Dell EMC OpenManage Enterprise SupportAssist Version 1.0 Release Notes

Topics:

Current Version

1.0

Previous Version

This is the first release of Dell EMC OpenManage Enterprise SupportAssist.

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. SuppportAssist 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

Dell EMC recommends the customer to 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 or may not apply to your environment.

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

This is the first release of OpenManage Enterprise SupportAssist.

The following are the key features supported in OpenManage Enterprise SupportAssist version 1.0.

- Proactive detection of hardware failures with automated case creation
- Predictive detection of hardware failures with automated case creation
- Proactive response from Dell Technical Support
- Expedited parts dispatch and service enablement capabilities
- Automated email notification

Known issues

Issue 1

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 2

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 3

Description:

If you modify the DNS settings in OpenManage Enterprise, Dell EMC OpenManage Enterprise SupportAssist cannot establish connectivity to the Dell EMC backend.

Resolution:

After you modify the DNS settings, restart the OpenManage Enterprise services from the Text User Interface (TUI). For more information about how to restart the services using OpenManage Enterprise services, see *Dell EMC OpenManage Enterprise User's Guide*.

Issue 4

Description:

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

Resolution:

None

Issue 5

Description:

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.

Resolution:

None

Issue 6

Description:

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.

Resolution:

None

Issue 7

Description:

The purge collections task runs automatically every day at 10 p.m. (time as on the server where SupportAssist is installed). System information collections that are 30 days or older and collections that are older than the last 5 collections within the last 30 days are automatically purged.

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.

Resolution:

None

Issue 8

Description:

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.

Resolution:

None

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.

(i) **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.

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

(i) **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.**