

SupportAssist Enterprise Version 2.0.50

Release Notes

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.

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Release summary

In this release, SupportAssist Enterprise automatically performs analytics collections from devices. SupportAssist Enterprise enables you to filter the devices that are displayed on the **Devices** page depending on their monitoring status. You can also view the source from which a support case was created, for example, TechDirect.

Topics:

- [Version](#)
- [Release date](#)
- [Priority and recommendations](#)

Version

2.0.50

Release date

April 2020

Priority and recommendations

RECOMMENDED: Dell EMC recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers and software).

Compatibility

The following table lists the devices that you can manage using SupportAssist Enterprise. For the complete list of supported device types and device models, see the *SupportAssist Enterprise Version 2.0.50 Support Matrix* at <https://www.dell.com/serviceabilitytools>.

Table 1. Device types and applicable devices





| Device Type | Devices that you can add |
|---------------------------------------|---|
| Chassis | <ul style="list-style-type: none"> PowerEdge M1000e PowerEdge VRTX PowerEdge FX2/FX2s PowerEdge MX7000 |
| Fluid File System (FluidFS) | <ul style="list-style-type: none"> Storage PS Series with FluidFS Storage MD Series with FluidFS Storage SC Series with FluidFS |
| iDRAC | yx2x and later series of PowerEdge servers  NOTE: To add an iDRAC, you must provide the iDRAC IP address of the server. |
| Networking | <ul style="list-style-type: none"> PowerConnect Force10 Dell Networking Networking X-Series switches Networking Wireless Controllers Mobility Series Other supported Networking devices (Brocade and Cisco) |
| Peer Storage (PS) / EqualLogic | Storage PS Series arrays |
| PowerVault | <ul style="list-style-type: none"> Storage MD Series arrays Storage ME4 Series arrays |
| Server / Hypervisor | x9xx or later series of PowerEdge servers running: <ul style="list-style-type: none"> Windows Linux VMware ESX or ESXi Citrix XenServer Oracle Virtual Machine Microsoft Hyper-V  NOTE: To add a server or hypervisor, you must provide the operating system IP address of the server.  NOTE: If SupportAssist Enterprise is installed on a Linux operating system, adding servers running Windows is not supported. |
| Software | <ul style="list-style-type: none"> HIT Kit / VSM for VMware SAN HQ vCenter SCVMM |

Table 1. Device types and applicable devices (continued)

| Device Type | Devices that you can add |
|---|--|
| |  NOTE: If SupportAssist Enterprise is installed on a Linux operating system, adding SCVMM and SAN HQ is not supported. |
| Solution | XC Web-Scale hyper-converged appliance |
| Storage Center (SC) / Compellent | Storage SC Series solutions |
| Virtual Machine | <ul style="list-style-type: none"> • Windows • Linux |

Topics:

- [Minimum requirements for installing and using SupportAssist Enterprise](#)

Minimum requirements for installing and using SupportAssist Enterprise


The following sections describe the minimum hardware, software, and networking requirements for installing and using SupportAssist Enterprise.

Hardware requirements

The hardware requirements for installing and using SupportAssist Enterprise vary depending on:

- The number of devices you want to monitor
- The SupportAssist Enterprise functionality you want to use 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 on the hardware requirements for installing and using SupportAssist Enterprise, see the *Dell EMC SupportAssist Enterprise Version 2.0.50 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 2. 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.**

 **NOTE: 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.**

NOTE: 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. Therefore, more hardware resources may be utilized 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 3. 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

- 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 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 8.0

- 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 SP1
- 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

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

Web browser requirements

To view the SupportAssist Enterprise user interface, one of the following web browsers is required:

- 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.

