SupportAssist Enterprise Version 2.0.60

Support Matrix

March 2021
Rev. A03

Notes, cautions, and warnings

NOTE: A NOTE indicates important information that helps you make better use of your product.

CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

WARNING: A WARNING indicates a potential for property damage, personal injury, or death.

Contents

1

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.

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.

NOTE: When a hardware failure occurs, SupportAssist Enterprise automatically collects system information from devices that support automatic data collection. In addition, you can also manually start the collection of system information at time of need.

This document provides information about the supported devices and minimum requirements for installing and using SupportAssist Enterprise.

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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 about registering SupportAssist Enterprise, see "Registering SupportAssist Enterprise" in the *SupportAssist Enterprise Version 2.0.60 User's Guide* at https://www.dell.com/serviceabilitytools.

Table 1. 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 that is collected from a monitored device is used to predict hardware failures that may occur in future.	✗	✗	✓
Automated data collection	Data that are 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 must be replaced to resolve the issue, a replacement part is dispatched to you based on the dispatch preferences that you configure in SupportAssist Enterprise.	✗	✓	✓

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 yx2x and later generations of PowerEdge servers that have PowerEdge RAID Controller (PERC) Series 5 to 10. 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.

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Supported servers

This section provides information about the following supported devices:

- Dell EMC PowerEdge servers
- Dell EMC PowerEdge C Series servers
- Dell EMC Remote Access Controllers
- Dell EMC XC Series Web-Scale converged appliances
- Dell EMC Datacenter Scalable Solutions
- PowerVault devices

Topics:

Supported Dell EMC PowerEdge servers

The following table lists the supported Dell EMC PowerEdge servers.

NOTE: Remote monitoring and case creation on x9xx to yx1x generation of PowerEdge servers requires OpenManage Server Administrator (OMSA) to be installed and running on the server.

Table 2. Supported Dell EMC PowerEdge servers

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
x9xx servers			
R1900	Yes	Yes	—
R1950	Yes	Yes	—
R1955	Yes	Yes	—
R2900	Yes	Yes	—
R2950	Yes	Yes	—
R2970	Yes	Yes	—
R6950	Yes	Yes	—
R2950	Yes	Yes	—
yx0x servers			
M600	Yes	Yes	—
M605	Yes	Yes	—
M805	Yes	Yes	—
M905	Yes	Yes	—
R200	Yes	Yes	—

Table 2. Supported Dell EMC PowerEdge servers

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
R300	Yes	Yes	—
R805	Yes	Yes	—
R900	Yes	Yes	—
R905	Yes	Yes	—
T100	Yes	Yes	—
T105	Yes	Yes	—
T300	Yes	Yes	—
T605	Yes	Yes	—
yx1x servers			
M610	Yes	Yes	—
M610x	Yes	Yes	—
M710	Yes	Yes	—
M710HD	Yes	Yes	—
M910	Yes	Yes	—
M915	Yes	Yes	—
R210	Yes	Yes	—
R210II	Yes	Yes	—
R310	Yes	Yes	—
R410	Yes	Yes	—
R415	Yes	Yes	—
R510	Yes	Yes	—
R515	Yes	Yes	—
R610	Yes	Yes	—
R710	Yes	Yes	—
R715	Yes	Yes	—
R810	Yes	Yes	—
R815	Yes	Yes	—
R910	Yes	Yes	—
T110	Yes	Yes	—
T110II	Yes	Yes	—
T310	Yes	Yes	—
T410	Yes	Yes	—
T610	Yes	Yes	—
T710	Yes	Yes	—
yx2x servers			
M420	Yes	Yes	2.60.60.60
M520	Yes	Yes	2.60.60.60

Table 2. Supported Dell EMC PowerEdge servers

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
M620	Yes	Yes	2.60.60.60
M820	Yes	Yes	2.60.60.60
R220	Yes	Yes	2.60.60.60
R320	Yes	Yes	2.60.60.60
R420	Yes	Yes	2.60.60.60
R520	Yes	Yes	2.60.60.60
R620	Yes	Yes	2.60.60.60
R720	Yes	Yes	2.60.60.60
R720xd	Yes	Yes	2.60.60.60
R820	Yes	Yes	2.60.60.60
R920	Yes	Yes	2.60.60.60
T320	Yes	Yes	2.60.60.60
T420	Yes	Yes	2.60.60.60
T620	Yes	Yes	2.60.60.60
yx3x servers			
FC430	Yes	Yes	• 2.60.60.60 • 2.70.70.70
FC630	Yes	Yes	• 2.60.60.60 • 2.70.70.70
FC830	Yes	Yes	• 2.60.60.60 • 2.70.70.70
FM120	Yes	Yes	2.60.60.60
R230	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R330	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R430	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R530	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R530xd	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R630	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R730	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R730xd	Yes	Yes	• 2.60.60.60 • 2.70.70.70
R830	Yes	Yes	• 2.60.60.60 • 2.70.70.70

Table 2. Supported Dell EMC PowerEdge servers (continued)

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
R930	Yes	Yes	• 2.60.60.60 • 2.70.70.70
M630	Yes	Yes	• 2.60.60.60 • 2.70.70.70
M830	Yes	Yes	• 2.60.60.60 • 2.70.70.70
T130	Yes	Yes	• 2.60.60.60 • 2.70.70.70
T330	Yes	Yes	• 2.60.60.60 • 2.70.70.70
T430	Yes	Yes	• 2.60.60.60 • 2.70.70.70
T630	Yes	Yes	• 2.60.60.60 • 2.70.70.70
yx4x servers			
C6420	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
C4140II*	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
FC640	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
M640	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
MX740C	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20

Table 2. Supported Dell EMC PowerEdge servers (continued)

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
			• 4.22.00.00 • 4.32.10.00 • 4.40.00.00
MX840C	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R240	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R340	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R440	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R540	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R640	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R6415*	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20

Table 2. Supported Dell EMC PowerEdge servers (continued)

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
			• 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R740	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R740xd	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R7415*	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.32.10.00 • 4.40.00.00
R7425*	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.32.10.00 • 4.40.00.00
R840	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R940	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
R940XA	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00

Table 2. Supported Dell EMC PowerEdge servers (continued)

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
			• 4.40.00.00
T140	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
T340	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
T440	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
T640	Yes	Yes	• 3.36.36.36 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.22.00.00 • 4.32.10.00 • 4.40.00.00
yx5x servers			
C6525	Yes	Yes	• 3.42.42.42 • 3.43.43.43 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.30.30.30 • 4.32.10.00 • 4.32.20.00 • 4.40.00.00
R6515	Yes	Yes	• 3.40.40.40 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.32.10.00 • 4.32.20.00 • 4.40.00.00
R6525	Yes	Yes	• 3.42.42.42 • 3.43.43.43 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20

Table 2. Supported Dell EMC PowerEdge servers

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware versions
			• 4.30.30.30 • 4.32.10.00 • 4.32.20.00 • 4.40.00.00
R7515	Yes	Yes	• 3.40.40.40 • 4.00.00.00 • 4.10.10.10 • 4.20.20.20 • 4.30.30.30 • 4.32.10.00 • 4.32.20.00 • 4.40.00.00
R7525	Yes	Yes	• 4.10.10.10 • 4.20.20.20 • 4.30.30.30 • 4.32.10.00 • 4.32.20.00 • 4.40.00.00

* Support for this server has been assessed based on SupportAssist Enterprise compatibility with other similar PowerEdge servers.

