

# Dell SupportAssist Version 1.3 for Servers

## Release Notes

This document describes the new features, enhancements, and known issues in Dell SupportAssist Version 1.3 for Servers

### Release type and definition

#### Dell SupportAssist Version 1.3 for Servers

Dell SupportAssist for Servers is an application that enables automated support from Dell by proactively identifying hardware issues in Dell devices.

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 enhanced, personalized, and efficient support experience. SupportAssist capability also includes proactive contact from Dell Technical Support to help you resolve the issue.

You can access the documentation at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

#### Version

Dell SupportAssist Version 1.3 for Servers

#### Release Date

June 2016

#### Previous Version

Dell SupportAssist Version 1.2 for Servers

#### Importance

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



# What is supported?

Dell SupportAssist Version 1.3 for Servers can monitor the following:


- Dell PowerEdge servers (9th to 13th generation)
- Integrated Dell Remote Access Controller 7 (iDRAC 7)
- Integrated Dell Remote Access Controller 8 (iDRAC 8)
- Dell PowerVault NX devices
- Dell PowerVault DL devices
- Dell XC Series of Web-scale Hyper-converged Appliances
- Dell PowerEdge C-Series servers
- Dell Datacenter Scalable Solutions
- Support for OEM-ready devices (either re-branded or de-branded Dell hardware)

 **NOTE:** For a complete list of supported PowerEdge server models, see the *Dell SupportAssist Version 1.3 for Servers Support Matrix* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

## Supported Operating Systems

Replace this text with your content. 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
- Novell 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

## Supported Web Browsers

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

## What is new in this release

- Display of support case status and source irrespective of the case creation method for Service Tags with a ProSupport or ProSupport Plus entitlement that are monitored by SupportAssist.
- Ability to quickly view the support cases for a specific device.
- Ability to test the support case creation capability.
- Ability to request Dell Technical Support to suspend, resume, or close activities related to a support case.
- Ability to transpose the data displayed in the configuration viewer.
- Ability to cancel a manually-initiated collection. See Sending the system information manually.
- Support for Dell Datacenter Scalable Solutions (DSS). For the list of supported DSS devices, see the *SupportAssist Version 1.3 for Servers Support Matrix* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).
- Support for collection of the following data:
  - Dell Lifecycle Controller log from Dell's 12th and 13th generation of PowerEdge servers.
  - TTY log from Dell's 12th and 13th generation of PowerEdge servers that have iDRAC firmware version 2.00.00.00 or later installed.
- Support for installing SupportAssist on additional Linux operating systems:
  - Red Hat Enterprise Linux 7.2
  - Red Hat Enterprise Linux 6.8
  - SUSE Linux Enterprise Server 12 SP1

## Known issues

**Issue 1:** If the SupportAssist service is restarted when the SupportAssist application is open, then any operations on the SupportAssist application may not bring back to the Login screen

**Resolution:** Close and re-open the SupportAssist application to continue the appropriate operations.

**Issue 2:** Pressing the <Enter> key does not start a new line on the comments field that is displayed while uninstalling SupportAssist.

**Resolution:** To start a new line, press <Ctrl><Enter>.

**Issue 3:** After editing the contact information, if you select either Primary or Secondary on the Contact Information page, the changes are not saved.

**Resolution:** After editing the contact information, click Apply, and then select Primary or Secondary based on your preference.

**Issue 4:** The status of a device displayed on the Device Inventory page does not change if an error or warning status of a device is resolved manually.

For example, if OMSA is not installed on a device, and you log on to the device and manually install the recommended version of OMSA, the status of the device is not updated automatically.

**Resolution:** Select the device on the Device Inventory page and click Send System Information. The user interface displays the correct status.

**Issue 5:** In a Japanese operating system, when a valid phone number is entered (using Japanese keyboard layout) for contact details during registration, an error message is displayed and SupportAssist is unable to proceed with registration.

