SupportAssist Enterprise Version 2.0
Release Notes

This document describes the known issues in SupportAssist Enterprise version 2.0.

Topics:
- Release type and definition
- What is Supported
- Known issues
- Limitations
- Installation
- Contacting Dell

Release type and definition

SupportAssist Enterprise Version 2.0

SupportAssist Enterprise is an application that automates technical support for your Dell server, storage, and networking devices. SupportAssist Enterprise monitors your Dell devices and proactively detects hardware issues that may occur. When a hardware issue is detected, SupportAssist Enterprise automatically opens a support case with Dell Technical Support and sends you an email notification. Data required for troubleshooting the issue is automatically collected by SupportAssist Enterprise and sent securely to Dell Technical Support. The collected data helps Dell Technical Support to provide you an enhanced, personalized, and efficient support experience. SupportAssist Enterprise capability also includes a proactive response from Dell Technical Support to help you resolve the issue.

NOTE: For information on the using the features that are available in SupportAssist Enterprise version 2.0 and the supported device models, see the "SupportAssist Enterprise Version 2.0" manuals at Dell.com/ServiceabilityTools.

Version

SupportAssist Enterprise Version 2.0

Release Date

August 2018
Previous Version
SupportAssist Enterprise Version 1.2.1 with Device Configuration 1.2.2

Importance
RECOMMENDED: Dell 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).

What is Supported
SupportAssist Enterprise is compatible with the following devices:

- Servers
  - Dell’s 9th to 14th generation of PowerEdge servers
  - Dell PowerEdge C Series servers
  - Dell XC Series of Web-scale Hyper-converged Appliances
  - Dell Datacenter Scalable Solutions
  - Dell PowerVault NX devices
  - Dell PowerVault DL devices
  - Dell OEM-ready servers (either re-branded or de-branded Dell hardware)

  **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 1.57.

- Storage
  - Dell Storage PS Series (previously EqualLogic)
  - Dell Storage MD Series (previously PowerVault)
  - Dell Storage SC Series (previously Compellent)
  - Dell network attached storage (NAS) devices

- Networking
  - Dell PowerConnect switches
  - Dell Force10 switches
  - Dell Networking switches
  - Dell X-Series switches
  - Dell Wireless Controllers Mobility Series
  - Brocade FC switches
  - Cisco Nexus switches

- Chassis
  - Dell PowerEdge FX2/FX2s
  - Dell PowerEdge VRTX
  - Dell PowerEdge M1000e

- Software
  - SAN HQ
  - SCVMM
  - HIT Kit / VSM for VMware
  - vCenter
Supported Operating Systems

The server where you want to install SupportAssist Enterprise must be running one of the following operating systems.

**NOTE:** SupportAssist Enterprise can be installed only on 64-bit operating systems.

**NOTE:** SupportAssist Enterprise can also be installed on a 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 2008 Small Business Server
- Windows 2011 Small Business Server
- Windows Server Core 2012
- Windows Server Core 2012 R2
- Windows Server Core 2016

**Linux operating systems:**

- Red Hat Enterprise Linux 7.x
- Red Hat Enterprise Linux 6.x
- Red Hat Enterprise Linux 5.x
- CentOS 7.x
- CentOS 6.x
- Novell SUSE Linux Enterprise Server 12 SP1
- Novell SUSE Linux Enterprise Server 12 SP2
- 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
- Ubuntu 14.x
- Ubuntu 16.x

**NOTE:** Installation of SupportAssist Enterprise is not supported on Red Hat Enterprise Linux 6.6.
Supported Web Browsers

Web Browsers:

- Internet Explorer 10 or later
- Mozilla Firefox 31 or later
- Google Chrome 59 or later
- Microsoft Edge 38 or later

**NOTE:** Transport Layer Security (TLS) 1.0 must be enabled in the web browser.

Known issues

**Issue 1**
**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. [SAE-6153]

**Resolution:** 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.

**Issue 2**
**Description:** If the server is restarted after installing SupportAssist Enterprise on a Linux operating system, the `snmptrapd` service may not start automatically. [SAE-6089]

**Resolution:** Manually start the `snmptrapd` service.

**Issue 3**
**Description:** While uninstalling SupportAssist Enterprise, a message may be displayed stating that the Dell EMC SupportAssist Enterprise DB service is in use. [SAE-4975]

