

SupportAssist Enterprise Version 4.0

Troubleshooting Guide

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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1 Troubleshooting overview.....	5
2 Troubleshooting SupportAssist Enterprise deployment and registration.....	6
SupportAssist Enterprise deployment.....	6
SupportAssist Enterprise registration.....	6
Opening the SupportAssist Enterprise user interface.....	6
3 Troubleshooting adding devices in SupportAssist Enterprise.....	8
Unable to add device.....	8
Unable to reach device.....	9
4 Troubleshooting collections in SupportAssist Enterprise.....	10
Unable to collect system information.....	10
Unable to export collection.....	10
Unable to send system information.....	10
Insufficient storage space to gather system information.....	11
5 Unable to edit device credentials.....	12
6 Prerequisites for devices.....	13
7 Troubleshooting adapters in SupportAssist Enterprise.....	15
Unable to add adapter.....	15
Unable to connect to adapter.....	15
8 Troubleshooting SNMP configuration.....	16
SNMP not configured.....	16
Unable to configure SNMP.....	16
Unable to verify SNMP configuration.....	16
9 Troubleshooting OMSA in SupportAssist Enterprise.....	18
OMSA not installed.....	18
Unable to install OMSA.....	18
Unable to verify OMSA version.....	19
New version of OMSA available.....	19
OMSA not supported.....	19
10 Troubleshooting device authentication.....	20
11 Troubleshooting clearing system event log.....	22
Clearing system event log failed.....	22
Clear the system event log using iDRAC.....	22
Clear the system event log using OMSA.....	22

12 Troubleshooting automatic case creation.....	24
13 Troubleshooting SupportAssist Enterprises services.....	25
SupportAssist Enterprise services.....	25
Verify the status of Dell EMC SupportAssist Enterprise services.....	25
Verify or restart Secure Shell (SSH) service.....	25
Restart other services in SupportAssist Enterprises.....	26
14 Other troubleshooting scenarios.....	27
Unable to view tool tips in Mozilla Firefox.....	27
Unable to view icons in Internet Explorer.....	27
Maintenance mode.....	27
Logs.....	27
15 Error code appendix.....	29

Troubleshooting overview

This guide provides information about troubleshooting issues that may occur while deploying and using SupportAssist Enterprise.

Related documents

In addition to this guide you can refer to the following documents for more information about SupportAssist Enterprise 4.0 available at www.dell.com/serviceabilitytools.

- SupportAssist Enterprise Version 4.0 User's Guide
- SupportAssist Enterprise Version 4.0 Support Matrix
- SupportAssist Enterprise Version 4.0 Release Notes
- SupportAssist Enterprise Version 4.0 Reportable Items
- SupportAssist Enterprise Version 4.0 Technical Description Guide
- SupportAssist Enterprise Version 4.0 Alert Policy Guide
- SupportAssist Enterprise Version 4.0 REST API Guide

Troubleshooting SupportAssist Enterprise deployment and registration

This section provides information about troubleshooting issues while deploying, registering, or opening SupportAssist Enterprise.

Topics:

- [SupportAssist Enterprise deployment](#)
- [SupportAssist Enterprise registration](#)
- [Opening the SupportAssist Enterprise user interface](#)

SupportAssist Enterprise deployment

If you experience any issues while deploying SupportAssist Enterprise, ensure that the server on which you deploy SupportAssist Enterprise has Internet connectivity. If the server connects to the Internet through a proxy server, enter the proxy server details in the installation wizard.

After deployment, the following message is displayed: **SAE VE webui is running at https://<SAE IP>:5700**. If this message is not displayed, log in to SSH and update the network configuration on the **YaST2** page.

Refer to "Minimum requirements for deploying and using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools for the hardware, software, and network requirements for deploying and using SupportAssist Enterprise.

SupportAssist Enterprise registration

If you experience any issues while registering SupportAssist Enterprise, ensure the following:

- The server on which SupportAssist Enterprise is deployed can connect to the Internet.
- The server on which SupportAssist Enterprise is deployed connects to the Internet through a proxy server, enter the proxy server details on the **Proxy Settings** page.
- The network settings of the server on which SupportAssist Enterprise is deployed are correct.
- The ports 443 and 8443 are open on the firewall to access the **Global and enterprise servers**. For the list of destinations to ensure connectivity to the **Global and enterprise servers**, see "Network requirements" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- The registration details, such as first name, last name, email address, and phone number you have provided are valid.
- Use an English keyboard layout to enter the phone number and email address.
- Retry the registration after some time.

Refer to "Minimum requirements for deploying and using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools for the minimum hardware, software, and network requirements for deploying and using SupportAssist Enterprise.

Opening the SupportAssist Enterprise user interface

If an error is displayed when you open the SupportAssist Enterprise user interface, perform the following:

1. Log in to the appliance through Secure Shell (SSH) using the root credentials.
2. Run the following command to access the SAE VE container: `docker exec -it saede-app /bash`.
3. Run the following command to restart the SupportAssist service: `systemctl restart supportassist`.
4. Check the log files to identify the component that failed to load. To access the logs, perform the following:
 - a. Go to `cd /var/lib/docker/volumes`.

- b.** To access the adapter logs, go to `saede-ome_logs/_data/`.
- c.** To access the SAE VE logs, go to `saede_logs/_data/`.
- d.** To access the SRS VE logs, go to `esrslog/_data/var/log/`.

Troubleshooting adding devices in SupportAssist Enterprise

This section provides information about troubleshooting issues while adding devices in SupportAssist Enterprise. This section also provides information about prerequisites to add a device in SupportAssist Enterprise.

Topics:

- [Unable to add device](#)
- [Unable to reach device](#)

Unable to add device

If a device displays an  **Unable to add device** status:

- If the device is an iDRAC, ensure that the iDRAC has an Enterprise or Express license installed. For information about purchasing and installing an Enterprise or Express license, see "Managing Licenses" in the *iDRAC User's Guide* available at www.dell.com/idracmanuals.
- If the device is a Storage SC Series array, ensure that SupportAssist is enabled in Enterprise Manager. For information about enabling SupportAssist in Enterprise Manager, see the *Dell Enterprise Manager Administrator's Guide* available at www.dell.com/storagemanuals.
- If the device was inventoried through an adapter, ensure that the credentials of the device are correct. To resolve credential errors, you can edit the device credentials, update the credential account, or assign another Credential Profile.

If an error message is displayed stating that SupportAssist Enterprise is unable to add the device:

- Ensure that the device model is supported. For a complete list of supported device models, see the *SupportAssist Enterprise Version 4.0 Support Matrix* available at www.dell.com/serviceabilitytools.
- Ensure that the prerequisites for adding the device are met. For information about the prerequisites for adding a device, see "Adding devices" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Verify that the device is reachable from the server on which SupportAssist Enterprise is deployed.
- Verify that the device credentials (user name and password) you provided are correct.
- If the error message states that the device could not be added within the predefined time limit, try to add the device again.
- If the device encryption level is greater than 128 bits, do one of the following:
 - Reduce the encryption level to 128 bits.
 - On the server running SupportAssist Enterprise, ensure that the Java Cryptography Extension (JCE) Unlimited Strength Jurisdiction Policy Files is installed in the Java Development Kit (JDK) or Java Runtime Environment (JRE). For more information about the JCE Unlimited file, go to Oracle.com.

If the error message states that SupportAssist Enterprise is unable to add a server because the SSL encryption level of the device is set to 256 bits or higher:


1. Download the [Zulu Cryptographic Extension Kit](#) available at the Azul Systems website.
2. Extract the downloaded file.
3. Copy the `local_policy.jar` and `US_export_policy.jar` files and paste them at the following location on the system on which SupportAssist Enterprise is deployed:
 - `/opt/dell/supportassist/jre/lib/security`
4. Restart the SupportAssist service and try the operation again.

For information about prerequisites for adding a device, collecting system information from the device, or editing the device credentials, see [Prerequisites for devices](#).

Unable to reach device

If a device displays an  **Unable to reach device** status:

- Click the error status link in the **Status** column on the **Devices** page to view the possible resolution steps.
- Verify that the device is turned on and connected to the network.
- Verify that the required network ports are open on the device.
- If you added the device in SupportAssist Enterprise by providing the device IP address, verify that the IP address of the device has changed. The IP address may change each time the device is restarted, if the device is configured to obtain a dynamic IP address.
- If the IP address of the device has changed:
 - Delete the device from SupportAssist Enterprise. See "Delete device" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
 - Add the device again. See "Adding devices" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

 **NOTE: To avoid deleting and adding a device each time the IP address of the device changes, It is recommended that you provide the host name of the device (instead of the IP address) when adding the device.**

Troubleshooting collections in SupportAssist Enterprise

This section provides information about troubleshooting issues while collecting, sending, or exporting system information.

Topics:

- [Unable to collect system information](#)
- [Unable to export collection](#)
- [Unable to send system information](#)
- [Insufficient storage space to gather system information](#)

Unable to collect system information

If a device displays an



Unable to gather system information status:

- Click the error status link in the **Status** column to view the possible resolution steps.
- Verify that the device is reachable from the server on which SupportAssist Enterprise is deployed.
- Verify that the device credentials (user name and password) you provided are correct.
- If the password of the device is lengthy (10 or more characters), try assigning a shorter password (about 5 to 7 characters) that does not include spaces and quotes, and then update the password in SupportAssist Enterprise.

If the error message states that SupportAssist Enterprise is unable to collect system information from a server because the SSL encryption level of the device is set to 256 bits or higher:

1. Download the [Zulu Cryptographic Extension Kit](#) available at the Azul Systems website.
2. Extract the downloaded file.
3. Copy the `local_policy.jar` and `US_export_policy.jar` files and paste them at the following location on the system on which SupportAssist Enterprise is deployed:
 - `/opt/dell/supportassist/jre/lib/security`
4. Restart the SupportAssist service and try the operation again.

After resolving the underlying issue, manually initiate the collection and upload of system information. See "Start the collection of system information from a single device" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

For information about prerequisites for adding a device, collecting system information from the device, or editing the device credentials, see [Prerequisites for devices](#).

Unable to export collection

If a device displays an  **Unable to export collection** status:

- Click the error status link in the **Status** column to view the possible resolution steps.
- Manually initiate the collection and upload of system information. See "Start the collection of system information from a single device" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

If the problem persists, contact Dell EMC Technical Support for assistance.


Unable to send system information

If a device displays an  **Unable to send system information** status:


- Click the error status link in the **Status** column to view the possible resolution steps.
- Verify that the server on which SupportAssist Enterprise is deployed can connect to the Internet.
- If the server on which SupportAssist Enterprise is deployed connects to the Internet through a proxy server, ensure that the proxy settings are configured in SupportAssist Enterprise. See "Configure proxy server settings" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Ensure connectivity to the **Global access and enterprise server**. See "Network Connectivity Test" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Ensure that the collection file does not contain any potential threats such as viruses or malware.

