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.
## Release summary

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Release summary

This release enables the upgrade of SupportAssist Enterprise version 1.2 and later. This release also supports newer firmware versions, server models, networking devices, and collection attributes from Chassis, Storage, and Networking devices.

Topics:
- Version
- Release date
- Priority and recommendations

Version

2.0.30

Release date

September 2019

Priority and recommendations

RECOMMENDED: Dell EMC recommends applying this update during your next scheduled update cycle. The update contains feature enhancements or changes that will help keep your system software current and compatible with other system modules (firmware, BIOS, drivers and software).
Supported servers
- x9xx and later generations of PowerEdge servers
- PowerEdge C Series servers
- Datacenter Scalable Solutions
- Storage NX devices
- Storage DL devices
- OEM-ready servers

NOTE: SupportAssist Enterprise is also compatible with Integrated Dell Remote Access Controller 7 (iDRAC7), iDRAC8, and iDRAC 9. For collecting system information from an iDRAC, the minimum required iDRAC firmware version is 2.60.60.60.

Supported storage devices
- Storage PS Series arrays (previously EqualLogic)
- Storage MD Series arrays (previously PowerVault)
- Storage ME4 Series arrays
- Storage SC Series arrays (previously Compellent)
- Fluid File System (FluidFS) Network attached storage (NAS) devices
- OEM-ready storage devices

Supported networking devices
- PowerConnect switches
- Force10 switches
- Dell Networking switches
- Networking X-Series switches
- Networking Wireless Controllers Mobility Series
- Other supported Networking devices (Brocade and Cisco)

Supported chassis
- PowerEdge FX2/FX2s
- PowerEdge VRTX
- PowerEdge M1000e
- PowerEdge MX7000

Supported software
- HIT Kit/VSM for VMware
- SAN HQ
- vCenter
- SCVMM
Supported solution

• XC Series of web-scale hyper-converged appliances

**NOTE:** For a complete list of supported device models, see the SupportAssist Enterprise Version 2.0.30 Support Matrix at [www.dell.com/serviceabilitytools](http://www.dell.com/serviceabilitytools).

Supported web browsers

• Internet Explorer 11 or later
• Mozilla Firefox 31 or later
• Google Chrome 59 or later
• Microsoft Edge 38 or later

**NOTE:** Transport Layer Security (TLS) 1.2 must be enabled on the web browser.

Topics:

• Minimum requirements

Minimum requirements

Software requirements

• Operating System — The server on which you want to install SupportAssist Enterprise must be running one of the following operating systems.

**NOTE:** SupportAssist Enterprise can only be installed on operating systems with x86-64 architecture.

**NOTE:** SupportAssist Enterprise can also be installed on a Microsoft Windows domain controller.

Windows operating systems

• Microsoft Windows Server 2008 R2 SP1 Standard, Enterprise, and Datacenter
• Windows Server 2012 R2 Standard and Datacenter
• Windows Server 2012 Standard, Essentials, and Datacenter
• Windows Server 2016 Standard, Essentials, and Datacenter
• Windows Server 2019 Standard, Essentials, and Datacenter
• Windows 2008 Small Business Server
• Windows 2011 Small Business Server
• Windows Server Core 2012
• Windows Server Core 2012 R2
• Windows Server Core 2016
• Windows Server Core 2019

Linux operating systems

• Red Hat Enterprise Linux 8.0
• Red Hat Enterprise Linux 7.x
• Red Hat Enterprise Linux 6.x
• Red Hat Enterprise Linux 5.x
• CentOS 7.x
• CentOS 6.x
• SUSE Linux Enterprise Server 15
• SUSE Linux Enterprise Server 12 SP1
• SUSE Linux Enterprise Server 12 SP2
• SUSE Linux Enterprise Server 12 SP3
• SUSE Linux Enterprise Server 12
• SUSE Linux Enterprise Server 11 SP4
• SUSE Linux Enterprise Server 10 SP4
• Oracle Linux 7.x
• Oracle Linux 6.x
• Debian 7.x
• Debian 8.x
• Debian 9.x
• Ubuntu 14.x
• Ubuntu 16.04.x
• Ubuntu 18.04.x

**NOTE:** Installation of SupportAssist Enterprise is not supported on Red Hat Enterprise Linux 6.6 operating system.

## Hardware requirements

The hardware requirements for installing and using SupportAssist Enterprise vary depending on:

- The number of devices you want to monitor
- The SupportAssist Enterprise functionality you want to use by either collection of system information only or both monitoring and collection of system information

You can install SupportAssist Enterprise on a virtual machine or on a x9xx or later generation PowerEdge server.

**NOTE:** For more information on the hardware requirements for installing and using SupportAssist Enterprise, see the [Dell EMC SupportAssist Enterprise Version 2.0.30 User’s Guide](www.dell.com/serviceabilitytools).

The following table provides a summary of the minimum hardware requirements on the server where you want to install SupportAssist Enterprise.

