SupportAssist Enterprise Version 4.00.05
Release Notes

Notes, cautions, and warnings

(i) **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.**

Contents

Release Summary

This release supports newer firmware versions, server models, networking devices, and collection attributes from Chassis, Data Storage, and Networking devices. This release also enables you to inventory devices managed using OpenManage Enterprise Version 3.3.1.

Topics:

- Version
- Release date
- Priority and recommendations

Version

4.00.05

Release date

November 2019

Priority and recommendations

RECOMMENDED: Dell EMC recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers and software).

Compatibility

The following table lists the device and device models that you can add in SupportAssist Enterprise.

(i) **NOTE:** SupportAssist Enterprise may not be compatible with all models of a supported device type. For the list of supported device types and corresponding models, see the *SupportAssist Enterprise Version 4.00.05 Support Matrix* available at https://www.dell.com/serviceabilitytools.

Table 1. Device types

Device Type	Device models that you can add
Chassis	- PowerEdge M1000e - PowerEdge VRTX - PowerEdge FX2/FX2s - PowerEdge MX7000
Data Protection	- AppSync[1] - Avamar[3] - CloudBoost[1] - Data Protection Advisor (DPA)[1] - Data Domain[3] - Data Protection Appliance[1] - Enterprise Copy Data Management (EMCeCDM)[1] - Networker[1] - PowerPath[1] - PowerProtect Appliance[1] - PowerProtect Data Manager[1] - StreamingData[1] - RecoverPoint[2] - UCC[1]
iDRAC	yx2x and later PowerEdge servers (i) **NOTE:** To add an iDRAC, you must provide the iDRAC IP address of the server.
Networking	- PowerConnect - Dell Force10 - Dell Networking - Networking X-Series switches - Networking Wireless Controllers Mobility Series - Other supported Networking devices (Brocade and Cisco)
Server or Hypervisor	yx9x and later PowerEdge servers running: - Linux - VMware ESX or ESXi - Citrix XenServer - Oracle Virtual Machine (i) **NOTE:** To add a server or hypervisor, you must provide the operating system IP address of the server.
Software	- HIT Kit/VSM for VMware - vCenter
Virtual Machine	Linux
Converged infrastructure appliance	VxBlock

Table 1. Device types (continued)

Device Type	Device models that you can add
	• PowerOne • VCE Vision[1] • VxBlock Central • Web Scale
Hyperconverged infrastructure appliance	• VxFlex • VxFlex OS • VxFlex appliance • VSPEXBLUE/VxRail[1] • VxRack Flex[1] • VxRack SDDC[1]

Data Storage	• Fluid File System (FluidFS)
	  ○ Storage PS Series with FluidFS
	  ○ Storage MD Series with FluidFS
	  ○ Storage SC Series with FluidFS
	• Peer Storage (PS)/EqualLogic
	  ○ Storage PS Series arrays
	• PowerVault
	  ○ Storage MD Series arrays
	  ○ Storage ME4 Series arrays
	• Storage Center (SC)/Compellent
	  ○ Storage SC Series solutions
	• Atmos[2]
	• Celerra[2]
	• Centera[2]
	• CLARiiON[2]
	• CloudArray[1]
	• CloudIQ-CLTR[1]
	• Connectrix[3]
	• Customer Management Station[2]
	• DCA
	• DL3D Engine[2]
	• DLm3[2]
	• DLm4[3]
	• DLm[2]
	• DSSD[1]
	• EDL Engine[2]
	• Elastic Cloud Storage[3]
	• Isilon or PowerScale[3]
	• Isilon-SD[1]
	• PowerStore[4]
	• ScaleIO[1]
	• SRM[1]
	• Switch-Brocade-B[3]
	• Switch-Cisco[2]
	• Symmetrix[2]
	• Unisphere[1]
	• Unity[1]
	• UnityVSA[1]
	• VMAX3[3]
	• VNXe[2]
	• VNX[2]
	• VPLEX

Table 1. Device types (continued)

Device Type	Device models that you can add
	- ViPR[3] - ViPRSRM[1] - XtremIO[3]

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

New features in this release

- Displays information about VMware Skyline when you add a vCenter instance that can be managed by Skyline
- Ability to inventory devices that are managed using OpenManage Enterprise Version 3.3.1
- Support for newer firmware versions
- Support for newer server models and networking devices
- Support for newer collection attributes from Chassis, Data Storage, and Networking devices

