

# SupportAssist Enterprise Version 2.0.60

## 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

This release adds support for the latest versions of OpenManage Enterprise and OpenManage Server Administrator. In addition, this release adds support to new versions of Linux and ESXi operating systems, firmware versions, and a network switch.

## Topics:

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

## Version

2.0.60

## Release date

October 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 2.0.60 Support Matrix* at <https://www.dell.com/serviceabilitytools>.

**Table 1. Device types and applicable devices**

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

**Table 1. Device types and applicable devices (continued)**

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

**Topics:**

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

## Minimum requirements for installing and using SupportAssist Enterprise

For information about hardware requirements, software requirements, and network requirements for installing and using SupportAssist Enterprise, see the *SupportAssist Enterprise Version 2.0.60 User's Guide* available at <https://www.dell.com/serviceabilitytools>.

## New and enhanced features

This release adds support for:

- OpenManage Enterprise version 3.5
- OpenManage Server Administrator version 9.5
- Newer versions of Linux and ESXi operating systems
- Dell EMC MXG610s switch
- New firmware versions of Brocade 6505 and PowerEdge MX7000



# 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
- Alerts not processed from Dell PowerVault MD Series device
- Service Tag of a chassis 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
- 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 recommendations are not generated
- Incorrect device information is displayed
- Collections are automatically initiated
- Incomplete collections performed on ME4 devices

- [Translated column titles are not displayed properly](#)

## SupportAssist Enterprise services do not start automatically

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

## The snmptrapd service may not start automatically

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

## The Remote Collector or adapter displays a validation in progress status

<b>Description</b>	If the <b>Dell EMC SupportAssist Enterprise DB</b> service is restarted while setting up a Remote Collector or adapter, the Remote Collector or adapter continues to display a <b>Validation in progress</b> status
<b>Workaround</b>	Restart the <b>Dell EMC SupportAssist Enterprise DB</b> service.
<b>Tracking number</b>	SAE-6121

## iSCSI and non-iSCSI adapter attributes may not be available

<b>Description</b>	On servers running Linux operating system, iSCSI and non-iSCSI adapter attributes may not be available in <b>Deployment</b> or <b>System Maintenance</b> collection types when the server is added with a non-root credentials.
<b>Workaround</b>	Update the device credentials with a root user account and regenerate the collection again.
<b>Tracking number</b>	SCT-16007

## Collections from PowerVault MD Series storage arrays may display incorrect values

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

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

<b>Description</b>	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, <b>SNMP cannot be configured</b> . After discovery, when you try to configure SNMP using <b>More Tasks</b> , the option to configure SNMP is disabled, but the <b>Install/Upgrade OMSA</b> option remains enabled. When you click <b>Install/Upgrade OMSA</b> , no action occurs.
<b>Workaround</b>	Manually remove the device and then try adding the same device again.

## Tool tips are not displayed

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

## SupportAssist Enterprise is unable to connect to the remote system

<b>Description</b>	While editing the details of a Remote Collector: <ul style="list-style-type: none"><li>• If SupportAssist Enterprise is unable to connect to the remote system using the entered credentials:<ul style="list-style-type: none"><li>○ The existing credentials are retained.</li><li>○ The Remote Collector and the Upload Connectivity on the Remote Collectors page retain the status that was displayed prior to editing the credentials.</li></ul></li><li>• If the remote system is unable to connect to the proxy server using the entered proxy server credentials:<ul style="list-style-type: none"><li>○ The entered proxy server credentials are saved in SupportAssist Enterprise, but the existing proxy server credentials are retained in the Remote Collector.</li><li>○ 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.</li></ul></li></ul>
<b>Workaround</b>	None.
<b>Tracking Number</b>	SAE-9968

## Refreshing the Devices or Cases page opens the first page

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

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

<b>Description</b>	Collections from networking devices do not contain the IP address of the networking device.
<b>Workaround</b>	Ensure that the out-of-band IP address is set on the networking device.
<b>Tracking Number</b>	SAE-9907

## SCSI and non-iSCSI interfaces section is not available

<b>Description</b>	SCSI and non-iSCSI interfaces section is not available in Deployment collections from PowerEdge servers running the Debian operating system.
<b>Workaround</b>	Ensure that the ethtool package is installed on the system.
<b>Tracking Number</b>	SAE-9146

## Installation of SupportAssist Enterprise on Debian operating system is unsuccessful

<b>Description</b>	Installation of SupportAssist Enterprise on Debian operating system is unsuccessful.
<b>Workaround</b>	Ensure that en_US.utf.8 locale package is installed. <ul style="list-style-type: none"><li>• If locales are not installed, use the <code>apt-get install locales</code> command to install the locales.</li><li>• If any other locale is installed, install the en_US.utf.8 locale by using the <code>dpkg-reconfigure locales</code> command.</li></ul>
<b>Tracking Number</b>	SAE-8596

## Service Tag is not available in Deployment collections

<b>Description</b>	Service Tag is not available in Deployment collections from hypervisors running ESXi.
<b>Workaround</b>	Ensure that sfcdb and cimom are enabled in ESXi.
<b>Tracking Number</b>	SAE-6862

## Displays section may be blank

<b>Description</b>	The Displays section may be blank on collections from PowerEdge servers running the Ubuntu operating system.
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**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 that are performed from managed nodes that are configured with PCIe-SSD controllers and with OMSA 9.1, display Physical Disk name with three digits in Physical Device ID instead of two digits.

**Workaround** None

**Tracking Number** SAE-11280

## 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 the 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 incorrect manufacturer details for adapters displayed in the iSCSI HBA section.

