

# Dell EMC OpenManage Enterprise SupportAssist Version 1.1 Release Notes

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## Current Version

1.1

## Previous Version

1.0.2

## Release summary

Dell EMC OpenManage Enterprise SupportAssist is a plugin to the Dell EMC OpenManage Enterprise console that enables proactive and predictive monitoring and management support for your devices with ProSupport and ProSupport Plus entitlements. OpenManage Enterprise with SupportAssist provides a single, unified solution for your complete device lifecycle management and proactive and predictive support experience. SupportAssist improves the data center efficiency by enabling the administrator to seamlessly manage hardware failure incidents, reducing the time spent by Dell EMC Technical Support, and improving the turnaround and downtime in resolving the hardware issues.

The key benefits of SupportAssist are:

- Monitors your devices, proactively detects hardware issues, and accelerates resolution by creating Technical Support cases automatically to Dell EMC.
- Enables you to provide your support and dispatch contacts (primary, secondary, and group) to Dell EMC.
- Improves productivity by replacing manual routine operations with automated support.
- Predictive issue detection by using the periodic hardware telemetry collections, which enables you to take preventive measures to avoid data loss in future.
- Expedites dispatch process.

When an issue is detected, SupportAssist collects and uploads the system information required for troubleshooting an issue. The collected system information helps Technical Support to provide you an enhanced, personalized, and efficient support experience. SupportAssist also provides predictive support and reporting by using the periodic hardware telemetry collections. The periodic collections enable Dell EMC to perform advanced analytics, predict future failures, and inform you about the due time to back up and resolve failures in advance.

# Priority and recommendations

URGENT: Dell EMC recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that help keep your system software current and compatible with other system modules (firmware, BIOS, drivers, and software).

## Compatibility

For the complete list of compatible devices, hypervisors, and operating systems, see *Dell EMC OpenManage Enterprise SupportAssist Support Matrix* available at [OpenManage Enterprise SupportAssist](#) page in support site.

## What is new

The release adds support for:

- Support for Scope-Based Access Control (SBAC). An admin can use SBAC to restrict a user with Device Manager role only to a subset of device groups.
- Support for the latest iDRAC9 based PowerEdge servers. See *Dell EMC OpenManage Enterprise SupportAssist Support Matrix* available at [OpenManage Enterprise SupportAssist](#) page in support site.
- Support for SNMP v3 traps to receive and process alerts and automate case creation.

## Defect Fixes

This release provides fixes for the following issues:

- SupportAssist may take a longer time than usual to process the alerts and generate cases with Dell EMC technical support. The delay is due to the sudden queuing up of a large number of alerts (also known as Alert Storm). The delay in processing the alerts progressively increases over a period of time to a few hours to days.
- SupportAssist plugin may move the devices that are managed in OpenManage Enterprise to staging if the devices were discovered using both host operating system (ESXi, Linux, or Hyper-V) and iDRAC.
- If you modify the DNS settings in OpenManage Enterprise, Dell EMC OpenManage Enterprise SupportAssist cannot establish connectivity to the Dell EMC backend.
- When you place one or more devices in SupportAssist maintenance mode, the Maintenance group health status does not reflect the roll up status of the devices immediately.
- The number of Managed and Staged devices displayed on the **Site Health** page sometimes reflects incorrect numbers for a short duration if you delete and rediscover a set of devices in OpenManage Enterprise.
- Despite the condition that only 30 days or older collections are purged, there are some exceptions if there are more than five collections and some collections are single device collections while others are part of multi device collections. In this scenario, the purge collections task purges only the single device collections even if the collections are not older than 30 days.
- If OpenManage Enterprise is configured to use Simple Network Management Protocol (SNMP) to forward SNMP traps (alerts) to a remote system, the received SupportAssist traps do not display recommended action and detailed description.

## Known issues

### Issue 1

#### Description

After upgrading to the latest version, SupportAssist does not retain the plugin settings (collection and schedule preferences) from the previous version.

#### Resolution

Before you upgrade, note the collection and schedule preferences that you have set in the previous version. After upgrading to the latest version, go to **SupportAssist > Settings**, and then reapply the preferences.

### Issue 2

### **Description**

Improvements have been made in SupportAssist plugin to prevent alert processing issues during an alert storm. However, in a rare condition, you might experience a slight delay in processing a large number of alerts created by a noisy device in your environment.

### **Resolution**

Do not replace the device or reinstall the SupportAssist plugin. Identify the devices from which a larger than normal number of the alerts were received, and create an alert policy in OpenManage Enterprise to ignore the alerts from these devices.

### **Issue 3**

#### **Description**

The cases that are created for the PowerEdge FM120x4 nodes, present in a PowerEdge FX2 chassis, are listed under the Device Manager who has the scope for monitoring the chassis. This is because all PowerEdge FM120x4 nodes within a chassis have the same service tag.

#### **Resolution**

None

### **Issue 4**

#### **Description**

The connectivity between the SupportAssist and Dell EMC backend fails if the HTTPS Interception is enabled on the proxy server.