After resolving the underlying issue, manually initiate the collection and upload of system information. See "Start the collection of system information from a single device" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

Insufficient storage space to gather system information

If a device displays an  **Insufficient storage space to gather system information** status, ensure that the server on which SupportAssist Enterprise is deployed has sufficient free space.

Unable to edit device credentials

If an error message is displayed stating that SupportAssist Enterprise is  **Unable to edit the credentials** of a device:

- Verify that the device is reachable from the server on which SupportAssist Enterprise is deployed.
- Verify that the device credentials (user name and password) you provided are correct.

If the error message states that SupportAssist Enterprise is unable to edit the credentials of the device because the SSL encryption level of the device is set to 256 bit or higher:

1. Download the [Zulu Cryptographic Extension Kit](#) available at the Azul Systems website.
2. Extract the downloaded file.
3. Copy the `local_policy.jar` and `US_export_policy.jar` files and paste them at the following location on the system on which SupportAssist Enterprise is deployed:
 - `/opt/dell/supportassist/jre/lib/security`
4. Restart the SupportAssist service and try the operation again.

For information about prerequisites for adding a device, collecting system information from the device, or editing the device credentials, see [Prerequisites for devices](#).

Prerequisites for devices

The following sections list the prerequisites for adding a device, collecting system information from the device and editing device credentials.

Server

- To add a server by providing the operating system details (agent-based monitoring) and the device is running a Linux operating system:
 - Verify that the credentials you provided have root, super user, or sudo user rights on the device. If you provide the user name and password of a sudo user, ensure that the sudo user is configured for SupportAssist Enterprise. See "Configure sudo access for SupportAssist Enterprise on a server running Linux" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
 - Verify that the Secure Shell (SSH) service is running on the device.
 - Verify that SSH password authentication is enabled. It is enabled by default.
 - Ensure that OpenSSL is updated. For more information, see the resolution for OpenSSL CCS injection vulnerability (CVE-2014-0224) available on the support website of the operating system.
- To add a server by providing the iDRAC details (agentless monitoring) ensure that the iDRAC has an Enterprise or Express license installed. For information about purchasing and installing an Enterprise or Express license, see "Managing Licenses" in the *iDRAC User's Guide* available at www.dell.com/idracmanuals.

Hypervisor

For device running VMware ESX and ESXi:

- Ensure that SFCBD and CIMOM are enabled on your device.
 - To enable SFCBD, use the following command: `/etc/init.d/sfcbd-watchdog start`.
 - To enable WBEM, use the following command: `esxcli system wbem set --enable true`.

Depending on your scenario, you may have to run the following commands.

- To check the status of the agent: `/etc/init.d/sfcbd-watchdog status`.
- To reset WBEM:
 1. Disable WBEM on your device: `esxcli system wbem set --enable false`.
 2. Enable WBEM on your device: `esxcli system wbem set --enable true`.
- To disable SFCBD, use the following command: `/etc/init.d/sfcbd-watchdog stop`.

Data storage device

For Storage PS Series array:

- Ensure that the SSH and SNMP services are running on the device.
- Ensure that you provide the management group IP address of the device in the **Add single device** window.

For Storage SC Series array:

- Ensure that the REST service is running on the device.
- Ensure that SupportAssist is enabled in Enterprise Manager. For information about enabling SupportAssist in Enterprise Manager, see the *Dell Enterprise Manager Administrator's Guide* at Dell.com/storagemanuals.

For Fluid File System (FluidFS) device, ensure that the SSH service is running on the device.

Few data storage devices, must be added to SupportAssist Enterprise directly from the device itself. For information about adding devices, see "Adding devices" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

Networking

- Ensure that the SSH and SNMP services are running on the device.
- If the enable password is configured on the device, ensure that you provide the enable password in the **Add single device** window.

Chassis

Ensure that the SSH service is running on the device.

Software

For HIT Kit/VSM:

- Ensure that the SSH service is running on the system.
- Ensure that you have root credentials for the SSH connection. SupportAssist Enterprise uses the SSH service to connect to the system.

Hyper-Converged Infrastructure device

For WebScale:

- Ensure that the device is reachable from the server on which SupportAssist Enterprise is deployed.
- Ensure that required ports are open. See the *SupportAssist Enterprise Version 4.0 Support Matrix* available at www.dell.com/serviceabilitytools.
- Ensure that firmware version 4.x or later is installed on the device for the collection of system information.
- Verify that the assigned account credentials (user name and password) you provided are correct.

Virtual machine

- Ensure that the system hosting the virtual machine is reachable from the server on which SupportAssist Enterprise is deployed.
- Ensure that the required ports and protocols are enabled on the network. See the *SupportAssist Enterprise Version 4.0 Support Matrix* available at www.dell.com/serviceabilitytools.

Troubleshooting adapters in SupportAssist Enterprise

This section provides information about troubleshooting issues with adapters in SupportAssist Enterprise.

Topics:


- [Unable to add adapter](#)
- [Unable to connect to adapter](#)

Unable to add adapter

If the **Adapters** page displays an  **Unable to add adapter** status:

- Verify that the server on which you want to add the adapter is reachable from the server on which SupportAssist Enterprise is deployed.
- Ensure that the system on which you want to set up the adapter has more than 500 MB of free disk space required for installation of the adapter.
- Verify that port 443 is open on the system on which you want to set up the adapter.
- Ensure that Microsoft .NET Framework 4.5 is installed on the system on which you want to set up the adapter.
- Ensure that the adapter is not already installed on the server on which you are trying to set up the adapter.
- Locate the `appconfig.properties` file in the `config` folder, and then increase the timeout value for `adapter.websocket.timeout`. The default time is five seconds and maximum time is one minute.

Unable to connect to adapter

A  **Disconnected** status may be displayed on header area if the server on which SupportAssist Enterprise is deployed is unable to connect to an adapter that you have set up. When this issue occurs, a **Disconnected** status is also displayed on the **Adapters** page.

If the **Disconnected** status is displayed, ensure that port 5700 is open on the server on which SupportAssist Enterprise is deployed.

Troubleshooting SNMP configuration

This section provides information about troubleshooting issues in configuring and verifying SNMP configuration.

Topics:

- [SNMP not configured](#)
- [Unable to configure SNMP](#)
- [Unable to verify SNMP configuration](#)

SNMP not configured

If a device displays an  **SNMP not configured** status:

- Configure the SNMP settings on the device by using the **Configure SNMP** option. See "Configure SNMP settings by using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- If the SNMP configuration cannot be completed successfully even after repeated attempts, log in to the device and manually configure the SNMP settings. For instructions on how to manually configure the SNMP settings:
 - For a server or hypervisor that you have added in SupportAssist Enterprise by using the operating system IP address, see "Manually configure the alert destination of a server" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
 - For a server that you added in SupportAssist Enterprise using the iDRAC IP address, see "Manually configure the alert destination of an iDRAC by using the web interface" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

Unable to configure SNMP

If a device displays an



Unable to configure SNMP status:

- Ensure that the network settings are correct.
- Ensure that the SNMP port (162) is open.
- Ensure that the firewall settings are correct.
- Configure the SNMP settings of the device using the **Configure SNMP** option. See "Configure SNMP settings by using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

If the SNMP configuration is still unsuccessful, you can manually configure the SNMP settings. For instructions to manually configure the SNMP settings:

- For a server or hypervisor that you added in SupportAssist Enterprise using the operating system IP address, see "Manually configure the alert destination of a server" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- For a server that you added in SupportAssist Enterprise using the iDRAC IP address, see "Manually configure the alert destination of an iDRAC by using the web interface" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

Unable to verify SNMP configuration

If the device displays an  **Unable to verify SNMP configuration** status:

- Ensure that the DNS is configured correctly.
- Ensure that the SNMP port (162) is open.
- Ensure that the firewall settings are correct.

- Configure the SNMP settings of the device using the **Configure SNMP** option. See "Configure SNMP settings by using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Restart the `snmpdtrapd` service.

Troubleshooting OMSA in SupportAssist Enterprise

This section provides information about troubleshooting issues while installing, verifying, or upgrading OMSA in SupportAssist Enterprise.

Topics:

- [OMSA not installed](#)
- [Unable to install OMSA](#)
- [Unable to verify OMSA version](#)
- [New version of OMSA available](#)
- [OMSA not supported](#)

OMSA not installed

If a device displays an  **OMSA not installed** status:

- Install OMSA on the device using the **Install / Upgrade OMSA** option. See "Install or upgrade OMSA by using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- If the installation of OMSA cannot be completed successfully even after repeated attempts, log in to the device and manually download and install the recommended version of OMSA on the device. For information about the recommended version of OMSA, see the *SupportAssist Enterprise Version 4.0 Support Matrix* at www.dell.com/serviceabilitytools.

Unable to install OMSA

If a device displays an  **Unable to install OMSA** status:

- Verify that the device is reachable from the server on which SupportAssist Enterprise is deployed.
- Verify that the device credentials (user name and password) you provided are correct.
- Verify that the Secure Shell (SSH) service is running on the device.
- Verify that SSH password authentication is enabled. It is enabled by default.
- Verify that the credentials you provided have root, super user, or sudo user rights on the device. If you provide the user name and password of a sudo user, ensure that the sudo user is configured for SupportAssist Enterprise. See "Configure sudo access for SupportAssist Enterprise on a server running Linux" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Ensure that the device has all the required OMSA dependencies installed. For more information about OMSA dependencies, see "Remote Enablement Requirements" in the *Dell OpenManage Server Administrator Installation Guide* available at www.DellTechCenter.com/OMSA.
- Try to install OMSA again. See "Install or upgrade OMSA using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- If OMSA installation cannot be completed successfully even after repeated attempts, log in to the device and manually download and install the recommended version of OMSA on the device. For information about the recommended version of OMSA, see the *SupportAssist Enterprise Version 4.0 Support Matrix* available at www.dell.com/serviceabilitytools.

 **NOTE: Upgrade from a 32-bit version of OMSA to a 64-bit version of OMSA is not supported. In this scenario, you must uninstall the existing version of OMSA, and install OMSA using SupportAssist Enterprise. For instructions to install OMSA using SupportAssist Enterprise, see "Install or upgrade OMSA using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.**

Unable to verify OMSA version

If an error message is displayed stating that SupportAssist Enterprise is unable to verify the OMSA version installed on the device:

- Click the error status link in the **Status** column on the **Devices** page to view the possible resolution steps.
- Ensure connectivity to the **Global access and enterprise server**. See "Network Connectivity Test" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Ensure that the OMSA services are running on the device.
- Try to install OMSA again. See "Install or upgrade OMSA by using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- If OMSA installation cannot be completed successfully even after repeated attempts, log in to the device and manually download and install the recommended version of OMSA on the device. For information about the recommended version of OMSA, see the *SupportAssist Enterprise Version 4.0 Support Matrix* at www.dell.com/serviceabilitytools.