### Table 1. Hardware requirements for installing and using SupportAssist Enterprise

<table>
<thead>
<tr>
<th>Devices</th>
<th>Monitoring</th>
<th>Collecting System Information</th>
<th>Processor</th>
<th>Installed memory (RAM)</th>
<th>Hard drive (free space)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No</td>
<td>Yes</td>
<td>1 core</td>
<td>4 GB</td>
<td>1 GB</td>
</tr>
<tr>
<td>20</td>
<td>Yes</td>
<td>Yes</td>
<td>2 cores</td>
<td>4 GB</td>
<td>4 GB</td>
</tr>
<tr>
<td>Up to 100</td>
<td>Yes</td>
<td>Yes</td>
<td>4 cores</td>
<td>8 GB</td>
<td>12 GB</td>
</tr>
<tr>
<td>Up to 300</td>
<td>Yes</td>
<td>Yes</td>
<td>4 cores</td>
<td>8 GB</td>
<td>32 GB</td>
</tr>
<tr>
<td>Up to 1000</td>
<td>Yes</td>
<td>Yes</td>
<td>8 cores</td>
<td>8 GB</td>
<td>60 GB</td>
</tr>
<tr>
<td>Up to 4000</td>
<td>Yes</td>
<td>Yes</td>
<td>8 cores</td>
<td>16 GB</td>
<td>90 GB</td>
</tr>
</tbody>
</table>

**NOTE:** You can extend the monitoring and collection capabilities of SupportAssist Enterprise for up to 18,000 devices by setting up multiple remote collectors.

**NOTE:** For monitoring more than 100 devices in your environment, Dell EMC recommends that you install SupportAssist Enterprise on server that meets the specified hardware requirements. Periodic collections from more than 100 devices may result in a high processor or memory utilization on the monitoring server. This high resource utilization may affect other applications that are running on the monitoring server, if the resources are shared with other applications.

The following table provides a summary of the minimum hardware requirements on the server running SupportAssist Enterprise for performing multiple device collections.

### Table 2. Hardware requirements for performing multiple device collections

<table>
<thead>
<tr>
<th>Devices</th>
<th>Processor</th>
<th>Installed memory (RAM)</th>
<th>Hard drive (free space)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 30 devices</td>
<td>2 cores</td>
<td>4 GB</td>
<td>8 GB</td>
</tr>
<tr>
<td>Up to 50 devices</td>
<td>4 cores</td>
<td>8 GB</td>
<td>16 GB</td>
</tr>
</tbody>
</table>
### Devices

<table>
<thead>
<tr>
<th>Devices</th>
<th>Processor</th>
<th>Installed memory (RAM)</th>
<th>Hard drive (free space)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Up to 100 devices</td>
<td>8 cores</td>
<td>8 GB</td>
<td>25 GB</td>
</tr>
<tr>
<td>Up to 300 devices</td>
<td>8 cores</td>
<td>16 GB</td>
<td>75 GB</td>
</tr>
</tbody>
</table>

**NOTE:** Performing a multiple device collection for Deployment, System Maintenance, or Consulting purposes may result in high system resource utilization at irregular intervals.

### Network requirements

The following are the network requirements on the local system (the server where SupportAssist Enterprise is installed) and remote devices.

- Internet connection — Standard 1 GbE network or faster.
- The local system must be able to communicate with the SupportAssist server hosted by Dell EMC over HTTPS protocol.
- The local system must be able to connect to the following destinations:
  - https://is.us.dell.com/* — The file upload server and related services.
  - https://www.dell.com/* and https://sa-is.us.dell.com/* — For TechDirect integration, downloading Dell EMC OpenManage Server Administrator (OMSA), and receiving new SupportAssist Enterprise release information, policy files, and product support files.

**NOTE:** During registration, SupportAssist Enterprise verifies connectivity to the Internet by trying to connect to http://www.dell.com, which then gets redirected to https://www.dell.com.

The following table lists the network bandwidth requirements for monitoring and collecting system information from devices.

#### Table 3. Network bandwidth requirements

<table>
<thead>
<tr>
<th>Devices</th>
<th>Monitoring</th>
<th>Collecting System Information</th>
<th>LAN bandwidth *</th>
<th>WAN bandwidth **</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>No</td>
<td>Yes</td>
<td>10 Mbps</td>
<td>5 Mbps</td>
</tr>
<tr>
<td>20</td>
<td>Yes</td>
<td>Yes</td>
<td>0.5 Gbps</td>
<td>10 Mbps</td>
</tr>
<tr>
<td>Up to 100</td>
<td>Yes</td>
<td>Yes</td>
<td>0.5 Gbps</td>
<td>10 Mbps</td>
</tr>
<tr>
<td>Up to 300</td>
<td>Yes</td>
<td>Yes</td>
<td>0.5 Gbps</td>
<td>10 Mbps</td>
</tr>
<tr>
<td>Up to 1000</td>
<td>Yes</td>
<td>Yes</td>
<td>1 Gbps</td>
<td>20 Mbps</td>
</tr>
<tr>
<td>Up to 4000</td>
<td>Yes</td>
<td>Yes</td>
<td>1 Gbps</td>
<td>20 Mbps</td>
</tr>
</tbody>
</table>

* Network bandwidth required for monitoring and collecting system information from devices within a single site.

** Network bandwidth required for monitoring and collecting system information from devices that are distributed across multiple sites.

The following table lists the network ports required for discovering devices and collecting system information.

