

SupportAssist Enterprise

Version 1.1



Quoi de neuf avec SupportAssist Enterprise 1.1

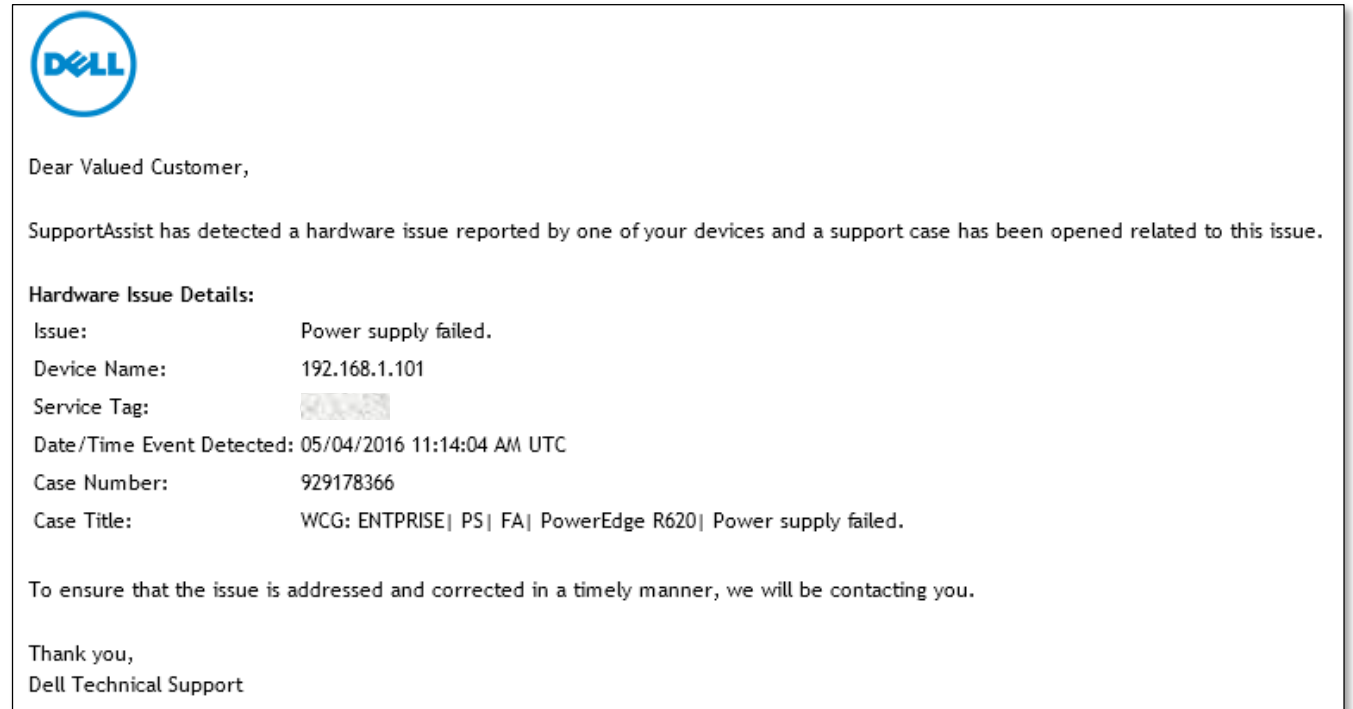
- Tous les systèmes Dell supportés
- Mode non-enregistré
- Inventaire amélioré
- Ajout de systèmes par .CSV
- Nouveau Design

The screenshot displays the Dell EMC SupportAssist Enterprise web interface. The top navigation bar includes the logo, 'SupportAssist Enterprise', and links for 'SupportAssist Enterprise Community', 'About', and 'Administrator'. Below this, a secondary navigation bar shows 'Cases', 'Devices', 'Settings', and 'Collections'. The main content area is titled 'Cases' and includes a 'Refine By' sidebar on the left with filters for Device Type (Server, Storage, Networking, Chassis), Case Status (Open, Submitted, In Progress, Suspended, Requested for Closure), and Service Contract (Basic, ProSupport, ProSupport Plus, ProSupport Flex for Data Center, ProSupport One for Data Center Or ProSupport Flex for Data Center). The main table lists detected hardware issues with columns for Name / IP Address, Number, Status, Title, Device Type, and Date Opened. Two entries are visible: 'iDRAC R630' and 'Server 12G Windows 2012', both with a status of 'Non applicable' and 'Aucun cas'. A third entry, 'Server Windows OMSA', is partially visible at the bottom.

