SupportAssist Enterprise Version 1.2

Support Matrix

DELLEMC

Notes, cautions, and warnings

(i) **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

SupportAssist Enterprise is an application that automates technical support for your Dell server, storage, and networking devices. SupportAssist Enterprise monitors your 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. SupportAssist Enterprise automatically collects the system state information required for troubleshooting the issue and sends it securely to Dell. 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, Microsoft System Center Operations Manager, or OpenManage Enterprise - Tech Release.

> **NOTE:** SupportAssist Enterprise can monitor hardware issues on Dell server, Dell networking, Storage MD series, and Storage PS series devices. For Storage MD Series monitoring of hardware issues is supported when the device is added either directly or through the OpenManage Essentials adapter. For Storage PS Series devices, monitoring of hardware issues is supported only if the device is added through the OpenManage Essentials adapter. Automatic case creation is supported only for devices that are monitored by SupportAssist Enterprise.

> **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
- Supported storage devices
- Supported networking devices
- Supported chassis
- Supported Management and Monitoring Software
- Support for OEM devices
- OMSA version recommended for SupportAssist Enterprise
- Supported operating systems on remote servers
- Adapters and supported systems management consoles
- Minimum requirements for installing and using SupportAssist Enterprise
- Minimum requirements for setting up a Remote Collector
- SupportAssist Enterprise capabilities available with Dell service contracts
- Related documents and resources

Supported servers

Supported PowerEdge servers

> **NOTE:** Remote monitoring and case creation on 9th to 11th generation of PowerEdge servers requires OpenManage Server Administrator (OMSA) to be installed and running on the server.

Table 1. PowerEdge servers

Server generation	Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
9th	1900	Yes	Yes	Yes	Yes
	1950	Yes	Yes	Yes	Yes
	1955	Yes	Yes	Yes	Yes
	2900	Yes	Yes	Yes	Yes
	2950	Yes	Yes	Yes	Yes
	2970	Yes	Yes	Yes	Yes
	6950	Yes	Yes	Yes	Yes
10th	M600	Yes	Yes	Yes	Yes
	M605	Yes	Yes	Yes	Yes
	M805	Yes	Yes	Yes	Yes
	M905	Yes	Yes	Yes	Yes
	R200	Yes	Yes	Yes	Yes
	R300	Yes	Yes	Yes	Yes
	R805	Yes	Yes	Yes	Yes
	R900	Yes	Yes	Yes	Yes
	R905	Yes	Yes	Yes	Yes
	T100	Yes	Yes	Yes	Yes
	T105	Yes	Yes	Yes	Yes
	T300	Yes	Yes	Yes	Yes
	T605	Yes	Yes	Yes	Yes
11th	M610	Yes	Yes	Yes	Yes
	M610x	Yes	Yes	Yes	Yes
	M710	Yes	Yes	Yes	Yes
	M710HD	Yes	Yes	Yes	Yes
	M910	Yes	Yes	Yes	Yes
	M915	Yes	Yes	Yes	Yes
	R210	Yes	Yes	Yes	Yes
	R210II	Yes	Yes	Yes	Yes
	R310	Yes	Yes	Yes	Yes
	R410	Yes	Yes	Yes	Yes
	R415	Yes	Yes	Yes	Yes
	R510	Yes	Yes	Yes	Yes
	R515	Yes	Yes	Yes	Yes
	R610	Yes	Yes	Yes	Yes
	R710	Yes	Yes	Yes	Yes
	R715	Yes	Yes	Yes	Yes

Table 1. PowerEdge servers (continued)

Server generation	Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	R810	Yes	Yes	Yes	Yes
	R815	Yes	Yes	Yes	Yes
	R910	Yes	Yes	Yes	Yes
	T110	Yes	Yes	Yes	Yes
	T110II	Yes	Yes	Yes	Yes
	T310	Yes	Yes	Yes	Yes
	T410	Yes	Yes	Yes	Yes
	T610	Yes	Yes	Yes	Yes
	T710	Yes	Yes	Yes	Yes
12th	M420	Yes	Yes	Yes	Yes
	M520	Yes	Yes	Yes	Yes
	M620	Yes	Yes	Yes	Yes
	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	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

Table 1. PowerEdge servers (continued)

Server generation	Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
	M830	Yes	Yes	—	—
	T130	Yes	Yes	Yes	Yes
	T330	Yes	Yes	Yes	Yes
	T430	Yes	Yes	Yes	Yes
	T630	Yes	Yes	Yes	Yes
	FC430	Yes	Yes	—	—
	FC630	Yes	Yes	Yes	Yes
	FC830	Yes	Yes	—	—
	FM120	Yes	Yes	Yes	Yes
14th	R740	Yes	Yes	Yes	Yes
	R740xd	Yes	Yes	Yes	Yes
	R640	Yes	Yes	Yes	Yes
	R940	Yes	Yes	Yes	Yes
	C6420	Yes	Yes	Yes	Yes
	R540	Yes	Yes	Yes	Yes
	R440	Yes	Yes	Yes	Yes
	T440	Yes	Yes	Yes	Yes
	T640	Yes	Yes	Yes	Yes
	FC640	Yes	Yes	Yes	Yes
	M640	Yes	Yes	Yes	Yes

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

ⓘ **NOTE:** You can also add non-Dell branded servers in SupportAssist Enterprise. For such servers, only collection of host information is supported.

