

SupportAssist Enterprise Version 4.00.06

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 supports new firmware versions and a network device.

Topics:

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

Release date

December 2020

Version

4.00.06

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 device and device models that you can add in SupportAssist Enterprise.

NOTE: SupportAssist Enterprise may not be compatible with all models of a supported device type. For the list of supported device types and corresponding models, see the *SupportAssist Enterprise Version 4.00.06 Support Matrix* available at <https://www.dell.com/serviceabilitytools>.

Table 1. Device types

Device Type	Device models that you can add
Chassis	<ul style="list-style-type: none"> PowerEdge M1000e PowerEdge VRTX PowerEdge FX2/FX2s PowerEdge MX7000
Data Protection	<ul style="list-style-type: none"> AppSync¹ Avamar³ CloudBoost¹ Data Protection Advisor (DPA)¹ Data Domain³ Data Protection Appliance¹ Enterprise Copy Data Management (EMCeCDM)¹ Networker¹ PowerPath¹ PowerProtect Appliance¹ PowerProtect Data Manager¹ StreamingData¹ RecoverPoint² UCC¹
iDRAC	yx2x and later 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 Dell Force10 Dell Networking Networking X-Series switches Networking Wireless Controllers Mobility Series Other supported Networking devices (Brocade and Cisco)
Server or Hypervisor	yx9x and later PowerEdge servers running: <ul style="list-style-type: none"> Linux VMware ESX or ESXi Citrix XenServer Oracle Virtual Machine NOTE: To add a server or hypervisor, you must provide the operating system IP address of the server.
Software	<ul style="list-style-type: none"> HIT Kit/VSM for VMware vCenter
Virtual Machine	<ul style="list-style-type: none"> Linux
Converged infrastructure appliance	<ul style="list-style-type: none"> VxBlock

Table 1. Device types (continued)

Device Type	Device models that you can add
	<ul style="list-style-type: none"> ● PowerOne ● VCE Vision¹ ● VxBlock Central ● Web Scale
Hyperconverged infrastructure appliance	<ul style="list-style-type: none"> ● VxFlex ● VxFlex OS ● VxFlex appliance ● VSPEXBLUE/VxRail¹ ● VxRack Flex¹ ● VxRack SDDC¹
Data Storage	<ul style="list-style-type: none"> ● 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 ● Peer Storage (PS)/EqualLogic <ul style="list-style-type: none"> ○ Storage PS Series arrays ● PowerVault <ul style="list-style-type: none"> ○ Storage MD Series arrays ○ Storage ME4 Series arrays ● Storage Center (SC)/Compellent <ul style="list-style-type: none"> ○ Storage SC Series solutions ● Atmos² ● Celerra² ● Centera² ● CLARiiON² ● CloudArray¹ ● CloudIQ-CLTR¹ ● Connectrix³ ● Customer Management Station² ● DCA ● DL3D Engine² ● DLm3² ● DLm4³ ● DLm² ● DSSD¹ ● EDL Engine² ● Elastic Cloud Storage³ ● Isilon or PowerScale³ ● Isilon-SD¹ ● PowerStore⁴ ● ScaleIO¹ ● SRM¹ ● Switch-Brocade-B³ ● Switch-Cisco² ● Symmetrix² ● Unisphere¹ ● Unity¹ ● UnityVSA¹ ● VMAX3³ ● VNXe² ● VNX² ● VPLEX

Table 1. Device types (continued)

Device Type	Device models that you can add
	<ul style="list-style-type: none">• ViPR³• ViPRSRM¹• XtremIO³

- 1—Add the device to SupportAssist Enterprise directly from the device user interface using the RESTful protocol.
- 2—Add the device only from the SupportAssist Enterprise user interface.
- 3—Add the device from the SupportAssist Enterprise user interface or from the device user interface using the RESTful protocol. If you add this device from the SupportAssist user interface, only limited SupportAssist capabilities are enabled for the device. See the product configuration documentation for the model and version for connectivity configuration.
- 4—Add the device directly from the device user interface using the RESTful protocol and then enable remote access to manage the device using SupportAssist Enterprise. You can manage remote access permissions to the device using Policy Manager. For more information about the operations and configuration of policy manager, see the *Secure Remote Services Policy Manager Operations Guide* available at <https://www.dell.com/support/home/product-support/product/emc-secure-remote-services-virtual-edition/docs>.

