SupportAssist Enterprise

Version 1.1 Quick Setup Guide

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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.**

Getting started with SupportAssist Enterprise

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 Technical Support and sends you an email notification. The system information required for troubleshooting the issue is automatically collected by SupportAssist Enterprise and sent securely to Technical Support. The collected system information helps Technical Support to provide you an enhanced, personalized, and efficient support experience. SupportAssist Enterprise capability also includes a proactive response from Technical Support to help you resolve the issue.

Additionally, SupportAssist Enterprise can monitor hardware issues that may occur on devices that you are managing by using OpenManage Essentials or Microsoft System Center Operations Manager.

(i) **NOTE: In this document, the term *local system* refers to the system where SupportAssist Enterprise is installed; *remote device* refers to any other device in your environment.**

This document provides the information required to setup SupportAssist Enterprise for monitoring the local system and a single remote device.

After you successfully complete the setup:

- SupportAssist Enterprise can monitor the local system for hardware issues.
- You can use SupportAssist Enterprise to collect and send troubleshooting system information from the local system or the remote device to Dell.

Topics:

- Setting up SupportAssist Enterprise for the local system
- Setting up SupportAssist Enterprise for a remote device
- Logging in to SupportAssist Enterprise
- Viewing cases and devices
- System information collection settings
- Starting the collection of system information from a device
- Uploading a collection from a disconnected site
- SupportAssist Enterprise user groups
- Related documents and resources

Setting up SupportAssist Enterprise for the local system

About this task

Installing SupportAssist Enterprise enables you to start the collection and upload of system information from the local system. To allow SupportAssist Enterprise to monitor the local system for hardware issues, you must complete the registration and perform additional tasks.

Steps

1   Download the SupportAssist Enterprise installation package. See Downloading the SupportAssist Enterprise installation package.

> ⓘ **NOTE:** For information on the supported operating systems and minimum requirements for installing SupportAssist Enterprise, see the *SupportAssist Enterprise Version 1.1 User's Guide* at **Dell.com/ServiceabilityTools**.

2 Install SupportAssist Enterprise. See Installing SupportAssist Enterprise on Windows or Installing SupportAssist Enterprise on Linux.

3 (Optional) Complete the registration of SupportAssist Enterprise. See Registering SupportAssist Enterprise.

> △ **CAUTION: Completing the registration is a prerequisite to experience the full benefits of SupportAssist Enterprise. Without registration, you can only use SupportAssist Enterprise to manually start the collection and upload of system information from your devices to Dell. Until registration is completed, SupportAssist Enterprise can neither monitor your devices for hardware issues nor automatically collect system information.**

4 Perform the following if you want SupportAssist Enterprise to monitor the local system for hardware issues:

    a Install or upgrade OpenManage Server Administrator (OMSA) on the local system. See Installing or upgrading OMSA on the local system.

    b Configure SNMP settings of the local system. See Configuring SNMP settings of the local system.

    c Enable monitoring of the local system. See Enabling monitoring of the local system.

Downloading the SupportAssist Enterprise installation package

About this task

Installation of SupportAssist Enterprise is supported on a virtual machine or a PowerEdge server running either a Windows or Linux operating system. You can download the appropriate installation package depending on the operating system running on the server where you want to install SupportAssist Enterprise.

Steps

1 Visit Dell.com/SupportAssist.

The Dell SupportAssist portal is displayed.

2 In the **Available Versions** section, click the **Learn More** link that is displayed under **SupportAssist for servers, storage and networking**.

The **SupportAssist for servers, storage and networking** page is displayed.

3 In the **Downloads** section, under **SupportAssist Enterprise**, do one of the following based on the installation package that you want to download:

- For the Windows installation package, click the **Windows Management Server** link.

- For the Linux installation package, click the **Linux Management Server** link.

The **Drivers Details** page is displayed in a new web browser window.

4 In the **Available formats** section, click the **Download File** link that is displayed under **File Format: Application**.

Download of the SupportAssist Enterprise installation package is initiated.

Installing SupportAssist Enterprise on Windows

Steps

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

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.

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 where SupportAssist Enterprise is installed is a member of a domain, you must enter 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.

Next steps

(Optional) Complete the registration of SupportAssist Enterprise. See Registering SupportAssist Enterprise.