Supported PowerEdge C-Series servers

Table 2. PowerEdge C-Series servers

Model	Remote monitoring and case creation	Automatic collection of system information	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	Yes	Yes

Table 2. PowerEdge C-Series servers (continued)

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
C6320	Yes	Yes	Yes	Yes
C6320p	Yes	Yes	Yes	Yes
C6420	Yes	Yes	—	—

Supported PowerVault devices

ⓘ **NOTE:** To add the following PowerVault devices, select the **Device type** as **Server / Hypervisor** in SupportAssist Enterprise.

Table 3. Supported PowerVault devices

Model	Remote monitoring And case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
NX200	Yes	Yes	Yes	No
NX300	Yes	Yes	Yes	No
NX1950	Yes	Yes	Yes	No
NX3000	Yes	Yes	Yes	No
NX430	Yes	Yes	Yes	No
NX3230	Yes	Yes	Yes	No
NX3330	Yes	Yes	Yes	No
DL2000	Yes	Yes	Yes	No
DL2100	Yes	Yes	Yes	No
DL2200	Yes	Yes	Yes	No

ⓘ **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 Remote Access Controllers

Table 4. Remote Access Controllers

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
iDRAC7	Yes	Yes	Yes	Yes
iDRAC8	Yes	Yes	Yes	Yes
iDRAC9	Yes	Yes	Yes	Yes

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

Supported web-scale converged appliances

ⓘ **NOTE:** Monitoring of web-scale converged appliances is supported only if the appliances are added in SupportAssist Enterprise by selecting the **Device type** as **iDRAC**.

Table 5. Web-scale converged appliances

Model	Remote monitoring and case creation	Automatic collection of system information	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 Datacenter Scalable Solutions

ⓘ **NOTE:** Monitoring of Datacenter Scalable Solutions is supported only if the devices are added in SupportAssist Enterprise by selecting the **Device type** as **iDRAC**.

Table 6. Datacenter Scalable Solutions

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

Supported Hyper-converged Infrastructure Appliance

ⓘ **NOTE:** You can add the hyper-converged infrastructure appliances in SupportAssist Enterprise by selecting the **Device type** as **Solution**, but monitoring is supported only if the appliances are added by selecting the **Device type** as **iDRAC**.

Table 7. Hyper-Converged Appliances

Model	Remote monitoring And case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
VxRail E460	Yes	Yes	—	—
VxRail S470	Yes	Yes	—	—

Supported hypervisors

Table 8. Hypervisors

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
ESX 4.0	Yes*	Yes	—	—

Table 8. Hypervisors (continued)

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
ESXi 4.0	Yes*	Yes	—	—
ESXi 4.0 U3	Yes*	Yes	—	—
ESX 4.1 U3	Yes*	Yes	—	—
ESXi 4.1	Yes*	Yes	—	—
ESXi 4.1 U3	Yes*	Yes	—	—
ESXi 5.0	Yes*	Yes	—	—
ESXi 5.0 U3	Yes*	Yes	—	—
ESXi 5.1	Yes*	Yes	—	—
ESXi 5.5	Yes*	Yes	—	—
ESXi 5.5 U1	Yes*	Yes	—	—
ESXi 5.5 U2	Yes*	Yes	—	—
ESXi 5.5 U3	Yes*	Yes	—	—
ESXi 6.0	Yes*	Yes	—	—
ESXi 6.0 U1	Yes*	Yes	—	—
ESXi 6.0 U3	Yes*	Yes	—	—
ESXi 6.5	Yes*	Yes	—	—
ESXi 6.5 U1	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	—	—
Citrix XenServer 7.2	Yes*	Yes	—	—
Microsoft Server 2008 SP2 Hyper-V	Yes	Yes	—	—
Microsoft Server 2008 R2 SP1 Hyper-V	Yes	Yes	—	—
Microsoft Server 2008 R2 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	—	—
Windows Storage Server 2008 SP2	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 9. Supported protocols and ports for hypervisors