#### Table 4. Network ports required for discovering devices and collecting system information

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<tr>
<th>Device</th>
<th>Protocol for discovery and collection</th>
<th>Port</th>
</tr>
</thead>
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<td>Server — Windows</td>
<td>WMI</td>
<td>135</td>
</tr>
<tr>
<td>Server — Linux</td>
<td>SSH</td>
<td>22</td>
</tr>
<tr>
<td>ESX or ESXi</td>
<td>SSH and VMware SDK</td>
<td>22 and 443</td>
</tr>
<tr>
<td>Storage PS Series arrays (previously EqualLogic)</td>
<td>SNMPv2, SSH2, and FTP</td>
<td>161, 22, and 21</td>
</tr>
<tr>
<td>Storage MD Series arrays (previously PowerVault)</td>
<td>SYMbolSDK</td>
<td>2463</td>
</tr>
<tr>
<td>Storage ME4 Series arrays</td>
<td>REST and SFTP</td>
<td>443 and 1022</td>
</tr>
<tr>
<td>Device</td>
<td>Protocol for discovery and collection</td>
<td>Port</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>Storage SC Series arrays (previously Compellent)</td>
<td>REST</td>
<td>3033</td>
</tr>
<tr>
<td>Fluid File System (FluidFS) Network attached storage (NAS) devices</td>
<td>SSH and FTP</td>
<td>22 and 44421</td>
</tr>
<tr>
<td>PowerConnect switches</td>
<td>SNMP and SSH</td>
<td>22 and 161</td>
</tr>
<tr>
<td>Force10 switches</td>
<td>SNMP and SSH</td>
<td>161 and 22</td>
</tr>
<tr>
<td>Networking switches</td>
<td>SNMP and SSH</td>
<td>22 and 161</td>
</tr>
<tr>
<td>W series switches</td>
<td>SNMP and SSH</td>
<td>22 and 161</td>
</tr>
<tr>
<td>PowerEdge FX2/FX2s</td>
<td>SSH</td>
<td>22</td>
</tr>
<tr>
<td>PowerEdge VRTX</td>
<td>SSH</td>
<td>22</td>
</tr>
<tr>
<td>PowerEdge M1000e</td>
<td>SSH</td>
<td>22</td>
</tr>
<tr>
<td>PowerEdge MX7000</td>
<td>REST</td>
<td>443</td>
</tr>
<tr>
<td>SAN HQ</td>
<td>WMI</td>
<td>135</td>
</tr>
<tr>
<td>HIT Kit / VSM for VMware</td>
<td>SSH</td>
<td>22</td>
</tr>
<tr>
<td>vCenter</td>
<td>HTTPS</td>
<td>443</td>
</tr>
<tr>
<td>SCVMM</td>
<td>WMI</td>
<td>135</td>
</tr>
<tr>
<td>XC Series of Web-Scale hyper-converged appliances</td>
<td>REST and SSH</td>
<td>9440 and 22</td>
</tr>
<tr>
<td>Virtual Machine — Windows</td>
<td>WMI</td>
<td>135</td>
</tr>
<tr>
<td>Virtual Machine — Linux</td>
<td>SSH</td>
<td>22</td>
</tr>
</tbody>
</table>

The following table lists the network ports required for uploading the collected system information.

**Table 5. Network ports required for uploading the collected system information**

<table>
<thead>
<tr>
<th>Source</th>
<th>Destination</th>
<th>Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportAssist Enterprise</td>
<td>SupportAssist Server</td>
<td>443</td>
</tr>
<tr>
<td></td>
<td>File Upload Server (FUS)</td>
<td>443</td>
</tr>
<tr>
<td></td>
<td>File Retrieval Service (FRS)</td>
<td>443</td>
</tr>
<tr>
<td>Remote Collector</td>
<td>File Upload Server (FUS)</td>
<td>443</td>
</tr>
<tr>
<td></td>
<td>File Retrieval Service (FRS)</td>
<td>443</td>
</tr>
</tbody>
</table>

The following table lists the network ports required for adapters.

**Table 6. Network ports required for adapters**

<table>
<thead>
<tr>
<th>Source</th>
<th>Destination</th>
<th>Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>SupportAssist Enterprise</td>
<td>OpenManage Essentials adapter</td>
<td>5700 (web socket)</td>
</tr>
<tr>
<td>OpenManage Essentials adapter</td>
<td>OpenManage Essentials</td>
<td>443</td>
</tr>
<tr>
<td>SupportAssist Enterprise</td>
<td>System Center Operations Manager adapter</td>
<td>5700 (web socket)</td>
</tr>
<tr>
<td>System Center Operations Manager adapter</td>
<td>System Center Operations Manager</td>
<td>Not applicable (SCOM SDK)</td>
</tr>
<tr>
<td>SupportAssist Enterprise</td>
<td>OpenManage Enterprise</td>
<td>443</td>
</tr>
</tbody>
</table>

The following table lists the network ports required for collecting system information.
Table 7. Network ports on devices for collecting system information

<table>
<thead>
<tr>
<th>Source</th>
<th>Destination</th>
<th>Port</th>
</tr>
</thead>
<tbody>
<tr>
<td>Storage SC Series arrays (previously Compellent)</td>
<td>SupportAssist Enterprise</td>
<td>5701, 5702, 5703, and 5704</td>
</tr>
<tr>
<td>Server SupportAssist agent</td>
<td>SupportAssist Enterprise</td>
<td>5701, 5702, 5703, and 5704</td>
</tr>
<tr>
<td>Server (In band)</td>
<td>SupportAssist Enterprise</td>
<td>5701, 5702, 5703, and 5704</td>
</tr>
</tbody>
</table>
New and enhanced features

- Ability to upgrade SupportAssist Enterprise from version 1.2 and later
- Support for newer firmware versions
- Support for newer server models and networking devices
- Support for newer collection attributes from Chassis, Storage, and Networking devices
Known issues — To be fixed in future releases

SupportAssist Enterprise services do not start automatically

Description When SupportAssist Enterprise is installed on a virtual machine of an ESXi host, the SupportAssist Enterprise services do not start automatically in the following scenario:
• The ESXi host is forced to shut down
• Time synchronization between the virtual machine and the ESXi host is not configured.