NOTE: SupportAssist Enterprise provides limited support (monitoring, case creation, and data collection) for PowerEdge FM120x4. To enable SupportAssist Enterprise to monitor PowerEdge FM120x4, 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 these servers, only collection of host information is supported.

NOTE: You can also add yx5x servers with Ubuntu 18.04.x operating system installed on them. For these servers, only collection of system information is supported.

NOTE: On yx3x and yx4x servers, installation of SupportAssist Enterprise is supported on Red Hat Enterprise Linux 8.0 operating system.

NOTE: On yx5x servers, installation of SupportAssist Enterprise is supported on Red Hat Enterprise Linux 8.0 Z-stream and Red Hat Enterprise Linux 7.6 Z-stream operating systems.

Supported Dell EMC PowerEdge C Series servers

The following table displays the list of supported Dell EMC PowerEdge C Series servers:

Table 3. Dell EMC PowerEdge C Series servers

Model	Remote monitoring and case creation	Automatic collection of system information
C1100	Yes	Yes
C2100	Yes	Yes
C4130	Yes	Yes
C6100	Yes	Yes
C6105	Yes	Yes
C6145	Yes	Yes

Table 3. Dell EMC PowerEdge C Series servers

Model	Remote monitoring and case creation	Automatic collection of system information
C6320	Yes	Yes
C6320p	Yes	Yes
C6420	Yes	Yes

Supported Dell EMC PowerEdge XE Series servers

The following table lists the supported Dell EMC PowerEdge XE Series servers.

NOTE: Monitoring of PowerEdge XE Series servers is supported only if the devices are added in SupportAssist Enterprise by selecting the device type as **iDRAC**.

Table 4. Supported Dell EMC PowerEdge XE Series servers

Model	Remote monitoring and case creation	Automatic collection of system information	Supported iDRAC firmware version
XE2420	Yes	Yes	• 4.00.129.00 • 4.40.00.00
XE7420	Yes	Yes	4.00.119.00
XE7440	Yes	Yes	4.00.119.00
XE8545	Yes	Yes	4.22.00.100

Supported Dell EMC Remote Access Controllers

The following table lists the supported Dell EMC Remote Access Controllers.

NOTE: To add an iDRAC7 or iDRAC8 in SupportAssist Enterprise, ensure that the Enterprise or Express license is installed on the iDRAC.

NOTE: To add an iDRAC9 in SupportAssist Enterprise, ensure that the Basic, Enterprise, or Express license is installed on the iDRAC.

NOTE: Monitoring is not supported for iDRAC9 with basic license.

NOTE: SupportAssist Enterprise capabilities are not available for an iDRAC on an SC series or Dell Compellent devices.

Table 5. Supported Dell EMC Remote Access Controllers

Model	Remote monitoring and case creation	Automatic collection of system information
iDRAC7	Yes	Yes
iDRAC8	Yes	Yes
iDRAC9	Yes*	Yes

NOTE: The minimum supported iDRAC firmware version for VxRail systems is 2.30.31.30.

NOTE: The minimum supported iDRAC firmware version for Storage Spaces Direct (S2D) Ready Nodes is 3.34.34.34.

Supported Dell EMC XC Series Web-Scale converged appliances

The following table lists the supported Dell EMC XC Series 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**.

NOTE: Support for XC core systems of the following XC series appliances is inferred based on SupportAssist Enterprise compatibility with the XC series appliances.

Table 6. Supported Dell EMC XC Series Web-Scale converged appliances

Web-Scale converged appliances	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
XC430	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC630	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC6320	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC640	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC6420*	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC720xd	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC730	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC730xd	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC740	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC740xd	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC940	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC-740xd2	Yes	Yes	REST and SSH2	9440 and 22	5.0
XC-XR2*	Yes	Yes	REST and SSH2	9440 and 22	5.0

* Support for this appliance has been assessed based on SupportAssist Enterprise compatibility with similar appliance models.

Supported Dell EMC DSS server

The following table lists the supported Dell EMC Datacenter Scalable Solutions (DSS) servers.

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 7. Supported Dell EMC Datacenter Scalable Solutions

Model	Remote monitoring and case creation	Automatic collection of system information
DSS 1500	Yes	Yes
DSS 1510	Yes	Yes
DSS 2500	Yes	Yes
DSS 8440	Yes	Yes
DSS 9620*	Yes	Yes

Table 7. Supported Dell EMC Datacenter Scalable Solutions

Model	Remote monitoring and case creation	Automatic collection of system information
DSS 9630*	Yes	Yes
DSS 9600*	Yes	Yes

* Support for this server has been assessed based on SupportAssist Enterprise compatibility with other similar DSS servers.

NOTE: The minimum supported iDRAC firmware version for DSS 8440 is 3.34.119.34.

Supported PowerVault devices

The following table lists the supported PowerVault devices.

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

Table 8. Supported PowerVault devices

Model	Remote monitoring and case creation	Automatic collection of system information
DL2000	Yes	Yes
DL2100	Yes	Yes
DL2200	Yes	Yes
NX1950	Yes	Yes
NX200	Yes	Yes
NX300	Yes	Yes
NX3000	Yes	Yes
NX3230	Yes	Yes
NX3240	Yes	Yes
NX3330	Yes	Yes
NX3340	Yes	Yes
NX430	Yes	Yes
NX440	Yes	Yes

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.

