FTP server • Dell Upload Server • OpenManage Essentials Service • Dell SupportAssist Server
Description	Provides a description of the test.
Connectivity Status	Displays an icon and a message that indicates the connectivity status. The possible statuses are: <ul style="list-style-type: none">  In Progress — The connectivity test is in progress.  Connected — The connectivity test is successful.  Error — The connectivity test is unsuccessful. <p> NOTE: The Error status is displayed as a link that you can click to view the description of the issue and the possible resolution steps.</p>
Last verified	Displays the date and time the connectivity status was last verified.
Test Connectivity	Click to test connectivity to the selected resources.

Related tasks

[Performing the connectivity test](#) on page 21

Setup Wizard


The **Setup Wizard** guides you through the setup and registration of SupportAssist. The fields displayed in the pages of the **Setup Wizard** are described in the following sections.

Welcome

The **Welcome** page enables you to start the SupportAssist setup. Click **Next** to start setting up SupportAssist.

Proxy Settings

The **Proxy Settings** page enables you to configure the proxy server settings.

 **NOTE:** The **Proxy Settings** page is only displayed if the server on which SupportAssist is installed connects to the internet through a proxy server.

The following table provides information about the fields displayed in the **Proxy Settings** page.

Table 19. Proxy Settings

Field	Description
Use proxy settings	Select this option to enable configuring the proxy server settings.
Proxy Server Address or Name	The proxy server address or name.
Proxy Port Number	The proxy server port number.
Proxy requires authentication	Select this option if the proxy server requires authentication.
Username	The user name required to connect to the proxy server.
Password	The password required to connect to the proxy server.
Back	Click to navigate to the Welcome page.
Next	Click to verify connectivity to the proxy server using the provided proxy details.

Registration

The **Registration** page enables you to provide your primary contact information and register SupportAssist.

The following table provides information about the fields displayed in the **Registration** page.

Table 20. Registration

Field	Description
Company Information	
Company Name	The name of the company.
Country/Territory	The location of the company.
Primary Contact Information	
First Name	The first name of the primary contact.
Last Name	The last name of the primary contact.
Phone Number	The phone number of the primary contact.
Alternate Phone Number	The alternate phone number of the primary contact.
Email Address	The e-mail address to which SupportAssist e-mail notifications must be sent.
Preferences	
Preferred Email Language	The language in which you prefer to receive SupportAssist e-mail notifications.
Back	Click to navigate to the Proxy Settings page or Welcome page.
Next	Click to register SupportAssist with the provided contact information.

System Credentials

The **System Credentials** page enables you to provide the credentials required to connect to OpenManage Essentials.

SupportAssist uses the **System Credentials** to connect to OpenManage Essentials for retrieving device and alert information.

The following table provides information about the fields displayed in the **System Credentials** page.

Table 21. System Credentials

Field	Description
Username	The user name required to connect to OpenManage Essentials. i NOTE: If the server on which SupportAssist is installed is a member of a domain, the user name must be provided in the domain\user name format.
Password	The password required to connect to OpenManage Essentials.
Back	Click to navigate to the Registration page.
Next	Click to verify connectivity to OpenManage Essentials using the provided credentials.

i **NOTE:** The credentials you provide must be of an user account that is a member of the OpenManage Essentials Administrators, Power Users, or Site Administrators group.

i **NOTE:** If you change the credentials of the user account because of the security policy requirements of your company or for other reasons, make sure that you also update the **System Credentials** in SupportAssist. Alternatively, it is recommended that you create a service account with credentials that do not expire, and provide the service account credentials.

Summary

The **Summary** page enables you to start SupportAssist. Click **Finish** to close the **SupportAssist Setup Wizard** and open the SupportAssist **Case List** page.

