

# Dell EMC SupportAssist Enterprise Version 1.0 Release Notes

This document describes the known issues in Dell EMC SupportAssist Enterprise Version 1.0.

## Release type and definition

### Dell EMC SupportAssist Enterprise Version 1.0

Dell EMC SupportAssist Enterprise is an application that automates technical support for your Dell server, storage, and networking devices. SupportAssist Enterprise monitors your Dell devices and proactively detects hardware issues that may occur. When a hardware issue is detected, SupportAssist Enterprise automatically opens a support case with Dell Technical Support and sends you an email notification. Data required for troubleshooting the issue is automatically collected by SupportAssist Enterprise and sent securely to Dell Technical Support. The collected data helps Dell Technical Support to provide you an enhanced, personalized, and efficient support experience. SupportAssist Enterprise capability also includes a proactive response from Dell Technical Support to help you resolve the issue.

### Version

Dell EMC SupportAssist Enterprise Version 1.0

### Release Date

November 2016

### Previous Version

N/A

### Importance

OPTIONAL: Dell recommends the customer 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/may not apply to your environment.

## What is Supported?

SupportAssist Enterprise is compatible with the following devices:

- Servers
  - Dell's 9th to 13th generation of PowerEdge servers
  - Dell PowerEdge C Series servers
  - Dell XC Series of Web-scale Hyper-converged Appliances
  - Dell Datacenter Scalable Solutions
  - Dell PowerVault NX devices
  - Dell PowerVault DL devices
  - Dell OEM-ready servers (either re-branded or de-branded Dell hardware)

 **NOTE: SupportAssist Enterprise is also compatible with Integrated Dell Remote Access Controller 7 (iDRAC7) and iDRAC8. For collecting system information from an iDRAC, the minimum required iDRAC firmware version is 1.57.**

- Storage
  - Dell EqualLogic storage arrays
  - Dell PowerVault MD Series storage arrays
  - Dell Compellent storage arrays
  - Dell network attached storage (NAS) devices
- Networking
  - Dell PowerConnect switches
  - Dell Force10 switches
  - Dell Networking switches
  - Dell X-Series switches
  - Dell Wireless Controllers Mobility Series
- Chassis
  - Dell PowerEdge FX2/FX2s
  - Dell PowerEdge VRTX
  - Dell PowerEdge M1000e

 **NOTE: For a complete list of supported device models, see the *Dell EMC SupportAssist Enterprise Version 1.0 Support Matrix* at [Dell.com/serviceabilitytools](http://Dell.com/serviceabilitytools).**

## Supported Operating Systems

The server where you want to install SupportAssist Enterprise must be running one of the following operating systems.

 **NOTE: SupportAssist Enterprise can be installed only on 64-bit operating systems.**

 **NOTE: SupportAssist Enterprise can also be installed on a domain controller.**

 **NOTE: Installation of SupportAssist Enterprise is not supported on Server Core and Windows Server 2016 Nano Server.**

### Windows operating systems:

- Microsoft Windows Server 2008 R2 SP1 Standard, Enterprise, and Datacenter
- Windows Server 2008 SP2 Standard, Enterprise, and Datacenter
- Windows Server 2012 R2 Standard and Datacenter
- Windows Server 2012 Standard, Essentials, and Datacenter
- Windows Server 2016 Standard, Essentials, and Datacenter
- Small Business Server 2008 Essentials and Standard
- Small Business Server 2011 Essentials and Standard

### Linux operating systems:

- Red Hat Enterprise Linux 7.x
- Red Hat Enterprise Linux 6.x
- Red Hat Enterprise Linux 5.x
- CentOS 7.x
- CentOS 6.x
- Novell SUSE Linux Enterprise Server 12 SP1
- Novell SUSE Linux Enterprise Server 12
- SUSE Linux Enterprise Server 11 SP4
- SUSE Linux Enterprise Server 10 SP4

- Oracle Linux 7.x
- Oracle Linux 6.x

 **NOTE: Installation of SupportAssist Enterprise is not supported on Red Hat Enterprise Linux 6.6.**

 **NOTE: In Windows Server 2016, ensure that you select Internet Explorer as the default browser for opening SupportAssist Enterprise.**

