

SupportAssist Enterprise Version 1.2 Release Notes

This document describes the known issues in SupportAssist Enterprise Version 1.2.

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Release type and definition

SupportAssist Enterprise Version 1.2

SupportAssist Enterprise is an application that automates technical support for your Dell server, storage, and networking devices. SupportAssist Enterprise monitors your Dell devices and proactively detects hardware issues that may occur. When a hardware issue is detected, SupportAssist Enterprise automatically opens a support case with Dell Technical Support and sends you an email notification. Data required for troubleshooting the issue is automatically collected by SupportAssist Enterprise and sent securely to Dell Technical Support. The collected data helps Dell Technical Support to provide you an enhanced, personalized, and efficient support experience. SupportAssist Enterprise capability also includes a proactive response from Dell Technical Support to help you resolve the issue.

Version

SupportAssist Enterprise Version 1.2

Release Date

December 2017

Previous Version

SupportAssist Enterprise Version 1.1

Importance

OPTIONAL: Dell recommends the customer review specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may/may not apply to your environment.

What is Supported

SupportAssist Enterprise is compatible with the following devices:

- Servers
 - Dell's 9th to 14th generation of PowerEdge servers
 - Dell PowerEdge C Series servers
 - Dell XC Series of Web-scale Hyper-converged Appliances
 - Dell Datacenter Scalable Solutions
 - Dell PowerVault NX devices
 - Dell PowerVault DL devices
 - Dell OEM-ready servers (either re-branded or de-branded Dell hardware)

① NOTE: SupportAssist Enterprise is also compatible with Integrated Dell Remote Access Controller 7 (iDRAC7), iDRAC8, and iDRAC 9. For collecting system information from an iDRAC, the minimum required iDRAC firmware version is 1.57.

- Storage
 - Dell Storage PS Series (previously EqualLogic)
 - Dell Storage MD Series (previously PowerVault)
 - Dell Storage SC Series (previously Compellent)
 - Dell network attached storage (NAS) devices
- Networking
 - Dell PowerConnect switches
 - Dell Force10 switches
 - Dell Networking switches
 - Dell X-Series switches
 - Dell Wireless Controllers Mobility Series
 - Brocade FC switches
 - Cisco Nexus switches
- Chassis
 - Dell PowerEdge FX2/FX2s
 - Dell PowerEdge VRTX
 - Dell PowerEdge M1000e
- Software
 - SAN HQ
 - SCVMM
 - HIT Kit / VSM for VMware
 - vCenter
- Solution
 - Web Scale

① NOTE: For a complete list of supported device models, see the *SupportAssist Enterprise Version 1.2 Support Matrix* at Dell.com/serviceabilitytools.

Supported Operating Systems

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

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

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

Windows 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

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.

Supported Web Browsers

Web Browsers:

- 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) 1.0 must be enabled in the web browser.**

Known issues

Issue 1

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

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

Resolution: Perform one of the following:

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

Issue 2

Description: If the server is restarted after installing SupportAssist Enterprise on a Linux operating system, the **snmptrapd** service may not start automatically. [SAE-6089]

Resolution: Manually start the **snmptrapd** service.

Issue 3

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

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

Issue 4

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

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

Issue 5

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

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

Issue 6

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

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

Issue 7

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

Resolution: None

Issue 8

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

Resolution: None

Issue 9

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

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

Issue 10

Description: On servers running Linux, iSCSI and non-iSCSI adapter attributes may not be available in **Deployment** or **System**

Maintenance collection types when the server is added with a non-root credentials. [SCT-16007]

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

Issue 11

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

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

Issue 12

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

Resolution: None

Issue 13

Description: When you run a collection on a Server with a Windows operating system, at times you may find some sections missing resulting in the collection not being successful.

Resolution: Run the collection again for the same device and if the problem persists, try restarting the device and then run the collection again.

Issue 14

Description: When OMSA is already installed in a managed node and when it is discovered from SupportAssist Enterprise with the OMSA install/upgrade option enabled, a prompt may be displayed stating, **SNMP cannot be configured**. After discovery, when you try to configure SNMP using **More Tasks**, the option to configure SNMP is disabled, but the **Install/Upgrade OMSA** option remains enabled. When you click **Install/Upgrade OMSA**, no action occurs.

