

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.

Topics:

- [Supported servers](#)
- [Supported hypervisors](#)
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- [Minimum requirements for installing and using SupportAssist Enterprise](#)
- [SupportAssist Enterprise capabilities available with Dell service contracts](#)
- [Related documents and resources](#)

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

Table 1. PowerEdge servers (continued)

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	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
	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
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	

Table 1. PowerEdge servers (continued)

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	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
	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	—	—	

Table 1. PowerEdge servers (continued)

Dell server generation	Model	Remote monitoring and case creation	Automatic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	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	—	—

Table 7. Hypervisors (continued)

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

Table 8. Supported protocols and ports for hypervisors (continued)

Model	Collection Protocol	Ports used
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
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

NOTE: Remote monitoring and case creation are supported only if SNMP settings are configured on the networking device. SupportAssist Enterprise does not support the configuration of SNMP settings on the networking device. Therefore, you must manually configure the SNMP settings on the networking device.

Table 17. Networking devices

Model	Remote monitoring and case creation	Automatic collection of system information	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
Z9500	SSH2	22	9.9
MXL10 / 40GB2	SSH2	22	9.11
S4810 and S4820T	SSH2	22	9.11
S5000	SSH2	22	9.10
S6000	SSH2	22	9.10
C9010 (with C1048p)	SSH2	22	9.11
C7004 / C150 and C7008 / C300	SSH2	22	8.4.7
X1008 and X1018P.X4012	SNMPv2	161	3.x

Supported PowerConnect devices

Table 19. PowerConnect devices

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
2848, 2824, and 2816	Yes	Yes	Yes	—
3524, 3524P, and 3548	Yes	Yes	Yes	—

Table 19. PowerConnect devices (continued)

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
5424 and 5448	Yes	Yes	Yes	—
5524 and 5548	Yes	Yes	Yes	—
6224 and 6248	Yes	Yes	Yes	—
7024, 7048, and 7024F	Yes	Yes	Yes	—
8024 and 8024F	Yes	Yes	Yes	—
8132 and 8164F	Yes	Yes	Yes	—
M6220	Yes	Yes	Yes	—
M8024	Yes	Yes	Yes	—
M8024-K	Yes	Yes	Yes	—
B8000	Yes	Yes	Yes	—
M8428-K	Yes	Yes	Yes	—
W-6000	Yes	Yes	Yes	—
W-620	Yes	Yes	Yes	—
W-650	Yes	Yes	Yes	—
W-651	Yes	Yes	Yes	—
W-3200	Yes	Yes	Yes	—
W-3400	Yes	Yes	Yes	—
W-7210, W-7220, and W-7240	Yes	Yes	Yes	—
W-3600	Yes	Yes	Yes	—
2808	Yes	Yes	Yes	—
3548P	Yes	Yes	Yes	—
5524P	Yes	Yes	Yes	—
5548P	Yes	Yes	Yes	—
6224F	Yes	Yes	Yes	—
6224P	Yes	Yes	Yes	—
6248P	Yes	Yes	Yes	—
7024P	Yes	Yes	Yes	—
7048P	Yes	Yes	Yes	—
7048R	Yes	Yes	Yes	—
B8000E	Yes	Yes	Yes	—
M6348	Yes	Yes	Yes	—
N2000	Yes	Yes	Yes	—

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

Model	Collection protocol	Ports used	Latest supported firmware version
2848, 2824, and 2816	SNMPv2	161	1.x

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

Model	Collection protocol	Ports used	Latest supported firmware version
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
2808	SNMPv2	22 and 161	1
3548P	SSH2	22 and 161	2
5524P	SSH2	22 and 161	4.1
5548P	SSH2	22 and 161	4.1
6224F	SSH2	22 and 161	3.3.14.2
6224P	SSH2	22 and 161	3.3.14.2
6248P	SSH2	22 and 161	3.3.14.2
7024P	SSH2	22 and 161	5.1.x
7048P	SSH2	22 and 161	5.1.x
7048R	SSH2	22 and 161	5.1.x
B8000E	SSH2	22 and 161	7.2.1
M6348	SSH2	22 and 161	5.1.x
N2000	SSH2	22 and 161	6.3.2.3