## Supported Web Browsers

### Web Browsers

- Internet Explorer 10 or 11
- Mozilla Firefox 31 or later

 **NOTE: Transport Layer Security (TLS) 1.0 must be enabled in the web browser.**

 **NOTE: SupportAssist Enterprise is not supported on Microsoft Edge web browser.**

 **NOTE: On Linux operating systems, SupportAssist Enterprise can also be viewed using the native web browser version.**

## Known issues

### Issue 1

**Description:** If the SupportAssist service is restarted when the SupportAssist Enterprise application is open, any operations on SupportAssist Enterprise may not display the Login screen.

**Resolution:** Close and reopen the SupportAssist Enterprise to continue the appropriate operations.

### Issue 2

**Description:** Pressing the <Enter> key does not start a new line on the comments field that is displayed while uninstalling SupportAssist Enterprise.

**Resolution:** To start a new line, press <Ctrl><Enter>.

### Issue 3

**Description:** After editing the contact information, if you select either **Primary** or **Secondary** on the **Contact Information** page, the changes are not saved.

**Resolution:** After editing the contact information, click **Apply**, and then select **Primary** or **Secondary** based on your preference.

### Issue 4

**Description:** The status of a device displayed on the **Devices** page does not change if an error or warning status of device is resolved manually. For example, if OMSA is not installed on a device, and you log in to the device and manually install the recommended version of OMSA, the status of the device is not updated automatically.

**Resolution:** Select the device on the **Devices** page and in the device overview pane, click **Start Collection**. The user interface displays the correct status.

### Issue 5

**Description:** In a Japanese operating system, when a valid phone number is entered (using Japanese keyboard layout) for contact details during registration, an error message is displayed and SupportAssist Enterprise is unable to proceed with registration.

**Resolution:** This issue occurs because SupportAssist Enterprise only supports the US Keyboard input for the phone number field. Set **Use US Keyboard** in the language preference before entering the phone number.

### Issue 6

**Description:** If auto update of SupportAssist Enterprise occurs during the collection of system information from a device, after the update is installed the collection of system information from the device is not restarted automatically. The device displays an unexpected error status.

**Resolution:** Manually send the system information to Dell — Select the device in the **Devices** page and in the device overview pane, click **Start Collection**. The status of the device is updated automatically.

### Issue 7

**Description:** On devices running Windows Server 2003 or 2008 x86, if Windows PowerShell is not installed, automatic configuration of SNMP settings through SupportAssist Enterprise results in an unexpected error.

**Resolution:** Ensure that PowerShell is installed on the device, all windows updates are updated and try configuring the SNMP settings again. If the problem persists, manually configure the SNMP settings of the device.

### Issue 8

**Description:** If a 64-bit device monitored by SupportAssist Enterprise has a 32-bit OMSA installed, upgrade of OMSA on the device using SupportAssist Enterprise is not possible.

**Resolution:** Uninstall OMSA from the device and then the install the recommended version of OMSA by using SupportAssist Enterprise.

### Issue 9

**Description:** If a server running Linux is added to SupportAssist Enterprise with sudo user (a non-admin user granted administrative rights by your Administrator) rights, OMSA installation or upgrade may fail due to missing dependencies or rights.

**Resolution:** Add the server running Linux by providing the details of a user account that has root privileges.

### Issue 10

**Description:** SupportAssist Enterprise does not open if port 9099 is already in use by any other application.

**Resolution:** Open a web browser, and provide the URL in the following format: **https://<host\_name or IP address>:5700/SupportAssist/resx/index.html**, where host\_name is the host name of the server where SupportAssist Enterprise is installed.

### Issue 11

**Description:** When you edit the credentials of a proxy server that requires authentication, the credentials you provide are not validated, if the credentials you provided earlier was saved successfully.