**Resolution:** This issue occurs because SupportAssist only supports the US Keyboard input for the phone number field. Set "Use US Keyboard" in the language preference before entering the phone number.

**Issue 6:** If auto update of SupportAssist occurs during the collection of system information from a device, after the update is installed the collection of system information from the device is not restarted automatically. The device displays an unexpected error status.

**Resolution:** Manually send the system information to Dell — Select the device in the Device Inventory page and click Send System Information. The status of the device is updated automatically.

**Issue 7:** On devices running Windows Server 2003 or 2008 x86, if Windows PowerShell is not installed, automatic configuration of SNMP settings through SupportAssist results in an unexpected error.

**Resolution:** Ensure that PowerShell is installed on the device, all windows updates are updated and try configuring the SNMP settings again. If the problem persists, manually configure the SNMP settings of the device.

**Issue 8:** If a 64-bit device monitored by SupportAssist has a 32-bit OMSA installed, upgrade of OMSA on the device using SupportAssist is not possible.

**Resolution:** Uninstall OMSA from the device and then the install the recommended version of OMSA using SupportAssist.

**Issue 9:** If a server running Linux is added to SupportAssist with sudo user (a non-admin user granted administrative rights by your Administrator) rights, OMSA installation or upgrade may fail due to missing dependencies or rights.

**Resolution:** Add the server running Linux by providing the details of a user account that has root privileges.

**Issue 10:** SupportAssist does not open if port 9090 is already in use by any other application.

**Resolution:** Open a web browser and provide the URL in the following format: `https://<host_name or IP address>:2607/SupportAssist/resx/index.html`, where host\_name is the host name of the server on which SupportAssist is installed.

**Issue 11:** When you edit the credentials of a proxy server that requires authentication, the credentials you provide are not validated, if the credentials you provided earlier was saved successfully.

**Resolution:** None

**Issue 12:** The Refresh link on the Device Inventory page may not work as expected in some instances.

**Resolution:** Use the refresh button on the web browser to refresh the Device Inventory page.

**Issue 13:** The collected system information may not have some data if the iDRAC does not respond as expected. [SCT-8991]

**Resolution:** None

**Issue 14:** Collection of system information is supported Dell's 12th generation servers running Windows Server 2008 SP2 and earlier, if the iDRAC USB NIC driver is not installed.

**Resolution:** None

**Issue 15:** Storage and system information may not have some data in the periodic collections if the device does not have OMSA installed. [SCT-9170]

**Resolution:** None

**Issue 16:** On Oracle Virtual Machine version 3.2.x or earlier, remote access controller logs may not be available. [SCT-8603]

**Resolution:** None

**Issue 17:** The collected system information may only have partial data if OMSA is not installed on the device.

**Resolution:** None

**Issue 18:** When an .evtx file displayed in the collection viewer is opened, a file corrupted error message is displayed.

**Resolution:** Download and save the .evtx file on the system and then open the file.

**Issue 19:** If the SupportAssist service is restarted while SNMP configuration or OMSA installation is in progress, the status column retains an in progress status for the corresponding task.

**Resolution:** Rerun the task again after the SupportAssist service has restarted.

**Issue 20:** While adding a device with the cluster IP address, a message is displayed stating that SupportAssist is unable to add the device because of an unexpected error.

**Resolution:** Ensure that you provide the IP address of the physical server, not the cluster IP address.

**Issue 21:** On Dell's 13th generation of PowerEdge servers that are running OMSA version 8.2, PCIe-SSD Array disks information is not collected.

**Resolution:** Fix for this issue is included in OMSA version 8.3. Therefore, upgrade to OMSA version 8.3 on the device and retry the collection.

