

# Dell EMC OpenManage Enterprise SupportAssist Version 1.1 Support Matrix

## 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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# About OpenManage Enterprise SupportAssist

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.

# Minimum requirements for installing and using OpenManage Enterprise SupportAssist

The following sections describe the minimum hardware and networking requirements for installing and using SupportAssist.

## Topics:

- [Recommended additional hardware requirements](#)
- [Compatible OpenManage Enterprise version](#)
- [Network requirements](#)
- [Network port requirements on the OpenManage Enterprise appliance](#)

## Recommended additional hardware requirements

The following table lists the additional hardware requirements, in addition to the OpenManage Enterprise hardware requirements, to deploy and use small and large deployments of OpenManage Enterprise SupportAssist plugin.

**Table 1. Recommended additional hardware requirements**

Minimum recommended hardware	Large deployments		Small deployments	
	OpenManage Enterprise	Additional requirement for OpenManage Enterprise SupportAssist	OpenManage Enterprise	Additional requirement for OpenManage Enterprise SupportAssist
Number of devices that can be managed by the appliance	Up to 8000		Up to 1000	
RAM	32 GB	4 GB	16 GB	4 GB
Processors	8 cores	None	4 Cores	None
Hard drive	250 GB	None	200 GB	None

## Compatible OpenManage Enterprise version

**Table 2. Compatible OpenManage Enterprise version**

OpenManage Enterprise SupportAssist	OpenMnage Enterprise
OpenManage Enterprise SupportAssist 1.1	OpenManage Enterprise 3.6

## Network requirements

The following are the networking requirements for using SupportAssist.

- Internet connection—Standard 1 GbE network or faster.
- The server must connect to the following destinations to ensure connectivity to the **Global and enterprise servers**:
  - <https://esrs3-core.emc.com>

- <https://esrs3-core.dr.emc.com>
- The local system must be able to connect to the following destinations:
  - <https://www.dell.com/identity/global/Login/4882e093-b07c-4465-aa69-2c5c21efdff1?redirectUrl=http%3A%2F%2Flocalhost%2Fsupportassist&instanceId=1837165310%3Fc%3Dus&l=en&feir=1>—for TechDirect Integration
  - <https://downloads.dell.com/>
    - ⓘ **NOTE:** During registration, SupportAssist verifies connectivity to the Internet by trying to connect to <http://www.dell.com>, and then gets redirected to <https://www.dell.com>.
    - ⓘ **NOTE:** The [downloads.dell.com](https://downloads.dell.com/) page uses the Akamai third-party vendor for improved download experience.
  - [www.dell.com/OpenManageEnterprise/GenerateAccessKey](https://www.dell.com/OpenManageEnterprise/GenerateAccessKey)—for generating access key and PIN used for registering SupportAssist to the Dell EMC backend. This is a vanity URL for the actual URL for generating access key and PIN.
- To ensure communication integrity, proxy servers and devices external to your demilitarized zone (DMZ) must not perform any method of SSL decryption on outbound or inbound traffic for the Dell EMC backend. The SSL decryption performed on outbound communication by your firewall, proxies, Web traffic filtering appliances or cloud services, Web traffic shaping or load balancing, certificate verification, certificate proxy, or Intrusion Detection Services (IDS) causes a loss of connectivity to Dell EMC.
  - ⓘ **NOTE:** In case the SSL decryption is enabled on the proxy servers and other devices, ensure that the Dell EMC Global server ([esrs3-core.emc.com](https://esrs3-core.emc.com)) and Enterprise server ([esrs3-core.dr.emc.com](https://esrs3-core.dr.emc.com)) must be added to the SSL decryption exclusion list on the proxy servers and devices.
- If HTTPS Interception is enabled on the proxy server, the connectivity between SupportAssist and Dell EMC backend fails. To avoid the connectivity issues due to HTTPS Interception, add the URL [esrs3-core.dr.emc.com](https://esrs3-core.dr.emc.com) to the exception list of the proxy server.

## Network port requirements on the OpenManage Enterprise appliance

The following table lists the ports that must be open on the OpenManage Enterprise appliance.

