Dell Support Services
Proactive Systems Management

System Requirements

Lightweight and Easy to Deploy

Dell™ Proactive Systems Management is a Web-based application that enables transparency and visibility into your environment, identifies hardware failures proactively, and monitors service contract status through a secure, portal.
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Frequently Asked Questions

Find out more about integration within your IT environment, including installation requirements, technical specifications and usability with these frequently asked questions:.

- What are the requirements for monitored servers?
- What are the installation requirements for the Proactive Systems Management proxy (hosted)?
- What are the memory and bandwidth requirements for the proxy?
- Is each server failure independently sent to Dell?
- Is there documentation about implementation and usability?

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 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 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.

Is each server failure independently sent to Dell?

Faults are consolidated through an intermediary site and are sent back to Dell, so you do not have to handle multiple messages for each fault.

Is there documentation about implementation and usability?

See the Deployment Guide and Portal User Guide for details about Proactive Systems Management integration and usability.

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

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