New version of OMSA available

If a device displays a  **New version of OMSA available** status:

- Install OMSA on the device by using the **Install / Upgrade OMSA** option. See "Install or upgrade OMSA by using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- If the installation of OMSA cannot be completed successfully even after repeated attempts, log in to the device and manually download and install the recommended version of OMSA on the device. For information about the recommended version of OMSA, see the *SupportAssist Enterprise Version 4.0 Support Matrix* at www.dell.com/serviceabilitytools.

OMSA not supported

If a device displays the  **OMSA not supported** status:

- Log in to the device and uninstall the existing version of OMSA.
- Install OMSA on the device using the **Install / Upgrade OMSA** option. See "Install or upgrade OMSA by using SupportAssist Enterprise" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

Troubleshooting device authentication



If a device displays an **Authentication failed** status:

- Click the error status link in the **Status** column to view the possible resolution steps.
- Verify that the device credentials (user name and password) you provided are correct.

Server

- Verify that the credentials you provided have root, super user, or sudo user rights on the device. If you provide the user name and password of a sudo user, ensure that the sudo user is configured for SupportAssist Enterprise. See "Configure sudo access for SupportAssist Enterprise on a server running Linux" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Verify that the SSH service is running on the device.
- Verify that the SSH password authentication is enabled. It is enabled by default.

Data storage device

For Storage PS Series array:

- Ensure that the Secure Shell (SSH) and SNMP services are running on the device.
- Ensure that you provide the management group IP address of the device in the **Add single device** window.

For Storage SC Series array:

- Ensure that the REST service is running on the device.
- Ensure that SupportAssist is enabled in Enterprise Manager. For information about enabling SupportAssist in Enterprise Manager, see the *Dell Enterprise Manager Administrator's Guide* at Dell.com/storagemanuals.

For Fluid File System (FluidFS) device, ensure that the SSH service is running on the device.

Networking device

- Ensure that the Secure Shell (SSH) and SNMP services are running on the device.
- If the enable password is configured on the device, ensure that you provide the enable password in the **Add single device** window.

Chassis

Ensure that the Secure Shell (SSH) service is running on the device.

Software

For HIT Kit/VSM:

- Ensure that the Secure Shell (SSH) service is running on the system.
- Ensure that you have root credentials for the SSH connection. SupportAssist Enterprise uses the SSH protocol to connect to the system.

Hyper-Converged Infrastructure device

For WebScale:

- Ensure that the device is reachable from the server on which SupportAssist Enterprise is deployed.

- Ensure that required ports are open. See the *SupportAssist Enterprise Version 4.0 Support Matrix* available at www.dell.com/serviceabilitytools.
- Ensure that firmware version 4.x or later is installed on the device for the collection of system information.
- Verify that the assigned account credentials (user name and password) you provided are correct.

Virtual machine

- Ensure that the system hosting the virtual machine is reachable from the server on which SupportAssist Enterprise is deployed.
- Ensure that the required ports and protocols are enabled on the network. See the *SupportAssist Enterprise Version 4.0 Support Matrix* available at www.dell.com/serviceabilitytools.

Troubleshooting clearing system event log

This section provides information about troubleshooting issues while clearing the system event log. It also provides steps to clear the system event logs using iDRAC or OMSA.

Topics:

- [Clearing system event log failed](#)
- [Clear the system event log using iDRAC](#)
- [Clear the system event log using OMSA](#)

Clearing system event log failed

If the device displays a  **Clearing System Event Log failed** status, ensure that the following requirements are met and then try clearing the system event log:

- The device is reachable from the server on which SupportAssist Enterprise is deployed.
- If the device is a member of a domain, the host name of the device is added in the DNS server.
- The credentials you have provided for the device in SupportAssist Enterprise are correct.
- The credentials you have provided for the device in SupportAssist Enterprise have administrative privileges.
- If you have added the device in SupportAssist Enterprise with the operating system IP address, ensure that the SSH service is running on the device and the firewall enables SSH communication.
- If you have added the device in SupportAssist Enterprise with the iDRAC IP address, the WS-MAN service is running on the device.


If the problem persists, try clearing the System Event Log by using one of the following methods:

- [Clear the system event log using iDRAC](#)
- [Clear the system event log using OMSA](#)

Clear the system event log using iDRAC

Ensure that you are logged in to the iDRAC web console with administrative privileges.

You can perform the following steps to clear the System Event Log by using the iDRAC web console.


 **NOTE: If you want to clear the System Event Log using the command-line interface, connect to the iDRAC over SSH protocol using any telnet client and run the following command: `racadm clrse1`**

1. In the iDRAC web console, click **Overview > Server > Logs Page**.
2. Click **Clear Log**.

Clear the system event log using OMSA

Ensure that you are logged in to OMSA with administrative privileges.

If OMSA is installed on the device, you can perform the following steps to clear the System Event Log.

 **NOTE: If you want to clear the System Event Log using the command line interface, log in to the device and run the following command: `omconfig system esmlog action=clear`**

 **NOTE: If the device is running VMware ESX, log in to OMSA from another remote device using the Server Administrator Managed System Login option, and then perform the following:**

1. In OMSA, perform one of the following, depending on the type of server:
 - If the device is a modular server, click **Modular Enclosure > Server Module**.
 - If the device is not a modular server, click **System > Main System Chassis**.
2. Click **Logs**.

3. Click **Clear Log**.

Troubleshooting automatic case creation

If an issue occurs on a device, but a support case is not created automatically:

NOTE: SupportAssist Enterprise does not create a support case for every alert that is received from a monitored device. A support case is created only if the alert type and number of alerts received from a device match with the criteria defined by Dell EMC for support case creation.

- Ensure that the device is a server, data storage, networking switch, or chassis, and has an active service plan.
- Ensure that monitoring is enabled for the device in SupportAssist Enterprise. See the "Enable or disable monitoring of a device" section in the *SupportAssist Enterprise Version 4.0 Support Matrix* available at www.dell.com/serviceabilitytools.
- Ensure that the device is configured to forward alerts to the server on which SupportAssist Enterprise is deployed.
- Ensure connectivity to the **Global access and enterprise server**. See "Network Connectivity Test" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Perform the case creation test and ensure that the **Ready to Create Cases** status is displayed. See "Test the case creation capability" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
- Check the `application.log` file available at `/var/lib/docker/volumes/saede_logs/_data` to identify if the alert was received by SupportAssist Enterprise.

Troubleshooting SupportAssist Enterprises services

This section provides information about troubleshooting issues in SupportAssist Enterprise services. It also provides steps to verify the status of the services.


Topics:

- [SupportAssist Enterprise services](#)
- [Verify the status of Dell EMC SupportAssist Enterprise services](#)
- [Verify or restart Secure Shell \(SSH\) service](#)
- [Restart other services in SupportAssist Enterprises](#)

SupportAssist Enterprise services

If the SupportAssist Enterprise application does not respond appropriately, ensure the following:

1. On the server on which SupportAssist Enterprise is deployed, verify that the **Dell EMC SupportAssist Enterprise** and **Dell EMC SupportAssist Enterprise DB** services are running. For information about verifying the status of the services, see [Verify the status of Dell EMC SupportAssist Enterprise services](#).
2. If the services cannot or do not start, open the recent SupportAssist Enterprise application log file, and then search for the time at which you tried to start the services. The log file may contain a message indicating any user interface startup errors and a possible problem diagnosis.

 **NOTE:** Access the SupportAssist Enterprise application log files from `/var/lib/docker/volumes/saede_logs/_data` and `/var/lib/docker/volumes/esrslog/_data/var/log/`.
3. Ensure connectivity to the **Global access and enterprise server**. See "Network Connectivity Test" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.
 - If the server is responding, a success message is displayed in the user interface. If not, the server may be unreachable. If this is the case, check the log file for details. If there are no discernible details in the log file, and the server is not reachable, contact Dell EMC Technical Support for assistance.
 - If communication is successful, but no data updates occur, SupportAssist Enterprise may be identifying itself with an ID that is unknown to the server. If this is the case, check the log file for details. The log file may contain a message stating that SupportAssist Enterprise was not recognized. If SupportAssist Enterprise is not recognized, redeploy SupportAssist Enterprise.

Verify the status of Dell EMC SupportAssist Enterprise services

1. Open the terminal window on the system on which SupportAssist Enterprise is deployed.
2. Enter `service Dell EMC SupportAssist Enterprise status` and press **Enter**.
The status of the Dell EMC SupportAssist Enterprise service is displayed on the screen.
3. Enter `service Dell EMC SupportAssist Enterprise DB status` and press **Enter**.
The status of the Dell EMC SupportAssist Enterprise DB service is displayed on the screen.
4. If the services are not running, enter `service <service name> start` and press **Enter**.

 **NOTE:** If you stop one or both of the SupportAssist Enterprise services, ensure that you restart both the services.

Verify or restart Secure Shell (SSH) service

To add a device and perform other operations on the device, SupportAssist Enterprise requires the SSH service to be installed and running on the device. If the service is not installed or running, an error message is displayed in SupportAssist Enterprise.

Use the following commands to verify the status of the SSH service and to start the service:

- `service sshd status`—Displays the status of the SSH service.
- `service sshd start`—Starts the SSH service.

Restart other services in SupportAssist Enterprises

After you log in to SupportAssist Enterprise, you can check the status of the following services from **Admin > Service Status**:

- `esrsalarm`
- `esrsauditlogging`
- `esrsauth`
- `esrscasemanagement`
- `esrsconnectivityreport`
- `esrsconfigtool`
- `esrsdataitems`
- `esrsdevicemanagement`
- `esrskeepalive`
- `esrsmftauth`
- `esrsremotescripts`
- `esrsrsc`
- `esrsupdate`
- `esrsusermanagement`
- `esrsvesp`
- `esrsjcemc`
- `esrshttpd`
- `esrshttpdftp`
- `esrshttpdR`
- `esrshttpdlistener`

1. Log in to the appliance through Secure Shell (SSH) service using the root credentials.
2. Run the following command to access the SRS VE container: `docker exec -it esrsde-app /bash`.
3. Run the following command to restart the required service: `systemctl restart <service name>`.
For example, to restart the **esrsalarm** service, run the following command: `systemctl restart esrsalarm`.
4. If you want to restart the **esrshttpd**, **esrshttpdftp**, **esrshttpdR**, or **esrshttpdlistener** services, run the following command: `systemctl restart <service name>.service`.
For example, to restart the **esrshttpd** service, run the following command: `systemctl restart esrshttpd.service`.