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Supported hypervisors

The following table lists the supported hypervisors:

Table 9. Hypervisors

Hypervisors	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used
ESX 4.0	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 4.0	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 4.0 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESX 4.1 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 4.1	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 4.1 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 5.0	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 5.0 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 5.1	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 5.5	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 5.5 U1	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 5.5 U2	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 5.5 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.0	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.0 U1	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.0 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.5	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.5 U1	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.5 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.7	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 6.7 U3	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 7.0	Yes*	Yes	SSH and VMware SDK	22 and 443
ESXi 7.0 U1	Yes*	Yes	SSH and VMware SDK	22 and 443
Citrix XenServer 6.0	No	Yes	SSH2	22
Citrix XenServer 6.2	Yes*	Yes	SSH2	22
Citrix XenServer 6.5	Yes*	Yes	SSH2	22
Citrix XenServer 7.0	No	Yes	SSH2	22
Citrix XenServer 7.1 LTSR CU2	No	Yes	SSH2	22
Citrix XenServer 7.2	Yes*	Yes	SSH2	22

* 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 automatic installation of OMSA and configuration of SNMP settings on the hypervisor. For more information about OMSA support, see the product documentation.

NOTE: ESXi 6.7 U2 is supported only on R540, R640, R740, and R740xd servers.

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Supported storage devices

This section provides information about the following supported storage devices:

- PS series or EqualLogic
- MD series or PowerVault
- ME series
- SC series or Dell Compellent
- Network Attached Storage (NAS)

Topics:

Supported PS series or EqualLogic devices

The following table lists the supported PS series or EqualLogic devices.

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

Table 10. Supported PS series or EqualLogic devices

Model	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
PS-M4110	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS4000	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	9.1.9
PS4100*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS4110*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS4210	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS6000*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS6010*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS6100*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS6110*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS6210	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3

Table 10. Supported PS series or EqualLogic devices

Model	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
PS6500*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS6510*	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3
PS6610	Yes	Yes	SNMPv2, SSH2, and FTP	161, 22, and 21	10.0.3

* Support for this storage device has been assessed based on SupportAssist Enterprise compatibility with similar PS Series storage device models.

Supported MD series or PowerVault devices

The following table lists the supported MD series or PowerVault devices.

NOTE: Collection of system information is also supported from PowerVault MD3060e which is attached to a server.

Table 11. Supported MD series or PowerVault devices

Model	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
MD3000i	Yes	Yes	SYMbolSDK	2463	7.35.39.64
MD3200i	Yes	Yes	SYMbolSDK	2463	7.84.56
MD3220i	Yes	Yes	SYMbolSDK	2463	7.84.56
MD3260	Yes	Yes	SYMbolSDK	2463	8.20.24.60
MD3260i	Yes	Yes	SYMbolSDK	2463	8.20.24.60
MD3400	Yes	Yes	SYMbolSDK	2463	8.25.9.61
MD3420	Yes	Yes	SYMbolSDK	2463	8.25.9.61
MD3460	Yes	Yes	SYMbolSDK	2463	8.25.13.60
MD3600	Yes	Yes	SYMbolSDK	2463	7.84.56
MD3600f	Yes	Yes	SYMbolSDK	2463	7.84.56
MD3600i	Yes	Yes	SYMbolSDK	2463	7.84.56
MD3620f	Yes	Yes	SYMbolSDK	2463	8.20.21.61
MD3620i	Yes	Yes	SYMbolSDK	2463	8.20.21.61
MD3660f	Yes	Yes	SYMbolSDK	2463	8.20.21.61
MD3660i	Yes	Yes	SYMbolSDK	2463	8.20.21.61
MD3800f	Yes	Yes	SYMbolSDK	2463	8.25.09.61
MD3800i	Yes	Yes	SYMbolSDK	2463	• 8.20.21.61 • 8.25.09.61
MD3820f	Yes	Yes	SYMbolSDK	2463	8.25.09.61
MD3820i	Yes	Yes	SYMbolSDK	2463	8.25.9.61
MD3860f	Yes	Yes	SYMbolSDK	2463	8.25.9.61

Table 11. Supported MD series or PowerVault devices

Model	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
MD3860i	Yes	Yes	SYMbolSDK	2463	8.25.9.61

Supported ME series devices

The following table lists the supported ME series devices.

Table 12. Supported ME series devices

Model	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
ME4012	Yes	Yes	REST	443	G280
ME4012 with ME412	Yes	Yes	REST	443	G280
ME4024	Yes	Yes	REST	443	G280
ME4024 with ME424	Yes	Yes	REST	443	G280
ME4084	Yes	Yes	REST	443	G280
ME484	Yes	Yes	REST	443	G280

Supported SC series or Dell Compellent devices

SupportAssist Enterprise only supports multiple-device collections for deployment purpose. Remote monitoring, case creation, and periodic collection of system information are supported through the SupportAssist solution that is available on the device when using Dell Storage Manager SupportAssist feature.

NOTE: Remote monitoring and case creation is supported on SC200, SC220, SC280, SC100, SC120, SC180, SC400, SC420, SC360, SC460, and SC480 expansion enclosures by using Dell Storage Manager.

The following table lists the supported SC series or Dell Compellent devices.

Table 13. Supported SC series or Dell Compellent devices

Model	Remote monitoring and case creation	Automatic periodic data collection	Collection protocol	Port used	Latest supported firmware version
SC4000	No	No	REST	443	7.4.2
SC4020	No	No	REST	443	7.4.2
SC5020	No	No	REST	443	7.4.2
SC7020	No	No	REST	443	7.4.2
SC8000	No	No	REST	443	7.2
SC9000	No	No	REST	443	7.4.2
SCv2000	No	No	REST	443	7.2
SCv2020*	No	No	REST	443	7.2
SCv2080*	No	No	REST	443	7.2.11

Table 13. Supported SC series or Dell Compellent devices

Model	Remote monitoring and case creation	Automatic periodic data collection	Collection protocol	Port used	Latest supported firmware version
SCv3000	No	No	REST	443	7.4.2
SCv3020	No	No	REST	443	7.4.2

* Support for this storage device has been assessed based on SupportAssist Enterprise compatibility with similar SC series storage device models.

NOTE: Internet Control Message Protocol (ICMP) must be enabled to discover Storage SC series devices.

Supported Network Attached Storage (NAS) devices

The following table lists the supported Network Attached Storage (NAS) devices:

Table 14. Supported Network Attached Storage (NAS) devices

Model	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
SC Series					
FS8600*	No	Yes	SSH2, FTP, and SSH2	22 and 44421	6.0
FS8610i	No	Yes	SSH2, FTP, and SSH2	22 and 44421	6.0
PS Series					
FS7500*	No	Yes	SSH2 and FTP	22 and 44421	4.0
FS7600*	No	Yes	SSH2 and FTP	22 and 44421	4.0
FS7610*	No	Yes	SSH2 and FTP	22 and 44421	4.0
MD Series					
NX3500*	No	Yes	SSH2 and FTP	22 and 44421	3.0
NX3600*	No	Yes	SSH2 and FTP	22 and 44421	3.0
NX3610*	No	Yes	SSH2 and FTP	22 and 44421	3.0

* 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.

