

Dell EMC SupportAssist Enterprise Version 1.0 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.

Overview

Dell 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.

 **NOTE: SupportAssist Enterprise can monitor hardware issues that occur in the Dell server and the Dell networking devices. For the Dell storage devices, SupportAssist Enterprise can only collect and send system information.**

 **NOTE: SupportAssist Enterprise capabilities available for a device vary depending on the Dell service entitlement of the device. The primary capabilities of SupportAssist Enterprise are available only for devices with an active ProSupport, ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center service entitlement. For a summary of the SupportAssist Enterprise capabilities and the Dell service entitlements, see [SupportAssist Enterprise capabilities available with Dell service entitlements](#).**

This document provides information about the supported devices and minimum requirements for installing and using SupportAssist Enterprise.

Supported servers


Supported Dell PowerEdge servers

Table 1. PowerEdge servers

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
9th	1900	Yes	Yes	Yes	Yes
	1950	Yes	Yes	Yes	Yes
	1955	Yes	Yes	Yes	Yes
	2900	Yes	Yes	Yes	Yes
	2950	Yes	Yes	Yes	Yes
	2970	Yes	Yes	Yes	Yes
	6950	Yes	Yes	Yes	Yes
10th	M600	Yes	Yes	Yes	Yes
	M605	Yes	Yes	Yes	Yes
	M805	Yes	Yes	Yes	Yes
	M905	Yes	Yes	Yes	Yes
	R200	Yes	Yes	Yes	Yes
	R300	Yes	Yes	Yes	Yes
	R805	Yes	Yes	Yes	Yes
	R900	Yes	Yes	Yes	Yes

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	R905	Yes	Yes	Yes	Yes
	T100	Yes	Yes	Yes	Yes
	T105	Yes	Yes	Yes	Yes
	T300	Yes	Yes	Yes	Yes
	T605	Yes	Yes	Yes	Yes
11th	M610	Yes	Yes	Yes	Yes
	M610x	Yes	Yes	Yes	Yes
	M710	Yes	Yes	Yes	Yes
	M710HD	Yes	Yes	Yes	Yes
	M910	Yes	Yes	Yes	Yes
	M915	Yes	Yes	Yes	Yes
	R210	Yes	Yes	Yes	Yes
	R210II	Yes	Yes	Yes	Yes
	R310	Yes	Yes	Yes	Yes
	R410	Yes	Yes	Yes	Yes
	R415	Yes	Yes	Yes	Yes
	R510	Yes	Yes	Yes	Yes
	R515	Yes	Yes	Yes	Yes
	R610	Yes	Yes	Yes	Yes
	R710	Yes	Yes	Yes	Yes
	R715	Yes	Yes	Yes	Yes
	R810	Yes	Yes	Yes	Yes
	R815	Yes	Yes	Yes	Yes
	R910	Yes	Yes	Yes	Yes
	T110	Yes	Yes	Yes	Yes
	T110II	Yes	Yes	Yes	Yes
	T310	Yes	Yes	Yes	Yes
	T410	Yes	Yes	Yes	Yes
T610	Yes	Yes	Yes	Yes	
T710	Yes	Yes	Yes	Yes	
12th	M420	Yes	Yes	Yes	Yes
	M520	Yes	Yes	Yes	Yes
	M620	Yes	Yes	Yes	Yes