Workaround Perform one of the following:
• Repair the SupportAssist Enterprise installation through the Control Panel > Add or Remove Programs option.
• Configure time synchronization between the virtual machine and ESXi host.

Tracking number SAE-6153

The snmptrapd service may not start automatically

Description If the server is restarted after installing SupportAssist Enterprise on a Linux operating system, the snmptrapd service may not start automatically.

Workaround Manually start the snmptrapd service.

Tracking number SAE-6089

The Remote Collector or adapter displays a validation in progress status

Description If the Dell EMC SupportAssist Enterprise DB service is restarted while setting up a Remote Collector or adapter, the Remote Collector or adapter continues to display a Validation in progress status.

Workaround Restart the Dell EMC SupportAssist Enterprise DB service.

Tracking number SAE-6121

iSCSI and non-iSCSI adapter attributes may not be available

Description On servers running Linux operating system, iSCSI and non-iSCSI adapter attributes may not be available in Deployment or System Maintenance collection types when the server is added with a non-root credentials.

Workaround Update the device credentials with a root user account and regenerate the collection again.

Tracking number SCT-16007
Collections may not be successful

**Description**
Collections may not be successful on yx2x generation of PowerEdge servers running a Linux operating system with iDRAC firmware version 2.00.00.00.

**Workaround**
Upgrade to the iDRAC firmware version 2.15.15.15 or later.

**Tracking number**
SCT-15635

Collections from PowerVault MD Series storage arrays may display incorrect values

**Description**
Collections from PowerVault MD Series storage arrays may display incorrect values for the number of controllers and controller attributes.

**Workaround**
None.

**Tracking number**
SCT-10425

Collection is unsuccessful

**Description**
When you run a collection on a server running Windows operating system, at times you may find some sections missing, resulting in the collection not being successful.

**Workaround**
Run the collection again for the same device and if the problem persists, try restarting the device and then run the collection again.

No action occurs when you click the Install/Upgrade OMSA option

**Description**
When OMSA is already installed in a managed node and when it is discovered from SupportAssist Enterprise with the OMSA install/upgrade option enabled, a prompt may be displayed stating, **SNMP cannot be configured.** After discovery, when you try to configure SNMP using More Tasks, the option to configure SNMP is disabled, but the Install/Upgrade OMSA option remains enabled. When you click Install/Upgrade OMSA, no action occurs.

**Workaround**
Manually remove the device and then try adding the same device again.

High system resource utilization

**Description**
Performing a multiple device collection for Deployment, System Maintenance, or Consulting purposes may result in high system resource utilization at irregular intervals.

**Workaround**
None.

**Tracking number**
SAE-10023

Tool tips are not displayed

**Description**
Tool tips are not displayed for the List view and Association view icons in Mozilla Firefox web browser.

**Workaround**
Open the about:config page. Ensure that browser.chrome.toolbar_tips is set to true.

**Tracking number**
SAE-9997

14 Known issues — To be fixed in future releases
SupportAssist Enterprise is unable to connect to the remote system

Description
While editing the details of a Remote Collector:
- If SupportAssist Enterprise is unable to connect to the remote system using the entered credentials:
  - The existing credentials are retained.
  - The Remote Collector and the Upload Connectivity on the Remote Collectors page retain the status that was displayed prior to editing the credentials.
- If the remote system is unable to connect to the proxy server using the entered proxy server credentials:
  - The entered proxy server credentials are saved in SupportAssist Enterprise, but the existing proxy server credentials are retained in the Remote Collector.
  - The Remote Collector displays a proxy validation failed status, but the Upload connectivity retains the status that was displayed prior to editing the proxy server credentials.

Workaround
None.

Tracking Number
SAE-9968

Refreshing the Devices or Cases page opens the first page

Description
Refreshing the Devices or Cases page after navigating across pages, opens the first page.

Workaround
None.

Tracking Number
SAE-9931

Collections from networking devices do not contain the IP address of the networking device

Description
Collections from networking devices do not contain the IP address of the networking device.

Workaround
Ensure that the out-of-band IP address is set on the networking device.

Tracking Number
SAE-9907

Discovery of the iDRAC is supported only for iDRAC7 or later

Description
On deep discovery of chassis, discovery of the iDRAC (modular servers) is supported only for iDRAC7 or later.

Workaround
None.