Related documents and resources

Other documents you may need

In addition to this guide, you can access the following guides available at the Dell Support website:

- *Dell OpenManage Essentials Version 2.2 User's Guide*
- *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Support Matrix*
- *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Quick Start Guide*
- *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Release Notes*
- *Dell System E-Support Tool User's Guide*
- *Dell Lasso User's Guide*
- *Monitoring Dell EqualLogic Storage Arrays Using Dell SupportAssist*
- *Monitoring Dell Networking Switches Using Dell SupportAssist*
- *Monitoring Dell PowerVault MD Series Storage Arrays Using Dell SupportAssist*
- *Monitoring iDRAC Using Dell SupportAssist*
- *Managing Windows Device Credentials in SupportAssist Using Service Account*

SupportAssist Community

You can also find video tutorials, peer-to-peer questions, user's guides, and other useful information at the community for SupportAssist users at Dell.com/SupportAssistGroup.

Dell Remote Consulting Service

You can use your existing Dell Remote Consulting Service contract or place an order and schedule time with a systems management deployment expert for OpenManage Essentials and SupportAssist installation, set up, and configuration from start to finish. For more information, click the **Remote Consulting Services** link at Dell.com/learn/enterprise-deployment-and-configuration.

Related tasks

[Accessing support content from the Dell EMC support site](#) on page 61

[Contacting Dell](#) on page 62

Topics:

- [Accessing support content from the Dell EMC support site](#)
- [Contacting Dell](#)

Accessing support content from the Dell EMC support site

Access supporting content related to an array of systems management tools using direct links, going to the Dell EMC support site, or using a search engine.

- Direct links:
 - For Dell EMC Enterprise Systems Management and Dell EMC Remote Enterprise Systems Management—<https://www.dell.com/esmmanuals>
 - For Dell EMC Virtualization Solutions—<https://www.dell.com/SoftwareManuals>


- For Dell EMC OpenManage—<https://www.dell.com/openmanagemanuals>
- For iDRAC—<https://www.dell.com/idracmanuals>
- For Dell EMC OpenManage Connections Enterprise Systems Management—<https://www.dell.com/OMConnectionsEnterpriseSystemsManagement>
- For Dell EMC Serviceability Tools—<https://www.dell.com/serviceabilitytools>
- Dell EMC support site:
 1. Go to <https://www.dell.com/support>.
 2. Click **Browse all products**.
 3. From the **All products** page, click **Software**, and then click the required link.
 4. Click the required product and then click the required version.

Using search engines, type the name and version of the document in the search box.

Related tasks

[Related documents and resources](#) on page 61

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. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

Related tasks

[Related documents and resources](#) on page 61

Error code appendix

The following table lists the error codes, error messages, and possible resolutions.

Table 22. Error codes

Error code	Error message	Possible resolution
1000_1	SupportAssist is unable to run a collection component on <device name> because the component is not supported on the operating system running on the device.	For information on the supported devices and operating systems, see the <i>Dell SupportAssist for Dell OpenManage Essentials Support Matrix</i> at https://www.dell.com/serviceabilitytools .
1000_2	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_3	SupportAssist is unable to run a collection component on <device name> because the connection interface is not supported.	Ensure that: <ul style="list-style-type: none"> • The device is reachable. • Ports 22, 23, 80, 135, 443, 1311, 2463, and 5989 are open on the device.
1000_4	SupportAssist cannot run a collection component on <device name> because the device does not have an Enterprise license.	Perform the following: <ol style="list-style-type: none"> 1. Upgrade to Enterprise license. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
1000_5	SupportAssist is unable to run a collection component on <device name>.	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
1000_6	SupportAssist is unable to run a collection component on <device name>.	Ensure the following: <ul style="list-style-type: none"> • Provide the Administrator credentials for the device in SupportAssist. • Dell OpenManage Server Administrator (OMSA) is installed and the OMSA services are running on the device. • iDRAC firmware is updated, if applicable.
1000_7	SupportAssist is unable to run a collection component on <device name>.	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
1000_8	SupportAssist is unable to run a collection component on <device name>.	Ensure the following: <ul style="list-style-type: none"> • Dell OpenManage Server Administrator (OMSA) is installed and the OMSA services are running on the device. • iDRAC firmware is updated, if applicable.

