

SupportAssist Enterprise Version 4.0

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 devices

Topics:

- Supported servers
- Supported hypervisors
- Supported storage devices
- Supported networking devices
- Supported Dell EMC chassis devices
- Supported Management and Monitoring Software
- Support for OEM devices
- OMSA version recommended for SupportAssist Enterprise

Supported servers

NOTE: If you are adding or collecting from:

- A server/hypervisor using an iDRAC IP address/hostname, ensure that port 443 and SSH are open.
- VMware ESXi, ensure that ports 22 and 2463 are open.
- A Linux operating system, ensure that port 22 is open.
- A hyperconverged infrastructure Web-Scale appliance, ensure that port 9440 and SSH are open.

Supported Dell EMC PowerEdge servers

Table 1. 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	—
M600	Yes	Yes	—
M605	Yes	Yes	—
M805	Yes	Yes	—
M905	Yes	Yes	—
R200	Yes	Yes	—
R300	Yes	Yes	—
R805	Yes	Yes	—
R900	Yes	Yes	—

Table 1. PowerEdge servers (continued)

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Minimum supported iDRAC firmware versions
R905	Yes	Yes	—
T100	Yes	Yes	—
T105	Yes	Yes	—
T300	Yes	Yes	—
T605	Yes	Yes	—
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	—
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
R420	Yes	Yes	1.57

Table 1. PowerEdge servers (continued)

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Minimum supported iDRAC firmware versions
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
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
C6420	Yes	Yes	3.30.30.30 and 3.32.32.32
C4140II*	Yes	Yes	3.30.30.30
FC640	Yes	Yes	3.30.30.30
M640	Yes	Yes	3.30.30.30
MX740c	Yes	Yes	3.30.30.30
MX840c	Yes	Yes	3.30.30.30
R240	Yes	Yes	3.30.30.30
R340	Yes	Yes	3.30.30.30

Table 1. PowerEdge servers (continued)

PowerEdge servers	Remote monitoring and case creation	Automatic collection of system information	Minimum supported iDRAC firmware versions
R440	Yes	Yes	3.30.30.30
R540	Yes	Yes	3.30.30.30
R640	Yes	Yes	3.30.30.30 and 3.32.32.32
R6415*	Yes	Yes	3.30.30.30
R740	Yes	Yes	3.30.30.30 and 3.32.32.32
R740xd	Yes	Yes	3.30.30.30 and 3.32.32.32
R740xd2	Yes	Yes	3.30.30.30
R7415*	Yes	Yes	3.30.30.30
R7425*	Yes	Yes	3.30.30.30
R840	Yes	Yes	3.30.30.30
R940	Yes	Yes	3.30.30.30 and 3.32.32.32
R940xa	Yes	Yes	3.30.30.30
T140	Yes	Yes	3.30.30.30
T340	Yes	Yes	3.30.30.30
T440	Yes	Yes	3.30.30.30
T640	Yes	Yes	3.30.30.30

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

i 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.

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

Supported Dell EMC PowerEdge C-Series servers

Table 2. 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
C6320	Yes	Yes
C6320p	Yes	Yes
C6420	Yes	Yes

Supported Dell EMC Remote Access Controllers

NOTE:

- To add an iDRAC7 or iDRAC8 in SupportAssist Enterprise, ensure that the Enterprise or Express license is installed on the iDRAC.
- To add an iDRAC9 in SupportAssist Enterprise, ensure that the Basic, Enterprise, or Express license is installed on the iDRAC.

NOTE: Monitoring is not supported for iDRAC9 with basic license.

Table 3. Remote Access Controllers

Model	Remote monitoring and case creation	Automatic collection of system information
iDRAC7	Yes	Yes
iDRAC8	Yes	Yes
iDRAC9	Yes*	Yes

* iDRAC9 with firmware version 3.30.30.30 and later do not support automated SNMP configuration and case creation. For case creation support, configure the SNMP trap destination manually using iDRAC. For more information, see www.dell.com/idracmanuals.

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 4. 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 Dell EMC Datacenter Scalable Solutions

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 5. 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

* Support for this device has been assessed on the basis of SupportAssist Enterprise's compatibility with other similar Datacenter Scalable Solutions.

Supported hypervisors

Table 6. 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 6.7	Yes*	Yes	SSH and VMware SDK	22 and 443
Citrix XenServer 6.0	No	Yes	SSH2	22

Table 6. Hypervisors (continued)

Hypervisors	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used
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 7.2	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.