Resolution: Manually remove the device and then try adding the same device again.

Issue 15

Description: The operating system version is not available in iDRAC collections from servers running Ubuntu operating system. [SAE-10031]

Resolution: None

Issue 16

Description: Performing a multiple device collection for Deployment, System Maintenance, or Consulting purposes may result in high system resource utilization at irregular intervals. [SAE-10023]

Resolution: None

Issue 17

Description: Tool tips are not displayed for the List view and Association view icons in Mozilla Firefox web browser. [SAE-9997]

Resolution: Open the **about:config** page. Ensure that browser.chrome.toolbar_tips is set to true.

Issue 18

Description: While editing the details of a Remote Collector:

- If SupportAssist Enterprise is unable to connect to the remote system using the entered credentials:

-> The existing credentials are retained

-> The Remote Collector and the Upload Connectivity on the Remote Collectors page retain the status that was displayed prior to editing the credentials

- If the remote system is unable to connect to the proxy server using the entered proxy server credentials:

-> The entered proxy server credentials are saved in SupportAssist Enterprise, but the existing proxy server credentials are retained in the Remote Collector.

-> The Remote Collector displays a proxy validation failed status, but the Upload connectivity retains the status that was displayed prior to editing the proxy server credentials. [SAE-9968]

Resolution: None

Issue 19

Description: Refreshing the **Devices** or **Cases** page after navigating across pages, opens the first page. [SAE-9931]

Resolution: None

Issue 20

Description: Collections from networking devices do not contain the IP address of the networking device. [SAE-9907]

Resolution: Ensure that the out-of-band IP address is set on the networking device.

Issue 21

Description: On deep discovery of chassis, discovery of the iDRAC (modular servers) is supported only for iDRAC7 or later. [SAE-9605]

Resolution: None

Issue 22

Description: If a device is in an Inactive status after the discovery rule is run for three consecutive times, the device is deleted automatically from SupportAssist Enterprise. [SAE-9535]

Resolution: None

Issue 23

Description: The following are observed in the Import multiple devices window on different web browsers:

- In Firefox and Chrome, the text box next to the **Browse/Choose File** button is not displayed.
- In Chrome, the Browse button is replaced by the **Choose File** button. [SAE-9302]

Resolution: None

Issue 24

Description: SCSI and non-iSCSI interfaces section is not available in Deployment collections from PowerEdge servers running the Debian operating system.[SAE-9146]

Resolution: Ensure that the ethtool package is installed on the system.

Issue 25

Description: Installation of SupportAssist Enterprise on Debian operating system is unsuccessful. [SAE-8596]

Resolution: Ensure that en_US.utf.8 locale package is installed.

- If locales are not installed, use the apt-get install locales command to install the locales.
- If any other locale is installed, install the en_US.utf.8 locale by using the dpkg-reconfigure locales command.

Issue 26

Description: If the system is running the Systemd service, the Dell EMC SupportAssist Enterprise service and the Dell EMC SupportAssist Enterprise DB service may not display the correct status. [SAE-8533]

Resolution: None

Issue 27

Description: On Windows operating systems, stopping the SupportAssist Enterprise service while IP range discovery, collection of system information, or other tasks are in progress results in an error message that states that the service could not be stopped. However, the service stops automatically after some time. [SAE-8472]

Resolution: None

Issue 28

Description: The SupportAssist service is not available in Ubuntu 17 and Debian 9 operating systems. [SAE-8422]

Resolution: Use the following commands to perform operations on the supportassist service:

- **Status** - [sudo] `systemctl status supportassist.service / systemctl status supportassistdatabase.service`
- **Start** - [sudo] `systemctl start supportassist.service / systemctl start supportassistdatabase.service`
- **Stop** - [sudo] `systemctl stop supportassist.service / systemctl stop supportassistdatabase.service`
- **Restart** - [sudo] `systemctl restart supportassist.service / systemctl restart supportassistdatabase.service`

Issue 29

Description: On Google Chrome web browser, the mouse pointer may not be displayed for some time when accessing SupportAssist Enterprise. [SAE-7653]

Resolution: None

Issue 30

Description: Service Tag is not available in Deployment collections from hypervisors running ESXi. [SAE-6862]

Resolution: Ensure that sfcdb and cimom are enabled in ESXi.

