

# Saving SupportAssist Data to a USB Flash Drive Tech Note

If the Storage Center is not configured to send, or is unable to send SupportAssist data to the SupportAssist server, you can save the SupportAssist data to a USB flash drive and then send the data to Dell Technical Support Services. Use Enterprise Manager to save the SupportAssist Data to the USB flash drive.

## Revision History

Document number: 3DR2P

Revision	Date	Description
A00	April 2015	Initial Release
A01	October 2015	Corrected preparation and saving steps

## USB Flash Drive Requirements

The flash drive must meet the following requirements to be used to save SupportAssist data:

- USB 2.0
- Minimum size of 4 GB


## Prepare the USB Flash Drive

When the USB flash drive contains a file named `phonehome.phy`, the Storage Center recognizes that the drive will be used to save SupportAssist data.

### Prerequisites

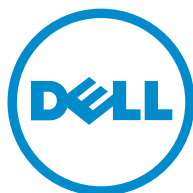
- This procedure requires a USB flash drive that contains a partition table with one partition formatted with an MSDOS/FAT32 filesystem. USB devices may come from the vendor formatted with or without partitions. Use Windows disk management or other third-party tools to create a partition if the flash drive does not have an MSDOS/FAT32 partition.
- The USB flash drive cannot contain any other `.phy` marker files.

### About this task

 **NOTE:** To save SupportAssist data from both controllers, you must use two separate USB flash drives.

### Steps

1. Create a text file and name it: `phonehome.phy` changing the file type from `.txt` to `.phy`.
2. Save the file to the root of the MSDOS/FAT32 filesystem on the flash drive.
3. Insert the USB drive into a port on the lead controller.
4. To save SupportAssist data from both controllers, insert a second USB flash drive into the peer controller.



5. Wait five minutes to allow the controllers to recognize the USB flash drive.
6. Check the Storage Center logs in the Dell Storage Client to verify that Storage Center recognized the USB flash drive.

## Save SupportAssist Data to the USB Flash Drive Using Enterprise Manager

Use the Send SupportAssist Data Now dialog box in Enterprise Manager to save data to the USB flash drive.

### Prerequisites

- Prepare the USB flash drive according to [Prepare the USB Flash Drive](#).
- Storage Center must recognize the USB flash drive.

### Steps

1. Click the **Storage** view.
2. Select a Storage Center for which to configure Dell SupportAssist settings from the **Storage** navigation pane.
3. Click **Edit Settings** on the **Summary** tab. The **Edit Settings** dialog box for the selected Storage Center appears.
4. Click the **Dell SupportAssist** tab. The **Dell SupportAssist** tab for the selected Storage Center appears.
5. If the Dell SupportAssist agreement was not accepted previously, follow these steps to accept the agreement before proceeding:
  - a. Click **Accept SupportAssist System State Information Collection and Storage Agreement**.
  - b. Check the box to accept the terms.
  - c. Click **Next**.
  - d. Enter contact information and then click **Finish**.


#### NOTE:

Dell Technical Support Services uses this information to contact you when an error or failure occurs. SupportAssist sends field replacement units (FRUs) to the address specified on this page.


6. Click **Send SupportAssist Data Now**. The **Send SupportAssist Data Now** dialog box appears.
7. In the **Storage Center** area, select the check boxes for the types of data to save.

 **NOTE:** Enterprise Manager saves only the Storage Center SupportAssist data to the USB flash drive. Usage reports are not saved.

8. Click **OK**. The **Send SupportAssist Data Now** dialog box displays Dell SupportAssist progress and closes when the process is complete.

 **NOTE:** Do not remove the drive from the port on the controller until SupportAssist has completed saving data. This process may take up to five minutes.

9. When SupportAssist has completed successfully, remove the drive from the controller port and send the SupportAssist data to Dell Technical Support Services.

 **NOTE:** If the Storage Center cannot connect to the SupportAssist server, the following error displays after five minutes. Although this error displays, the SupportAssist data is saved successfully to the USB flash drive and the drive can be removed safely. This error indicates an issue with the Storage Center connecting to the SupportAssist server, not an issue with saving data to the USB flash drive.

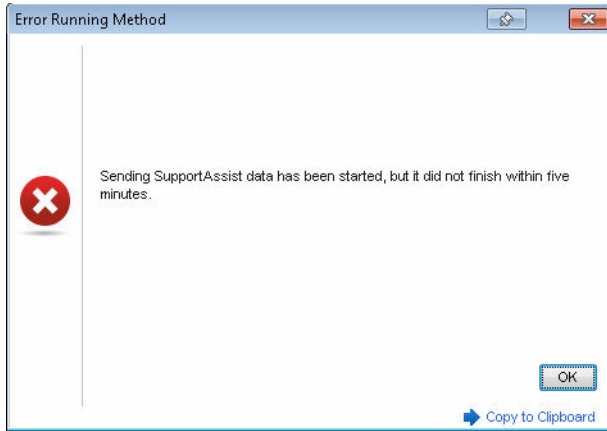



Figure 1. SupportAssist error

## Troubleshooting SupportAssist USB Issues

Follow one of the following procedures to resolve issues sending SupportAssist data to a USB flash drive. Before sending the USB flash drive to SupportAssist, verify that Storage Center successfully wrote SupportAssist data to the drive.

After sending SupportAssist data to the USB flash drive, the drive should contain multiple files.

1. Verify that the USB flash drive contains the SupportAssist data.
  - a. Insert the USB flash drive into a computer.
  - b. Verify that the drive contains files.
    -  **NOTE:** The timestamp on the files must match the time that the SupportAssist data was sent.
2. If the USB flash drive does not contain new SupportAssist files:
  - a. Verify that the USB flash drive meets the minimum requirements.
  - b. Reformat the USB drive using MSDOS/FAT32 file system.
  - c. Prepare the USB flash drive following the instructions in [Prepare the USB Flash Drive](#).
  - d. Save SupportAssist data to the USB flash drive following the instructions in [Save SupportAssist Data to the USB Flash Drive Using Enterprise Manager](#).

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