Name / IP Address	Number	Status	Title	Device Type	Date Opened
iDRAC R630	Non applicable	Aucun cas	Problème matériel détecté. Pour créer automatiquement des tickets, mettez à niveau votre contrat vers un contrat de service ProSupport ou ProSupport Plus.	Server	11/07/2016
Server 12G Windows 2012	Non applicable	Aucun cas	Problème matériel détecté. Pour créer automatiquement des tickets, mettez à niveau votre contrat vers un contrat de service ProSupport ou ProSupport Plus.	Server	11/07/2016
Server Windows OMSA					

Qu'offre SupportAssist Enterprise?

- ✓ Surveillance en temps réel des systèmes Dell
- ✓ Collection automatique de journaux système et envoi au support technique Dell
- ✓ Création automatique d'incidents
- ✓ Notification en cas d'évènement (Information, Warning, Critical)
- ✓ Rapport d'erreurs proactif (*PSPlus*)



Informations collectées par SupportAssist Enterprise

L'information dans le journal de données envoyé à Dell contient les catégories de données suivantes :

Inventaire matériel et logiciel — systèmes installés, processors, memory, périphériques réseau, utilisation et Service Tag

Configuration Logicielle des servers — Système d'exploitation et Applications

Informations de Configuration — Interfaces, VLAN, Data Center Bridging (DCB) spanning tree et stacking

Informations d'identité — Nom du système, nom de domaine et adresse IP

Evènement — Journaux Windows, core dump et journaux de debug



Dell ne prévoit pas l'accès ou la collecte de renseignements personnels, tels que vos fichiers personnels, historique de navigation sur le web ou les cookies, dans le cadre de ce programme. Toutes les données personnelles rassemblées ou lues par inadvertance sont traitées conformément à la politique de confidentialité Dell disponible sur dell.com/privacy.

Configuration

Installation de SupportAssist Enterprise



Linux



Windows Server 2016



Windows Server 2012

Dell EMC SupportAssist Enterprise - InstallShield Wizard



Installation en cours de préparation...

L'installateur Dell EMC SupportAssist Enterprise prépare InstallShield Wizard, lequel vous guidera pour l'installation du logiciel. Veuillez patienter.

Extraction en

SupportAssist Enterprise Setup

DELL EMC

Welcome to SupportAssist

DELL EMC

License Agreement

This setup wizard will install SupportAssist Enterprise. Click Next to continue.

WARNING: This program is protected by InstallShield.

Please read following license agreement.

By installing SupportAssist, you allow Dell to use your email address which would be used to provide you with information for providing recommendations. SupportAssist is a software application that provides you with an enhanced, personalized experience.

☐ I Agree ☒ I Disagree

THIS IS A LEGAL AGREEMENT BETWEEN YOU (EITHER AN INDIVIDUAL OR A LIMITED PARTNERSHIP, OR DELL GLOBAL B.V. (SINGAPORE) AND ITS SUBSIDIARIES AND AFFILIATES (COLLECTIVELY, "DELL EMC") AND DELL EMC. BY INSTALLING OR USING THE SOFTWARE, YOU AGREE TO THE TERMS AND CONDITIONS OF THIS AGREEMENT. IF YOU DO NOT AGREE, DO NOT INSTALL OR USE THE SOFTWARE.

☐ I Agree ☒ I Disagree

InstallShield

SupportAssist Enterprise Setup

DELL EMC

Installing SupportAssist Enterprise



Please wait while the wizard installs SupportAssist Enterprise. This may take several minutes.

Status:

Copying new files

InstallShield

SupportAssist Enterprise Setup

DELL EMC

Installation Completed

SupportAssist Enterprise has been successfully installed.

Click Finish to exit the wizard.

