Dell Support Services
Proactive Systems Management

Get Answers to Questions Here

Frequently Asked Questions
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What is Proactive Systems Management?

Dell's Proactive Systems Management is a Web-based application that enables transparent visibility to your server infrastructure, helps to proactively identify hardware failures, and monitors warranty status through a secure, portal view of your IT environment. When you purchase a Dell ProSupport™ service contract, deploying this application enables Dell to provide a more efficient and personalized support experience on your covered Dell servers and storage. In conjunction with a Dell ProSupport service contract, you can have access to some or all of the new remote support features of Dell ProSupport with Proactive Systems Management at no additional charge.

How do I get it?

Proactive Systems Management can be selected when you configure a new Dell™ server and storage purchase, or you can register by clicking Get Started Now. Proactive Systems Management is an easy-to-deploy SaaS solution. After you register and login for the first time, you will setup a management domain and deploy the Proactive Systems Management proxy, install the Proactive Systems Management proxy, and configure it to access the servers and storage you want to monitor. Use the Discovery Tools in the online portal to begin monitoring eligible Dell servers and storage. You can get Proactive Systems Management up and running in about an hour (larger environments may require more time).

How much does it cost?

The new remote support features are available for no additional charge, based on the level of your Dell ProSupport service contract and minimum system requirements. Quickly deploy this technology yourself with expert assistance from Dell technical support at no charge, by choosing Get Started Now. If you would like Dell to take care of everything, a fee-based remote installation option is also available.

What systems are supported?

All Dell PowerEdge™ servers that are 6th generation and newer and are supported by Proactive Systems Management. Dell PowerVault MD3000, MD3000i, NX300.

Why doesn't Proactive Systems Management support EMC and EqualLogic?

Currently both EMC and EqualLogic have a self contained phone home solution that is valued by customers and requires little resource during deployment to setup. Dell offers phone home capability through ProSupport across our product portfolio through a combination of tools. Future revisions of Proactive Systems Management will integrate within the existing phone home framework for these products instead of replacing them.

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What hardware faults are being monitored on servers and storage?

On Dell PowerEdge servers, roughly 100 hardware fault events are monitored by the Proactive Systems Management agent. These faults include memory, disk, power supply, controller and other component failures. Dell PowerVault storage faults include disks, controllers, power supplies, cache batteries, and other component failures. Dell has specifically limited the faults to the most critical errors that usually require a call to Dell.

What happens when an Auto Support Case is created?

When a fault occurs on an Auto Support Case policy enabled system, Proactive Systems Management opens a new case with Dell Technical Support. You'll receive e-mail notification with the case number, and a support tech will contact you to resolve the issue. For customers with Enterprise-Wide Contract and Mission Critical, you can configure Proactive Systems Management to have support technicians contact you by e-mail or phone.
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How does PSM save me time, during the troubleshooting process?

When contacting Dell for tech support, you're often asked to run a diagnostic utility (i.e. DSET) and send the data to Dell for analysis. Proactive Systems Management can streamline this process by installing and running the diagnostic tool when an alert occurs and sending the results back to Dell. If you choose to disable the automatic diagnostics, you can still use Proactive Systems Management to run the diagnostics on demand and automatically send the data back to Dell.

Will Dell notify me when my warranties expire?

Dell notifies you before your warranties expire to eliminate disruptions in coverage. When configuring your settings on the portal, Dell can e-mail the designated contact monthly with a list of the monitored systems that have warranties expiring during the time period you've selected.

What happens to Proactive Systems Management features when ProSupport coverage on my monitored system expires? ?

If the ProSupport service contract expires, the Auto Support Case monitoring or e-mail alert monitoring will be disabled. You won't receive email notifications of hardware faults and Dell won't receive new support cases for that system. After extending the ProSupport contract, you can use the customer portal to re-enable monitoring. The portal includes monthly service contract expiration e-mail notifications to avoid unintended coverage lapses.

Who will receive the warranty expiration notifications?

E-mail notices are sent to primary and secondary contacts for each domain based on your preferential configurations. You can also choose the amount of notice you would like to receive.

How do I renew my warranties?

