



Proactive Systems Management Portal

User Guide

 Release 1.3

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Dell Inc.
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About This Guide

The *Dell Proactive Systems Management Portal User Guide* provides you with information that enables you to take full advantage of the Dell Proactive Systems Management Portal's powerful Dell systems management features.

Audience

The *Dell Proactive Systems Management Portal User Guide* is intended for:

- Users who wish to manage their organization's network and systems

This guide assumes that you have:

- An understanding of network management

Conventions

bold text	Indicates text that you need to enter, or steps in a procedure. Example: Enter your password.
<i>italic text</i>	Indicates new terms, menu options, file and directory names, and book titles.
blue text	Indicates a hypertext link to another section, document or website.
<code>courier text</code>	Indicates a software or system message.

The following conventions are used to attract the attention of the reader:



Note: Indicates important information that is essential to the proper configuration or running of the system or system component.



Caution: Indicates the risk of data loss, equipment damage, or system failure.



Tip: Indicates additional hints or suggestions that may help you solve problems, or that describe alternative ways to perform tasks.

Summary of Changes

The following table describes changes made to this document.

Release Version	Date	Reason	Details
Release 1.2	1/4/10	<ul style="list-style-type: none">Convert to Dell styleNew features	<ul style="list-style-type: none">Standardized to Dell Global Services criteria.DSET now supports Linux/VMware.Auto Support Case Monitoring Policy.
Release 1.3	8/18/10	<ul style="list-style-type: none">ClarityNew features	<ul style="list-style-type: none">Updated:<ul style="list-style-type: none">Screens and procedural steps in all chapters.Added:<ul style="list-style-type: none">"Exporting Alert Information" on page 1-4."Case Request Report" on page 1-4."Deleting Dell PSM Portal Accounts" on page 2-6."Exporting Asset Information" on page 3-8."Maintenance Mode" on page 3-12."Non-Dell Warranty Tracking" on page 3-19.

Chapter 1

Alert Management

This chapter describes how to manage alerts using the Dell Proactive Systems Management Portal.

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Managing Alerts

General Information

When an alert is generated for a device with Auto Support Case enabled, the Dell PSM Portal determines if an existing support case for that device exists. If no case for that device exists, then a new support case is created, and the alert's initial status is set to *Pending*.

When a case number becomes available the alert's status is set to *Open*, with the case number displayed next to the status. An email is sent to the technical contacts for the group in which the system resides, and is viewable on mobile devices.

Dell Technical Support will first attempt to contact you by the method you specify in *Preferences > Alerts* (email or phone). If your primary contact method is via phone, they will attempt to contact you only during the hours you specify in the Phone Notification Schedule.



Note: If you did not specify a phone number in *Preferences > Alerts*, then Dell Technical Support will contact you at the phone number you specified when you created your Dell MyAccount credentials.

Dell Technical Support will also automatically send an email with each phone notification in the event that they cannot reach you by phone. Technical contacts for the group in which the system resides will receive an email notification from the Dell PSM Portal when the case is resolved.

Exception Handling

If the Dell PSM Portal is unable to create a support case at the time of your alert, the case is then handled as an exception. The alert's status is set to *Open*, and you will receive an exception email notification flagged as *High Priority*.

If the case has not been resolved within 48 hours after case creation, you can cancel the alert by clicking on the *Close Alert* button. After 48 hours three options appear in the Case Status column in the Alerts screen:

- [Support Chat](#) (see [page 1-7](#))
- [Support Email](#) (see [page 1-8](#))
- [Close Alert](#) (see [page 1-11](#))



Note: Closing an alert does not close an open Technical Support case. Only Dell Technical Support can close an open case.

Alert Management

Procedure: To Manage Alerts

1. Select *Alerts* to display the Alerts screen.

The Alerts screen displays the open and closed alerts. See [Figure 1-1](#) on [page 1-3](#).

Figure 1-1. Open Alerts

The screenshot displays the 'Open Alerts' section of the Dell Proactive Systems Management Portal. At the top, there is a 'Show alerts for:' dropdown menu set to 'All Devices'. Below this is a table of 6 open alerts. Each row includes a severity icon, an alert ID, a service tag, a device name, a description, an open alert time, and a case status icon. Callouts are present: 'Export to Excel' points to the top left, 'Case Request Report' points to the top right, and 'Export to PDF' points to the middle right. Below the open alerts is a section for 'Closed Alerts: 3' with a similar table structure.

Severity	Alert Id	Service Tag	Device Name	Description	Open Alert Time	Case Status
🔴	152559413737247031	1KBY3D1	www.wf.example.com	[EM] Processor for Windows - (1600) Processor sensor failed	6/30/2010 9:20 AM	🔗 📄 🗑️
🔴	152559413737247032	1KBY3D1	www.wf.example.com	[EM] Processor for Windows - (1605) Proc sensor detected unrecoverable error	6/30/2010 9:20 AM	🔗 📄 🗑️
🔴	152559413737247033	1KBY3D1	www.wf.example.com	[EM] Memory Prefailure for Windows - (1404) Memory device error	6/30/2010 9:20 AM	🔗 📄 🗑️
🔴	152559413737247035	1KBY3D1	www.wf.example.com	[EM] Physical Disk for Windows - (2082) Physical disk rebuild failed	6/30/2010 10:50 AM	🔗 📄 🗑️
🔴	152559413737247036	1KBY3D1	www.wf.example.com	[EM] Physical Disk for Windows - (2349) Bad disk block could not be remapped	6/30/2010 10:50 AM	🔗 📄 🗑️
🔴	152559413737247037	1KBY3D1	www.wf.example.com	[EM] Electrical for Windows - (1150) Voltage sensor failed	6/30/2010 10:50 AM	🔗 📄 🗑️

Severity	Alert Id	Service Tag	Device Name	Description	Closed Alert Time	Case Status
🔴	152559413737247051	1JHW6K1	10.10.102.9	[EM] Processor for Windows - (1600) Processor sensor failed	6/30/2010 12:00 PM	closed
🔴	152559413737247052	1JHW6K1	10.10.102.9	[EM] Processor for Windows - (1605) Proc sensor detected unrecoverable error	6/30/2010 12:00 PM	closed
🔴	152559413737247053	1JHW6K1	10.10.102.9	[EM] Memory Prefailure for Windows - (1404) Memory device error	6/30/2010 12:00 PM	closed

From this screen you can perform the following alert management tasks:

- [Change the View](#) (see below)
- [Exporting Alert Information](#) (see below)
- Generate a [Case Request Report](#) (see [page 1-4](#))
- [Support Chat](#) (see [page 1-7](#))
- [Support Email](#) (see [page 1-8](#))
- [Close Alert](#) (see [page 1-11](#))



Note: Support Chat and Support Email may not be available in some countries.

Change the View

Procedure: To Change the Alerts Screen View

1. Select **Alerts** to display the Alerts screen.
2. Click on the **Show Alerts for** drop-down to view:

- All Devices
 - Storage Devices
 - Servers
3. **If desired, change the number of alerts displayed by default on the Alerts screen by selecting from the *drop-down*:**
 - 15
 - 20
 - 40 (the default)
 4. **To page through several pages of alerts, use the navigation arrow buttons at the bottom of the page.**

Exporting Alert Information

You can export the information presented in the Alerts screen for distributing and/or viewing in the following formats:

- Microsoft Excel (XLS)
- Portable Document Format (PDF)

The current sort order is maintained in the exported files.

Procedure: To Export Alert Information

1. **Select *Alerts* to display the Alerts screen.**
2. **Export alerts information to a Microsoft Excel (XLS) or portable document format (PDF) file:**
 - a. **For open alerts, click on either the *Export to Excel* or *Export to PDF* button atop the Open Alerts list.**
 - b. **For closed alerts, click on either the *Export to Excel* or *Export to PDF* button atop the Closed Alerts list.**

A File Download dialog displays.
3. **Click on the *Open* button to open the file in your default spreadsheet (XLS) or PDF reader program.**
 - a. **Or, click on the *Save* button to save to file to your computer.**
 - b. **Or, click on the *Cancel* button to abandon the operation.**

Case Request Report

The Case Request Report feature enables you to generate a report of all Auto Support Case activities for your managed devices. You can use filters to choose the data that you want to view in the report.

Procedure: To Create a Case Request Report

1. Select **Alerts** to display the Alerts screen.
See [Figure 1-1](#) on [page 1-3](#).
2. Click on the **Case Request Report** icon to display the Case Request Report form.
 - a. If the search fields are hidden, click on the **Show Search Criteria** button.

The search fields appear directly under the Case Request Report heading, and the Hide Search Criteria button is visible. See [Figure 1-2](#).

Figure 1-2. Alert Search Fields

3. To view search criteria tips, mouse over the blue **Help icon** next to the **Hide Search Criteria** action link.

A pop-up tooltip displays. See [Figure 1-3](#).

