

# Dell SupportAssist Version 1.2 for Servers Support Matrix



# Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

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

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# Overview

Dell SupportAssist for Servers is an application that enables automated support from Dell by proactively identifying hardware issues in Dell servers. When an issue is detected, SupportAssist automatically opens a support case with Dell Technical Support and sends you an email notification. Data required for troubleshooting the issue is automatically collected and sent securely to Dell Technical Support. The collected data helps Dell Technical Support to provide you an appropriate solution for resolving the issue. SupportAssist capability also includes proactive contact from Dell Technical Support to help you resolve the issue.

Installing and using SupportAssist is voluntary, and results in improved support, products, and services designed to meet your needs.

 **NOTE:** SupportAssist capabilities supported on a monitored Dell server may vary based on the Dell service contract. For more information about the capabilities of SupportAssist, see [SupportAssist capabilities available with Dell service contracts](#).

This document provides information about the supported devices and minimum requirements for installing and using SupportAssist for Servers.

## Supported devices


### Supported Dell PowerEdge servers

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
9th	1900	Yes	Yes	Yes	Yes
	1950	Yes	Yes	Yes	Yes
	1955	Yes	Yes	Yes	Yes
	2900	Yes	Yes	Yes	Yes
	2950	Yes	Yes	Yes	Yes
	2970	Yes	Yes	Yes	Yes
	6950	Yes	Yes	Yes	Yes
10th	M600	Yes	Yes	Yes	Yes
	M605	Yes	Yes	Yes	Yes
	M805	Yes	Yes	Yes	Yes
	M905	Yes	Yes	Yes	Yes
	R200	Yes	Yes	Yes	Yes
	R300	Yes	Yes	Yes	Yes

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	R805	Yes	Yes	Yes	Yes
	R900	Yes	Yes	Yes	Yes
	R905	Yes	Yes	Yes	Yes
	T100	Yes	Yes	Yes	Yes
	T105	Yes	Yes	Yes	Yes
	T300	Yes	Yes	Yes	Yes
	T605	Yes	Yes	Yes	Yes
11th	M610	Yes	Yes	Yes	Yes
	M610x	Yes	Yes	Yes	Yes
	M710	Yes	Yes	Yes	Yes
	M710HD	Yes	Yes	Yes	Yes
	M910	Yes	Yes	Yes	Yes
	M915	Yes	Yes	Yes	Yes
	R210	Yes	Yes	Yes	Yes
	R210II	Yes	Yes	Yes	Yes
	R310	Yes	Yes	Yes	Yes
	R410	Yes	Yes	Yes	Yes
	R415	Yes	Yes	Yes	Yes
	R510	Yes	Yes	Yes	Yes
	R515	Yes	Yes	Yes	Yes
	R610	Yes	Yes	Yes	Yes
	R710	Yes	Yes	Yes	Yes
	R715	Yes	Yes	Yes	Yes
	R810	Yes	Yes	Yes	Yes
	R815	Yes	Yes	Yes	Yes
	R910	Yes	Yes	Yes	Yes
	T110	Yes	Yes	Yes	Yes
	T110II	Yes	Yes	Yes	Yes
T310	Yes	Yes	Yes	Yes	
T410	Yes	Yes	Yes	Yes	