< Back

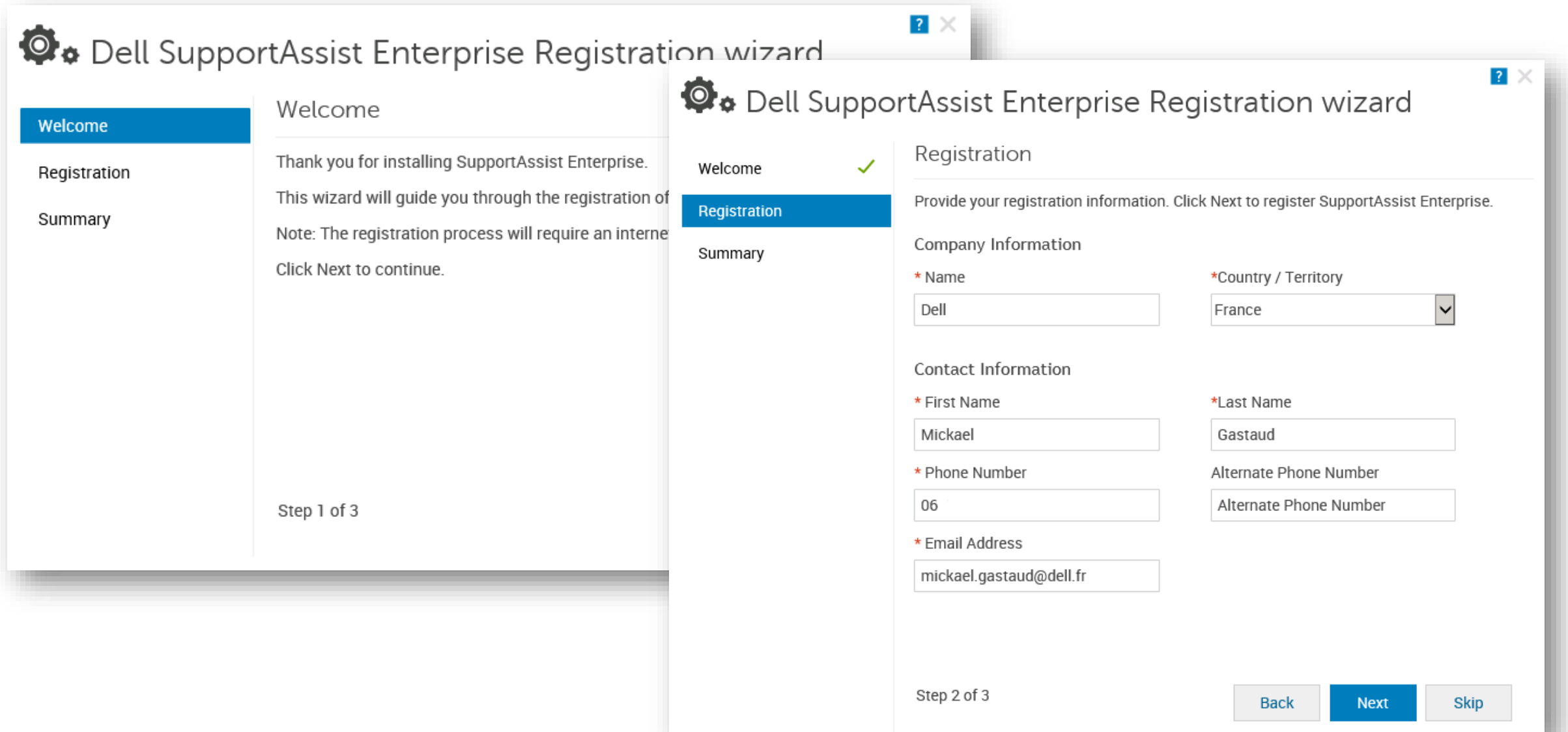
Finish

Cancel

EMC

ProSupport & ProSupport Plus

Option Unregistered / Registered



The image displays two screenshots of the Dell SupportAssist Enterprise Registration wizard, illustrating the 'Option Unregistered / Registered'.

Left Screenshot (Step 1 of 3):

- Title:** Dell SupportAssist Enterprise Registration wizard
- Navigation:** Welcome (selected), Registration, Summary.
- Welcome Section:**
 - Text: Welcome
 - Text: Thank you for installing SupportAssist Enterprise.
 - Text: This wizard will guide you through the registration of
 - Note: The registration process will require an internet connection.
 - Text: Click Next to continue.
- Progress:** Step 1 of 3

Right Screenshot (Step 2 of 3):

- Title:** Dell SupportAssist Enterprise Registration wizard
- Navigation:** Welcome, Registration (selected), Summary.
- Registration Section:**
 - Text: Provide your registration information. Click Next to register SupportAssist Enterprise.
 - Company Information:**
 - * Name: Dell
 - * Country / Territory: France
 - Contact Information:**
 - * First Name: Mickael
 - * Last Name: Gastaud
 - * Phone Number: 06
 - Alternate Phone Number: Alternate Phone Number
 - * Email Address: mickael.gastaud@dell.fr
- Progress:** Step 2 of 3
- Buttons:** Back, Next, Skip

Ajouter un système



Add single device or Import multiple devices

☒ Single device

☐ Multiple devices

Add single device

Enter the IP address information may be

Select device type:

Select

Chassis

Fluid File System (Fluid FS)

iDRAC

Networking

PeerStorage(PS) / Equallogic

PowerVault

Server / Hypervisor

Storage Center (SC) / Compellent

Next. Depending on the device configuration, additional

IP Address / Hostname

000.000.000.000

Name (optional)

Name

☒ Enable monitoring (may require additional SNMP settings)

☒ Configure SNMP settings (required for receiving alerts from the device)

Next

Cancel

Device credentials

Enter the credentials of the device.

Username:

root

Password:

•••••

Add single device

✓ Success

Your device has been added successfully.