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Supported networking devices

This section provides information about the following and other supported Dell networking devices:

- PowerConnect
- Dell Force10
- Brocade
- Cisco

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.

Topics:

Other Dell networking devices

The following table lists the other supported Dell networking devices:

Table 15. Other supported Dell networking devices

Networking devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
C7004/C150 and C7008/C300	Yes	Yes	SSH2	22	8.4.7
C9010 (with C1048p)*	Yes	Yes	SSH2	22	9.14
C9010 (with N3PeX)	Yes	Yes	SSH2	22	9.14
FN IOA	Yes	Yes	SSH2	22	9.14
MX5108n	Yes	Yes	SSH2	22	• 10.5.0.3 • 10.5.0.3P1 • 10.5.0.5*
MX9116n	Yes	Yes	SSH2	22	• 10.5.0.3 • 10.5.0.3P1 • 10.5.0.5*
MXG610s	No	Yes	SSH2	22	8.1.0_lnx2
MXL 10/40 GbE	Yes	Yes	SSH2	22	9.14
N1100*	Yes	Yes	SSH2	22	6.4.2
N1108EP-ON	Yes	Yes	SSH2	22	6.4.3
N1148P-ON	Yes	Yes	SSH2	22	6.6
N1500*	Yes	Yes	SSH2	22	6.5

Table 15. Other supported Dell networking devices

Networking devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
N1524*	Yes	Yes	SSH2	22	6.5.1
N1524P*	Yes	Yes	SSH2	22	6.5.1
N1548*	Yes	Yes	SSH2	22	6.5.1
N2000	Yes	Yes	SSH2	22	6.3.2.3
N2024	Yes	Yes	SSH2	22	6.5.2
N2100	Yes	Yes	SSH2	22	6.3
N2128PX-ON	Yes	Yes	SSH2	22	6.6
N3000	Yes	Yes	SSH2	22	6.2
N3024, N3024P, N3048, and N3048P	Yes	Yes	SSH2	22	6.3
N3024EF-ON*	Yes	Yes	SSH2	22	6.6
N3024EP-ON*	Yes	Yes	SSH2	22	6.6
N3024ET-ON*	Yes	Yes	SSH2	22	6.5.2
N3024F	Yes	Yes	SSH2	22	6.3.9
N3048EP-ON*	Yes	Yes	SSH2	22	6.6
N3048ET-ON*	Yes	Yes	SSH2	22	6.5.1
N3100	Yes	Yes	SSH2	22	6.3
N4032F	Yes	Yes	SSH2	22	6.5.1
N4032F-ON*	Yes	Yes	SSH2	22	6.5.2
S3048-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S3124*	Yes	Yes	SSH2	22	9.14
S3124F*	Yes	Yes	SSH2	22	9.14
S3124P	Yes	Yes	SSH2	22	9.14
S3148*	Yes	Yes	SSH2	22	9.14
S3148P*	Yes	Yes	SSH2	22	9.14
S4048-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4048T	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4048T-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4112F	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3

Table 15. Other supported Dell networking devices

Networking devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
S4112F-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4112T	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4112T-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4128F	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4128F-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4128T	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4128T-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4148F-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4148FE	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4148FE-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4148T	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4148T-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4148U	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4148U-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4248FB-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3

Table 15. Other supported Dell networking devices

Networking devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
S4248FBL-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
S4810P and S4820T	Yes	Yes	SSH2	22	9.11
S5000*	Yes	Yes	SSH2	22	9.13 and 10.5
S5148F	Yes	Yes	SSH2	22	10.5
S5212F	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3 • 10.5.0.3P1
S5224F	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3 • 10.5.0.3P1
S5232F	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3 • 10.5.0.3P1
S5248F	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3 • 10.5.0.3P1
S5296F-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3 • 10.5.0.3P1
S6000*	Yes	Yes	SSH2	22	9.13 and 10.5
S6010-ON	Yes	Yes	SSH2	22	9.14 and 10.5.0.2
S6100*	Yes	Yes	SSH2	22	10.5
X1008 and X1018P	Yes	Yes	SNMPv2	161	3.0.0.94
X1026P and X4012	Yes	Yes	SNMPv2	161	3.0.0.94
Z9332F-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
Z9000	Yes	Yes	SSH2	22	9.7
Z9100-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
Z9264F-ON	Yes	Yes	SSH2	22	• 10.5.1 • 10.5.2 • 10.5.0.3
Z9500	Yes	Yes	SSH2	22	9.9

* Support for this networking device or firmware version has been assessed based on SupportAssist Enterprise compatibility with similar networking device models or firmware version respectively.

NOTE: Case creation is not supported on networking devices running operating system versions 10.4.1, 10.4.2, and 10.4.3.1. However, case creation is supported on networking devices running operating system version 10.4.3.2 and later.

NOTE: Support for networking devices other than MX5108n and MX9116n running OS 10.5.*x*.*y* or later is based on SupportAssist Enterprise compatibility with networking devices running OS 10.5.*x*. For example, support for device running OS 10.5.0.1 is based on SupportAssist Enterprise compatibility with device running OS 10.5.0.

Supported PowerConnect devices

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.

The following table lists the supported PowerConnect devices:

Table 16. Supported PowerConnect devices

PowerConnect devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
2808, 2816, 2824, and 2842	Yes	Yes	SNMPv2	161	1.x
3524, 3524P, 3548P and 3548	Yes	Yes	SSH2	22	2.x
5424 and 5448	Yes	Yes	SSH2	22	2.x
5524, 5548, 5524P, and 5548P	Yes	Yes	SSH2	22	4.1
6224 and 6248	Yes	Yes	SSH2	22	3.3
6224F, 6224P, and 6248P	Yes	Yes	SSH2	22 and 161	3.3.14.2
7024, 7048, 7024F, 7024P, 7048P, and 7048R	Yes	Yes	SSH2	22	5.1
8024 and 8024F	Yes	Yes	SSH2	22	5.1
8132 and 8164F	Yes	Yes	SSH2	22	5.1
B8000	Yes	Yes	SSH2	22	7.0.1
B8000E	Yes	Yes	SSH2	22 and 161	7.2.1
M6220	Yes	Yes	SSH2	22	5.1
M6348	Yes	Yes	SSH2	22 and 161	5.1
M8024	Yes	Yes	SSH2	22	5.1
M8024-K	Yes	Yes	SSH2	22	5.1
M8428-K	Yes	Yes	SSH2	22	6.3.1
N2000	Yes	Yes	SSH2	22 and 161	6.3.2.3
W-3200	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3
W-3400	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3
W-3600	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3

Table 16. Supported PowerConnect devices

PowerConnect devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
W-6000	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3
W-620	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3
W-650	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3
W-651	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3
W-7210, W-7220, and W-7240	Yes	Yes	SSH2 and SNMPv2	22 and 161	6.3

Supported Dell Force10 devices

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.