**Table 3. Network port requirements**

Port	Direction	Usage
22	Outbound	To add devices running a Linux operating system and for collecting system information
443	Inbound	Ensures connectivity between the system where OpenManage Enterprise is installed and Dell EMC backend.
1311	Inbound	For Dell OpenManage Server Administrator (OMSA) communication

The following table lists the network ports that are required for collecting system information.

**Table 4. Network ports required for collecting system information**

Device	Protocol for collection	Port
Server - Linux	SSH	22
iDRAC	WSMan and REST If you have iDRAC9 with firmware version 4.x installed: <ul style="list-style-type: none"> <li>● WSMan protocol is used to configure alert destination of the server.</li> </ul>	443 and 161

**Table 4. Network ports required for collecting system information (continued)**

<b>Device</b>	<b>Protocol for collection</b>	<b>Port</b>
	<ul style="list-style-type: none"><li>• REST protocol is used to send and receive information from SupportAssist.</li></ul>	
ESX or ESXi	SSH and VMware SDK	22 and 443
PowerEdge FX2/FX2s	SSH	22
PowerEdge VRTX	SSH	22
PowerEdge M1000e	SSH	22
PowerEdge MX7000	REST	443
vCenter	HTTPS	443

# Supported Dell EMC PowerEdge servers

To collect system information from the device, OpenManage Server Administrator (OMSA) must be installed and running on the managed PowerEdge devices.

**Table 5. Supported Dell EMC PowerEdge servers**

PowerEdge servers	Case creation	Automatic collection of system information	Latest supported iDRAC firmware versions
<b>12th generation of PowerEdge servers</b>			
M420	Yes	Yes	2.65.65.65
M520	Yes	Yes	2.65.65.65
M620	Yes	Yes	2.65.65.65
M820	Yes	Yes	2.65.65.65
R220	Yes	Yes	2.65.65.65
R320	Yes	Yes	2.65.65.65
R420	Yes	Yes	2.65.65.65
R520	Yes	Yes	2.65.65.65
R620	Yes	Yes	2.65.65.65
R720	Yes	Yes	2.65.65.65
R720xd	Yes	Yes	2.65.65.65
R820	Yes	Yes	2.65.65.65
R920	Yes	Yes	2.65.65.65
T320	Yes	Yes	2.65.65.65
T420	Yes	Yes	2.65.65.65
<b>13th generation of PowerEdge servers</b>			
FC430	Yes	Yes	2.75.75.75
FC630	Yes	Yes	2.75.75.75
FC830	Yes	Yes	2.75.75.75
FM120x4	Yes	Yes	2.75.75.75
R230	Yes	Yes	2.75.75.75
R330	Yes	Yes	2.75.75.75
R430	Yes	Yes	2.75.75.75
R530	Yes	Yes	2.75.75.75
R530xd	Yes	Yes	2.75.75.75
R630	Yes	Yes	2.75.75.75
R730	Yes	Yes	2.75.75.75
R730xd	Yes	Yes	2.75.75.75
R830	Yes	Yes	2.75.75.75

**Table 5. Supported Dell EMC PowerEdge servers (continued)**

<b>PowerEdge servers</b>	<b>Case creation</b>	<b>Automatic collection of system information</b>	<b>Latest supported iDRAC firmware versions</b>
R930	Yes	Yes	2.75.75.75
M630	Yes	Yes	2.75.75.75
M830	Yes	Yes	2.75.75.75
T130	Yes	Yes	2.75.75.75
T330	Yes	Yes	2.75.75.75
T430	Yes	Yes	2.75.75.75
T630	Yes	Yes	2.75.75.75
<b>iDRAC9 based PowerEdge servers</b>			
C6420	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
C4140	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
FC640	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
M640	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
MX740c	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
MX750c	Yes	Yes	4.40.20.00
MX840c	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R240	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R340	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R440	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R540	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R640	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R6415	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R6515	Yes	Yes	4.40.00.00
R6525	Yes	Yes	4.32.20.00
R650	Yes	Yes	4.40.20.00
R740	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R740XD	Yes	Yes	<ul style="list-style-type: none"> <li>● 4.20.20.20</li> <li>● 4.22.00.00</li> </ul>
R740xd2	Yes	Yes	4.40.00.00