Model	Collection protocol	Ports used
ESX 4.0	SSH and VMware SDK	22 and 443
ESXi 4.0	SSH and VMware SDK	22 and 443
ESXi 4.0 U3	SSH and VMware SDK	22 and 443
ESXi 4.1	SSH and VMware SDK	22 and 443
ESX 4.1 U3	SSH and VMware SDK	22 and 443
ESXi 4.1 U3	SSH and VMware SDK	22 and 443
ESXi 5.0	SSH and VMware SDK	22 and 443
ESXi 5.0 U3	SSH and VMware SDK	22 and 443
ESXi 5.1	SSH and VMware SDK	22 and 443
ESXi 5.5	SSH and VMware SDK	22 and 443
ESXi 5.5 U1	SSH and VMware SDK	22 and 443
ESXi 5.5 U2	SSH and VMware SDK	22 and 443
ESXi 5.5 U3	SSH and VMware SDK	22 and 443
ESXi 6.0	SSH and VMware SDK	22 and 443
ESXi 6.0 U1	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
ESXi 6.5 U1	SSH and VMware SDK	22 and 443
Citrix XenServer 6.0	SSH2	22
Citrix XenServer 6.2	SSH2	22
Citrix XenServer 6.5	SSH2	22
Citrix XenServer 7.0	SSH2	22
Citrix XenServer 7.2	SSH2	22
Microsoft Server 2008 SP2 Hyper-V	WMI	135
Microsoft Server 2008 R2 SP1 Hyper-V	WMI	135
Microsoft Server 2008 R2 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
Windows Storage Server 2008 SP2	WMI	135

Supported storage devices

Supported Storage PS Series or EqualLogic devices

(i) **NOTE:** Monitoring of hardware issues is supported only when the EqualLogic devices are inventoried in SupportAssist Enterprise by using the OpenManage Essentials adapter.

> ⓘ **NOTE:** System state information collected from both SupportAssist Enterprise and EqualLogic SAN HQ is used to generate the ProSupport Plus report.

Table 10. Storage PS Series devices

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
PS4000	Yes	Yes	Yes	Yes
PS4100	Yes	Yes	Yes	Yes
PS4110	Yes	Yes	Yes	Yes
PS-M4110	Yes	Yes	Yes	Yes
PS4210	Yes	Yes	Yes	Yes
PS6000	Yes	Yes	Yes	Yes
PS6010	Yes	Yes	Yes	Yes
PS6100	Yes	Yes	Yes	Yes
PS6110	Yes	Yes	Yes	Yes
PS6210	Yes	Yes	Yes	Yes
PS65X0	Yes	Yes	Yes	Yes
PS6500	Yes	Yes	Yes	Yes
PS6510	Yes	Yes	Yes	Yes
PS6610	Yes	Yes	Yes	Yes

Table 11. Supported protocols, ports, and firmware version for Storage PS Series devices

Model	Collection protocol	Ports used	Latest supported firmware version
PS4000	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS4100	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS4110	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS-M4110	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS4210	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6000	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6010	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6100	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6110	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6210	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS65X0	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6500	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6510	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x
PS6610	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.x

Supported Storage MD Series or PowerVault devices

> ⓘ **NOTE:** To add the following Storage MD Series devices, select the **Device type** as **Storage** in SupportAssist Enterprise.

(i) **NOTE:** Collection of system information is also supported from Powervault MD3060e which is attached to a server.

Table 12. Storage MD Series devices

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
MD3600f	Yes	Yes	Yes	No
MD3000i	Yes	Yes	Yes	No
MD3200i	Yes	Yes	Yes	No
MD3220i	Yes	Yes	Yes	No
MD3600i	Yes	Yes	Yes	No
MD3400 / MD3420	Yes	Yes	Yes	No
MD3800 / MD3820i	Yes	Yes	Yes	No
MD3860i / MD3860f	Yes	Yes	Yes	No
MD3800f / MD3820f	Yes	Yes	Yes	No
MD3000	Yes	Yes	Yes	No
MD3200	Yes	Yes	Yes	No
MD3220	Yes	Yes	Yes	No
MD3260	Yes	Yes	Yes	No
MD3260i	Yes	Yes	Yes	No
MD3460	Yes	Yes	Yes	No
MD3620f	Yes	Yes	Yes	No
MD3620i	Yes	Yes	Yes	No
MD3660f	Yes	Yes	Yes	No
MD3660i	Yes	Yes	Yes	No
MD3800i	Yes	Yes	Yes	No

Table 13. Supported protocol, port, and firmware version for Storage MD Series 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	8.25.09.61
MD3800 / MD3820I	SYMbolSDK	2463	8.25.09.61
MD3860I / MD3860F	SYMbolSDK	2463	8.25.09.61
MD3800F / MD3820F	SYMbolSDK	2463	8.25.09.61
MD3000	SYMbolSDK	2463	7.35.39.64
MD3200	SYMbolSDK	2463	8.20.21.61
MD3220	SYMbolSDK	2463	8.20.21.61

Table 13. Supported protocol, port, and firmware version for Storage MD Series devices (continued)

Model	Collection protocol	Port used	Latest supported firmware version
MD3260	SYMbolSDK	2463	8.20.21.61
MD3260I	SYMbolSDK	2463	8.20.21.61
MD3460	SYMbolSDK	2463	8.25.09.61
MD3620F	SYMbolSDK	2463	8.20.21.61
MD3620I	SYMbolSDK	2463	8.20.21.61
MD3660F	SYMbolSDK	2463	8.20.21.61
MD3660I	SYMbolSDK	2463	8.20.21.61
MD3800I	SYMbolSDK	2463	8.25.09.61

Supported Storage SC Series or Compellent devices

(i) **NOTE:** System state information collected from Enterprise Manager Storage Center Operating System is used to generate the ProSupport Plus report.