Supported Force10 devices

Table 21. Force10 devices

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
C150	Yes	Yes	Yes	Yes
C300	Yes	Yes	Yes	Yes
S55	Yes	Yes	Yes	Yes
S60	Yes	Yes	Yes	Yes
S4810 and S4820T	Yes	Yes	Yes	Yes
Z9000	Yes	Yes	Yes	Yes
MXL10 / 40GB2	Yes	Yes	Yes	Yes
E300	Yes	Yes	Yes	Yes
E1200i ExaScale	Yes	Yes	Yes	Yes
E600i ExaScale	Yes	Yes	Yes	Yes
E600 TeraScale	Yes	Yes	Yes	Yes
S25 24P	Yes	Yes	Yes	Yes
S25 24T	Yes	Yes	Yes	Yes
S25 24V	Yes	Yes	Yes	Yes
S25N	Yes	Yes	Yes	Yes
S50N	Yes	Yes	Yes	Yes
S50 - 48T	Yes	Yes	Yes	Yes
S50 - 48TV	Yes	Yes	Yes	Yes
S50P	Yes	Yes	Yes	Yes
S55T	Yes	Yes	Yes	Yes
S60 - 44T	Yes	Yes	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

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

Model	Collection protocol	Port used	Latest supported firmware version
S25 24P	SSH2	22	8.2.1
S25 24T	SSH2	22	8.2.1
S25 24V	SSH2	22	8.2.1
S25N	SSH2	22	8.2.1
S50N	SSH2	22	8.2.1
S50 - 48T	SSH2	22	8.2.1
S50 - 48TV	SSH2	22	8.2.1
S50P	SSH2	22	8.2.1
S55T	SSH2	22	8.2.1
S60 - 44T	SSH2	22	8.3.3

Other supported Networking devices

Table 23. Other supported Networking devices

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
Brocade				
M5424	Yes	Yes	—	—
300	Yes	Yes	—	—
5100	Yes	Yes	—	—
5424	Yes	Yes	—	—
6505	Yes	Yes	—	—
6520	Yes	Yes	—	—
Brocade SilkWorm				
4424	Yes	Yes	—	—
200E	Yes	Yes	—	—
Cisco Catalyst				
2960	—	—	—	—
3750G	—	—	—	—
3750E	—	—	—	—
3750X	—	—	—	—
4948	—	—	—	—
Cisco Nexus				
5010*	—	—	—	—
5020*	—	—	—	—
5548*	—	—	—	—
Cisco MDS				

Table 23. Other supported Networking devices (continued)

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
9124*	Yes	Yes	—	—

* Inventory and addition of the networking device is not supported through the OpenManage Essentials adapter. To enable SupportAssist Enterprise capabilities for the device, add the device directly in SupportAssist Enterprise.

Table 24. Supported protocol, port, and firmware version for other supported Networking devices

Model	Collection protocol	Port used	Latest supported firmware version
Brocade			
M5424	SNMPv2 and SSH2	22	6.4.3h
300	SNMPv2 and SSH2	22	7.0.2e
5100	SNMPv2 and SSH2	22	7.0
5424	SNMPv2 and SSH2	22	7.0
6505	SNMPv2 and SSH2	22	7.3.0a
6520	SNMPv2 and SSH2	22	7.3.0a
Brocade SilkWorm			
4424	SNMPv2 and SSH2	22	6.4.3h
200E	SNMPv2 and SSH2	22	7.0.2e
Cisco Catalyst			
2960	SNMPv2 and SSH2	22	15.0(2)SE10a(MD)
3750G	SNMPv2 and SSH2	22	15.0(2)SE10a(MD)
3750E	SNMPv2 and SSH2	22	15.0(2)SE10a(MD)
3750X	SNMPv2 and SSH2	22	12.2
4948	SNMPv2 and SSH2	22	15.1.(2)SG8
Cisco Nexus			
5010	SNMPv2 and SSH2	22	5.2(1)N1(9a)
5020	SNMPv2 and SSH2	22	5.2(1)N1(9a)
5548	SNMPv2 and SSH2	22	7.1(4)N1(1)
Cisco MDS			
9124	SNMPv2 and SSH2	22	5.2(8h)