**Resolution:** None

### Issue 12

**Description:** The Refresh link on the **Devices** page does not work as expected in some instances.

**Resolution:** Use the refresh button on the web browser to refresh the **Devices** page.

### Issue 13

**Description:** The collected system information may not have some data if the iDRAC does not respond as expected. [SCT-8991]

**Resolution:** None

### Issue 14

**Description:** Collection of system information is not supported on Dell's 12th generation servers running Windows Server 2008 SP2 and earlier, if the iDRAC USB NIC driver is not installed.

**Resolution:** None

### Issue 15

**Description:** Storage and system information may not have some data in the periodic collections if the device does not have OMSA installed. [SCT-9170]

**Resolution:** None

### Issue 16

**Description:** On the Oracle virtual machine version 3.2.x or earlier, remote access controller logs may not be available. [SCT-8603]

**Resolution:** None

### Issue 17

**Description:** The collected system information may only have partial data if OMSA is not installed on the device.

**Resolution:** None

### Issue 18

**Description:** When an **.evtx** file displayed in the configuration viewer is opened, a file corrupted error message is displayed.

**Resolution:** Download and save the **.evtx** file on the system and then open the file.

### Issue 19

**Description:** If the SupportAssist service is restarted while SNMP configuration or OMSA installation is in progress, the status

column retains an in progress status for the corresponding task.

**Resolution:** Rerun the task again after the SupportAssist service has restarted.

#### **Issue 20**

**Description:** While adding a device with the cluster IP address, a message is displayed stating that SupportAssist Enterprise is unable to add the device because of an unexpected error.

**Resolution:** Ensure that you provide the IP address of the physical server, not the cluster IP address.

#### **Issue 21**

**Description:** On Dell's 13th generation of PowerEdge servers that are running OMSA version 8.2, PCIe-SSD Array disks information is not collected.

**Resolution:** Fix for this issue is included in OMSA version 8.3. Therefore, upgrade to OMSA version 8.3 on the device and retry the collection.

#### **Issue 22**

**Description:** Data collection on Dell's 12th and 13th generation of PowerEdge servers running a Windows operating system may depend on the status of the iDRAC Virtual NIC USB Device driver. If the iDRAC Virtual NIC USB Device driver is not installed, data may not be collected from the server. [SCT-10736]

**Resolution:** None

#### **Issue 23**

**Description:** Data collected from Dell's 13th generation of PowerEdge servers that are added in SupportAssist Enterprise with the iDRAC IP address does not include the Removable Flash Media IDSDM card slot details. [SCT-10733]

**Resolution:** None

#### **Issue 24**

**Description:** RAID controller logs are not collected from a 12th or 13th generation of PowerEdge server that is added in SupportAssist Enterprise with iDRAC IP address, if the server is running the power-on self-test (POST) while the collection is initiated. [SCT-11180]

**Resolution:** Manually initiate a collection from the server after POST is complete and the server has started.

#### **Issue 25**

**Description:** Data collected from PowerEdge FC830 servers that are added in SupportAssist Enterprise with the iDRAC IP address may not contain the complete details for device sensors, firmware, ESM logs and chassis properties if the iDRAC firmware is 2.30.30 or earlier.

**Resolution:** Upgrade the iDRAC firmware to version 2.40.40 or later and then manually initiate the collection from the device.

#### **Issue 26**

**Description:** After upgrading from SupportAssist version 1.1 to 1.3, for data that was collected before the upgrade, the data category tree in the left pane of the Configuration Viewer may not display appropriate names for certain nodes. [SCT-11598]

**Resolution:** None

#### **Issue 27**

**Description:** When multiple collections are in progress, the progress bar and progress status may not be displayed as expected. [SSA-5493]

**Resolution:** Refresh the **Device Inventory** page.

#### **Issue 28**

**Description:** When a user is logged in to the system as a Windows non-administrator user, uninstallation of SupportAssist Enterprise is not possible even if the administrator credentials are provided. [SSA-5591]

**Resolution:** Log in to the system as a Windows administrator and then try to uninstall SupportAssist Enterprise.

#### **Issue 29**

**Description:** The user interface displays the refresh icon for a prolonged duration and no data is displayed.[SSA-5608]

**Resolution:** Refresh the web browser or navigate to another tab and open the original tab again.

#### **Issue 30**

**Description:** In the Japanese user interface, the fields for selecting the preferred contact hours are not formatted as expected.