Other troubleshooting scenarios

This section provides information about troubleshooting issues while using SupportAssist Enterprise.

Topics:

- [Unable to view tool tips in Mozilla Firefox](#)
- [Unable to view icons in Internet Explorer](#)
- [Maintenance mode](#)
- [Logs](#)

Unable to view tool tips in Mozilla Firefox

If tool tips are not displayed in Mozilla Firefox:

1. Open Mozilla Firefox, and enter `about:config` in the address bar.
2. If a warning is displayed, click **Accept**.
3. Verify that the `browser.chrome.toolbar_tips` value is set to **True**.
4. If the `browser.chrome.toolbar_tips` value is **False**, double-click the value to set it to **True**.

Unable to view icons in Internet Explorer

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.

1. On the top-right corner in Internet Explorer, click the settings icon and click **Internet options**.
The **Internet Options** window is displayed.
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**.

Maintenance mode

If a device displays the



Maintenance Mode status:

- Ensure that the issue with the device is resolved. If the status persists for greater than 15 minutes, manually disable maintenance mode. See "Enable or disable device-level maintenance mode" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

If required, you may place SupportAssist Enterprise in maintenance mode. See "Enable or disable global-level maintenance mode" in the *SupportAssist Enterprise Version 4.0 User's Guide* available at www.dell.com/serviceabilitytools.

Logs

If you notice that the size of the SupportAssist Enterprise application logs file increases intermittently, then:

1. Stop the SupportAssist Enterprise services.
2. Back up the `application.log` file.

3. Delete the `application.log` file.
4. Restart the SupportAssist Enterprise services.

Error code appendix

The following table lists the error codes, error messages, and possible resolutions:

Table 1. Error code appendix

Error code	Error message	Possible resolution
SA-20005	SupportAssist is unable to add the adapter <i>adapter_name</i> because the adapter is already added or the devices that are associated with the adapter are already added.	Not available.
SA-20010	SupportAssist is unable to add the adapter <i>adapter_name</i> because the Display Name <i>display_name</i> is already in use by another adapter.	Enter any other display name for the adapter and then retry.
SA-20015	SupportAssist is unable to add the adapter <i>adapter_name</i> because of an unknown error.	Retry adding the adapter after some time.
SA-20020	SupportAssist is unable to add the adapter <i>adapter_name</i> because the Management Group credentials are incorrect.	Enter the correct management group credentials and retry.
SA-20025	SupportAssist is unable to reach the adapter <i>adapter_name</i> because the adapter is not connected to SupportAssist Enterprise or the SupportAssist Adapter service may not be running.	Ensure the following and retry: <ul style="list-style-type: none"> • If the adapter and SupportAssist are installed on different systems, both the systems must be reachable from each other and port 5700 must be open on the server on which SupportAssist is deployed. • SupportAssist Adapter service must be running.
SA-20030	SupportAssist is unable to reach the adapter <i>adapter_name</i> because the adapter is not connected to the Management Group.	Ensure the following and retry: <ul style="list-style-type: none"> • Management Group credentials are correct • Adapter is connected to the Management Group • SupportAssist Adapter service is running.
SA-20035	SupportAssist is unable to add the adapter <i>adapter_name</i> because the adapter has an invalid key.	Retry adding the adapter with the valid key.
SA-20045	SupportAssist is unable to reach the adapter <i>adapter_name</i> because the Management Group credentials are incorrect or doesn't have sufficient privileges.	Enter the correct management group credentials and retry.
SA-20050 SA-20080 SA-20085	SupportAssist is unable to reach the adapter <i>adapter_name</i> because of an unknown error.	No possible resolution.
SA-20065	SupportAssist Enterprise is unable to connect to the adapter <i>adapter_name</i> because the system where the adapter is set up is not reachable.	Ensure the following and then retry: <ul style="list-style-type: none"> • If the credentials of the system where the adapter is set up have changed, update the adapter credentials in SupportAssist Enterprise • The adapter service must be running on the system where the adapter is set up

Error code	Error message	Possible resolution
SA-20070	SupportAssist Enterprise is unable to connect to the adapter <i>adapter_name</i> because the adapter credentials are either incorrect or do not have the required privileges.	Ensure the following and then retry: <ul style="list-style-type: none"> · The adapter credentials must be correct · The adapter credentials must have administrator privileges
SA-20404	SupportAssist Enterprise is unable to set up the adapter <i>adapter_name</i> because the remote system is not reachable.	Ensure that the remote system is reachable from the server on which SupportAssist Enterprise is deployed and then retry.
SA-21005	SupportAssist is unable to edit the details of the adapter <i>adapter_name</i> because the Display Name <i>display_name</i> is already in use by another adapter.	Enter any other display name for the adapter and then retry.
SA-21010 SA-21015	SupportAssist is unable to edit the details of the adapter <i>adapter_name</i> because of an unknown error.	Retry editing the details of the adapter after some time.
SA-21404	SupportAssist is unable to edit the adapter <i>adapter_name</i> because the adapter is not reachable.	Ensure that the details of the adapter are correct and then retry.
SA-20095	SupportAssist Enterprise is unable to set up the adapter <i>adapter_name</i> because an attempt to connect to the management console was unsuccessful.	Ensure that the entered credentials are valid and have administrator rights, and then retry.
SA-20105	SupportAssist is unable to copy installer file to the remote machine.	Ensure that there is connection to remote machine and file exist in the required location.
SA-20115	SupportAssist is unable to start the adapter service.	Ensure that the installation of the adapter was successful and the configuration file has the correct required values.
SA-20120	SupportAssist is unable copy configuration file.	Ensure that the configuration file generated is not empty and there is network connectivity.
SA-20190	SupportAssist Enterprise is unable to edit the adapter <i>adapter_name</i> because the connection could not be established with the remote system.	Ensure the following and retry operation : <ul style="list-style-type: none"> · Ensure that the credentials are valid · Ensure that the user has administrator privileges
SA-20200	SupportAssist is unable to edit the adapter <i>adapter_name</i> because the adapter was uninstalled on the remote system.	Re-install the application and retry the operation.
SA-20210	SupportAssist is unable to do device sync for the adapter <i>adapter_name</i> .	Please edit the adapter and then perform a manual device synchronization
SA-20215	SupportAssist is unable to delete the adapter <i>adapter_name</i>	The adapter may not be available in database.
SA-20550	SupportAssist is unable to connect to adapter <i>adapter_name</i>	The adapter service may not be running.
SA-20555	Upgrade of the adapter <i>adapter_name</i> was unsuccessful	Delete the adapter and then set up the adapter again
SA-20560	Upgrade of the adapter <i>adapter_name</i> was unsuccessful because the adapter service could not be started.	Delete the adapter and then set up the adapter again.
SA-20565	Upgrade of the adapter <i>adapter_name</i> was unsuccessful because of a configuration error.	Delete the adapter and then set up the adapter again.
SA-20605	SupportAssist Enterprise is unable to set up the adapter because the hostname/IP	Ensure that the hostname/IP address is valid and reachable, and then try setting up the adapter.

Error code	Error message	Possible resolution
	address hostname/IP address is either invalid or unreachable.	
SA-20610	SupportAssist Enterprise is unable to set up the adapter for the host <i>host_name</i> because the credentials are incorrect.	Ensure that the credentials of the host are correct and then try setting up the adapter.
SA-20615	SupportAssist Enterprise is unable to inventory devices through the adapter because a connection could not be established with the host/management console.	Ensure the following and then retry the operation: <ul style="list-style-type: none"> • The host running the management console must be reachable • The credentials of the host must be valid and must also have administrator rights • The <i>system management console</i> services must be running on the host
SA-20620	SupportAssist Enterprise is unable to update the details of the host <i>host_name</i> because a connection could not be established with the host/management console.	Ensure the following and then retry the operation: <ul style="list-style-type: none"> • The host running the management console must be reachable • The credentials of the host must be valid and must also have administrator rights • The <i>system management console</i> services must be running on the host
SA-20625	SupportAssist Enterprise is unable to set up the adapter on the host <i>host_name</i> because the operating system running is not supported.	For information about the operating systems that support setting up the <i>adapter_name</i> , see the Online Help.
SA-20634	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	Ensure the following and then try setting up the adapter: <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20644	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	Ensure the following and then try setting up the adapter: <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20646	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	Ensure the following and then try setting up the adapter: <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20648	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host	Ensure the following and then try setting up the adapter:

Error code	Error message	Possible resolution
	<i>host_name</i> because it does not meet certain requirements.	<ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20650	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	<p>Ensure the following and then try setting up the adapter:</p> <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20652	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	<p>Ensure the following and then try setting up the adapter:</p> <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20654	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because the services are not running.	<p>Ensure that the system management console services are running on the host and then try setting up the adapter.</p>
SA-20656	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	<p>Ensure the following and then try setting up the adapter:</p> <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20658	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	<p>Ensure the following and then try setting up the adapter:</p> <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space • Port x must be open on the host. • The <i>system management console</i> must be installed on the host • The <i>system management console</i> services must be running on the host
SA-20660	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter on the host <i>host_name</i> because it does not meet certain requirements.	<p>Ensure the following and then try setting up the adapter:</p> <ul style="list-style-type: none"> • The host running the management console must be reachable and must also have more than 500 MB free hard drive space

Error code	Error message	Possible resolution
		<ul style="list-style-type: none"> Port x must be open on the host. The <i>system management console</i> must be installed on the host The <i>system management console</i> services must be running on the host
SA-20662	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter because the adapter installer file is not available at the default location.	Restart the Dell EMC SupportAssist Enterprise service and then try setting up the adapter.
SA-20664	SupportAssist Enterprise is unable to set up the <i>adapter_name</i> adapter because the installation of another adapter is in progress.	Try setting up the adapter after the installation of the other adapter is complete.
SA-20666	SupportAssist is unable to connect to Adapter <i>adapter_name</i> .	<p>Ensure the following:</p> <ul style="list-style-type: none"> The system where the management console is set up must be reachable from the server on which you deployed SupportAssist Enterprise If the credentials of the management console have changed, update the credentials of the adapter in SupportAssist Enterprise
SA-20668	SupportAssist Enterprise is unable to edit the details of the adapter <i>adapter_name</i> because either the adapter service is not running or the adapter has been uninstalled.	Ensure that the adapter service is running. If the adapter has been uninstalled, add the adapter again.
SA-20670	SupportAssist is unable to edit the details of the adapter <i>adapter_name</i> because adapter connection timed out.	Retry to edit the adapter details.
SA-4015 SA-4020 SA-4030 SA-4035 SA-4040 SA-4045 SA-4050 SA-4055 SA-4060 SA-4070	SupportAssist is unable to collect system information from the device <i>device_name</i> because of an unknown error.	To retry collecting and uploading the system information, select the device, and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance. For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
SA-4065	SupportAssist is unable to collect system information from the device <i>device_name</i> because the collection process exceeded the predefined time limit.	To retry collecting and uploading the system information, select the device, and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4085 SA-4090	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> Make sure that the WS-Man service is running on the device. To retry collecting the system information, select the device and click Start Collection.
SA-4095 SA-4100 SA-4105	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> Make sure that the SSH service is running on the device. To retry collecting the system information, select the device and click Start Collection.
SA-4110 SA-4115 SA-4120	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> Make sure that the SNMP service is running on the device. To retry collecting the system information, select the device and click Start Collection.