**Issue 22:** Data collection on Dell's 12th and 13th generation of PowerEdge servers running a Windows operating system may depend on the status of the iDRAC Virtual NIC USB Device driver. If the iDRAC Virtual NIC USB Device driver is not installed, data may not be collected from the server. [SCT-10736]

**Resolution:** None

**Issue 23:** Data collected from Dell's 13th generation of PowerEdge servers that are added in SupportAssist with the iDRAC IP address does not include the Removable Flash Media IDSDM card slot details. [SCT-10733]

**Resolution:** None

**Issue 24:** RAID Controller logs are not collected from a 12th or 13th generation of PowerEdge server that are added in SupportAssist with iDRAC IP address, if the server is running the power-on self-test (POST) while the collection is initiated. [SCT-11180]

**Resolution:** Manually initiate a collection from the server after POST is complete and the server has started.

**Issue 25:** Data collected from PowerEdge FC830 servers that are added in SupportAssist with the iDRAC IP address may not contain the complete details for device sensors, firmware, ESM logs and chassis properties if the iDRAC firmware is 2.30.30 or earlier.

**Resolution:** Upgrade the iDRAC firmware to version 2.40.40 or later and then manually initiate the collection from the device.

**Issue 26:** After upgrading from SupportAssist version 1.1 to 1.3, for data that was collected before the upgrade, the data category tree in the left pane of the Configuration Viewer may not display appropriate names for certain nodes. [SCT-11598]

**Resolution:** None

**Issue 27:** When multiple collections are in progress, the progress bar and progress status may not be displayed as expected. [SSA-5493]

**Resolution:** Refresh the Device Inventory page.

**Issue 28:** When a user is logged in to the system as a Windows non-administrator user, uninstallation of SupportAssist is not possible even if the administrator credentials is provided. [SSA-5591]

**Resolution:** Log in to the system as a Windows administrator and then try to uninstall SupportAssist.

**Issue 29:** The user interface displays the refresh icon for a prolonged duration and no data is displayed. [SSA-5608]

**Resolution:** Refresh the web browser or navigate to another tab and open the original tab again.

**Issue 30:** In the Japanese user interface, the fields for selecting the preferred contact hours are not formatted as expected. [SSA-5642]

**Resolution:** None

**Issue 31:** The registration wizard and the contact information page do not accept phone numbers that are less than 10 characters in length, even though the phone number is valid. [SSA-5649]

**Resolution:** Prefix the phone number with the country code such that the phone number is 10 or more characters in length.

**Issue 32:** SupportAssist displays an Unable to install OMSA error message with an error code 3000\_6. [SSA-5656]

**Resolution:** Follow the resolution steps included in the error message and ensure that the credentials you have provided for the device are correct.

## Limitations

- The TTY log may not be collected from a server that is added in SupportAssist with the iDRAC IP address in the following scenarios:
  - The server is not a 12th or later generation of PowerEdge server
  - The server does not have the minimum required iDRAC firmware version installed. For 12th generation of PowerEdge servers, iDRAC firmware version 2.10.10.10 or later is required; for 13th generation of PowerEdge servers, iDRAC firmware 2.00.00.00 or later is required.
  - The system only has a SATA controller or software RAID configured, but does not have a RAID controller.
  - The server was running the power-on self-test (POST) while the collection was initiated.
  - Two simultaneous collections were triggered for the same server (iDRAC).
  - A Tech Support Report (TSR) was being generated when the collection was initiated from SupportAssist.
  - The controller has either an issue or too many logs, and is therefore unable to export the report within the predefined time limit.
- Dell SupportAssist Version 1.3 for servers can support up to a maximum of 300 PowerEdge servers for optimal performance.
- If a SupportAssist is installed on a server running Linux having 4 GB RAM, only 5 collections can be viewed simultaneously using the configuration viewer.
- The date and time format displayed in SupportAssist application do not match with that of the operating system date and time format.
- If the calendar settings of the server on which SupportAssist is installed is changed to certain non-English formats (for example, Thailand), the Status column in SupportAssist may display an incorrect date.
- In the Japanese help content for "Configuring email notifications" and "Configuring server settings" do not have some of the key words and translation is not equivalent to the English language.
- The SupportAssist service description (Windows Service) is displayed only in English.
- The error messages displayed in the SupportAssist application may not match with the error message in the SupportAssist email notifications for the following error codes:

SA-4015, SA-4020, SA-4025, SA-4030, SA-4035, SA-4040, SA-4045, SA-4050, SA-4055, SA-4065, SA-4070, SA-4071, SA-4072, SA-4073, SA-4074, SA-4075, SA-4080, SA-4085, SA-4090, SA-4095, SA-4100, SA-4105, SA-4110, SA-4115, SA-4120, SA-4125, SA-4130, SA-4135, SA-140, SA-4145, SA-4150, SA-4155, SA-4160, SA-4165, SA-4170, SA-4175, SA-4180, SA-4185, SA-4190, SA-4500, SA-4501, SA-4502, SA-4511, SA-4512, SA-4513, SA-4514, SA-4521, SA-4522, SA-4523, SA-4524, SA-4550




## Installation

The following are the prerequisites for installing and using Dell SupportAssist Version 1.3 for Servers.

## Minimum requirements

### Software requirements

#### *Operating System*

-  **NOTE:** SupportAssist can be installed only on a 64-bit operating system.
-  **NOTE:** SupportAssist can also be installed on a domain controller.
-  **NOTE:** Installation of SupportAssist is not supported on Server Core.

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

#### **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 7.0
- CentOS 6.0
- Novell 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**

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

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


 **NOTE:** Transport Layer Security (TLS) 1.0 must be enabled in the web browser.

#### **Hardware requirements**

You can install SupportAssist on a Dell PowerEdge server that meets the minimum requirements specified in the following sections.

**Table 1. Hardware requirements**

Hardware	For data collection only from a single device	For monitoring and data collection from up to 20 devices	For monitoring and data collection from up to 100 devices	For monitoring and data collection from up to 300 devices
Processor	1 core	2 cores	4 cores	4 cores
Installed memory (RAM)	4 GB	4 GB	8 GB	8 GB
Hard drive (free space)	1 GB	4 GB	12 GB	32 GB

 **NOTE:** For monitoring a large number of devices in your environment, Dell recommends that you install SupportAssist on a dedicated server. Periodic collections (required for ProSupport Plus reporting) from a large number of devices may result in a high processor or memory utilization on the monitoring server. The high resource utilization may affect other applications that are running on the monitoring server, if the resources are shared with other applications.

**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 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 diagnostic test results are uploaded.
  - <https://downloads.dell.com/> — for downloading Dell OpenManage Server Administrator (OMSA) and getting 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

Port	Usage
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

## Installation Instructions

### Installing SupportAssist on a Windows operating system

To install SupportAssist on a Windows operating system:

1. 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 system as an Administrator, double-click the installer package to install SupportAssist. However, make sure that you acknowledge the Open File - Security Warning dialog box to proceed.

The Preparing to Install page is displayed briefly, and then the Welcome to Dell SupportAssist Installer page is displayed.

2. Click Next.

The License Agreement page is displayed.



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

3. Read about the information that SupportAssist collects from monitored devices, and select I Agree.
4. Read the Dell End User License Agreement, select I Agree, and then click Install. The Installing Dell SupportAssist page is displayed briefly, and then the Installation Completed page is displayed.
5. Click Finish to exit the SupportAssist installer. The SupportAssist Login page opens in a web browser window.



**NOTE:** If the system is a member of a domain, you must provide the user name in the [Domain \Username] format. For example, MyDomain\MyUsername. You can also use a period [ . ] to indicate the local domain. For example, .\Administrator.

6. Type the Microsoft Windows operating system user name and password, and then click Log In. The Dell SupportAssist Setup Wizard is displayed.
7. Follow the instructions in the Dell SupportAssist Setup Wizard to complete the registration of SupportAssist.