Supported chassis

Supported Dell chassis

Table 25. Chassis

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

Table 25. Chassis (continued)

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

Table 26. 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.

i 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.

i 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 27. 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

Table 27. Windows operating system and recommended OMSA version (continued)

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
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
	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 28. 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

Table 28. Linux operating system and recommended OMSA version (continued)

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
	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
	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 — 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.

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

Table 29. 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

Table 29. Hardware requirements (continued)

Requirement	Processor	Installed memory (RAM)	Hard drive (free space)
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.

Software requirements


You can install SupportAssist Enterprise on a supported 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.

 **NOTE:** To open SupportAssist Enterprise by using Internet Explorer:

- In the **Security** tab, enable **Active Scripting**.
- In the **Advanced** tab, enable **Play animations in web pages**.

Network requirements

The following are the networking 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 EMC 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 Dell EMC hosted SupportAssist server.
 - **https://is.us.dell.com/***—the file upload server and related services.
 - **https://downloads.dell.com/**—for downloading OpenManage Server Administrator (OMSA) and receiving new SupportAssist Enterprise release information, policy files, and product support files.
 -  **NOTE:** The downloads.dell.com page uses the Akamai third-party vendor for improved download experience.
 - **https://sa-is.us.dell.com/***—for TechDirect integration.
 -  **NOTE:** During registration, SupportAssist Enterprise verifies connectivity to the Internet by trying to connect to **http://www.dell.com**, which then gets redirected to **https://www.dell.com**.

The following table lists the network bandwidth requirements for monitoring and collecting system information from devices:

Table 30. Network bandwidth requirements

Devices	Monitoring	Collecting System Information	LAN bandwidth*	WAN bandwidth**
1	No	Yes	10 Mbps	5 Mbps
20	Yes	Yes	0.5 Gbps	10 Mbps
Up to 100	Yes	Yes	0.5 Gbps	10 Mbps
Up to 300	Yes	Yes	0.5 Gbps	10 Mbps
Up to 1000	Yes	Yes	1 Gbps	20 Mbps
Up to 4000	Yes	Yes	1 Gbps	20 Mbps

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

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

The following figure illustrates network port connectivity between SupportAssist Enterprise and other monitored devices:

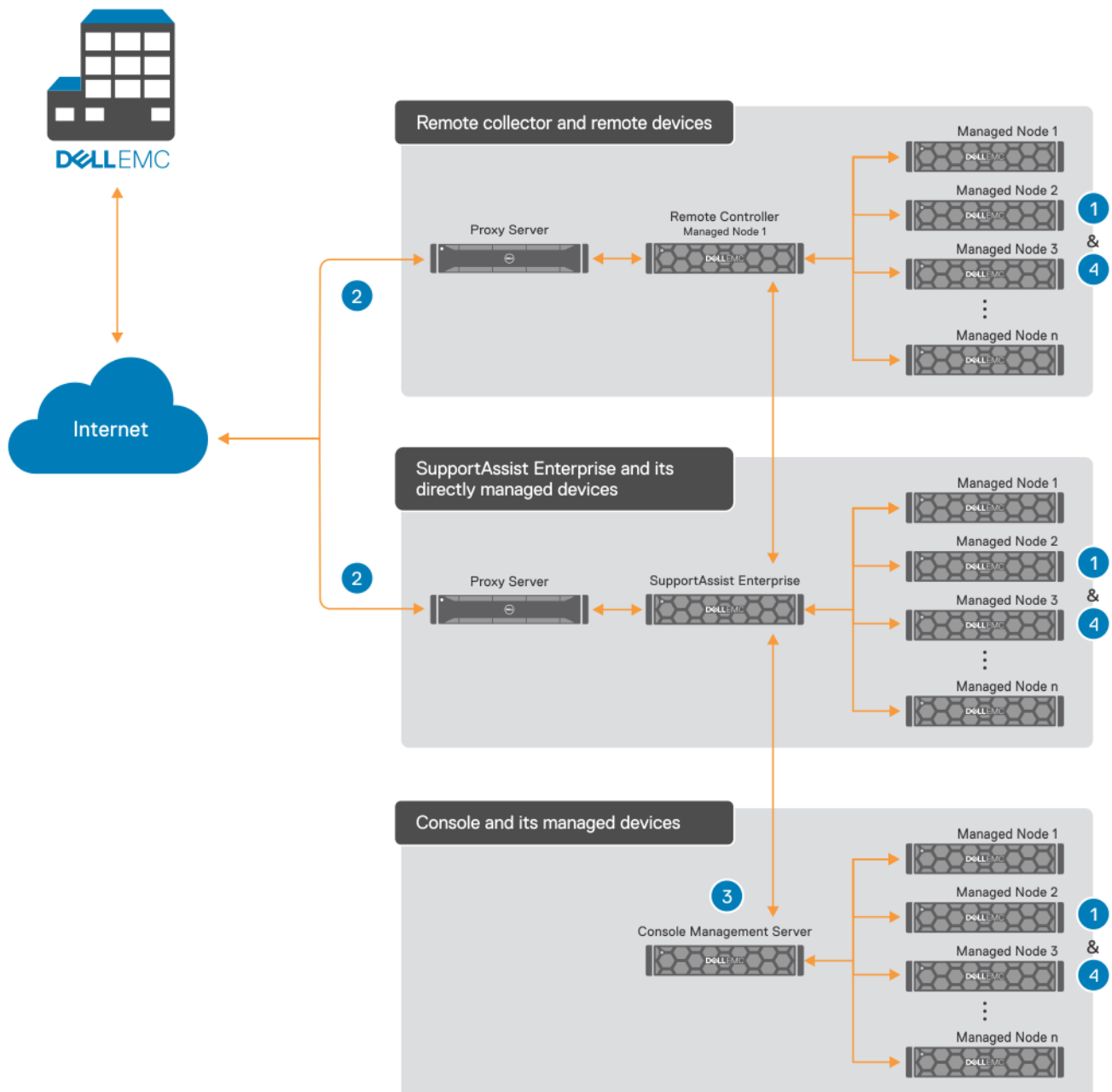


Figure 1. Managed devices

- 1—network ports that are required for discovering devices and collecting system information
- 2—network ports that are required for uploading the collected system information (collection)
- 3—network ports required for adapters
- 4—network ports on devices for collecting system information

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

Table 31. Network port requirements on the local system

Port	Direction	Usage
22	Out	To add the local system running a Linux operating system and for collecting system information
80	Out	For HTTP communication
135	Out	To add the local system running Windows (WMI) and to collect system information
162	In	To receive alerts (SNMP traps) from remote devices

Table 31. Network port requirements on the local system (continued)

Port	Direction	Usage
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	To open SupportAssist Enterprise securely (HTTPS) from a remote system
5701, 5702, 5703, and 5704	In	To collect system information from devices
9099	In	To open SupportAssist Enterprise (HTTP) from the local system
61616	In	To process SupportAssist Enterprise tasks
2424	In	To establish connection with the Dell EMC SupportAssist Enterprise DB service.