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	T610	Yes	Yes	Yes	Yes
	T710	Yes	Yes	Yes	Yes
12th	M420	Yes	Yes	Yes	Yes
	M520	Yes	Yes	Yes	Yes
	M620	Yes	Yes	Yes	Yes
	M820	Yes	Yes	Yes	Yes
	R220	Yes	Yes	Yes	Yes
	R320	Yes	Yes	Yes	Yes
	R420	Yes	Yes	Yes	Yes
	R520	Yes	Yes	Yes	Yes
	R620	Yes	Yes	Yes	Yes
	R720	Yes	Yes	Yes	Yes
	R720xd	Yes	Yes	Yes	Yes
	R820	Yes	Yes	Yes	Yes
	R920	Yes	Yes	Yes	Yes
	T320	Yes	Yes	Yes	Yes
T420	Yes	Yes	Yes	Yes	
T620	Yes	Yes	Yes	Yes	
13th	R230	Yes	Yes	Yes	Yes
	R330	Yes	Yes	Yes	Yes
	R430	Yes	Yes	Yes	Yes
	R530	Yes	Yes	Yes	Yes
	R530xd	Yes	Yes	—	—
	R630	Yes	Yes	Yes	Yes
	R730	Yes	Yes	Yes	Yes
	R730xd	Yes	Yes	Yes	Yes
	R930	Yes	Yes	—	—
	M630	Yes	Yes	Yes	Yes
	M830	Yes	Yes	—	—
T130	Yes	Yes	Yes	Yes	


Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	T330	Yes	Yes	Yes	Yes
	T430	Yes	Yes	Yes	Yes
	T630	Yes	Yes	Yes	Yes
	FC430	Yes	Yes	—	—
	FC630	Yes	Yes	Yes	Yes
	FC830	Yes	Yes	—	—

 **NOTE:** SupportAssist provides limited support (monitoring, case creation, and data collection) for Dell PowerEdge FM120x4. To allow SupportAssist to monitor this device, you must add each server node or iDRAC individually in SupportAssist.

### Supported Dell Remote Access Controllers

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

### Supported Dell web-scale converged appliances

 **NOTE:** Monitoring of Dell web-scale converged appliances are supported only if the appliances are added in SupportAssist with the iDRAC IP address.


Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
XC430	Yes	Yes	Yes	Yes
XC630	Yes	Yes	Yes	Yes
XC730	Yes	Yes	Yes	Yes
XC6320	Yes	Yes	Yes	Yes
XC720XD	Yes	Yes	Yes	Yes
XC730XD	Yes	Yes	Yes	Yes

## Supported Dell PowerEdge C-Series servers

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
C1100	Yes	Yes	—	—
C2100	Yes	Yes	—	—
C6100	Yes	Yes	—	—
C6105	Yes	Yes	—	—
C6145	Yes	Yes	—	—
C4130	Yes	Yes	—	—
C6320	Yes	Yes	—	—

## Supported Dell PowerVault devices

Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
NX200	Yes	Yes	Yes	Yes
NX300	Yes	Yes	Yes	Yes
NX1950	Yes	Yes	—	—
NX3000	Yes	Yes	Yes	Yes
DL2000	Yes	Yes	—	—
DL2100	Yes	Yes	—	—
DL2200	Yes	Yes	—	—


 **NOTE:** SupportAssist can also detect hardware issues with the following Direct Attached Storage devices, if the server to which the storage device is attached is added (discovered) in SupportAssist: PowerVault MD1000, MD1120, MD1200, MD1220, MD1400, and MD1420. If a critical hardware issue is detected by SupportAssist on an attached storage device, a support case is created for the server to which the storage device is attached.

## Support for OEM devices

Dell OEM-ready devices (either re-branded or de-branded Dell hardware), when added, are classified under the re-branded name and not the original Dell hardware name. All of the functionality available for Dell standard devices, such as alerts handling, automatic case creation (when the support level has been validated at the time of the support incident as ProSupport or ProSupport Plus), and ProSupport Plus reports are available for OEM-ready devices. OEM-ready devices are classified in the SupportAssist user interface and ProSupport Plus reports under the re-branded name. For some OEM devices, the model name may be blank in the SupportAssist user interface and ProSupport Plus reports.


Automatic case creation is supported through Dell Enterprise Technical Support and not available for other support case service request management systems.


As with any system that is modified for custom solutions, it is recommended that all SupportAssist features are validated to ensure proper operation with those modifications.

 **NOTE:** Dell OEM-ready version of the PowerEdge servers listed within this document are supported. OEM-ready versions of Dell Storage and Networking devices are not supported at the time of publishing this document.