(i) **NOTE:** For Storage SC Series devices, SupportAssist Enterprise only supports multiple-device collections for the deployment purpose. Remote monitoring, case creation, and periodic collection of system information from Storage SC Series devices is supported through the SupportAssist solution that is available on the device.

Table 14. Supported Storage SC Series devices

Model	Remote monitoring and case creation	Automatic periodic data collection	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
SCv2000	No	No	No	No
SCv2020	No	No	No	No
SCv2080	No	No	No	No
SCv3000	No	No	No	No
SCv3020	No	No	No	No
SC4000	No	No	No	No
SC4020	No	No	No	No
SC5020	No	No	No	No
SC7020	No	No	No	No
SC8000	No	No	No	No
SC9000	No	No	No	No

(i) **NOTE:** SupportAssist Enterprise also detects hardware issues that may occur on the following Storage SC Series expansion enclosures. When a hardware issue is detected, a support case is created for the enclosures.

- SC200
- SC220
- SC280
- SC100
- SC120
- SC180
- SC400

- SC420
- SC360
- SC460
- SC480

Table 15. Supported protocol, port, and firmware version for Supported Storage SC Series devices

Model	Collection protocol	Port used	Latest supported firmware version
SCv2000	REST	443	7.2
SCv2020	REST	443	6.6
SCv2080	REST	443	—
SCv3000	REST	443	7.2
SCv3020	REST	443	7.2
SC4000	REST	443	6.6.x and 6.7.x
SC4020	REST	443	7.2
SC5020	REST	443	7.2
SC7020	REST	443	7.2
SC8000	REST	443	6.6.5
SC9000	REST	443	6.6 and 6.7

Supported network attached storage (NAS) devices

Table 16. NAS devices

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
Storage SC Series				
FS8600*	No	Yes	—	—
FS8610i	No	Yes	—	—
Storage PS Series				
FS7500*	No	Yes	—	—
FS7600*	No	Yes	—	—
FS7610*	No	Yes	—	—
Storage MD Series				
NX3500*	No	Yes	—	—
NX3600*	No	Yes	—	—
NX3610*	No	Yes	—	—

* Inventory and addition of the NAS 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 17. Supported protocols, ports, and firmware version for NAS devices

Model	Collection protocol	Ports used	Latest supported firmware version
Storage SC Series			

Table 17. Supported protocols, ports, and firmware version for NAS devices (continued)

Model	Collection protocol	Ports used	Latest supported firmware version
FS8600	SSH2, FTP, and SSH2	22 and 44421	6.0
FS8610i	SSH2, FTP, and SSH2	22 and 44421	6.0
Storage PS Series			
FS7500	SSH2 and FTP	22 and 44421	4.0
FS7600	SSH2 and FTP	22 and 44421	4.0
FS7610	SSH2 and FTP	22 and 44421	4.0
Storage MD Series			
NX3500	SSH2 and FTP	22 and 44421	4.0
NX3600	SSH2 and FTP	22 and 44421	3.0
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 18. Networking devices

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
C7004 / C150 and C7008 / C300	Yes	Yes	Yes	Yes
C9010 (with C1048p)	Yes	Yes	Yes	Yes
FN IOA	Yes	Yes	Yes	Yes
MXL10 / 40GB2	Yes	Yes	Yes	Yes
N1100	Yes	Yes	Yes	Yes
N1500	Yes	Yes	Yes	Yes
N2000	Yes	Yes	Yes	Yes
N2100	Yes	Yes	Yes	Yes
N3000	Yes	Yes	Yes	Yes
N3024, N3024P, N3024F, N3048, and N3048P	Yes	Yes	Yes	No
N3100	Yes	Yes	Yes	Yes
N4032F	Yes	Yes	Yes	No
S3048	Yes	Yes	Yes	Yes
S3048-ON	Yes	Yes	Yes	Yes

Table 18. Networking devices (continued)