NOTE: To open SupportAssist Enterprise by using Internet Explorer:

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

Network requirements

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

- Internet connection—Standard 1 GbE network or faster.
- The local system must be able to communicate with the SupportAssist server hosted by Dell EMC over HTTPS protocol.
- The local system must be able to connect to the following destinations:
 - <https://apidp.dell.com> and <https://api.dell.com>—end point for the Dell EMC hosted SupportAssist server.
 - <https://is.us.dell.com/>*—the file upload server and related services.
 - <https://downloads.dell.com/>—for downloading OpenManage Server Administrator (OMSA) and receiving new SupportAssist Enterprise release information, policy files, and product support files.
 - NOTE:** The downloads.dell.com page uses the Akamai third-party vendor for improved download experience.
 - <https://sa-is.us.dell.com/>*—for TechDirect integration.
 - NOTE:** During registration, SupportAssist Enterprise verifies connectivity to the Internet by trying to connect to <http://www.dell.com>, which then gets redirected to <https://www.dell.com>.

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

Table 4. 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.

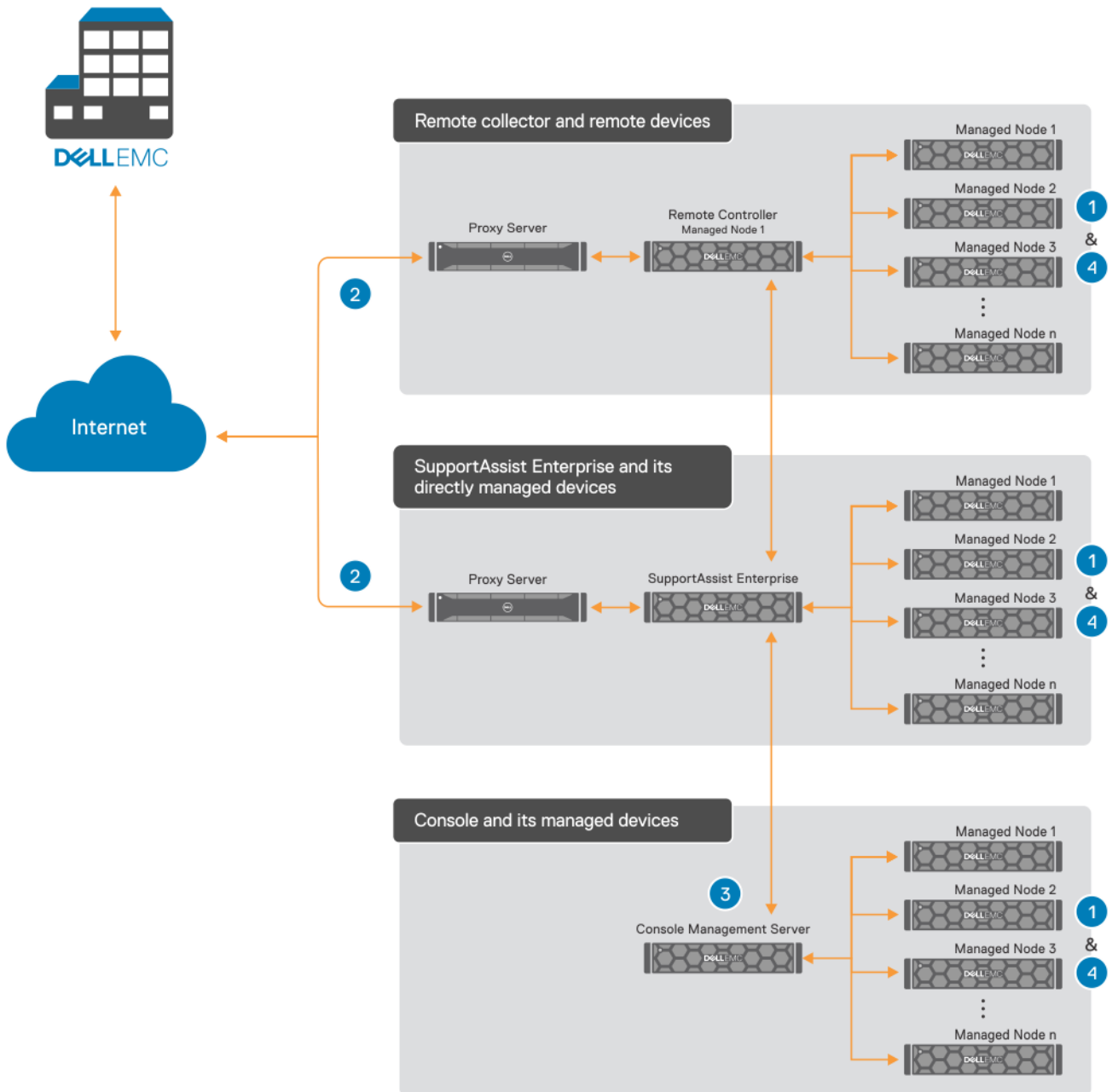


Figure 1. Managed devices

- 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 5. 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 5. Network port requirements on the local system (continued)