**Resolution:** Click OK to continue the uninstallation.

**Issue 4**
**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. [SAE-6121]

**Resolution:** Restart the Dell EMC SupportAssist Enterprise DB service.

**Issue 5**
**Description:** If start or end time of the Preferred Contact Hours is not selected, after upgrade from SupportAssist for Servers version 1.3 to SupportAssist Enterprise version 1.1, the Preferred Contact Hours is set to the default start time (9 AM) or end time (5 PM). [SAE-6111]

**Resolution:** Update the start time and end time after the upgrade is complete.

**Issue 6**
**Description:** The adapter details cannot be edited after the adapter set up is unsuccessful. [SAE-5492]

**Resolution:** Delete the adapter and try setting up the adapter again.

**Issue 7**
**Description:** While installing SupportAssist Enterprise by using the OpenManage Essentials installer package, the Proxy Settings page is displayed, even though the system connects to internet directly. [SAE-5940]

**Resolution:** None

**Issue 8**
**Description:** After migration from SupportAssist for OpenManage Essentials to SupportAssist Enterprise, the city listed along with the time zone on the Contact Information page differs from the previously selected city and time zone. For example, after migration, (UTC + 3) Baghdad is changed to (UTC + 3) Africa/Addis_Ababa. [SAE-5828]

**Resolution:** None
Issue 9
Description: After installing a new operating system on 12th and 13th generation of PowerEdge servers, collections display the previous operating system name and architecture. [SCT-15397]
Resolution: Reset the iDRAC or restart the server, and then regenerate the collection.

Issue 10
Description: On servers running Linux, 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. [SCT-16007]
Resolution: Update the device credentials with a root user account and regenerate the collection again.

Issue 11
Description: Collections may not be successful on 12th generation of PowerEdge servers running a Linux operating system with iDRAC firmware version 2.00.00.00. [SCT-15635]
Resolution: Upgrade to the iDRAC firmware version 2.15.15.15 or later.

Issue 12
Description: Collections from PowerVault MD Series storage arrays may display incorrect values for the number of controllers and controller attributes. [SCT-10425]
Resolution: None

Issue 13
Description: When you run a collection on a Server with a Windows operating system, at times you may find some sections missing resulting in the collection not being successful.
Resolution: Run the collection again for the same device and if the problem persist, try restarting the device and then run the collection again.

Issue 14
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.
Resolution: Manually remove the device and then try adding the same device again.

Issue 15
Description: The operating system version is not available in iDRAC collections from servers running Ubuntu operating system. [SAE-10031]
Resolution: None

Issue 16
Description: Performing a multiple device collection for Deployment, System Maintenance, or Consulting purposes may result in high system resource utilization at irregular intervals. [SAE-10023]
Resolution: None

Issue 17
Description: Tool tips are not displayed for the List view and Association view icons in Mozilla Firefox web browser. [SAE-9997]
Resolution: Open the about:config page. Ensure that browser.chrome.toolbar_tips is set to true.

Issue 18
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. [SAE-9968]
Resolution: None
**Issue 19**
Description: Refreshing the Devices or Cases page after navigating across pages, opens the first page. [SAE-9931]
Resolution: None

**Issue 20**
Description: Collections from networking devices do not contain the IP address of the networking device. [SAE-9907]
Resolution: Ensure that the out-of-band IP address is set on the networking device.

**Issue 21**
Description: On deep discovery of chassis, discovery of the iDRAC (modular servers) is supported only for iDRAC7 or later. [SAE-9605]
Resolution: None

**Issue 22**
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. [SAE-9535]
Resolution: None

**Issue 23**
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. [SAE-9302]
Resolution: None

**Issue 24**
Description: SCSI and non-iSCSI interfaces section is not available in Deployment collections from PowerEdge servers running the Debian operating system. [SAE-9146]
Resolution: Ensure that the ethtool package is installed on the system.

**Issue 25**
Description: Installation of SupportAssist Enterprise on Debian operating system is unsuccessful. [SAE-8596]
Resolution: Ensure that en_US.utf.8 locale package is installed.
- If locales are not installed, use the apt-get install locales command to install the locales.
- If any other locale is installed, install the en_US.utf.8 locale by using the dpkg-reconfigure locales command.