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	M820	Yes	Yes	Yes	Yes
	R220	Yes	Yes	Yes	Yes
	R320	Yes	Yes	Yes	Yes
	R420	Yes	Yes	Yes	Yes
	R520	Yes	Yes	Yes	Yes
	R620	Yes	Yes	Yes	Yes
	R720	Yes	Yes	Yes	Yes
	R720xd	Yes	Yes	Yes	Yes
	R820	Yes	Yes	Yes	Yes
	R920	Yes	Yes	Yes	Yes
	T320	Yes	Yes	Yes	Yes
	T420	Yes	Yes	Yes	Yes
	T620	Yes	Yes	Yes	Yes
13th	R230	Yes	Yes	Yes	Yes
	R330	Yes	Yes	Yes	Yes
	R430	Yes	Yes	Yes	Yes
	R530	Yes	Yes	Yes	Yes
	R530xd	Yes	Yes	—	—
	R630	Yes	Yes	Yes	Yes
	R730	Yes	Yes	Yes	Yes
	R730xd	Yes	Yes	Yes	Yes
	R830	Yes	Yes	Yes	Yes
	R930	Yes	Yes	Yes	Yes
	M630	Yes	Yes	Yes	Yes
	M830	Yes	Yes	—	—
	T130	Yes	Yes	Yes	Yes
	T330	Yes	Yes	Yes	Yes
	T430	Yes	Yes	Yes	Yes
	T630	Yes	Yes	Yes	Yes
	FC430	Yes	Yes	—	—
FC630	Yes	Yes	Yes	Yes	
FC830	Yes	Yes	—	—	
FM120	Yes	Yes	Yes	Yes	

 **NOTE:** SupportAssist Enterprise provides limited support (monitoring, case creation, and data collection) for Dell PowerEdge FM120x4. To allow SupportAssist Enterprise to monitor this device, you must add each server node or iDRAC individually in SupportAssist Enterprise.

Supported Dell PowerEdge C-Series servers


Table 2. PowerEdge C-Series servers

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
C1100	Yes	Yes	—	—
C2100	Yes	Yes	—	—
C6100	Yes	Yes	—	—
C6105	Yes	Yes	—	—
C6145	Yes	Yes	—	—
C4130	Yes	Yes	—	—
C6320	Yes	Yes	—	—
C6320p	Yes	Yes	—	—

Supported Dell PowerVault devices

Table 3. PowerVault devices

Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
NX200	Yes	Yes	Yes	Yes
NX300	Yes	Yes	Yes	Yes
NX1950	Yes	Yes	—	—
NX3000	Yes	Yes	Yes	Yes
DL2000	Yes	Yes	—	—
DL2100	Yes	Yes	—	—
DL2200	Yes	Yes	—	—

 **NOTE:** SupportAssist Enterprise can also detect hardware issues with the following Direct Attached Storage devices, if the server to which the storage device is attached is added (discovered) in SupportAssist Enterprise: PowerVault MD1000, MD1120, MD1200, MD1220, MD1400, and MD1420. If a critical hardware issue is detected by SupportAssist Enterprise on an attached storage device, a support case is created for the server to which the storage device is attached.

Supported Dell Remote Access Controllers

Table 4. Remote Access Controllers

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
iDRAC7	Yes	Yes	Yes	Yes
iDRAC8	Yes	Yes	Yes	Yes

 **NOTE:** For collecting system information from an iDRAC, the minimum required iDRAC firmware version is 1.57.

Supported Dell web-scale converged appliances

 **NOTE:** Monitoring of Dell web-scale converged appliances is supported only if the appliances are added in SupportAssist Enterprise with the iDRAC IP address.

Table 5. Web-scale converged appliances

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
XC430	Yes	Yes	Yes	Yes
XC630	Yes	Yes	Yes	Yes
XC730	Yes	Yes	Yes	Yes
XC6320	Yes	Yes	Yes	Yes
XC720XD	Yes	Yes	Yes	Yes
XC730XD	Yes	Yes	Yes	Yes

Supported Dell Datacenter Scalable Solutions

 **NOTE:** Monitoring of Dell Datacenter Scalable Solutions is supported only if the devices are added in SupportAssist Enterprise with the iDRAC IP address.