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
S3100	Yes	Yes	Yes	Yes
S4048 and S4048T	Yes	Yes	Yes	Yes
S4048-ON	Yes	Yes	Yes	Yes
S4048T-ON	Yes	Yes	Yes	Yes
S4148F	Yes	Yes	Yes	Yes
S4148U	Yes	Yes	Yes	Yes
S4810 and S4820T	Yes	Yes	Yes	Yes
S5000	Yes	Yes	Yes	Yes
S6000	Yes	Yes	Yes	Yes
S6010	Yes	Yes	Yes	Yes
S6010-ON	Yes	Yes	Yes	Yes
S6100	Yes	Yes	Yes	Yes
X1008 and X1018P.X4012	Yes	Yes	—	—
Z9000	Yes	Yes	Yes	Yes
Z9100	Yes	Yes	Yes	Yes
Z9500	Yes	Yes	Yes	Yes

Table 19. Supported protocol, port, and firmware version for Networking devices

Model	Collection protocol	Port used	Latest supported firmware version
C7004 / C150 and C7008 / C300	SSH2	22	8.4.7
C9010 (with C1048p)	SSH2	22	9.11
FN IOA	SSH2	22	9.12
MXL10 / 40GB2	SSH2	22	9.11
N1100	SSH2	22	6.2
N1500	SSH2	22	6.3
N2000	SSH2	22	6.3
N2100	SSH2	22	6.3
N3000	SSH2	22	6.2
N3024, N3024P, N3024F, N3048, and N3048P	SSH2	22	6.3
N3100	SSH2	22	6.3
N4032F	SSH2	22	6.3
S3048	SSH2	22	9.9
S3048-ON	SSH2	22	OS10.3
S3100	SSH2	22	OS10.3
S4048 and S4048T	SSH2	22	9.11

Table 19. Supported protocol, port, and firmware version for Networking devices (continued)

Model	Collection protocol	Port used	Latest supported firmware version
S4048-ON	SSH2	22	OS10.3
S4048T-ON	SSH2	22	OS10.3
S4148F	SSH2	22	OS10.3
S4148U	SSH2	22	OS10.3
S4810 and S4820T	SSH2	22	9.11
S5000	SSH2	22	9.10
S6000	SSH2	22	9.10
S6010	SSH2	22	9.12
S6010-ON	SSH2	22	OS10.3
S6100	SSH2	22	9.12
X1008 and X1018P.X4012	SNMPv2	161	3.x
Z9000	SSH2	22	9.7
Z9100	SSH2	22	9.12
Z9500	SSH2	22	9.9

Supported Networking or PowerConnect devices

Table 20. Networking 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	No
3524, 3524P, and 3548	Yes	Yes	Yes	No
5424 and 5448	Yes	Yes	Yes	No
5524 and 5548	Yes	Yes	Yes	No
6224 and 6248	Yes	Yes	Yes	No
7024, 7048, and 7024F	Yes	Yes	Yes	No
8024 and 8024F	Yes	Yes	Yes	No
8132 and 8164F	Yes	Yes	Yes	No
M6220	Yes	Yes	Yes	No
M8024	Yes	Yes	Yes	No
M8024-k	Yes	Yes	Yes	No
B8000	Yes	Yes	Yes	No
M8428-k	Yes	Yes	Yes	No
W-6000	Yes	Yes	—	No
W-620	Yes	Yes	—	No
W-650	Yes	Yes	—	No
W-651	Yes	Yes	—	No

Table 20. Networking devices (continued)

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
W-3200	Yes	Yes	—	No
W-3400	Yes	Yes	—	No
W-7210, W-7220, and W-7240	Yes	Yes	—	No
W-3600	Yes	Yes	—	No
2808	Yes	Yes	Yes	No
3548P	Yes	Yes	Yes	No
5524P	Yes	Yes	Yes	No
5548P	Yes	Yes	Yes	No
6224F	Yes	Yes	Yes	No
6224P	Yes	Yes	Yes	No
6248P	Yes	Yes	Yes	No
7024P	Yes	Yes	Yes	No
7048P	Yes	Yes	Yes	No
7048R	Yes	Yes	Yes	No
B8000E	Yes	Yes	Yes	No
M6348	Yes	Yes	Yes	No
N2000	Yes	Yes	Yes	No

Table 21. 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
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

Table 21. Supported protocols, ports, and firmware version for networking devices (continued)

Model	Collection protocol	Ports used	Latest supported firmware version
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 Networking or Force10 devices

Table 22. Networking 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	—	—
E600i ExaScale	Yes	Yes	—	—
E600 TeraScale	Yes	Yes	—	—
S25 24P	Yes	Yes	Yes	Yes
S25 24T	Yes	Yes	Yes	Yes

Table 22. Networking devices (continued)

