




# Dell SupportAssist Version 1.3 for Servers Quick Setup 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.


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# Getting started with SupportAssist

Dell SupportAssist for Servers is an application that automates 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 appropriate solution for resolving the issue.

 **NOTE:** In this document, the term *local system* refers to the system on which you will install SupportAssist; *remote device* refers to any other device that you want SupportAssist to monitor.

This document provides the information required to setup SupportAssist for monitoring the local system and a single remote device.


After you successfully complete the setup:

- SupportAssist will continuously monitor the local system and the remote device for hardware issues.
- You can use SupportAssist to collect and send troubleshooting data (system information) from the local system or the remote device to Dell.

## Setting up SupportAssist for monitoring the local system

To quickly setup SupportAssist for monitoring the local system:

1. Install SupportAssist on a supported Microsoft Windows or Linux operating system. See [Installing SupportAssist on Windows](#) or [Installing SupportAssist on Linux](#).


 **NOTE:** For information on the supported operating systems and minimum requirements for installing SupportAssist, see the *Dell SupportAssist Version 1.3 for Servers User's Guide* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

2. Complete the registration of SupportAssist. See [Registering SupportAssist](#).

## Installing SupportAssist on Windows

### Steps

1. Right-click the SupportAssist installer package, and then click **Run as administrator**.  
The **Welcome to Dell SupportAssist Installer** page is displayed.
2. Click **Next**.  
The **License Agreement** page is displayed.
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 and then the **Installation Completed** page is displayed.
5. Click **Finish**.  
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 Windows operating system user name and password, and then click **Log In**.  
The **Dell SupportAssist Setup Wizard** is displayed.

#### Next steps

Follow the instructions in the **Dell SupportAssist Setup Wizard** to complete the registration of SupportAssist. See [Registering SupportAssist](#).

## Installing SupportAssist on Linux

### Steps

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.
4. Type `./supportassist_1.x.x.bin` and press Enter.  
The **Welcome to the Dell SupportAssist Installer** message is displayed.
5. To continue, type `c`.  
The **SupportAssist License Agreement** is displayed.
6. 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.
7. Type the user name and password of a user with root privileges, and then click **Log In**.  
The **Dell SupportAssist Setup Wizard** is displayed.

#### Next steps

Follow the instructions in the **Dell SupportAssist Setup Wizard** to complete the registration of SupportAssist. See [Registering SupportAssist](#).

## Registering SupportAssist

1. On the **Welcome** page of the **Dell SupportAssist Setup Wizard**, click **Next**.  
SupportAssist verifies connectivity to the internet.
  - If SupportAssist is able to connect to the internet, the **Registration** page is displayed.
  - If SupportAssist is unable to connect to the internet, a message prompts you to confirm if the local system connects to the internet through a proxy server. If you click **Yes**, the **Proxy Settings** page is displayed.

If the local system connects to the internet directly, but the internet connectivity issue persists, contact your network administrator for assistance.
2. If the **Proxy Settings** page is displayed:
  - a. Type the IP address or host name and port number of the proxy server in the appropriate fields.
  - b. If a user name and password is required to connect to the proxy server, select **Requires authentication**, and type the user name and password in the appropriate fields.
  - c. Click **Next**.

SupportAssist verifies connectivity to the internet through the proxy server. If the connection is successful, the **Registration** page is displayed. Else, an error message is displayed. If the proxy server connectivity issue persists, contact your network administrator for assistance.




3. On the **Registration** page, provide the company name, country/territory, first name, last name, phone number, alternate phone number (optional), and email address in the appropriate fields, and click **Next**.


SupportAssist connects to Dell and completes the registration. If the registration is successful, the **Summary** page is displayed.

4. Click **Finish**.

The SupportAssist **Cases** page is displayed.

After the registration is completed, SupportAssist verifies if Dell OpenManage Server Administrator (OMSA) is installed on the local system:

- If OMSA is either not installed or requires an upgrade, the recommended version of OMSA is downloaded and installed automatically. The local system is listed on the **Device Inventory** page with an  **Installing OMSA** status. After the installation of OMSA is completed, the status changes to  **OK**.
- If the recommended version of OMSA is already installed, the local system is listed on the **Device Inventory** page with an  **OK** status.

 **CAUTION:** Without OMSA, SupportAssist will not be able to identify hardware issues that may occur on the local system.

## Setting up SupportAssist for monitoring a remote device


To set up SupportAssist for monitoring a remote device, add the remote device in SupportAssist.


### Prerequisites

- Ensure that you are logged in to SupportAssist with elevated privileges. For information on the SupportAssist user privileges, see [SupportAssist user groups](#).
- Ensure that the remote device is reachable from the local system.
- If you have installed SupportAssist on a Linux operating system, ensure that the remote device is also running a supported Linux operating system. For information on the supported Linux operating systems, see the *SupportAssist Version 1.3 for Servers Support Matrix* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

### Steps

1. Click the **Devices** tab in SupportAssist.  
The **Devices** page is displayed.
2. Click **Add**.  
The **Add Device** window is displayed.
3. Type the host name or IP address and the operating system user name and password of the remote device in the appropriate fields.


 **NOTE:** The user name and password you enter must have administrative or elevated privileges on the remote device.

 **NOTE:** If the device is a member of a Windows 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.

Example of a Linux user name: root

4. Click **Add**.



The **Add Device** window is displayed prompting you to allow SupportAssist to configure SNMP settings and install or upgrade OMSA on the remote device.