**Table 5. Supported Dell EMC PowerEdge servers (continued)**

<b>PowerEdge servers</b>	<b>Case creation</b>	<b>Automatic collection of system information</b>	<b>Latest supported iDRAC firmware versions</b>
R750	Yes	Yes	4.40.20.00
R750xa	Yes	Yes	4.40.20.00
R7415	Yes	Yes	4.20.00.00
R7425	Yes	Yes	4.20.00.00
R7515	Yes	Yes	4.32.20.00
R7525	Yes	Yes	4.32.20.00
R840	Yes	Yes	<ul style="list-style-type: none"><li>● 4.20.20.20</li><li>● 4.22.00.00</li></ul>
R940	Yes	Yes	<ul style="list-style-type: none"><li>● 4.20.20.20</li><li>● 4.22.00.00</li></ul>
R940XA	Yes	Yes	<ul style="list-style-type: none"><li>● 4.20.20.20</li><li>● 4.22.00.00</li></ul>
T140	Yes	Yes	4.22.00.00
T340	Yes	Yes	4.22.00.00
T440	Yes	Yes	<ul style="list-style-type: none"><li>● 4.20.20.20</li><li>● 4.22.00.00</li></ul>
T640	Yes	Yes	<ul style="list-style-type: none"><li>● 4.20.20.20</li><li>● 4.22.00.00</li></ul>
C6520	Yes	Yes	4.40.20.00
C6525	Yes	Yes	4.32.20.00

# Supported Dell EMC PowerEdge XE servers

Table 6. Supported Dell EMC PowerEdge XE servers

PowerEdge XE Servers	Case creation	Automatic collection of system information	Latest supported iDRAC firmware versions
XE2420	Yes	Yes	4.40.10.00
XE7420	Yes	Yes	4.40.10.00
XE7440	Yes	Yes	4.40.10.00
XE8545	Yes	Yes	4.22.00.100

## Supported Dell EMC Chassis

**Table 7. Supported Dell EMC Chassis**

<b>PowerEdge chassis devices</b>	<b>Case creation</b>	<b>Automatic collection of system information</b>	<b>Collection protocol</b>	<b>Port used</b>	<b>Latest supported firmware version</b>
PowerEdge M1000e	Yes	Yes	SSH2	22	6.21
PowerEdge MX7000	Yes	Yes	REST	443	1.30
PowerEdge FX2 or PowerEdge FX2s	Yes	Yes	SSH2	22	2.30
PowerEdge VRTX	Yes	Yes	SSH2	22	3.30

## Support for OEM devices

For Dell EMC OEM-ready devices (either re-branded or de-branded Dell EMC hardware) discovered in OpenManage Enterprise, all the SupportAssist functionality is supported, such as automatic case creation, automatic data collection, and ProSupport Plus reports. However, the support is provided only if the support level of the OEM device validated at the time of the support incident as ProSupport, ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center service.

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.

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

# Supported operating systems on managed nodes

**Table 8. Supported operating systems on managed nodes**

<b>Hypervisors</b>	<b>Case creation</b>	<b>Automatic collection of system information</b>	<b>Collection protocol</b>	<b>Ports used</b>
ESXi 6.7 U3	Yes	Yes	SSH and VMware SDK	22 and 443
ESXi 7.0.U1	Yes	Yes	SSH and VMware SDK	22 and 443
ESXi 7.1	Yes	Yes	SSH and VMware SDK	22 and 443
Red Hat Enterprise Linux 7.8	Yes	Yes	SSH	22
Red Hat Enterprise Linux 7.9	Yes	Yes	SSH	22
Red Hat Enterprise Linux 8.2	Yes	Yes	SSH	22
Red Hat Enterprise Linux 8.3	Yes	Yes	SSH	22
SUSE Linux Enterprise Server 10 to15 SP2	Yes	Yes	SSH	22
Ubuntu 18.04.4	Yes	Yes	SSH	22
Ubuntu 20.04	Yes	Yes	SSH	22