

# SupportAssist Enterprise Version 4.00.05

## Support Matrix

## 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.

# Introduction

SupportAssist Enterprise is an application that automates Technical Support for your Dell EMC server, storage, networking, data protection, and hyperconverged infrastructure devices. SupportAssist Enterprise monitors your devices and proactively detects hardware issues that may occur. Depending on your service contract, SupportAssist also automates support request creation for issues that are detected on the monitored devices.

Also, SupportAssist Enterprise:

- Automatically opens a support case with Technical Support when a hardware issue is detected, and sends you an email notification.
- Automatically collects the system state information that is required for troubleshooting the issue and sends it securely to Dell EMC.
- Includes a proactive response from Technical Support to help you resolve the issue.

## Supported PowerEdge servers

The following table lists the yx9x series of PowerEdge servers supported by SupportAssist Enterprise.

**NOTE:** Remote monitoring and case creation on xx9x series of PowerEdge servers requires OpenManage Server Administrator (OMSA) to be installed and running on the server.

**Table 1. Supported yx9x series of PowerEdge servers**

| PowerEdge servers | Remote monitoring and case creation | Automatic collection of system information | Minimum supported iDRAC firmware versions |
|-------------------|-------------------------------------|--|---|
| R1900             | Yes                                 | Yes  | —   |
| R1950             | Yes                                 | Yes  | —   |
| R1955             | Yes                                 | Yes  | —   |
| R2900             | Yes                                 | Yes  | —   |
| R2950             | Yes                                 | Yes  | —   |
| R2970             | Yes                                 | Yes  | —   |
| R6950             | Yes                                 | Yes  | —   |
| R2950             | Yes                                 | Yes  | —   |

The following table lists the yx0x series of PowerEdge servers supported by SupportAssist Enterprise.

**NOTE:** Remote monitoring and case creation on yx0x series of PowerEdge servers requires OpenManage Server Administrator (OMSA) to be installed and running on the server.

**Table 2. Supported yx0x series of PowerEdge servers**

| PowerEdge servers | Remote monitoring and case creation | Automatic collection of system information | Minimum supported iDRAC firmware versions |
|-------------------|-------------------------------------|--|---|
| M600              | Yes                                 | Yes  | —   |
| M605              | Yes                                 | Yes  | —   |
| M805              | Yes                                 | Yes  | —   |
| M905              | Yes                                 | Yes  | —   |
| R200              | Yes                                 | Yes  | —   |
| R300              | Yes                                 | Yes  | —   |
| R805              | Yes                                 | Yes  | —   |
| R900              | Yes                                 | Yes  | —   |
| R905              | Yes                                 | Yes  | —   |
| T100              | Yes                                 | Yes  | —   |
| T105              | Yes                                 | Yes  | —   |
| T300              | Yes                                 | Yes  | —   |
| T605              | Yes                                 | Yes  | —   |

The following table lists the yx1x series of PowerEdge servers supported by SupportAssist Enterprise.

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

**Table 3. Supported yx1x series of PowerEdge servers**

| <b>PowerEdge servers</b> | <b>Remote monitoring and case creation</b> | <b>Automatic collection of system information</b> | <b>Minimum supported iDRAC firmware versions</b> |
|--------------------------|--|---|--|
| M610                     | Yes  | Yes   | —  |
| M610x                    | Yes  | Yes   | —  |
| M710                     | Yes  | Yes   | —  |
| M710HD                   | Yes  | Yes   | —  |
| M910                     | Yes  | Yes   | —  |
| M915                     | Yes  | Yes   | —  |
| R210                     | Yes  | Yes   | —  |
| R210II                   | Yes  | Yes   | —  |
| R310                     | Yes  | Yes   | —  |
| R410                     | Yes  | Yes   | —  |
| R415                     | Yes  | Yes   | —  |
| R510                     | Yes  | Yes   | —  |
| R515                     | Yes  | Yes   | —  |
| R610                     | Yes  | Yes   | —  |
| R710                     | Yes  | Yes   | —  |
| R715                     | Yes  | Yes   | —  |
| R810                     | Yes  | Yes   | —  |
| R815                     | Yes  | Yes   | —  |
| R910                     | Yes  | Yes   | —  |
| T110                     | Yes  | Yes   | —  |
| T110II                   | Yes  | Yes   | —  |
| T310                     | Yes  | Yes   | —  |
| T410                     | Yes  | Yes   | —  |
| T610                     | Yes  | Yes   | —  |
| T710                     | Yes  | Yes   | —  |

The following table lists the yx2x series of PowerEdge servers supported by SupportAssist Enterprise.

**Table 4. Supported yx2x series of PowerEdge servers**

| <b>PowerEdge servers</b> | <b>Remote monitoring and case creation</b> | <b>Automatic collection of system information</b> | <b>Minimum supported iDRAC firmware versions</b> |
|--------------------------|--|---|--|
| M420                     | Yes  | Yes   | 1.57   |
| M520                     | Yes  | Yes   | 1.57   |
| M620                     | Yes  | Yes   | 1.57   |
| M820                     | Yes  | Yes   | 1.57   |
| R220                     | Yes  | Yes   | 1.57   |
| R320                     | Yes  | Yes   | 1.57   |

**Table 4. Supported yx2x series of PowerEdge servers**

| <b>PowerEdge servers</b> | <b>Remote monitoring and case creation</b> | <b>Automatic collection of system information</b> | <b>Minimum supported iDRAC firmware versions</b> |
|--------------------------|--|---|--|
| R420                     | Yes  | Yes   | 1.57   |
| R520                     | Yes  | Yes   | 1.57   |
| R620                     | Yes  | Yes   | 1.57   |
| R720                     | Yes  | Yes   | 1.57   |
| R720xd                   | Yes  | Yes   | 1.57   |
| R820                     | Yes  | Yes   | 1.57   |
| R920                     | Yes  | Yes   | 1.57   |
| T320                     | Yes  | Yes   | 1.57   |
| T420                     | Yes  | Yes   | 1.57   |
| T620                     | Yes  | Yes   | 1.57   |

The following table lists the yx3x series of PowerEdge servers supported by SupportAssist Enterprise.

**Table 5. Supported yx3x series of PowerEdge servers**

| <b>PowerEdge servers</b> | <b>Remote monitoring and case creation</b> | <b>Automatic collection of system information</b> | <b>Minimum supported iDRAC firmware versions</b> |
|--------------------------|--|---|--|
| FC430                    | Yes  | Yes   | 1.57   |
| FC630                    | Yes  | Yes   | 1.57   |
| FC830                    | Yes  | Yes   | 1.57   |
| FM120                    | Yes  | Yes   | 1.57   |
| R230                     | Yes  | Yes   | 1.57   |
| R330                     | Yes  | Yes   | 1.57   |
| R430                     | Yes  | Yes   | 1.57   |
| R530                     | Yes  | Yes   | 1.57   |
| R530xd                   | Yes  | Yes   | 1.57   |
| R630                     | Yes  | Yes   | 1.57   |
| R730                     | Yes  | Yes   | 1.57   |
| R730xd                   | Yes  | Yes   | 1.57   |
| R830                     | Yes  | Yes   | 1.57   |
| R930                     | Yes  | Yes   | 1.57   |
| M630                     | Yes  | Yes   | 1.57   |
| M830                     | Yes  | Yes   | 1.57   |
| T130                     | Yes  | Yes   | 1.57   |
| T330                     | Yes  | Yes   | 1.57   |
| T430                     | Yes  | Yes   | 1.57   |
| T630                     | Yes  | Yes   | 1.57   |

The following table lists the yx4x series of PowerEdge servers supported by SupportAssist Enterprise.