**Workaround** None

**Tracking Number** SAE-11232

## Incorrect hostname details

**Description** System information collected from a chassis may contain incorrect hostname details for quarter height blade servers displayed 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

<b>Description</b>	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.
<b>Workaround</b>	Log in to SupportAssist Enterprise and provide valid System Center Operations Manager adapter credentials.
<b>Tracking Number</b>	SAE-10295

## Device Overview pane does not display the operating system version details

<b>Description</b>	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.
<b>Workaround</b>	None
<b>Tracking Number</b>	SAE-14758

## Unable to edit the adapter

<b>Description</b>	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.
<b>Workaround</b>	Edit the adapter and enter the correct credentials. The adapter then displays a Connected status.
<b>Tracking Number</b>	SAE-14660

## Alerts not processed from Dell PowerVault MD Series device

<b>Description</b>	Alerts are not processed: <ul style="list-style-type: none"><li>• When SupportAssist Enterprise installed on a Dell PowerVault MD Series device with more than one RAID controller is upgraded to version 2.0.</li><li>• 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.</li></ul>
<b>Workaround</b>	None
<b>Tracking Number</b>	SAE-12719

## Service Tag of a chassis is displayed instead of the Service Tag of a blade server

<b>Description</b>	In Blade servers with ESXI 6.5, the Service Tag of a chassis is displayed instead of the Service Tag of a blade server, in the Host section of the collection report.
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**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 or province value, the replacement parts are not 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 `libcrypto.so` package is not available.
- Workaround** Install the `libcrypto.so` 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 `wget` package on the system running the Linux operating system.
- Tracking Number** SAENTK-939

## 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 displayed on the SupportAssist Enterprise user interface are not translated correctly. Although, if your system language or the browser language is configured as German or French, you may view the text or messages in English.

<b>Workaround</b>	None
<b>Tracking Numbers</b>	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

<b>Description</b>	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.
<b>Workaround</b>	None
<b>Tracking Number</b>	SAENTK-1756

## SupportAssist recommendations are not generated

<b>Description</b>	In collections that are performed on an iDRAC9 device with firmware version 4.x or later, the <b>Software Version</b> in the <b>Component Details</b> section is displayed as <b>Not Available</b> . Therefore, SupportAssist recommendations are not generated for the device.
<b>Workaround</b>	None
<b>Tracking Number</b>	SAENTK-1794

## Incorrect device information is displayed

<b>Description</b>	If you retrieved devices through an OpenManage Enterprise adapter and also managed by the OpenManage Enterprise SupportAssist plugin, SupportAssist Enterprise displays incorrect information about the number of devices that are managed by the plugin.
<b>Workaround</b>	None
<b>Tracking Number</b>	SAENTK-2064

## Collections are automatically initiated

<b>Description</b>	If you performed a multiple device collection from devices that are inventoried through a remote collector in SupportAssist Enterprise Version 2.0.50, the collection is automatically initiated after you upgrade to SupportAssist Enterprise Version 2.0.60.
<b>Workaround</b>	None
<b>Tracking Number</b>	SAENTK-2037

## Incomplete collections performed on ME4 devices

<b>Description</b>	On ME4 devices that are installed with firmware version GT280 or later, SupportAssist Enterprise is unable to collect Support Data due to SFTP connectivity issues.
<b>Workaround</b>	None
<b>Tracking Number</b>	SAENTK-1939

# Translated column titles are not displayed properly

<b>Description</b>	Certain column titles on the SupportAssist Enterprise user interface are truncated in some languages, and the complete text is not displayed when you hover over the title.
<b>Workaround</b>	None
<b>Tracking Number</b>	SAENTK-2050

## Limitations

- The **Component Details** section is not displayed in the collections that are performed on servers running ESXi operating system and inventoried in SupportAssist Enterprise through the ESXi operating system IP Address.
- 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 and uninstallation

You can install SupportAssist Enterprise by using either the SupportAssist Enterprise installer package or the OpenManage Essentials installer package. For information about installing and uninstalling SupportAssist Enterprise, see the *SupportAssist Enterprise Version 2.0.60 User's Guide* available at <https://www.dell.com/serviceabilitytools>.

## SupportAssist Enterprise resources


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

**Table 2. SupportAssist Enterprise resources**

For more information about	See	Available at
Minimum requirements, deployment methods, and product features	<i>SupportAssist Enterprise Version 2.0.60 User's Guide</i>	<a href="#">SupportAssist Enterprise Version 2.0 manuals</a>
List of supported devices, protocols, firmware versions, and operating systems	<i>SupportAssist Enterprise Version 2.0.60 Support Matrix</i>	
List of attributes that are reported in the system information that is collected by SupportAssist Enterprise from different device types	<i>SupportAssist Enterprise Version 2.0.60 Reportable Items</i>	
New features, enhancements, known issues, and limitations in the release	<i>SupportAssist Enterprise Version 2.0.60 Release Notes</i>	
Alert processing and automatic support case creation capabilities	<i>SupportAssist Enterprise: Alert Policy</i>	
Integrating data center tools and applications with SupportAssist Enterprise using Representational State Transfer (REST) APIs	<i>REST API Guide—SupportAssist Enterprise</i>	
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	<a href="#">YouTube</a>
Peer-to-peer questions on SupportAssist Enterprise	Community Forum	<a href="#">SupportAssist Enterprise community</a>
SupportAssist Enterprise product offerings	Home page	<a href="#">SupportAssist Enterprise home page</a>

# 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>.