Table 6. Datacenter Scalable Solutions

Model	Remote monitoring And case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
DSS 1500	Yes	Yes	—	—
DSS 1510	Yes	Yes	—	—
DSS 2500	Yes	Yes	—	—

Supported hypervisors

Table 7. Hypervisors

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
ESX 4.0 U3	Yes*	Yes	—	—
ESX 4.1 U3	Yes*	Yes	—	—
ESXi 4.0 U3	Yes*	Yes	—	—
ESXi 4.1 U3	Yes*	Yes	—	—
ESXi 5.0 U3	Yes*	Yes	—	—
ESXi 5.5 U3	Yes*	Yes	—	—
ESXi 6.0 U3	Yes*	Yes	—	—
ESXi 6.5	Yes*	Yes	—	—
Citrix XenServer 6.0	No	Yes	—	—
Citrix XenServer 6.2	Yes*	Yes	—	—
Citrix XenServer 6.5	Yes*	Yes	—	—
Citrix XenServer 7.0	No	Yes	—	—
Microsoft Server 2008 SP2 Hyper-V	Yes	Yes	—	—
Microsoft Server 2008 R2 SP1 Hyper-V	Yes	Yes	—	—
Microsoft Server 2012 Hyper-V	Yes	Yes	—	—
Microsoft Server 2012 R2 Hyper-V	Yes	Yes	—	—
Microsoft Server 2016 Hyper-V	Yes	Yes	—	—

* Remote monitoring and case creation are supported only if OMSA is installed and the SNMP settings are configured on the hypervisor. SupportAssist Enterprise does not support the installation of OMSA and configuration of SNMP settings on the hypervisor. Therefore, you must manually download and install the supported version of OMSA and configure the SNMP settings on the hypervisor.

Table 8. Supported protocols and ports for hypervisors

Model	Collection Protocol	Ports used
ESX 4.0 U3	SSH and VMware SDK	22 and 443
ESX 4.1 U3	SSH and VMware SDK	22 and 443
ESXi 4.0 U3	SSH and VMware SDK	22 and 443
ESXi 4.1 U3	SSH and VMware SDK	22 and 443
ESXi 5.0 U3	SSH and VMware SDK	22 and 443
ESXi 5.5 U3	SSH and VMware SDK	22 and 443

Model	Collection Protocol	Ports used
ESXi 6.0 U3	SSH and VMware SDK	22 and 443
ESXi 6.5	SSH and VMware SDK	22 and 443
Citrix XenServer 6.0	SSH	22
Citrix XenServer 6.2	SSH	22
Citrix XenServer 6.5	SSH	22
Citrix XenServer 7.0	SSH	22
Microsoft Server 2008 SP2 Hyper-V	WMI	135
Microsoft Server 2008 R2 SP1 Hyper-V	WMI	135
Microsoft Server 2012 Hyper-V	WMI	135
Microsoft Server 2012 R2 Hyper-V	WMI	135
Microsoft Server 2016 Hyper-V	WMI	135

Supported storage devices

 **NOTE:** For Dell storage devices, SupportAssist Enterprise can only collect and send system information to Dell.

Supported Dell EqualLogic devices

Table 9. EqualLogic devices

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
PS4110	No	Yes	—	—
PS4210	No	Yes	—	—
PS-M4110	No	Yes	—	—
PS6000	No	Yes	—	—
PS6100	No	Yes	—	—
PS6110	No	Yes	—	—
PS6210	No	Yes	—	—
PS65X0	No	Yes	—	—
PS6610	No	Yes	—	—

Table 10. Supported protocols, ports, and firmware version for EqualLogic devices

Model	Collection protocols	Ports used	Latest supported firmware version
PS4110	SNMPv2, SSH2, and FTP	161, 22, and 21	8.x
PS4210	SNMPv2, SSH2, and FTP	161, 22, and 21	8.x
PS-M4110	SNMPv2, SSH2, and FTP	161, 22, and 21	8.0
PS6000	SNMPv2, SSH2, and FTP	161, 22, and 21	8.0

Model	Collection protocols	Ports used	Latest supported firmware version
PS6100	SNMPv2, SSH2, and FTP	161, 22, and 21	8.0
PS6110	SNMPv2, SSH2, and FTP	161, 22, and 21	9.0
PS6210	SNMPv2, SSH2, and FTP	161, 22, and 21	9.0
PS65X0	SNMPv2, SSH2, and FTP	161, 22, and 21	9.0
PS6610	SNMPv2, SSH2, and FTP	161, 22, and 21	9.0