If you want to use SupportAssist Enterprise to only collect and send system information to Dell, you may skip the registration and follow the instructions in Starting the collection of system information from a device.

Installing SupportAssist Enterprise on Linux

Steps

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 supportassistenterprise_1.1.0.bin** and press Enter.
    - Type **chmod +x supportassistenterprise_1.1.0.bin** and press Enter.
4   Type **./supportassistenterprise_1.1.0.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.
7   Type the user name and password of a user with root privileges, and then click **Login**.

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

> ⓘ **NOTE: To access SupportAssist Enterprise from a remote system, open the following web address by using a web browser:**
>
> ```
> https://<IP address or host name of the server where SupportAssist Enterprise is
> installed>:5700/SupportAssist.
> ```

Next steps

(Optional) Complete the registration of SupportAssist Enterprise. See Registering SupportAssist Enterprise.

If you want to use SupportAssist Enterprise to only collect and send system information to Dell, you may skip the registration and follow the instructions in Starting the collection of system information from a device.

Registering SupportAssist Enterprise

1   On the Welcome page of the registration wizard, click **Next**.

SupportAssist Enterprise verifies connectivity to the internet.

2   On the **Registration** page, provide the company name, country/territory, first name, last name, phone number, alternate phone number (optional), and email address in the appropriate fields, and click **Next**.

SupportAssist Enterprise connects to Dell and completes the registration. If the registration is successful, the **Summary** page is displayed.

3   Click **Finish**.

The SupportAssist Enterprise **Devices** page is displayed.

After successful registration, a confirmation email is sent to the primary SupportAssist Enterprise contact.

If SupportAssist Enterprise is installed on a PowerEdge server, the local system is automatically added on the **Devices** page.

To allow SupportAssist Enterprise to monitor your local system, you must **Install or upgrade OMSA**, **Configure SNMP settings**, and **Enable monitoring**.

Installing or upgrading OMSA on the local system

Dell OpenManage Server Administrator (OMSA) is required for monitoring hardware issues that may occur on the local system.

Prerequisites

You must be logged in to SupportAssist Enterprise with elevated privileges. For information on the SupportAssist Enterprise user privileges, see SupportAssist Enterprise user groups.

Steps

1   On the **Devices** page, select the local system.

    The device overview pane is displayed at the right side of the **Devices** page.

2   From the **Tasks** list, select **Install / Upgrade OMSA**.

    The **Status** column displays the status of the OMSA installation or upgrade.

Configuring SNMP settings of the local system

Configuring SNMP settings is required for monitoring hardware issues that may occur on the local system.

Prerequisites

You must be logged in to SupportAssist Enterprise with elevated privileges. For information on the SupportAssist Enterprise user privileges, see SupportAssist Enterprise user groups.

Steps

1   On the **Devices** page, select the local system.

    The device overview pane is displayed at the right side of the **Devices** page.

2   From the **Tasks** list, select **Configure SNMP**.

    The **Status** column displays the status of the SNMP configuration.

Enabling monitoring of the local system

Enabling monitoring allows SupportAssist Enterprise to detect hardware issues that may occur on the local system.

Prerequisites

You must have completed the registration of SupportAssist Enterprise. See Registering SupportAssist Enterprise.

Steps

1   Point to **Devices** and click **View Devices**.

    The **Devices** page is displayed.

2   Select the local system.

    The device overview pane is displayed at the right side of the **Devices** page.

3   In **Monitoring**, select **Enable**.

Setting up SupportAssist Enterprise for a remote device

To set up SupportAssist Enterprise for monitoring or collecting system information from a remote device, add the remote device in SupportAssist Enterprise.

Prerequisites

- You must be logged in to SupportAssist Enterprise with elevated privileges. For information on the SupportAssist Enterprise user privileges, see SupportAssist Enterprise user groups.
- The remote device must be reachable from the local system.
- You must have completed the steps listed in Setting up SupportAssist Enterprise for the local system.

About this task

You can perform the following steps to add a remote server in SupportAssist Enterprise.

ⓘ **NOTE: You can also add a supported storage, networking, or chassis device in SupportAssist Enterprise. For detailed information on adding devices individually based on the device type, see the** *SupportAssist Enterprise Version 1.1 User's Guide* **at Dell.com/ ServiceabilityTools.**

Steps

1   Point to **Devices** and click **View Devices**.

    The **Devices** page is displayed.