**Issue 26**
Description: If the system is running the Systemd service, the Dell EMC SupportAssist Enterprise service and the Dell EMC SupportAssist Enterprise DB service may not display the correct status. [SAE-8533]
Resolution: None

**Issue 27**
Description: On Windows operating systems, stopping the SupportAssist Enterprise service while IP range discovery, collection of system information, or other tasks are in progress results in an error message that states that the service could not be stopped. However, the service stops automatically after some time. [SAE-8472]
Resolution: None

**Issue 28**
Description: The SupportAssist service is not available in Ubuntu 17 and Debian 9 operating systems. [SAE-8422]
Resolution: Use the following commands to perform operations on the supportassit service:
- Status - [sudo] systemctl status supportassist.service / systemctl status supportassistdatabase.service
- Start - [sudo] systemctl start supportassist.service / systemctl start supportassistdatabase.service
- Stop - [sudo] systemctl stop supportassist.service / systemctl stop supportassistdatabase.service
- Restart - [sudo] systemctl restart supportassist.service / systemctl restart supportassistdatabase.service

**Issue 29**
Description: On Google Chrome web browser, the mouse pointer may not be displayed for some time when accessing SupportAssist Enterprise. [SAE-7653]
Resolution: None

**Issue 30**
Description: Service Tag is not available in Deployment collections from hypervisors running ESXi. [SAE-6862]
Resolution: Ensure that sfcbd and cimom are enabled in ESXi.
Issue 31
Description: The Displays section may be blank on collections from PowerEdge servers running the Ubuntu operating system. [SAE-6756]
Resolution: Ensure that the `xserver-xorg-core` package is installed on the server.

Issue 32
Description: Two separate error messages are displayed when SupportAssist Enterprise is unable to retrieve cases from Dell EMC. [SAE-10417]
Resolution: None

Issue 33
Description: SATA Controller information is not available on collections from servers where SATA hard-drives are directly connected to the SATA controller. [SAE-7732]
Resolution: None

Issue 34
Description: Uninstallation of SupportAssist Enterprise does not uninstall the OpenManage Enterprise adapter automatically.
Resolution: Uninstall the OpenManage Enterprise adapter manually.

Issue 35
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. [SAE-10914]
Resolution: Perform a SupportAssist TSR collection to view the missing information.

Issue 36
Description: Installation of OpenManage Server Administrator version 9.1 from a management station running a Windows operating system on a managed node running Red Hat Enterprise Linux operating system version 6.9 is not successful. [SAE-11196]
Resolution: Navigate to `/tmp/` directory on the managed node and find `LinuxPreInstallPackage64.tar.gz` file. Remove the file from the file system. Manually install 64-bit OpenManage Server Administrator version 9.1 on managed nodes running Red Hat Linux Enterprise operating system version 6.9.

Issue 37
Description: Collections performed from managed nodes configured with PCIe-SSD controllers and with OMSA 9.1 installed, display Physical Disk name with 3 digits in Physical Device ID as opposed to 2 digits as per OMSA GUI.
Resolution: None

Issue 38
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. [SAE-14658]
Resolution: To run periodic Inventory Validation on the same day, go to the Preferences page and set the periodic Inventory Validation date to current date.

Issue 39
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. [SAE-13398]
Resolution: None

Issue 40
Description: System information collected from servers running OMSA does not include controller TTY logs for the HBA controller. [SAE-12736]
Resolution: None

Issue 41
Description: System information collected from ESXi host may contain the incorrect manufacturer details for adapters shown in the iSCSI HBA section. [SAE-11232]
Resolution: None

Issue 42
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. [SAE-14489]

Resolution: None

Issue 43
Description: The time zone list may display both the old and new city names as separate options. [SAE-14777]
Resolution: None

Issue 44
Description: Collections from 14th 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. [SAE-13941]
Resolution: None

Issue 45
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. [SAE-14773]
Resolution: Manually run the operation that is unsuccessful after some time.

Issue 46
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.
Resolution: Login to SupportAssist Enterprise and provide valid System Center Operations Manager adapter credentials. [SAE-10295]

Issue 47
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. [SAE-14758]
Resolution: None

Issue 48
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. [SAE-14660]
Resolution: Edit the adapter and enter the correct credentials. The adapter displays a Connected status.