Supported Dell PowerVault devices

Table 11. PowerVault devices

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
MD3600f	No	Yes	—	—
MD3000i	No	Yes	—	—
MD3200i	No	Yes	—	—
MD3220i	No	Yes	—	—
MD3600i	No	Yes	—	—
MD3400 / MD3420	No	Yes	—	—
MD3800 / MD3820I	No	Yes	—	—
MD3860I / MD3860F	No	Yes	—	—
MD3800F / MD3820F	No	Yes	—	—

Table 12. Supported protocol, port, and firmware version for PowerVault devices

Model	Collection protocol	Port used	Latest supported firmware version
MD3600f	SYMBOLSDK	2463	7.80.41
MD3000i	SYMBOLSDK	2463	7.80.41
MD3200i	SYMBOLSDK	2463	7.80.41
MD3220i	SYMBOLSDK	2463	8.20.11
MD3600i	SYMBOLSDK	2463	7.84.0
MD3400 / MD3420	SYMBOLSDK	2463	8.10.05
MD3800 / MD3820I	SYMBOLSDK	2463	8.10.05
MD3860I / MD3860F	SYMBOLSDK	2463	8.25.04
MD3800F / MD3820F	SYMBOLSDK	2463	8.20.09

Supported Dell Compellent devices

Table 13. Compellent devices

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
SC4000	No	Yes	—	—
SC8000	No	Yes	—	—
SCv2000	No	Yes	—	—
SCv2020	No	Yes	—	—
SC7020	No	Yes	—	—
SC9000	No	Yes	—	—
SC4020	No	Yes	—	—

Table 14. Supported protocol, port, and firmware version for Compellent devices

Model	Collection protocol	Port used	Latest supported firmware version
SC4000	REST	443	6.6.x and 6.7.x
SC8000	REST	443	6.6.5
SCv2000	REST	443	6.7
SCv2020	REST	443	6.6
SC7020	REST	443	7.0.1
SC9000	REST	443	6.6 and 6.7
SC4020	REST	443	6.7

Supported Dell network attached storage (NAS) devices

Table 15. NAS devices

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
Compellent FS8600	No	Yes	—	—
EqualLogic FS7500	No	Yes	—	—
EqualLogic FS7600	No	Yes	—	—
EqualLogic FS7610	No	Yes	—	—
PowerVault NX3500	No	Yes	—	—
PowerVault NX3600	No	Yes	—	—
PowerVault NX3610	No	Yes	—	—

Table 16. Supported protocols, ports, and firmware version for NAS devices

Model	Collection protocols	Ports used	Latest supported firmware version
Compellent FS8600	SSH2, FTP, and SSH2	22 and 44421	5.0
EqualLogic FS7500	SSH2 and FTP	22 and 44421	4.0
EqualLogic FS7600	SSH2 and FTP	22 and 44421	4.0
EqualLogic FS7610	SSH2 and FTP	22 and 44421	4.0
PowerVault NX3500	SSH2 and FTP	22 and 44421	4.0
PowerVault NX3600	SSH2 and FTP	22 and 44421	3.0
PowerVault NX3610	SSH2 and FTP	22 and 44421	3.0

Supported networking devices

Supported Dell Networking devices

Table 17. Networking devices

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
N4032F	Yes	Yes	—	—
N3024, N3024P, N3024F, N3048, and N3048P	Yes	Yes	—	—
Z9000	Yes	Yes	—	—
Z9500	Yes	Yes	—	—
MXL10 / 40GB2	Yes	Yes	—	—
S4810 and S4820T	Yes	Yes	—	—
S5000	Yes	Yes	—	—
S6000	Yes	Yes	—	—
C9010 (with C1048p)	Yes	Yes	—	—
C7004 / C150 and C7008 / C300	Yes	Yes	—	—
X1008 and X1018P.X4012	Yes	Yes	—	—