Figure 1-3. Alerts Search Criteria Tips

4. Select the Management Domain from the **Domains** drop-down.

5. Select the **Alert Status** from the drop-down. Selections include:

- All Alerts
- Closed
- Opened
- Acknowledged

6. If known, enter the **Case Number** into its text field.

7. If known, enter the **Service Tag** into its text field.

8. Click in the **Alert Open Start Date** field to display a calendar.

See [Figure 1-4](#).

Figure 1-4. Case Request Report Date Selection

The screenshot shows the Dell Proactive Systems Management Portal interface. At the top, there is a navigation bar with the Dell logo and menu items: Home, Assets, Alerts, Preferences, and Reports. Below this, there are sub-menu items: Assets, Alerts, Remote Diagnostics, and Service Contract. A 'Back To Alerts Report' link is visible. The main section is titled 'Case Request Report'. On the right, there is a 'Hide Search Criteria' link. The search criteria section includes: Domains (RSVI), Alert Status (All Alerts), Case Number, Service Tag, Alert Open Start Date, Alert Open End Date (07/12/2010), Alert Resolved Start Date, and Alert Resolved End Date. A calendar for July 2010 is displayed, with the 12th highlighted. The calendar is enclosed in a red box. There are 'Submit' and 'Clear Filters' buttons at the bottom right.

a. Select the start month with the back and forward arrow buttons.

b. Select the start day by clicking on the calendar day.

9. Click in the **Alert Open End Date** field to display a calendar.

a. Select the end month with the back and forward arrow buttons.

b. Select the end day by clicking on the calendar day.

10. Click in the **Alert Resolved Start Date** field to display a calendar.

a. Select the start month with the back and forward arrow buttons.

b. Select the start day by clicking on the calendar day.

11. Click in the *Alert Resolved End Date* field to display a calendar.
 - a. Select the end month with the back and forward arrow buttons.
 - b. Select the end day by clicking on the calendar day.
12. Click on the *Submit* button.
 - a. Or, click on the *Clear Filters* button to clear the fields and start again.

The Case Request report displays data that matches your criteria. See [Figure 1-5](#).

Figure 1-5. Case Request Report Data

Case Request Report

Domains: All Domains | Alert Status: All Alerts | Case Number: | Service Tag: | Alert Open Start Date: | Alert Open End Date: | Alert Resolved Start Date: | Alert Resolved End Date: | Submit | Clear Filters

Domain	Service Tag	Device Name	Alert Id	Description	Open Alert Time (UTC)	Closed Alert Time (UTC)	Alert St
RSVI	25C4001	www1.example.com	1525594373773036	[RM] Electrical for Windows - (1150) Voltage sensor failed	7/27/2010 12:55:03 PM	7/27/2010 12:55:47 PM	opened

Support Chat

This option enables you to open a chat session with a Dell Enterprise Technical Support Agent directly from the Alerts screen.

Procedure: To Open a Support Chat Session

1. Select *Alerts* to display the Alerts screen.
2. Click on the *Support Chat* button.

This opens Dell's Chat with Us support page, with the selected device's Service Tag pre-populated. See [Figure 1-6](#) on [page 1-8](#).

Figure 1-6. Dell Chat with Us Support

The screenshot shows the Dell 'Chat with Us' interface. At the top, there is a navigation bar with the Dell logo, 'Shop', 'Support', and 'Community' links, and a search bar. Below this is a 'Support Home Page' link. The main content area is titled 'Chat with Us' and features a 'Support Options' sidebar on the left. The central form is titled 'Chat with United States Technical Support' and includes a 'Service Tag' field containing '25C40D1', which is circled in red. Below the form is a 'Submit' button. To the right of the form is an image of Dell hardware and a 'Need More Help?' section with a 'Contact Us' link. The bottom right corner has a 'My Account' section with a 'Sign In' link.

3. Click on the **Submit** button.

A Dell Enterprise Technical Support Agent will engage in a chat session with you to resolve the issue.

Support Email

This option enables you to send an email to a Dell Enterprise Technical Support Agent directly from the Alerts screen.

Procedure: To Send a Support Email

1. Select **Alerts** to display the Alerts screen.
2. Click on the **Support Email** button.

This opens Dell's Email Technical Support page, with the selected device's Service Tag pre-populated. See [Figure 1-7](#) on [page 1-9](#).

Figure 1-7. Dell Email Technical Support

The screenshot displays the Dell Email Hardware Warranty Support interface. At the top, there is a navigation bar with the Dell logo, 'Shop', 'Support', and 'Community' links, and a search bar. Below this, the page title 'Email Hardware Warranty Support' is prominently displayed. The main content area is divided into several sections:

- Support Options:** A sidebar menu with links for 'Support Home Page', 'Drivers and Downloads', 'Product Support', and 'Support by Topic'.
- Welcome:** A blue arrow-shaped button indicating the current step in the process.
- Contact:** A grey arrow-shaped button for the next step.
- Problem:** A grey arrow-shaped button for the final step.
- System Summary:** A table providing key information:

Service Tag:	25C40D1	Change Service Tag
System Type:	PowerEdge 2950	
Ship Date:	5/25/2007	
Dell IDU:	Americas	
- My Account:** A section encouraging users to log in to create a support request, with a 'Sign In' button.
- Issue List:** A list of common issues under the heading 'Please use the eMail process if you have one of the following issues:'.
 - Question/Issue with Battery
 - Question/Issue with BIOS
 - Question/Issue with CD or DVD Drive
 - Question/Issue with Damage
 - Question/Issue with Hard-Drive/Floppy/Zip-Drive
 - Question/Issue with Keyboard / Mouse
 - Question/Issue with Modem / Fax
 - Question/Issue with Monitor
 - Question/Issue with Network / Network Adapter
 - Question/Issue with Network
 - Question/Issue with No Power
 - Question/Issue with OpenManage Software
 - Question/Issue with Operating System
 - Question/Issue with Rack Hardware
 - Question/Issue with SCSI/RAID
 - Question/Issue with Tape Backup
 - Question/Issue with Driver or BIOS/Software/Hardware Update
 - Question/Issue with Video/Video Adapter/LCD
 - Other Don't Know
- Additional Information:** A note stating 'For more complex issues please contact Us directly through Phone Support' and a 'Continue' button.

3. Click on the *Continue* button.

This opens Dell's Email Hardware Warranty Support page. See Figure 1-8 on page 1-10.

Figure 1-8. Dell Email Technical Support Form

Email Hardware Warranty Support

Email Hardware Warranty Support for your Dell hardware or operating system issues.

You will be contacted by Dell representative via eMail within two hours. The two hour response will be within Dell Technical support hours of SAM: 8PM CST Monday-Friday (excluding holidays)

* Indicates required fields

Contact Information

* First Name * Last Name

* Address

* City

* Choose a Country
Select a Country/Region

* Show/Hide State
Select a State

Postal/Zip Code

* Phone

Pager/Mobile

Fax

Preferred Contact Method
Email

Not Applicable

* E-mail Address * Confirm E-mail Address

[Continue](#)

4. Enter all required information.
5. Optionally, enter any other information that would speed the service process.
6. Click on the *Continue* button to submit your request.

A Dell Enterprise Technical Support Agent will engage in an email correspondence with you to resolve the issue

Close Alert

Once an alert has been addressed and the issue resolved, you can close it.

Procedure: To Close an Alert

1. Select **Alerts** to display the Alerts screen.
2. Click on the **Close Alert** button.

The alert now appears in the alerts screen as a Closed Alert. See [Figure 1-9](#).



Note: Once an alert is closed, you can no longer manage the alert or change its status.

Figure 1-9. Closed Alerts

RisingStar >> RSV1 Case Request Report

Show alerts for: All Devices

Open Alerts: 6

Severity	Alert Id	Service Tag	Device Name	Description	Open Alert Time	Case Status
🔴	1525594373772.47031	1KBY3D1	wwwwf1.example.com	[EM] Processor for Windows - (1600) Processor sensor failed	6/30/2010 9:20 AM	🗨️📧📧
🔴	1525594373772.47032	1KBY3D1	wwwwf1.example.com	[EM] Processor for Windows - (1605)Proc sensor detected unrecoverable error	6/30/2010 9:20 AM	🗨️📧📧
🔴	1525594373772.47033	1KBY3D1	wwwwf1.example.com	[EM] Memory Prefailure for Windows - (1404) Memory device error	6/30/2010 9:20 AM	🗨️📧📧
🟡	1525594373772.47035	1KBY3D1	wwwwf1.example.com	[EM] Physical Disk for Windows - (2083) Physical disk rebuild failed	6/30/2010 10:50 AM	🗨️📧📧
🟡	1525594373772.47036	1KBY3D1	wwwwf1.example.com	[EM] Physical Disk for Windows - (2349) Bad disk block could not be reassigne	6/30/2010 10:50 AM	🗨️📧📧
🔴	1525594373772.47037	1KBY3D1	wwwwf1.example.com	[EM] Electrical for Windows - (1150) Voltage sensor failed	6/30/2010 10:50 AM	🗨️📧📧

40

Closed Alerts: 3

Severity	Alert Id	Service Tag	Device Name	Description	Closed Alert Time	Case Status
🔴	1525594373772.47051	1JWW6K1	10.10.102.9	[EM] Processor for Windows - (1600) Processor sensor #failed	6/30/2010 12:00 PM	closed
🔴	1525594373772.47052	1JWW6K1	10.10.102.9	[EM] Processor for Windows - (1605)Proc sensor detected unrecoverable error	6/30/2010 12:00 PM	closed
🔴	1525594373772.47053	1JWW6K1	10.10.102.9	[EM] Memory Prefailure for Windows - (1404) Memory device error	6/30/2010 12:00 PM	closed

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Chapter 2

User Management

This chapter describes how to manage users with the Dell Proactive Systems Management Portal.