Issue 31

Description: The Displays section may be blank on collections from PowerEdge servers running the Ubuntu operating system. [SAE-6756]

Resolution: Ensure that the xserver-xorg-core package is installed on the server.

Issue 32

Description: The notification banner for the OpenManage Enterprise adapter states that the adapter update is available for first-time download of the adapter from Dell EMC. [SAE-10457]

Resolution: None

Issue 33

Description: Two separate error messages are displayed when SupportAssist Enterprise is unable to retrieve cases from Dell EMC. [SAE-10417]

Resolution: None

Issue 34

Description: When SupportAssist Enterprise is not registered, selecting the automatic upload of system state information option and saving the setting in the Preferences page does not work as expected. [SAE-10445]

Resolution: None

Issue 35

Description: An insufficient hard-drive space message may be displayed when performing a multiple device collection from more than 300 devices. [SAE-10458]

Resolution: Ensure that the system has sufficient free hard-drive space. For information on the hard-drive requirements for collecting system information from multiple devices, see the *SupportAssist Enterprise Version 1.2 User's Guide* at Dell.com/serviceabilitytools.

Issue 36

Description: SATA Controller information is not available on collections from servers where SATA hard-drives are directly connected to the SATA controller. [SAE-7732]

Resolution: None

Issue 37

Description: Some iDRACs of 9th generation PowerEdge servers gets added to the Staging group through the OpenManage Essentials adapter and the device cannot be moved to the Default group. [SAE-10492]

Resolution: None

Issue 38

Description: If the user account credentials are reset on the domain controller, the System Center Operations Manager adapter displays a disconnected status with an unknown error.

Resolution: Login to SupportAssist Enterprise and provide valid System Center Operations Manager adapter credentials. [SAE-10295]

Issue 39

Description: Uninstallation of SupportAssist Enterprise does not uninstall the OpenManage Enterprise adapter automatically.

Resolution: Uninstall the OpenManage Enterprise adapter manually.

Limitations

- The TTY log may not be collected from a server that is added in SupportAssist Enterprise with the iDRAC IP address in the following scenarios:
 - The server is not a 12th or later generation of PowerEdge server.
 - The server does not have the minimum required iDRAC firmware version installed. For 12th generation of the PowerEdge servers, the iDRAC firmware version 2.10.10.10 or later is required; for 13th generation of the PowerEdge servers, the iDRAC firmware 2.00.00.00 or later is required.
 - The system only has a SATA controller or software RAID configured, but does not have a RAID controller.
 - The server was running the power-on self-test (POST) while the collection was initiated.
 - Two simultaneous collections were triggered for the same server (iDRAC).
 - A Tech Support Report (TSR) was being generated when the collection was initiated from SupportAssist Enterprise.
 - The controller has either an issue or too many logs, and is therefore unable to export the report within the predefined time limit.
- If a SupportAssist Enterprise is installed on a server running Linux having 4 GB RAM, only five collections can be viewed simultaneously using the configuration viewer.
- The date and time format displayed in SupportAssist Enterprise do not match with that of the operating system date and time format.

- If the calendar settings of the server where SupportAssist Enterprise is installed is changed to certain non-English formats (for example, Thailand), the Status column in SupportAssist Enterprise may display an incorrect date.
- In the Japanese help content for "Configuring email notifications" and "Configuring server settings" do not have some of the key words and translation is not equivalent to the English language.
- The SupportAssist Service description (Windows Service) is displayed only in English.
- Initiating a collection from multiple SupportAssist Enterprise instances at the same time, on the same Dell Compellent storage device is not supported.
- Importing multiple devices by using a .csv file downloaded from SupportAssist Enterprise version 1.1 is not supported.
- The error messages displayed in the SupportAssist Enterprise may not match with the error message in the SupportAssist Enterprise email notifications for the following error codes:
SA-4015, SA-4020, SA-4025, SA-4030, SA-4035, SA-4040, SA-4045, SA-4050, SA-4055, SA-4065, SA-4070, SA-4071, SA-4072, SA-4073, SA-4074, SA-4075, SA-4080, SA-4085, SA-4090, SA-4095, SA-4100, SA-4105, SA-4110, SA-4115, SA-4120, SA-4125, SA-4130, SA-4135, SA-4140, SA-4145, SA-4150, SA-4155, SA-4160, SA-4165, SA-4170, SA-4175, SA-4180, SA-4185, SA-4190, SA-4500, SA-4501, SA-4502, SA-4511, SA-4512, SA-4513, SA-4514, SA-4521, SA-4522, SA-4523, SA-4524, SA-4550