Table 18. Supported protocol, port, and firmware version for Networking devices

Model	Collection protocol	Port used	Latest supported firmware version
N4032F	SSH2	22	6.3
N3024, N3024P, N3024F, N3048, and N3048P	SSH2	22	6.3
Z9000	SSH2	22	9.7

Model	Collection protocol	Port used	Latest supported firmware version
Z9500	SSH2	22	9.9
MXL10 / 40GB2	SSH2	22	9.10
S4810 and S4820T	SSH2	22	9.10
S5000	SSH2	22	9.10
S6000	SSH2	22	9.10
C9010 (with C1048p)	SSH2	22	9.10
C7004 / C150 and C7008 / C300	SSH2	22	8.4.7
X1008 and X1018P.X4012	SNMPv2	161	3.x

Supported Dell PowerConnect devices

Table 19. PowerConnect devices

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
2848, 2824, and 2816	Yes	Yes	—	—
3524, 3524P, and 3548	Yes	Yes	—	—
5424 and 5448	Yes	Yes	—	—
5524 and 5548	Yes	Yes	—	—
6224 and 6248	Yes	Yes	—	—
7024, 7048, and 7024F	Yes	Yes	—	—
8024 and 8024F	Yes	Yes	—	—
8132 and 8164F	Yes	Yes	—	—
M6220	Yes	Yes	—	—
M8024	Yes	Yes	—	—
M8024-K	Yes	Yes	—	—
B8000	Yes	Yes	—	—
M8428-K	Yes	Yes	—	—
W-6000	Yes	Yes	—	—
W-620	Yes	Yes	—	—
W-650	Yes	Yes	—	—
W-651	Yes	Yes	—	—
W-3200	Yes	Yes	—	—
W-3400	Yes	Yes	—	—
W-7210, W-7220, and W-7240	Yes	Yes	—	—

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
W-3600	Yes	Yes	—	—

Table 20. Supported protocols, ports, and firmware version for networking devices

Model	Collection protocols	Ports used	Latest supported firmware version
2848, 2824, and 2816	SNMPv2	161	1.x
3524, 3524P, and 3548	SSH2	22	2
5424 and 5448	SSH2	22	2.0
5524 and 5548	SSH2	22	4.1
6224 and 6248	SSH2	22	3.3
7024, 7048, and 7024F	SSH2	22	5.1
8024 and 8024F	SSH2	22	5.1
8132 and 8164F	SSH2	22	5.1
M6220	SSH2	22	5.1
M8024	SSH2	22	5.1
M8024-K	SSH2	22	5.1
B8000	SSH2	22	v7.0.1
M8428-K	SSH2	22	v6.3.1
W-6000	SSH2 and SNMPv2	22 and 161	6.3
W-620	SSH2 and SNMPv2	22 and 161	6.3
W-650	SSH2 and SNMPv2	22 and 161	6.3
W-651	SSH2 and SNMPv2	22 and 161	6.3
W-3200	SSH2 and SNMPv2	22 and 161	6.3
W-3400	SSH2 and SNMPv2	22 and 161	6.3
W-7210, W-7220, and W-7240	SSH2 and SNMPv2	22 and 161	6.3
W-3600	SSH2 and SNMPv2	22 and 161	6.3

Supported Dell Force10 devices

Table 21. Force10 devices

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
C150	Yes	Yes	—	—
C300	Yes	Yes	—	—
S55	Yes	Yes	—	—
S60	Yes	Yes	—	—

Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
S4810 and S4820T	Yes	Yes	—	—
Z9000	Yes	Yes	—	—
MXL10 / 40GB2	Yes	Yes	—	—
E300	Yes	Yes	—	—
E1200i ExaScale	Yes	Yes	—	—
E600i ExaScale	Yes	Yes	—	—
E600 TeraScale	Yes	Yes	—	—