Supported storage devices

Supported Dell EMC Data Storage devices

NOTE:

- To add the Storage MD and ME4 Series devices, select the device type as PowerVault in SupportAssist Enterprise.
- Collection of system information is also supported from PowerVault MD3060e which is attached to a server.

Table 7. Data Storage devices

Data Storage devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
FS8600	No	Yes	SSH2 and FTP	22 and 44421	6.0
FS8610i	No	Yes	SSH2 and FTP	22 and 44421	6.0
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
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
PS4000	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	9.1.4
PS4100*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS4110*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS-M4110	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS4210	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS6000*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS6010*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0

Table 7. Data Storage devices (continued)

Data Storage devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
PS6100*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS6110*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS6210	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS6500*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS6510*	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
PS6610	Yes	Yes	SNMPv2, SSH2, and FTP	21, 22, and 161	10.0.0
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	8.20.24.60
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
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
ME4012	Yes	Yes	REST	443	G275R005-04
ME4012 with ME412	Yes	Yes	REST	443	G275R005-04
ME4024	Yes	Yes	REST	443	G275R005-04
ME4024 with ME424	Yes	Yes	REST	443	G275R005-04

Table 7. Data Storage devices (continued)

Data Storage devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Ports used	Latest supported firmware version
ME4084	Yes	Yes	REST	443	G275R005-04
ME484	Yes	Yes	REST	443	G275R005-04
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	7.3
SCv3020	No	No	REST	443	7.3
SC4000	No	No	REST	443	7.3
SC4020	No	No	REST	443	7.3
SC5020	No	No	REST	443	7.4
SC7020	No	No	REST	443	7.3
SC8000	No	No	REST	443	7.2
SC9000	No	No	REST	443	7.3

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

NOTE:

- For Storage SC Series devices, SupportAssist Enterprise only supports multiple-device collections for deployment purpose. Remote monitoring, case creation, and periodic collection of system information from Storage SC Series devices are supported through the SupportAssist solution that is available on the device when using Dell Storage Manager SupportAssist feature.
- 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 8. Data Storage devices

Data Storage devices	TCP port or collection protocol	Direction	Source or Destination	Application name	Communication
Atmos	HTTPS ^a	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP				
	SMTP	Inbound	From SupportAssist Enterprise	CLI (via SSH) Secure Web UI	Remote Support
	22 443				
Celerra	HTTPS ^a	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP				
	SMTP	Inbound	From SupportAssist Enterprise	Celerra Manager (Web UI) CLI (via SSH)	Remote Support
	80, 443, and 8000 22				

Table 8. Data Storage devices (continued)

Data Storage devices	TCP port or collection protocol	Direction	Source or Destination	Application name	Communication
	23 ¹			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 ^{2, a}	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP ^{2, a}			ConnectEMC, Navisphere SP Agent	
	SMTP ²				
	13456	Inbound	From SupportAssist Enterprise	KTCONS, RemoteKTrace	Remote Support
	80 and 443, or optionally (depending on configuration), both 2162 and 2163			Navisphere Manager; also allows Navisphere SecureCLI	
	9519			RemotelyAnywhere, RemoteKTrace	
	5414			EMCRemote	
	6389, 6390			Navisphere CLI	
	6391, 6392			Remote Diagnostic Agent	
	9519, 22			RemoteKTrace	
CloudArray	HTTPS 9443			Outbound	
	HTTPS ^a	ConnectEMC or DialEMC			
	Passive FTP ^a				
	SMTP				
	41022	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
	443			BMCUI CLOUDARRAYUI	
CloudIQ-CLTR	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification
	HTTPS ^a			ConnectEMC or DialEMC	
	Passive FTP ^a				
	SMTP				
	22	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
Connectrix	HTTPS ^a	Outbound	To SupportAssist Enterprise	ConnectEMC or DialEMC	Service notification
	Passive FTP ^a				
	SMTP				
	HTTPS 9443			REST	

Table 8. Data Storage devices (continued)

Data Storage devices	TCP port or collection protocol	Direction	Source or Destination	Application name	Communication
	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	
	22			CLI (via SSH)	
DCA	HTTPS ^a	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 ^a	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP ^a				
	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 ¹			Telnet (Only for DLm)	
DSSD	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification
	HTTPS ^a			ConnectEMC	
	Passive FTP ^a				
	SMTP				
	22	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
EDL Engine	HTTPS ^{2, a}	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP ^{2, a}				
	SMTP ²				
	22	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support

Table 8. Data Storage devices (continued)