[SSA-5642]

**Resolution:** None

### Issue 31

**Description:** The registration wizard and the contact information page do not accept phone numbers that are fewer than 10 characters in length, even though the phone number is valid.[SSA-5649]

**Resolution:** Prefix the phone number with the country code such that the phone number is 10 or more characters in length.

### Issue 32

**Description:** SupportAssist Enterprise displays an "Unable to install OMSA" error message with an error code 3000\_6. [SSA-5656]

**Resolution:**

- Follow the resolution steps included in the error message.
- Ensure that the credentials you have provided for the device are correct.

### Issue 33

**Description:** While the auto update of SupportAssist for Servers version 1.2 or version 1.3 to SupportAssist Enterprise is in progress, an error message is displayed stating that a problem occurred during the upgrade even though the upgrade is successful.

[SAE-3539][SAE-3457]

**Resolution:** The default port for accessing SupportAssist Enterprise is 5700. In the web browser, type the URL in the following format: **https://<host\_name or IP address>:5700/SupportAssist/resx/index.html**, where host\_name is the host name of the server where SupportAssist Enterprise is installed.

### Issue 34

**Description:** The **SupportAssist Enterprise Login** page does not display labels and fields as expected. [SAE-3782]

**Resolution:** In the web browser setting, ensure that the host name or IP address of the server where SupportAssist Enterprise is installed is added to the **Trusted Sites**.

### Issue 35

**Description:** Network interface description displayed in the Configuration Viewer may be truncated. [SCT-2534]

**Resolution:** None

### Issue 36

**Description:** For devices in an authenticated proxy environment, the following SupportAssist Enterprise capabilities are affected:

- Addition and collection of data from Dell Compellent and iDRAC
- Collection from ESX 6.0. [SCT-13350]

**Resolution:** None

### Issue 37

**Description:** The preferred physical port attribute value of a Dell Compellent device is not displayed in the collected data.

[SCT-13291]

**Resolution:** None

### Issue 38

**Description:** On a server where the operating system language is set to Chinese, the Configuration Viewer does not display iSCSI data, even when the iSCSI LUNs are configured. [SCT-13332]

**Resolution:** None

### Issue 39

**Description:** While adding a device, an unable to add device error is displayed with the following message: SupportAssist Enterprise is unable to add the device because the device is either not supported or the prerequisites for adding the device are not met.

[SAE-3807]

**Resolution:**

- Verify if the device is supported. For the list of supported devices, see *Dell EMC SupportAssist Enterprise Version 1.0 Support Matrix* at [Dell.com/serviceabilitytools](http://Dell.com/serviceabilitytools).
- Verify if the prerequisites for adding the device are met. For the prerequisites to add each device, see the *Dell EMC SupportAssist Enterprise Version 1.0 Support Matrix* at [Dell.com/serviceabilitytools](http://Dell.com/serviceabilitytools).

#### Issue 40

**Description:** Strings in the SupportAssist Enterprise installer are not translated in Portuguese Brazilian. [SAE-3808]

**Resolution:** None

#### Issue 41

**Description:** On accessing the Cases page when an SNMP configuration task is in progress, a Webpage Error message may be displayed. [SAE-3816]

**Resolution:** None

#### Issue 42

**Description:** A device in the **Staging** group moves automatically to the **Default** group after revalidation, even though no change was made on device. [SAE-3811]

**Resolution:** None

#### Issue 43

**Description:** After upgrading from SupportAssist for Servers version 1.2 or 1.3 to SupportAssist Enterprise, unstructured logs are not displayed in the Configuration Viewer. [SAE-3828]

**Resolution:** Collect system information from the device by using SupportAssist Enterprise, and then view the new collection.

#### Issue 44

**Description:** After auto update to SupportAssist Enterprise in a Windows operating system, if the SupportAssist service is restarted, a version 0.0.0 update available notification is displayed. [SAE-3830]

**Resolution:** Skip the update, and continue using SupportAssist Enterprise.

#### Issue 45

**Description:** The **Message** section is blank in the **Add Single Device Summary** page when the device is added to the **Staging** group. [SAE-3832]

**Resolution:** To view the error message, in the **Devices** page, click the error status link that corresponds to the device.