Table 22. Error codes (continued)

Error code	Error message	Possible resolution
1000_9	SupportAssist is unable to run a collection component on <i><device name></i> .	Ensure the following: <ul style="list-style-type: none"> • Dell OpenManage Server Administrator (OMSA) is installed and the OMSA services are running on the device. • iDRAC firmware is updated, if applicable.
1000_10	SupportAssist is unable to run a collection component on <i><device name></i> .	If the device is running a Windows operating system, ensure that WMI service is running on the device.
1000_11	SupportAssist is unable to run a collection component on <i><device name></i> .	If the device is running a Windows operating system, ensure that WMI service is running on the device.
1000_12	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_13	SupportAssist is unable to run a collection component on <i><device name></i> because sufficient free space may not be available on the system.	Ensure that the C:\ drive has free space available.
1000_14	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_18	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_19	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_20	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_21	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_22	SupportAssist is unable to upload the collection file from <i><device name></i> because the collection file size exceeds the predefined upload file size limit.	If the problem persists, contact Dell Technical Support for assistance.
1000_23	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_24	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_25	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_26	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_27	SupportAssist is unable to upload the collection file from <i><device name></i> because the upload process exceeded the predefined time limit.	Run the collection component after some time — Navigate to the Devices tab, select the device, and then click Send System Logs .

Table 22. Error codes (continued)

Error code	Error message	Possible resolution
1000_28	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_29	SupportAssist is unable to upload the collection file from <device name>.	Ensure that the proxy server is reachable.
1000_30	SupportAssist is unable to upload the collection file from <device name> because the proxy authentication method is not supported. Only Basic and NTLM authentication methods are supported.	n/a
1000_31	SupportAssist is unable to upload the collection file from <device name>.	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the proxy server credentials you have provided in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
1000_40	SupportAssist is unable to upload the collection file from <device name>.	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
1000_41	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
1000_42	SupportAssist is unable to run a collection component on <device name> .	If the device is running a Windows operating system, ensure that WMI service is running on the device.
2000_6	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_7	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_20	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_21	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_22	SupportAssist is unable to upload the collection file from <device name> because the collection file size exceeds the predefined upload file size limit.	If the problem persists, contact Dell Technical Support for assistance.
2000_23	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_24	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_25	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.

Table 22. Error codes (continued)

Error code	Error message	Possible resolution
2000_26	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_27	SupportAssist is unable to upload the collection file from <device name> because the upload process exceeded the predefined time limit.	Run the collection component after some time — Navigate to the Devices tab, select the device, and then click Send System Logs .
2000_28	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_29	SupportAssist is unable to upload the collection file from <device name>.	Ensure that the proxy server is reachable.
2000_30	SupportAssist is unable to upload the collection file from <device name> because the proxy authentication method is not supported. Only Basic and NTLM authentication methods are supported.	n/a
2000_31	SupportAssist is unable to upload the collection file from <device name>.	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the proxy server credentials you have provided in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
2000_32	SupportAssist is unable to upload the collection file from <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_109	SupportAssist is unable to run a collection component on <device name> because another instance of the collection component is already running on the device.	Run the collection component after some time — Navigate to the Devices tab, select the device, and then click Send System Logs .
2000_187	SupportAssist is unable to run a collection component on <device name>.	Ensure that the FTP service is running on the device host.
2000_188	SupportAssist is unable to run a collection component on <device name>.	Ensure that the Dell PowerVault MD Storage Manager software is installed on the device host.
2000_189	SupportAssist is unable to run a collection component on <device name>.	Ensure that a supported version of Dell PowerVault MD Storage Manager software is installed on the device host.
2000_191	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_192	SupportAssist is unable to run a collection component on <device name>.	Ensure that the device is reachable.
2000_193	SupportAssist is unable to run a collection component on <device name>.	Ensure that SSH is enabled on the device.
2000_195	SupportAssist is unable to run a collection component on <device name>.	Ensure that SNMP is enabled on the device.
2000_196	SupportAssist is unable to run a collection component on <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_197	SupportAssist is unable to run a collection component on <device name>.	Ensure that Dell EqualLogic firmware version 4.3.0 or later is installed on the device.
2000_198	SupportAssist is unable to run a collection component on <device name>.	Ensure that SSH and Telnet are enabled on the device.