Data Storage devices	TCP port or collection protocol	Direction	Source or Destination	Application name	Communication
	11576			EDL Mgt Console	
	443			Secure Web UI	
ElasticCloudStorage	HTTPS ^a	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP ^a				
	SMTP				
	HTTPS 9443		REST		
	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 ^a			ConnectEMC	
	Passive FTP				
	SMTP				
	Managed File Transfer (MFT) 8118		ISI-Gather Log Process		
	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
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 ^a			ConnectEMC	
	SMTP				
	HTTPS ^a				
	22	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
	3389			Remote desktop	
58443, 58080	ViPRSRM UI				
Symmetrix	HTTPS ^a	Outbound	To SupportAssist Enterprise	ConnectEMC or DialEMC	Service notification
	Passive FTP ^a				
	SMTP				
	HTTPS 9443		MFT		
	9519	Inbound	From SupportAssist Enterprise	RemotelyAnywhere	Remote support
	5414			EMCRemote	
4444, 5555, 7000, 23003, and 23004	SGBD/Swuch/ChatServer/				

Table 8. Data Storage devices (continued)

Data Storage devices	TCP port or collection protocol	Direction	Source or Destination	Application name	Communication
				RemoteBrowser/ InlineCS	
Switch-Brocade-B	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification
	SMTP ³				
	22	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
	23 ¹			Telnet	
Note: If this device is managed by Connectrix Manager, then use port 5414. 3389	Remote desktop				
Switch-Cisco	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification
	SMTP ³		To your SMTP server		
	22 ⁴	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
	23 ¹			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 ^a	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP ^a				
	SMTP				
	HTTPS 9443			REST/MFT-VMAX	
	22	Inbound	From SupportAssist Enterprise	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 ^a	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification
	Passive FTP ^a				
	SMTP				
	HTTPS 9443			MFT	

Table 8. Data Storage devices (continued)

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 ^a	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	CLI (via SSH)	Remote support
				Invista Element Manager	
22			CLI (via SSH)		
XtremIO	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification
	HTTPS ^a			ConnectEMC	
	Passive FTP ^a				
	SMTP				
	22, 80, 443	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
	80, 443, 42502			XTREMIO 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

Table 9. 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 ^a					
Avamar	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification	
	HTTPS ^a			ConnectEMC		
	Passive FTP					
	SMTP	Inbound	From SupportAssist Enterprise	Enterprise Manager	Remote support	
	22					CLI (via SSH)
	443					AVInstaller
80, 443, 8778, 8779, 8780, 8781, 8580, 8543, 9443, 7778, 7779, 7780, and 7781	MCGUI					
7778, 7779, 7780, 7781, and 9443						
CloudBoost	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification	
	HTTPS ^a			ConnectEMC or DialEMC		
	Passive FTP ^a					
	SMTP	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support	
22						
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 ¹			Telnet		
Data Protection Advisor (DPA)	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification	
	HTTPS ^a			ConnectEMC		
	Passive FTP ^a					
	SMTP	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support	
	22					DPA GUI
	9002, 9003, and 9004					Remote desktop
3389						
Data Protection Appliance	HTTPS ^a	Outbound	To SupportAssist Enterprise	ConnectEMC	Service notification	
	Passive FTP ^a					
	SMTP					

Table 9. Data Protection devices (continued)

Model	TCP port or Collection Protocol	Direction	Source or Destination	Application name	Communication
	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 ^a			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	Inbound	From SupportAssist Enterprise	CLI (via SSH)	Remote support
	80, 443, and 7225			RecoverPoint Management GUI	
StreamAnalytics	HTTPS 9443	Outbound	To SupportAssist Enterprise	REST	Service notification
	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 Dell EMC hyperconverged infrastructure appliances

Table 10. Hyperconverged Infrastructure devices

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 ^a			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

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.

Supported networking devices

Supported PowerConnect devices

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 11. PowerConnect devices

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
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 devices

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 12. Force10 devices

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
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 Dell Networking devices

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 13. Networking devices

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

Table 13. Networking devices (continued)

Networking devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
MX9116n*	Yes	Yes	SSH2	22	10.4.3
MXL 10/40 GbE	Yes	Yes	SSH2	22	9.14
N1100*	Yes	Yes	SSH2	22	6.4.2
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
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
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
S4048T*	Yes	Yes	SSH2	22	10.4.2
S4048T-ON	Yes	Yes	SSH2	22	10.4.3
S4112F	Yes	Yes	SSH2	22	10.4.3.1
S4112F-ON*	Yes	Yes	SSH2	22	10.4.3
S4112T	Yes	Yes	SSH2	22	10.4.3
S4112T-ON*	Yes	Yes	SSH2	22	10.4.3
S4128F	Yes	Yes	SSH2	22	10.4.1
S4128F-ON	Yes	Yes	SSH2	22	10.4.3
S4128T	Yes	Yes	SSH2	22	10.4.3

