

SupportAssist Enterprise Version 2.0.70 Release Notes

Release summary

This release adds support for new versions of operating systems, firmware, OpenManage Enterprise, and AX nodes.

Version

2.0.70

Release date

May 2021

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

For the complete list of supported device types and device models, see the *SupportAssist Enterprise Version 2.0.70 Support Matrix* at <https://www.dell.com/serviceabilitytools>.

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 2.0.70 User's Guide* available at <https://www.dell.com/serviceabilitytools>.

New and enhanced features

This release adds support for:

- OpenManage Enterprise version 3.6
- New iDRAC firmware version 4.40.10.00 on 14th and 15th generation of PowerEdge servers
- New firmware versions on PowerEdge chassis

- AX nodes
- Latest versions of CentOS and Red Hat Enterprise Linux operating systems
- Upgrade from SupportAssist Enterprise Version 1.2 to 2.0.70

Known issues—To be fixed in future releases

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 scenarios: <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 steps: <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.
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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.

Tooltips 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 `about:config` page. Ensure that `browser.chrome.toolbar_tips` 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:

- If SupportAssist Enterprise is unable to connect to the remote system using the entered credentials:
 - The existing credentials are retained.
 - The Remote Collector and the Upload Connectivity on the Remote Collectors page retain the status that was displayed prior to editing the credentials.
- If the remote system is unable to connect to the proxy server using the entered proxy server credentials:
 - The entered proxy server credentials are saved in SupportAssist Enterprise, but the existing proxy server credentials are retained in the Remote Collector.
 - The Remote Collector displays a proxy validation failed status, but the Upload connectivity retains the status that was displayed prior to editing the proxy server credentials.

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. <ul style="list-style-type: none">• If locales are not installed, use the <code>apt-get install locales</code> command to install the locales.• If any other locale is installed, install the en_US.utf.8 locale by using the <code>dpkg-reconfigure locales</code> 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 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

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

Alerts not processed from Dell PowerVault MD Series device

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

Service Tag of a chassis 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 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 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 OpenManage Server Administrator (OMSA) is not installed on the device, the collection report may not display all attributes.
Workaround Manually install or 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 or upgrade of OpenManage Server Administrator (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

Collections are automatically initiated

Description	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.
Workaround	None
Tracking Number	SAENTK-2037

Incomplete collections performed on ME4 devices

Description	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.
Workaround	None
Tracking Number	SAENTK-1939

Devices moved to Default group during adapter sync

Description	iDRAC devices that were inventoried through an OpenManage Enterprise adapter and assigned to a custom device group are automatically moved to the default group when the next adapter sync is performed. Also, the devices are inventoried in SupportAssist Enterprise with a different name.
Workaround	None
Tracking Number	SAENTK-1932

Unable to upgrade to Secure Connect Gateway


Description	If display names for parameters such as credential profile or discovery rule contain an apostrophe (!) or double quotes (""), you may be unable to upgrade SupportAssist Enterprise to secure connect gateway.
Workaround	Update the display name to remove the special characters and retry.
Version affected	

Tracking number

7335

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.
- When you manually install secure connect gateway on the same local system on which SupportAssist Enterprise is installed, SupportAssist Enterprise is upgraded to secure connect gateway. However, the installation wizard displays the option to **Install** in place of **Upgrade**.
- If secure connect gateway is installed on a server or virtual machine running CentOS 7 operating system with `sudo-1.8.6p7-11.el7.x86_64.rpm`, you cannot add the local system in secure connect gateway as a sudo user. To add the local system, disable the `requiretty` flag in the `sudoers` file or update to the latest RedHat Package Manager (RPM) version.

 **NOTE:** The local system refers to the server or virtual machine on which secure connect gateway is installed.

- In SupportAssist Enterprise 2.0.70, when you set up an OpenManage Enterprise adapter on which OpenManage Enterprise Services plug-in is enabled, only the devices that are not managed by the plug-in are inventoried and managed in SupportAssist Enterprise. But, when you upgrade from SupportAssist Enterprise 2.0.70 to secure connect gateway — application edition, these devices are not migrated. To manage these devices, you must manually add them in secure connect gateway.
- If you integrated multiple SupportAssist Enterprise 2.0.70 instances with TechDirect using the same credentials and upgraded from SupportAssist Enterprise to secure connect gateway, the TechDirect account information may not get migrated. To resolve the issue, integrate secure connect gateway with TechDirect again after the upgrade.
- When you upgrade SupportAssist Enterprise to secure connect gateway, a temp folder is automatically created in the installed location. However, the folder may not be deleted after the upgrade.
- After upgrading to secure connect gateway, when you go to **Extensions > Skyline Integration**, you are redirected to the **Dashboard** page.

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 2.0.70 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 1. SupportAssist Enterprise resources

For more information about	See	Available at
Minimum requirements, deployment methods, and product features	<i>SupportAssist Enterprise Version 2.0.70 User's Guide</i>	SupportAssist Enterprise Version 2.0 manuals
List of supported devices, protocols, firmware versions, and operating systems	<i>SupportAssist Enterprise Version 2.0.70 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 2.0.70 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	YouTube
Peer-to-peer questions on SupportAssist Enterprise	Community Forum	SupportAssist Enterprise community
SupportAssist Enterprise product offerings	Home page	SupportAssist Enterprise home page

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.

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>.

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.