## Installing SupportAssist on a Linux operating system

To install SupportAssist on a Linux operating system:

1. Open the terminal window on the system running the Linux operating system.
2. Browse to the folder where the SupportAssist installation package is available.
3. Perform one of the following:
  - Type `chmod 744 supportassist_1.x.x.bin` and press Enter.
  - Type `chmod +x supportassist_1.x.x.bin` and press Enter.
  - Type `./SupportAssist_1.x.x.bin` and press Enter.

The Welcome to the Dell SupportAssist Installer message is displayed.

4. To continue, type `c`.  
The SupportAssist License Agreement is displayed.
5. Read the license agreement and type `y` to start the installation.

After the installation is completed, the SupportAssist Login page opens in a web browser window.



**NOTE:** If you are using a Linux terminal emulator such as PuTTY to remotely install SupportAssist, the SupportAssist Login page is not displayed. In such a scenario, you must access the SupportAssist Login page using one of the following methods:

- Log in to a remote system and access the following web address using a web browser: `https://<IP address or host name of server on which SupportAssist is installed>:2607/SupportAssist`



**NOTE:** You can access SupportAssist from a remote system only if port 2607 is open on the system where SupportAssist is installed.

- Log in to the local system and access the following web address using a web browser: `https://localhost:9090/SupportAssist`

6. Type the user name and password of a user with root privileges on the system where SupportAssist is installed, and then click Log In.  
The Dell SupportAssist Setup Wizard is displayed.
7. Follow the instructions in the Dell SupportAssist Setup Wizard to complete the registration of SupportAssist.

## Uninstallation

### Uninstalling Dell SupportAssist from a Windows operating system

To uninstall Dell SupportAssist from a Windows operating system:

1. Perform one of the following based on the operating system:
  - On Windows Server 2012 — Move the mouse pointer to the bottom-left corner, and then click the Start icon.
  - On the Start screen, click the Control Panel tile.
  - On the Control Panel, click Uninstall a program.

- On Windows Server 2008 or Windows Small Business Server 2011: Click Start-> Control Panel -> Programs and Features.

The Uninstall or change a program window is displayed.

2. Select Dell SupportAssist and click Change.

The Welcome to Dell SupportAssist Installer window is displayed.

3. Click Next.

The Dell SupportAssist Maintenance window is displayed.

4. Select Remove, and click Next.

The Feedback window is displayed.

5. Select an appropriate reason from the Select an option drop-down list, provide your comments, and click Remove.

The Remove the Program window is displayed.

6. Click Remove.

The Uninstallation Completed window is displayed.

7. Click Finish.


SupportAssist is now uninstalled.

## Uninstalling Dell SupportAssist from a Linux operating system

To uninstall Dell SupportAssist from a Linux operating system:

1. Open the terminal window.
2. Browse to the /opt/dell/supportassist/bin folder.
3. Type ./uninstall and press Enter.
4. To continue the uninstallation, type c.
5. When prompted for your feedback, perform one of the following:
  - To skip the feedback and start the uninstallation, type n.
  - To provide feedback, type y.
  - If you selected to provide feedback, press a number that matches your reason for uninstalling SupportAssist.
6. The Dell SupportAssist uninstallation is complete message is displayed.

## Contacting Dell

 **NOTE:** If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

### To contact Dell for sales, technical support, or customer service issues:

1. Visit [www.dell.com/support](http://www.dell.com/support).
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

## For information about documentation support:

1. Go to **dell.com/support/manuals**.
2. In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click Continue.
3. In the Select your product type section, click Software, Monitors, Electronics & Peripherals.
4. In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click Software.
5. In the Choose your Dell Software section, click the required link from the following:
  - Client System Management
  - Enterprise System Management
  - Remote Enterprise
  - System Management–Serviceability Tools
6. To view the document, click the required product version.



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

- For Client System Management documents — **dell.com/OMConnectionsClient**
- For Enterprise System Management documents — **dell.com/openmanagemanuals**
- For Remote Enterprise System Management documents — **dell.com/esmmanuals**
- For Serviceability Tools documents — **dell.com/serviceabilitytools**