**Table 6. Supported yx4x series of PowerEdge servers**

**Table 6. Supported yx4x series of PowerEdge servers**

| <b>PowerEdge servers</b> | <b>Remote monitoring and case creation</b> | <b>Automatic collection of system information</b> | <b>Minimum supported iDRAC firmware versions</b>   |
|--------------------------|--|---|--|
| C6420                    | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| C4140II*                 | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| FC640                    | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| M640                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| MX740C                   | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| MX840C                   | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R240                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R340                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R440                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R540                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R640                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.31.31.31</li> <li>● 3.36.36.36</li> </ul> |
| R6415*                   | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R740                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.31.31.31</li> <li>● 3.36.36.36</li> </ul> |
| R740XD2                  | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.31.31.31</li> <li>● 3.36.36.36</li> </ul> |
| R740XD                   | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R7415*                   | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R7425*                   | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R840                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.31.31.31</li> <li>● 3.36.36.36</li> </ul> |
| R940                     | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |
| R940XA                   | Yes  | Yes   | <ul style="list-style-type: none"> <li>● 3.30.30.30</li> <li>● 3.36.36.36</li> </ul>                       |

**Table 6. Supported yx4x series of PowerEdge servers**

| PowerEdge servers | Remote monitoring and case creation | Automatic collection of system information | Minimum supported iDRAC firmware versions  |
|-------------------|-------------------------------------|--|--|
| T140              | Yes                                 | Yes  | <ul style="list-style-type: none"> <li>3.30.30.30</li> <li>3.36.36.36</li> </ul> |
| T340              | Yes                                 | Yes  | <ul style="list-style-type: none"> <li>3.30.30.30</li> <li>3.36.36.36</li> </ul> |
| T440              | Yes                                 | Yes  | <ul style="list-style-type: none"> <li>3.30.30.30</li> <li>3.36.36.36</li> </ul> |
| T640              | Yes                                 | Yes  | <ul style="list-style-type: none"> <li>3.30.30.30</li> <li>3.36.36.36</li> </ul> |

\* Support for this server has been assessed on the basis of SupportAssist Enterprise's compatibility with other similar PowerEdge servers.

The following table lists the yx5x series of PowerEdge servers supported by SupportAssist Enterprise.

**Table 7. Supported yx5x series of PowerEdge servers**

| PowerEdge servers | Remote monitoring and case creation | Automatic collection of system information | Minimum supported iDRAC firmware versions |
|-------------------|-------------------------------------|--|---|
| R6515             | Yes                                 | Yes  | 3.40.40.40                                |
| R7515             | Yes                                 | Yes  | 3.40.40.40                                |

**NOTE:** SupportAssist Enterprise provides limited support (monitoring, case creation, and data collection) for PowerEdge FM120x4. To allow SupportAssist Enterprise to monitor PowerEdge FM120x4, you must add each server node or iDRAC individually in SupportAssist Enterprise.

**NOTE:** You can also add non-Dell branded servers in SupportAssist Enterprise. For such servers, only collection of host information is supported.

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

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

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

## Supported PowerEdge C-Series servers

The following table lists the PowerEdge C-Series servers supported by SupportAssist Enterprise.

**Table 8. Supported PowerEdge C-Series servers**


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

**Table 8. Supported PowerEdge C-Series servers**

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


## Supported PowerVault devices

The following table lists the PowerVault devices supported by SupportAssist Enterprise.

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

**Table 9. Supported PowerVault devices**

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


 **NOTE:** SupportAssist Enterprise can also detect hardware issues with the following Direct Attached Storage devices if the server to which the storage device is attached is added (discovered) in SupportAssist Enterprise: PowerVault MD1000, MD1120, MD1200, MD1220, MD1400, and MD1420. If a critical hardware issue is detected by SupportAssist Enterprise on an attached storage device, a support case is created for the server to which the storage device is attached.


# Supported Remote Access Controllers

The following table lists the Remote Access Controllers supported by SupportAssist Enterprise.

**Table 10. Supported Remote Access Controllers**

| <b>Model</b> | <b>Remote monitoring and case creation</b> | <b>Automatic collection of system information</b> |
|--------------|--|---|
| iDRAC7       | Yes  | Yes   |
| iDRAC8       | Yes  | Yes   |
| iDRAC9       | Yes  | Yes   |

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

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

# Supported XC Series Web-Scale converged appliances

The following table lists the web-scale converged appliances supported by SupportAssist Enterprise.

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

**Table 11. Supported XC series Web-Scale converged appliances**

| Web-Scale converged appliances | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Ports used  | Latest supported version |
|--------------------------------|-------------------------------------|--|---------------------|-------------|--------------------------|
| XC430                          | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC630                          | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC6320                         | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC640                          | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC6420                         | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC720XD                        | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC730                          | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC730XD                        | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC740                          | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC740XD                        | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |
| XC940                          | Yes                                 | Yes  | REST and SSH2       | 9440 and 22 | 5.0                      |

**NOTE:** Support for XC6420 has been inferred on the basis of SupportAssist Enterprise compatibility with similar solution device models.

# Supported Datacenter Scalable Solutions

The following table lists the Datacenter Scalable Solutions supported by SupportAssist Enterprise.

**NOTE:** Monitoring of Datacenter Scalable Solutions is supported only if the devices are added in SupportAssist Enterprise by selecting the device type as **iDRAC**.

**Table 12. Supported Datacenter Scalable Solutions**

| Model    | Remote monitoring and case creation | Automatic collection of system information |
|----------|-------------------------------------|--|
| DSS 1500 | Yes                                 | Yes  |
| DSS 1510 | Yes                                 | Yes  |
| DSS 2500 | Yes                                 | Yes  |
| DSS 9620 | Yes                                 | Yes  |
| DSS 9630 | Yes                                 | Yes  |
| DSS 9600 | Yes                                 | Yes  |

**NOTE:** Support for DSS 9620, DSS 9630, and DSS 9600 has been assessed on the basis of SupportAssist Enterprise compatibility with other similar Datacenter Scalable Solutions.

## Supported Data Storage devices

### Supported Storage PS Series or EqualLogic devices

The following table lists the Storage PS Series devices supported by SupportAssist Enterprise.


**Table 13. Supported Storage PS Series devices**

| Model    | Remote monitoring and case creation | Automatic collection of system information | Collection protocol   | Ports used      | Latest supported firmware version |
|----------|-------------------------------------|--|-----------------------|-----------------|-----------------------------------|
| PS-M4110 | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS4000   | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 9.1.4                             |
| PS4100*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS4110*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS4210   | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6000*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6010*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6100*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6110*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6210   | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6500*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6510*  | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |
| PS6610   | Yes                                 | Yes  | SNMPv2, SSH2, and FTP | 161, 22, and 21 | 10.0.0                            |

\* Support for this storage device has been assessed on the basis of SupportAssist Enterprise's compatibility with similar PS Series storage device models.

### Supported Storage MD Series or PowerVault devices

The following table lists the Storage MD Series devices supported by SupportAssist Enterprise.

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

**Table 14. Supported Storage MD Series devices**

| Model   | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|---------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| MD3000i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 7.35.39.64                        |
| MD3200i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 7.84.56                           |
| MD3220i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 7.84.56                           |
| MD3260  | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.20.24.60                        |
| MD3260i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.20.24.60                        |
| MD3400  | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.9.61                         |
| MD3420  | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.9.61                         |
| MD3460  | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.13.60                        |
| MD3600  | Yes                                 | Yes  | SYMbolSDK           | 2463      | 7.84.56                           |
| MD3600f | Yes                                 | Yes  | SYMbolSDK           | 2463      | 7.84.56                           |
| MD3600i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 7.84.56                           |
| MD3620f | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.20.21.61                        |
| MD3620i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.20.21.61                        |
| MD3660f | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.20.21.61                        |
| MD3660i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.20.21.61                        |
| MD3800f | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.09.61                        |
| MD3800i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.20.21.61                        |
| MD3800i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.9.61                         |
| MD3820f | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.09.61                        |
| MD3820i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.9.61                         |
| MD3860f | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.9.61                         |
| MD3860i | Yes                                 | Yes  | SYMbolSDK           | 2463      | 8.25.9.61                         |

## Supported Storage ME Series devices

The following table lists the Storage ME Series devices supported by SupportAssist Enterprise.

**NOTE:** To add the following Storage ME Series devices, select the device type as **PowerVault** in SupportAssist Enterprise.

**Table 15. Supported Storage ME Series devices**

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

**Table 15. Supported Storage ME Series devices**

| Model  | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|--------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| ME4084 | Yes                                 | Yes  | REST                | 443       | G280                              |
| ME484  | Yes                                 | Yes  | REST                | 443       | G280                              |

## Supported Storage SC Series or Compellent devices

The following table lists the Storage SC Series devices supported by SupportAssist Enterprise.