Tracking Number
SAE-9605

Devices are automatically deleted from SupportAssist Enterprise

Description
If a device is in an Inactive status after the discovery rule is run for three consecutive times, the device is deleted automatically from SupportAssist Enterprise.
Browse and Choose File buttons are not displayed

Description: The following are observed in the Import Multiple Devices window on different web browsers:
- In Firefox and Chrome, the text box next to the Browse/Choose File button is not displayed.
- In Chrome, the Browse button is replaced by the Choose File button.

SCSI and non-iSCSI interfaces section is not available

Description: SCSI and non-iSCSI interfaces section is not available in Deployment collections from PowerEdge servers running the Debian operating system.

Installation of SupportAssist Enterprise on Debian operating system is unsuccessful

Description: Installation of SupportAssist Enterprise on Debian operating system is unsuccessful.

Mouse pointer may not be displayed on Google Chrome web browser

Description: On Google Chrome web browser, the mouse pointer may not be displayed for some time when accessing SupportAssist Enterprise.

Service Tag is not available in Deployment collections

Description: Service Tag is not available in Deployment collections from hypervisors running ESXi.

Workaround: Ensure that sfcbd and cimom are enabled in ESXi.
Displays section may be blank
Description: The Displays section may be blank on collections from PowerEdge servers running the Ubuntu operating system.
Workaround: Ensure that the xserver-xorg-core package is installed on the server.
Tracking Number: SAE-6756

SATA Controller information is not available
Description: SATA Controller information is not available on collections from servers where SATA hard-drives are directly connected to the SATA controller.
Workaround: None
Tracking Number: SAE-7732

Uninstallation of SupportAssist Enterprise does not uninstall the OpenManage Enterprise adapter automatically
Description: Uninstallation of SupportAssist Enterprise does not uninstall the OpenManage Enterprise adapter automatically.
Workaround: Uninstall the OpenManage Enterprise adapter manually.

Number of Active sessions is displayed as 'Not available' in iDRAC collections
Description: Number of Active sessions is displayed as 'Not available' in iDRAC in-band and out-of-band collections that are performed from SupportAssist Enterprise.
Workaround: Perform a SupportAssist TSR collection to view the missing information.
Tracking Number: SAE-10914

Incorrect Physical Disk name is displayed in Physical Device ID
Description: Collections performed from managed nodes configured with PCIe-SSD controllers and with OMSA 9.1, display Physical Disk name with 3 digits in Physical Device ID instead of 2 digits.
Workaround: None

Periodic inventory validation does not start on the same day
Description: After upgrading SupportAssist Enterprise, periodic inventory validation runs automatically within the next hour. If you restart SupportAssist Enterprise service or the system restarts within 1 hour of the upgrade, the periodic inventory validation starts only on the next scheduled date.
Workaround: To run periodic Inventory Validation on the same day, go to the Preferences page and set the periodic Inventory Validation date to current date.

Tracking Number: SAE-14658

System and storage attributes are not collected

Description: System and storage attributes may not be collected from the device when OpenManage Server Administrator (OMSA) version 9.1 or later is installed and the OMSA services are not running. Ensure that the OMSA services are running and then retry. If the problem persists, uninstall OMSA and then retry.

Workaround: None

Tracking Number: SAE-13398

System information does not include controller TTY logs

Description: System information collected from servers running OMSA does not include controller TTY logs for the HBA controller.

Workaround: None

Tracking Number: SAE-12736

Incorrect manufacturer details

Description: System information collected from ESXi host may contain the incorrect manufacturer details for adapters shown in the iSCSI HBA section.

Workaround: None

Tracking Number: SAE-11232

Incorrect hostname details

Description: System information collected from a chassis may contain the incorrect hostname details for the quarter height blade servers hosted in the chassis shown in the Chassis Slot section.

Workaround: None

Tracking Number: SAE-14489

Incorrect time zone list options

Description: The time zone list may display both the old and new city names as separate options.

Workaround: None

Tracking Number: SAE-14777

Known issues — To be fixed in future releases
Collections from yx4x generation of PowerEdge servers running OMSA do not include some attributes

**Description**
Collections from yx4x generation of PowerEdge servers running OMSA do not include some attributes such as Device ID, Sub Device ID, Vendor ID, and Sub Vendor for the BOSS controller.

**Workaround**
None

**Tracking Number**
SAE-13941

Concurrent operations are unsuccessful

**Description**
If SupportAssist Enterprise concurrently runs two different operations (Set Up Adapter/Remote Collector or Device Discovery/Collection) on the same device, one of the operations may be unsuccessful.

**Workaround**
Manually run the operation that is unsuccessful after some time.

**Tracking Number**
SAE-14773

System Center Operations Manager adapter displays a disconnected status

**Description**
If the user account credentials are reset on the domain controller, the System Center Operations Manager adapter displays a disconnected status with an unknown error.

**Workaround**
Log in to SupportAssist Enterprise and provide valid System Center Operations Manager adapter credentials.

**Tracking Number**
SAE-10295

Device Overview pane does not display the operating system version details

**Description**
The Operating System attribute on the Device Overview pane does not display the operating system version details for servers running Windows Server 2016 RS4 Core and Windows Server 2019 Core operating systems.

**Workaround**
None

**Tracking Number**
SAE-14758

Unable to edit the adapter

**Description**
While editing the OpenManage Essential adapter, if incorrect credentials are entered, an "Unable to edit adapter" message is displayed. However, the entered credentials are saved and the adapter displays a Disconnected status.