Model	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
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 23. 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
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 24. 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	No	Yes	No	No
300	No	Yes	No	No
5100	No	Yes	No	No
5424	No	Yes	No	No
6505	No	Yes	No	No
6520	No	Yes	No	No
Brocade SilkWorm				
4424	No	Yes	No	No
200E	No	Yes	No	No
Cisco Catalyst				
2960	No	Yes	No	No
3750G	No	Yes	No	No
3750E	No	Yes	No	No
3750X	No	Yes	No	No
4948	No	Yes	No	No
Cisco Nexus				
5010*	No	Yes	No	No
5020*	No	Yes	No	No
5548*	No	Yes	No	No
Cisco MDS				
9124*	No	Yes	No	No

* 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 25. 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			

Table 25. Supported protocol, port, and firmware version for other supported Networking devices (continued)

Model	Collection protocol	Port used	Latest supported firmware version
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

Table 26. Chassis

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

Table 27. 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

Supported storage module

Table 28. Supported storage module

Device	Remote monitoring and case creation	Automatic collection of system information	ProSupport Plus configuration reports	ProSupport Plus recommendation reports
PowerEdge FD332	Yes	Yes	—	—

Table 29. Supported protocol, port, and firmware version for storage module

Device	Collection protocol	Port used	Latest supported firmware version
PowerEdge FD332	SSH2	22	3.31

Supported Management and Monitoring Software

The following table lists the supported management and monitoring software.

Table 30. Supported Management and Monitoring Software

Management and Monitoring Software	Collection protocol	Port Used	Latest Supported Version
Dell			
SANHQ	WMI	135	3.3.1002
VMware			
HIT KIT for VMware	SSH2	22	3.1
VSM	SSH2	22	4.6
vCenter	HTTPS	443 and 9443	6.5
Microsoft			
SCVMM 2008 R2	WMI	135	2.0
SCVMM 2012 SP1	WMI	135	3.1
SCVMM 2012 R2	WMI	135	3.2
Solution			
XC-730	REST	443	5.0
XC-630	REST	443	5.0

ⓘ **NOTE:** WMI protocol uses multiple ports along with 135 to connect to the remote system.

Support for OEM devices

Dell EMC OEM-ready devices (either re-branded or de-branded Dell EMC 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 EMC Enterprise Technical Support and not available for other support case service request management systems.

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

OMSA version recommended for SupportAssist Enterprise

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

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

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

Microsoft Windows

Table 31. Windows operating system and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
14th	Microsoft Windows Server 2016 Standard, Essentials, and Datacenter	9.1
	Microsoft Windows Server 2012 Standard, Essentials, and Datacenter	9.1
	Microsoft Windows Server 2012 R2 Standard and Datacenter	9.1
	Microsoft Windows Server Core 2012	9.1
	Microsoft Windows Server Core 2012 R2	9.1
	Microsoft Windows Server Core 2016	9.1
12th and 13th	Microsoft Windows Server 2016 Standard, Essentials, and Datacenter	8.5
10th to 13th	Microsoft Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, and Datacenter	8.5
	Microsoft Windows Server 2012 Standard, Essentials, and Datacenter	8.5
	Microsoft Windows Server 2012 R2 Standard and Datacenter	8.5
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 32. Linux operating system and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
14th	Red Hat Enterprise Linux 7.4 (64-bit)	9.1
	Red Hat Enterprise Linux 7.3 (64-bit)	9.1
	Red Hat Enterprise Linux 6.9 (64-bit)	9.1
	SUSE Linux Enterprise Server 11 SP4 (64-bit)	9.1
	SUSE Linux Enterprise Server 12 SP2 (64 bit)	9.1
	Citrix XenServer 7.1	9.1
	ESXi 6.5 U1	9.1
	ESXi 6.0 U3	9.1
	Ubuntu 14.04	—
	Ubuntu 14.04.5LTS	—
	Ubuntu 16.04.1	—
	Debian 7.x and 8.x	—
10th to 13th	SUSE Linux Enterprise Server 12 SP2 (64 bit)	8.5
	SUSE Linux Enterprise Server 12 (64-bit)	8.5
	SUSE Linux Enterprise Server 11 SP4 (64-bit)	8.5
	SUSE Linux Enterprise Server 12 SP1 (64-bit)	8.5
	Red Hat Enterprise Linux 7.2 (64-bit)	8.5
	Red Hat Enterprise Linux 7.1 (64-bit)	8.5
	Red Hat Enterprise Linux 7.0 (64-bit)	8.5
	Red Hat Enterprise Linux 6.7 (64-bit)	8.5
	Red Hat Enterprise Linux 6.5 (64-bit)	8.1
	SUSE Linux Enterprise Server 11 SP3 (64-bit)	8.1
9th	SUSE Linux Enterprise Server 11 SP3 (64-bit)	7.4
	Red Hat Enterprise Linux 5.9 (32-bit and 64-bit)	7.4
	Red Hat Enterprise Linux 6.5 (64-bit)	7.4
	SUSE Linux Enterprise Server 10 SP3 (64-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (32-bit)	7.3
	SUSE Linux Enterprise Server 10 SP4 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP1 (64-bit)	7.3
	SUSE Linux Enterprise Server 11 SP2 (64-bit)	7.3
	Red Hat Enterprise Linux 5.8 (32-bit and 64-bit)	7.3
	Red Hat Enterprise Linux 6.3 (64-bit)	7.3
	Red Hat Enterprise Linux 6.4 (64-bit)	7.3
	Red Hat Enterprise Linux 6.2 (64-bit)	7.2
	Red Hat Enterprise Linux 5.7 (32-bit and 64-bit)	7.0

Table 32. Linux operating system and recommended OMSA version (continued)

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
	Red Hat Enterprise Linux 6.1 (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

(i) **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.