Name:

Not Available

IP Address / Hostname:

172.18.40.42

Service tag:

11H9S52

Device type:

iDRAC

Model:

PowerEdge R630

Group:

Default

Ajouter plusieurs systèmes



Add single device or Import multiple devices

- ☐ Single device
- ☒ Multiple devices

Import multiple devices

Select the .csv file that contains device details and click Next.

Browse...

If necessary, download the .csv template that you can use to enter device details.

[Download template](#)

☒ Enable monitoring (may require additional SNMP settings)

Next

Cancel

Servers

- Dell's 9th to 13th generation of PowerEdge servers
- Dell PowerEdge C Series servers
- Dell XC Series of Web-scale Hyper-converged Appliances
- Dell PowerVault NX devices
- Dell PowerVault DL devices
- Dell **OEM-ready** servers
- Modular Enclosure (châssis)

Storage

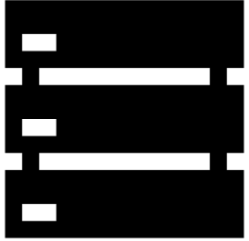
- Dell EqualLogic storage arrays
- Dell PowerVault MD Series storage arrays
- Dell Compellent storage arrays

Networking

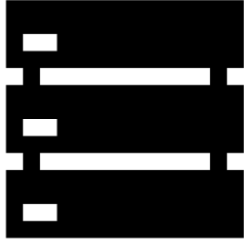
- Dell PowerEdge converged architecture
- Dell Networking switches
- Dell Network Attached Storage (NAS) devices

Scenario 1

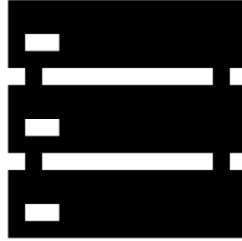
12G Server



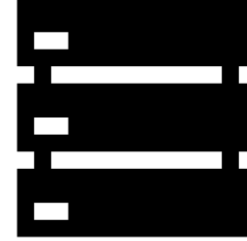
9G Server



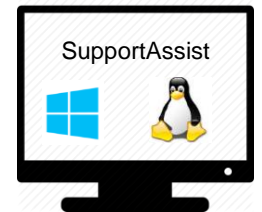
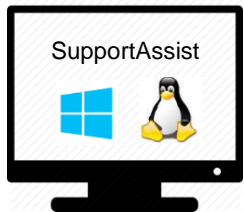
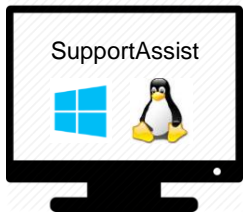
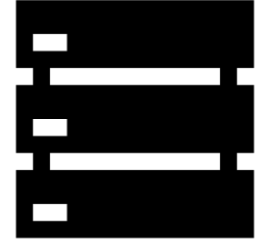
MD3200i