#### Issue 46

**Description:** After upgrade from SupportAssist for Servers version 1.2 or 1.3 to SupportAssist Enterprise, the alerts definition file is not updated. [SAE-3833]

**Resolution:** If auto update is enabled, the alerts definition file is automatically updated. If auto update is not enabled, in the policy update available banner displayed at the top of the user interface, click **Install now** to update the alerts definition file. After the update, the **About** page will list the policy file version as 1.0.0 or later.

## Limitations

- The TTY log may not be collected from a server that is added in SupportAssist Enterprise with the iDRAC IP address in the following scenarios:
  - The server is not a 12th, or later generation of the PowerEdge server.
  - The server does not have the minimum required iDRAC firmware version installed. For 12th generation of the PowerEdge servers, the iDRAC firmware version 2.10.10.10 or later is required; for 13th generation of the PowerEdge servers, the iDRAC firmware 2.00.00.00 or later is required.
  - The system only has a SATA controller or software RAID configured, but does not have a RAID controller.
  - The server was running the power-on self-test (POST) while the collection was initiated.
  - Two simultaneous collections were triggered for the same server (iDRAC).
  - A Tech Support Report (TSR) was being generated when the collection was initiated from SupportAssist Enterprise.
  - The controller has either an issue or too many logs, and is therefore unable to export the report within the predefined time limit.
- Dell SupportAssist Enterprise version 1.0 can support up to a maximum of 300 devices for optimal performance.
- If a SupportAssist Enterprise is installed on a server running Linux having 4 GB RAM, only five collections can be viewed simultaneously using the configuration viewer.
- The date and time format displayed in SupportAssist Enterprise do not match with that of the operating system date and time format.
- If the calendar settings of the server where SupportAssist Enterprise is installed is changed to certain non-English formats (for example, Thailand), the Status column in SupportAssist Enterprise may display an incorrect date.

- In the Japanese help content for "Configuring email notifications" and "Configuring server settings" do not have some of the key words and translation is not equivalent to the English language.
- The SupportAssist Service description (Windows Service) is displayed only in English.
- Initiating a collection from multiple SupportAssist Enterprise instances at the same time, on the same Dell Compellent storage device is not supported.
- The error messages displayed in the SupportAssist Enterprise may not match with the error message in the SupportAssist Enterprise email notifications for the following error codes:  
SA-4015, SA-4020, SA-4025, SA-4030, SA-4035, SA-4040, SA-4045, SA-4050, SA-4055, SA-4065, SA-4070, SA-4071, SA-4072, SA-4073, SA-4074, SA-4075, SA-4080, SA-4085, SA-4090, SA-4095, SA-4100, SA-4105, SA-4110, SA-4115, SA-4120, SA-4125, SA-4130, SA-4135, SA-4140, SA-4145, SA-4150, SA-4155, SA-4160, SA-4165, SA-4170, SA-4175, SA-4180, SA-4185, SA-4190, SA-4500, SA-4501, SA-4502, SA-4511, SA-4512, SA-4513, SA-4514, SA-4521, SA-4522, SA-4523, SA-4524, SA-4550

## Installation

### Prerequisites

The following are the prerequisites for installing and using Dell SupportAssist Enterprise Version 1.0:

- Transport Layer Security (TLS) 1.0 must be enabled in the web browser.

### Minimum requirements

#### Software requirements:

- Operating System — The server on which you want to install SupportAssist must be running one of the following operating systems.