The following table lists the supported Dell Force10 devices:

Table 17. Supported Dell Force10 devices

Dell Force10 devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
C150	Yes	Yes	SSH2	22	8.4
C300	Yes	Yes	SSH2	22	8.4
E1200i ExaScale	Yes	Yes	SSH2	22	8.4
E300	Yes	Yes	SSH2	22	8.4
E600 TeraScale	Yes	Yes	SSH2	22	8.4
E600i ExaScale	Yes	Yes	SSH2	22	8.4
MXL 10/40 GbE	Yes	Yes	SSH2	22	9.3
S25 24P	Yes	Yes	SSH2	22	8.2.1
S25 24T	Yes	Yes	SSH2	22	8.2.1
S25 24V	Yes	Yes	SSH2	22	8.2.1
S25N	Yes	Yes	SSH2	22	8.2.1
S4810 and S4820T	Yes	Yes	SSH2	22	9.3
S50 - 48T	Yes	Yes	SSH2	22	8.2.1
S50 - 48TV	Yes	Yes	SSH2	22	8.2.1
S50N	Yes	Yes	SSH2	22	8.2.1
S50P	Yes	Yes	SSH2	22	8.2.1
S55	Yes	Yes	SSH2	22	8.3
S55T	Yes	Yes	SSH2	22	8.2.1
S60	Yes	Yes	SSH2	22	8.3
S60 - 44T	Yes	Yes	SSH2	22	8.3.3
Z9000	Yes	Yes	SSH2	22	9.3

Other supported networking devices

The following table lists other supported networking devices:

Table 18. Other supported networking devices

Networking devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
Brocade					
M5424	No	Yes	SNMPv2 and SSH2	22	6.4.3h
300	No	Yes	SNMPv2 and SSH2	22	7.0.2e
5100	No	Yes	SNMPv2 and SSH2	22	7.0
5424	No	Yes	SNMPv2 and SSH2	22	7.0
6505	No	Yes	SNMPv2 and SSH2	22	• 8.1.2a • 8.2.1c • 8.2.2a
6520	No	Yes	SNMPv2 and SSH2	22	7.3.0a
Brocade SilkWorm					
4424	No	Yes	SNMPv2 and SSH2	22	6.4.3h
200E	No	Yes	SNMPv2 and SSH2	22	7.0.2e
Cisco Catalyst					
2960	No	Yes	SNMPv2 and SSH2	22	15.0
3750G	No	Yes	SNMPv2 and SSH2	22	12.2(55)SE3
3750E	No	Yes	SNMPv2 and SSH2	22	12.2(46)SE
3750X	No	Yes	SNMPv2 and SSH2	22	15.2(4)E6
4948	No	Yes	SNMPv2 and SSH2	22	15.0
Cisco Nexus					
5010*	No	Yes	SNMPv2 and SSH2	22	5.2(1)N1(9a)
5020*	No	Yes	SNMPv2 and SSH2	22	5.2(1)N1(9a)
5548*	No	Yes	SNMPv2 and SSH2	22	7.3(3)N1(1)
Cisco MDS					
9124*	No	Yes	SNMPv2 and SSH2	22	3.2(2c)

* 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.

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Supported chassis

The following table lists the supported chassis:

Table 19. Supported chassis

PowerEdge chassis devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
PowerEdge M1000e	Yes	Yes	SSH2	22	6.1
PowerEdge VRTX	Yes	Yes	SSH2	22	3.1
PowerEdge FX2/ FX2s	Yes	Yes	SSH2	22	2.1
PowerEdge MX7000	Yes	Yes	REST	443	• 1.10.00 • 1.20.00

Supported storage module

The following table lists the supported storage module:

Table 20. Supported storage module

Device	Remote monitoring and case creation	Automatic collection of system information	Latest supported firmware version
PowerEdge FD332*	Yes	No	3.31
PowerEdge MX5016s*	No	No	2.20

* Collection of system information is available in collections that are collected from chassis.

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Supported management and monitoring software

The following table lists the supported management and monitoring software:

Table 21. Supported management and monitoring software

Management and monitoring software	Collection protocol	Port used	Latest supported version
Dell			
SANHQ	WMI	135	3.4
VMware			
HIT KIT for VMware	SSH2	22	3.1
VSM	SSH2	22	5.0
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

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

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Support for OEM devices

Dell EMC OEM-ready devices (either rebranded or debranded Dell EMC hardware), when added, are classified under the rebranded name and not the original Dell hardware name. All the functionality available for Dell EMC standard devices, such as alerts handling and 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) are available for OEM-ready devices. For some OEM devices, the model name may be blank in the SupportAssist Enterprise user interface.

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.

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Recommended OMSA version for SupportAssist Enterprise

To monitor a server that you have added in SupportAssist Enterprise, the Dell EMC OpenManage Server Administrator (OMSA) agent must be installed and running on the server.

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 in the following sections.

NOTE: SupportAssist Enterprise depends on the OMSA agent for monitoring a server only if you have added the server by selecting the device type as **Server / Hypervisor**. PowerEdge servers running iDRAC7 and later can be monitored without OMSA.

NOTE: For information about the minimum requirements for installing OMSA on a device, see the "Installation Requirements" section in the *OpenManage Server Administrator User's Guide* available at https://www.dell.com/openmanagemanuals.

The following table lists the recommended version of OMSA that must be installed on servers.

Microsoft Windows

The following table lists the recommended OMSA version for devices running Windows:

Table 22. Windows operating system and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
yx5x	Windows Server 2019 Standard, Essentials, and Datacenter	• 9.5 • 9.4
	Windows Server 2016 Standard, Essentials, and Datacenter	• 9.5 • 9.4
yx2x to yx4x	Windows Server 2019 Standard, Essentials, and Datacenter	• 9.5 • 9.4
	Windows Server 2016 Standard, Essentials, and Datacenter	• 9.5 • 9.4
	Windows Server 2012 Standard, Essentials, and Datacenter	9.2
	Windows Server 2012 R2 Standard and Datacenter	9.3
	Windows Server Core 2012	9.2
	Windows Server Core 2012 R2	9.2
	Windows Server Core 2016	• 9.5 • 9.4
	Windows Server Core 2019	• 9.5 • 9.4
	Windows 2012 Storage Server Standard	9.2
	Windows 2012 Storage Server Work Group	9.2