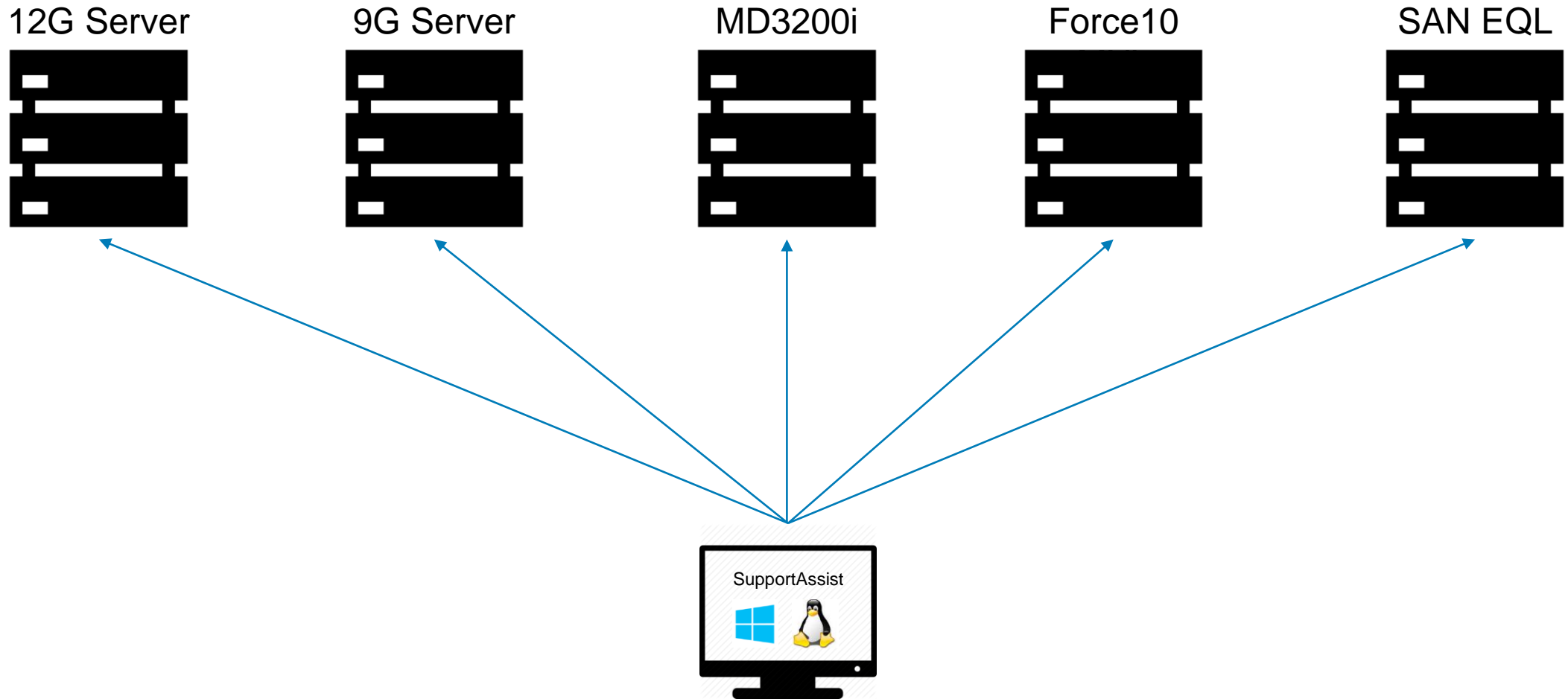
Force10



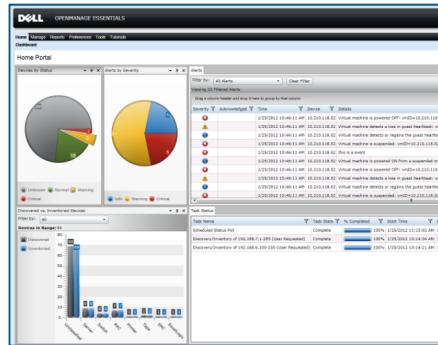
SAN EQL



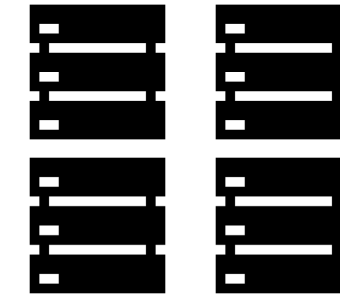
Scenario 2



Scenario 3 – Mix Inventory



OpenManage Essentials 2.3



Server / Storage / Network



Options et caractéristiques

Options & Caractéristiques

Mode de maintenance

Devices

+ Add Device

▶ Start Collection

✎ Edit Credentials

✕ Delete

Collection Purpose:

Select

Select Task

Clear System Event Log

Check for Cases


Maintenance Mode

Enable



Dependencies

Install / Upgrade OMSA

Configure SNMP

	Nom / Adresse IP	Modèle		
<input type="checkbox"/>	iDRAC R630	PowerEdge R630		11/4/2016 3:16:28 PM
<input type="checkbox"/>	EQL PS6110	EqualLogic PS6110	✔ OK	11/4/2016 3:42:13 PM
<input type="checkbox"/>	F10-MXL	Dell Networking MXL-10/40GbE	✔ OK	11/4/2016 3:50:21 PM
<input type="checkbox"/>	Chassis M1000e	PowerEdge M1000e	✔ OK	11/4/2016 4:15:17 PM
<input checked="" type="checkbox"/>	 Chassis FX2	PowerEdge FX2s	✔ OK	11/4/2016 4:19:21 PM
<input type="checkbox"/>	Switch 8024	PowerConnect PC8024	✔ OK	11/4/2016 4:34:37 PM
<input type="checkbox"/>	MD3000	PowerVault MD3000	✔ OK	11/4/2016 4:37:15 PM
<input type="checkbox"/>	Server 12G Windows 2012	PowerEdge R420	✔ OK	11/4/2016 4:47:14 PM