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

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

**Table 16. Supported Storage SC Series devices**

| Model   | Remote monitoring and case creation | Automatic periodic data collection | Collection protocol | Port used | Latest supported firmware version |
|---------|-------------------------------------|------------------------------------|---------------------|-----------|-----------------------------------|
| SC4000  | No                                  | No                                 | REST                | 443       | 7.4.2                             |
| SC4020  | No                                  | No                                 | REST                | 443       | 7.4.2                             |
| SC5020  | No                                  | No                                 | REST                | 443       | 7.4.2                             |
| SC7020  | No                                  | No                                 | REST                | 443       | 7.4.2                             |
| SC8000  | No                                  | No                                 | REST                | 443       | 7.2                               |
| SC9000  | No                                  | No                                 | REST                | 443       | 7.4.2                             |
| SCv2000 | No                                  | No                                 | REST                | 443       | 7.2                               |
| SCv2020 | No                                  | No                                 | REST                | 443       | 7.2                               |
| SCv2080 | No                                  | No                                 | REST                | 443       | 7.2.11                            |
| SCv3000 | No                                  | No                                 | REST                | 443       | 7.4.2                             |
| SCv3020 | No                                  | No                                 | REST                | 443       | 7.4.2                             |

**i NOTE:** Support for SCv2020 and SCv2080 has been assessed on the basis of SupportAssist Enterprise's compatibility with similar SC Series storage device models.

## Supported network attached storage (NAS) devices

The following table lists the NAS devices supported by SupportAssist Enterprise.

**Table 17. Supported NAS devices**

| Model                    | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Ports used   | Latest supported firmware version |
|--------------------------|-------------------------------------|--|---------------------|--------------|-----------------------------------|
| <b>Storage SC Series</b> |                                     |  |                     |              |                                   |
| FS8600                   | No                                  | Yes  | SSH2, FTP, and SSH2 | 22 and 44421 | 6.0                               |

**Table 17. Supported NAS devices**

| Model                    | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Ports used   | Latest supported firmware version |
|--------------------------|-------------------------------------|--|---------------------|--------------|-----------------------------------|
| FS8610i                  | No                                  | Yes  | SSH2, FTP, and SSH2 | 22 and 44421 | 6.0                               |
| <b>Storage PS Series</b> |                                     |  |                     |              |                                   |
| FS7500                   | No                                  | Yes  | SSH2 and FTP        | 22 and 44421 | 4.0                               |
| FS7600                   | No                                  | Yes  | SSH2 and FTP        | 22 and 44421 | 4.0                               |
| FS7610                   | No                                  | Yes  | SSH2 and FTP        | 22 and 44421 | 4.0                               |
| <b>Storage MD Series</b> |                                     |  |                     |              |                                   |
| NX3500                   | No                                  | Yes  | SSH2 and FTP        | 22 and 44421 | 3.0                               |
| NX3600                   | No                                  | Yes  | SSH2 and FTP        | 22 and 44421 | 3.0                               |
| NX3610                   | No                                  | Yes  | SSH2 and FTP        | 22 and 44421 | 3.0                               |

## Other supported Data Storage devices

The following table lists the other Data Storage devices supported by SupportAssist Enterprise.

**Table 18. Other supported Data Storage devices**

| Data Storage devices | TCP port or collection protocol | Direction | Source or Destination         | Application name         | Communication        |
|----------------------|---------------------------------|-----------|-------------------------------|--------------------------|----------------------|
| Atmos                | HTTPS <sup>a</sup>              | Outbound  | To SupportAssist Enterprise   | ConnectEMC               | Service notification |
|                      | Passive FTP                     |           |                               |                          |                      |
|                      | SMTP                            |           |                               |                          |                      |
|                      | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)            | Remote Support       |
|                      | 443                             |           |                               | Secure Web UI            |                      |
| Celerra              | HTTPS <sup>a</sup>              | Outbound  | To SupportAssist Enterprise   | ConnectEMC               | Service notification |
|                      | Passive FTP                     |           |                               |                          |                      |
|                      | SMTP                            |           |                               |                          |                      |
|                      | 80, 443, and 8000               | Inbound   | From SupportAssist Enterprise | Celerra Manager (Web UI) | Remote Support       |
|                      | 22                              |           |                               | CLI (via SSH)            |                      |
| 23 <sup>1</sup>      | Telnet                          |           |                               |                          |                      |
| Centera              | SMTP                            | Outbound  | To your SMTP server           | ConnectEMC               | Service notification |
|                      | 3218 and 3682                   | Inbound   | From SupportAssist Enterprise | Dell EMC Centera Viewer  | Remote Support       |
|                      | 22                              |           |                               | CLI (via SSH)            |                      |
| CLARiiON             | HTTPS <sup>2, a</sup>           | Outbound  | To SupportAssist Enterprise   | ConnectEMC               | Service notification |

**Table 18. Other supported Data Storage devices**

| Data Storage devices        | TCP port or collection protocol  | Direction | Source or Destination         | Application name                | Communication        |  |                                 |           |                |                         |              |
|-----------------------------|--|-----------|-------------------------------|---------------------------------|----------------------|--|---------------------------------|-----------|----------------|-------------------------|--------------|
|                             | Passive FTP <sup>2, a</sup>  | Inbound   | From SupportAssist Enterprise | ConnectEMC, Navisphere SP Agent | Remote Support       |  |                                 |           |                |                         |              |
|                             | SMTP <sup>2</sup>  |           |                               | KTCONS, RemoteKTrace            |                      |  |                                 |           |                |                         |              |
|                             | 13456  |           |                               |                                 |                      | Navisphere Manager; also allows Navisphere SecureCLI |                                 |           |                |                         |              |
|                             | 80 and 443, or optionally (depending on configuration), both 2162 and 2163 |           |                               |                                 |                      |  | RemotelyAnywhere , RemoteKTrace |           |                |                         |              |
|                             | 9519   |           |                               |                                 |                      |  |                                 | EMCRemote |                |                         |              |
|                             | 5414   |           |                               |                                 |                      |  |                                 |           | Navisphere CLI |                         |              |
|                             | 6389, 6390   |           |                               |                                 |                      |  |                                 |           |                | Remote Diagnostic Agent |              |
|                             | 6391, 6392   |           |                               |                                 |                      |  |                                 |           |                |                         | RemoteKTrace |
|                             | 9519, 22   |           |                               |                                 |                      |  |                                 |           |                |                         |              |
| CloudArray                  | HTTPS 9443   | Outbound  | To SupportAssist Enterprise   | REST                            | Service notification |  |                                 |           |                |                         |              |
|                             | HTTPS <sup>a</sup>   |           |                               | ConnectEMC or DialEMC           |                      |  |                                 |           |                |                         |              |
|                             | Passive FTP <sup>a</sup>   |           |                               |                                 |                      |  |                                 |           |                |                         |              |
|                             | SMTP   |           |                               |                                 |                      |  |                                 |           |                |                         |              |
|                             | 41022  | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                   | Remote support       |  |                                 |           |                |                         |              |
|                             | 443  |           |                               | BMCUI<br>CLOUDARRAYUI           |                      |  |                                 |           |                |                         |              |
| CloudIQ-CLTR                | HTTPS 9443   | Outbound  | To SupportAssist Enterprise   | REST                            | Service notification |  |                                 |           |                |                         |              |
|                             | HTTPS <sup>a</sup>   |           |                               | ConnectEMC or DialEMC           |                      |  |                                 |           |                |                         |              |
|                             | Passive FTP <sup>a</sup>   |           |                               |                                 |                      |  |                                 |           |                |                         |              |
|                             | SMTP   |           |                               |                                 |                      |  |                                 |           |                |                         |              |
|                             | 22   | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                   | Remote support       |  |                                 |           |                |                         |              |
| Connectrix                  | HTTPS <sup>a</sup>   | Outbound  | To SupportAssist Enterprise   | ConnectEMC or DialEMC           | Service notification |  |                                 |           |                |                         |              |
|                             | Passive FTP <sup>a</sup>   |           |                               |                                 |                      |  |                                 |           |                |                         |              |
|                             | SMTP   |           |                               |                                 |                      |  |                                 |           |                |                         |              |
|                             | HTTPS 9443   |           |                               | REST                            |                      |  |                                 |           |                |                         |              |
|                             | 5414   | Inbound   | From SupportAssist Enterprise | EMCRemote                       | Remote support       |  |                                 |           |                |                         |              |
|                             | 3389   |           |                               | Remote desktop                  |                      |  |                                 |           |                |                         |              |
|                             | 22   |           |                               | CLI (via SSH)                   |                      |  |                                 |           |                |                         |              |
| Customer Management Station | 5414   | Inbound   | From SupportAssist Enterprise | EMCRemote                       | Remote support       |  |                                 |           |                |                         |              |
|                             | 9519   |           |                               | RemotelyAnywhere                |                      |  |                                 |           |                |                         |              |
|                             | 3389   |           |                               | Remote desktop                  |                      |  |                                 |           |                |                         |              |
|                             | 80, 443, 8443  |           |                               | WebHTTP/HTTPS                   |                      |  |                                 |           |                |                         |              |