(i) **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**.

(i) **NOTE:** Servers running Debian and Ubuntu operating systems can only be added directly in SupportAssist Enterprise, and not through the adapters.

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.

(i) **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**.

Adapters and supported systems management consoles

The following table lists the adapters and supported systems management consoles.

Table 33. Adapters and supported systems management consoles

Adapter name	Supported systems management console version
OpenManage Essentials adapter	OpenManage Essentials version 2.3 and later
Microsoft System Center Operations Manager (SCOM) adapter	• Microsoft System Center Operations Manager 2012 R2 • Microsoft System Center Operations Manager 2012 SP1 • Microsoft System Center Operations Manager 2016
OpenManage Enterprise adapter	OpenManage Enterprise — Tech Release version 1.0

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 on a 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 34. Hardware requirements for installing and using SupportAssist Enterprise

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 4000 devices	8 cores	16 GB	90 GB

(i) **NOTE:** You can extend the monitoring and collection capabilities of SupportAssist Enterprise for up to 15,000 devices by setting up multiple remote collectors.

(i) **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.

The following table provides a summary of the minimum hardware requirements on the server running SupportAssist Enterprise for performing multiple device collections.

Table 35. Hardware requirements for performing multiple device collections

Requirement	Processor	Installed memory (RAM)	Hard drive (free space)
For performing a multiple device collection from up to 30 devices	2 cores	4 GB	8 GB
For performing a multiple device collection from up to 50 devices	4 cores	8 GB	15 GB
For performing a multiple device collection from up to 100 devices	8 cores	8 GB	25 GB
For performing a multiple device collection from up to 300 devices	8 cores	16 GB	75 GB

(i) **NOTE:** Performing a multiple device collection for Deployment, System Maintenance, or Consulting purposes may result in high system resource utilization at irregular intervals.

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

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

- Microsoft Windows Server 2008 R2 SP1 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
- Windows 2008 Small Business Server
- Windows 2011 Small Business Server
- Windows Server Core 2012
- Windows Server Core 2012 R2
- Windows Server Core 2016

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

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 SP2

- 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*
- Debian 7.*x*
- Debian 8.*x*
- Ubuntu 14.*x*
- Ubuntu 16.*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
- Google Chrome 59 or later
- Microsoft Edge 38 or later

ⓘ **NOTE:** Transport Layer Security (TLS) version 1.1 or later must be enabled on the web browser.

ⓘ **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 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 36. 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 Gpbs	10 Mbps

Table 36. Network bandwidth requirements (continued)

Requirement	LAN bandwidth*	WAN bandwidth**
For monitoring and collection of system information from up to 300 devices	0.5 Gpbs	10 Mbps
For monitoring and collection of system information from up to 1000 devices	1 Gpbs	20 Mbps
For monitoring and collection of system information from up to 4000 devices	1 Gpbs	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 37. Network port requirements on the local system

Port	Direction	Usage
22	Out	For adding the local system running a Linux operating system and for collecting system information
25	Out	For SMTP communication (required for SupportAssist Enterprise to send certain email notifications through the SMTP server utilized by your company)
80	Out	For HTTP communication
135	Out	For 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
5706	In	For IPMI communication with iDRACs that are present in a Microsoft Azure Stack environment
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 38. 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

Table 38. Network port requirements on remote devices (continued)

Device Type	Port	Usage
iDRAC	443	For Secure Socket Layer (SSL) and WS-Man communication
	161	For forwarding alerts (SNMP traps) to the local system
	623	For IPMI communication with iDRACs that are present in a Microsoft Azure Stack environment
Storage PS Series or EqualLogic	22	For adding the device and to collect system information
	161	For forwarding alerts (SNMP traps) to the local system
Storage MD Series or PowerVault	2463	For adding the device and to collect system information
Storage SC Series or 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
Solution	443	For adding a Web-Scale Converged Appliance and to collect system information

Minimum requirements for setting up a Remote Collector

The following sections describe the minimum hardware and networking requirements for setting up a Remote Collector in SupportAssist Enterprise.

Hardware requirements

The following table provides a summary of the minimum hardware requirements on the server where the Remote Collector is set up.