## OMSA version recommended for SupportAssist

For monitoring a device through the agent-based method, the Dell OpenManage Server Administrator (OMSA) agent must be installed and running on the device. The following sections list the recommended version of OMSA that must be installed on a device for agent-based monitoring. The recommended version of OMSA may vary depending on the generation of the server and the operating system running on the server. SupportAssist supports the automatic download and installation of OMSA on the operating systems listed in the following sections.

 **NOTE:** OMSA is required only on devices that you want SupportAssist to monitor through the agent-based method. Dell's 12th and 13th generation of PowerEdge servers can be monitored through the agentless method that does not require OMSA to be installed.

 **NOTE:** For information on the minimum requirements for installing OMSA on a device, see the "Installation Requirements" section in the appropriate *OpenManage Server Administrator Installation Guide* at [Dell.com/OpenManageManuals](http://Dell.com/OpenManageManuals).

### Microsoft Windows



PowerEdge server generation	Operating system running on the remote device	Recommended OMSA version
10th to 13th	Microsoft Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, and Datacenter	8.2
	Microsoft Windows Server 2012 Standard, Essentials, and Datacenter	8.2
	Microsoft Windows Server 2012 R2 Standard and Datacenter	8.2
	Microsoft Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, and Datacenter	8.2
	Microsoft Windows Server 2012 Standard, Essentials, and Datacenter	8.2
	Microsoft Windows Server 2012 R2 Standard and Datacenter	8.2
9th	Microsoft Windows Server 2008 R2 (64-bit)	7.4
	Microsoft Windows Server 2008 SP1	7.4
	Microsoft Windows Server 2008 (32-bit and 64-bit)	7.4

<b>PowerEdge server generation</b>	<b>Operating system running on the remote device</b>	<b>Recommended OMSA version</b>
	Microsoft Windows Server 2008 SP2	7.4
	Microsoft Windows Small Business Server 2011	7.4
	Microsoft Windows Storage Server 2008 SP2	7.4
	Microsoft Windows Server 2012	7.4
	Microsoft Windows Server 2012 R2	7.4
	Microsoft Windows Server 2008 R2 (64-bit)	7.4
	Microsoft Windows Server 2003 (64-bit)	7.2
	Microsoft Windows Server 2003 (32-bit)	7.1


## Linux

<b>PowerEdge server generation</b>	<b>Operating system running on the remote device</b>	<b>Recommended OMSA version</b>
10th to 13th	SUSE Linux Enterprise Server 12 (64-bit)	8.2
	SUSE Linux Enterprise Server 11 SP4 (64-bit)	8.2
	Red Hat Enterprise Linux 7.1 (64-bit)	8.2
	Red Hat Enterprise Linux 7.0 (64-bit)	8.2
	Red Hat Enterprise Linux 6.7 (64-bit)	8.2
	Red Hat Enterprise Linux 6.5 (64-bit)	8.1
	SUSE Linux Enterprise Server 11 SP3 (64-bit)	8.1
9th	SUSE Linux Enterprise Server 11 SP3 (64-bit)	7.4
	Red Hat Enterprise Linux 5.9 (32-bit and 64-bit)	7.4
	Red Hat Enterprise Linux 6.5 (64-bit)	7.4
	SUSE Linux Enterprise Server 10 SP3 (64-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (32-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP1 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP2 (64-bit)	7.3
	Red Hat Enterprise Linux 5.8 (32-bit and 64-bit)	7.3
	Red Hat Enterprise Linux 6.3 (64-bit)	7.3
	Red Hat Enterprise Linux 6.4 (64-bit)	7.3
	Red Hat Enterprise Linux 6.2 (64-bit)	7.2

PowerEdge server generation	Operating system running on the remote device	Recommended OMSA version
	Red Hat Enterprise Linux 5.7 (32-bit and 64-bit)	7.0
	Red Hat Enterprise Linux 6.1 (64-bit)	7.0
	SUSE Linux Enterprise Server 10 SP3 (32-bit)	6.5
	SUSE Linux Enterprise Server 11 SP1 (32-bit)	6.5
	Red Hat Enterprise Linux 5.5 (32-bit and 64-bit)	6.5