**Table 18. Other supported Data Storage devices**

| Data Storage devices | TCP port or collection protocol | Direction | Source or Destination         | Application name                    | Communication        |
|----------------------|---------------------------------|-----------|-------------------------------|-------------------------------------|----------------------|
|                      | 22                              |           |                               | CLI (via SSH)                       |                      |
| DCA                  | HTTPS <sup>a</sup>              | Outbound  | To your SMTP server           | ConnectEMC                          | Service notification |
|                      | Passive FTP                     |           |                               |                                     |                      |
|                      | SMTP                            |           |                               |                                     |                      |
|                      | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                       | N/A                  |
| DL3D Engine          | SMTP                            | Outbound  | To your SMTP server           | CentOS                              | Service notification |
|                      | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                       | Remote support       |
|                      | 443                             |           |                               | Secure Web UI                       |                      |
|                      | 11576                           |           |                               | EDL Mgt Console                     |                      |
| DLm, DLm3, DLm4      | HTTPS <sup>a</sup>              | Outbound  | To SupportAssist Enterprise   | ConnectEMC                          | Service notification |
|                      | Passive FTP <sup>a</sup>        |           |                               |                                     |                      |
|                      | SMTP                            |           |                               |                                     |                      |
|                      | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                       | Remote support       |
|                      | 80, 443, 8000                   |           |                               | Celerra Manager (Only for DLm)      |                      |
|                      | 80, 443                         |           |                               | DLmConsole (Only for DLm3 and DLm4) |                      |
|                      | 23 <sup>1</sup>                 |           |                               | Telnet (Only for DLm)               |                      |
| DSSD                 | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST                                | Service notification |
|                      | HTTPS <sup>a</sup>              |           |                               | ConnectEMC                          |                      |
|                      | Passive FTP <sup>a</sup>        |           |                               |                                     |                      |
|                      | SMTP                            |           |                               |                                     |                      |
|                      | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                       | Remote support       |
| EDL Engine           | HTTPS <sup>2, a</sup>           | Outbound  | To SupportAssist Enterprise   | ConnectEMC                          | Service notification |
|                      | Passive FTP <sup>2, a</sup>     |           |                               |                                     |                      |
|                      | SMTP <sup>2</sup>               |           |                               |                                     |                      |
|                      | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                       | Remote support       |
|                      | 11576                           |           |                               | EDL Mgt Console                     |                      |
| 443                  | Secure Web UI                   |           |                               |                                     |                      |
| ElasticCloudStorage  | HTTPS <sup>a</sup>              | Outbound  | To SupportAssist Enterprise   | ConnectEMC                          | Service notification |
|                      | Passive FTP <sup>a</sup>        |           |                               |                                     |                      |
|                      | SMTP                            |           |                               |                                     |                      |
|                      | HTTPS 9443                      |           |                               | REST                                |                      |

**Table 18. Other supported Data Storage devices**

| Data Storage devices | TCP port or collection protocol    | Direction                                    | Source or Destination         | Application name              | Communication             |                |
|----------------------|------------------------------------|--|-------------------------------|-------------------------------|---------------------------|----------------|
|                      | 22                                 | Inbound                                      | From SupportAssist Enterprise | CLI (via SSH)                 | Remote support            |                |
|                      | 80, 443, 4443                      |  |                               | ECS UI                        |                           |                |
| Isilon or PowerScale | HTTPS 9443                         | Outbound                                     | To SupportAssist Enterprise   | REST                          | Service notification      |                |
|                      | HTTPS <sup>a</sup>                 |  |                               | ConnectEMC                    |                           |                |
|                      | Passive FTP                        |  |                               | ISI-Gather Log Process        | Configuration information |                |
|                      | SMTP                               |  |                               |                               |                           |                |
|                      | Managed File Transfer (MFT) 8118   |  |                               |                               |                           |                |
|                      | 22                                 | Inbound                                      | From SupportAssist Enterprise | CLI (via SSH)                 | Remote support            |                |
|                      | 8080                               |  |                               | Secure Web UI                 |                           |                |
| Isilon-SD            | 22                                 | Inbound                                      | From SupportAssist Enterprise | CLI (via SSH)                 | Remote support            |                |
| PowerStore           | HTTPS 9443                         | Outbound                                     | To SupportAssist Enterprise   | REST                          | Service notification      |                |
|                      | 22                                 | Inbound                                      | From SupportAssist Enterprise | CLI (via SSH)                 | Remote support            |                |
| 443                  | PowerStore Manager                 |  |                               |                               |                           |                |
| ScaleIO              | HTTPS 9443                         | Outbound                                     | To SupportAssist Enterprise   | REST                          | Service notification      |                |
|                      | 6611                               | Inbound                                      | From SupportAssist Enterprise | ScaleIOClient                 | Remote support            |                |
|                      | 22                                 |  |                               | CLI (via SSH)                 |                           |                |
| 3389                 | Remote desktop                     |  |                               |                               |                           |                |
| SRM                  | HTTPS 9443                         | Outbound                                     | To SupportAssist Enterprise   | REST                          | Service notification      |                |
|                      | Passive FTP <sup>a</sup>           |  |                               | ConnectEMC                    |                           |                |
|                      | SMTP                               |  |                               |                               |                           |                |
|                      | HTTPS <sup>a</sup>                 |  |                               |                               |                           |                |
|                      |                                    | 22   | Inbound                       | From SupportAssist Enterprise | CLI (via SSH)             | Remote support |
|                      | 3389                               | Remote desktop                               |                               |                               |                           |                |
|                      | 58443, 58080                       | ViPRSRM UI                                   |                               |                               |                           |                |
| Symmetrix            | HTTPS <sup>a</sup>                 | Outbound                                     | To SupportAssist Enterprise   | ConnectEMC or DialEMC         | Service notification      |                |
|                      | Passive FTP <sup>a</sup>           |  |                               |                               |                           |                |
|                      | SMTP                               |  |                               |                               |                           |                |
|                      | HTTPS 9443                         |  | MFT                           |                               |                           |                |
|                      |                                    | 9519   | Inbound                       | From SupportAssist Enterprise | RemotelyAnywhere          | Remote support |
|                      |                                    | 5414   |                               |                               | EMCRemote                 |                |
|                      | 4444, 5555, 7000, 23003, and 23004 | SGBD/Swuch/ChatServer/RemoteBrowser/InlineCS |                               |                               |                           |                |