2   Click **Add Devices**.

    The **Add Single Device or Import Multiple Devices** wizard is displayed.

3   From the **Device Type** list, ensure that **Server / Hypervisor** is selected.

4   Type the IP address or host name of the server in the appropriate field.

    ⓘ **NOTE: Dell recommends that you enter the host name of the server. If the host name is not available, you can enter the IP address of the server.**

5   Click **Next**.

    The **Device Credentials** page is displayed.

6   Type the user name and password of the server in the appropriate fields and click **Next**.

    The **Discovering Device** page is displayed until SupportAssist Enterprise identifies the server.

    If the device is discovered successfully, the **Assign Device Group (Optional)** page is displayed. Otherwise, an appropriate error message is displayed.

7   If desired, from the **Assign Other Group** list, select a device group to which you want to assign the device.

8   Click **Finish**.

    The device is added to the device inventory and the **Summary** page is displayed.

9   Click **OK** to close the **Add Single Device** wizard.

Logging in to SupportAssist Enterprise

1   Open SupportAssist Enterprise.

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

2   Type the user name and password in the appropriate fields.

    ⓘ **NOTE: You must provide the user name and password of a user account that has elevated or normal privileges in SupportAssist Enterprise. For information on the SupportAssist Enterprise user privileges, see SupportAssist Enterprise user groups.**

> (i) **NOTE: If the system where SupportAssist Enterprise is installed is a member of a domain, you must enter 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`.**

3   Click **Login**.

The SupportAssist Enterprise **Devices** page is displayed.

Viewing cases and devices

1   To view the support cases that are open for the devices you have added in SupportAssist Enterprise, point to **Cases** and click **View Cases**.
2   To view the devices that you have added in SupportAssist Enterprise, point to **Devices** and click **View Devices**.

You can also view the status of the SupportAssist Enterprise functionality on each monitored device on the **Devices** page. If there is an issue with the device setup or configuration, the device displays a ⚠ warning or 🚫 error status. The error status may be displayed as a link that you can click to view a description of the issue and the possible resolution steps.

System information collection settings

By default, SupportAssist Enterprise automatically collects system information from devices at periodic intervals. The system information is also automatically collected when a support case is created for an issue that is detected on a device. If the security policy of your company restricts sending some or all of the collected system information outside of your company network, you can use the configuration options available in SupportAssist Enterprise to:

- Disable the automatic collection of system information from devices when a support case is created or updated
- Disable the periodic collection of system information from all devices
- Disable the collection of identity information from all devices
- Disable the collection of software information and the system log from all devices
- Disable the automatic upload of collections

For more information about the system information collection settings, see the "Configuring collection settings" section in the *SupportAssist Enterprise Version 1.1 User's Guide* at Dell.com/ServiceabilityTools.

Starting the collection of system information from a device

You can use SupportAssist Enterprise to collect and send the system information from a device to Dell.

Prerequisites

You must be logged in to SupportAssist Enterprise with elevated privileges. For information on the SupportAssist Enterprise user privileges, see SupportAssist Enterprise user groups.

Steps

1   Point to **Devices** and click **View Devices**.

The **Devices** page is displayed.

2   Select a device from which you want to collect and send system information to Dell.

The **Start Collection** link is enabled.

3   Click **Start Collection**.

The **Name / IP address** column on the **Devices** page displays a progress indicator and message that indicate the status of the collection and upload of the system information.

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Uploading a collection from a disconnected site

About this task

When internet connectivity is available, SupportAssist Enterprise automatically collects and sends system information from your devices to Dell. If the server where SupportAssist Enterprise is installed does not have internet connectivity, you can choose to manually upload collections to Dell.

Steps

1   Perform a collection from the device. See Starting the collection of system information from a device.

2   Access the collection file by using one of the following methods:

   •   For collections from a storage, networking, chassis, or multiple device only — In the **Collections** page, select the collection and in the collection overview pane, click **Download File**.

   •   If SupportAssist Enterprise is installed on a Windows operating system — **Browse** to C:\Program Files\Dell\SupportAssist\reports and locate the collection **.zip** file.

   •   If SupportAssist Enterprise is installed on a Linux operating system — **Browse** to **/opt/dell/supportassist/scripts/reports** and locate the collection **.zip** file.