Options & Caractéristiques

Devices ?				
+ Add Device ▶ Start Collection ✎ Edit Credentials ✕ Delete Collection Purpose: Select ▼ ↻ Refresh				
	Nom / Adresse IP	Modèle	État	
<input type="checkbox"/>	iDRAC R630	PowerEdge R630	 Configuring SNMP	11/4/2016 3:16:28 PM
<input type="checkbox"/>	EQL PS6110	EqualLogic PS6110	✔ OK	11/4/2016 3:42:13 PM
<input type="checkbox"/>	F10-MXL	Dell Networking MXL-10/40GbE	✔ OK	11/4/2016 3:50:21 PM
<input type="checkbox"/>	Chassis M1000e	PowerEdge M1000e	✔ OK	11/4/2016 4:15:17 PM
<input type="checkbox"/>	Chassis FX2	PowerEdge FX2s	✔ OK	11/4/2016 4:19:21 PM
<input type="checkbox"/>	Switch 8024	PowerConnect PC8024	✔ OK	11/4/2016 4:34:37 PM
<input type="checkbox"/>	MD3000	PowerVault MD3000	✔ OK	11/4/2016 4:37:15 PM
<input type="checkbox"/>	Server 12G Windows 2012	PowerEdge R420	✔ OK	11/4/2016 4:47:14 PM
<input type="checkbox"/>	Server Windows OMSA	PowerEdge R820	 Installing OMSA	11/7/2016 4:09:16 PM

Options Adapters

Set Up Adapter

Adapter type: OpenManage Essentials

Enter details of the system where OpenManage Essentials is installed.

Hostname / IP address

Hostname / IP address

Name (optional)

Name

User name

User name

Password

Password

Credential profile

Update device inventory

Every 12 hours

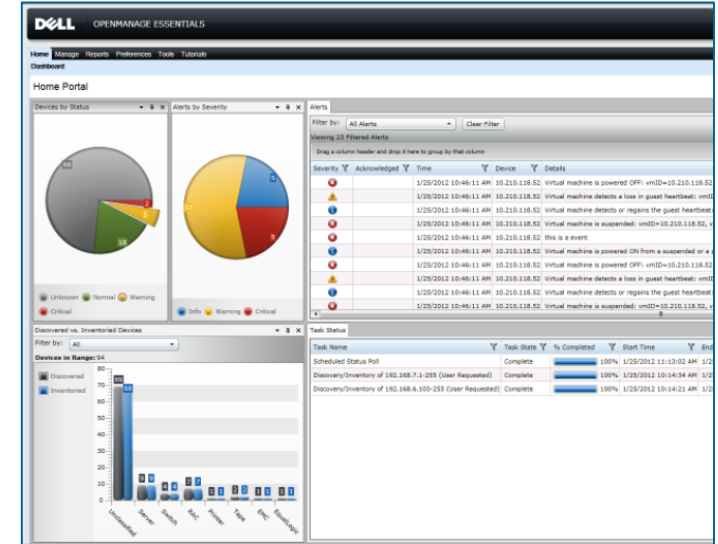
Note: A credential profile is required for adding devices that will be inventoried by the adapter.

OK

Cancel



OpenManage Essentials 2.3



System Center operations Manager



SupportAssist collector / Remote Collector

SupportAssist Collector



Devices

[+ Add Device](#) [▶ Start Collection](#) [✎ Edit Credentials](#) [✖ Delete](#) Collection Purpose: Technical Support ▼

	Name / IP Address ▼	Model ▼	Status
<input checked="" type="checkbox"/>	172.18.40.42	PowerEdge R630	✔ OK

Multiple device collection X

Collection name (Optional) MyServer

Dell Support Request/case number (Optional) 925843645

Email (Optional) Email

☒ Upload collection

[OK](#)

Collections ?

[📁 Upload](#) C:\Program Files\Dell\SupportAssist\reports

<input checked="" type="checkbox"/>	Name	Collection Date	Case Number	Upload Status
<input checked="" type="checkbox"/>	SA_2016-11-28T102048_MyServer	11/28/2016	925843645	✔ Success

SA_2016-11-28T102048_MyServer

Upload Status ✔ Success

Date 11/28/2016 10:25

IP Address / Hostname	Service Tag	Collection Status
172.18.40.42	11H9S52	✔ Success

[Download Collection](#)

SupportAssist Remote Collector

Set Up Remote Collector

?

×

The Remote Collector distributes to a remote system, the task of collecting and uploading system information from devices within specific IP address ranges. During the setup, SupportAssist Enterprise will install the Remote Collector on the remote system.

Note: Set up of the Remote Collector may take several minutes to complete depending on your network bandwidth.

Enter details of the remote system.

Hostname / IP address

Name (optional)

Hostname / IP address

Name

User name

Password

User name

Password

Enter the IP address ranges to associate with the Remote Collector.