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• Deleting Dell PSM Portal Accounts	2-6

Managing Users

The User Management screen allows you to perform four actions:

- [Adding Users](#) (see below)
- [Modifying Users](#) (see [page 2-5](#))
- [Deleting Users](#) (see [page 2-6](#))
- [Deleting Dell PSM Portal Accounts](#) (see [page 2-6](#))

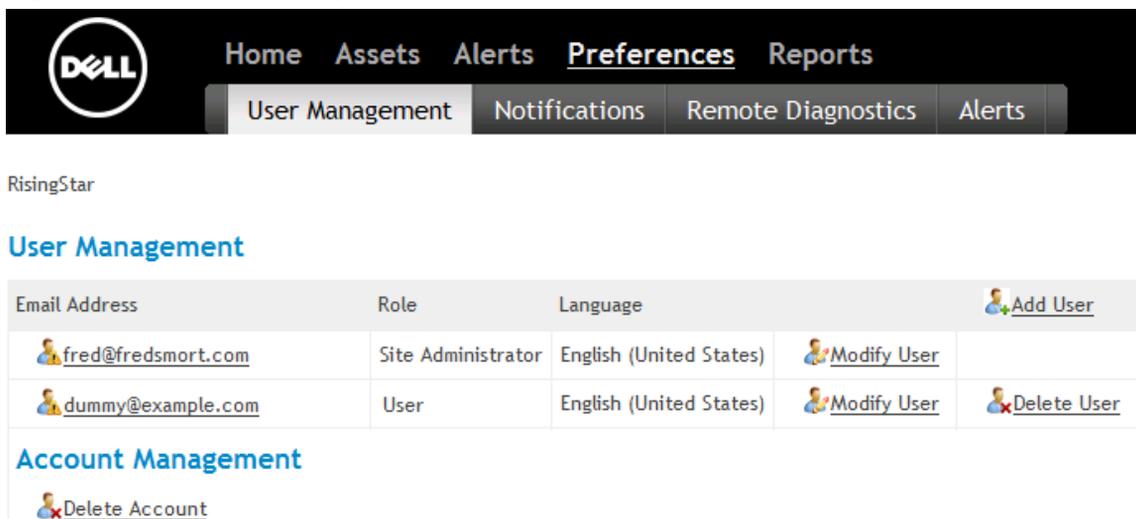
Adding Users

Procedure: To Add a User

1. **Select *Preferences*.**
2. **Select the *User Management* tab.**

See [Figure 2-1](#) on [page 2-2](#).

Figure 2-1. User Management Screen



3. Click on the **Add User** icon.

The Add User screen displays. See [Figure 2-2](#).

Figure 2-2. Add User Screen

4. Enter the new user's **Email Address**.
5. Select the user's **Role** from the drop-down:
 - **User** — Has rights to manage devices, asset groups, and alerts

- **Site Admin** — Has User rights, plus the rights to add, modify, and delete other users, and to modify preferences
6. **Select the user's *Country* from the drop-down.**
 7. **Select the user's *Language* from the drop-down.**
 8. **Click on the *Submit* button.**
 - a. **Or, click on the *Cancel* icon to abandon the operation.**



Note: If you attempt to add an email address that has already been added, a prompt asks you to supply a different address.

The browser refreshes to the User Management screen, which now displays the new user. The new user will receive a confirmation email once their account is created.

9. **The new user must then create a Dell MyAccount login, for the email address configured above, at <http://ecomm.dell.com/myaccount/login.aspx>.**

Once the user's MyAccount has been created, they can advance to the next procedure.

Procedure: To Enable User Access to the Dell PSM Portal



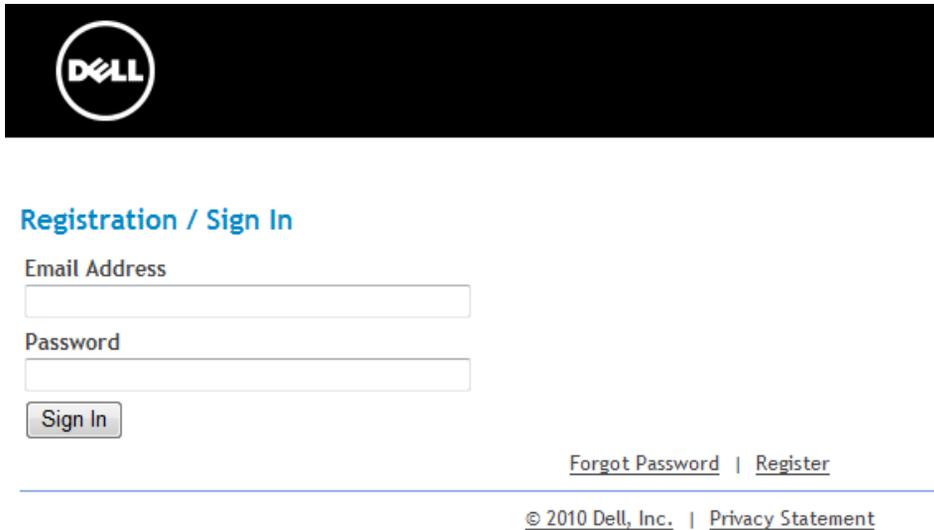
Tip: This procedure is performed by the new user to:

- Create their Dell MyAccount login
 - Enable their Dell PSM Portal access
-

1. **Open your supported web browser (Internet Explorer 7 or 8, or Firefox), and navigate to <http://www.dell.com/proactive>.**
2. **Click on the *Get Started Now* link.**
3. **Ensure that you have all of the information listed on that page at hand, then click on the *Continue* button.**
4. **Read the end user licensing agreement (EULA), and click on the *Agree* link to continue.**
 - a. **Or, click on the *Disagree* link to abandon the operation.**

The Registration/Sign In page displays. See [Figure 2-3](#) on [page 2-4](#).

Figure 2-3. Registration/Sign In Page



Registration / Sign In

Email Address

Password

[Forgot Password](#) | [Register](#)

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5. Enter the following information into the corresponding text fields:
 - a. *Email Address* — The email address that you wish to associate with this account
 - b. *Password* — The password that you wish to associate with the email address
6. Click on the *Sign In* button.
 - a. Or, if you do not yet have a Dell MyAccount or Premier username and password, click on the Register link to be redirected to the MyAccount creation page. Once the account is created, repeat Steps 1 through 6.

An Account Creation email is sent to the your configured email address, which contains a link to the Dell PSM Portal login page.



Caution: You must always use the login page to log into the Dell PSM Portal. Attempting to use the Registration/Sign In page to log in will result in an error.

Modifying Users

This function enables you to change an existing user's role as well as to identify users who have never logged into their accounts.



Tip: Users who have not logged into their accounts are indicated by asterisks (*) next to their email addresses in the *E-mail Address* drop-down.

Procedure: To Modify an Existing User

1. Click on the *Modify User* icon to display the Modify User screen. See Figure 2-4.

Figure 2-4. Modify User Screen

The screenshot shows a 'Modify User' dialog box with the following fields and values:

- Email Address: dummy@example.com
- Role: User
- Country: United States
- Language: English

Buttons: Cancel, Submit

2. Select the user's *E-mail Address* from the drop-down.
3. Select the user's *Role* from the drop-down:
 - **User** — Has rights to manage devices, asset groups, and alerts
 - **Site Admin** — Has User rights, plus the rights to add, modify, and delete other users, and to modify preferences
4. Select the user's *Country* from the drop-down.
5. Select the user's *Language* from the drop-down.
6. Click on the *Submit* button.
 - a. Or, click on the *Cancel* icon to abandon the operation.