**Workaround**
Edit the adapter and enter the correct credentials. The adapter then displays a Connected status.

**Tracking Number**
SAE-14660
Adapter Overview pane does not display the OS Type of the adapter

Description
If the OpenManage Enterprise adapter is already setup, and then SupportAssist Enterprise is upgraded from version 1.2.1 to 2.0, the Adapter Overview pane does not display the OS Type of the adapter. However, the OS Type is displayed if the OpenManage Enterprise adapter is set up after upgrading SupportAssist Enterprise.

Workaround
None

Tracking Number
SAE-14697

Alerts not processed from Dell PowerVault MD Series device

Description
Alerts are not processed:

- When a user having Dell PowerVault MD Series device with more than one RAID controller upgrades SupportAssist Enterprise to version 2.0.
- If an alert is received from the other RAID controller that was not previously persisted by SupportAssist Enterprise, immediately after the upgrade, and before Inventory Validation is complete.

Workaround
None

Tracking Number
SAE-12719

An error message is displayed for a new session in collection report

Description
While collecting information from a PowerVault device, an error message is displayed for a new session in the Section Status page of the collection report.

Workaround
None

Tracking Number
SAE-15672

Service tag of a chassis device is displayed instead of the service tag of a blade server

Description
In Blade servers with ESXi 6.5, the service tag of a chassis device is displayed instead of the service tag of a blade server, in the Host section of the collection report.

Workaround
None

Tracking Number
SAE-15988

Alerts from OpenManage Enterprise adapter are not processed

Description
Alerts from OpenManage Enterprise adapter are not processed when Istanbul timezone is configured on OpenManage Enterprise.

Workaround
None

Tracking Number
SAE-15904
Incorrect postal code and incorrect state or province value

**Description**
If you enter an incorrect postal code and incorrect state/province value, the replacement parts will not be dispatched.

**Workaround**
None

Integrating TechDirect with SupportAssist Enterprise is not supported

**Description**
For accounts with multiple profiles across regions, integrating TechDirect with SupportAssist Enterprise is not supported.

**Workaround**
Create a new account and try again.

Unable to create cases for alerts received from PowerVault ME4 storage arrays through OpenManage Enterprise version 3.3 adapter

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

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

**Tracking Number**
SAENTK-693

Unable to process alerts received from PowerVault MD storage arrays through OpenManage Enterprise version 3.3 adapter

**Description**
Alerts that are received from PowerVault MD storage arrays through OpenManage Enterprise version 3.3 adapter are reported as Invalid Trap in SupportAssist Enterprise. Because of the Null Event ID value, SupportAssist Enterprise is unable to create cases for these alerts.

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

**Tracking Number**
SAENTK-707

SupportAssist Enterprise services stop during upgrade

**Description**
While upgrading SupportAssist Enterprise from version 1.2.0 to version 2.0.30 manually, the message Dell EMC SupportAssist Enterprise DB service stops, Dell EMC SupportAssist Enterprise service will also stop is displayed.

**Workaround**
Enter y or perform a silent upgrade of SupportAssist Enterprise.

**Tracking Number**
SAENTK-856
Unable to filter group name

Description: A group name containing '/' character cannot be filtered in the Refine By pane.
Workaround: Edit the group name and delete the '/' character.
Tracking Number: SAENTK-935

Collection report does not display all attributes

Description: While performing a collection from SUSE Linux Enterprise Server 15 operating system, if OMSA is not installed on the device, the collection report may not display all attributes.
Workaround: Manually install/upgraded OMSA on the SUSE Linux Enterprise Server 15 operating system.
Tracking Number: SAENTK-952

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

Description: On Red Hat Enterprise Linux 8.0 operating systems, install/upgrade of OMSA fails because the libcrypto.so package is not available.
Workaround: Install the libcrypto.so package and retry the operation.
Tracking Number: SAENTK-973

Unable to receive alerts from SupportAssist Enterprise

Description: Unable to receive alerts from SupportAssist Enterprise that is installed on a system running Linux operating system.
Workaround: Install the wget package on the system running the Linux operating system.
Tracking Number: SAENTK-939

Unable to process alerts received from PowerEdge MX7000 version 1.1 chassis through OpenManage Enterprise version 3.3 adapter

Description: Alerts that are received from PowerEdge MX7000 version 1.1 chassis through OpenManage Enterprise version 3.3 adapter are reported as Invalid Trap in SupportAssist Enterprise. Because of the Null Event ID value, SupportAssist Enterprise is unable to create cases for these alerts.
Workaround: Manually add the device in SupportAssist Enterprise and perform case creation.
Tracking Number: SAENTK-1076