Table 22. Windows operating system and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
	Windows 2016 Storage Server Standard	9.2
	Windows 2016 Storage Server Work Group	9.2
yx1x	Windows Server 2016 Standard, Essentials, and Datacenter	9.1
	Windows Server 2012 Standard, Essentials, and Datacenter	9.2
	Windows Server 2012 R2 Standard and Datacenter	• 9.5 • 9.4
	Windows Server Core 2012	9.2
	Windows Server Core 2012 R2	9.2
	Windows Server Core 2016	9.1
	Windows 2012 Storage Server Standard	9.2
	Windows 2012 Storage Server Work Group	9.2
yx0x	Windows Server 2008 R2 SP1 (64-bit) Standard, Enterprise, and Datacenter	8.5
	Windows Server 2012 Standard, Essentials, and Datacenter	8.5
	Windows Server 2012 R2 Standard and Datacenter	8.5
x9xx	Windows Server 2008 R2 (64-bit)	7.4
	Windows Server 2008 SP1	7.4
	Windows Server 2008 (32-bit and 64-bit)	7.4
	Windows Server 2008 SP2	7.4
	Microsoft Windows Small Business Server 2011	7.4
	Microsoft Windows Storage Server 2008 SP2	7.4
	Windows Server 2012	7.4
	Windows Server 2012 R2	7.4
	Windows Server 2008 R2 (64-bit)	7.4

Linux and ESXi

The following table lists the recommended OMSA version for devices running Linux or ESXi operating system:

Table 23. Linux and ESXi operating systems and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
yx5x	ESXi 7.0 U1	9.5
	SUSE Linux Enterprise Server 15 SP2*	9.5
	Ubuntu 20.04	9.5
	Red Hat Enterprise Linux 7.8	9.5
	Red Hat Enterprise Linux 8.2	9.5
	Red Hat Enterprise Linux 8.1	9.4
	Red Hat Enterprise Linux 7.7	9.4

Table 23. Linux and ESXi operating systems and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
	ESXi 6.5 U3*	9.4
	Red Hat Enterprise Linux 8.0 (64-bit) Z-stream	9.3.1
	Red Hat Enterprise Linux 7.6 (64-bit) Z-stream	9.3.1
yx3x and yx4x	ESXi 7.0 U1	9.5
	SUSE Linux Enterprise Server 15 SP2*	9.5
	Ubuntu 20.04	9.5
	Red Hat Enterprise Linux 8.2	9.5
	Red Hat Enterprise Linux 7.8	9.5
	Red Hat Enterprise Linux 8.1	9.4
	Red Hat Enterprise Linux 7.7	9.4
	ESXi 6.5 U3*	9.4
	Red Hat Enterprise Linux 8.0 (64-bit)	9.3.1
	SUSE Linux Enterprise Server 15 (64-bit)	9.3
	Red Hat Enterprise Linux 7.5 (64-bit)	9.3
	Red Hat Enterprise Linux 6.10 (64-bit)	9.3
	ESXi 6.7 U1*	9.3
	Ubuntu 18.04.x*	9.3
	Ubuntu 16.04.x*	9.2
	Debian 9.x*	9.2
	SUSE Linux Enterprise Server 11 SP4 (64-bit)	9.1
	SUSE Linux Enterprise Server 12 SP3 (64 bit)	9.1
	Red Hat Enterprise Linux 7.4 (64-bit)	9.1
	Red Hat Enterprise Linux 6.9 (64-bit)	9.1
	ESXi 6.5 U1*	9.1
	ESXi 6.0 U3*	9.1
yx2x	ESXi 7.0 U1	9.5
	Ubuntu 20.04	9.5
	SUSE Linux Enterprise Server 15 SP2*	9.5
	Red Hat Enterprise Linux 8.2	9.5
	Red Hat Enterprise Linux 7.8	9.5
	Red Hat Enterprise Linux 7.7	9.4
	ESXi 6.5 U3*	9.4
	SUSE Linux Enterprise Server 11 SP4 (64-bit)	8.5
	SUSE Linux Enterprise Server 12 (64-bit)	8.5
	SUSE Linux Enterprise Server 12 SP1 (64-bit)	8.5
	Red Hat Enterprise Linux 6.7 (64-bit)	8.5
	Red Hat Enterprise Linux 7.2 (64-bit)	8.5

Table 23. Linux and ESXi operating systems and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
yx0x and yx1x	SUSE Linux Enterprise Server 11 SP4 (64-bit)	8.5
	SUSE Linux Enterprise Server 12 (64-bit)	8.5
	SUSE Linux Enterprise Server 12 SP1 (64-bit)	8.5
	Red Hat Enterprise Linux 6.7 (64-bit)	8.5
	Red Hat Enterprise Linux 7.2 (64-bit)	8.5
x9xx	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 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
	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

* SupportAssist Enterprise does not automatically install OMSA on devices running Debian, Ubuntu, Citrix XenServer, VMware ESXi, ESXi, or SUSE Linux Enterprise Server 15 SP2 operating system. To enable SupportAssist Enterprise to detect hardware issues on these devices, you must manually download and install OMSA. To download the applicable OMSA version, go to https://www.dell.com/openmanagemanuals and click **OpenManage Server Administrator**.

NOTE: Installation of OMSA is not supported on devices running CentOS, Oracle Virtual Machine, or Oracle Enterprise Linux. SupportAssist Enterprise does not detect hardware issues that may occur on these devices if they are added by selecting the device type as **Server / Hypervisor**.

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

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Supported operating systems on remote servers

For the list of operating systems supported on servers, see the Windows and Linux operating systems listed in Recommended OMSA version for SupportAssist Enterprise on page 35.

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**.

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Adapters and supported systems management consoles

The following table lists the supported adapter and system management console version:

Table 24. Adapters and supported systems management consoles

Adapter name	Supported adapter version	Supported system management console version
OpenManage Essentials	1.5.0	2.4 and later
Microsoft System Center Operations Manager (SCOM)	1.3.0	• 2012 R2 • 2012 SP1 • 2016
OpenManage Enterprise	1.7.5	• 3.5 • 3.4.1 • 3.4 • 3.3.1* • 3.2.1* • 3.2* • 3.1* • 3.0*
	1.7.2	3.4.1
	1.7.0	• 3.4 • 3.3.1 • 3.2.1* • 3.2 • 3.1* • 3.0*

* Support for this version has been assessed based on the adapter compatibility with other versions of the system management console.

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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.

Topics:

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 by either collection of system information only or both monitoring and collection of system information

You can install SupportAssist Enterprise on a Virtual Machine (VM) or on a x9xx or later generation PowerEdge server.