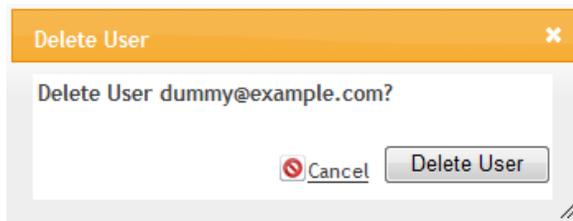
The browser refreshes to the User Management screen, which displays the user changes.

Deleting Users

Procedure: To Delete an Existing User

1. Click on the **Delete User** icon to display the Delete User screen.
See [Figure 2-5](#).

Figure 2-5. Delete User Screen



2. Click on the **Delete User** button.
 - a. Or, click on the **Cancel** icon to abandon the operation.The browser refreshes to the User Management screen, which no longer displays the deleted user.

Deleting Dell PSM Portal Accounts

Available only to users with Site Administrator privileges, this function removes all users in your Dell PSM Portal account. In addition, *all data accumulated during your account usage, including but not limited to, domains, groups, devices, device alerts, and discovery details are irrevocably deleted.*



Caution: Be very sure that you wish to remove all data before deleting a Dell PSM Portal account, as it is a destructive, irrecoverable action. Your account **cannot** be recovered.

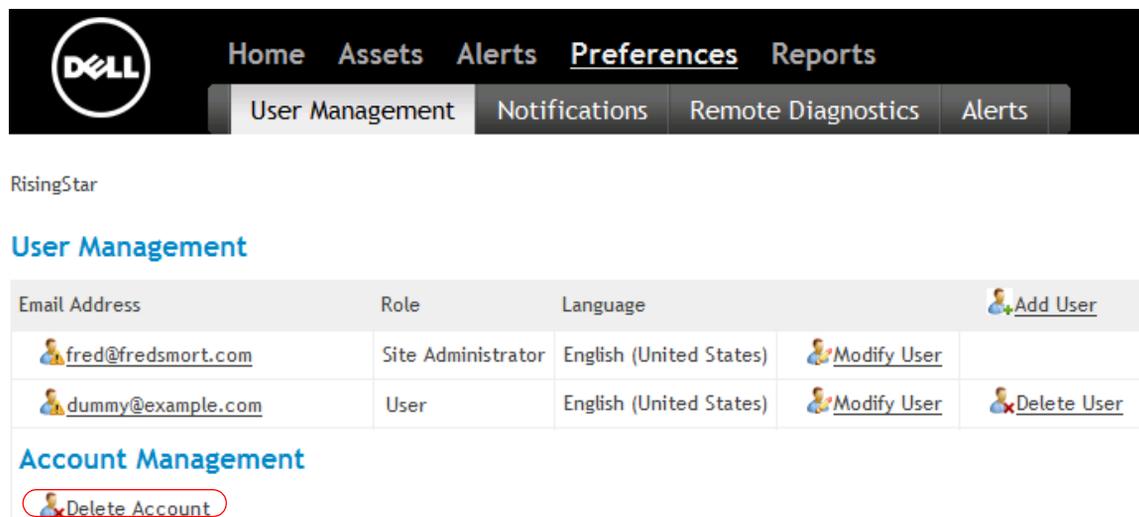
Should you later wish to resume using the Dell PSM Portal, you must complete the entire setup and deployment procedures again.

Procedure: To Delete a Dell PSM Portal Account

1. Select **Preferences**.
2. Select the **User Management** tab.
3. Click on the **Delete Account** button.

See [Figure 2-6](#) on [page 2-7](#).

Figure 2-6. Delete Account Button



The screenshot shows the Dell Proactive Systems Management Portal interface. At the top, there is a navigation bar with the Dell logo and menu items: Home, Assets, Alerts, Preferences, and Reports. Below this, there are sub-menus: User Management, Notifications, Remote Diagnostics, and Alerts. The 'User Management' sub-menu is active, displaying the text 'RisingStar' and the heading 'User Management'. A table lists two users: 'fred@fredsmort.com' (Site Administrator) and 'dummy@example.com' (User). Each user row has 'Modify User' and 'Delete User' buttons. Below the table, under the heading 'Account Management', the 'Delete Account' button is circled in red.

Email Address	Role	Language	 Add User
 fred@fredsmort.com	Site Administrator	English (United States)	 Modify User
 dummy@example.com	User	English (United States)	 Modify User  Delete User

Account Management

 [Delete Account](#)

The account, and all associated data, are deleted.

Chapter 3

Asset Management

This chapter describes how to manage alerts, individual assets, credentials, and service contracts using the Dell Proactive Systems Management Portal.

Chapter Contents	Page
• Asset Management	3-2
• Viewing Asset Alerts	3-4
• Viewing Asset Monitoring Policies	3-5
• Searching for Assets	3-7
• Exporting Asset Information	3-8
• Moving Assets	3-9
• Deleting Assets	3-10
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• Viewing Discovery Status	3-11
• Maintenance Mode	3-12
• Remote Diagnostics	3-14
• Running Remote Diagnostics	3-15
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• Filtering the Remote Diagnostics Report	3-17
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Chapter Contents	Page
<ul style="list-style-type: none">• Viewing the Service Contract Report	3-23
<ul style="list-style-type: none">• Exporting the Service Contract Report	3-26

Asset Management

You can use the Dell PSM Portal to execute these asset management functions:

- [Viewing Asset Alerts](#) (see [page 3-4](#))
- [Viewing Asset Monitoring Policies](#) (see [page 3-5](#))
- [Searching for Assets](#) (see [page 3-7](#))
- [Exporting Asset Information](#) (see [page 3-8](#))
- [Moving Assets](#) (see [page 3-9](#))
- [Deleting Assets](#) (see [page 3-10](#))
- [Changing Credentials](#) (see [page 3-10](#))
- [Viewing Discovery Status](#) (see [page 3-11](#))
- Placing devices in [Maintenance Mode](#) (see [page 3-12](#))
- [Running Remote Diagnostics](#) (see [page 3-15](#))
- [Viewing the Remote Diagnostics Report](#) (see [page 3-16](#))
- [Filtering the Remote Diagnostics Report](#) (see [page 3-17](#))
- [Exporting the Remote Diagnostics Report](#) (see [page 3-18](#))
- [Importing Service Contracts](#) (see [page 3-19](#))
- [Editing Service Contracts](#) (see [page 3-20](#))
- [Viewing the Service Contract Report](#) (see [page 3-23](#))
- [Exporting the Service Contract Report](#) (see [page 3-26](#))

For information about downloading SilverStreak, see “Downloading and Installing SilverStreak” in the *Dell Proactive Systems Management Portal Deployment Guide*.

Viewing Asset Details

Procedure: To View Asset Details

1. **Select *Assets* to display the *Assets* screen.**
See [Figure 3-1](#) on [page 3-3](#).

Figure 3-1. Assets screen

RisingStar >> RSV1

Home **Assets** Alerts Preferences Reports

Import Service Contracts Start a Discovery Download SilverStreak

Assets Hide Search Criteria ?

Device Name: Service Tag: IP Address: Make:

Model: Policy: Select All Device Type: Select All

Submit Clear Filters

You have selected 0 device(s) 30 devices found Page 1 of 1

Service Contract Report Remote Diagnostics Report

Alert Status	Device Name	Service Tag	IP Address	Make	Model	Policy	OS	Service Contract (days)
<input type="checkbox"/>	10.10.82.192	73X45C1	10.10.82.192	Dell Inc.	PowerEdge 2950			
<input type="checkbox"/>	10.10.02.1	VMware-50 37 d9 e8 80 49 ea 68-9	10.10.02.1	VMware, Inc.	VMware Virtual Platform			

2. Click on the *Device Name*.

The details of the selected asset display. See [Figure 3-2](#) on [page 3-4](#).

Figure 3-2. Asset Details Screen

<< Previous Next >>

Asset Details

Model	PowerEdge 2950
Make	Dell Inc.
Service Tag	4JWW6K1
IP Address	10.10.102.19
Device Name	10.10.102.19
OS	Microsoft Windows Server 2003 Enterprise Edition Service Pack 2
Type	Server

Service Contracts

Entitlement Name	Start Date	Expiration Date
Next Business Day Parts	10/23/2009	10/24/2010

<< Back to List

Credential List

MyDell.remote –

Remote Diagnostics

Diagnostic Tool execution was failed on 8/13/2010 4:22:52 PM

Run Diagnostic Tool Remote Diagnostics Report

Maintenance Mode

Click suspend monitoring to put the device in maintenance mode.

Suspend Monitoring

Viewing Asset Alerts

Procedure: To View a Device's Alerts

1. Select **Assets** to display the Assets screen.
2. Click on the **Device Name**.

The details of the selected asset display. See [Figure 3-2](#) above.

3. Select the **Alerts** tab.

A screen appears that displays the asset's associated alerts, if any. See [Figure 3-3](#) on [page 3-5](#).