IP address / range

i

+

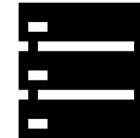
 Add IP address range



Server Windows



Server Windows 2k16



Server Redhat



SupportAssist Collection

SupportAssist Collection: 2016-10-21 | 3PX9Q02

Configuration Viewer

+ Expand All

- Collapse All

▼ PowerEdge R320(10.206.165.50)

Summary

▼ System

Main Chassis

BIOS

Battery

▼ Processor(s)

CPU.Socket.1

Fans

Fan Redundancy

Firmware

Front Panel

FRU

Intrusion

Memory Array

Network

Power Supplies

Power Supply Redundancy

Remote Access

Removable Flash Media

PowerEdge R320(10.206.165.50) > Summary

List View ☒ Grid View

▼ Collection Settings

Options	Identification Shared With Dell	Mode	Source
Hardware, Software, Logs	Yes	On Demand	iDRAC

▼ Error Summary

Status	Name	Location
✖	HardwareLog [14 critical]	HardwareLog

▼ Main Chassis

Server Model	Server Service Tag	Express Service Code	Chassis Lock	Server Asset Tag
PowerEdge R320	3PX9Q02	8097882338	Present	Unknown

Incidents, Rapports & Test de connectivité

SupportAssist - Incidents



DELLEMC SupportAssist Enterprise

SupportAssist Enterprise Community | About | Administrator ?

Cases Devices Settings Collections

Refine By:

Device Type :
☐ Server
☐ Storage
☐ Networking
☐ Chassis

Case Status :
☐ Open
☐ Submitted
☐ In Progress
☐ Suspended
☐ Requested for Closure

Service Contract :
☐ Basic
☐ ProSupport
☐ ProSupport Plus
☐ ProSupport Flex for Data Center
☐ ProSupport One for Data Center Or ProSupport Flex for Data Center

Source Type :
☐ Email
☐ Phone
☐ Chat
☐ SupportAssist
☐ Help Desk
☐ TechDirect
☐ Others

Home > Cases

Cases ?

Case Options ▾ Refresh

	Name / IP Address ▾	Number ▾	Status	Title ▾	Device Type	Date Opened
IDRAC R630 - Dernière actualisation le - 11/08/2016 11:32 AM						
<input type="checkbox"/>	IDRAC R630	Non applicable	Aucun cas	Problème matériel détecté. Pour créer automatiquement des tickets, mettez à niveau votre contrat vers un contrat de service ProSupport ou ProSupport Plus.	Server	11/07/2016
Server 12G Windows 2012 - Dernière actualisation le - 11/08/2016 11:32 AM						
<input type="checkbox"/>	Server 12G Windows 2012	Non applicable	Aucun cas	Problème matériel détecté. Pour créer automatiquement des tickets, mettez à niveau votre contrat vers un contrat de service ProSupport ou ProSupport Plus.	Server	11/07/2016
Server Windows OMSA - Dernière actualisation le - 11/08/2016 11:32 AM						
<input type="checkbox"/>	Server Windows OMSA	Non applicable	Aucun cas	Problème matériel détecté. Pour créer automatiquement des tickets, mettez à niveau votre contrat vers un contrat de service ProSupport ou ProSupport Plus.	Server	11/08/2016

SupportAssist - Recommendations

Mickael Gastaud

SupportAssist Report - Server, Storage and Networking

Group Inventory Information

Group Name	Member Name	Asset	Type	Index	Date of Collection	Model Name	Status	Active Firmware	Upgrade Version	Upgrade Step	Filename	Filename64	Release Date	Resource Message	Download URL
TRDELL-ANLYT-ANK	TRDELL 6100-1	B8Y18 Z1	PS Series Array	1	07 Eki 2016	PS8100	Update Available	7.1.5	7.1.14		kit_V7.1.14-R427112_945350088.tgz	kit_64_V7.1.14-R427112_3844906805.tgz	Sep-2016	<p>Firmware version 7.1.14 release provides some key maintenance fixes for enhanced stability and performance of your Dell EqualLogic SAN.</p> <p>Version 7.1.x adds support for the PS4210 family of products and is 100% compatible with the v7.0.x maintenance stream.</p> <p>As a best practice, Dell recommends that you install or update latest SAN Headquarters</p>	Download

SupportAssist – Test de connectivité



Network Connectivity Test ?

To verify the network connectivity status, select the appropriate tests and click Test Connectivity.

Note: Make sure that the email address provided in the Contact Information page is correct.

<input type="checkbox"/>	Test	Description	Status	Last Verified
<input type="checkbox"/>	Internet Connectivity	Verifies connectivity to the Internet. Internet connection is required to communicate with Dell.	✓ Connected	11/27/2016 11:00:00 PM
<input type="checkbox"/>	SMTP Server	Verifies connectivity to your company's email server. Email server connection is required to enable SupportAssist Enterprise to send you certain device and connectivity status emails.	⚙ Not Configured	11/27/2016 11:00:01 PM
<input type="checkbox"/>	Dell FTP Server	Verifies connectivity to the FTP server hosted by Dell. FTP server connection is required to download and install the latest SupportAssist Enterprise updates and to identify the recommended OMSA version.	✓ Connected	11/27/2016 11:00:01 PM
<input type="checkbox"/>	Dell Upload Server	Verifies connectivity to the upload server hosted by Dell. Upload server connection is required to upload the collection files to Dell.	✓ Connected	11/27/2016 11:00:00 PM
<input type="checkbox"/>	SupportAssist Enterprise Server	Verifies connectivity to the SupportAssist Enterprise server hosted by Dell. SupportAssist Enterprise server connection is required for timely creation of support cases.	✓ Connected	11/27/2016 11:00:00 PM

Test Connectivity

SupportAssist Enterprise Test ?