 **NOTE: SupportAssist can be installed only on a 64-bit operating system.**

 **NOTE: SupportAssist can also be installed on a domain controller.**

 **NOTE: Installation of SupportAssist is not supported on Server Core and Windows Server 2016 Nano Server.**

#### Windows operating systems:

- Microsoft Windows Server 2008 R2 SP1 Standard, Enterprise, and Datacenter
- Windows Server 2008 SP2 Standard, Enterprise, and Datacenter
- Windows Server 2012 R2 Standard and Datacenter
- Windows Server 2012 Standard, Essentials, and Datacenter
- Small Business Server 2008 Essentials and Standard
- Small Business Server 2011 Essentials and Standard

#### Linux operating systems:

- Red Hat Enterprise Linux 7.x
- Red Hat Enterprise Linux 6.x
- Red Hat Enterprise Linux 5.x
- CentOS 7.0
- CentOS 6.0
- Novell SUSE Linux Enterprise Server 12
- SUSE Linux Enterprise Server 11 SP4
- SUSE Linux Enterprise Server 10 SP4
- Oracle Linux 7.x
- Oracle Linux 6.x

 **NOTE: Installation of SupportAssist Enterprise is not supported on Red Hat Enterprise Linux 6.6.**

 **NOTE: In Windows Server 2016, ensure that you select Internet Explorer as the default browser for opening SupportAssist Enterprise.**

### Hardware requirements

The hardware requirements for installing and using SupportAssist Enterprise vary depending on:

- The number of devices you want to monitor
- The SupportAssist Enterprise functionality you want to use — data collection only or both monitoring and data collection


You can install SupportAssist Enterprise on any Dell PowerEdge server (9th to 13th generation).

 **NOTE: For more information on the hardware requirements for installing and using SupportAssist Enterprise, see the Dell EMC SupportAssist Enterprise Version 1.0 User's Guide at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).**

The following table provides a summary of the minimum hardware requirements on the server where you want to install SupportAssist Enterprise.

**Table 1. Hardware requirements**

| Hardware                | For data collection only from a single device | For monitoring and data collection from up to 20 devices | For monitoring and data collection from up to 100 devices | For monitoring and data collection from up to 300 devices |
|-------------------------|---|--|---|---|
| Processor               | 1 core  | 2 cores  | 4 cores   | 4 cores   |
| Installed memory (RAM)  | 4 GB  | 4 GB   | 8 GB  | 8 GB  |
| Hard drive (free space) | 1 GB  | 4 GB   | 12 GB   | 32 GB   |

 **NOTE: For monitoring more than 100 devices in your environment, Dell recommends that you install SupportAssist Enterprise on server that meets the specified hardware requirements. Periodic collections (required for ProSupport Plus reporting) from more than 100 devices may result in a high processor or memory utilization on the monitoring server. This high resource utilization may affect other applications that are running on the monitoring server, if the resources are shared with other applications.**

### Network requirements

The following are the network requirements on the local system (the server where SupportAssist Enterprise is installed) and remote devices.

- Internet connection — standard 1 GbE network.
- The local system must be able to communicate with the SupportAssist server hosted by Dell over HTTPS protocol.
- The local system must be able to connect to the following destinations:
  - <https://apidp.dell.com> — end point for the SupportAssist server.
  - <https://is.us.dell.com/FUS/api/2.0/uploadfile> — the file upload server where the collected system information is uploaded.
  - <https://is.us.dell.com/FUSCHUNK/api/1.0/file/uploadChunk> — the file upload server where the collection files greater than 10 MB in size are uploaded.
  - <https://downloads.dell.com/> — for downloading Dell OpenManage Server Administrator (OMSA) and receiving new SupportAssist Enterprise release information, policy files, and product support files.

The following table lists the ports that must be open on the local system.

**Table 2. Network port requirements on the local system**

| Port | Direction | Usage   |
|------|-----------|---|
| 22   | Out       | For adding the local system running a Linux operating system and for collecting system information  |
| 25   | Out       | For SMTP communication (required for SupportAssist Enterprise to send certain email notifications through the SMTP server utilized by your company) |

| Port                       | Direction | Usage  |
|----------------------------|-----------|--|
| 80                         | Out       | For HTTP communication   |
| 135                        | Out       | For Windows Management Instrumentation (WMI) communication   |
| 162                        | Out       | For receiving alerts (SNMP traps) from remote devices  |
| 443                        | Out       | For Secure Socket Layer (SSL) communication, WS-Man communication, and verifying SupportAssist Enterprise update information |
| 1311                       | Out       | For Dell OpenManage Server Administrator (OMSA) communication  |
| 5700                       | In        | For opening SupportAssist Enterprise securely (HTTPS) from a remote system   |
| 5701, 5702, 5703, and 5704 | In        | For collecting system information from devices   |
| 9099                       | In        | For opening SupportAssist Enterprise (HTTP) from the local system  |
| 61616                      | In        | For processing SupportAssist Enterprise tasks  |

The following table lists the ports that must be open on remote devices that you want to monitor or collect system information by using SupportAssist Enterprise.


