

SupportAssist Enterprise Version 1.1

Release Notes

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SupportAssist Enterprise Version 1.1 Release Notes

This document describes the known issues in SupportAssist Enterprise Version 1.1.

Release type and definition

SupportAssist Enterprise Version 1.1

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

SupportAssist Enterprise Version 1.1

Release Date

June 2017

Previous Version

SupportAssist Enterprise Version 1.0

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 14th 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)

i **NOTE:** SupportAssist Enterprise is also compatible with Integrated Dell Remote Access Controller 7 (iDRAC7), iDRAC8, and iDRAC 9. For collecting system information from an iDRAC, the minimum required iDRAC firmware version is 1.57.

- Storage
 - Dell Storage PS Series (previously EqualLogic)
 - Dell Storage MD Series (previously PowerVault)
 - Dell Storage ME Series
 - Dell Storage SC Series (previously Compellent)
 - 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
 - Brocade FC switches
 - Cisco Nexus switches
- Chassis
 - Dell PowerEdge FX2/FX2s
 - Dell PowerEdge VRTX
 - Dell PowerEdge M1000e
 - Dell PowerEdge MX7000
- Software
 - SAN HQ
 - SCVMM
 - HIT Kit / VSM for VMware
 - vCenter
- Solution
 - Web Scale

i **NOTE:** For a complete list of supported device models, see the *SupportAssist Enterprise Version 2.0.10 Support Matrix* at <https://www.dell.com/serviceabilitytools>.

Supported Operating Systems

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

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

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


i **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: The **Collection Purpose** list is not reset to the default value after you click the **Refresh** button. [SAE-6134]

Resolution: Manually refresh the user interface.

Issue 2

Description: When SupportAssist Enterprise is installed on a virtual machine of an ESXi host, the SupportAssist Enterprise services do not start automatically in the following scenario:

- The ESXi host is forced to shut down
- Time synchronization between the virtual machine and the ESXi host is not configured. [SAE-6153]

Resolution: Perform one of the following:

- Repair the SupportAssist Enterprise installation through **Control Panel > Add or Remove Programs** option.
- Configure time synchronization between the virtual machine and the ESXi host.

Issue 3

Description: Certain networking devices may allow you to log in without entering any credentials or with dummy credentials. If the networking device is configured in such a manner, the following is observed in SupportAssist Enterprise.

- The device does not get added through the OpenManage Essentials adapter.
- Editing the credentials of the device results in credential errors. [SAE-6147]

Resolution: Perform one of the following:

- Add the device by using the **Add Single Device** or **Import Multiple Devices** options.
- Edit the credentials of the device only if you have configured credentials for the device.

Issue 4

Description: If the server is restarted after installing SupportAssist Enterprise on a Linux operating system, the `snmptrapd` service may not start automatically.

Resolution: Manually start the `snmptrapd` service.

Issue 5

Description: While uninstalling SupportAssist Enterprise, a message may be displayed stating that the **Dell EMC SupportAssist Enterprise DB** service is in use. [SAE-4975]

Resolution: Click **OK** to continue the uninstallation.

Issue 6

Description: If the SupportAssist Enterprise service is restarted while importing devices by using a .csv file, the status of the device import is not updated any further. [SAE-6046]

Resolution: To resolve the issue, contact Dell Technical Support.

Issue 7

Description: If the Dell EMC SupportAssist Enterprise DB service is restarted while setting up a Remote Collector or adapter, the Remote Collector or adapter continues to display a **Validation in progress** status. [SAE-6121]

Resolution: Restart the **Dell EMC SupportAssist Enterprise DB** service.

Issue 8

Description: If start or end time of the **Preferred Contact Hours** is not selected, after upgrade from SupportAssist for Servers version 1.3 to SupportAssist Enterprise version 1.1, the **Preferred Contact Hours** is set to the default start time (9 AM) or end time (5 PM). [SAE-6111]

Resolution: Update the start time and end time after the upgrade is complete.

Issue 9

Description: The adapter details cannot be edited after the adapter set up is unsuccessful. [SAE-5492]

Resolution: Delete the adapter and try setting up the adapter again.

Issue 10

Description: When more than one user is accessing SupportAssist Enterprise, the notification banner for registration and updates may continue to be displayed for a user, even though another user has already registered or install the update. [SAE-4020]

Resolution: Refresh the user interface before trying to register or update SupportAssist Enterprise.

Issue 11

Description: The date format displayed in SupportAssist Enterprise may not match with the system date format. [SAE-5824]

Resolution: None

Issue 12

Description: While installing SupportAssist Enterprise by using the OpenManage Essentials installer package, the proxy settings page is displayed, even though the system connects to internet directly. [SAE-5940]

Resolution: None

Issue 13

Description: If an upgrade to SupportAssist Enterprise is started when a multiple device collection is in progress, the progress status of the collection is not updated any further. [SAE-6114]

Resolution: None

Issue 14

Description: If the Remote Collector is edited while upload of a collection is in progress, the collection may continue to display an **In Progress** status on the **Collections** page even after the collection is uploaded successfully. [SAE-5999]

Resolution: None

Issue 15

Description: Disabling and enabling the **Identification Information Settings** does not automatically select the collection data settings [SAE-5329]

Resolution: Go to **Settings** page, select all the **Collection Data Settings**, and click **Apply**.

Issue 16

Description: No option is available to identify the credential profile that is assigned to a device. [SAE-6024]

Resolution: None

Issue 17

Description: On non-English operating systems, the **More Info** pane of the SupportAssist Enterprise policy file or product support updates displays the description in English. [SAE-6210]

Resolution: None

Issue 18

Description: On adding the iDRAC of PowerEdge servers C6420, R540, R440, or T440 having an iDRAC basic license, the iDRAC is placed in the staging group. [SAE-6215]

Resolution: To collect system information from the server, perform one of the following:

- Open the iDRAC user interface and run the SupportAssist collection.
- Add the server in SupportAssist Enterprise with the operating system IP address and start a collection.