The following tests are for checking the ability to run specific tasks in your SupportAssist Enterprise installation

<input type="checkbox"/>	Test	Description	Status	Last Verified
<input type="checkbox"/>	Case Creation	Verify the ability to create a case with Technical Support	✓ Ready to Create Cases	11/28/2016 8:58:10 AM

Run Tests

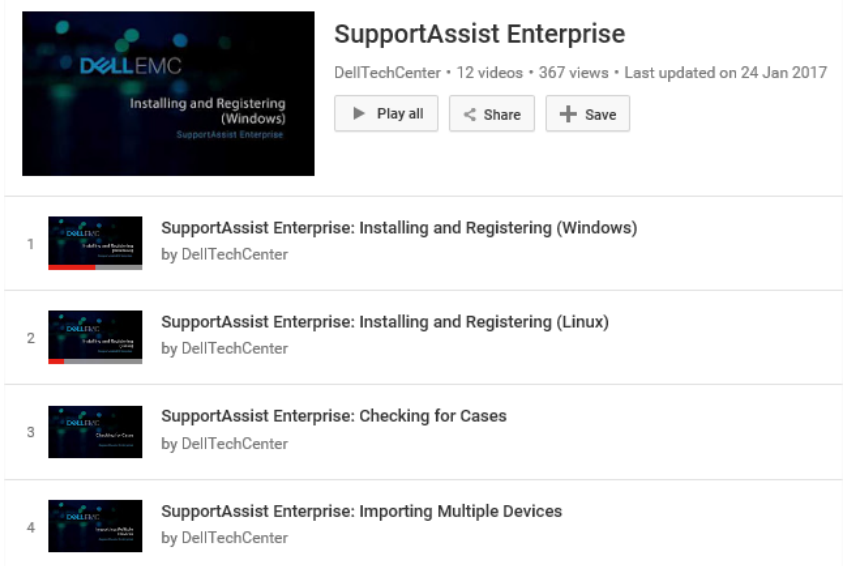
Et après?

Se lancer avec SupportAssist Enterprise

- 1) [Télécharger SupportAssist Enterprise](#)
- 2) [Installer et Configurer](#) (Article en ligne)
- 3) SupportAssist Enterprise est prêt et surveille votre système pour vous.





Ressources en ligne

- [Une playlist de vidéos](#) est disponible sur la chaine YouTube de **DellTechCenter** (en anglais).
- [Product User Guide](#)
- [Support Matrix](#)
- [SupportAssist FAQ](#)



SupportAssist Enterprise
DellTechCenter • 12 videos • 367 views • Last updated on 24 Jan 2017

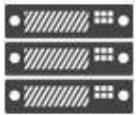
▶ Play all ◀ Share + Save

1		SupportAssist Enterprise: Installing and Registering (Windows) by DellTechCenter
2		SupportAssist Enterprise: Installing and Registering (Linux) by DellTechCenter
3		SupportAssist Enterprise: Checking for Cases by DellTechCenter
4		SupportAssist Enterprise: Importing Multiple Devices by DellTechCenter

Dell EMC Support Resources and Contacts

Dell.com/Support - Online Resources

The Dell EMC support site offers a lot of resources learn more and solve issues yourself.



[PowerEdge Knowledge Base](#)



[Technical Guides](#)



[F.A.Q.](#)



[PowerVault Knowledge Base](#)

Dell SupportAssist – Proactive Hardware monitoring



A monitoring agent to automatically report issues on your Dell hardware (server, storage and networking) to Dell Technical Support...

...Visit [Dell.com/SupportAssistGroup](#) to learn more

Dell TechDirect - Online Incident Management portal



With its intuitive dashboard, incident logging system, messaging center, reports and training certifications.

Go to [TechDirect.com](#) to get started.

Contacting Dell Technical Support



[Twitter](#)

A question? Need help? Contact TechSupport thanks to @DellCaresPro for businesses.



[Email](#)

Send an email to TechSupport for non-critical issues. We'll get back to you within 24 hours.



[Community Forum](#)

Join in the conversation. Take a look at our blogs, forums, groups and other resources.

D~~E~~LL EMC