

Dell EMC OpenManage Enterprise SupportAssist version 1.0

Security Configuration Guide

Notes, cautions, and warnings

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

 **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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Preface

As part of an effort to improve its product lines, Dell EMC periodically releases revisions of its software and hardware. Some functions that are described in this document might not be supported by all versions of the software or hardware currently in use. The product release notes provide the most up-to-date information about product features.

Contact your Dell EMC technical support professional if a product does not function properly or does not function as described in this document. This document was accurate at publication time. To ensure that you are using the latest version of this document, go to <https://www.dell.com/support>

Topics:

- [Scope of document](#)
- [Audience](#)
- [Related Documentation](#)

Scope of document

This document includes information about the security features and capabilities of OpenManage Enterprise SupportAssist.

Audience

This document is intended for individuals who are responsible for managing security for OpenManage Enterprise SupportAssist.

Related Documentation

In addition to this guide, you can access the other guides available at <https://www.dell.com/OpenManageEnterprise/ServicesPlugin>.

- Dell EMC OpenManage Enterprise SupportAssist Version 1.0 Release Notes
- Dell EMC OpenManage Enterprise SupportAssist Version 1.0 Support Matrix
- Dell EMC OpenManage Enterprise SupportAssist Version 1.0 User's Guide

Deployment models

You can download and install OpenManage Enterprise SupportAssist plug-in from dell.com (online) or from an already downloaded package in a network share (offline). You can configure this setting in OpenManage Enterprise (**Application Settings > Console and Plugins > Update Settings**). For more information about how to configure update settings, see *Dell EMC OpenManage Enterprise User's Guide*.

To install the OpenManage Enterprise SupportAssist within OpenManage Enterprise, do the following:

1. Start Dell EMC OpenManage Enterprise.
2. From the **Application Settings** menu, select **Console and Plugins**.

The **Console and Plugins** page is displayed.

3. On the **Console and Plugins** page, in the **SupportAssist** section, click **Install**.

For more information about installation prerequisites and installation steps, see the *Dell EMC OpenManage Enterprise User's Guide* available at <https://www.dell.com/OpenManageEnterprise/ServicesPlugin>

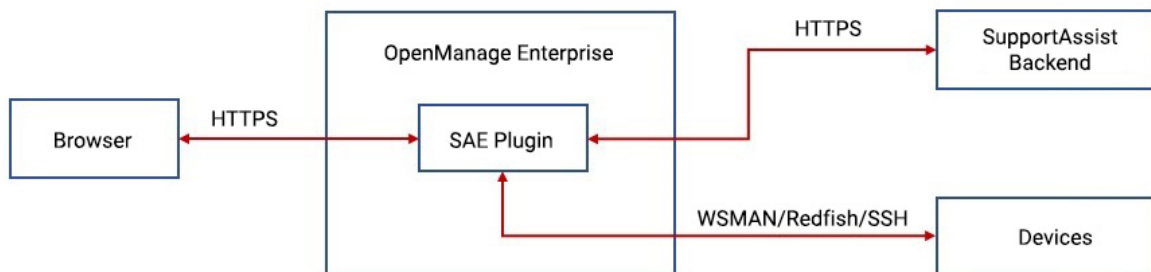
Product and Subsystem Security

Topics:

- Security controls map
- Access control
- Login security settings
- User and credential management
- RBAC privileges
- Data security
- Cryptography
- Auditing and logging
- Serviceability

Security controls map

The following figure describes the OpenManage Enterprise SupportAssist security controls map.



Access control

Access control settings provide protection to the resources against unauthorized access. Monitoring and managing resources in OpenManage Enterprise SupportAssist requires necessary OpenManage Enterprise user privileges. For more information, see the section "Security features in OpenManage Enterprise" in *Dell EMC OpenManage Enterprise User's Guide*.

Login security settings

Failed login behavior

For failed login behavior, see the section "Set the login security properties" in *Dell OpenManage Enterprise User's Guide*.

Emergency user lockout

For emergency user lockout behavior, see the section "Ending user sessions" in *Dell OpenManage Enterprise User's Guide*.

User and credential management

For information about the user and credential management, see *Dell EMC OpenManage Enterprise User's Guide*.

Username and Password complexity

For the recommended complexity and strength of username, see the section "Add and edit OpenManage Enterprise users" in *Dell EMC OpenManage Enterprise User's Guide*.

The complexity and strength of passwords must be as per the OpenManage Enterprise recommendation. That is, as per the recommendation that is provided in the message that is displayed on the OpenManage Enterprise user interface when you enter a password that does not fulfill the required complexity and strength.

RBAC privileges

Assigning roles to each user enables you to apply Role-based Access Control (RBAC) and restrict user access to OpenManage Enterprise SupportAssist device monitoring features. The following table provides a list of different user roles and their permissions.

Features	Admin	Device Manager	Viewer
Registration	Yes	Yes	No
Edit Configurations	Yes	Yes	No
View Configurations	Yes	Yes	Yes
Start Collection	Yes	Yes	No
Upload Collection	Yes	Yes	No
Download Collection	Yes	Yes	No
Create or Edit Group	Yes	No	No
View Group	Yes	Yes	Yes
Maintenance Mode	Yes	Yes	No
View Cases	Yes	Yes	Yes
Case Actions	Yes	Yes	No

Data security

By default, SupportAssist collects device identification information such as the complete configuration snapshot of systems, hosts, and network devices that can contain host identification and network configuration data. Usually, part or all this data is required to properly diagnose issues. If the security policy of your company restricts sending identity data outside of the network, you can disable SupportAssist from collecting such data. For more information about how to disable SupportAssist

from collecting device identification information, see the section "Enable or disable collection of identity information" in *Dell EMC OpenManage Enterprise SupportAssist User's Guide*.

The SupportAssist maintenance mode functionality suspends the alert processing and automatic case creation capability of SupportAssist, thereby preventing the creation of unnecessary support cases during an alert storm or a planned maintenance activity. You can also enable the maintenance mode functionality before a planned maintenance activity to temporarily suspend the automatic case creation capability. For more information about SupportAssist maintenance mode, see the section "SupportAssist maintenance mode" *Dell EMC OpenManage Enterprise SupportAssist User's Guide*.

Cryptography

OpenManage Enterprise SupportAssist applies cryptography in the following components.

- Access control
- Authentication
- Digital signatures

For more information, see *Dell EMC OpenManage Enterprise User's Guide*

Auditing and logging


Audit logs lists the actions that were performed on the devices that are monitored by OpenManage Enterprise. Log data help you or Dell EMC Support teams in troubleshooting and analysis. The audit log files can be exported to the CSV file format. For more information about how to export logs, see the section "Manage audit logs" in *Dell EMC OpenManage Enterprise User's Guide*.

Serviceability

The support website <https://www.dell.com/support> provides access to licensing information, product documentation, advisories, downloads, and troubleshooting information. This information helps you to resolve a product issue before you contact support team.

Contacting Dell

Prerequisites

 **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.

About this task

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:

Steps

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.

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.