 **NOTE:** Configuring SNMP sets the SNMP trap (alert) destination of a remote device and ensures that alerts from the remote device are forwarded to the local system on which SupportAssist is installed.

 **CAUTION: Without OMSA and SNMP configuration, SupportAssist will not be able to identify hardware issues that may occur on the remote device.**


5. Click **OK**.

The remote device is listed on the **Device Inventory** page with an appropriate status:

- If SupportAssist is configuring the SNMP settings, the remote device displays the  **Configuring SNMP** status.
- If SupportAssist is installing or upgrading OMSA, the remote device displays an  **Installing OMSA** status.

After the installation of OMSA and configuration of SNMP are complete, the device status changes to


 **OK.**


 **NOTE:** If you experience problems with adding a remote device in SupportAssist, you can try adding the remote device (Dell's 12th or 13th generation of PowerEdge servers only) through an alternate method. For information about adding a remote device through the alternate method, see the "Adding a device (agentless monitoring)" section in the *Dell SupportAssist Version 1.3 for Servers User's Guide* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

## Viewing cases and devices

1. To view the support cases that have been automatically created by SupportAssist, click the **Cases** tab.
2. To view the devices that you have added for monitoring in SupportAssist, click the **Devices** tab.


You can also view the status of the SupportAssist functionality on each monitored device on the


**Devices** tab. If there is an issue with the device setup or configuration, the device displays a 

warning or  error status. The error status may be displayed as a link that you can click to view a description of the issue and the possible resolution steps.

## Logging in to SupportAssist

1. Open SupportAssist.  
The SupportAssist **Login** page opens in a new web browser window.
2. Type the user name and password in the appropriate fields.

 **NOTE:** You must provide the user name and password of a user account that has elevated or normal privileges in SupportAssist. For information on the SupportAssist user privileges, see [SupportAssist user groups](#).

 **NOTE:** If the device on which SupportAssist is installed 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.

3. Click **Log In**.

The SupportAssist **Cases** page is displayed.

## Data collection settings

By default, SupportAssist automatically collects data (system information) from all monitored devices at periodic intervals. Data is also automatically collected when a support case is created for an issue that is detected on a monitored device. If the security policy of your company restricts sending some or all of the collected data outside of your company network, you can use the configuration options available in SupportAssist to:

- Disable the collection of identity information from all monitored devices
- Disable the automatic collection of data on support case creation
- Disable the automatic periodic collection of data from one or more device types

For more information about the data collection settings, see the “Configuring data collection settings” section in the *Dell SupportAssist Version 1.3 for Servers User’s Guide* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

## Sending the system information to Dell

You can use SupportAssist to collect and send the system information from a monitored device to Dell.

### Prerequisites

Ensure that you are logged in to SupportAssist with elevated privileges. For information on the SupportAssist user privileges, see [SupportAssist user groups](#).

### Steps

1. Click the **Devices** tab.  
The **Device Inventory** page is displayed.
2. Select a device from which you want to collect and send system information to Dell.  
The **Send System Information** link is enabled.
3. Click **Send System Information**.  
The **Name/IP address** column on the **Device Inventory** page displays a progress indicator and message that indicate the status of the collection and upload of the system information.

## SupportAssist user groups

SupportAssist maintains security rights through the following user groups that are created during the installation of SupportAssist:

- **SupportAssistAdmins** — Members of this group have elevated or administrative privileges required for performing both basic and advanced functions in SupportAssist.


- When SupportAssist is installed on Windows, members of the Local Administrators group are automatically added to the **SupportAssistAdmins** user group.
- When SupportAssist is installed on Linux, root users are automatically added to the **SupportAssistAdmins** user group. Members of the Linux root group also have elevated privileges in SupportAssist.
- **SupportAssistUsers** — Members of this group have normal privileges required for performing only basic functions in SupportAssist.
  - When SupportAssist is installed on Windows, members of the Windows Users group are automatically added to the **SupportAssistUsers**.
  - When SupportAssist is installed on Linux, members of the Linux users group have normal privileges in SupportAssist.

You can also add users to either of the SupportAssist user groups based on your preference. For more information on SupportAssist user groups, see the *Dell SupportAssist Version 1.2 for Servers User's Guide* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

## Related documents and resources

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

**Table 1. Related documents**

Document title	How to access the document
<i>Dell SupportAssist Version 1.3 for Servers Online Help</i>	Click the  icon in the SupportAssist user interface.
<i>Dell SupportAssist Version 1.3 for Servers User's Guide</i>	<ol style="list-style-type: none"> <li>1. Visit <a href="http://Dell.com/ServiceabilityTools">Dell.com/ServiceabilityTools</a>.</li> <li>2. Click <b>SupportAssist Version 1.3 for Servers</b>.</li> <li>3. Click <b>Manuals</b>.</li> </ol>
<i>Dell SupportAssist Version 1.3 for Servers Support Matrix</i>	
<i>Dell SupportAssist Version 1.3 for Servers Release Notes</i>	
<i>Dell SupportAssist Version 1.3 for Servers Reportable Items for Windows</i>	
<i>Dell SupportAssist Version 1.3 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 2. 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	
Configuring Alert Destination (Windows)	
Configuring Alert Destination (Linux)	
Auto Installation or Upgrade of OMSA	
Device Grouping	
Viewing Collections	
Clearing System Event Log	
Check for Cases	
Case Management	
Case Creation Test	

## 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 assistance with SupportAssist. The deployment expert will assist you with the installation, set up, and configuration of SupportAssist from start to finish. For more information, see the [Remote Consulting Services service description](#) document.