   •   If the collection was performed by a Remote Collector — Log in to the server where the Remote Collector is set up. **Browse** to **X \bin\Collections\<Appropriate Collection ID folder>\Results\html folder**, where X is the drive where the Remote Collector is installed, and locate the collection .zip file.

3   Copy and paste the collection **.zip** file to another system that has internet connectivity.

4   Visit https://techdirect.dell.com/fileUpload/

   The **Dell EMC Technical Support File Upload** page is displayed.

5   Type the Service Tag of the device.

6   Type your company name, contact name, Service Request #, email address, Dell contact email, and address in the appropriate fields.

   ⓘ NOTE: **If you do not have a Service Request number, contact Technical Support to open a service request.**

7   Click **Choose File** and browse to select the collection **.zip** file.

8   Click **Submit**.

SupportAssist Enterprise user groups

SupportAssist Enterprise maintains security rights through the following user groups that are created during the installation of SupportAssist Enterprise:

•   **SupportAssistAdmins** — Members of this group have elevated or administrative privileges required for performing both basic and advanced functions in SupportAssist Enterprise.

   •   When SupportAssist Enterprise is installed on Windows, members of the Local Administrators group are automatically added to the **SupportAssistAdmins** user group.

   •   When SupportAssist Enterprise is installed on Linux, root users are automatically added to the **SupportAssistAdmins** user group. Members of the Linux root group also have elevated privileges in SupportAssist Enterprise.

•   **SupportAssistUsers** — Members of this group have normal privileges required for performing only basic functions in SupportAssist Enterprise.

   •   When SupportAssist Enterprise is installed on Windows, members of the Windows Users group are automatically added to the **SupportAssistUsers**.

   •   When SupportAssist Enterprise is installed on Linux, members of the Linux users group have normal privileges in SupportAssist Enterprise.

You can also add users to either of the SupportAssist Enterprise user groups based on your preference. For more information on SupportAssist Enterprise user groups, see the *SupportAssist Enterprise Version 1.1 User's Guide* at Dell.com/ServiceabilityTools..

Related documents and resources

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

Table 1. Related documents

Document title	How to access the document
SupportAssist Enterprise Version 1.1 Online Help	Click the help icon in the SupportAssist Enterprise user interface.
SupportAssist Enterprise Version 1.1 User's Guide	1 Visit Dell.com/ServiceabilityTools.
SupportAssist Enterprise Version 1.1 Quick Setup Guide	2 Click **SupportAssist Enterprise**.
SupportAssist Enterprise Version 1.1 Reportable Items	3 Click **Manuals**.
SupportAssist Enterprise Version 1.1 Release Notes	
OpenManage Server Administrator Installation Guide	Visit Dell.com/OpenManageManuals and click **OpenManage Server Administrator**.
OpenManage Server Administrator User's Guide	
iDRAC User's Guide	Visit Dell.com/idracmanuals.

Video tutorials

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

Table 2. Video tutorials

Video title	How to access the videos
SupportAssist Enterprise: Installing and Registering (Windows)	Visit the **Dell TechCenter** channel on YouTube, and click **Playlist**. On the playlist, click **SupportAssist Enterprise**.
SupportAssist Enterprise: Installing and Registering (Linux)	
SupportAssist Enterprise: Checking for Cases	
SupportAssist Enterprise: Importing Multiple Devices	
SupportAssist Enterprise: Revalidating a Device	
SupportAssist Enterprise: Testing Case Creation	
SupportAssist Enterprise: Monitoring the Local System	
SupportAssist Enterprise: Adding Devices	
SupportAssist Enterprise: Case Management	
SupportAssist Enterprise: Managing Device Groups	
SupportAssist Enterprise: Testing Network Connectivity	
SupportAssist Enterprise: Viewing Collections	
SupportAssist Enterprise: Collecting System Information	
SupportAssist Enterprise: Uploading Collections from a Disconnected Site	
SupportAssist Enterprise: Setting up OpenManage Essentials adapter	
SupportAssist Enterprise: Setting up System Center Operations Manager adapter	

Video title	How to access the videos
SupportAssist Enterprise: Setting up Remote Collector	
SupportAssist Enterprise: Creating Account Credentials	
SupportAssist Enterprise: Creating Credential Profiles	

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.

Contacting Dell

Prerequisites

ⓘ **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.

About this task

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:

Steps

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.