Known issues — To be fixed in future releases

Topics:

- Unable to view icons in Internet Explorer
- Appropriate error message is not displayed while adding a Linux or ESXi using ESX credential account
- Unable to add a device in SupportAssist Enterprise
- Application takes a minimum of 10 to 15 minutes to complete the configuration and start the services
- Remediation steps and issue reason are displayed in the same column for the devices in staging group
- REST API and MFT transfers stop working through a proxy-only environment
- Incomplete translation of user interface content
- Install/upgrade of OMSA fails on Red Hat Enterprise Linux 8.0 operating system
- Unable to open SupportAssist Enterprise user interface
- Unable to create cases for alerts received from PowerVault ME4 storage arrays through OpenManage Enterprise version 3.3.1 adapter
- Unable to process alerts received from PowerVault MD storage arrays through OpenManage Enterprise version 3.3.1 adapter
- Unable to process alerts received from PowerEdge MX7000 version 1.1 chassis through OpenManage Enterprise version 3.3.1 adapter
- Unable to upgrade to Secure Connect Gateway

Unable to view icons in Internet Explorer

Description	If you open SupportAssist Enterprise in Internet Explorer version 11.0.9600.19003, the icons are not displayed due to default settings in Internet Explorer.
Workaround	1. On the top-right corner in Internet Explorer, click the settings icon and click **Internet options**.
	2. On the **Security** page, click **Trusted sites**, and then click **Sites**.
	3. In the **Trusted sites** window, add the IP address of the virtual machine on which SupportAssist Enterprise is deployed and click **Close**.
	4. On the **Advanced** page, perform the following:
	a. In the **Accelerated graphics** section, enable **Use software rendering instead of GPU rendering**.
	b. In the **Multimedia** section, enable **Show image download placeholders**.
	c. Click **Apply**.
Tracking Number	MOON-1998

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

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

Unable to add a device in SupportAssist Enterprise

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

Workaround   Open the Terminal and run the following commands:

1. ```
   docker network disconnect sae-srs-bridge esrsde-app
   ```
2. ```
   docker network disconnect sae-srs-bridge saede-app
   ```
3. ```
   docker network rm sae-srs-bridge
   ```
4. ```
   docker network create --driver bridge  --subnet <IP address of the
   device>/29 sae-srs-bridge
   ```
5. ```
   docker network connect sae-srs-bridge esrsde-app
   ```
6. ```
   docker network connect sae-srs-bridge saede-app
   ```

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

1. ```
   Vi /etc/docker/daemon.json
   ```
2. ```
   {"bip": "<IP address of the docker>/24"}
   ```
3. ```
   sudo ip addr add dev docker0 <IP address of the docker>/244.
   ```
4. ```
   sudo ip addr del dev docker0 <IP address of the docker>/16
   ```
5. ```
   systemctl daemon-reload
   ```
6. ```
   systemctl start docker
   ```

Tracking Number   MOON-1493 and MBIK-838

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

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

Workaround   None

Tracking Number   MOON-2027

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

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

Workaround   None

Tracking Number   MBIK-228

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

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

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

Tracking Number   SRS-94

Incomplete translation of user interface content

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

Workaround   None

Tracking Number   MBIK-225

Install/upgrade of OMSA fails on Red Hat Enterprise Linux 8.0 operating system

Description   On Red Hat Enterprise Linux 8.0 operating systems, install/upgrade of OMSA fails because the `libcrypto.so` package is not available.

Workaround   Install the `libcrypto.so` package and retry the operation.

Tracking Number   SAENTK-948

Unable to open SupportAssist Enterprise user interface

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

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

Tracking Number   MBIK-828

Unable to create cases for alerts received from PowerVault ME4 storage arrays through OpenManage Enterprise version 3.3.1 adapter

Description   For alerts received from PowerVault ME4 storage arrays, the Severity Status in the Alert Log is reported as **Unknown** by the appliance. Therefore, SupportAssist Enterprise is unable to create cases for these alerts.

Workaround   Manually add the device in SupportAssist Enterprise and perform case creation.