Figure 3-3. Alerts Screen

<< Previous Next >>

Device Name:
10.10.102.19

Service Tag:
4JWW6K1

Open Alerts: 7

Severity	Description	Open Alert Time (UTC)	Case	Case Status
	[TRAP]	8/11/2010 10:24 AM		
	[TRAP]	8/11/2010 10:24 AM		
	[TRAP]	8/11/2010 10:24 AM		
	[TRAP]	8/11/2010 10:24 AM		
	[TRAP]	8/11/2010 10:33 AM		
	[TRAP]	8/11/2010 10:33 AM		
	[TRAP]	8/12/2010 12:43 PM	800129668	Case -800129668

Alerts per page 40 ▾

Closed Alerts: 3

Severity	Description	Closed Alert Time (UTC)	Case	Case Status
	[TRAP]	8/17/2010 8:18 AM		closed

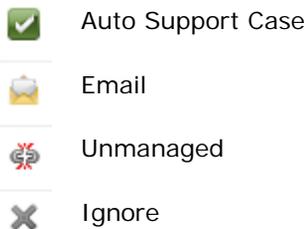
Viewing Asset Monitoring Policies

Procedure: To View Asset Monitoring Policies

1. Select *Assets* to display the *Assets* screen.

When you view assets in the *Assets* screen, the Policy icons indicate what Monitoring Policy is associated with each asset. See [Figure 3-4](#) on page [page 3-6](#).

Figure 3-4. Policy Icons



2. Click on the *Device Name*.

The details of the selected asset display. See [Figure 3-2](#) on [page 3-4](#).

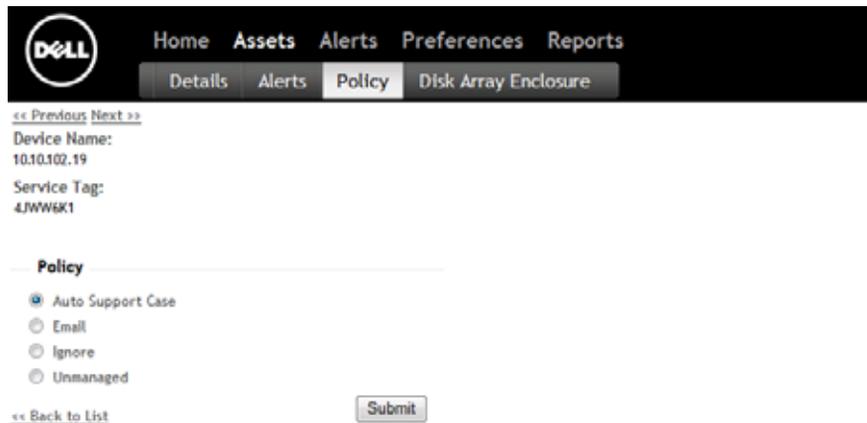
3. Select the *Policy* tab.

A screen appears that displays the policy that manages the asset, if any. See [Figure 3-5](#).



Tip: Policies that are not available with an asset's currently-active service contracts are grayed out, and non-selectable.

Figure 3-5. Policy Screen



Tip: For information about changing the Monitoring Policy that manages an asset, see “Configuring Monitoring Policies” in the *Dell Proactive Systems Management Portal Deployment Guide*.

Searching for Assets

You can search for specific assets when you require quick access to one device's status.

Procedure: To Search for Assets

1. **Select *Assets* to display the Assets screen.**
 - a. **If the search fields are hidden, click on the *Show Search Criteria* button.**

The search fields appear directly under the Assets heading, and the Hide Search Criteria button is visible. See [Figure 3-6](#).

Figure 3-6. Asset Search Fields

Assets

[Hide Search Criteria](#) 

Device Name:	Service Tag:	IP Address:	Make:
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Model:	Policy:	Device Type:	
<input type="text"/>	Select All 	Select All 	

2. **To view search criteria tips, mouse over the blue *Help icon* next to the *Hide Search Criteria* action link.**

A pop-up tooltip displays. See [Figure 3-7](#).

Figure 3-7. Assets Search Criteria Tips

Asset Search Tips

You can specify multiple fields in the same search. Searches are not case-sensitive.

Use % for wildcard searches:

- %2950 in the Model field will return all PowerEdge 2950 servers
- db% in the Name field will return all device names beginning with "db"
- %XYZ% in the Service Tag field will return all service tags containing "XYZ"

3. **Enter the search criteria into one or more of the corresponding text fields:**
 - Make
 - Name
 - Model
 - Service Tag
 - IP Address
4. **You can further refine the search criteria by selecting:**
 - a. **A Monitoring Policy from the *Policy* drop-down**
 - b. ***Others, Servers, or Storage* from the *Device Type* drop-down**
5. **Click on the *Submit* button to perform the search.**
 - a. **Or, click on the *Clear Filters* button to clear the fields and start again.**



Tip: You can specify multiple fields in the same search. Searches are not case-sensitive. You can use the asterisk character (*) to perform wildcard searches.

- *2950 in the Model field will return all PowerEdge 2950 servers
 - db* in the Name field will return all devices whose names begin with "db"
 - *XYZ* in the Service Tag field will return all service tags containing "XYZ"
-

The Assets list refreshes, filtered to the search criteria.

Exporting Asset Information

You can export the information presented in the Assets screen for distributing and/or viewing in the following formats:

- Microsoft Excel (XLS)
- Portable Document Format (PDF)

The data on all Assets screen pages, based upon current filter criteria, is exported. The current sort order is maintained in the exported files.



Tip: The Search Criteria filters are not exported and therefore do not appear in the output, so you do not need to hide them before exporting asset information.

Procedure: To Export Asset Information

1. **Select *Assets* to display the Assets screen.**

2. To export the report to a Microsoft Excel (XLS) or portable document format (PDF) file, click on either the *Export to Excel* or *Export to PDF* button.

A File Download dialog displays.

3. Click on the *Open* button to open the file in your default spreadsheet (XLS) or PDF reader program.
 - a. Or, click on the *Save* button to save to file to your computer.
 - b. Or, click on the *Cancel* button to abandon the operation.

Moving Assets

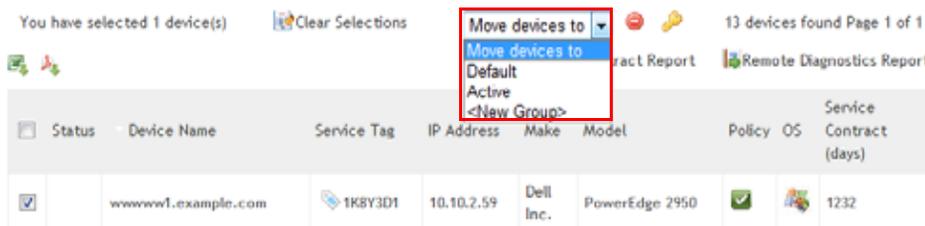
Assets can be only moved between groups *that reside in the same* Management Domain. In order to place assets in a different domain you must first delete them, and then discover them in the new Management Domain. See “[Deleting Assets](#)” on [page 3-10](#).

Procedure: To Move Assets to Another Group

1. Select *Assets* to display the *Assets* screen.
2. Select the corresponding *checkboxes* of the assets that you wish to move.

A panel of available asset operations appears atop the devices list. See [Figure 3-8](#).

Figure 3-8. Select Group Dialog



3. Choose the asset's new group from the *Move devices to* drop-down. A confirmation dialog window appears, prompting you to confirm the move.
4. Click on the *OK* button.
 - a. Or, click on the *Clear Selections* button to clear the checkboxes and start again.
 - b. Or, click on the *Cancel* button to abandon the operation.

Deleting Assets

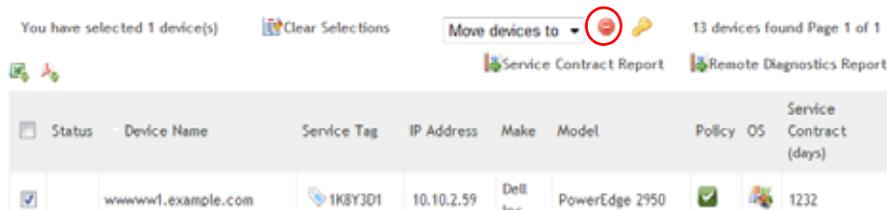


Caution: When you delete an asset, all alerts associated with that asset are also deleted. This is an irrevocable action.

Procedure: To Delete Assets

1. **Select *Assets*, then select the *checkboxboxes* of the assets that you wish to move.**
2. A panel of available asset operations appears atop the devices list. See [Figure 3-9](#).