#### **Resolution**

Add the following URLs to the exception list of the proxy server:

- `esrs3-core.stg.isus.emc.com:443`
- `esrs3-core.emc.com:443`

### **Issue 5**

#### **Description**

You cannot perform case actions (Resume, Close, or Suspend) on device cases that are associated with TechDirect. This issue occurs when SupportAssist rules in TechDirect are set to send Technical Support and dispatch alerts to the SupportAssist alerts queue. In this case, when TechDirect receives an alert, it creates a service request instead of a support case and sends it to the SupportAssist alerts queue.

#### **Resolution**

Use TechDirect to perform the case actions.

### **Issue 6**

#### **Description**

The dispatch cases created for devices that are part of SupportAssist custom group do not contain the contact and shipping details for the parts dispatch.

#### **Resolution**

Refresh the status of devices. Select the check box next to the device(s), and then click **Refresh Status**.

### **Issue 7**

#### **Description**

SupportAssist plugin does not support the 11<sup>th</sup> generation of PowerEdge servers or lower. Therefore, when you discover these servers, SupportAssist plugin moves the servers to staging.

#### **Resolution**

None

### **Issue 8**

#### **Description:**

Until the inventory sync is complete, the number of Managed, Staged, Unmanaged devices displayed on the **Site Health** page of Dell EMC OpenManage Enterprise SupportAssist sometimes reflects incorrect numbers.

#### **Resolution:**

The **Site Health** page displays the correct number of Managed, Staged, Unmanaged devices after the device inventory sync is complete. The device inventory sync takes approximately 4 to 5 minutes for 100 devices and 6 to 7 hours for 8000 devices to complete.

#### Issue 9

##### Description:

For a PowerEdge FM120x4 server, SupportAssist page for the device in Dell EMC OpenManage Enterprise also lists the support cases associated with other PowerEdge FM120x4 servers.

##### Resolution:

None

#### Issue 10

##### Description:

An unsupported device model "Dell EMC AX-640" also appear under SupportAssist managed devices. For these devices, collections may fail.

##### Resolution:

None

## Limitations

#### Issue 1

##### Description


While you configuring the contact and shipping details, if you enter the same time in **Between** and **To** boxes for preferred contact hours to indicate that you are available all the time, then SupportAssist considers that you are not available to contact.

##### Resolution

To indicate that you are available all the time, enter a slightly different time in **Between** and **To** boxes. For example, enter your preferred contact hours are between 9:00 AM and 8:59 AM, instead of between 9:00 AM and 9:00 AM.

## Installation instructions

To enable proactive and predictive monitoring and management support for your devices with ProSupport and ProSupport Plus entitlements, install OpenManage Enterprise SupportAssist on OpenManage Enterprise.

 **NOTE:** While you deploy OpenManage Enterprise SupportAssist plugin within OpenManage Enterprise, which is the recommended solution for proactive and predictive monitoring, ensure that:

- If SupportAssist Enterprise (SAE) standalone application 2.0.50 or lower deployed in your data center, delete the OpenManage Enterprise adapter from the SAE application to avoid duplicate management and serviceability functions.
- If SAE standalone virtual appliance 4.x deployed in your data center, delete the OpenManage Enterprise adapter from the SAE virtual appliance to avoid duplicate management and serviceability functions.

However, if you have deployed SAE application 2.0.60 and later, the standalone SAE application ensures no duplicate management and serviceability functions even if OpenManage Enterprise SupportAssist plugin and SAE 2.0.60 application co-exist. In this case, OpenManage Enterprise SupportAssist plugin takes precedence in alert processing and case creation.

For information about installing OpenManage Enterprise SupportAssist, see *Dell EMC OpenManage Enterprise SupportAssist User's Guide* available at [OpenManage Enterprise SupportAssist](#) page in support site.


For information about minimum requirements for installing OpenManage Enterprise SupportAssist, see *Dell EMC OpenManage Enterprise SupportAssist Support Matrix* available at [OpenManage Enterprise SupportAssist](#) page in support site.

## Upgrading SupportAssist

To upgrade SupportAssist, do the following:

1. Launch OpenManage Enterprise.
2. Go to **SupportAssist > Settings** and note all the SupportAssist settings that you configured, such as collection and schedule preferences.
3. Do one of the following:
  - Click **View now** in the banner message that is displayed whenever a new version of a plug-in is available for upgrade.
  - From the **Application Settings** menu, click **Console and Plugins**.  
The **Console and plugins** page is displayed.
4. In the **SupportAssist** section, click **Update Available**.  
The **Update Plugin** page is displayed.
5. Select the OpenManage Enterprise SupportAssist version, and then **Download Plugin**.  
The plug-in is downloaded, and the status of the download is displayed on a green color band.
6. To update SupportAssist, click **Update Plugin**.  
In the **Confirmation** window, select the **I agree that I have captured a snapshot of the OpenManage Enterprise appliance prior to performing a plugin action** option, and then click **Update**.  
After upgrade operation is complete, the version is displayed in the **SupportAssist** section.
7. Go to **SupportAssist > Settings**, and then reapply the SupportAssist plugin settings that you have noted in step 2.

## 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.

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## 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.