-  **NOTE:** Automatic installation of OMSA through SupportAssist is not supported on devices running Citrix XenServer, VMware ESX, and ESXi. To allow SupportAssist to detect hardware issues on these devices, you must manually download and install OMSA.
-  **NOTE:** Installation of OMSA is not supported on devices running CentOS, Oracle Virtual Machine, or Oracle Enterprise Linux. SupportAssist will only collect and upload system information from these devices. SupportAssist will not detect through agent-based monitoring, the hardware issues that may occur on these devices.

## Supported operating systems on monitored devices

- **Agent-based monitoring** — For the list of operating systems supported on devices monitored through the agent-based method, see the Windows and Linux operating systems listed in [OMSA version recommended for SupportAssist](#).
- **Agentless monitoring** — In the agentless monitoring method, SupportAssist monitors the device through the Integrated Dell Remote Access Controller (iDRAC) available on the device. SupportAssist does not have any dependency on the operating system running on devices monitored through the agentless method.
  -  **NOTE:** Agentless monitoring is supported only through iDRAC7 and iDRAC8 available on Dell's 12th and 13th generation of PowerEdge servers.

## Minimum requirements for installing and using SupportAssist

The following are the minimum hardware, software, and networking requirements for installing and using SupportAssist.


### Hardware requirements


Table 1. Hardware requirements

Hardware	For monitoring 1 to 20 devices	For monitoring up to 100 devices	For monitoring up to 300 devices
Type	Dell PowerEdge server (9th to 13th generation)	Dell PowerEdge server (9th to 13th generation)	Dell PowerEdge server (9th to 13th generation)
Processor	2 cores	4 cores	4 cores
Memory (RAM)	4 GB	8 GB	8 GB
Hard drive	3 GB	12 GB	32 GB

## Software requirements

- Operating System — The server on which you want to install SupportAssist must be running one of the following operating systems.


 **NOTE:** SupportAssist can be installed only on 64-bit operating systems.

 **NOTE:** SupportAssist can also be installed on a domain controller.


- Windows operating systems:
  - \* Microsoft Windows Server 2008 R2 SP1 Standard, Enterprise, and Datacenter
  - \* Windows Server 2008 SP2 Standard, Enterprise, and Datacenter
  - \* Windows Server 2012 R2 Standard and Datacenter
  - \* Windows Server 2012 Standard, Essentials, and Datacenter
  - \* Small Business Server 2008 Essentials and Standard
  - \* Small Business Server 2011 Essentials and Standard
- Linux operating systems:
  - \* Red Hat Enterprise Linux 7.x
  - \* Red Hat Enterprise Linux 6.x
  - \* Red Hat Enterprise Linux 5.x
  - \* CentOS 7.x
  - \* CentOS 6.x
  - \* Novell SUSE Linux Enterprise Server 12 SP1
  - \* SUSE Linux Enterprise Server 12
  - \* SUSE Linux Enterprise Server 11 SP4
  - \* SUSE Linux Enterprise Server 10 SP4
  - \* Oracle Linux 7.x
  - \* Oracle Linux 6.x

## Web browser requirements

To view the SupportAssist user interface, one of the following web browsers is required.

 **NOTE:** Transport Layer Security (TLS) version 1.0 or later must be enabled on the web browser.

- Internet Explorer 10 or 11
- Mozilla Firefox 31 or later

 **NOTE:** On supported Linux operating systems, SupportAssist can also be accessed using the native web browser version.

## Network requirements

- Internet connection — standard Gbe network.
- The server on which SupportAssist is installed must be able to communicate with the SupportAssist server hosted by Dell over the HTTPS protocol.
- The local system (the server on which SupportAssist is installed) must be able to connect to the following destinations:

- <https://apidp.dell.com> – end point for the SupportAssist server.
- <https://is.us.dell.com/FUS/api/2.0/uploadfile> – the file upload server where the collected system information is uploaded.
- <https://downloads.dell.com/> – for downloading Dell OpenManage Server Administrator (OMSA) and receiving new SupportAssist release information.