NOTE: For more information about the hardware requirements for installing and using SupportAssist Enterprise, see the *Dell EMC SupportAssist Enterprise Version 2.0.60 User's Guide* at https://www.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 25. Hardware requirements for installing and using SupportAssist Enterprise

Devices	Monitoring	Collecting System Information	Processor	Installed memory (RAM)	Hard drive (free space)
1	No	Yes	1 core	4 GB	1 GB
20	Yes	Yes	2 cores	4 GB	4 GB
Up to 100	Yes	Yes	4 cores	8 GB	12 GB
Up to 300	Yes	Yes	4 cores	8 GB	32 GB
Up to 1000	Yes	Yes	8 cores	8 GB	60 GB
Up to 4000	Yes	Yes	8 cores	16 GB	90 GB

NOTE: You can extend the monitoring and collection capabilities of SupportAssist Enterprise for up to 18,000 devices by setting up multiple remote collectors.

For monitoring more than 100 devices in your environment, it is recommended that you install SupportAssist Enterprise on server that meets the specified hardware requirements. Periodic collections 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.

If SupportAssist Enterprise is installed in a virtual environment, hardware resources of the system such as processor, memory, and I/O are shared among the virtual machines. More hardware resources may be used by the virtual machine where SupportAssist Enterprise is installed. For optimal performance, ensure that you allocate dedicated processor and memory to the VM as specified in the hardware requirements for SupportAssist Enterprise.

To change the amount of processor resources allocated to a VM by using the shares, reservations, and limits settings, see the following:

- For ESX, see the "Allocate CPU Resources" section in the VMware vSphere documentation at **docs.vmware.com**.
- For Hyper-V, see the "Hyper-V CPU Scheduling" blog post at **msdn.microsoft.com**.
- For other virtual environments, see the respective documentation.

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

Table 26. Hardware requirements for performing multiple device collections

Devices	Processor	Installed memory (RAM)	Hard drive (free space)
Up to 30 devices	2 cores	4 GB	8 GB
Up to 50 devices	4 cores	8 GB	15 GB
Up to 100 devices	8 cores	8 GB	25 GB
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.

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.

NOTE: SupportAssist Enterprise can only be installed on operating systems with x86-64 architecture.

Windows operating systems

- 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 Server 2019 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
- Windows Server Core 2019

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

Linux operating systems

- Red Hat Enterprise Linux 8.*x*
- Red Hat Enterprise Linux 7.*x*
- Red Hat Enterprise Linux 6.*x**

- Red Hat Enterprise Linux 5.*x*
- CentOS 7.*x*
- CentOS 6.*x*
- SUSE Linux Enterprise Server 15
- SUSE Linux Enterprise Server 15 SP2
- SUSE Linux Enterprise Server 12 SP1
- SUSE Linux Enterprise Server 12 SP2
- SUSE Linux Enterprise Server 12 SP3
- 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*
- Debian 9.*x*
- Ubuntu 14.*x*
- Ubuntu 16.04.*x*
- Ubuntu 18.04.*x*
- Ubuntu 20.04

NOTE: Installation of SupportAssist Enterprise is not supported on Red Hat Enterprise Linux 6.6 operating system.

Web browser requirements

Use one of the following web browsers to view the SupportAssist Enterprise user interface:

- Internet Explorer 11 or later
- Mozilla Firefox 31 or later
- Google Chrome 59 or later
- Microsoft Edge 38 or later

NOTE: Transport Layer Security (TLS) version 1.2 must be enabled on the web browser.

To open SupportAssist Enterprise by using Internet Explorer, perform the following steps:

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

Network requirements

The following are the networking requirements on the local system (the server where SupportAssist Enterprise is installed) and remote devices:

- Internet connection—Standard 1 GbE network or faster.
- The local system must be able to communicate with the SupportAssist server hosted by Dell EMC over HTTPS protocol.
- The local system must be able to connect to the following destinations:
  - **https://apidp.dell.com** and **https://api.dell.com**—end point for the Dell EMC hosted SupportAssist server.
  - **https://is.us.dell.com/***—the file upload server and related services.
  - **https://downloads.dell.com/**—for downloading OpenManage Server Administrator (OMSA) and receiving new SupportAssist Enterprise release information, policy files, and product support files.

    NOTE: The downloads.dell.com page uses the Akamai third-party vendor for improved download experience.
  - **https://sa-is.us.dell.com/***—for TechDirect integration.

    NOTE: During registration, SupportAssist Enterprise verifies connectivity to the Internet by trying to connect to **http://www.dell.com**, which then gets redirected to **https://www.dell.com**.