Error code	Error message	Possible resolution
SA-4125 SA-4130	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> 1. Make sure that the Symbol SDK service is running on the device. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4135 SA-4140	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> 1. Make sure that the vSphere SDK service is running on the device. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4145 SA-4150	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> 1. Make sure that the REST API service is running on the device. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4155	SupportAssist is unable to collect system information from the device <i>device_name</i> because the device is not reachable.	<ol style="list-style-type: none"> 1. Make sure that the device you are trying to add is reachable from the server running SupportAssist. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4160	SupportAssist is unable to collect system information from the device <i>device_name</i> because the IP address of the device is invalid.	<ol style="list-style-type: none"> 1. Make sure that SupportAssist is updated with the correct IP address of the device. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4165	SupportAssist is unable to collect system information from the device <i>device_name</i> because the download of a certificate file could not be completed successfully.	<ol style="list-style-type: none"> 1. Verify the firewall and network settings to ensure that download of the certificate file is not blocked. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4170 SA-4175	SupportAssist is unable to collect system information from the device <i>device_name</i> because the credentials of the device are either incorrect or do not have the required privileges.	<p>Verifying the following and then retry collecting system information from the device:</p> <ol style="list-style-type: none"> 1. Make sure that SupportAssist is updated with the correct user name and password of the device. 2. Make sure that the user account that has administrator privileges on the device. 3. On the Device Inventory page, select the device and click Send System Information to retry collecting the system information.
SA-4180	SupportAssist is unable to collect system information from the device <i>device_name</i> because the device is not supported.	For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
SA-4185	SupportAssist is unable to collect system information from the device <i>device_name</i> because of an unknown error.	<ol style="list-style-type: none"> 1. Make sure SupportAssist is updated with the credentials of a user account that has root privileges. For instructions to add a user account to the root group, see "Adding a user to the root user group" in the User's Guide. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4205 SA-4210	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> 1. Make sure that the Redfish API service is running on the device. 2. To retry collecting the system information, select the device and click Start Collection.
SA-15000 SA-15001 SA-15002	SupportAssist is unable to send the collected system information from the device <i>device_name</i> because of an unknown error.	On the Device Inventory page, select the device and click Send System Information to retry collecting the system

Error code	Error message	Possible resolution
		information. If the problem persists, contact Dell EMC Technical Support for assistance.
SA-15011 SA-15012	SupportAssist is unable to send the collected system information from the device <i>device_name</i> because of an unknown error.	<ol style="list-style-type: none"> 1. Ensure connectivity to the Global access and enterprise server. See "Network Connectivity Test" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools. 2. To retry collecting and uploading the system information, select the device and click Start Collection.
SA-15013 SA-15014	SupportAssist is unable to send the collected system information from the device <i>device_name</i> because of an invalid file token.	<ol style="list-style-type: none"> 1. Perform the Connectivity Test and ensure that connectivity to the Dell EMC Upload Server is successful. 2. To retry collecting and uploading the system information, select the device and click Start Collection. <p>If the problem persists, contact Dell EMC Technical Support for assistance.</p>
SA-15021 SA-15022	SupportAssist is unable to send the collected system information from the device <i>device_name</i> because the proxy server is not reachable.	<ol style="list-style-type: none"> 1. Verify the proxy server settings in SupportAssist. 2. Make sure that the proxy server is reachable. 3. To retry collecting and uploading the system information, select the device and click Start Collection. <p>If the problem persists, contact your network administrator for assistance.</p>
SA-15023	SupportAssist is unable to send the collected system information from the device <i>device_name</i> because the proxy server username or password is incorrect.	<ol style="list-style-type: none"> 1. Make sure that the proxy server user name and password you have entered in SupportAssist are correct. 2. To retry collecting and uploading the system information, select the device and click Start Collection. <p>If the problem persists, contact your network administrator for assistance.</p>
SA-15024	SupportAssist is unable to send the collected system information from the device <i>device_name</i> because of an unknown error with reaching the proxy.	<ol style="list-style-type: none"> 1. Verify the proxy server settings in SupportAssist. 2. Make sure that the proxy server is reachable. 3. To retry collecting and uploading the system information, select the device and click Start Collection. <p>If the problem persists, contact your network administrator for assistance.</p>
DEVICEDISCOVERYMANA GER.0001	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device information (Host Name/IP Address, User Name or Password) is incorrect.	Verify the device information, ensure that the user account has administrator privileges, and try again. If the problem persists, contact your network administrator for assistance.
DEVICEDISCOVERYMANA GER.0003	Linux Login Failed.	Not available.
DEVICEDISCOVERYMANA GER.0004	DRAC Login Failed.	Not available.
DEVICEDISCOVERYMANA GER.0005	Login Success.	Not available.
DEVICEDISCOVERYMANA GER.0006	SupportAssist Enterprise is unable to add the device <i>device_name</i> because of an unknown error while discovering the device.	Make sure that the device is supported by SupportAssist Enterprise, the required services are running on the device and the user account has administrator privileges, and then

Error code	Error message	Possible resolution
		retry the operation. For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0007	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the Service Tag of the device cannot be identified.	If it is a Dell EMC device, ensure that the Service Tag of the device is set, and then retry the operation.
DEVICEDISCOVERYMANAGER.0008	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the Display Name <i>display_name</i> is already in use by another device.	Type another display name, and then retry the operation.
DEVICEDISCOVERYMANAGER.0009	SupportAssist Enterprise is unable to add the device <i>device_name</i> because it is not a Dell EMC device.	For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0010	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the Service Tag of the device is either invalid or cannot be identified.	For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0011	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device model <i>device_model</i> is not supported.	For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0012	SupportAssist Enterprise is unable to add the device <i>device_name</i> because Dell EMC OpenManage Server Administrator (OMSA) version <i>OMSA_version</i> installed on the device is not supported by SupportAssist Enterprise.	Make sure that OMSA version 7.4 is installed on the device, and then retry the operation.
DEVICEDISCOVERYMANAGER.0013	SupportAssist Enterprise has detected that Dell EMC OpenManage Server Administrator (OMSA) is not installed on the device. Installing OMSA is required to generate alerts for hardware events that occur on the device.	Not available.
DEVICEDISCOVERYMANAGER.0014	SupportAssist Enterprise has detected that Dell EMC OpenManage Server Administrator (OMSA) services are not running on the device. For optimal SupportAssist Enterprise capability, it is recommended to restart the OMSA services.	Not available.
DEVICEDISCOVERYMANAGER.0015	SupportAssist Enterprise is unable to add the device <i>device_name</i> because of an internal error.	Retry the operation. For more information, see the troubleshooting logs. If the issue persists, contact your system administrator.
DEVICEDISCOVERYMANAGER.0016	SupportAssist Enterprise is unable to add the device <i>device_name</i> because an attempt to connect to the device was unsuccessful.	Make sure that both the system on which SupportAssist Enterprise is running and the device you are trying to add are connected to the network, and then retry the operation.
DEVICEDISCOVERYMANAGER.0017	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the provided credentials do not have Superuser rights.	Enter the credentials that have Superuser rights, and then retry the operation.
DEVICEDISCOVERYMANAGER.0018	SupportAssist Enterprise is unable to add the device <i>device_name</i> because it is not supported.	For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0020	SupportAssist Enterprise is unable to add the device <i>device_name</i> because Dell EMC	For a list of operating systems that support the installation of OMSA, see the <i>SupportAssist Enterprise Version 4.0</i>

Error code	Error message	Possible resolution
	OpenManage Server Administrator (OMSA) cannot be installed on the operating system running on the device.	Support Matrix available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0021	SupportAssist Enterprise has detected that all SNMP trap destination slots are occupied on the iDRAC device <i>device_name</i> .	The device can be added, but to monitor the device using SupportAssist Enterprise, you must manually configure the SNMP trap destination. For information about configuring the SNMP trap destination on the device, see the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0022	SupportAssist Enterprise is unable to configure the SNMP trap destination on the device <i>device_name</i> .	The device can be added, but to monitor the device using SupportAssist Enterprise, you must manually configure the SNMP trap destination. For information about configuring the SNMP trap destination on the device, see the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0023	SupportAssist Enterprise is unable to configure the SNMP trap destination on the device <i>device_name</i> because the provided credentials do not have Administrator or Operator privileges.	The device can be added, but to monitor the device using SupportAssist Enterprise, you must manually configure the SNMP trap destination. For information about configuring the SNMP trap destination on the device, see the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .
DEVICEDISCOVERYMANAGER.0024	SupportAssist Enterprise can only monitor 20 devices. Adding more devices may result in performance issues.	Not available.
DEVICEDISCOVERYMANAGER.0025	SupportAssist Enterprise is unable to add the device <i>device_name</i> because it does not have a valid license.	Make sure that the iDRAC has a valid Enterprise or Express license, and then retry the operation.
DEVICEDISCOVERYMANAGER.0026	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the hostname of the device cannot be resolved.	Make sure that the hostname is correct and can be resolved successfully, and then retry the operation.
DEVICEDISCOVERYMANAGER.0027	SupportAssist Enterprise has detected that Dell EMC OpenManage Server Administrator (OMSA) version <i>OMSA_version</i> is installed on the device. For optimal SupportAssist Enterprise capability, it is recommended to upgrade OMSA to version <i>OMSA_version</i> .	Not available.
DEVICEDISCOVERYMANAGER.0028	SupportAssist Enterprise is unable to edit the device credentials because the User Name or Password is incorrect.	Verify the username and password, ensure that the user account has administrator privileges, and try again. If the problem persists, contact your network administrator for assistance.
DEVICEDISCOVERYMANAGER.0029	SupportAssist Enterprise is unable to edit the device credentials because an unexpected error occurred while discovering the device.	Make sure that the required services are running on the device and the user account has administrator privileges, and then retry the operation.
DEVICEDISCOVERYMANAGER.0030	SupportAssist Enterprise is unable to edit the device credentials because an attempt to connect to the device was unsuccessful.	Make sure that both the system on which SupportAssist Enterprise is running and the device are connected to the network, and then retry the operation.
DEVICEDISCOVERYMANAGER.0031	SupportAssist Enterprise is unable to edit the device credentials because the provided credentials do not have Superuser rights.	Enter the credentials that have Superuser rights, and then retry the operation.
DEVICEDISCOVERYMANAGER.0033	SupportAssist Enterprise is unable to edit the device because the hostname of the device cannot be resolved.	Make sure that the hostname is correct and can be resolved successfully, and then retry the operation.
DEVICEDISCOVERYMANAGER.0034	SupportAssist Enterprise has detected that Dell EMC OpenManage Server Administrator	Not available.