**Table 3. Network port requirements on remote devices**

| Device Type                 | Port         | Usage   |
|-----------------------------|--------------|---|
| Server / Hypervisor         | 22           | For adding a remote device running a Linux operating system and to collect system information |
|                             | 135          | For adding a remote device running Windows (WMI) and to collect system information            |
|                             | 161          | For forwarding alerts (SNMP traps) to the local system  |
|                             | 443          | For Secure Socket Layer (SSL), WS-Man, and VMware web services communication                  |
|                             | 1311         | For OMSA communication  |
| iDRAC                       | 443          | For Secure Socket Layer (SSL) and WS-Man communication  |
|                             | 161          | For forwarding alerts (SNMP traps) to the local system  |
| EqualLogic                  | 22           | For adding the device and to collect system information                                       |
|                             | 161          | For forwarding alerts (SNMP traps) to the local system  |
| PowerVault                  | 2463         | For adding the device and to collect system information                                       |
| Compellent                  | 443          | For adding the device and to collect system information                                       |
| Fluid File System (FluidFS) | 22 and 44421 | For adding the device and to collect system information                                       |
| Networking                  | 22           | For adding the device and to collect system information                                       |
|                             | 161          | For forwarding alerts (SNMP traps) to the local system  |
| Chassis                     | 22           | For adding the device and to collect system information                                       |
|                             | 161          | For forwarding alerts (SNMP traps) to the local system  |

## Installation Instructions

### Installing SupportAssist Enterprise on Windows


1. Right-click the SupportAssist Enterprise installer package, and then click **Run as administrator**.

 **NOTE: Microsoft User Access Control (UAC) requires that the installation is performed with elevated privileges that are obtained only through the Run as administrator option. If you are logged on to system as an Administrator, double-click the installer package to install SupportAssist Enterprise. However, make sure that you acknowledge the Open File - Security Warning dialog box to proceed.**

The **Preparing to Install** page is displayed briefly, and then the **Welcome to SupportAssist Enterprise Installer** page is displayed.

2. Click **Next**.

The **License Agreement** page is displayed.

 **NOTE: Installing and using SupportAssist Enterprise requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, device credentials, and so on. SupportAssist Enterprise installation cannot proceed unless you agree to allow Dell to save your PII.**


3. Read about the information that SupportAssist Enterprise collects from devices, and select **I Agree**.

4. Read the **Dell End User License Agreement**, select **I Agree**, and then click **Install**.

The **Installing Dell SupportAssist Enterprise** page is displayed, and then the **Installation Completed** page is displayed.

5. Click **Finish**.

The **SupportAssist Enterprise Login** page opens in a web browser window.

 **NOTE: If the system is a member of a domain, you must provide the user name in the [Domain\Username] format. For example, MyDomain\MyUsername. You can also use a period [ . ] to indicate the local domain.**

For example, .\Administrator.

6. Type the Windows operating system user name and password, and then click **Login**.

The **SupportAssist Enterprise Registration Wizard** is displayed.

7. Follow the instructions in the Dell SupportAssist Enterprise Registration Wizard to complete the registration of SupportAssist Enterprise.

### Installing SupportAssist Enterprise on Linux

1. Open the terminal window on the system running the Linux operating system.
2. Browse to the folder where the SupportAssist Enterprise installation package is available.
3. Perform one of the following:

- Type `chmod 744 supportassist_1.x.x.bin` and press Enter.
- Type `chmod +x supportassist_1.x.x.bin` and press Enter.

4. Type `./supportassist_1.x.x.bin` and press Enter.


The **Welcome to the Dell SupportAssist Enterprise Installer** message is displayed.