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

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

Table 6. Network ports required for discovering devices and collecting system information

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

Table 6. Network ports required for discovering devices and collecting system information (continued)

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

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

Table 7. 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 8. 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 9. 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.

New and enhanced features

- Automated analytics collections from devices.
- Ability to filter devices displayed on the **Devices** page based on their monitoring status.
- Ability to view the source from which a support case was created.
- Security and bug fixes.

Known issues — To be fixed in future releases

Topics:

- SupportAssist Enterprise services do not start automatically
- The snmptrapd service may not start automatically
- The Remote Collector or adapter displays a validation in progress status
- iSCSI and non-iSCSI adapter attributes may not be available
- Collections from PowerVault MD Series storage arrays may display incorrect values
- No action occurs when you click the Install/Upgrade OMSA option
- Tool tips are not displayed
- SupportAssist Enterprise is unable to connect to the remote system
- Refreshing the Devices or Cases page opens the first page
- Collections from networking devices do not contain the IP address of the networking device
- SCSI and non-iSCSI interfaces section is not available
- Installation of SupportAssist Enterprise on Debian operating system is unsuccessful
- Service Tag is not available in Deployment collections
- Displays section may be blank
- SATA Controller information is not available
- Uninstallation of SupportAssist Enterprise does not uninstall the OpenManage Enterprise adapter automatically
- Number of Active sessions is displayed as 'Not available' in iDRAC collections
- Incorrect Physical Disk name is displayed in Physical Device ID
- Periodic inventory validation does not start on the same day
- System information does not include controller TTY logs
- Incorrect manufacturer details
- Incorrect hostname details
- Incorrect time zone list options
- Concurrent operations are unsuccessful
- System Center Operations Manager adapter displays a disconnected status
- Device Overview pane does not display the operating system version details
- Unable to edit the adapter
- Adapter Overview pane does not display the OS Type of the adapter
- Alerts not processed from Dell PowerVault MD Series device
- Service tag of a chassis device is displayed instead of the service tag of a blade server
- Alerts from OpenManage Enterprise adapter are not processed
- Incorrect postal code and incorrect state or province value
- Integrating TechDirect with SupportAssist Enterprise is not supported
- Unable to filter group name
- Collection report does not display all attributes
- Install/upgrade of OMSA fails on Red Hat Enterprise Linux 8.0 operating system
- Unable to receive alerts from SupportAssist Enterprise
- SupportAssist Enterprise user interface closes abruptly while upgrading
- SupportAssist Enterprise does not discover iDRAC devices managed by OpenManage Enterprise
- Unable to create cases for alerts received from Force10 networking devices through OpenManage Enterprise adapter version 1.6.0
- Analytics collection for more than 3000 devices takes five hours
- Text on user interface not translated
- Tech Support Report logs are not collected

SupportAssist Enterprise services do not start automatically

| | |
|------------------------|---|
| 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: <ul style="list-style-type: none">· The ESXi host is forced to shut down· Time synchronization between the virtual machine and the ESXi host is not configured. |
| Workaround | Perform one of the following: <ul style="list-style-type: none">· Repair the SupportAssist Enterprise installation through the Control Panel > Add or Remove Programs option.· Configure time synchronization between the virtual machine and ESXi host. |
| Tracking number | SAE-6153 |

The snmptrapd service may not start automatically

| | |
|------------------------|---|
| Description | If the server is restarted after installing SupportAssist Enterprise on a Linux operating system, the <code>snmptrapd</code> service may not start automatically. |
| Workaround | Manually start the <code>snmptrapd</code> service. |
| Tracking number | SAE-6089 |