Known issues — To be fixed in future releases
Limitations

- The TTY log may not be collected from a server that is added in SupportAssist Enterprise with the iDRAC IP address in the following scenarios:
  - The server is not a yx2x or later generation of PowerEdge server.
  - The server does not have the minimum required iDRAC firmware version installed. For yx2x generation of the PowerEdge servers, the iDRAC firmware version 2.10.10.10 or later is required; for yx3x generation of the PowerEdge servers, the iDRAC firmware 2.00.00.00 or later is required.
  - The system only has a SATA controller or software RAID configured, but does not have a RAID controller.
  - The server was running the power-on self-test (POST) while the collection was initiated.
  - Two simultaneous collections were triggered for the same server (iDRAC).
  - A Tech Support Report (TSR) was being generated when the collection was initiated from SupportAssist Enterprise.
  - The controller has either an issue or too many logs, and is therefore unable to export the report within the predefined time limit.
  - If SupportAssist Enterprise is installed on a server running Linux with 4 GB RAM, only five collections can be viewed simultaneously using the configuration viewer.
  - The date and time format displayed in SupportAssist Enterprise do not match the operating system date and time format.
  - If the calendar settings of the server where SupportAssist Enterprise is installed is changed to certain non-English formats (for example, Thailand), the Status column in SupportAssist Enterprise may display an incorrect date.
  - The Japanese help content for “Configuring email notifications” and “Configuring server settings” does not have some of the key words, and the translation help content is not equivalent to the English language content.
  - The SupportAssist Service description (Windows Service) is displayed only in English.
  - Initiating a collection from multiple SupportAssist Enterprise instances at the same time, on the same Dell Compellent storage device is not supported.
  - Importing multiple devices by using a .csv file downloaded from SupportAssist Enterprise version 1.1 is not supported.
  - The error messages displayed in the SupportAssist Enterprise may not match with the error message in the SupportAssist Enterprise email notifications for the following error codes:
  - Periodic collection runs on a device in the Staging group and the device displays an **Unable to gather system information** status, in the following scenario:
    - Inventory validation and periodic collection tasks run at the same time
    - A device moves to the Staging group as a result of inventory validation
  - A warning message may be displayed on the Collections page or on the Section Status page of the collections report if:
    - The hardware and software components are not configured
    - SupportAssist Enterprise is unable to collect information about the hardware and software components
Prerequisites

For installing and using SupportAssist Enterprise, ensure that Transport Layer Security (TLS) 1.1 or later is enabled on the web browser.

Install SupportAssist Enterprise on Windows

Steps

1. Right-click the SupportAssist Enterprise installer package and then click Run as administrator.
   
   NOTE: Microsoft User Access Control (UAC) requires that the installation is performed with elevated privileges that are obtained only through the Run as administrator option. If you are logged in to the system as an administrator, double-click the installer package to install SupportAssist Enterprise. However, ensure that you acknowledge the Open File - Security Warning dialog box to proceed.

   The Preparing to Install page is displayed briefly, and then the Welcome to SupportAssist Enterprise Installer page is displayed.

2. Click Next.
   
   The License Agreement page is displayed.

   NOTE: Installing and using SupportAssist Enterprise requires that you allow Dell EMC to save certain Personally Identifiable Information (PII) such as your contact information, device credentials, and so on. SupportAssist Enterprise installation cannot proceed unless you agree to allow Dell EMC to save your PII.

3. Read about the information that SupportAssist Enterprise collects from monitored devices, and select I Agree.

4. Read the Dell End User License Agreement, select I Agree, and then click Next.
   
   The Destination Folder page is displayed.

5. The default installation folder for SupportAssist Enterprise is <Drive where SupportAssist Enterprise is installed>\Program Files\Dell\SupportAssist. If you want to install SupportAssist Enterprise on any other location, click Browse and select a folder.

6. Click Install.
   
   If the default SupportAssist Enterprise ports (9099 and 2424) are already in use, the Port Settings page is displayed. Else, the Installing SupportAssist Enterprise page is displayed briefly, and then the Installation Completed page is displayed.

   NOTE: In Windows Server 2016, the User Account Control dialog box may be displayed more than once while the installation is in progress.

7. Click Finish to exit the SupportAssist Enterprise installer.
   
   The SupportAssist Enterprise login page opens in a web browser window.

   NOTE: If the system is a member of a domain, you must enter the login user name in the [Domain\Username] format. For example, MyDomain\MyUsername. You can also use a period [ . ] to indicate the local domain. For example, .\Administrator.

8. Enter the Microsoft Windows operating system user name and password, and then click Login.
   
   The SupportAssist Enterprise Registration Wizard is displayed.

   NOTE: The server or virtual machine where you have installed SupportAssist Enterprise is automatically added as a device.

9. Follow the instructions in the SupportAssist Enterprise Registration Wizard to complete the registration.

   NOTE: The SupportAssist Enterprise Registration Wizard may not be displayed if a pop-up blocker is enabled on the web browser.
Install SupportAssist Enterprise on Linux