**Table 18. Other supported Data Storage devices**

| <b>Data Storage devices</b>  | <b>TCP port or collection protocol</b> | <b>Direction</b> | <b>Source or Destination</b>  | <b>Application name</b> | <b>Communication</b> |
|--|--|------------------|-------------------------------|-------------------------|----------------------|
| Switch-Brocade-B   | HTTPS 9443                             | Outbound         | To SupportAssist Enterprise   | REST                    | Service notification |
|  | SMTP <sup>3</sup>                      |                  |                               |                         |                      |
|  | 22                                     | Inbound          | From SupportAssist Enterprise | CLI (via SSH)           | Remote support       |
|  | 23 <sup>1</sup>                        |                  |                               | Telnet                  |                      |
| 3389<br>Note: If this device is managed by Connectrix Manager, then use port 5414. | Remote desktop                         |                  |                               |                         |                      |
| Switch-Cisco   | HTTPS 9443                             | Outbound         | To SupportAssist Enterprise   | REST                    | Service notification |
|  | SMTP <sup>3</sup>                      |                  | To your SMTP server           |                         |                      |
|  | 22 <sup>4</sup>                        | Inbound          | From SupportAssist Enterprise | CLI (via SSH)           | Remote support       |
|  | 23 <sup>1</sup>                        |                  |                               | Telnet                  |                      |
| Unity or UnityVSA  | HTTPS 9443                             | Outbound         | To SupportAssist Enterprise   | REST                    | Service notification |
|  | 22                                     | Inbound          | From SupportAssist Enterprise | CLI (via SSH)           | Remote support       |
|  | 80, 443                                |                  |                               | Unisphere               |                      |
| Unisphere  | HTTPS 9443                             | Outbound         | To SupportAssist Enterprise   | REST                    | Service notification |
|  | 22                                     | Inbound          | From SupportAssist Enterprise | CLI (via SSH)           | Remote support       |
| VMAX   | HTTPS <sup>a</sup>                     | Outbound         | To SupportAssist Enterprise   | ConnectEMC              | Service notification |
|  | Passive FTP <sup>a</sup>               |                  |                               |                         |                      |
|  | SMTP                                   |                  |                               |                         |                      |
|  | HTTPS 9443                             | Inbound          | From SupportAssist Enterprise | REST/MFT-VMAX           |                      |
|  | 22                                     |                  |                               | CLI (via SSH)           | Remote support       |
|  | 5414                                   |                  |                               | EMCRemote               |                      |
|  | 4444, 5555, 7000                       |                  |                               | InlineCS                |                      |
|  | 7000                                   |                  |                               | RemoteBrowser           |                      |
|  | 9519                                   |                  |                               | RemotelyAnywhere        |                      |
|  | 5555, 23004, 23003, 1300               |                  |                               | SGDB                    |                      |
| 5555, 23004  | SWUCH                                  |                  |                               |                         |                      |
| VNX  | HTTPS <sup>a</sup>                     | Outbound         | To SupportAssist Enterprise   | ConnectEMC              | Service notification |
|  | Passive FTP <sup>a</sup>               |                  |                               |                         |                      |
|  | SMTP                                   |                  |                               |                         |                      |
|  | HTTPS 9443                             |                  |                               | MFT                     |                      |

**Table 18. Other supported Data Storage devices**

| Data Storage devices | TCP port or collection protocol | Direction | Source or Destination         | Application name                   | Communication        |
|----------------------|---------------------------------|-----------|-------------------------------|------------------------------------|----------------------|
|                      | 13456                           | Inbound   | From SupportAssist Enterprise | KTCONS                             | Remote support       |
|                      | 13456,13457                     |           |                               | RemoteKTrace                       |                      |
|                      | 9519                            |           |                               | Remotely-Anywhere                  |                      |
|                      | 22, 2022                        |           |                               | CLI (via SSH)                      |                      |
|                      | 80, 443, 2162, 2163, 8000       |           |                               | Unisphere/USM/Navisphere SecureCLI |                      |
|                      | 6391, 6392, 60020               |           |                               | Remote Diagnostic Agent            |                      |
| VNXe                 | HTTPS <sup>a</sup>              | Outbound  | To your SMTP server           | ConnectEMC                         | Service notification |
|                      | Passive FTP                     |           |                               |                                    |                      |
|                      | SMTP                            |           |                               |                                    |                      |
|                      | HTTPS 9443                      |           |                               | To SupportAssist Enterprise        |                      |
|                      | 22, 2022                        | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                      | Remote support       |
|                      | 80, 443                         |           |                               | Unisphere                          |                      |
| VPLEX                | SMTP                            | Outbound  | To SupportAssist Enterprise   | ConnectEMC                         | Service notification |
|                      | 443                             | Inbound   | From SupportAssist Enterprise | Invista Element Manager            | Remote support       |
|                      |                                 |           |                               | CLI (via SSH)                      |                      |
| 22                   |                                 |           |                               |                                    |                      |
| XtremIO              | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST                               | Service notification |
|                      | HTTPS <sup>a</sup>              |           |                               | ConnectEMC                         |                      |
|                      | Passive FTP <sup>a</sup>        |           |                               |                                    |                      |
|                      | SMTP                            |           |                               |                                    |                      |
|                      | 22, 80, 443                     | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                      | Remote support       |
|                      | 80, 443, 42502                  |           |                               | XtremIO GUI                        |                      |
| XtremIO X2           | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST                               | Service notification |
|                      | HTTPS <sup>a</sup>              |           |                               | ConnectEMC                         |                      |
|                      | Passive FTP <sup>a</sup>        |           |                               |                                    |                      |
|                      | SMTP                            |           |                               |                                    |                      |
|                      | 22, 80, 443                     | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                      | Remote support       |
|                      | 80, 443, 42502                  |           |                               | XtremIO X2 GUI                     |                      |

a—The use of HTTPS for service notifications depends on the version of ConnectEMC used by the managed device. For more information, see the product documentation. The default port for HTTPS is 443. The value for Passive Port Range in FTP is set to 21 and 5400 through 5413. This range indicates the data channel ports available for the response to the PASV commands. These ports are used for the Passive FTP mode of the Connect Home messages and for the GWExt loading and output.

1—Telnet port should be enabled only if SSH (port 22) cannot be used.

2—The service notification for CLARiiON and EDL is supported only on the centrally managed devices through a management server. For the service notifications, the distributed CLARiiON devices (including EDL) use SupportAssist Enterprise or the SMTP email server.

3—Requires separate Windows monitoring workstation running Fabric Manager Server 5.x or higher.

4—SSH must be enabled and configured on the device.

## Supported Data Protection devices

The following table lists the Data Protection devices supported by SupportAssist Enterprise.

**Table 19. Supported Data Protection devices**

| Model   | TCP port or Collection Protocol | Direction | Source or Destination                              | Application name              | Communication        |
|---|---------------------------------|-----------|--|-------------------------------|----------------------|
| AppSync   | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise                        | REST                          | Service notification |
|   | HTTPS <sup>a</sup>              |           |  |                               |                      |
| Avamar  | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise                        | REST                          | Service notification |
|   | HTTPS <sup>a</sup>              |           |  | ConnectEMC                    |                      |
|   | Passive FTP                     |           |  |                               |                      |
|   | SMTP                            |           | To SupportAssist Enterprise or to your SMTP server |                               |                      |
|   | 22                              | Inbound   | From SupportAssist Enterprise                      | CLI (via SSH)                 | Remote support       |
| 443   | AVInstaller                     |           |  |                               |                      |
| 80, 443, 8778, 8779, 8780, 8781, 8580, 8543, 9443, 7778, 7779, 7780, and 7781 | Enterprise Manager              |           |  |                               |                      |
| 7778, 7779, 7780, 7781, and 9443  | MCGUI                           |           |  |                               |                      |
| CloudBoost  | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise                        | REST                          | Service notification |
|   | HTTPS <sup>a</sup>              |           |  | ConnectEMC or DialEMC         |                      |
|   | Passive FTP <sup>a</sup>        |           |  |                               |                      |
|   | SMTP                            |           |  |                               |                      |
|   | 22                              | Inbound   | From SupportAssist Enterprise                      | CLI (via SSH)                 | Remote support       |
|   |                                 |           |  |                               |                      |
| Data Domain   | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise                        | REST                          | Service notification |
|   | 443, 25, 21                     |           |  | ConnectEMC                    |                      |
|   | 80, 443                         | Inbound   | From SupportAssist Enterprise                      | Enterprise Manager            | Remote support       |
|   | 22                              |           |  | CLI (via SSH)                 |                      |
|   | 23 <sup>1</sup>                 |           | Telnet   |                               |                      |
| Data Protection Advisor (DPA)   | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise                        | REST                          | Service notification |
|   | HTTPS <sup>a</sup>              |           |  | ConnectEMC                    |                      |
|   | Passive FTP <sup>a</sup>        |           |  |                               |                      |
|   | SMTP                            |           |  |                               |                      |
|   |                                 | 22        | Inbound  | From SupportAssist Enterprise | CLI (via SSH)        |
|   | 9002, 9003, and 9004            | DPA GUI   |  |                               |                      |