Installation

Prerequisites

The following are the prerequisites for installing and using SupportAssist Enterprise Version 1.2:

- Transport Layer Security (TLS) 1.0 or later must be enabled in the web browser.

Minimum requirements

Software requirements:

- Operating System — The server on which you want to install SupportAssist must be running one of the following operating systems.

NOTE: SupportAssist can be installed only on a 64-bit operating system.

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

Windows 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

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.

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.

NOTE: For more information on the hardware requirements for installing and using SupportAssist Enterprise, see the *Dell EMC SupportAssist Enterprise Version 1.2 User's Guide* at Dell.com/ServiceabilityTools.

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

Table 1. Hardware requirements 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

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

- NOTE:** You can extend the monitoring and collection capabilities of SupportAssist Enterprise 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.

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

Table 2. 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

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

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 3. Network bandwidth requirements

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

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

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

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

Table 4. 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

Port	Direction	Usage
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 5. Network port requirements on remote devices

Device Type	Port	Usage
Server / Hypervisor	22	For adding a remote device running a Linux operating system and to collect system information
	135	For adding a remote device running Windows (WMI) and to collect system information
	161	For forwarding alerts (SNMP traps) to the local system
	443	For Secure Socket Layer (SSL), WS-Man, and VMware web services communication
	1311	For OMSA communication
iDRAC	443	For Secure Socket Layer (SSL) and WS-Man communication
	161	For forwarding alerts (SNMP traps) to the local system
	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

Installation Instructions

Installing SupportAssist Enterprise on Windows

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

NOTE: Microsoft User Access Control (UAC) requires that the installation is performed with elevated privileges that are obtained only through the Run as administrator option. If you are logged on to system as an Administrator, double-click the installer package to install SupportAssist Enterprise. However, make sure that you acknowledge the Open File - Security Warning dialog box to proceed.

The **Preparing to Install** page is displayed briefly, and then the **Welcome to SupportAssist Enterprise Installer** page is displayed.

- 2 Click **Next**.

The **License Agreement** page is displayed.

NOTE: Installing and using SupportAssist Enterprise requires that you allow Dell to save certain Personally Identifiable Information (PII) such as your contact information, device credentials, and so on. SupportAssist Enterprise installation cannot proceed unless you agree to allow Dell to save your PII.

- 3 Read about the information that SupportAssist Enterprise collects from devices, and select **I Agree**.

- 4 Read the **Dell End User License Agreement**, select **I Agree**, and then click **Install**.

The **Installing Dell SupportAssist Enterprise** page is displayed, and then the **Installation Completed** page is displayed.

- 5 Click **Finish**.

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

NOTE: If the system is a member of a domain, you must provide the user name in the [Domain\Username] format. For example, MyDomain\MyUsername. You can also use a period [.] to indicate the local domain.

For example, .\Administrator.

- 6 Type the Windows operating system user name and password, and then click **Login**.

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

- 7 Follow the instructions in the Dell SupportAssist Enterprise Registration Wizard to complete the registration of SupportAssist Enterprise.

NOTE: After installing SupportAssist Enterprise, an OmeAdapterUser user account is created automatically on the system. If SupportAssist Enterprise is installed on a server running OpenManage Essentials, the OmeAdapterUser user account is added as a member of the OmeAdministrators group. Based on your preference, you can delete the OmeAdapterUser user account. Deleting this user account does not affect the functionality of SupportAssist Enterprise or OpenManage Essentials.

Installing SupportAssist Enterprise on Linux

- 1 Open the terminal window on the system running the Linux operating system.
- 2 Browse to the folder where the SupportAssist Enterprise installation package is available.
- 3 Perform one of the following:
 - Type `chmod 744 supportassist_1.x.x.bin` and press Enter.
 - Type `chmod +x supportassist_1.x.x.bin` and press Enter.
- 4 Type `./supportassist_1.x.x.bin` and press Enter.