Steps

1. Open the terminal window on the system running the Linux operating system.
2. Browse to the folder where the SupportAssist Enterprise installation package is available.
3. Perform one of the following:
   - Type `chmod 744 supportassistenterprise_2.x.x.bin` and press Enter.
   - Type `chmod +x supportassistenterprise_2.x.x.bin` and press Enter.
4. Type `./supportassistenterprise_2.x.x.bin` and press Enter. The Welcome to the SupportAssist Enterprise Installer message is displayed.
5. To continue, type `c`. The SupportAssist Enterprise License Agreement is displayed.
6. Read the license agreement and type `y` to start the installation.
   - If the default SupportAssist Enterprise ports (9099 and 2424) are already in use, you are prompted to ensure that the ports are not in use or to enter custom port numbers. Else, the SupportAssist Enterprise login page opens in a web browser window.
   - NOTE: If you are using a Linux terminal emulator such as PuTTY to remotely install SupportAssist Enterprise, the SupportAssist Enterprise login page is not displayed. In such a scenario, you must access the SupportAssist Enterprise login page by using one of the following methods:
     - Log in to a remote system and access the following web address by using a web browser:
       https://<IP address or host name of the server where SupportAssist Enterprise is installed>:5700/SupportAssist
       You can access SupportAssist Enterprise from a remote system only if port 5700 is open on the network.
     - Log in to the local system and access the following web address by using a web browser:
       http://localhost:9099/SupportAssist
       If you entered a custom port number, you must replace 9099 with the custom port number in the web address.
7. If you are prompted that the default SupportAssist Enterprise ports are in use, perform one of the following and then press y.
   - Ensure that no other application is configured to use ports 9099 and 2424.
   - Enter custom port numbers.
   - NOTE: Ensure that you enter a valid port number which is not in use and within the range 1025 to 65535.
8. Type the user name and password of a user with root privileges on the system where SupportAssist Enterprise is installed, and then click Login. The SupportAssist Enterprise Registration Wizard is displayed.
9. Follow the instructions in the SupportAssist Enterprise Registration Wizard to complete the registration.
   - NOTE: The SupportAssist Enterprise Registration Wizard may not be displayed if a pop-up blocker is enabled on the web browser.
Uninstalling SupportAssist Enterprise on Windows

Steps
1. Perform one of the following based on the operating system:
   - On Windows Server 2012 or 2016, point to the bottom-left corner of the screen, and then click the Start icon. On the Start screen, click the Control Panel tile. On the Control Panel, click Uninstall a program.

   The Uninstall or change a program window is displayed.
2. Select Dell SupportAssist Enterprise and click Change.
   The Welcome to Dell SupportAssist Enterprise Installer window is displayed.
3. Click Next.
   The Dell SupportAssist Enterprise Maintenance window is displayed.
4. Select Remove, and click Next.
   The Feedback window is displayed.
5. Select an appropriate reason from the Select an option drop-down list, provide your comments, and click Remove.
   The Remove the Program window is displayed.
6. Click Remove.

   **NOTE:** In Windows Server 2016, the User Account Control dialog box may be displayed more than once while the uninstallation is in progress.

   The Uninstallation Completed window is displayed.
7. Click Finish.
   SupportAssist Enterprise is now uninstalled.

Uninstalling SupportAssist Enterprise on Linux

Steps
1. Open the terminal window.
2. Browse to the /opt/dell/supportassist/bin folder.
3. Type ./uninstall and press Enter.
4. To continue the uninstallation, type c.
5. When prompted for your feedback, perform one of the following:
   - To skip the feedback and start the uninstallation, type n.
   - To provide feedback, type y.
6. If you selected to provide feedback, press a number that matches your reason for uninstalling SupportAssist Enterprise.

Results
The Dell SupportAssist Enterprise uninstallation is complete message is displayed.
Related documents and resources

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

Table 8. Related documents

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<tr>
<th>Document title</th>
<th>How to access the document</th>
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<td>SupportAssist Enterprise Version 2.0.30 Online Help</td>
<td>Click the help icon in the SupportAssist Enterprise user interface.</td>
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<tr>
<td>SupportAssist Enterprise Version 2.0.30 Support Matrix</td>
<td>3. Click DOCUMENTATION.</td>
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<td>SupportAssist Enterprise Version 2.0.30 Reportable Items</td>
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<tr>
<td>SupportAssist Enterprise REST API Guide</td>
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<tr>
<td>OpenManage Server Administrator Installation Guide</td>
<td>Go to <a href="http://www.dell.com/openmanagemanuals">www.dell.com/openmanagemanuals</a> and click OpenManage Server Administrator.</td>
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<td>OpenManage Server Administrator User’s Guide</td>
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Video tutorials

You can access the following video tutorials to learn about the features of SupportAssist Enterprise. To access the video tutorials, go to Dell EMC Support.

- SupportAssist Enterprise: Installing and Registering (Windows)
- SupportAssist Enterprise: Installing and Registering (Linux)
- SupportAssist Enterprise: Checking for Cases
- SupportAssist Enterprise: Testing Case Creation
- SupportAssist Enterprise: Monitoring the Local System
- SupportAssist Enterprise: Adding Devices
- SupportAssist Enterprise: Case Management
- SupportAssist Enterprise: Managing Device Groups
- SupportAssist Enterprise: Testing Network Connectivity
- SupportAssist Enterprise: Viewing Collections
- SupportAssist Enterprise: Collecting System Information
- SupportAssist Enterprise: Uploading Collections from a Disconnected Site
- SupportAssist Enterprise: Setting up OpenManage Essentials adapter
- SupportAssist Enterprise: Setting up System Center Operations Manager adapter
- SupportAssist Enterprise: Setting up Remote Collector
- SupportAssist Enterprise: Creating Account Credentials
- SupportAssist Enterprise: Creating Credential Profiles
- SupportAssist Enterprise: Creating Device Discovery Rule
- SupportAssist Enterprise: Managing SupportAssist Enterprise Alerts in TechDirect
- SupportAssist Enterprise: Performing Deep Discovery
- SupportAssist Enterprise: Setting up Automated Dispatch

SupportAssist community

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

About this task

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

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

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

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

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

Find manuals and documents

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

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