**Table 19. Supported Data Protection devices**

| Model                           | TCP port or Collection Protocol                          | Direction | Source or Destination         | Application name                             | Communication        |
|---------------------------------|--|-----------|-------------------------------|--|----------------------|
|                                 | 3389   |           |                               | Remote desktop                               |                      |
| Data Protection Appliance       | HTTPS <sup>a</sup>                                       | Outbound  | To SupportAssist Enterprise   | ConnectEMC                                   | Service notification |
|                                 | Passive FTP <sup>a</sup>                                 |           |                               |  |                      |
|                                 | SMTP   |           |                               |  |                      |
|                                 | 22   | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                                | Remote support       |
|                                 | 8543   |           |                               | DPAppliance ACM                              |                      |
| 443                             | Data Protection Search UI, vSphere Web Client, IDRAC Web |           |                               |  |                      |
| Enterprise Copy Data Management | HTTPS 9443   | Outbound  | To SupportAssist Enterprise   | REST   | Service notification |
|                                 | HTTPS <sup>a</sup>                                       |           |                               | ConnectEMC                                   |                      |
|                                 | Passive FTP  |           |                               |  |                      |
|                                 | SMTP   |           |                               |  |                      |
|                                 | 22   | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                                | Remote support       |
|                                 | 9000   |           |                               | Skyline UI                                   |                      |
|                                 | 14443  |           |                               | SkylineUpgrade UI                            |                      |
| 8443                            | SkylineRESTAPI UI  |           |                               |  |                      |
| NetWorker                       | HTTPS 9443   | Outbound  | To SupportAssist Enterprise   | REST   | Service notification |
|                                 | 7938   | Inbound   | From SupportAssist Enterprise |  | N/A                  |
| PowerPath                       | HTTPS 9443   | Outbound  | To SupportAssist Enterprise   | REST   | Service notification |
|                                 | 22   | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                                | Remote support       |
| PowerProtect Appliance          | 22   | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                                | Remote support       |
| PowerProtect Data Manager       | 22   | Inbound   | From SupportAssist Enterprise | CLI (via SSH)                                | Remote support       |
| RecoverPoint                    | REST   | Outbound  | To SupportAssist Enterprise   | REST   | Service notification |
|                                 | 22<br>80, 443, and 7225                                  | Inbound   | From SupportAssist Enterprise | CLI (via SSH)<br>RecoverPoint Management GUI | Remote support       |
| StreamingData                   | HTTPS 9443   | Outbound  | To SupportAssist Enterprise   | REST   | Service notification |

**Table 19. Supported Data Protection devices**

| Model | TCP port or Collection Protocol | Direction | Source or Destination         | Application name | Communication  |
|-------|---------------------------------|-----------|-------------------------------|------------------|----------------|
|       | 1080                            | Inbound   | From SupportAssist Enterprise | Socks5           | Remote support |
|       | 22                              |           |                               | CLI (via SSH)    |                |
| UCC   | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)    | Remote support |

a—The use of HTTPS for service notifications depends on the version of ConnectEMC used by the managed device. For more information, see the product documentation. The default port for HTTPS is 443. The value for Passive Port Range in FTP is set to 21 and 5400 through 5413. This range indicates the data channel ports available for the response to the PASV commands. These ports are used for the Passive FTP mode of the Connect Home messages and for the GWExt loading and output.

1—Telnet port should be enabled only if SSH (port 22) cannot be used.

# Supported hyperconverged infrastructure appliances

The following table lists the hyperconverged Infrastructure appliances supported by SupportAssist Enterprise.

**Table 20. Supported hyperconverged infrastructure appliances**

| Hyperconverged infrastructure appliances | TCP port or Collection Protocol | Direction | Source or Destination         | Application name | Communication        |
|--|---------------------------------|-----------|-------------------------------|------------------|----------------------|
| Web-Scale                                | 9440 and 22                     | —         | —                             | —                | —                    |
| VxRail (VSPEX BLUE)                      | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST             | Service notification |
|  | HTTPS                           |           |                               | ConnectEMC       |                      |
|  | Passive FTP                     |           |                               |                  |                      |
|  | SMTP                            |           |                               |                  |                      |
|  | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)    | Remote support       |
| VxRack FLEX                              | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST             | Service notification |
|  | 8080                            | Inbound   | From SupportAssist Enterprise | Secure Web UI    | Remote support       |
|  | 3389                            |           |                               | Remote desktop   |                      |
|  | 22                              |           |                               | CLI (via SSH)    |                      |
|  |                                 |           |                               |                  |                      |
| VxRack SDDC                              | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST             | Service notification |
|  | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)    | Remote support       |
| VCE Vision                               | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST             | Service notification |
|  | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)    | Remote support       |
|  | 443                             |           |                               | Secure Web UI    |                      |
| VxFlex OS                                | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)    | Remote support       |
| VxFlex appliance                         | HTTPS 9443                      | Outbound  | To SupportAssist Enterprise   | REST             | Service notification |
|  | 22                              | Inbound   | From SupportAssist Enterprise | CLI (via SSH)    | Remote support       |
|  | 8080                            |           |                               | Web UI           |                      |
|  | 3389 and 3390                   |           |                               | Remote desktop   |                      |

**NOTE:** The use of HTTPS for service notifications depends on the version of ConnectEMC used by the managed device. For more information, see the product documentation. The default port for HTTPS is 443. The value for Passive Port Range

in FTP is set to 21 and 5400 through 5413. This range indicates the data channel ports available for the response to the PASV commands. These ports are used for the Passive FTP mode of the Connect Home messages and for the GWExt loading and output.

## Supported chassis

The following table lists the chassis models supported by SupportAssist Enterprise.

**Table 21. Supported chassis**


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

## Supported storage modules

The following table lists the storage modules supported by SupportAssist Enterprise.

**Table 22. Supported storage modules**

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

 **NOTE:** Collection of system information is available in collections that are collected from Chassis.


## Supported hypervisors

The following table lists the hypervisors supported by SupportAssist Enterprise

**Table 23. Hypervisors**

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

\* Remote monitoring and case creation are supported only if OMSA is installed and the SNMP settings are configured on the hypervisor. SupportAssist Enterprise does not support the automatic installation of OMSA and configuration of SNMP settings on the hypervisor. For more information about OMSA support, refer the product documentation.

 **NOTE:** ESXi 6.7 U2 is supported only on R540, R640, R740, and R740XD servers.

# Supported networking devices

## Topics:

- Supported PowerConnect switches
- Supported Force10 switches
- Supported Brocade and Cisco switches
- Other supported switches

## Supported PowerConnect switches

The following table lists the PowerConnect switches supported by SupportAssist Enterprise.

**NOTE:** Remote monitoring and case creation are supported only if SNMP settings are configured on the networking device. SupportAssist Enterprise does not support the configuration of SNMP settings on the networking device. Therefore, you must manually configure the SNMP settings on the networking device.

**Table 24. Supported PowerConnect switches**

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

**Table 24. Supported PowerConnect switches**

| PowerConnect devices       | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Ports used | Latest supported firmware version |
|----------------------------|-------------------------------------|--|---------------------|------------|-----------------------------------|
| N2000                      | Yes                                 | Yes  | SSH2                | 22 and 161 | 6.3.2.3                           |
| W-3200                     | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |
| W-3400                     | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |
| W-3600                     | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |
| W-6000                     | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |
| W-620                      | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |
| W-650                      | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |
| W-651                      | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |
| W-7210, W-7220, and W-7240 | Yes                                 | Yes  | SSH2 and SNMPv2     | 22 and 161 | 6.3                               |

## Supported Force10 switches

The following table lists the Force10 switches supported by SupportAssist Enterprise.

**i** **NOTE:** Remote monitoring and case creation are supported only if SNMP settings are configured on the networking device. SupportAssist Enterprise does not support the configuration of SNMP settings on the networking device. Therefore, you must manually configure the SNMP settings on the networking device.

**Table 25. Supported Force10 switches**

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

**Table 25. Supported Force10 switches**

| Force10 devices | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|-----------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| S55             | Yes                                 | Yes  | SSH2                | 22        | 8.3                               |
| S55T            | Yes                                 | Yes  | SSH2                | 22        | 8.2.1                             |
| S60             | Yes                                 | Yes  | SSH2                | 22        | 8.3                               |
| S60-44T         | Yes                                 | Yes  | SSH2                | 22        | 8.3.3                             |
| Z9000           | Yes                                 | Yes  | SSH2                | 22        | 9.3                               |

## Supported Brocade and Cisco switches

The following table lists the Brocade switches supported by SupportAssist Enterprise.