The Remote Collector or adapter displays a validation in progress status

| | |
|------------------------|---|
| 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 |
| Workaround | Restart the Dell EMC SupportAssist Enterprise DB service. |
| Tracking number | SAE-6121 |

iSCSI and non-iSCSI adapter attributes may not be available

| | |
|------------------------|---|
| Description | On servers running Linux operating system, 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. |
| Workaround | Update the device credentials with a root user account and regenerate the collection again. |
| Tracking number | SCT-16007 |

Collections from PowerVault MD Series storage arrays may display incorrect values

| | |
|------------------------|--|
| Description | Collections from PowerVault MD Series storage arrays may display incorrect values for the number of controllers and controller attributes. |
| Workaround | None. |
| Tracking number | SCT-10425 |

No action occurs when you click the Install/Upgrade OMSA option

| | |
|--------------------|---|
| 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. |
| Workaround | Manually remove the device and then try adding the same device again. |

Tool tips are not displayed

| | |
|------------------------|---|
| Description | Tool tips are not displayed for the List view and Association view icons in Mozilla Firefox web browser. |
| Workaround | Open the <code>about:config</code> page. Ensure that <code>browser.chrome.toolbar_tips</code> is set to true. |
| Tracking number | SAE-9997 |

SupportAssist Enterprise is unable to connect to the remote system

| | |
|------------------------|---|
| Description | While editing the details of a Remote Collector: <ul style="list-style-type: none">• If SupportAssist Enterprise is unable to connect to the remote system using the entered credentials:<ul style="list-style-type: none">○ 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:<ul style="list-style-type: none">○ 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. |
| Workaround | None. |
| Tracking Number | SAE-9968 |

Refreshing the Devices or Cases page opens the first page

| | |
|------------------------|---|
| Description | Refreshing the Devices or Cases page after navigating across pages, opens the first page. |
| Workaround | None. |
| Tracking Number | SAE-9931 |

Collections from networking devices do not contain the IP address of the networking device

| | |
|--------------------|---|
| Description | Collections from networking devices do not contain the IP address of the networking device. |
| Workaround | Ensure that the out-of-band IP address is set on the networking device. |

Tracking Number SAE-9907

SCSI and non-iSCSI interfaces section is not available

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

Workaround Ensure that the ethtool package is installed on the system.

Tracking Number SAE-9146

Installation of SupportAssist Enterprise on Debian operating system is unsuccessful

Description Installation of SupportAssist Enterprise on Debian operating system is unsuccessful.

Workaround 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.

Tracking Number SAE-8596

Service Tag is not available in Deployment collections

Description Service Tag is not available in Deployment collections from hypervisors running ESXi.

Workaround Ensure that sfcdb and cimom are enabled in ESXi.

Tracking Number SAE-6862

Displays section may be blank

Description The Displays section may be blank on collections from PowerEdge servers running the Ubuntu operating system.

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

Tracking Number SAE-6756

SATA Controller information is not available

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

Workaround None

Tracking Number SAE-7732

Uninstallation of SupportAssist Enterprise does not uninstall the OpenManage Enterprise adapter automatically

| | |
|--------------------|--|
| Description | Uninstallation of SupportAssist Enterprise does not uninstall the OpenManage Enterprise adapter automatically. |
| Workaround | Uninstall the OpenManage Enterprise adapter manually. |

Number of Active sessions is displayed as 'Not available' in iDRAC collections

| | |
|------------------------|--|
| Description | Number of Active sessions is displayed as 'Not available' in iDRAC in-band and out-of-band collections that are performed from SupportAssist Enterprise. |
| Workaround | Perform a SupportAssist TSR collection to view the missing information. |
| Tracking Number | SAE-10914 |

Incorrect Physical Disk name is displayed in Physical Device ID

| | |
|--------------------|--|
| Description | Collections performed from managed nodes configured with PCIe-SSD controllers and with OMSA 9.1, display Physical Disk name with 3 digits in Physical Device ID instead of 2 digits. |
| Workaround | None |