Table 13. Networking devices (continued)

Networking devices	Remote monitoring and case creation	Automatic collection of system information	Collection protocol	Port used	Latest supported firmware version
S4128T-ON	Yes	Yes	SSH2	22	10.4.3
S4148F-ON	Yes	Yes	SSH2	22	10.4.3
S4148FE	Yes	Yes	SSH2	22	10.4.3
S4148FE-ON*	Yes	Yes	SSH2	22	10.4.3
S4148T	Yes	Yes	SSH2	22	10.4.3
S4148T-ON	Yes	Yes	SSH2	22	10.4.3
S4148U	Yes	Yes	SSH2	22	10.4.3
S4148U-ON	Yes	Yes	SSH2	22	10.4.3
S4248FB-ON	Yes	Yes	SSH2	22	10.4.3
S4248FBL-ON*	Yes	Yes	SSH2	22	10.4.3
S4810P and S4820T	Yes	Yes	SSH2	22	9.11
S5000*	Yes	Yes	SSH2	22	9.13 and 10.4.3
S5148F	Yes	Yes	SSH2	22	10.4.3
S5224F	Yes	Yes	SSH2	22	10.4.3
S5232F*	Yes	Yes	SSH2	22	10.4.3
S5248F	Yes	Yes	SSH2	22	10.4.3
S5296F	Yes	Yes	SSH2	22	10.4.3
S6000*	Yes	Yes	SSH2	22	9.13 and 10.4.3
S6010-ON	Yes	Yes	SSH2	22	9.14 and 10.4.3
S6100*	Yes	Yes	SSH2	22	10.4.3
X1008 and X1018P	Yes	Yes	SNMPv2	161	3.0.0.94
X1026P and X4012	Yes	Yes	SNMPv2	161	3.0.0.94
Z9000	Yes	Yes	SSH2	22	9.7
Z9100-ON	Yes	Yes	SSH2	22	9.14 and 10.4.3
Z9264F	Yes	Yes	SSH2	22	10.4.3
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 the following operating system versions:

- 10.4.1
- 10.4.2
- 10.4.3
- 10.4.3.1

Supported Brocade and Cisco switches

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

Table 14. 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 15. 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 16. 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 17. 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 18. 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)

Supported Dell EMC chassis devices

Table 19. Chassis devices

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/ FX2s	Yes	Yes	SSH2	22	2.1
PowerEdge MX7000	Yes	Yes	REST	443	1.00.01

Supported storage module

Table 20. Supported storage module

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

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

Supported Management and Monitoring Software

Table 21. Supported Management and Monitoring Software

Management and Monitoring Software	Collection protocol	Port used	Latest supported version
HIT KIT for VMware	SSH2	22	3.1
VSM	SSH2	22	4.6
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.

The recommended version of OMSA may vary depending on the generation of the server and the operating system running on the server. SupportAssist Enterprise supports the automatic download and installation of OMSA on the operating systems listed in the following sections.

- i** **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.
- i** **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 www.dell.com/openmanagemanuals.

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

Table 22. Linux operating system and recommended OMSA version

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
13th and 14th	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
	ESXi 6.0 U3*	9.1
10th, 11th, and 12th	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
9th	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

Table 22. Linux operating system and recommended OMSA version (continued)

PowerEdge server generation	Operating system running on the device	Recommended OMSA version
	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

* 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.

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.

Related documents and resources

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

Table 23. Related documents

Document title	How to access the document
<i>SupportAssist Enterprise Version 4.0 Online Help</i>	Click the help icon in the SupportAssist Enterprise user interface.
<i>SupportAssist Enterprise Version 4.0 User's Guide</i>	<ol style="list-style-type: none"> 1. Visit https://www.dell.com/serviceabilitytools. 2. Click SupportAssist Enterprise Version 4.0. 3. Click Manuals.
<i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i>	
<i>SupportAssist Enterprise Version 4.0 Reportable Items</i>	
<i>SupportAssist Enterprise Version 4.0 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 Technical Description Guide</i>	
<i>SupportAssist Enterprise Alert Policy Guide</i>	

SupportAssist community

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