**Table 26. Supported Brocade switches**

| Networking devices | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|--------------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| M5424              | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 6.4.3h                            |
| 300                | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 7.0.2e                            |
| 5100               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 7.0                               |
| 5424               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 7.0                               |
| 6505               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 8.1.2a                            |
| 6520               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 7.3.0a                            |

The following table lists the Brocade SilkWorm switches supported by SupportAssist Enterprise.

**Table 27. Supported Brocade SilkWorm switches**

| Networking devices | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|--------------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| 4424               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 6.4.3h                            |
| 200E               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 7.0.2e                            |

The following table lists the Cisco Catalyst switches supported by SupportAssist Enterprise.

**Table 28. Supported Cisco Catalyst switches**

| Networking devices | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|--------------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| 2960               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 15.0                              |
| 3750G              | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 12.2(55)SE3                       |
| 3750E              | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 12.2(46)SE                        |
| 3750X              | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 15.2(4)E6                         |
| 4948               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 15.0                              |

The following table lists the Cisco Nexus switches supported by SupportAssist Enterprise.

**Table 29. Supported Cisco Nexus switches**

| Networking devices | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|--------------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| 5010               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 5.2(1)N1(9a)                      |
| 5020               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 5.2(1)N1(9a)                      |
| 5548               | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 7.3(3)N1(1)                       |

The following table lists the Cisco MDS switch supported by SupportAssist Enterprise.

**Table 30. Supported Cisco MDS switch**

| Networking device | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|-------------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| 9124              | No                                  | Yes  | SNMPv2 and SSH2     | 22        | 3.2(2c)                           |

## Other supported switches

The following table lists the other switches supported by SupportAssist Enterprise.

**NOTE:** Remote monitoring and case creation are supported only if SNMP settings are configured on the networking device. SupportAssist Enterprise does not support the configuration of SNMP settings on the networking device. Therefore, you must manually configure the SNMP settings on the networking device.

**Table 31. Other supported switches**

| Networking devices        | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|---------------------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| C7004/C150 and C7008/C300 | Yes                                 | Yes  | SSH2                | 22        | 8.4.7                             |
| C9010 (with C1048p)*      | Yes                                 | Yes  | SSH2                | 22        | 9.14                              |
| C9010 (with N3PeX)        | Yes                                 | Yes  | SSH2                | 22        | 9.14                              |
| FN IOA                    | Yes                                 | Yes  | SSH2                | 22        | 9.14                              |
| MX5108n*                  | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| MX9116n*                  | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| MXL 10/40 GbE             | Yes                                 | Yes  | SSH2                | 22        | 9.14                              |
| N1100*                    | Yes                                 | Yes  | SSH2                | 22        | 6.4.2                             |
| N1108EP-ON                | Yes                                 | Yes  | SSH2                | 22        | 6.4.3                             |
| N1148P-ON                 | Yes                                 | Yes  | SSH2                | 22        | 6.5.1                             |
| N1500*                    | Yes                                 | Yes  | SSH2                | 22        | 6.5                               |
| N1524*                    | Yes                                 | Yes  | SSH2                | 22        | 6.5.1                             |
| N1524P*                   | Yes                                 | Yes  | SSH2                | 22        | 6.5.1                             |
| N1548*                    | Yes                                 | Yes  | SSH2                | 22        | 6.5.1                             |

**Table 31. Other supported switches**

| <b>Networking devices</b>        | <b>Remote monitoring and case creation</b> | <b>Automatic collection of system information</b> | <b>Collection protocol</b> | <b>Port used</b> | <b>Latest supported firmware version</b> |
|----------------------------------|--|---|----------------------------|------------------|--|
| N2000                            | Yes  | Yes   | SSH2                       | 22               | 6.3.2.3                                  |
| N2024                            | Yes  | Yes   | SSH2                       | 22               | 6.5.2                                    |
| N2100                            | Yes  | Yes   | SSH2                       | 22               | 6.3                                      |
| N3000                            | Yes  | Yes   | SSH2                       | 22               | 6.2                                      |
| N3024, N3024P, N3048, and N3048P | Yes  | Yes   | SSH2                       | 22               | 6.3                                      |
| N3024EF-ON*                      | Yes  | Yes   | SSH2                       | 22               | 6.5.1                                    |
| N3024EP-ON*                      | Yes  | Yes   | SSH2                       | 22               | 6.5.1                                    |
| N3024ET-ON*                      | Yes  | Yes   | SSH2                       | 22               | 6.5.2                                    |
| N3024F                           | Yes  | Yes   | SSH2                       | 22               | 6.3.9                                    |
| N3048EP-ON*                      | Yes  | Yes   | SSH2                       | 22               | 6.5.2                                    |
| N3048ET-ON*                      | Yes  | Yes   | SSH2                       | 22               | 6.5.1                                    |
| N3100                            | Yes  | Yes   | SSH2                       | 22               | 6.3                                      |
| N4032F                           | Yes  | Yes   | SSH2                       | 22               | 6.5.1                                    |
| N4032F-ON*                       | Yes  | Yes   | SSH2                       | 22               | 6.5.2                                    |
| S3048-ON                         | Yes  | Yes   | SSH2                       | 22               | 9.14 and 10.4.3.4                        |
| S3100-ON                         | Yes  | Yes   | SSH2                       | 22               | 9.13                                     |
| S3124P                           | Yes  | Yes   | SSH2                       | 22               | 9.14                                     |
| S4048-ON                         | Yes  | Yes   | SSH2                       | 22               | 9.14 and 10.4.3.4                        |
| S4048T*                          | Yes  | Yes   | SSH2                       | 22               | 10.4.2                                   |
| S4048T-ON                        | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4112F                           | Yes  | Yes   | SSH2                       | 22               | 10.4.3.1                                 |
| S4112F-ON*                       | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4112T                           | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4112T-ON*                       | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4128F                           | Yes  | Yes   | SSH2                       | 22               | 10.4.1                                   |
| S4128F-ON                        | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4128T                           | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4128T-ON                        | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4148F-ON                        | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4148FE                          | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4148FE-ON*                      | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4148T                           | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4148T-ON                        | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |
| S4148U                           | Yes  | Yes   | SSH2                       | 22               | 10.4.3.4                                 |

**Table 31. Other supported switches**

| Networking devices | Remote monitoring and case creation | Automatic collection of system information | Collection protocol | Port used | Latest supported firmware version |
|--------------------|-------------------------------------|--|---------------------|-----------|-----------------------------------|
| S4148U-ON          | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S4248FB-ON         | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S4248FBL-ON*       | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S4810P and S4820T  | Yes                                 | Yes  | SSH2                | 22        | 9.11                              |
| S5000*             | Yes                                 | Yes  | SSH2                | 22        | 9.13 and 10.4.3.4                 |
| S5148F             | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S5224F             | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S5232F*            | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S5248F             | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S5248F-ON          | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S5296F             | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| S6000*             | Yes                                 | Yes  | SSH2                | 22        | 9.13 and 10.4.3.4                 |
| S6010-ON           | Yes                                 | Yes  | SSH2                | 22        | 9.14 and 10.4.3.4                 |
| S6100*             | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| X1008 and X1018P   | Yes                                 | Yes  | SNMPv2              | 161       | 3.0.0.94                          |
| X1026P and X4012   | Yes                                 | Yes  | SNMPv2              | 161       | 3.0.0.94                          |
| Z9332F-ON*         | Yes                                 | Yes  | SSH2                | 22        | 10.5                              |
| Z9000              | Yes                                 | Yes  | SSH2                | 22        | 9.7                               |
| Z9100-ON           | Yes                                 | Yes  | SSH2                | 22        | 9.14 and 10.4.3.4                 |
| Z9264F             | Yes                                 | Yes  | SSH2                | 22        | 10.4.3.4                          |
| Z9500              | Yes                                 | Yes  | SSH2                | 22        | 9.9                               |

\* Support for this networking device has been assessed based on SupportAssist Enterprise's compatibility with similar networking device models.