A link will be in the Expiration Notification e-mail, enabling you to request a warranty renewal quote. Your Dell Representative will then contact you to execute the renewal.

What data is collected by the Proactive Systems Management proxy?

The Proactive Systems Management proxy collects system attributes and basic performance data. System attributes include: make, model, service tag, OS, and last reboot time. performance data includes: CPU usage, memory usage, disk usage, network activity and availability. The proxy does not collect any data stored on the system, any passwords, or any info about application usage. The only files that transmits to Dell are the automated diagnostics collected when an alert occurs.

What non-Dell servers are compatible with inventory tracking?

Proactive Systems Management supports the discovery and inventory of a wide variety of servers including the following:
>   •Servers running AIX, HP-UX, Linux, Novell NetWare, Solaris and Windows

What documentation is available to help me get started?

The Remote Monitoring User Guide can familiarize you with the usability in your environment.

Can Dell staff (account representative, tech support , service delivery managers, etc.) access the portal?

Not at this time, however, Dell is working on reporting to make information from Proactive Systems Management available to Dell team members.

How is my data stored?

The application, systems, network, and security components are hosted in a Dell datacenter in the United States with a rigorous architecture and processes designed to maintain high levels of availability and security while allowing you easy access from one global portal.

What about physical security?

Physical datacenter security measures include but are not limited to: on premise security guards, rigorous building exterior security (cameras, false entrances, vehicle blockades, parking lot design, bulletproof glass/walls, unmarked building) and security cameras with digital recorders & pan-tilt-zoom capabilities.

Network security

All monitoring components are located behind a firewall, managed and monitored by Dell's network security team. Network traffic is tightly controlled with only specific inbound ports allowed, and only to appropriate destination network addresses.

Server and database security

Servers and OS components reside on standard images that have undergone security review. Dell reviews security updates published by Microsoft and vendors of other software utilized by the app on a regular basis. Security updates that present a substantial security risk are generally applied within 48 hours, after being tested on nonproduction images.

Procedural security

There is a separation of duties and access rights between several different groups that have access to components of Dell Remote Monitoring — for example the database administration group and the operational support team. All updates to the production environment go through a well defined change control process that incorporates checks and balances.

Auditing

Dell retains proprietary monitoring hosting device logs, available only to Dell, that show:
- All accesses or attempts to logon to the operating system, or the Management Console
- All write or escalated operations performed by an authenticated user on the Management Console

What are the installation requirements for the Proactive Systems Management proxy (hosted)?

One Proactive Systems Management proxy can monitor up to 1000 network devices (within a datacenter or remote locations). You can use multiple proxies for larger environments. The following are proxy server requirements:

- Windows 2000 Professional or Server with any Service Pack (SP 4 recommended)
- Windows 2003 Server (32-bit or 64-bit)
- Windows 2008 and Windows 2008R2
- Proxy can run in a virtual machine with one of the above operating systems installed
- Proxy shouldn't be installed on the same management server with Dell IT Assistant or DMC

What are the requirements for monitored servers?

Proactive Systems Management can monitor Dell PowerEdge™ servers with Dell OpenManage™ Server Administrator (OMSA) 4.5 or later installed.

Requirements for Windows® systems:
Windows Server® 2003 or 2008
Server, Remote Procedure Call (RPC), Remote Registry and TCP/IP Network BIOS (NetBIOS) Helper services running

Requirements for VMware®/Linux® systems:
Red Hat® Enterprise Linux 3, 4 or 5; SUSE® Linux Enterprise Server 10 or 11 (64 bit only); VMware ESX 3, 3.5 or 4
Simple Network Management Protocol (SNMP) enabled
Ports 161 and 514 User Datagram Protocol (UDP) open between the monitored system and the Proactive Systems Management proxy

What are the memory and bandwidth requirements for the proxy?

The proxy requires a server with 2 GB to 4 GB of memory (see the Deployment Guide for specific memory requirements for your environment) and >200 MB of disc space with the proxy's bandwidth usage (local and external) will be approximately 20 Kbps or less. For networks with T1 or greater capacity, bandwidth usage should have a negligible impact on overall traffic.

For more information about any of our service offerings, please contact your Dell representative.

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