Issue 49
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. [SAE-14697]
Resolution: None

Issue 50
Description: When the user having Dell PowerVault MD Series device with more than one RAID controller upgrades SupportAssist Enterprise to version 2.0, and immediately after the upgrade, before Inventory Validation is complete on the upgraded SupportAssist Enterprise, if an alert is received from the other RAID controller that was not previously persisted by SupportAssist Enterprise, alerts will not be processed. [SAE-12719]
Resolution: None

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 12th or later generation of PowerEdge server.
  - The server does not have the minimum required iDRAC firmware version installed. For 12th generation of the PowerEdge servers, the iDRAC firmware version 2.10.10.10 or later is required; for 13th 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 a SupportAssist Enterprise is installed on a server running Linux having 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 with that of 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.
• In the Japanese help content for "Configuring email notifications" and "Configuring server settings" do not have some of the key words and translation is not equivalent to the English language.
• 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

## Installation

### Prerequisites

The following are the prerequisites for installing and using SupportAssist Enterprise Version 2.0:

- Transport Layer Security (TLS) 1.0 or later must be enabled in the web browser.

### Minimum requirements

#### Software requirements:

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

  ⚠️ **NOTE:** SupportAssist can be installed only on a **64-bit operating system**.

  ⚠️ **NOTE:** SupportAssist can also be installed on a **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 2008 Small Business Server
- Windows 2011 Small Business Server
- Windows Server Core 2012
- Windows Server Core 2012 R2
### Linux operating systems

- Red Hat Enterprise Linux 7.x
- Red Hat Enterprise Linux 6.x
- Red Hat Enterprise Linux 5.x
- CentOS 7.x
- CentOS 6.x
- Novell SUSE Linux Enterprise Server 12 SP1
- Novell SUSE Linux Enterprise Server 12 SP2
- 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

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

### 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 9th 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 User’s Guide* at [Dell.com/ServiceabilityTools](http://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>
<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 15,000 devices by setting up multiple remote collectors.

NOTE: For monitoring more than 100 devices in your environment, Dell recommends that you install SupportAssist Enterprise on a server that meets the specified hardware requirements. Periodic collections (required for ProSupport Plus reporting) 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>
<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>15 GB</td>
</tr>
<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 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 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>
<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>
<thead>
<tr>
<th>Device</th>
<th>Protocol for discovery and collection</th>
<th>Port</th>
</tr>
</thead>
<tbody>
<tr>
<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 MD 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>22 and 161</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>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</td>
<td>443</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>
<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></td>
</tr>
<tr>
<td></td>
<td>File Retrieval Service (FRS)</td>
<td></td>
</tr>
<tr>
<td>Source</td>
<td>Destination</td>
<td>Port</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>---------------------------------------</td>
<td>---------------</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></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>

### Installation Instructions

#### Install SupportAssist Enterprise on Windows

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 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 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.
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

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_2.0.0.bin` and press Enter.
   - Type `chmod +x supportassistenterprise_2.0.0.bin` and press Enter.
4 Type `/supportassistenterprise_2.0.0.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.

Uninstallation

Uninstalling SupportAssist Enterprise on Windows

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.
   • On Windows Server 2008 or Windows Small Business Sever 2011, click Start > Control Panel > Programs and Features.

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

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.

The Dell SupportAssist Enterprise uninstallation is complete message is displayed.
Contacting Dell

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

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

To contact Dell for sales, technical support, or customer service issues:

2. Select your support category.
3. Verify your country or region in the Choose a Country/Region drop-down menu at the top of page.
4. Select the appropriate service or support link based on your need.

Finding documentation support

1. Go to [Dell.com/support/manuals](http://Dell.com/support/manuals).
2. In the Tell us about your Dell system section, under No, select Choose from a list of all Dell products and click **Continue**.
3. In the Select your product type section, click **Software, Monitors, Electronics & Peripherals**.
4. In the Choose your Dell Software, Monitors, Electronics & Peripherals section, click **Software**.
5. In the Choose your Dell Software section, click the required link from the following:
   - Client System Management
   - Enterprise System Management
   - Remote Enterprise
   - System Management
   - Serviceability Tools
6. To view the document, click the required product version.

**NOTE:** You can also directly access the documents using the following links:

- For Client System Management documents — [Dell.com/OMConnectionsClient](http://Dell.com/OMConnectionsClient).
- For Enterprise System Management documents — [Dell.com/openmanagemanuals](http://Dell.com/openmanagemanuals).
- For Serviceability Tools documents — [Dell.com/serviceabilitytools](http://Dell.com/serviceabilitytools).