Table 22. Supported protocol, port, and firmware version for Force10 devices

Model	Collection protocol	Port used	Latest supported firmware version
C150	SSH2	22	8.4
C300	SSH2	22	8.4
S55	SSH2	22	8.3
S60	SSH2	22	8.3
S4810 and S4820T	SSH2	22	9.3
Z9000	SSH2	22	9.3
MXL10 / 40GB2	SSH2	22	9.3
E300	SSH2	22	8.4
E1200i ExaScale	SSH2	22	8.4
E600i ExaScale	SSH2	22	8.4
E600 TeraScale	SSH2	22	8.4

Supported chassis

Supported Dell chassis

Table 23. Chassis

Device	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
PowerEdge M1000e	Yes	Yes	—	—
PowerEdge VRTX	Yes	Yes	—	—
PowerEdge FX2/FX2s	Yes	Yes	—	—

Table 24. Supported protocol, port, and firmware version for chassis

Device	Collection protocol	Port used	Latest supported firmware version
PowerEdge M1000e	SSH2	22	5.12
PowerEdge VRTX	SSH2	22	2.12
PowerEdge FX2/FX2s	SSH2	22	1.32

Support for OEM devices

Dell OEM-ready devices (either re-branded or de-branded Dell hardware), when added, are classified under the re-branded name and not the original Dell hardware name. All the functionality available for Dell standard devices, such as alerts handling, automatic case creation (when the support level has been validated at the time of the support incident as ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center service), and ProSupport Plus reports are available for OEM-ready devices. OEM-ready devices are classified in the SupportAssist Enterprise user interface and ProSupport Plus reports under the re-branded name. For some OEM devices, the model name may be blank in the SupportAssist Enterprise user interface and ProSupport Plus reports. Automatic case creation is supported through Dell Enterprise Technical Support and not available for other support case service request management systems.

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

OMSA version recommended for SupportAssist Enterprise

For monitoring a server that you have added in SupportAssist Enterprise by using the **Device Type** as **Server / Hypervisor**, the Dell OpenManage Server Administrator (OMSA) agent must be installed and running on the device. The following sections list the recommended version of OMSA that must be installed on such servers. The recommended version of OMSA may vary depending on the generation of the server and the operating system running on the server. SupportAssist Enterprise supports the automatic download and installation of OMSA on the operating systems listed in the following sections.

 **NOTE: SupportAssist Enterprise depends on the OMSA agent for monitoring a server only if you have added the server by using the Device Type as Server / Hypervisor. Dell's 12th and 13th generation of PowerEdge servers can be monitored through the iDRAC, without the need to have OMSA installed.**

 **NOTE: For information on the minimum requirements for installing OMSA on a device, see the "Installation Requirements" section in the appropriate *OpenManage Server Administrator Installation Guide* at Dell.com/OpenManageManuals.**

Microsoft Windows

Table 25. Windows operating system and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
12th and 13th	Microsoft Windows Server 2016 Standard, Essentials, and Datacenter	8.4
10th to 13th	Microsoft Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, and Datacenter	8.4
	Microsoft Windows Server 2012 Standard, Essentials, and Datacenter	8.4
	Microsoft Windows Server 2012 R2 Standard and Datacenter	8.4
9th	Microsoft Windows Server 2008 R2 (64-bit)	7.4
	Microsoft Windows Server 2008 SP1	7.4

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
	Microsoft Windows Server 2008 (32-bit and 64-bit)	7.4
	Microsoft Windows Server 2008 SP2	7.4
	Microsoft Windows Small Business Server 2011	7.4
	Microsoft Windows Storage Server 2008 SP2	7.4
	Microsoft Windows Server 2012	7.4
	Microsoft Windows Server 2012 R2	7.4
	Microsoft Windows Server 2008 R2 (64-bit)	7.4