The following table lists the ports that must be open on the local system.

**Table 2. Network port requirements on the local system**

Port	Usage
22	For adding the local system running a Linux operating system and for collecting system information
25	For SMTP communication (required for SupportAssist to send certain email notifications through the SMTP server utilized by your company)
80	For HTTP communication
135	For Windows Management Instrumentation (WMI) communication
162	For receiving alerts (SNMP traps) from remote devices
443	For Secure Socket Layer (SSL) communication, WS-Man communication, and verifying SupportAssist update information
1311	For OMSA communication
2607	For opening SupportAssist securely (HTTPS) from a remote system
9090	For opening SupportAssist from the local system
61616	For processing SupportAssist tasks

The following table lists the ports that must be open on remote devices that you want to monitor using SupportAssist.

**Table 3. Network port requirements on remote devices**

Port	Usage
22	For adding a remote device that is running a Linux operating system and to collect system information from the device
135	For WMI communication
161	For forwarding alerts (SNMP traps) to the local system
443	For Secure Socket Layer (SSL) communication and WS-Man communication
1311	For OMSA communication

## 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 4. 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 configuration with proactive firmware	✗	✗	✓

SupportAssist capability	Description	Dell service contract type		
		Basic Hardware	ProSupport	ProSupport Plus
	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.

## Related documents and resources

In addition to this guide you can access the following guides available on the Dell Support website.

**Table 5. Related documents**

Document title	How to access the document
<i>Dell SupportAssist Version 1.2 for Servers User's Guide</i>	Visit <a href="http://Dell.com/ServiceabilityTools">Dell.com/ServiceabilityTools</a> .
<i>Dell SupportAssist Version 1.2 for Servers Quick Setup Guide</i>	
<i>Dell SupportAssist Version 1.2 for Servers Release Notes</i>	
<i>Dell SupportAssist Version 1.2 for Servers Reportable Items for Windows</i>	
<i>Dell SupportAssist Version 1.2 for Servers Reportable Items for Linux</i>	
<i>Dell OpenManage Server Administrator Installation Guide</i>	Visit <a href="http://Dell.com/OpenManageManuals">Dell.com/OpenManageManuals</a> and click <b>OpenManage Server Administrator</b> .
<i>Dell OpenManage Server Administrator User's Guide</i>	
<i>iDRAC User's Guide</i>	Visit <a href="http://Dell.com/ESMmanuals">Dell.com/ESMmanuals</a> and click <b>Remote Access Controller</b> .
<i>Dell SupportAssist: Alert Policy</i>	Visit <a href="http://Dell.com/SupportAssistGroup">Dell.com/SupportAssistGroup</a> .
<i>Managing Windows Device Credentials in SupportAssist Using Service Account</i>	

## Video tutorials

You can access the following video tutorials related to SupportAssist for Servers.

**Table 6. Video tutorials**

Video title	How to access the videos
Monitoring Local System (Windows)	Visit the <b>Dell TechCenter</b> channel on YouTube, and click <b>Playlist</b> . On the playlist, click <b>SupportAssist for Servers</b> .
Monitoring Local System (Linux)	
Adding Devices	

Video title	How to access the videos
Configuring Alert Destination (Windows)	
Configuring Alert Destination (Linux)	
Auto Installation or Upgrade of OMSA	
Device Grouping	
Viewing Collections	
Clearing System Event Log	

### **SupportAssist community**

You can also find video tutorials, peer-to-peer questions, user's guides, and other useful information on the Dell SupportAssist community forum at [Dell.com/SupportAssistGroup](https://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 SupportAssist installation, set up, and configuration from start to finish. For more information, see the [Remote Consulting Services service description](#) document.