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

Table 27. Network bandwidth requirements

Table 27. Network bandwidth requirements

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

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

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

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

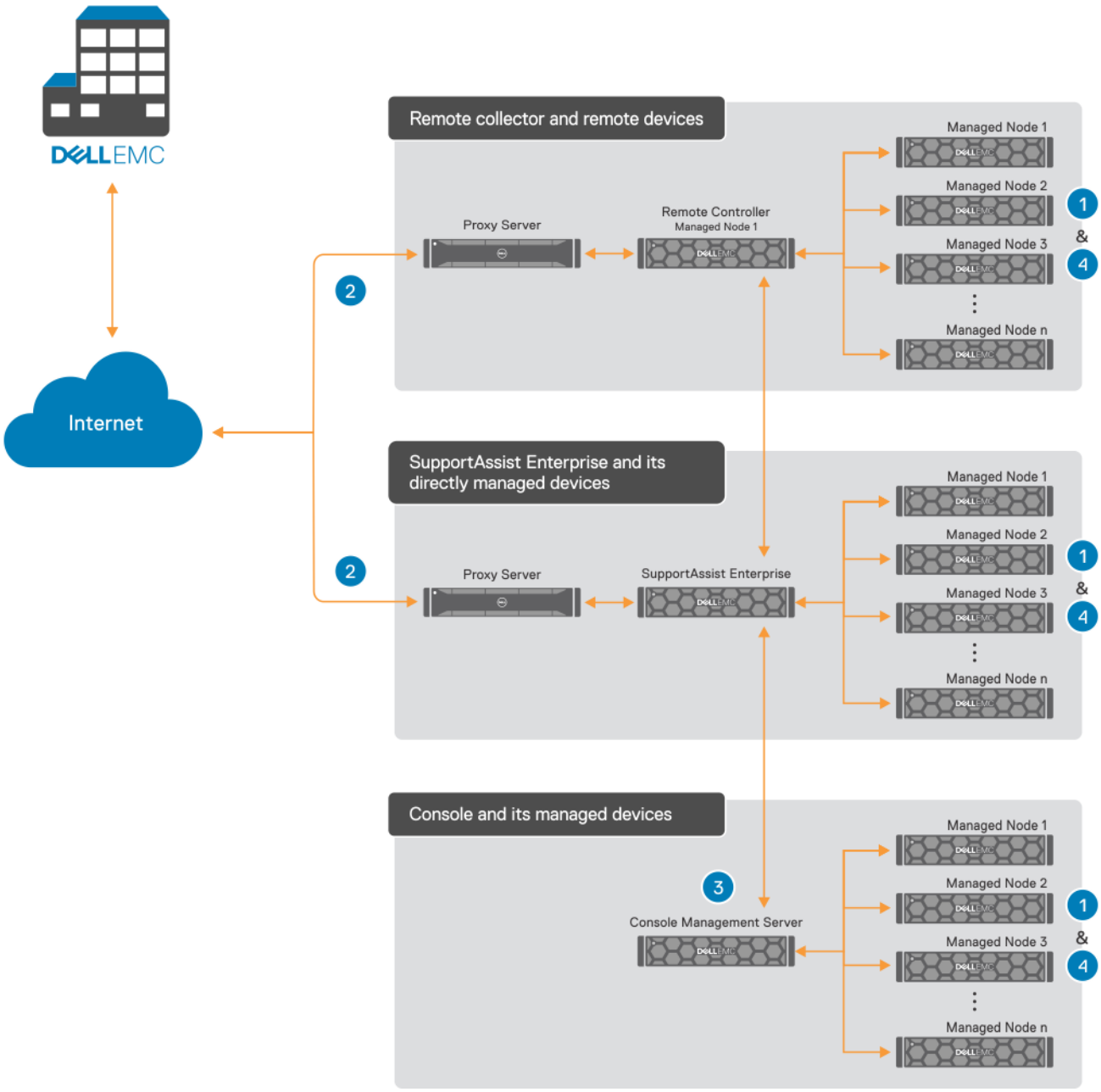

Figure 1. Managed devices

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

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

Table 28. Network port requirements on the local system

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

Table 28. Network port requirements on the local system

Port	Direction	Usage
443	Out	For Secure Socket Layer (SSL) communication, WS-Man communication, and verifying SupportAssist Enterprise update information
1311	Out	For Dell OpenManage Server Administrator (OMSA) communication
5700	In	To open SupportAssist Enterprise securely (HTTPS) from a remote system
5701, 5702, 5703, and 5704	In	To collect system information from devices
9099	In	To open SupportAssist Enterprise (HTTP) from the local system
61616	In	To process SupportAssist Enterprise tasks
2424	In	To establish connection with the Dell EMC SupportAssist Enterprise DB service.

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

Table 29. Network ports required for discovering devices and collecting system information

Device	Protocol for discovery and collection	Port
Server - Windows	WMI	135
Server - Linux	SSH	22
iDRAC	WSMan and REST If you have iDRAC9 with firmware version 4.x installed: • WSMan protocol is used to configure alert destination of the server. • REST protocol is used to send and receive information from SupportAssist Enterprise.	443 and 161
ESX or ESXi	SSH and VMware SDK	22 and 443
Storage PS Series arrays (previously EqualLogic)	SNMPv2, SSH2, and FTP	161, 22, and 21
Storage MD Series arrays (previously PowerVault)	SYMbolSDK	2463
Storage ME4 Series arrays	REST and SFTP	443 and 1022
Storage SC Series arrays (previously Dell Compellent)	REST	3033
Fluid File System (FluidFS) Network attached storage (NAS) devices	SSH and FTP	22 and 44421
PowerConnect switches	SNMP and SSH	22 and 161
Dell Force10 switches	SNMP and SSH	161 and 22
Networking switches	SNMP and SSH	22 and 161
W series switches	SNMP and SSH	22 and 161
PowerEdge FX2/FX2s	SSH	22
PowerEdge VRTX	SSH	22
PowerEdge M1000e	SSH	22
PowerEdge MX7000	REST	443
SAN HQ	WMI	135

Table 29. Network ports required for discovering devices and collecting system information

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

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

Table 30. Network ports required for uploading the collected system information

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

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

Table 31. Network ports required for adapters

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

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

Table 32. Network ports on SupportAssist Enterprise for collecting system information

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

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

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

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

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 33. Hardware requirements

Devices	Monitoring	Collecting System Information	Processor	Installed memory (RAM)	Hard drive (free space)
1	No	Yes	1 core	4 GB	1 GB
20	Yes	Yes	2 cores	4 GB	4 GB
Up to 100	Yes	Yes	4 cores	8 GB	12 GB
Up to 300	Yes	Yes	4 cores	8 GB	32 GB
Up to 1000	Yes	Yes	8 cores	8 GB	60 GB
Up to 4000	Yes	Yes	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 **https://is.us.dell.com/***, the file upload server, and related services.

For more information about network bandwidth requirements for collecting system information from devices, network ports that are required for discovering devices and collecting system information and for uploading the collected system information, see Network requirements for installing and using SupportAssist.

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SupportAssist Enterprise resources

This section provides information about the documentation resources and other useful links that provide more information about SupportAssist Enterprise.

Table 34. SupportAssist Enterprise resources

For more information about	See	Available at
Minimum requirements, deployment methods, and product features	*SupportAssist Enterprise Version 2.0.60 User's Guide*	SupportAssist Enterprise Version 2.0 manuals
List of supported devices, protocols, firmware versions, and operating systems	*SupportAssist Enterprise Version 2.0.60 Support Matrix*	
List of attributes that are reported in the system information that is collected by SupportAssist Enterprise from different device types	*SupportAssist Enterprise Version 2.0.60 Reportable Items*	
New features, enhancements, known issues, and limitations in the release	*SupportAssist Enterprise Version 2.0.60 Release Notes*	
Alert processing and automatic support case creation capabilities	*SupportAssist Enterprise: Alert Policy*	
Integrating data center tools and applications with SupportAssist Enterprise using Representational State Transfer (REST) APIs	*REST API Guide—SupportAssist Enterprise*	
Procedural or reference information to help with using the application	Online Help	SupportAssist Enterprise user interface and click the help icon.
Video tutorials to learn about the features of SupportAssist Enterprise	SupportAssist Enterprise 2.x playlist	YouTube
Peer-to-peer questions on SupportAssist Enterprise	Community Forum	SupportAssist Enterprise community
SupportAssist Enterprise product offerings	Home page	SupportAssist Enterprise home page

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Contacting Dell EMC

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

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

Topics:

Contact Dell EMC for sales, technical support, or customer service issues

1. Go to https://www.dell.com/support.
2. Select your country or region in the selection list at the bottom of the page.
3. Click **Contact Support** and select the appropriate support link.

Find manuals and documents

1. Go to https://www.dell.com/support.
2. Click **Browse all products**.
3. Select the appropriate product category and then select the desired product.
4. To view or download the manuals and documents, click the **DOCUMENTATION** tab.

   NOTE: You can also directly access the manuals and documents for Serviceability Tools from https://www.dell.com/serviceabilitytools.