Linux

Table 26. Linux operating system and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
10th to 13th	SUSE Linux Enterprise Server 12 (64-bit)	8.4
	SUSE Linux Enterprise Server 11 SP4 (64-bit)	8.4
	SUSE Linux Enterprise Server 12 SP1 (64-bit)	8.4
	Red Hat Enterprise Linux 7.2 (64-bit)	8.4
	Red Hat Enterprise Linux 7.1 (64-bit)	8.4
	Red Hat Enterprise Linux 7.0 (64-bit)	8.4
	Red Hat Enterprise Linux 6.7 (64-bit)	8.4
	Red Hat Enterprise Linux 6.5 (64-bit)	8.1
	SUSE Linux Enterprise Server 11 SP3 (64-bit)	8.1
9th	SUSE Linux Enterprise Server 11 SP3 (64-bit)	7.4
	Red Hat Enterprise Linux 5.9 (32-bit and 64-bit)	7.4
	Red Hat Enterprise Linux 6.5 (64-bit)	7.4
	SUSE Linux Enterprise Server 10 SP3 (64-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (32-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP1 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP2 (64-bit)	7.3
	Red Hat Enterprise Linux 5.8 (32-bit and 64-bit)	7.3
	Red Hat Enterprise Linux 6.3 (64-bit)	7.3
	Red Hat Enterprise Linux 6.4 (64-bit)	7.3
	Red Hat Enterprise Linux 6.2 (64-bit)	7.2
	Red Hat Enterprise Linux 5.7 (32-bit and 64-bit)	7.0

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
	Red Hat Enterprise Linux 6.1 (64-bit)	7.0
	SUSE Linux Enterprise Server 10 SP3 (32-bit)	6.5
	SUSE Linux Enterprise Server 11 SP1 (32-bit)	6.5
	Red Hat Enterprise Linux 5.5 (32-bit and 64-bit)	6.5

 **NOTE:** Automatic installation of OMSA through SupportAssist Enterprise is not supported on devices running Citrix XenServer, VMware ESX, and ESXi. To allow SupportAssist Enterprise to detect hardware issues on these devices, you must manually download and install OMSA.

 **NOTE:** Installation of OMSA is not supported on devices running CentOS, Oracle Virtual Machine, or Oracle Enterprise Linux. SupportAssist Enterprise will not detect hardware issues that may occur on these devices, if they are added by selecting the Device Type as Server / Hypervisor.

Supported operating systems on remote servers

For the list of operating systems supported on servers, see the Windows and Linux operating systems listed in [OMSA version recommended for SupportAssist Enterprise](#).

 **NOTE:** SupportAssist Enterprise does not have any dependency on the operating system running on a server, if you have added the server by selecting the Device Type as iDRAC.

Minimum requirements for installing and using SupportAssist Enterprise

The following sections describe the minimum hardware, software, and networking requirements for installing and using 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).

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

Table 27. 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.


Software requirements

You can install SupportAssist Enterprise on a Dell PowerEdge server running a Windows or Linux operating system. After installing SupportAssist Enterprise, you can view the SupportAssist Enterprise user interface by using a web browser. The following section provides information about the operating system requirements for installing and using SupportAssist Enterprise.

Operating system requirements

The following sections provide the list of Windows and Linux operating systems that support the installation of SupportAssist Enterprise.

Windows operating systems

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

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

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

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

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
- 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.**

Web browser requirements

To view the SupportAssist Enterprise user interface, one of the following web browsers is required:

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

 **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.**

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> and <https://api.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 28. 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)
80	Out	For HTTP communication
135	Out	For Windows Management Instrumentation (WMI) communication
162	In	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 29. 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

Device Type	Port	Usage
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

SupportAssist Enterprise capabilities available with Dell service contracts

The following table provides a comparison of the SupportAssist Enterprise capabilities available with the ProSupport, ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center service contracts.

 **NOTE: Completing the registration is a prerequisite to receive the full benefits of SupportAssist Enterprise for your Dell devices. For information on registering SupportAssist Enterprise, see "Registering SupportAssist Enterprise" in the *Dell/EMC SupportAssist Enterprise Version 1.0 User's Guide* at Dell.com/ServiceabilityTools.**