New features in this release

- Added support for MXG610s
- Added support for new firmware versions for Brocade 6505 and PowerEdge MX7000 devices
- Updated SupportAssist Enterprise policies to improve recommendations for automatic support case creation
- Bug fixes

Known issues — To be fixed in future releases

Topics:

- Unable to view icons in Internet Explorer
- Appropriate error message is not displayed while adding a Linux or ESXi using ESX credential account
- Unable to add a device in SupportAssist Enterprise
- Application takes a minimum of 10 to 15 minutes to complete the configuration and start the services
- Remediation steps and issue reason are displayed in the same column for the devices in staging group
- REST API and MFT transfers stop working in a proxy-only environment
- Incomplete translation of user interface content
- Install/upgrade of OMSA fails on Red Hat Enterprise Linux 8.0 operating system
- Unable to open SupportAssist Enterprise user interface
- Incomplete collections performed on ME4 devices
- SupportAssist recommendations are not generated
- Alerts retrieved through adapter are not processed after upgrade to 4.00.06
- Adapter version not displayed
- Unable to upgrade to Secure Connect Gateway
- Unable to upgrade to Secure Connect Gateway

Unable to view icons in Internet Explorer

Description	If you open SupportAssist Enterprise in Internet Explorer version 11.0.9600.19003, the icons are not displayed due to default settings in Internet Explorer.
Workaround	<ol style="list-style-type: none"> 1. On the top-right corner in Internet Explorer, click the settings icon and click Internet options. 2. On the Security page, click Trusted sites, and then click Sites. 3. In the Trusted sites window, add the IP address of the virtual machine on which SupportAssist Enterprise is deployed and click Close. 4. On the Advanced page, perform the following: <ol style="list-style-type: none"> a. In the Accelerated graphics section, enable Use software rendering instead of GPU rendering. b. In the Multimedia section, enable Show image download placeholders. c. Click Apply.
Tracking Number	MOON-1998

Appropriate error message is not displayed while adding a Linux or ESXi using ESX credential account

Description	While adding a Linux or ESXi in SupportAssist Enterprise by using an ESX credential account, the mismatch device type error message is not displayed.
Workaround	None
Tracking Number	MBIK-233

Unable to add a device in SupportAssist Enterprise

Description Although a device is reachable from other systems in the same network, you may not be able to add it in SupportAssist Enterprise. This issue occurs when the device IP address belongs to the user-defined network bridge IP range or docker IP range.

Workaround Open the Terminal and run the following commands:

- `docker network disconnect sae-srs-bridge esrsde-app`
- `docker network disconnect sae-srs-bridge saede-app`
- `docker network rm sae-srs-bridge`
- `docker network create --driver bridge --subnet <IP address of the device>/29 sae-srs-bridge`
- `docker network connect sae-srs-bridge esrsde-app`
- `docker network connect sae-srs-bridge saede-app`

If the device IP address belongs to the docker IP range, open the Terminal and run the following commands:

- `vi /etc/docker/daemon.json`
- `{"bip": "<IP address of the docker>/24"}`
- `sudo ip addr add dev docker0 <IP address of the docker>/244.`
- `sudo ip addr del dev docker0 <IP address of the docker>/16`
- `systemctl daemon-reload`
- `systemctl start docker`

Tracking Number MOON-1493 and MBIK-838

Application takes a minimum of 10 to 15 minutes to complete the configuration and start the services

Description After deploying SupportAssist Enterprise as an OVF on ESX, or as a VHD on Hyper-V, the application takes a minimum of 10 to 15 minutes to complete the configuration and start the services. While the services are starting, you cannot log in to SupportAssist Enterprise or view the user interface.

Workaround None

Tracking Number MOON-2027

Remediation steps and issue reason are displayed in the same column for the devices in staging group

Description On the **Site Health** page, for devices in the **Staging** group, the remediation steps and the issue reason are displayed in the same column.

Workaround None

Tracking Number MBIK-228

REST API and MFT transfers stop working in a proxy-only environment

Description REST API and MFT transfers stop working in a proxy-only environment when the virtual machine on which SupportAssist Enterprise is deployed, is rebooted.

Workaround Reconfigure your proxy settings in the SupportAssist Enterprise user interface.

Tracking Number SRS-94

Incomplete translation of user interface content

Description When Japanese is selected as the preferred SupportAssist user interface language, some of the content on the user interface is displayed in English.

Workaround None

Tracking Number MBIK-225

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-948

Unable to open SupportAssist Enterprise user interface

Description SupportAssist Enterprise user interface may not be displayed after the deployment is successful.

Workaround

1. Log in to the appliance through Secure Shell (SSH) using the root credentials.
2. Run the following command to restart the services: `docker restart saede-app`.