Figure 3-9. Delete Devices Icon

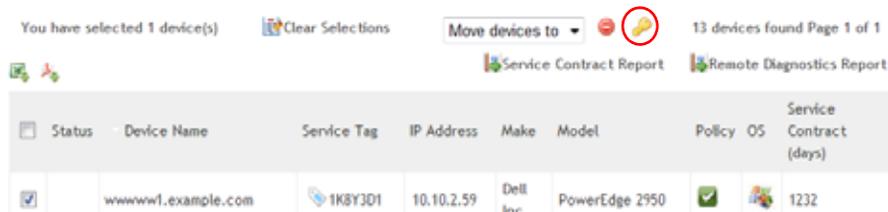


3. **Click on the *Delete Devices* icon.**
A confirmation dialog displays.
4. **Click on the *OK* button.**
 - a. **Or, click on the *Clear Selections* button to clear the checkboxes and start again.**
 - b. **Or, click on the *Cancel* button to abandon the operation.**

Changing Credentials

Procedure: To Change Asset Credentials

1. **Select *Assets*, then select the corresponding *checkboxboxes* of the assets for which you wish to change credentials.**
A panel of available asset operations appears atop the devices list. See [Figure 3-10](#) on [page 3-11](#).

Figure 3-10. Assign Credentials Icon

2. Click on the **Assign Credentials** icon.

The Assign Credentials screen appears, and displays the available credentials options for the selected Windows, Linux, VMware, or Dell PowerVault asset. See [Figure 3-11](#).

Figure 3-11. Assign Credentials Screen

RisingStar >> RSV1

Assign Credentials

Windows Devices

You have selected 1 Windows device(s)

Windows Credential

Linux Credential

SNMP Credential

3. Select the credentials you want to assign to the device(s) from the **Windows Credential**, **Linux Credential**, or **SNMP Credential** drop-downs.

4. Click on the **Submit** button.

a. Or, click on the **Cancel** button to abandon the operation.

SilverStreak will rediscover the selected device(s) with the newly-assigned credentials.

Viewing Discovery Status

See "Verifying Discovery Results" in the *Dell Proactive Systems Management Portal Deployment Guide* for information about viewing the discovery status.

Maintenance Mode

Putting a device managed by the Dell Proactive Systems Management Portal into maintenance mode suspends alert email notifications and Auto Support Cases for that device, so that you can perform maintenance upon it without generating false alert notifications.

No historical data is lost, nor any open alerts deleted, while a device is in maintenance mode. Alerts that occur while the device is in maintenance mode are automatically resolved. This provides you with a historical record of alerts without creating duplicates, or disrupting your maintenance activities.

Procedure: To Put a Device into Maintenance Mode



Tip: You can put a single device, or all of the devices in an entire group, into maintenance mode. For information about how to put a group's contained devices into maintenance mode, see "Editing a Group" in the *Dell Proactive Systems Management Portal Deployment Guide*.

1. Select Assets to display the Assets screen.

2. Click on the *Device Name*.

The details of the selected asset display. See [Figure 3-2](#) on [page 3-4](#).

3. Click on the *Suspend Monitoring* button.

See [Figure 3-12](#) on [page 3-13](#).

Figure 3-12. Suspend Monitoring Button

The screenshot shows the Dell Proactive Systems Management Portal interface. At the top, there is a navigation bar with the Dell logo and links for Home, Assets, Alerts, Preferences, and Reports. Below this, there are sub-tabs for Details, Alerts, and Policy. The main content area is divided into several sections:

- Asset Details:** A table showing information for a PowerEdge 2950 server, including Model, Make (Dell Inc.), Service Tag (4JWW6K1), IP Address (10.10.102.19), Device Name (10.10.102.19), OS (Microsoft Windows Server 2003 Enterprise Edition Service Pack 2), and Type (Server).
- Service Contracts:** A table showing entitlement details for 'Next Business Day Parts' with a start date of 10/23/2009 and an expiration date of 10/24/2010.
- Credential List:** Shows 'MyDell.remote'.
- Remote Diagnostics:** A message stating 'Diagnostic Tool execution was failed on 8/13/2010 4:22:52 PM' with a 'Run Diagnostic Tool' button and a link to 'Remote Diagnostics Report'.
- Maintenance Mode:** A section with the text 'Click suspend monitoring to put the device in maintenance mode.' and a 'Suspend Monitoring' button, which is highlighted with a red circle.

Navigation links include '<< Previous Next >>' at the top left and '<< Back to List' at the bottom left.

4. Perform your maintenance activities on the device.

The device displays in the Devices list with a wrench icon, indicating that it is in maintenance mode. See [Figure 3-13](#).

Figure 3-13. Device in Maintenance Mode

Assets

[Show Search Criteria](#)

You have selected 0 device(s) 30 devices found Page 1 of 1

[Service Contract Report](#) [Remote Diagnostics Report](#)

<input type="checkbox"/>	Alert Status	Device Name	Service Tag	IP Address	Make	Model	Policy	OS	Service Contract (days)
<input type="checkbox"/>		www.wwwwwwwwww.example.com	VMware-50 27 e9 5b de 71 50 b8-4	10.10.230.136	VMware, Inc.	VMware Virtual Platform			
<input type="checkbox"/>		www.wwwwwwwwww.example.com	1K8Y3D1	10.10.2.59	Dell Inc.	PowerEdge 2950			1213

Procedure: To Take a Device Out of Maintenance Mode

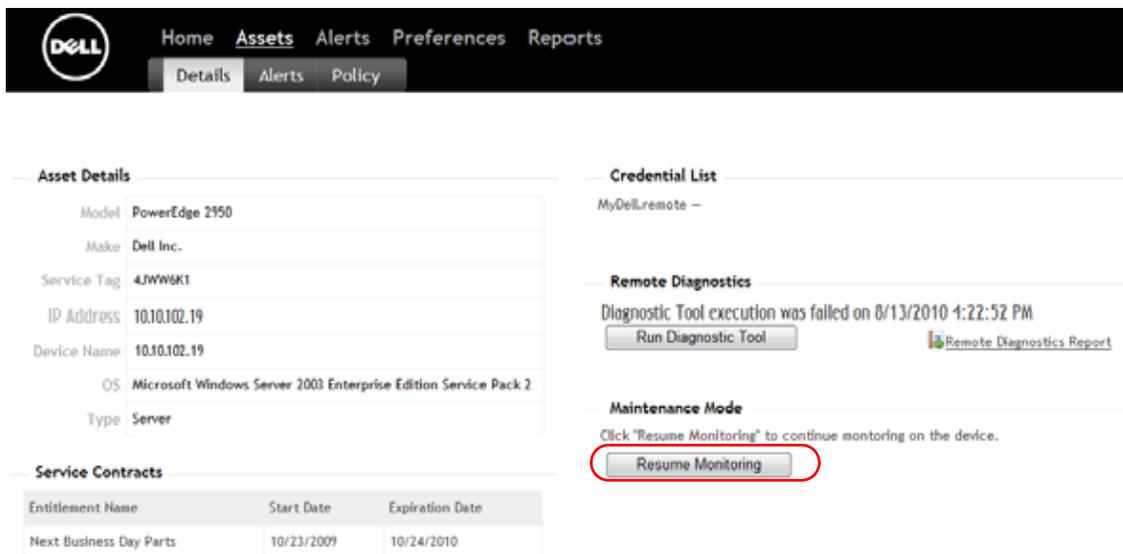
1. **Select Assets to display the Assets screen.**

2. **Click on the *Device Name*.**

The details of the selected asset display. See [Figure 3-14](#).

3. **Click on the *Resume Monitoring* button.**

Figure 3-14. Resume Monitoring Button



The screenshot shows the Dell PSM Portal interface. At the top, there is a navigation bar with the Dell logo and links for Home, Assets, Alerts, Preferences, and Reports. Below this, there are tabs for Details, Alerts, and Policy. The main content area is divided into several sections:

- Asset Details:** A table with the following information:

Model	PowerEdge 2950
Make	Dell Inc.
Service Tag	4JWW6K1
IP Address	10.10.102.19
Device Name	10.10.102.19
OS	Microsoft Windows Server 2003 Enterprise Edition Service Pack 2
Type	Server
- Credential List:** Shows 'MyDellRemote -'.
- Remote Diagnostics:** A message states 'Diagnostic Tool execution was failed on 8/13/2010 4:22:52 PM'. Below this are two buttons: 'Run Diagnostic Tool' and 'Remote Diagnostics Report'.
- Maintenance Mode:** A message says 'Click "Resume Monitoring" to continue monitoring on the device.' Below this is a 'Resume Monitoring' button, which is circled in red in the image.
- Service Contracts:** A table with the following information:

Entitlement Name	Start Date	Expiration Date
Next Business Day Parts	10/23/2009	10/24/2010

The device displays in the Devices list without the wrench icon, indicating that it is not in maintenance mode.