Table 39. 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 collection of system information from up to 20 devices	2 cores	4 GB	4 GB

Table 39. Hardware requirements (continued)

Requirement	Processor	Installed memory (RAM)	Hard drive (free space)
For collection of system information from up to 100 devices	4 cores	8 GB	12 GB
For collection of system information from up to 300 devices	4 cores	8 GB	32 GB
For collection of system information from up to 1000 devices	8 cores	8 GB	60 GB
For collection of system information from up to 4000 devices	8 cores	16 GB	90 GB

Network requirements

The following are the network requirements of the server where the Remote Collector is set up.

● Internet connection — standard 1 GbE network or faster.
● The server where the Remote Collector is set up must be able to communicate with the SupportAssist server hosted by Dell over HTTPS protocol.
● The Remote Collector must be able to connect to the following destinations:
   ○ **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.

The following table lists the network bandwidth requirements for collecting system information from devices.

Table 40. Network bandwidth requirements

Requirement	Minimum LAN bandwidth*	Minimum WAN bandwidth**
For collection of system information from a single device	10 Mbps	5 Mbps
For collection of system information from up to 20 devices	0.5 Gbps	10 Mbps
For collection of system information from up to 100 devices	0.5 Gpbs	10 Mbps
For collection of system information from up to 300 devices	0.5 Gpbs	10 Mbps
For collection of system information from up to 1000 devices	1 Gpbs	20 Mbps
For collection of system information from up to 4000 devices	1 Gpbs	20 Mbps

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

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

The following table lists the ports that must be open on the server where the Remote Collector is set up.

Table 41. Network port requirements on the server where the Remote Collector is set up

Port	Direction	Usage
22	Out	For configuring the remote system running a Linux operating system and for collecting system information
80	Out	For HTTP communication
135	Out	For configuring the remote 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 and WS-Man communication
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
5706	In	For IPMI communication with iDRACs that are present in a Microsoft Azure Stack environment
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 42. Network port requirements on remote devices

Device Type	Port	Usage
Server / Hypervisor	22	To collect system information from devices running a Linux operating system
	135	To collect system information from devices running a Linux Windows operating 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
	623	For IPMI communication with iDRACs that are present in a Microsoft Azure Stack environment
Storage PS Series or EqualLogic	22	To collect system information
Storage MD Series or PowerVault	2463	To collect system information
Storage SC Series or Compellent	443	To collect system information
Fluid File System (FluidFS)	22 and 44421	To collect system information
Networking	22	To collect system information
Chassis	22	To collect system information
Software	22	To collect system information from a device running HTI Kit for VMware
	443	To collect system information from a device running VMware vCenter
	135	To collect system information from a device running SCVMM
	135	To collect system information from a device running SAN HQ

Table 42. Network port requirements on remote devices (continued)

Device Type	Port	Usage
Solution	443	To collect system information from a Web-Scale converged appliance

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 *SupportAssist Enterprise Version 1.2 User's Guide* at Dell.com/ServiceabilityTools.

Table 43. 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 based on the dispatch preferences that you configure in SupportAssist Enterprise.	✘	✔	✔
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 43. 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 later generations 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 documents that provide more information on SupportAssist Enterprise and the other related products.

Table 44. Related documents

Document title	How to access the document
SupportAssist Enterprise Version 1.2 Online Help	Click the help icon in the SupportAssist Enterprise user interface.
SupportAssist Enterprise Version 1.2 User's Guide	1. Visit Dell.com/ServiceabilityTools.
SupportAssist Enterprise Version 1.2 Quick Setup Guide	2. Click **SupportAssist Enterprise Version 1.2**.
SupportAssist Enterprise Version 1.2 Reportable Items	3. Click **Manuals**.
SupportAssist Enterprise Version 1.2 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.
SupportAssist on Dell EMC's 14th generation of PowerEdge servers	Visit the iDRAC Dell TechCenter page.
SupportAssist Collections on Dell EMC's 14th generation of PowerEdge servers	Visit the iDRAC Dell TechCenter page.
TechDirect User's Guide for ProSupport Plus Reporting	1. Visit Dell.com/ServiceabilityTools. 2. Click **ProSupport Plus Reporting**. 3. Click **Manuals**.

Video tutorials

You can access the following video tutorials to learn about the features of SupportAssist Enterprise. To access the video tutorials, visit the Dell TechCenter Channel.

- SupportAssist Enterprise: Installing and Registering (Windows)
- 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
- SupportAssist Enterprise: Setting up Remote Collector
- SupportAssist Enterprise: Creating Account Credentials
- SupportAssist Enterprise: Creating Credential Profiles
- SupportAssist Enterprise: Creating Device Discovery Rule
- SupportAssist Enterprise: Managing SupportAssist Enterprise Alerts in TechDirect
- SupportAssist Enterprise: Performing Deep Discovery

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

(i) **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 **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.