Periodic inventory validation does not start on the same day

| | |
|------------------------|---|
| Description | After upgrading SupportAssist Enterprise, periodic inventory validation runs automatically within the next hour. If you restart SupportAssist Enterprise service or the system restarts within 1 hour of the upgrade, the periodic inventory validation starts only on the next scheduled date. |
| Workaround | To run periodic Inventory Validation on the same day, go to the Preferences page and set the periodic Inventory Validation date to current date. |
| Tracking Number | SAE-14658 |

System information does not include controller TTY logs

| | |
|------------------------|---|
| Description | System information collected from servers running OMSA does not include controller TTY logs for the HBA controller. |
| Workaround | None |
| Tracking Number | SAE-12736 |

Incorrect manufacturer details

| | |
|------------------------|---|
| Description | System information collected from ESXi host may contain the incorrect manufacturer details for adapters shown in the iSCSI HBA section. |
| Workaround | None |
| Tracking Number | SAE-11232 |

Incorrect hostname details

| | |
|------------------------|--|
| Description | System information collected from a chassis may contain the incorrect hostname details for the quarter height blade servers hosted in the chassis shown in the Chassis Slot section. |
| Workaround | None |
| Tracking Number | SAE-14489 |

Incorrect time zone list options

| | |
|------------------------|---|
| Description | The time zone list may display both the old and new city names as separate options. |
| Workaround | None |
| Tracking Number | SAE-14777 |

Concurrent operations are unsuccessful

| | |
|------------------------|--|
| Description | If SupportAssist Enterprise concurrently runs two different operations (Set Up Adapter/Remote Collector or Device Discovery/Collection) on the same device, one of the operations may be unsuccessful. |
| Workaround | Manually run the operation that is unsuccessful after some time. |
| Tracking Number | SAE-14773 |

System Center Operations Manager adapter displays a disconnected status

| | |
|------------------------|--|
| 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. |
| Workaround | Log in to SupportAssist Enterprise and provide valid System Center Operations Manager adapter credentials. |
| Tracking Number | SAE-10295 |

Device Overview pane does not display the operating system version details

| | |
|------------------------|---|
| Description | The Operating System attribute on the Device Overview pane does not display the operating system version details for servers running Windows Server 2016 RS4 Core and Windows Server 2019 Core operating systems. |
| Workaround | None |
| Tracking Number | SAE-14758 |

Unable to edit the adapter

| | |
|------------------------|--|
| Description | While editing the OpenManage Essential adapter, if incorrect credentials are entered, an “Unable to edit adapter” message is displayed. However, the entered credentials are saved and the adapter displays a Disconnected status. |
| Workaround | Edit the adapter and enter the correct credentials. The adapter then displays a Connected status. |
| Tracking Number | SAE-14660 |

Adapter Overview pane does not display the OS Type of the adapter

| | |
|------------------------|---|
| Description | If the OpenManage Enterprise adapter is already setup, and then SupportAssist Enterprise is upgraded from version 1.2.1 to 2.0, the Adapter Overview pane does not display the OS Type of the adapter. However, the OS Type is displayed if the OpenManage Enterprise adapter is set up after upgrading SupportAssist Enterprise. |
| Workaround | None |
| Tracking Number | SAE-14697 |

Alerts not processed from Dell PowerVault MD Series device

| | |
|------------------------|--|
| Description | Alerts are not processed: <ul style="list-style-type: none">• When a user having Dell PowerVault MD Series device with more than one RAID controller upgrades SupportAssist Enterprise to version 2.0.• If an alert is received from the other RAID controller that was not previously persisted by SupportAssist Enterprise, immediately after the upgrade, and before Inventory Validation is complete. |
| Workaround | None |
| Tracking Number | SAE-12719 |

Service tag of a chassis device is displayed instead of the service tag of a blade server

| | |
|------------------------|--|
| Description | In Blade servers with ESXI 6.5, the service tag of a chassis device is displayed instead of the service tag of a blade server, in the Host section of the collection report. |
| Workaround | None |
| Tracking Number | SAE-15988 |

Alerts from OpenManage Enterprise adapter are not processed

| | |
|------------------------|--|
| Description | Alerts from OpenManage Enterprise adapter are not processed when Istanbul timezone is configured on OpenManage Enterprise. |
| Workaround | None |
| Tracking Number | SAE-15904 |