Remote Diagnostics

You can perform the following remote diagnostics functions using the Dell PSM Portal:

- [Running Remote Diagnostics](#)
 - [Upon Device Discovery](#) (see [page 3-15](#))
 - [Upon Alert Generation](#) (see [page 3-15](#))
 - [On Demand](#) (see [page 3-15](#))
- [Viewing the Remote Diagnostics Report](#) (see [page 3-16](#))

Running Remote Diagnostics

The Dell PSM Portal uses two separate remote diagnostics utilities, depending upon the target asset type.

- **Dell System E-Support Tool (DSET)** — For server devices, DSET can run at discovery, upon alert generation, and on demand.
- **Lasso** — For storage devices (except for Dell PowerVault NX3000), Lasso can run upon alert generation and on demand.



Tip: Because Dell PowerVault NX3000 devices are managed as servers, the Dell PSM Portal uses DSET to gather diagnostics information from them, not Lasso.

Upon Device Discovery

DSET can be configured to run upon device discovery. If so configured, every time a server device is discovered in the Dell PSM Portal, DSET gathers diagnostic information that can be utilized by Dell Technical Support if necessary.

Upon Alert Generation

DSET and Lasso can both be configured to run when alerts are generated. If so configured, every time an alert is generated on a device in the Dell PSM Portal, DSET (servers) and/or Lasso (storage devices) gather diagnostic information that can be utilized by Dell Technical Support if necessary.



Tip: See “Remote Diagnostics Settings” in the *Dell Proactive Systems Management Portal Deployment Guide* for more information about configuring DSET and Lasso automatic run preferences.

On Demand

Procedure: To Run Diagnostics On Demand

1. **Select *Assets* to display the *Assets* screen.**
2. **Click on the *Device Name*.**

The details of the selected asset display. See [Figure 3-2](#) on [page 3-4](#).

3. **Click on the *Run Diagnostic Tool* button.**

The Asset Details screen refreshes; the message, “Diagnostic Tool is running.” appears above the now-inactive Run Diagnostic Tool button.

Viewing the Remote Diagnostics Report

You can view the Remote Diagnostics Report:

- [For All Devices in a Management Domain](#) (see [page 3-16](#))
- [For All Devices in a Group](#) (see [page 3-17](#))
- [For a Single Device](#) (see [page 3-17](#))

This report is automatically uploaded to Dell Technical Support, and is not viewable from the Dell PSM Portal.

For All Devices in a Management Domain

Procedure: To View the Remote Diagnostics Report for All Devices in a Domain

1. **Select *Assets* to display the Assets screen.**
2. **Select the domain's *icon* from the tree view.**
3. **Click on the *Remote Diagnostics Report* button.**

The Remote Diagnostics Report for the domain displays. See [Figure 3-15](#).

Figure 3-15. Domain Remote Diagnostics Report

Remote Diagnostics Report

Start Date: 07/27/2010 End Date: 07/28/2010 Domains: RSVI Device Types: Select One

Submit Clear Filters

Domain	Device Name	Start Date	Run Type	Status	Message
RSVI	www1.example.com	7/27/2010 9:29:02 AM	DSET	Failed	Object reference not set to an instance of an
RSVI	www1.example.com	7/27/2010 1:10:30 PM	DSET	Finished	Executed Successfully
RSVI	www2.example.com	7/27/2010 9:38:29 AM	DSET	Failed	Cannot run Remote Task object: Check that D 10.9.102.172 because there is no SSH or win device
RSVI	www3.example.com	7/27/2010 9:37:01 AM	DSET	Failed	Cannot run Remote Task object: Check that D 10.9.102.147 because there is no SSH or win device
RSVI	www4.example.com	7/27/2010 9:40:22 AM	DSET	Failed	Object reference not set to an instance of an
RSVI	www4.example.com	7/27/2010 11:55:44 PM	DSET	Finished	Executed Successfully
RSVI	www5.example.com	7/27/2010 9:43:57 AM	DSET	Failed	Object reference not set to an instance of an
RSVI	10.10.102.186	7/28/2010 1:05:18 PM	DSET	Finished	Executed Successfully
RSVI	10.10.102.162	7/27/2010 9:30:46 AM	DSET	Failed	The DecodeWinCredFromSSCredential using ri failed: Unable to decrypt credentials stored or invalid decrypting password or credentials file vault password m

Paging Controls Export to Excel Export to PDF

For All Devices in a Group

Procedure: To View the Remote Diagnostics Report for All Devices in a Group

1. Select **Assets** to display the **Assets** screen.
2. Select the group's **icon** from the tree view.
3. Click on the **Remote Diagnostics Report** button.

The Remote Diagnostics Report for the group displays.

For a Single Device

Procedure: To View the Remote Diagnostics Report for a Single Device

1. Select **Assets** to display the **Assets** screen.
2. Click on the **Device Name**.

The details of the selected asset display. See [Figure 3-2](#) on [page 3-4](#).

3. Click on the **Remote Diagnostics Report** button.

The Remote Diagnostics Report for the selected device displays.

Filtering the Remote Diagnostics Report

Procedure: To Filter the Remote Diagnostics Report

1. Click in the **Start Date** field to display a calendar.

See [Figure 3-16](#).

Figure 3-16. Remote Diagnostics Date Selection

The screenshot shows the Dell Proactive Systems Management Portal interface. At the top, there is a navigation bar with the Dell logo and menu items: Home, Assets, Alerts, Preferences, Reports, Assets, Alerts, Remote Diagnostics, and Service Contract. Below this is the 'Remote Diagnostics Report' section. It features a search area with 'Start Date' (07/27/2010), 'End Date' (07/28/2010), 'Domains' (RSVI), and 'Device Type' (Select One). A 'Submit' button and 'Clear Filters' link are also present. A calendar for July 2010 is overlaid on the Start Date field, with the date 27 highlighted. Below the calendar is a table of diagnostic results.

Start Time	Run Type	Status	Message
7/27/2010 9:39:32 AM	DSET	Failed	Object reference not set to an instance of an
7/27/2010 1:10:30 PM	DSET	Finished	Executed Successfully
7/27/2010 9:38:29 AM	DSET	Failed	Cannot run Remote Task object: Check that D 10.9.102.172 because there is no SSH or wind device
7/27/2010 9:37:01 AM	DSET	Failed	Cannot run Remote Task object: Check that D 10.9.102.147 because there is no SSH or wind device

- a. Select the start month with the back and forward arrow buttons.
- b. Select the start day by clicking on the calendar day.
2. Click in the *End Date* field to display a calendar.
 - a. Select the end month with the back and forward arrow buttons.
 - b. Select the end day by clicking on the calendar day.
3. To change the Management Domain, select one from the *Domain* drop-down.
4. Select the *Device Type* from the drop-down.

You can select from:

 - Others
 - Servers
 - Storage
5. Click on the *Submit* button.

The report refreshes to reflect your filter criteria.

 - a. Or, click on the *Clear Filters* button to clear your filter criteria and start again.
6. To change the display order, click on the report's *column headers*.
7. To page through several screens, click on the *Paging Controls* on the bottom toolbar.

Exporting the Remote Diagnostics Report

Procedure: To Export the Report to a Microsoft Excel (XLS) or Portable Document Format (PDF) File

1. Click on either the *Export to Excel* or *Export to PDF* button.

A File Download dialog displays.
2. Click on the *Open* button to open the file in your default spreadsheet (XLS) or PDF reader program.
 - a. Or, click on the *Save* button to save to file to your computer.
 - b. Or, click on the *Cancel* button to abandon the operation.

Non-Dell Warranty Tracking



Note: This feature is available with a Dell ProSupport Enterprise-Wide Contract only.

The Dell PSM Portal can track service contract information of your non-Dell devices as well as your Dell devices. Service contract information for non-Dell devices is available in the [Service Contract Report](#) (see [page 3-23](#)). However, it is not included in service contract email alerts.

You can input service contract information for non-Dell devices in two ways:

- [Importing Service Contracts](#) (see below)
- [Editing Service Contracts](#) (see [page 3-20](#))

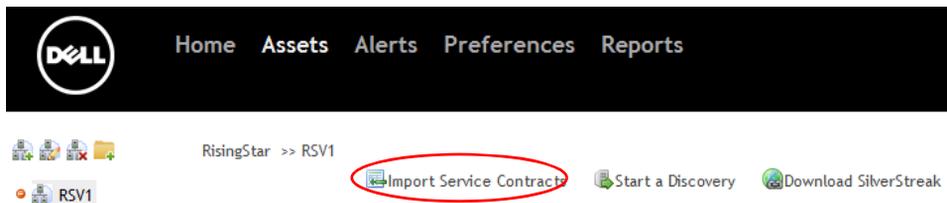
Importing Service Contracts

You can import service contract information for information non-Dell devices into the portal from a comma-separated-value (CSV) formatted plain text file.

Procedure: To Import Service Contracts

1. **Select *Assets* to display the *Assets* screen.**
See [Figure 3-17](#).