Table 22. Error codes (continued)

Error code	Error message	Possible resolution
2000_199	SupportAssist is unable to run a collection component on <i><device name></i> .	Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.
2000_298	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_299	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_401	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_403	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_404	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_405	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_417	SupportAssist is unable to run a collection component on <i><device name></i> because the collection processes exceeded the predefined time limit.	<p>On the management server running OpenManage Essentials:</p> <ol style="list-style-type: none"> 1. Navigate to C:\Program Files (x86)\Dell\Lasso. 2. Open the ESC.properties file using any text editor. 3. Increase the timeout value of appropriate networking switch that displayed the error. For example, if the error occurred in a Dell Networking (previously Dell PowerConnect) switch, increase the value of the powerconnectethernet.timeout property. 4. Save the ESC.properties file. <p>The following are the timeout properties that you may have to edit based on the networking switch that displays an error:</p> <ul style="list-style-type: none"> • powerconnectethernet.timeout • force10.timeout • powerconnectM8428-k.timeout
2000_418	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_420	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_422	SupportAssist is unable to run a collection component on <i><device name></i> because the required file could not be downloaded within the predefined time limit.	<p>On the management server running OpenManage Essentials:</p> <ol style="list-style-type: none"> 1. Navigate to C:\Program Files (x86)\Dell\Lasso.

Table 22. Error codes (continued)

Error code	Error message	Possible resolution
		<ol style="list-style-type: none"> 2. Open the <code>NAS.properties</code> file using any text editor. 3. Increase the value of the nas.ftp.connection.timeout property. 4. Save the <code>NAS.properties</code> file.
2000_499	SupportAssist is unable to run a collection component on <i><device name></i> .	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
2000_802	SupportAssist is unable to run a collection component on <i><device name></i> because another instance of the collection component is already running on the device.	Run the collection component after some time — Navigate to the Devices tab, select the device, and then click Send System Logs .
2000_803	SupportAssist is unable to run a collection component on <i><device name></i> because the collection processes exceeded the predefined time limit.	On the management server running OpenManage Essentials: <ol style="list-style-type: none"> 1. Navigate to <code>C:\Program Files (x86)\Dell\Lasso</code>. 2. Open the <code>Enclosure.properties</code> file using any text editor. 3. Increase the value of the enclosure.timeout.value property. 4. Save the <code>Enclosure.properties</code> file.
2000_805	SupportAssist is unable to run a collection component on <i><device name></i> .	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
2000_901	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
2000_904	SupportAssist is unable to run a collection component on <i><device name></i> .	Ensure that: <ul style="list-style-type: none"> • The device is reachable. • SNMP is enabled on the device.
2000_909	SupportAssist is unable to run a collection component on <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_20	SupportAssist is unable to upload the collection file <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_21	SupportAssist is unable to upload the collection file <i><device name></i> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_22	SupportAssist is unable to upload the collection file <i><device name></i> because the collection file size exceeds the predefined upload file size limit	If the problem persists, contact Dell Technical Support for assistance.

Table 22. Error codes (continued)

Error code	Error message	Possible resolution
SA_23	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_24	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_25	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_26	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_27	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_28	SupportAssist is unable to upload the collection file <device name> because of an internal error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_29	SupportAssist is unable to upload the collection file <device name>.	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the proxy server credentials you have provided in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
SA_30	SupportAssist is unable to upload the collection file <device name> because the proxy authentication method is not supported. Only Basic and NTLM authentication methods are supported.	n/a
SA_31	SupportAssist is unable to upload the collection file <device name>.	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the proxy server credentials you have provided in SupportAssist is correct. 2. Navigate to the Devices tab, select the device, and then click Send System Logs.
SA_101	SupportAssist is unable to run a collection component on <device name> because of an internal error	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_102	Case access error.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_103	Case service unavailable.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_104	Collection component is not supported.	n/a
SA_105	SupportAssist component installation is unsuccessful.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.
SA_106	SupportAssist component is not available.	If the problem persists, the log files may be required for further troubleshooting. Contact Dell Technical Support for assistance.

Table 22. Error codes (continued)

Error code	Error message	Possible resolution
SA_108	SupportAssist is unable to run a collection component on <device name>.	Ensure that the Administrator credentials you have provided for the device in SupportAssist is correct.