Incorrect postal code and incorrect state or province value

| | |
|--------------------|---|
| Description | If you enter an incorrect postal code and incorrect state/province value, the replacement parts will not be dispatched. |
| Workaround | None |

Integrating TechDirect with SupportAssist Enterprise is not supported

| | |
|--------------------|--|
| Description | For accounts with multiple profiles across regions, integrating TechDirect with SupportAssist Enterprise is not supported. |
| Workaround | Create a new account and try again. |

Unable to filter group name

| | |
|------------------------|--|
| Description | A group name containing '/' character cannot be filtered in the Refine By pane. |
| Workaround | Edit the group name and delete the '/' character. |
| Tracking Number | SAENTK-935 |

Collection report does not display all attributes

| | |
|------------------------|--|
| Description | While performing a collection from SUSE Linux Enterprise Server 15 operating system, if OMSA is not installed on the device, the collection report may not display all attributes. |
| Workaround | Manually install/upgrade OMSA on the SUSE Linux Enterprise Server 15 operating system. |
| Tracking Number | SAENTK-952 |

Install/upgrade of OMSA fails on Red Hat Enterprise Linux 8.0 operating system

| | |
|------------------------|--|
| Description | On Red Hat Enterprise Linux 8.0 operating systems, install/upgrade of OMSA fails because the <code>libcrypto.so</code> package is not available. |
| Workaround | Install the <code>libcrypto.so</code> package and retry the operation. |
| Tracking Number | SAENTK-973 |

Unable to receive alerts from SupportAssist Enterprise

| | |
|------------------------|--|
| Description | Unable to receive alerts from SupportAssist Enterprise that is installed on a system running Linux operating system. |
| Workaround | Install the <code>wget</code> package on the system running the Linux operating system. |
| Tracking Number | SAENTK-939 |

SupportAssist Enterprise user interface closes abruptly while upgrading

| | |
|------------------------|---|
| Description | By default, SupportAssist Enterprise is installed on the C drive of the server. If you install SupportAssist Enterprise on a custom location, the SupportAssist Enterprise user interface is terminated abruptly while upgrading. |
| Workaround | Download and reinstall SupportAssist Enterprise. |
| Tracking Number | SAENTK-1166 |


SupportAssist Enterprise does not discover iDRAC devices managed by OpenManage Enterprise

| | |
|------------------------|--|
| Description | While configuring discovery settings for iDRAC devices in OpenManage Enterprise, you can select Prefer iDRAC Hostname or Prefer System Hostname as the display name. When you add this OpenManage Enterprise instance as an adapter in SupportAssist Enterprise, and if you select Prefer System Hostname as the display name, the associated iDRAC devices are not discovered. |
| Workaround | While configuring the discovery settings for iDRAC devices in OpenManage Enterprise, select Prefer iDRAC Hostname as the display name. |
| Tracking Number | SAENTK-1020 |

Unable to create cases for alerts received from Force10 networking devices through OpenManage Enterprise adapter version 1.6.0

| | |
|------------------------|--|
| Description | In alerts received from a Force10 networking device inventoried through OpenManage Enterprise adapter version 1.6.0, an incorrect enterprise OID is received. So, SupportAssist Enterprise is unable to create cases for these alerts. |
| Workaround | Upgrade to OpenManage Enterprise adapter version 1.7.0. |
| Tracking Number | SAENTK-1503 |

Analytics collection for more than 3000 devices takes five hours

| | |
|------------------------|--|
| Description | When analytics collections are initiated on more than 3000 devices, the time that is taken to complete the collection is approximately five hours. The delay is due to the increase in time taken for collection from each device. When the collection is underway,  is displayed in the Collection Status column on the Analytics Collection page. |
| Workaround | None |
| Tracking Number | SAENTK-1558 |

Text on user interface not translated

| | |
|--------------------|--|
| Description | Certain text or messages that are displayed on the SupportAssist Enterprise user interface are not translated correctly. So, if your system language or the browser language is configured as German or French, you may view the text or messages in English only. |
|--------------------|--|

Workaround None

Tracking Numbers SAENTK-1497, SAENTK-1487, SAENTK-1502, SAENTK-1488, SAENTK-1496, SAENTK-1495, SAENTK-1494, SAENTK-1493, SAENTK-1492, and SAENTK-1489

Tech Support Report logs are not collected

Description If you have an iDRAC9 device installed with firmware version 4.x and an active iDRAC Datacenter license, the Tech Support Report logs are not collected.