Table 30. SupportAssist Enterprise capabilities and Dell service contracts

SupportAssist Enterprise capability	Description	Basic Hardware	ProSupport	ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center
Proactive detection of hardware failures	SupportAssist Enterprise receives alerts for hardware events that occur in monitored devices and proactively determines if the alerts indicate a hardware failure.	✓	✓	✓
Predictive detection of hardware failures*	Intelligent analysis of data collected from a monitored device is used to predict hardware failures that may occur in future.	✗	✗	✓
Automated data collection	Data required for troubleshooting a hardware failure is automatically collected from the monitored device and sent securely to Dell.	✓	✓	✓
Automated support case creation	When a hardware failure is detected either proactively or predictively, a Service Request is automatically created with Dell Technical Support.	✗	✓	✓
Automated email notification	An email notification about the support case or issue is automatically sent to your	✗	✓	✓

SupportAssist Enterprise capability	Description	Basic Hardware	ProSupport	ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center
	company's primary and secondary SupportAssist Enterprise contacts.			
Proactive response from Dell Technical Support	A Dell Technical Support agent contacts you proactively about the support case and helps you resolve the issue.	✘	✔	✔
Proactive parts dispatch	Based on examination of the collected system information, if the Dell Technical Support agent determines that a part needs to be replaced to resolve the issue, a replacement part is dispatched to you with your consent.	✘	✔	✔
ProSupport Plus reporting	Data collected periodically by SupportAssist Enterprise enables Dell to provide you an insight into your company's as-maintained environment configuration with proactive firmware recommendations and other reports.	✘	✘	✔

 **NOTE: SupportAssist Enterprise also detects hardware issues in devices with a Dell Basic Hardware service contract. However, a support case is not created automatically for devices with a Basic Hardware service contract.**

* Predictive detection of hardware failures is applicable only for the hard drives, backplanes, and expanders of Dell's 12th and 13th generation of PowerEdge servers that have PowerEdge RAID Controller (PERC) Series 5 to 9. Predictive detection of hardware failures is available only when SupportAssist Enterprise is configured to periodically collect and send system information from your devices to Dell.

Related documents and resources

In addition to this guide you can access the following guides available on the Dell Support website.

Table 31. Related documents

Document title	How to access the document
<i>Dell EMC SupportAssist Enterprise Version 1.0 Online Help</i>	Click the help icon in the SupportAssist Enterprise user interface.
<i>Dell EMC SupportAssist Enterprise Version 1.0 User's Guide</i>	<ol style="list-style-type: none"> 1. Visit Dell.com/ServiceabilityTools. 2. Click SupportAssist Enterprise. 3. Click Manuals.
<i>Dell EMC SupportAssist Enterprise Version 1.0 Quick Setup Guide</i>	
<i>Dell EMC SupportAssist Enterprise Version 1.0 Reportable Items</i>	
<i>Dell EMC SupportAssist Enterprise Version 1.0 Release Notes</i>	
<i>Dell OpenManage Server Administrator Installation Guide</i>	Visit Dell.com/OpenManageManuals and click OpenManage Server Administrator .
<i>Dell OpenManage Server Administrator User's Guide</i>	
<i>iDRAC User's Guide</i>	Visit Dell.com/idracmanuals .
<i>Dell SupportAssist: Alert Policy</i>	Visit Dell.com/SupportAssistGroup .
<i>Managing Windows Device Credentials in SupportAssist Using Service Account</i>	

Video tutorials

You can access the following video tutorials related to SupportAssist Enterprise.

Table 32. Video tutorials

Video title	How to access the videos
Installing SupportAssist Enterprise	Visit the Dell TechCenter channel on YouTube, and click Playlist . On the playlist, click SupportAssist Enterprise .
Adding devices	
Importing multiple devices	
Revalidating a device	
Managing device groups	
Viewing collections	
Checking for cases	
Managing cases	
Testing network connectivity	
Testing case creation	

SupportAssist community

You can also find video tutorials, peer-to-peer questions, user's guides, and other useful information on the Dell SupportAssist Enterprise community forum at Dell.com/SupportAssistGroup.

Dell Remote Consulting Service

You can use your existing Dell Remote Consulting Service contract or place an order and schedule time with a systems management deployment expert for SupportAssist Enterprise installation, set up, and configuration from start to finish.