The following table lists the network ports that are required for discovering devices and collecting system information:

Table 32. Network ports required for discovering devices and collecting system information

Device	Protocol for discovery and collection	Port
Server - Windows	WMI	135
Server - Linux	SSH	22
iDRAC	WSMan and REST If you have iDRAC9 with firmware version 4.x installed: <ul style="list-style-type: none"> WSMan protocol is used to configure alert destination of the server. REST protocol is used to send and receive information from SupportAssist Enterprise. 	443 and 161
ESX or ESXi	SSH and VMware SDK	22 and 443
Storage PS Series arrays (previously EqualLogic)	SNMPv2, SSH2, and FTP	161, 22, and 21
Storage MD Series arrays (previously PowerVault)	SYMBOLSDK	2463
Storage ME4 Series arrays	REST and SFTP	443 and 1022
Storage SC Series arrays (previously Dell Compellent)	REST	3033
Fluid File System (FluidFS) Network attached storage (NAS) devices	SSH and FTP	22 and 44421
PowerConnect switches	SNMP and SSH	22 and 161
Dell Force10 switches	SNMP and SSH	161 and 22
Networking switches	SNMP and SSH	22 and 161
W series switches	SNMP and SSH	22 and 161
PowerEdge FX2/FX2s	SSH	22
PowerEdge VRTX	SSH	22
PowerEdge M1000e	SSH	22
PowerEdge MX7000	REST	443
SAN HQ	WMI	135

Table 32. Network ports required for discovering devices and collecting system information (continued)

Device	Protocol for discovery and collection	Port
HIT Kit/VSM for VMware	SSH	22
vCenter	HTTPS	443
SCVMM	WMI	135
XC Series of Web-Scale hyperconverged appliances	REST and SSH	9440 and 22
Virtual Machine - Windows	WMI	135
Virtual Machine - Linux	SSH	22

The following table lists the network ports that are required for uploading the collected system information:

Table 33. Network ports required for uploading the collected system information

Source	Destination	Port
SupportAssist Enterprise	SupportAssist Server	443
	File Upload Server (FUS)	
	File Retrieval Service (FRS)	
Remote Collector	File Upload Server (FUS)	443
	File Retrieval Service (FRS)	


The following table lists the network ports that are required for adapters:

Table 34. Network ports required for adapters

Source	Destination	Port
SupportAssist Enterprise	OpenManage Essentials adapter	5700 (web socket)
OpenManage Essentials adapter	OpenManage Essentials	443
SupportAssist Enterprise	System Center Operations Manager adapter	5700 (web socket)
System Center Operations Manager adapter	System Center Operations Manager	Not applicable (SCOM SDK)
SupportAssist Enterprise	OpenManage Enterprise adapter	5700 (web socket)
OpenManage Enterprise adapter	OpenManage Enterprise	443

The following table lists the network ports that are required for collecting system information:

Table 35. Network ports on SupportAssist Enterprise for collecting system information

Source	Destination	Port
Storage SC Series arrays (previously Dell Compellent)	SupportAssist Enterprise	5701, 5702, 5703, and 5704
Server SupportAssist agent  NOTE: This agent is required only on yx1x or lower series of Dell EMC PowerEdge servers.	SupportAssist Enterprise	5701, 5702, 5703, and 5704
Server (In band)	SupportAssist Enterprise	5701, 5702, 5703, and 5704

Internet Control Message Protocol (ICMP) must be enabled on the device to perform the following tasks:

- Run a device discovery rule.
- Perform manual or periodic inventory validation.

- Edit an account credential.
- Assign a credential profile.
- Edit a credential profile.
- Perform periodic validation of device credentials.

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 36. 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 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	✗	✗	✓

Table 36. SupportAssist Enterprise capabilities and Dell service contracts (continued)

SupportAssist Enterprise capability	Description	Basic Hardware	ProSupport	ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center
	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 37. 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 38. 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	

Table 38. Video tutorials (continued)

Video title	How to access the videos
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.