**i NOTE:** Case creation is not supported on networking devices running operating system versions — 10.4.1, 10.4.2, and 10.4.3.1. However, case creation is supported on networking devices running operating system version 10.4.3.2 and later, only in analytic mode.

## Supported management and monitoring software

The following table lists the management and monitoring software supported by SupportAssist Enterprise.

**Table 32. Supported management and monitoring software**

| <b>Management and Monitoring Software</b> | <b>Collection protocol</b> | <b>Port used</b> | <b>Latest supported version</b> |
|---|----------------------------|------------------|---------------------------------|
| HIT KIT for VMware                        | SSH2                       | 22               | 3.1                             |
| VSM                                       | SSH2                       | 22               | 5.0                             |
| vCenter                                   | HTTPS                      | 443 and 9443     | 6.5                             |

## Support for OEM devices

Dell EMC OEM-ready devices (either rebranded or debranded Dell EMC hardware), when added, are classified under the rebranded name and not the original Dell hardware name. All the functionality available for Dell EMC standard devices, such as alerts handling and automatic case creation (when the support level has been validated at the time of the support incident as ProSupport Plus, ProSupport Flex for Data Center, or ProSupport One for Data Center service) are available for OEM-ready devices. For some OEM devices, the model name may be blank in the SupportAssist Enterprise user interface.

Automatic case creation is supported through Dell EMC Enterprise Technical Support and not available for other support case service request management systems.

As with any system that is modified for custom solutions, it is recommended that all SupportAssist Enterprise features are validated to ensure proper operation with those modifications.

## OMSA version recommended for SupportAssist Enterprise

To monitor a server that you have added in SupportAssist Enterprise, the Dell EMC OpenManage Server Administrator (OMSA) agent must be installed and running on the device. SupportAssist Enterprise supports the automatic download and installation of OMSA on the operating systems listed in the following sections.

- NOTE:** SupportAssist Enterprise depends on the OMSA agent for monitoring a server only if you have added the server by selecting the device type as **Server / Hypervisor**. PowerEdge servers running iDRAC7 and later can be monitored without the need to have OMSA installed.
- NOTE:** For information about the minimum requirements for installing OMSA on a device, see the "Installation Requirements" section in the *OpenManage Server Administrator User's Guide* available at <https://www.dell.com/openmanagemanuals>.
- NOTE:** Installation of OMSA is not supported on devices running CentOS, Oracle Virtual Machine, or Oracle Enterprise Linux. SupportAssist Enterprise does not detect hardware issues that may occur on these devices if they are added by selecting the device type as **Server / Hypervisor**.

The following table lists the recommended version of OMSA that must be installed on yx5x series of PowerEdge servers.

**Table 33. Linux operating system and recommended OMSA version**

| Operating system running on the device         | Recommended OMSA version |
|--|--------------------------|
| Red Hat Enterprise Linux 8.0 (64-bit) Z-stream | 9.3.1                    |
| Red Hat Enterprise Linux 7.6 (64-bit) Z-stream | 9.3.1                    |

The following table lists the recommended version of OMSA that must be installed on yx3x and yx4x series of PowerEdge servers.

**Table 34. Linux operating system and recommended OMSA version**

| Operating system running on the device       | Recommended OMSA version |
|--|--------------------------|
| Red Hat Enterprise Linux 8.0 (64-bit)        | 9.3.1                    |
| SUSE Linux Enterprise Server 15 (64-bit)     | 9.3                      |
| Red Hat Enterprise Linux 7.5 (64-bit)        | 9.3                      |
| Red Hat Enterprise Linux 6.10 (64-bit)       | 9.3                      |
| ESXi 6.7 U1*                                 | 9.3                      |
| Ubuntu 18.04.x*                              | 9.3                      |
| Ubuntu 16.04.x*                              | 9.2                      |
| Debian 9.x*                                  | 9.2                      |
| SUSE Linux Enterprise Server 11 SP4 (64-bit) | 9.1                      |
| SUSE Linux Enterprise Server 12 SP3 (64 bit) | 9.1                      |
| Red Hat Enterprise Linux 7.4 (64-bit)        | 9.1                      |
| Red Hat Enterprise Linux 6.9 (64-bit)        | 9.1                      |
| ESXi 6.5 U1*                                 | 9.1                      |

**Table 34. Linux operating system and recommended OMSA version**

| Operating system running on the device | Recommended OMSA version |
|--|--------------------------|
| ESXi 6.0 U3*                           | 9.1                      |

\* Automatic installation of OMSA through SupportAssist Enterprise is not supported on devices running Debian, Ubuntu, Citrix XenServer, VMware ESX, and ESXi. To enable SupportAssist Enterprise to detect hardware issues on these devices, you must manually download and install OMSA.

The following table lists the recommended version of OMSA that must be installed on yx0x, yx1x, and yx2x series of PowerEdge servers.

**Table 35. Linux operating system and recommended OMSA version**

| Operating system running on the device       | Recommended OMSA version |
|--|--------------------------|
| SUSE Linux Enterprise Server 11 SP4 (64-bit) | 8.5                      |
| SUSE Linux Enterprise Server 12 (64-bit)     | 8.5                      |
| SUSE Linux Enterprise Server 12 SP1 (64-bit) | 8.5                      |
| Red Hat Enterprise Linux 6.7 (64-bit)        | 8.5                      |
| Red Hat Enterprise Linux 7.2 (64-bit)        | 8.5                      |

The following table lists the recommended version of OMSA that must be installed on yx9x series of PowerEdge servers.

**Table 36. Linux operating system and recommended OMSA version**

| Operating system running on the device           | Recommended OMSA version |
|--|--------------------------|
| SUSE Linux Enterprise Server 11 SP3 (64-bit)     | 7.4                      |
| Red Hat Enterprise Linux 5.9 (32-bit and 64-bit) | 7.4                      |
| Red Hat Enterprise Linux 6.5 (64-bit)            | 7.4                      |
| SUSE Linux Enterprise Server 10 SP3 (64-bit)     | 7.3                      |
| SUSE Linux Enterprise Server 10 SP4 (32-bit)     | 7.3                      |
| SUSE Linux Enterprise Server 11 SP1 (64-bit)     | 7.3                      |
| SUSE Linux Enterprise Server 11 SP2 (64-bit)     | 7.3                      |
| Red Hat Enterprise Linux 5.8 (32-bit and 64-bit) | 7.3                      |
| Red Hat Enterprise Linux 6.3 (64-bit)            | 7.3                      |
| Red Hat Enterprise Linux 6.4 (64-bit)            | 7.3                      |
| Red Hat Enterprise Linux 6.2 (64-bit)            | 7.2                      |
| Red Hat Enterprise Linux 5.7 (32-bit and 64-bit) | 7.0                      |
| Red Hat Enterprise Linux 6.1 (64-bit)            | 7.0                      |
| SUSE Linux Enterprise Server 10 SP3 (32-bit)     | 6.5                      |
| SUSE Linux Enterprise Server 11 SP1 (32-bit)     | 6.5                      |
| Red Hat Enterprise Linux 5.5 (32-bit and 64-bit) | 6.5                      |

## Related documents and resources

In addition to this guide, you can access the following documents that provide more information about SupportAssist Enterprise.

**Table 37. Related documents**

| Document title  | How to access the document   |
|---|--|
| <i>SupportAssist Enterprise Version 4.00.05 Online Help</i>             | Click the help icon in the SupportAssist Enterprise user interface.  |
| <i>SupportAssist Enterprise Version 4.00.05 User's Guide</i>            | <ol style="list-style-type: none"> <li>1. Visit <a href="https://www.dell.com/serviceabilitytools">https://www.dell.com/serviceabilitytools</a>.</li> <li>2. Click <b>SupportAssist Enterprise Version 4.0</b>.</li> <li>3. Click <b>Manuals</b>.</li> </ol> |
| <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i>       |  |
| <i>SupportAssist Enterprise Version 4.00.05 Reportable Items</i>        |  |
| <i>SupportAssist Enterprise Version 4.00.05 Release Notes</i>           |  |
| <i>SupportAssist Enterprise Version 4.0 REST API Guide</i>              |  |
| <i>SupportAssist Enterprise Version 4.0 Pre-Site Checklist</i>          |  |
| <i>SupportAssist Enterprise Version 4.0 Technical Description Guide</i> |  |

### SupportAssist community

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