The **Welcome to the Dell SupportAssist Enterprise Installer** message is displayed.

- 5 To continue, type `c`.

The **SupportAssist Enterprise License Agreement** is displayed.

- 6 Read the license agreement and type `y` to start the installation.

After the installation is completed, the **SupportAssist Enterprise Login** page opens in a web browser window.

NOTE: If you are using a Linux terminal emulator such as PuTTY to remotely install SupportAssist Enterprise, the SupportAssist Enterprise Login page is not displayed. In such a scenario, you must access the SupportAssist Enterprise Login page using one of the following methods:

- Log in to a remote system and access the following web address using a web browser: `https://<IP address or host name of server on which SupportAssist is installed>:5700/SupportAssist`

NOTE: You can access SupportAssist Enterprise from a remote system only if port 5700 is open on the network.

- Log in to the local system and access the following web address using a web browser: `https://localhost:9099/SupportAssist`

- 7 Type the user name and password of a user with root privileges, and then click **Login**.

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

- 8 Follow the instructions in the **SupportAssist Enterprise Registration** Wizard to complete the registration.

NOTE: The SupportAssist Enterprise Registration Wizard may not be displayed if a pop-up blocker is enabled on the web browser.

Uninstallation

Uninstalling SupportAssist Enterprise on Windows

- 1 Perform one of the following based on the operating system:

- On Windows Server 2012 or 2016, point to the bottom-left corner of the screen, and then click the **Start** icon. On the **Start** screen, click the **Control Panel** tile. On the **Control Panel**, click **Uninstall a program**.
- On Windows Server 2008 or Windows Small Business Server 2011, click **Start > Control Panel > Programs and Features**.

The **Uninstall or change a program** window is displayed.

- 2 Select **Dell SupportAssist Enterprise** and click **Change**.

The **Welcome to Dell SupportAssist Enterprise Installer** window is displayed.

- 3 Click **Next**.

The **Dell SupportAssist Enterprise Maintenance** window is displayed.

- 4 Select **Remove**, and click **Next**.

The **Feedback** window is displayed.

- 5 Select an appropriate reason from the **Select an option** drop-down list, provide your comments, and click **Remove**.

The **Remove the Program** window is displayed.

- 6 Click **Remove**.

NOTE: In Windows Server 2016, the User Account Control dialog box may be displayed more than once while the uninstallation is in progress.

The **Uninstallation Completed** window is displayed.

- 7 Click **Finish**.

SupportAssist Enterprise is now uninstalled.

Uninstalling SupportAssist Enterprise on Linux

- 1 Open the terminal window.
- 2 Browse to the `/opt/dell/supportassist/bin` folder.
- 3 Type `./uninstall` and press Enter.

- 4 To continue the uninstallation, type `c`.
- 5 When prompted for your feedback, perform one of the following:
 - To skip the feedback and start the uninstallation, type `n`.
 - To provide feedback, type `y`.
- 6 If you selected to provide feedback, press a number that matches your reason for uninstalling SupportAssist Enterprise.

The **Dell SupportAssist Enterprise uninstallation is complete** message is displayed.

Contacting Dell

NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell product catalog.

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

To contact Dell for sales, technical support, or customer service issues:

- 1 Visit www.dell.com/support.
- 2 Select your support category.
- 3 Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
- 4 Select the appropriate service or support link based on your need.

Finding documentation support

- 1 Go to Dell.com/support/manuals.
- 2 In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click **Continue**.
- 3 In the Select your product type section, click **Software, Monitors, Electronics & Peripherals**.
- 4 In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click **Software**.
- 5 In the Choose your Dell Software section, click the required link from the following:
 - Client System Management
 - Enterprise System Management
 - Remote Enterprise
 - System Management
 - Serviceability Tools
- 6 To view the document, click the required product version.

NOTE: You can also directly access the documents using the following links:

- For Client System Management documents — Dell.com/OMConnectionsClient.
- For Enterprise System Management documents — Dell.com/openmanagemanuals.
- For Remote Enterprise System Management documents — Dell.com/esrmanuals.
- For Serviceability Tools documents — Dell.com/serviceabilitytools.