Error code	Error message	Possible resolution
	(OMSA) version <i>OMSA_version</i> is installed on the device. It is recommended that you download and install OMSA version <i>OMSA_version</i> on the device.	
DEVICEDISCOVERYMANAGER.0035	SupportAssist Enterprise is unable to verify the OMSA version installed on the device.	See "Unable to verify OMSA version" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-20055	SupportAssist Enterprise is unable to connect to the device because the device credentials are not provided.	To provide the device credentials, select the device and click Edit Credentials .
SA-20060	SupportAssist Enterprise is unable to connect to the device by using the provided credentials.	To update the device credentials, select the device and click Edit Credentials .
SA-30270	SupportAssist Enterprise is unable to send the collected system information from the device <i>device_name</i> because file size is more than 5 GB.	Not available.
SA-4015 SA-4020 SA-4025 SA-4030 SA-4035 SA-4040 SA-4045 SA-4050 SA-4055	SupportAssist Enterprise is unable to collect the system information from the device <i>device_name</i> because of an unknown error.	To retry collecting the system information, select the device, and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4060	SupportAssist Enterprise is unable to collect some system information from the device. To view the list of sections that may have incomplete information, download the collection file and click the Section Status tab.	Not available.
SA-4065	SupportAssist Enterprise is unable to collect the system information from the device <i>device_name</i> because the collection process exceeded the predefined time limit.	To retry collecting the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4070 SA-4071 SA-4072	SupportAssist Enterprise is unable to collect the system information from the device <i>device_name</i> because of an unknown error.	To retry collecting the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4073 SA-4074	SupportAssist Enterprise is unable to package the system information collected from the device <i>device_name</i> because of an unknown error.	To retry collecting the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4085 SA-4090 SA-4110 SA-4115 SA-4120 SA-4125 SA-4130 SA-4135 SA-4140 SA-4145	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	To retry collecting the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.

Error code	Error message	Possible resolution
SA-4150 SA-4175		
SA-4095 SA-4100 SA-4105	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> 1. Make sure that the SSH service is running on the device. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4155	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because the device is not reachable.	<ol style="list-style-type: none"> 1. Make sure that the device you are trying to add is reachable from the server on which SupportAssist Enterprise is deployed. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4160	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because the IP address of the device is invalid.	<ol style="list-style-type: none"> 1. Make sure that SupportAssist Enterprise is updated with the correct IP address of the device. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4165	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because the download of a certificate file could not be completed successfully.	<ol style="list-style-type: none"> 1. Verify the firewall and network settings to ensure that download of the certificate file is not blocked. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4170	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because the credentials of the device are either incorrect or do not have the required privileges.	<ol style="list-style-type: none"> 1. Make sure that SupportAssist Enterprise is updated with the correct user name and password of the device. 2. Make sure that the user account has administrator/ root privileges on the device. 3. To retry collecting the system information, select the device and click Start Collection.
SA-4180	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because the device is not supported.	For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
SA-4185	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because of an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> 1. Make sure SupportAssist Enterprise is updated with the credentials of a user account that has root privileges. For instructions to add a user account to the root group, see the "Adding a user to the root user group" section in the User's Guide. 2. To retry collecting the system information, select the device and click Start Collection.
SA-4190	SupportAssist Enterprise is unable to gather system information from the device <i>device_name</i> because the SSL encryption level of the device is set to 256 bit or higher.	<ol style="list-style-type: none"> 1. For troubleshooting steps, see "Unable to collect system information" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools.
SA-4195	SupportAssist Enterprise is unable to gather system information from the device <i>device_name</i> because Dell EMC SupportAssist is not enabled on the device.	Ensure that Dell EMC SupportAssist is enabled on the device.
SA-4200	SupportAssist Enterprise is unable to collect the complete system information from <i>device_name</i> because of a connectivity issue.	<p>Ensure the following and then retry the collection:</p> <ul style="list-style-type: none"> • The correct credentials must be assigned to the device in SupportAssist Enterprise. • The assigned credentials must have administrative or elevated privileges on the device.

Error code	Error message	Possible resolution
SA-4205 SA-4210	SupportAssist is unable to collect system information from the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	<ol style="list-style-type: none"> 1. Make sure that the Redfish API service is running on the device. 2. On the Device Inventory page, select the device and click Send System Information to retry collecting the system information.
SA-4500	SupportAssist Enterprise is unable to send the collected system information from the device(s) because the receiving server hosted by Dell is unreachable.	To retry collecting the system information, select the device(s) and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4501	SupportAssist Enterprise is unable to upload the system information collected from <i>device_name</i> because the collection file is invalid.	To retry collecting and uploading of system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4502	SupportAssist Enterprise is unable to upload the system information collected from <i>device_name</i> because of an authentication issue with the upload server hosted by Dell EMC.	To retry collecting and uploading of system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4511	SupportAssist Enterprise is unable to upload the system information collected from <i>device_name</i> because of a connectivity issue.	<ul style="list-style-type: none"> • Ensure that the server on which SupportAssist Enterprise is deployed has Internet connectivity. • If the system accesses the Internet through a proxy server, ensure that the proxy server settings are configured in SupportAssist Enterprise. • Try uploading the collection again from the Collections page. • If Internet connectivity issue persists, contact your network administrator for assistance.
SA-4512	SupportAssist Enterprise is unable to upload the system information collected from <i>device_name</i> because of a connectivity issue with the upload server hosted by Dell EMC.	To retry collecting and uploading the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4513	SupportAssist Enterprise is unable to send the collected system information from the device <i>device_name</i> because of an invalid file token.	<ol style="list-style-type: none"> 1. Ensure connectivity to the Global access and enterprise server. See "Network Connectivity Test" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools. 2. To retry collecting the system information, select the device and click Start Collection. <p>If the problem persists, contact Dell EMC Technical Support for assistance.</p>
SA-4514	SupportAssist Enterprise is unable to send the collected system information from the device <i>device_name</i> because the collection file is corrupted.	<ol style="list-style-type: none"> 1. Ensure connectivity to the Global access and enterprise server. See "Network Connectivity Test" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools. 2. To retry collecting the system information, select the device and click Start Collection. <p>If the problem persists, contact Dell EMC Technical Support for assistance.</p>
SA-4521	SupportAssist Enterprise is unable to send the collected system information from the device <i>device_name</i> because the proxy server is not reachable.	<ol style="list-style-type: none"> 1. Verify the proxy server settings in SupportAssist Enterprise. 2. Make sure that the proxy server is reachable. 3. To retry collecting the system information, select the device and click Start Collection.

Error code	Error message	Possible resolution
		If the problem persists, contact your administrator for assistance.
SA-4522	SupportAssist Enterprise is unable to send the collected system information from the device <i>device_name</i> because an attempt to connect to proxy server is unsuccessful.	<ol style="list-style-type: none"> 1. Verify the proxy server settings in SupportAssist Enterprise. 2. Make sure that the proxy server is reachable. 3. To retry collecting the system information, select the device and click Start Collection. <p>If the problem persists, contact your network administrator for assistance.</p>
SA-4523	SupportAssist Enterprise is unable to send the collected system information from the device <i>device_name</i> because the proxy server username or password is incorrect.	<ol style="list-style-type: none"> 1. Make sure that the proxy server user name and password you have entered in SupportAssist Enterprise are correct. 2. To retry collecting the system information, select the device and click Start Collection. <p>If the problem persists, contact your network administrator for assistance.</p>
SA-4524	SupportAssist Enterprise is unable to upload the system information collected from <i>device_name</i> because of a proxy server connectivity issue.	To retry collecting and uploading the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4525	Uploaded collection file for <i>device_name</i> was deleted because a potential security risk was detected. For information about security risks, see the SupportAssist Enterprise User's Guide.	Not available.
SA-4526	SupportAssist Enterprise is unable to find the file information collected from <i>device_name</i> because the collection file is not found on server.	To retry collecting and uploading the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4529	SupportAssist Enterprise is unable to upload the file information collected from <i>device_name</i> because the collection failed in processing.	To retry collecting and uploading the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4530	Upload of the system information collected from <i>device_name</i> was unsuccessful because upload process exceeded the defined time limit.	To retry uploading the system information, select the collection from the Collections page and click Upload . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4531	Upload of the system information collected from <i>device_name</i> was unsuccessful because of an issue with the upload server hosted by Dell EMC.	To retry uploading the system information, select the collection from the Collections page and click Upload . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4532	Upload of the system information collected from <i>device_name</i> was unsuccessful because of an unknown issue.	To retry uploading the system information, select the collection from the Collections page and click Upload . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-4550	SupportAssist Enterprise is unable to collect system information from the <i>device_name</i> .	Because the space available on the server on which SupportAssist Enterprise is deployed has become critically low. For information about the disk space requirements for a SupportAssist Enterprise environment, see "Minimum requirements for deploying and using SupportAssist Enterprise" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .

Error code	Error message	Possible resolution
SA-8125	SupportAssist Enterprise is unable to collect the system information from the device <i>device_name</i> because of an unknown error.	To retry collecting the system information, select the device and click Start Collection . If the problem persists, contact Dell EMC Technical Support for assistance.
SA-0001	SupportAssist Enterprise is unable to add the devices because a device count is more than 5000.	Make sure that both the system running SupportAssist Enterprise and the device count should be below 5.
SA-0008	User has canceled this device discovery.	Not available.
SA-0012	SupportAssist Enterprise is unable to add the devices because the entered hostname or IP address and Device Type are incorrect	Retry adding the device with the correct hostname or IP address and device type.
SA-0005	SupportAssist Enterprise is unable to add the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	Make sure that both the server on which SupportAssist Enterprise is deployed and the device you are trying to add are connected to the same network, and then try to add the device.
SA-0010	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the entered hostname or IP address is incorrect.	Retry adding the device with the correct hostname or IP address.
SA-0015	SupportAssist Enterprise is unable to add the device <i>device_name</i> because of an unknown error while discovering the device.	Verify the following and then retry adding the device: <ol style="list-style-type: none"> 1. Make sure that the device is supported by SupportAssist Enterprise. For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools. 2. Make sure that the user account has administrator/ root privileges.
SA-0020	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device is already added.	You may have already added the device using another IP address or service tag.
SA-0025	SupportAssist Enterprise is unable to add the device <i>device_name</i> because of an unknown error.	Verify the following and then retry adding the device: <ol style="list-style-type: none"> 1. Make sure that the device is supported by SupportAssist Enterprise. For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools. 2. Ensure that you select the correct device type and try again.
SA-0030	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device credentials are incorrect.	Perform the following and then retry: <ol style="list-style-type: none"> 1. Enter the correct device credentials. 2. Ensure that the user account has administrative privileges. <p>If the problem persists, contact your network administrator for assistance.</p>
SA-0035	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the enable password is not provided.	Enter the enable password and retry.
SA-0040	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the Display Name <i>display_name</i> is already in use by another device.	Retry adding the device with any other display name.
SA-0045	Identification or cancellation for this device is already in progress.	Not available.

Error code	Error message	Possible resolution
SA-0050	SupportAssist Enterprise is unable to add the device <i>device_name</i> because of an unknown error.	Verify if the device is supported by SupportAssist Enterprise. For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
SA-0055	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device is not supported.	For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools .
SA-0060	SupportAssist Enterprise is unable to add the device <i>device_name</i> because a required file has either been deleted or moved.	Restart the Dell EMC SupportAssist Enterprise service and try to add the device.
SA-0065	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the entered credentials do not have superuser privileges.	Enter the credentials that have superuser privileges and try to add the device.
SA-0070	Installation of Dell OpenManage Server Administrator (OMSA) is not supported on this device.	Not available.
SA-0075	SupportAssist Enterprise has detected that Dell OpenManage Server Administrator (OMSA) is not installed on the device. Installing OMSA is required to generate alerts for hardware events that occur on the device.	Not available.
SA-0080	SupportAssist Enterprise has detected that the Dell OpenManage Server Administrator (OMSA) services are not running on the device.	For optimal SupportAssist Enterprise capability, it is recommended to restart the OMSA services.
SA-0085	SupportAssist Enterprise has detected that Dell OpenManage Server Administrator (OMSA) version x.x is installed on the device.	For optimal SupportAssist Enterprise capability, it is recommended to upgrade OMSA to version y.y.
SA-0090	SupportAssist Enterprise has detected that Dell OpenManage Server Administrator (OMSA) version x.x is installed on the device.	It is recommended that you download and install OMSA version y.y on the device.
SA-0095	SupportAssist Enterprise is unable to verify the OMSA version installed on the device.	See "Unable to verify OMSA version" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-0100	The recommended version of Dell OpenManage Server Administrator (OMSA) is already installed on the device.	Not available.
SA-0105	SupportAssist Enterprise will monitor the device through the integrated Dell Remote Access Controller (iDRAC). Therefore, installation or upgrade of Dell OpenManage Server Administrator (OMSA) is not required.	Not available.
SA-0110	SupportAssist Enterprise is unable to add the device <i>device_name</i> because it does not have a valid license.	Make sure that the iDRAC has a valid Enterprise or Express license, and then retry the operation.
SA-0115	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the operating system is not supported.	Not available.
SA-0120	SupportAssist Enterprise is unable to add the device because a required service is disabled on the device.	Make sure that the required service is running on the device, and then retry adding the device. For information about the required service, see "Verify or restart Secure Shell (SSH) service" in the <i>SupportAssist Enterprise</i>

Error code	Error message	Possible resolution
		<i>Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-0125	SupportAssist Enterprise is unable to add the device <i>device_name</i> because a response was not received within the predefined time limit.	Try adding the device again. For additional troubleshooting information, see "Unable to add device" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-0130	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the SSL encryption level of the device is set to 256 bit or higher.	For troubleshooting steps, see "Unable to add device" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-0131	Invalid device type	Not available.
SA-0132	Invalid device subtype	Not available.
SA-0133	Invalid device family	Not available.
SA-0135	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device type that you selected is incorrect.	Ensure that you select the correct device type and try again.
SA-0136	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device sub type that you selected is incorrect.	Ensure that you select the correct device sub type and try again.
SA-0140	SupportAssist Enterprise is unable to add the device <i>device_name</i> because a connection to the device was unsuccessful.	Perform the following and then retry: <ol style="list-style-type: none"> 1. Ensure that the required ports are open on the device. For information about the required ports, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools. 2. Ensure that you have selected the correct device type. 3. Verify if the device is supported by SupportAssist Enterprise. For the list of supported device models, see the <i>SupportAssist Enterprise Version 4.0 Support Matrix</i> available at www.dell.com/serviceabilitytools.
SA-0145	Unable to add device. SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device credentials are incorrect, incomplete, or not provided.	Ensure that the device credentials are correct and includes the required information. If you have not provided the credentials, enter the device credentials or apply a credential profile.
SA-0150	Unable to add device. SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device credentials are incorrect, incomplete, or not provided.	Ensure that the device credentials are correct and includes the required information. If you have not provided the credentials, enter the device credentials or apply a credential profile.
SA-0155	SupportAssist Enterprise is unable to add the device <i>device_name</i> because it is a Dell Peer Storage/EqualLogic member IP address.	Try adding the device again with the Peer Storage/EqualLogic group IP address.
SA-0160	The IP address that you have entered is a Dell Peer Storage/EqualLogic member IP address. It is recommended that you add the device by using the group IP address.	Ensure that you add the device by using the group IP address.
SA-0170	SupportAssist Enterprise is unable to add the device <i>device_name</i> because you have entered the hostname/IP address of a Web-Scale Cluster VM.	Try adding the device by entering the hostname/IP address of Web-Scale Cluster.
SA-0175	The hostname/IP address that you have entered is a Web-Scale Cluster VM IP address. It is recommended that you add the	Try adding the device by entering the hostname/IP address of Web-Scale Cluster.

Error code	Error message	Possible resolution
	device by using the hostname/IP address of the Web-Scale Cluster.	
SA-0165	SupportAssist Enterprise is unable to add the device <i>device_name</i> because an attempt to connect to the device was unsuccessful.	Perform the following and then retry: <ol style="list-style-type: none"> 1. Ensure that the FTP port is open. 2. Enter the correct device credentials. If the problem persists, contact your network administrator for assistance.
SA-1005	SupportAssist Enterprise is unable to edit the credentials of the device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	Make sure that both the server on which SupportAssist Enterprise is deployed and the device are connected to the same network, and then retry the operation.
SA-1010	SupportAssist Enterprise is unable to edit the credentials of the device <i>device_name</i> because of an unexpected error.	Verify the following and then retry editing the device credentials: <ol style="list-style-type: none"> 1. Make sure that the required services are running on the device. For information about troubleshooting the services, see "Troubleshooting SupportAssist Enterprises services" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools. 2. Make sure that the entered credentials have administrator/root privileges.
SA-1015	SupportAssist Enterprise is unable to edit the credentials of the device <i>device_name</i> because the user name or password is incorrect.	Verify the user name and password, ensure that the user account has administrator/root privileges, and try again. If the problem persists, contact your network administrator for assistance.
SA-1020	Enable Password is required for edit credentials	Not applicable.
SA-1025	SupportAssist Enterprise is unable to edit the credentials of the device <i>device_name</i> because the entered Display Name it is already in use by another device.	Enter any other another display name, and then retry editing the device credentials.
SA-1030	SupportAssist Enterprise is unable to edit the device credentials because the entered credentials do not have superuser rights.	Enter the credentials that have superuser rights, and then retry editing the device credentials.
SA-1035	SupportAssist Enterprise is unable to update the device credentials because a required service is disabled on the device.	Make sure that the required service is running on the device, and then retry editing the device credentials. For information about the required service, see "Verify or restart Secure Shell (SSH) service" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-1040	SupportAssist Enterprise is unable to edit the credentials of the device <i>device_name</i> because the SSL encryption level of the device is set to 256 bit or higher.	For troubleshooting steps, see "Unable to edit device credentials" in the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-1045	SupportAssist Enterprise is unable to edit the credentials of the device <i>device_name</i> because an attempt to connect to the device was unsuccessful.	Perform the following and then retry: <ol style="list-style-type: none"> 1. Ensure that the FTP port is open. 2. Enter the correct device credentials. If the problem persists, contact your network administrator for assistance.
SA-30130	SupportAssist Enterprise has placed the device <i>device_name</i> in the Staging group	To add the device, try to revalidate the device later.

Error code	Error message	Possible resolution
	because a required verification could not be completed.	
SA-30180	SupportAssist Enterprise has placed the device <i>device_name</i> in the Staging group because the device does not have the required license.	To add the device, ensure that iDRAC Enterprise license is installed on the device, and then re-validate the device.
SA-30260	SupportAssist Enterprise has placed the device <i>device_name</i> in the Staging group because SupportAssist Enterprise is not enabled on the device.	To add the device, ensure that SupportAssist Enterprise is enabled on the device, and then re-validate the device.
SA-30265	SupportAssist Enterprise has placed the device <i>device_name</i> in the Staging group because the Software service is not running on the device.	To add the device, ensure that the Software service is running and then re-validate the device.
SA-9000	SupportAssist Enterprise capabilities could not be verified for the device because the connectivity test is unsuccessful.	Ensure that connectivity to the device is successful and then click Validate Inventory .
SA-9005	Monitoring is not supported for the device.	Not available.
SA-9010	Monitoring is supported by the systems management console where the device is discovered. SupportAssist Enterprise does not support verifying the monitoring capability of the device.	Not available.
SA-9015	You have either not registered SupportAssist Enterprise or opted to disable monitoring capability for the device. To allow SupportAssist Enterprise to automatically create support requests, register SupportAssist Enterprise and enable monitoring.	Not available.
SA-9020	SNMP settings of the device could not be configured because the SNMP service or Net-SNMP service is not installed on the device.	Ensure that the SNMP service or Net-SNMP service is installed on the device.
SA-9025	SupportAssist Enterprise is unable to verify the monitoring capability because: <ol style="list-style-type: none"> 1. The credential account assigned to the device does not have superuser privileges. 2. The IP address of the device may have changed. 3. Networking sharing is disabled on the device. 	Perform the following: <ol style="list-style-type: none"> 1. Ensure that the credential account assigned to the device has superuser privileges. 2. Ensure that the IP address of the device is correct in SupportAssist Enterprise.
SA-9030	Monitoring capability cannot be verified because SNMP service is not running on the device.	Ensure that the SNMP service is running on the device and then click Validate Inventory .
SA-9035	Monitoring capability cannot be verified because the SNMP trap destination is not configured on the device.	Configure the SNMP settings through Tasks > Configure SNMP in the device overview pane or manually configure the SNMP settings. For instructions to manually configure the SNMP settings, see "Manually configuring SNMP settings" in the Online Help or the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .

Error code	Error message	Possible resolution
SA-9040	Monitoring capability could not be verified because Dell EMC OpenManage Server Administrator (OMSA) is not installed on the device.	Perform the following: 1. Select the device in the Devices page, and in the device overview pane, select Install / Upgrade OMSA from the Tasks list. 2. To verify if the installation of Dell EMC OpenManage Server Administrator (OMSA) is supported on the operating system, see the Dell EMC OpenManage Server Administrator (OMSA) Support Matrix.
SA-9050	Monitoring capability could not be verified because Dell EMC OpenManage Server Administrator (OMSA) services are not running on the device.	Ensure that all OMSA services are running on the device and then click Validate Inventory .
SA-9060	Monitoring is dependent on the configuration of the device. SupportAssist Enterprise does not support verifying the monitoring capability of the device.	Not available.
SA-0180	The device was not added because the device type is not selected in the discovery rule.	Select the device type and then run the discovery rule.
SA-0185	SupportAssist Enterprise is unable to add the device <i>device_name</i> because the device is not reachable.	Ensure that the required ports are open and accessible, and try adding the device again. For additional troubleshooting information, see the <i>SupportAssist Enterprise Version 4.0 Troubleshooting Guide</i> available at www.dell.com/serviceabilitytools .
SA-40500	ESRS Authorization failed, please check the credentials and try again.	Not available.
SA-40501	Internal server error, please contact your System Administrator.	Not available.
SA-40502	Unknown Error Occurred. Please try later.	Not available.
SA-40503	Error occurred while deleting some devices in ESRS System. Please try again later.	Not available.
SA-40504	The Site ID already exists, please enter another Site ID.	Not available.
SA-40505	The Site ID is invalid. Please contact your local EMC representative.	Not available.
SA-40506	Device match not found for input device with Serial Number and Product Type.	Not available.
SA-40507	Already device exist with request pending or managed state, please check and give valid details.	Not available.
SA-40509	Invalid Policy Manager IP or Credentials entered.	Not available.
SA-40510	Invalid Policy Manager Port or SSL configuration entered.	Not available.
SA-40511	Invalid Proxy IP or Port entered.	Not available.
SA-40512	Authentication failed.	Not available.
SA-40011	The credentials provided are incorrect, please try again with proper credentials.	Not available.
SA-40012	There is some issue in communicating to back end, this could be due to network issue	Not available.

Error code	Error message	Possible resolution
	or some services are down, please validate the same and try again.	
SA-40013	The password provided does not match the password history criteria, please change the password and try again.	Not available.
SA-40014	The current credentials provided are not correct, please try again with proper credentials.	Not available.
SA-40015	The current operation failed as the existing session is timed out, please try again after re-login.	Not available.
SA-40016	The parameter passed for the current operation are incorrect, please try again providing the correct parameters.	Not available.
SA-40017	Some internal error occurred while performing the operation, please try again after sometime, if the problem persist please contact Dell Tech support for assistance.	Not available.
SA-40018	The new password does not match the password policy, Please try again with different password which adheres to the minimum password criteria.	Not available.
SA-40019	There is some issue in communicating to back end, this could be due to some services are down, please validate the same and try again.	Not available.
SA-40020	There is some error while getting the mft file(s).Possible DB error.	Not available.
SA-40021	The Parameter(s) provided in the request are incorrect. Error reading or writing the value.	Not available.
SA-40508	Device Serial Number not part of install base. Re-enter it and try again.	Not available.
SA-40513	Invalid Serial Number. Re-enter it and try again.	Not available.
SA-40514	Gateway not associated with this model and serial number. Re-enter them and try again.	Not available.
SA-40515	A service is unavailable. Refresh and try again.	Not available.
SA-40516	Devices of this product type require a serial number with a suffix.	Not available.
SA-40517	This suffix is not supported. Enter a new one for this serial device.	Not available.
SA-40518	A suffix is not supported for this product type. Remove the suffix and try again.	Not available.
SA-40519	This site ID is not part of a device group. Browse to the cluster management page and add the site ID to this group.	Not available.
SA-40520	Site ID not found in the item instance.	Not available.

Error code	Error message	Possible resolution
SA-40521	Error occurred while attempting to validate the site id. Try again.	Not available.
SA-40522	Invalid product group. Re-enter it and try again.	Not available.
SA-40523	Invalid IP address. Re-enter it and try again.	Not available.
SA-40524	This device is not a supported product type. Re-enter it and try again.	Not available.
SA-40525	Unknown processing error.	Not available.
SA-40526	This serial number must be part of a product group. Add it to a group and try again.	Not available.
SA-40527	Device not compatible with all versions of the Gateway/cluster code.	Not available.
SA-40528	Gateway version(s) could not be determined.	Not available.
SA-40529	Customer Management Station Serial Number format is incorrect. Re-enter it and try again.	Not available.
SA-40530	We have encountered multiple errors and cannot complete this task. Try again or refresh the page.	Not available.
6000_01 6000_11 6000_12 6000_13 6000_14 6000_24	System Event Log could not be cleared from device <i>device_name</i> because of a technical error.	Retry the operation after some time. If the problem persists, contact Dell EMC Technical Support for assistance.
6000_02	System Event Log could not be cleared from device <i>device_name</i> because the device is not reachable.	Make sure that the device is reachable from the server running SupportAssist Enterprise and then retry the operation.
6000_03	System Event Log could not be cleared from device <i>device_name</i> because the host name of the device could not be resolved to an IP address.	If the device is a member of a domain, ensure that the hostname of the device is added in the DNS server, and then retry the operation.
6000_04 6000_5	System Event Log could not be cleared from device <i>device_name</i> because of an internal error.	Retry the operation after some time. If the problem persists, contact Dell EMC Technical Support for assistance.
6000_7 6000_15 6000_19 6000_21 6000_23	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because the credentials of the device are either incorrect or do not have the required privileges.	Do the following and then retry the operation: <ul style="list-style-type: none"> Make sure that SupportAssist Enterprise is updated with the correct user name and password of the device. Make sure that the user account has administrative privileges on the device.
6000_10	SupportAssist Enterprise is unable to collect system information from the device <i>device_name</i> because the credentials of the device do not have the required privileges.	Make sure that the user account has administrative privileges on the device and then retry the operation.
6000_16	System Event Log could not be cleared from device <i>device_name</i> because of an unknown error.	Retry the operation after some time. If the problem persists, contact Dell EMC Technical Support for assistance.

Error code	Error message	Possible resolution
6000_17	System Event Log could not be cleared from device <i>device_name</i> because the device does not support this operation.	Not available.
6000_18 6000_20	System Event Log could not be cleared from device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	Make sure that SSH service is running on the device and then retry the operation.
6000_22	System Event Log could not be cleared from device <i>device_name</i> because an attempt to connect to the device is unsuccessful.	Make sure that the firewall enables SSH communication and then retry the operation.
5000_1	SNMP settings of the device could not be configured because of an unexpected error.	Configure the SNMP settings through Tasks > Configure SNMP in the device overview pane or manually configure the SNMP settings. For instructions to manually configure the SNMP settings, see "Manually configure the alert destination of iDRAC using the web interface" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .
5000_2	SNMP settings of the device could not be configured because the integrated Dell Remote Access Controller (iDRAC) does not have the required license installed.	Make sure that the iDRAC has an Enterprise or Express license installed, and then configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.
5000_3	SNMP settings of the device could not be configured because all configurable fields of the integrated Dell Remote Access Controller (iDRAC) are occupied.	You could manually configure the SNMP settings of the device. For instructions to manually configure the SNMP settings, see "Manually configure the alert destination of iDRAC using the web interface" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .
5000_4	SNMP settings of the device could not be configured because the credentials you have entered do not have the required privileges.	Make sure that the credentials have either administrator or operator privileges on the integrated Dell Remote Access Controller (iDRAC), and then configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.
5000_5	SNMP settings of the device could not be configured because an attempt to connect to the integrated Dell Remote Access Controller (iDRAC) was unsuccessful.	Make sure that the iDRAC is reachable from the server on which SupportAssist Enterprise is deployed, and then configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.
5000_6	SNMP settings of the device could not be configured because the credentials you have entered are invalid.	Make sure that the credentials are valid and then configure the SNMP settings through Tasks > Configure SNMP in the device overview pane. If the problem persists, contact your system administrator for assistance.
5000_7 5000_8	SNMP settings of the device could not be configured because of an unexpected error.	You must manually configure the SNMP settings of the device. For instructions to manually configure the SNMP settings, see "Manually configure the alert destination of iDRAC using the web interface" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .
5000_9	SNMP settings of the device could not be configured because the user account does not have the sufficient privileges on the device.	You must manually configure the SNMP settings of the device. For instructions to manually configure the SNMP settings, see "Manually configure the alert destination of a server" in the <i>SupportAssist Enterprise Version 4.0 User's Guide</i> available at www.dell.com/serviceabilitytools .
5000_10	SNMP settings of the device could not be configured because the hostname/IP address of the server on which SupportAssist Enterprise is deployed was not provided.	Not available.

Error code	Error message	Possible resolution
5000_11	SNMP settings of the device could not be configured because the SNMP service is not installed on the device.	Manually install the SNMP service on the device, and then try to configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.
5000_12	SNMP settings of the device could not be configured because SupportAssist Enterprise does not support the operating system running on the device.	Not available.
5000_13	SNMP settings of the device could not be configured because the SNMP service has not started.	Manually start the SNMP service, and then try to configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.
5000_14	SNMP settings of the device could not be configured because the WMI service is disabled.	Manually start the WMI service, and then try to configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.
5000_15	SupportAssist Enterprise has configured the SNMP settings successfully, but the automated test to verify the SNMP settings was unsuccessful.	To resolve the issue, verify the network settings and ensure that the SNMP port 162 is open.
5000_16	SNMP settings of the device could not be configured because the wget package is not installed on the device.	Manually install the wget package on the server on which SupportAssist Enterprise is deployed and configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.
5000_17	SNMP settings of the device could not be configured because the net-snmp package is not installed on the device.	Manually install the net-snmp package on the server on which SupportAssist Enterprise is deployed and configure the SNMP settings through Tasks > Configure SNMP in the device overview pane.