Workaround None

Tracking Numbers SAENTK-1756

Limitations

- SupportAssist Enterprise does not perform analytics collections on devices that have a remote collector that is assigned as their collection host.
- 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 yx2x or later generation of PowerEdge server.
 - The server does not have the minimum required iDRAC firmware version installed. For yx2x series of the PowerEdge servers, the iDRAC firmware version 2.10.10.10 or later is required. For yx3x series 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 unable to export the report within the predefined time limit.
- If SupportAssist Enterprise is installed on a server running Linux with 4 GB RAM, only five collections can be viewed simultaneously using the configuration viewer.
- The date and time format that is displayed in SupportAssist Enterprise do not match 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.
- The Japanese help content for "Configuring email notifications" and "Configuring server settings" does not have some of the key words, and the translation help content is not equivalent to the English language content.
- The SupportAssist Service description (Windows Service) is displayed only in English.
- Initiating a collection from multiple SupportAssist Enterprise instances simultaneously, on the same Dell Compellent storage device is not supported.
- Importing multiple devices by using a .csv file that is downloaded from SupportAssist Enterprise version 1.1 is not supported.
- The error messages that are 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
- Periodic collection runs on a device in the Staging group and the device displays an **Unable to gather system information** status, in the following scenario:
 - Inventory validation and periodic collection tasks that are run simultaneously
 - A device moves to the Staging group as a result of inventory validation
- A warning message may be displayed on the **Collections** page or on the **Section Status** page of the collections report if:
 - The hardware and software components are not configured.
 - SupportAssist Enterprise is unable to collect information about the hardware and software components.

Installation

Topics:

- [Prerequisites](#)
- [Install SupportAssist Enterprise on Windows](#)
- [Install SupportAssist Enterprise on Linux](#)

Prerequisites

For installing and using SupportAssist Enterprise, ensure that Transport Layer Security (TLS) 1.2 or later is enabled on the web browser.

Install SupportAssist Enterprise on Windows

Steps

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 in to the system as an administrator, double-click the installer package to install SupportAssist Enterprise. However, ensure 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 EMC 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 EMC to save your PII.
3. Read about the information that SupportAssist Enterprise collects from monitored devices, and select **I Agree**.
4. Read the **Dell End User License Agreement**, select **I Agree**, and then click **Next**.
The **Destination Folder** page is displayed.
5. The default installation folder for SupportAssist Enterprise is <Drive where SupportAssist Enterprise is installed>:\Program Files\Dell\SupportAssist. If you want to install SupportAssist Enterprise on any other location, click **Browse** and select a folder.
6. Click **Install**.
If the default SupportAssist Enterprise ports (9099 and 2424) are already in use, the **Port Settings** page is displayed. Else, the **Installing SupportAssist Enterprise** page is displayed briefly, and then the **Installation Completed** page is displayed.
 - NOTE:** In Windows Server 2016, the User Account Control dialog box may be displayed more than once while the installation is in progress.
7. Click **Finish** to exit the SupportAssist Enterprise installer.
The **SupportAssist Enterprise** login page opens in a web browser window.
 - NOTE:** If the system is a member of a domain, you must enter the login 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.
8. Enter the Microsoft Windows operating system user name and password, and then click **Login**.
The **SupportAssist Enterprise Registration Wizard** is displayed.
 - NOTE:** The server or virtual machine where you have installed SupportAssist Enterprise is automatically added as a device.
9. 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.