Tracking Number MBIK-828

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

SupportAssist recommendations are not generated

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

Alerts retrieved through adapter are not processed after upgrade to 4.00.06

Description	After you upgrade SupportAssist Enterprise from version 4.00.05 to 4.00.06, the alerts that are received for the devices that are inventoried through an OpenManage Enterprise adapter are not processed.
Workaround	Delete and set up all the adapters again. If you cannot delete the adapter, perform the following steps: <ol style="list-style-type: none">1. Log in to the appliance through Secure Shell (SSH) using the root credentials.2. Run the following command to stop the adapter: <code>docker exec --user saede saede-app bash -c '/opt/dell/OMEnterpriseAdapter/bin/OpenManageEnterprise stop'</code>.3. Delete and set up all the adapter in SupportAssist Enterprise.
Tracking Number	MBIK-1447

Adapter version not displayed

Description	After you upgrade to SupportAssist Enterprise version 4.00.06, the OpenManage Enterprise adapter version is not displayed on the Adapters page.
Workaround	Manually synchronize the adapter.
Tracking Number	MBIK-1452

Unable to upgrade to Secure Connect Gateway

Description	<p>You may not be able to upgrade SupportAssist Enterprise 4.00.06 to secure connect gateway due to one of the following reasons:</p> <ul style="list-style-type: none">• When you reboot the virtual machine on which SupportAssist Enterprise 4.00.06 is deployed, the gateway serial number is automatically deleted in a configuration file.• Display names for parameters such as credential profile or discovery rule contain an apostrophe (!) or double quotes ("").
Workaround	<p>Perform the following steps to verify if the serial number is missing:</p> <ol style="list-style-type: none">1. Log in to the local system through Secure Shell (SSH) using the root credentials.2. Run <code>docker exec -it esrsde-app bash</code>.3. Run <code>cat /etc/esrsclient.conf</code>.4. Verify if the SupportAssist Enterprise serial number is displayed for GatewaySN. <p>If the serial number is not displayed, contact Dell Technologies technical support. If the serial number is displayed, retry upgrading to secure connect gateway after some time.</p> <p>If the display names contain special characteristics, update the display name to remove the special characters and retry.</p>
Tracking Number	SRS-337 and ER-7335

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

4.00.05

Tracking number

7335

Fixes

The following issues are resolved in this release:

- MBIK-946: Fixed an issue that did not process alerts from devices that were inventoried through OpenManage Enterprise adapter.
- MBIK-1052 and MBIK-1068: Fixed an issue where periodic collections performed on yx4x series of Dell EMC PowerEdge servers with iDRAC firmware version later than 4.0 were blocked and not uploaded to the backend.
- MBIK-1054 and MBIK-1433: Updated SupportAssist Enterprise to address security vulnerabilities.
- MBIK-961: Fixed an issue that displays incorrect device warranty information on the **Cases** page.
- MBIK-1451: Fixed an issue that affected the connectivity between SupportAssist Enterprise and TechDirect when you edit a device group.

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.
- Devices running Windows operating system are not supported. However, you can deploy SupportAssist Enterprise as a virtual appliance on Hyper-V.
- When you upgrade SupportAssist Enterprise to secure connect gateway:
 - The policy manager settings that are configured in SupportAssist Enterprise are not migrated.
 - If the appliance is deployed on a vCenter server, the **Skyline Integration** page does not load. To resolve the issue, delete and add all the vCenter instances again in secure connect gateway.

Deploying SupportAssist Enterprise

Dell EMC SupportAssist Enterprise is available as a virtual appliance that can be deployed on a hypervisor to monitor your devices and minimize the downtime. The virtual appliance is available in OVF and VHD formats. For more information about deploying SupportAssist Enterprise, see the *SupportAssist Enterprise Version 4.00.06 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 4.00.06 User's Guide</i>	SupportAssist Enterprise Version 4.x manuals
List of supported devices, protocols, firmware versions, and operating systems	<i>SupportAssist Enterprise Version 4.00.06 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 4.00.05 Reportable Items</i>	
New features, enhancements, known issues, and limitations in the release	<i>SupportAssist Enterprise Version 4.00.06 Release Notes</i>	
Alert processing and automatic support case creation capabilities	<i>SupportAssist Enterprise Version 4.0 Alert Policy</i>	
Integrating data center tools and applications with SupportAssist Enterprise using Representational State Transfer (REST) APIs	<i>SupportAssist Enterprise Version 4.0 REST API Guide</i>	
Troubleshooting issues that may occur while deploying and using SupportAssist Enterprise	<i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i>	
A technical overview of SupportAssist Enterprise	<i>SupportAssist Enterprise Version 4.0 Technical Description Guide</i>	
Information that is required to setup SupportAssist Enterprise.	<i>SupportAssist Enterprise - Virtual Edition Quick Setup Guide</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 Virtual Edition playlist	YouTube
Peer-to-peer questions about SupportAssist Enterprise	Community Forum	SupportAssist Enterprise community
SupportAssist Enterprise product offerings	Home page	SupportAssist Enterprise home page

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.


Steps

1. To contact Dell EMC for sales, technical support, or customer service issues, perform the following steps:

- a. Go to <https://www.dell.com/support>.
- b. Select your country or region in the selection list at the bottom of the page.
- c. Click **Contact Support** and select the appropriate support link.

2. To find manuals and documents, perform the following steps:

- a. Go to <https://www.dell.com/support>.
- b. Click **Browse all products**.
- c. Select the appropriate product category and then select the desired product.
- d. 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>.