5. To continue, type `c`.

The **SupportAssist Enterprise License Agreement** is displayed.

6. Read the license agreement and type `y` to start the installation.

After the installation is completed, the **SupportAssist Enterprise Login** page opens in a web browser window.

 **NOTE: If you are using a Linux terminal emulator such as PuTTY to remotely install SupportAssist Enterprise, the SupportAssist Enterprise Login page is not displayed. In such a scenario, you must access the SupportAssist Enterprise Login page using one of the following methods:**

- Log in to a remote system and access the following web address using a web browser: `https://<IP address or host name of server on which SupportAssist is installed>:5700/SupportAssist`

 **NOTE: You can access SupportAssist Enterprise from a remote system only if port 5700 is open on the network.**

- Log in to the local system and access the following web address using a web browser: `https://localhost:9099/SupportAssist`

7. Type the user name and password of a user with root privileges, and then click **Login**.

The **SupportAssist Enterprise Registration Wizard** is displayed.

8. Follow the instructions in the **SupportAssist Enterprise Registration Wizard** to complete the registration.

 **NOTE: The SupportAssist Enterprise Registration Wizard may not be displayed if a pop-up blocker is enabled on the web browser.**

## Uninstallation

### Uninstalling SupportAssist Enterprise (Windows)

1. Perform one of the following based on the operating system:

- On Windows Server 2012 or 2016, point to the bottom-left corner of the screen, and then click the **Start** icon. On the **Start** screen, click the **Control Panel** tile. On the **Control Panel**, click **Uninstall a program**.
- On Windows Server 2008 or Windows Small Business Server 2011, click **Start** → **Control Panel** → **Programs and Features**.

The **Uninstall or change a program** window is displayed.

2. Select **Dell SupportAssist Enterprise** and click **Change**.

The **Welcome to Dell SupportAssist Enterprise Installer** window is displayed.

3. Click **Next**.

The **Dell SupportAssist Enterprise Maintenance** window is displayed.

4. Select **Remove**, and click **Next**.

The **Feedback** window is displayed.

5. Select an appropriate reason from the **Select an option** drop-down list, provide your comments, and click **Remove**.

The **Remove the Program** window is displayed.

6. Click **Remove**.

 **NOTE: In Windows Server 2016, the User Account Control dialog box may be displayed more than once while the uninstallation is in progress.**

The **Uninstallation Completed** window is displayed.

7. Click **Finish**.

SupportAssist Enterprise is now uninstalled.

### Uninstalling SupportAssist Enterprise (Linux)

1. Open the terminal window.

2. Browse to the `/opt/dell/supportassist/bin` folder.

3. Type `./uninstall` and press Enter.

4. To continue the uninstallation, type `c`.


5. When prompted for your feedback, perform one of the following:

- To skip the feedback and start the uninstallation, type `n`.
- To provide feedback, type `y`.

6. If you selected to provide feedback, press a number that matches your reason for uninstalling SupportAssist Enterprise.

The **Dell SupportAssist Enterprise uninstallation is complete** message is displayed.

## 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. Visit [www.dell.com/support](http://www.dell.com/support).
2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

### For information about documentation support:

1. Go to [Dell.com/support/manuals](http://Dell.com/support/manuals).
2. In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click **Continue**.
3. In the Select your product type section, click **Software, Monitors, Electronics & Peripherals**.
4. In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click **Software**.
5. In the Choose your Dell Software section, click the required link from the following:
  - Client System Management
  - Enterprise System Management
  - Remote Enterprise
  - System Management
  - Serviceability Tools
6. To view the document, click the required product version.

 **NOTE: You can also directly access the documents using the following links:**

- For Client System Management documents — [Dell.com/OMConnectionsClient](http://Dell.com/OMConnectionsClient).
- For Enterprise System Management documents — [Dell.com/openmanagemanuals](http://Dell.com/openmanagemanuals).
- For Remote Enterprise System Management documents — [Dell.com/esmmanuals](http://Dell.com/esmmanuals).
- For Serviceability Tools documents — [Dell.com/serviceabilitytools](http://Dell.com/serviceabilitytools).

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