Tracking Number   SAENTK-693

Unable to process alerts received from PowerVault MD storage arrays through OpenManage Enterprise version 3.3.1 adapter

Description   Alerts that are received from PowerVault MD storage arrays through OpenManage Enterprise version 3.3.1 adapter are reported as Invalid Trap in SupportAssist Enterprise. Because of the Null Event ID value, SupportAssist Enterprise is unable to create cases for these alerts.

Workaround   Manually add the device in SupportAssist Enterprise and perform case creation.

Tracking Number   SAENTK-707

Unable to process alerts received from PowerEdge MX7000 version 1.1 chassis through OpenManage Enterprise version 3.3.1 adapter

Description   Alerts that are received from PowerEdge MX7000 version 1.1 chassis through OpenManage Enterprise version 3.3.1 adapter are reported as Invalid Trap in SupportAssist Enterprise. Because of the Null Event ID value, SupportAssist Enterprise is unable to create cases for these alerts.

Workaround   Manually add the device in SupportAssist Enterprise and perform case creation.

Tracking Number   SAENTK-1076

Unable to upgrade to Secure Connect Gateway

Description

If display names for parameters such as credential profile or discovery rule contain an apostrophe (!) or double quotes (""), you may be unable to upgrade SupportAssist Enterprise to secure connect gateway.

Workaround

Update the display name to remove the special characters and retry.

Version affected

4.00.05

Tracking number

7335

Limitations

- Transport Security Layer (TLS) version 1.1 or later are not supported for configuring SMTP server.
- Devices running Windows operating system are not supported. However, you can deploy SupportAssist Enterprise as a virtual appliance on Hyper-V.
- When you upgrade SupportAssist Enterprise to secure connect gateway:
  - The policy manager settings that are configured in SupportAssist Enterprise are not migrated.
  - If the appliance is deployed on a vCenter server, the **Skyline Integration** page does not load. To resolve the issue, delete and add all the vCenter instances again in secure connect gateway.

Deploying SupportAssist Enterprise

Dell EMC SupportAssist Enterprise is available as a virtual appliance that can be deployed on a hypervisor to monitor your devices and minimize the downtime. The virtual appliance is available in OVF and VHD formats. For more information about deploying SupportAssist Enterprise, see the *SupportAssist Enterprise Version 4.00.05 User's Guide* available at https://www.dell.com/serviceabilitytools.

Related documents and resources

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

Table 2. Related documents

Document title	How to access the document
SupportAssist Enterprise Version 4.00.05 Online Help	Click the help icon in the SupportAssist Enterprise user interface.
SupportAssist Enterprise Version 4.00.05 User's Guide	1. Go to https://www.dell.com/serviceabilitytools.
SupportAssist Enterprise Version 4.00.05 Support Matrix	2. Click **SupportAssist Enterprise Version 4.0**.
SupportAssist Enterprise Version 4.0 Troubleshooting Guide	3. Click **Manuals**.
SupportAssist Enterprise Version 4.00.05 Reportable Items	
SupportAssist Enterprise Version 4.0 REST API Guide	
SupportAssist Enterprise Version 4.0 Pre-Site Checklist	
SupportAssist Enterprise Version 4.0 Technical Description Guide	
SupportAssist Enterprise Version 4.0 Alert Policy Guide	

SupportAssist community

You can ask peer-to-peer questions on the Dell SupportAssist Enterprise community forum.

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Contacting Dell EMC

About this task

ⓘ **NOTE:** If you do not have an active Internet connection, you can find contact information about your purchase invoice, packing slip, bill, or Dell EMC product catalog.

Dell EMC provides several online and telephone-based support and service options. Availability varies by country or region and product, and some services may not be available in your area.

Topics:

- Contact Dell EMC for sales, technical support, or customer service issues
- Find manuals and documents

Contact Dell EMC for sales, technical support, or customer service issues

Steps

1. Go to https://www.dell.com/support.
2. Select your country or region in the selection list at the bottom of the page.
3. Click **Contact Support** and select the appropriate support link.

Find manuals and documents

Steps

1. Go to https://www.dell.com/support.
2. Click **Browse all products**.
3. Select the appropriate product category and then select the desired product.
4. To view or download the manuals and documents, click the **DOCUMENTATION** tab.

   ⓘ **NOTE:** You can also directly access the manuals and documents for Serviceability Tools from https://www.dell.com/serviceabilitytools.