Install SupportAssist Enterprise on Linux

Steps

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 supportassistenterprise_2.x.x.bin` and press Enter.
 - Type `chmod +x supportassistenterprise_2.x.x.bin` and press Enter.
4. Type `./supportassistenterprise_2.x.x.bin` and press Enter.
The **Welcome to the 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.
If the default SupportAssist Enterprise ports (9099 and 2424) are already in use, you are prompted to ensure that the ports are not in use or to enter custom port numbers. Else, 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 by using one of the following methods:

- **Log in to a remote system and access the following web address by using a web browser:**

```
https://<IP address or host name of the server where SupportAssist Enterprise is installed>:5700/SupportAssist
```

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 by using a web browser:**

```
http://localhost:9099/SupportAssist
```

If you entered a custom port number, you must replace 9099 with the custom port number in the web address.

7. If you are prompted that the default SupportAssist Enterprise ports are in use, perform one of the following and then press `y`.
 - Ensure that no other application is configured to use ports 9099 and 2424.
 - Enter custom port numbers.
8. Type the user name and password of a user with root privileges on the system where SupportAssist Enterprise is installed, and then click **Login**.
The **SupportAssist Enterprise Registration Wizard** is displayed.
9. 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

Topics:

- [Uninstalling SupportAssist Enterprise on Windows](#)
- [Uninstalling SupportAssist Enterprise on Linux](#)

Uninstalling SupportAssist Enterprise on Windows

Steps

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 Sever 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

Steps

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.

Results

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

Related documents and resources

In addition to this guide you can access the following documents that provide more information on SupportAssist Enterprise and the other related products.

Table 10. Related documents

| Document title | How to access the document |
|---|---|
| <i>SupportAssist Enterprise Version 2.0.50 Online Help</i> | Click the help icon in the SupportAssist Enterprise user interface. |
| <i>SupportAssist Enterprise Version 2.0.50 User's Guide</i> | <ol style="list-style-type: none"> Go to https://www.dell.com/serviceabilitytools. Click SupportAssist Enterprise Version 2.0. Click DOCUMENTATION. |
| <i>SupportAssist Enterprise Version 2.0 Quick Start Guide</i> | |
| <i>SupportAssist Enterprise Version 2.0.50 Support Matrix</i> | |
| <i>SupportAssist Enterprise Version 2.0.50 Reportable Items</i> | |
| <i>SupportAssist Enterprise REST API Guide</i> | |
| <i>OpenManage Server Administrator Installation Guide</i> | Go to https://www.dell.com/openmanagemanuals and click OpenManage Server Administrator . |
| <i>OpenManage Server Administrator User's Guide</i> | |
| <i>iDRAC User's Guide</i> | Go to https://www.dell.com/idracmanuals . |

Video tutorials

You can access the following video tutorials to learn about the features of SupportAssist Enterprise. To access the video tutorials, go to [Dell EMC Support](#).


- SupportAssist Enterprise: Installing and Registering (Windows)
- SupportAssist Enterprise: Installing and Registering (Linux)
- SupportAssist Enterprise: Checking for Cases
- SupportAssist Enterprise: Testing Case Creation
- SupportAssist Enterprise: Monitoring the Local System
- SupportAssist Enterprise: Adding Devices
- SupportAssist Enterprise: Case Management
- SupportAssist Enterprise: Managing Device Groups
- SupportAssist Enterprise: Testing Network Connectivity
- SupportAssist Enterprise: Viewing Collections
- SupportAssist Enterprise: Collecting System Information
- SupportAssist Enterprise: Uploading Collections from a Disconnected Site
- SupportAssist Enterprise: Setting up OpenManage Essentials adapter
- SupportAssist Enterprise: Setting up System Center Operations Manager adapter
- SupportAssist Enterprise: Setting up Remote Collector
- SupportAssist Enterprise: Creating Account Credentials
- SupportAssist Enterprise: Creating Credential Profiles
- SupportAssist Enterprise: Creating Device Discovery Rule
- SupportAssist Enterprise: Managing SupportAssist Enterprise Alerts in TechDirect
- SupportAssist Enterprise: Performing Deep Discovery
- SupportAssist Enterprise: Setting up Automated Dispatch

SupportAssist community

You can ask peer-to-peer questions on the Dell SupportAssist Enterprise [community forum](#).

Contacting Dell EMC

About this task

 **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](#)
- [Find manuals and documents](#)

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


Steps

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

Steps

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>.