Issue 19

Description: After migration from SupportAssist for OpenManage Essentials to SupportAssist Enterprise, the city listed along with the time zone on the **Contact Information** page differs from the previously selected city and time zone. For example, after migration, (UTC + 3) Baghdad is changed to (UTC + 3) Africa/Addis_Ababa. [SAE-5828]

Resolution: None

Issue 20

Description: No message is displayed in the **Error** dialog box for error code SA-8125. [SAE-6217]

Resolution: None

Issue 21

Description: Unsupported versions of iDRAC may be inventoried through the OpenManage Essentials adapter and placed in the **Staging** group. [SAE-4373]

Resolution: None

Issue 22

Description: After installing a new operating system on 12th and 13th generation of PowerEdge servers, collections display the previous operating system name and architecture. [SCT-15397]

Resolution: Reset the iDRAC or restart the server, and then regenerate the collection.

Issue 23

Description: On servers running Linux, iSCSI and non-iSCSI adapter attributes may not be available in **Deployment** or **System Maintenance** collection types when the server is added with a non-root credentials. [SCT-16007]

Resolution: Update the device credentials with a root user account and regenerate the collection again.

Issue 24

Description: Collections may not be successful on 12th generation of PowerEdge servers running a Linux operating system with iDRAC firmware version 2.00.00.00. [SCT-15635]

Resolution: Upgrade to the iDRAC firmware version 2.15.15.15 or later.

Issue 25

Description: After installing a new operating system on 12th generation of PowerEdge servers, collections display the previous operating system name and architecture. [SCT-15397]

Resolution: Reset the iDRAC or restart the server, and then regenerate the collection.

Issue 26

Description: Collections from PowerVault MD Series storage arrays may display incorrect values for the number of controllers and controller attributes. [SCT-10425]

Resolution: None

Issue 27

Description: Collections from PowerVault MD Series storage arrays may display incorrect values for the number of controllers and controller attributes. [SCT-10425]

Resolution: None

Issue 28

Description: Certain sections may be missing in collections from servers that are running a Windows operating system.

Resolution: Start the collection again. If the problem persists, try restarting the device and then start the collection.

Issue 29

Description: While adding a server, if the **Install or upgrade OMSA** and **Configure SNMP settings** options are selected, the following may be observed:

- A SNMP cannot be configured message is displayed.
- The **More Tasks > Configure SNMP** option is disabled.
- No change occurs when you click the **More Tasks > Install / Upgrade OMSA** option.

Resolution: Delete the device and then try adding the same device again.

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 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.
- 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 SupportAssist Enterprise Version 1.1:


- 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 2016 Standard, Enterprise, and Datacenter
- 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

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

i **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 — collection of system information only or both monitoring and collection of system information

You can install SupportAssist Enterprise on a virtual machine or 9th or later generation PowerEdge server.

i **NOTE:** For more information on the hardware requirements for installing and using SupportAssist Enterprise, see the *Dell EMC SupportAssist Enterprise Version 1.1 User's Guide* at 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

Requirement	Processor	Installed memory (RAM)	Hard drive (free space)
For collection of system information from a single device	1 core	4 GB	1 GB
For monitoring and collection of system information from up to 20 devices	2 cores	4 GB	4 GB
For monitoring and collection of system information from up to 100 devices	4 cores	8 GB	12 GB
For monitoring and collection of system information from up to 300 devices	4 cores	8 GB	32 GB
For monitoring and collection of system information from up to 1000 devices	8 cores	8 GB	60 GB
For monitoring and collection of system information from up to 3500 devices	8 cores	16 GB	90 GB

NOTE: When SupportAssist Enterprise is installed on a Windows operating system, you can extend the monitoring and collection capabilities for up to 15,000 devices by setting up multiple Remote Collectors.

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 or faster.
- 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 hosted by Dell.
 - <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 network bandwidth requirements for monitoring and collecting system information from devices.

Table 2. Network bandwidth requirements

Requirement	LAN bandwidth*	WAN bandwidth**
For collection of system information from a single device	10 Mbps	5 Mbps
For monitoring and collection of system information from up to 20 devices	0.5 Gbps	10 Mbps
For monitoring and collection of system information from up to 100 devices	0.5 Gbps	10 Mbps
For monitoring and collection of system information from up to 300 devices	0.5 Gbps	10 Mbps
For monitoring and collection of system information from up to 1000 devices	1 Gbps	20 Mbps
For monitoring and collection of system information from up to 3500 devices	1 Gbps	20 Mbps

* Network bandwidth required for monitoring and collecting system information from devices within a single site.

** Network bandwidth required for monitoring and collecting system information from devices that are distributed across multiple sites.

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

Table 3. 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

Table 3. Network port requirements on the local system (continued)

Port	Direction	Usage
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 adding the local system running Windows (WMI) and to collect system information
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 4. 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
Software	22	For adding a device running HIT Kit for VMware and to collect system information
	443	For adding a device running VMware vCenter and to collect system information
	135	For adding a device running SCVMM and to collect system information
	135	For adding a device running SAN HQ and to collect system information

Table 4. Network port requirements on remote devices (continued)

Device Type	Port	Usage
Solution	443	For adding a Web-Scale Converged Appliance and to collect system information

Installation Instructions

Installing SupportAssist Enterprise on Windows

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

i **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.

i **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.

i **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.


i **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 on 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 on 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. Go to <https://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.

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