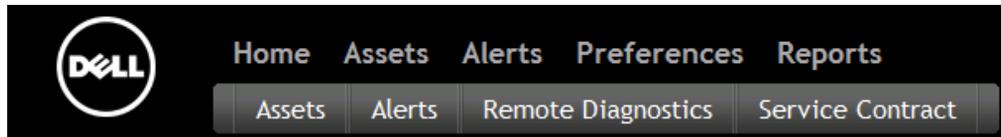
Figure 3-17. Import Service Contracts Icon



2. **Click on the *Import Service Contracts* icon.**

The Import Service Contracts screen displays. See [Figure 3-18](#) on [page 3-20](#).

Figure 3-18. Import Service Contracts Screen



Import Service Contracts

Upload a csv file containing service contract information for non-Dell devices.

Click [here](#) to download a sample csv file to get you started.

File

3. To download a service contracts CSV template that you can modify in Microsoft Excel, click on the [...download a sample csv file...](#) link.



Tip: If you already have a file that you want to use, skip to [Step 4](#).

A File Download dialog prompts you to save the file.

- a. Click on the **OK** button.
 - b. Open the file, fill it out with your own data, then save it.
4. Enter the path to the CSV file into the *File* field.
 5. Or, click on the *Browse...* button to locate and select the file.
 6. Click on the *Submit* button.

Editing Service Contracts

You can add non-Dell devices to existing service contracts from within the Dell PSM Portal user interface via the Edit Service Contract feature. This feature is located on the asset details page for non-Dell devices.

Procedure: To Edit a Service Contract

1. Select **Assets** to display the **Assets** screen.
See [Figure 3-19](#) on [page 3-21](#).

Figure 3-19. Non-Dell Asset

You have selected 0 device(s) 13 devices found Page 1 of 1

[Service Contract Report](#) [Remote Diagnostics Report](#)

<input type="checkbox"/>	Status	Device Name	Service Tag	IP Address	Make	Model	Policy	OS	Service Contract (days)
<input type="checkbox"/>		10.10.102.180	KQXKF70	10.10.102.180	IBM	IBM eServer 206m - [8485MC1]-			

2. Click on the *Device Name*.

The details of the selected asset display. See [Figure 3-20](#).

Figure 3-20. Non-Dell Asset Details

The screenshot shows the Dell Proactive Systems Management Portal interface. At the top, there is a navigation bar with the Dell logo and menu items: Home, Assets, Alerts, Preferences, and Reports. Below this, there are sub-tabs: Details, Alerts, and Policy. The 'Policy' tab is highlighted with a red circle. Below the navigation bar, there are navigation links: '<< Previous Next >>'. The main content area is divided into two columns. The left column is titled 'Asset Details' and contains a table with the following information:

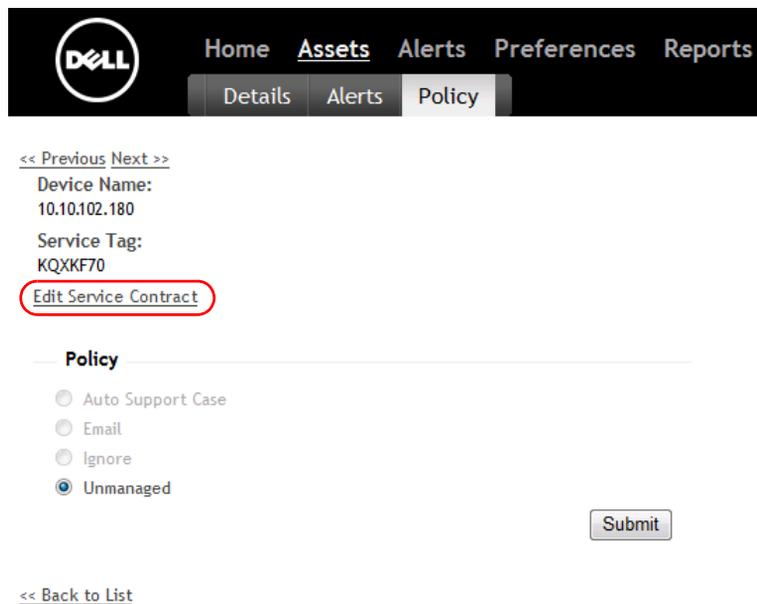
Model	IBM eServer 206m - [8485MC1]-
Make	IBM
Service Tag	KQXKF70
IP Address	10.10.102.180
Device Name	10.10.102.180
OS	Microsoft Windows Server 2003 R2 Service Pack 2
Type	Server

The right column contains three sections: 'Credential List' with the entry 'IBM.remote -', 'Remote Diagnostics' with the text 'Remote Diagnostic Tool is only available on Dell PowerEdge servers' and a link to 'Remote Diagnostics Report', and 'Service Contracts' with the value 'N/A'. At the bottom left, there is a link '<< Back to List'.

3. Click on the *Policy* tab.

The device's policy details display. See [Figure 3-21](#) on [page 3-22](#).

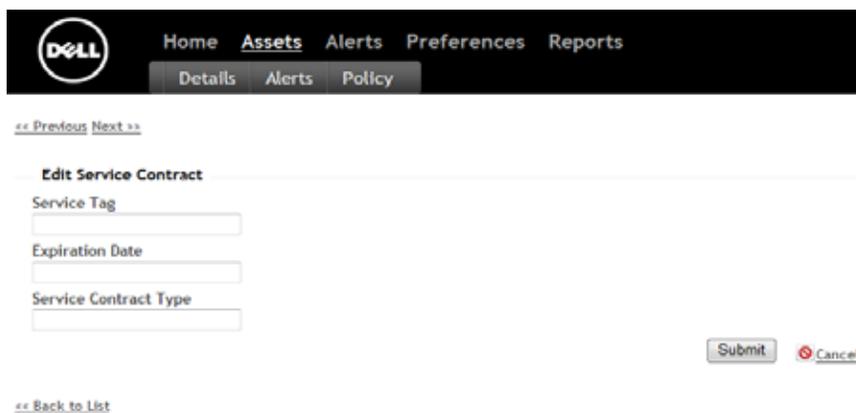
Figure 3-21. Non-Dell Asset Policy Details



4. Click on the *Edit Service Contract* link.

The Edit Service Contract screen displays. See Figure 3-22.

Figure 3-22. Edit Service Contract Screen



5. Enter the following information into their corresponding text fields:

- **Service Tag** — Free text, 50 characters maximum

- **Expiration Date** — In localized date format
 - **Service Contract Type** — Free text, 100 characters maximum
6. Click on the **Submit** button.
 - a. Or, click on the **Cancel** button to abandon the operation.
 7. Click on the **Details** tab to return to the **Asset Details** screen.
The new service contract information is displayed. See [Figure 3-23](#).

Figure 3-23. New Service Contract Information

The screenshot shows the Dell Proactive Systems Management Portal interface. At the top, there is a navigation bar with the Dell logo and menu items: Home, Assets, Alerts, Preferences, Reports. Below this, there are sub-menu items: Details, Alerts, Policy. The main content area is divided into several sections:

- Asset Details:** A table with the following information:

Model	IBM eServer 205m (8485MC1)
Make	IBM
Service Tag	KQ209770
IP Address	10.10.102.180
Device Name	10.10.102.180
OS	Microsoft Windows Server 2003 R2 Service Pack 2
Type	Server
- Credential List:** Shows a single entry: IBM.remote -
- Remote Diagnostics:** A message stating "Remote Diagnostic Tool is only available on Dell PowerEdge servers" with a link to "Remote Diagnostics Report".
- Service Contracts:** A table with the following information:

Entitlement Name	Start Date	Expiration Date
4 Hour 7x24 Onsite	7/20/2010	7/26/2010

The 'Service Contracts' table is highlighted with a red circle in the original image. Navigation links include '<< Previous Next >>' at the top left and '<< Back to List' at the bottom left.

Service Contract Report

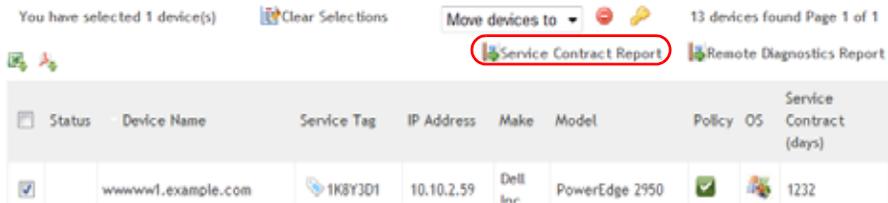
This report enables you to view warranty reports on Dell managed systems, and to export or save them for use in other applications, such as Microsoft Office Excel.

Viewing the Service Contract Report

Procedure: To View the Service Contract Report

1. **Select *Assets* to display the *Assets* screen.**
See [Figure 3-24](#) on [page 3-24](#).

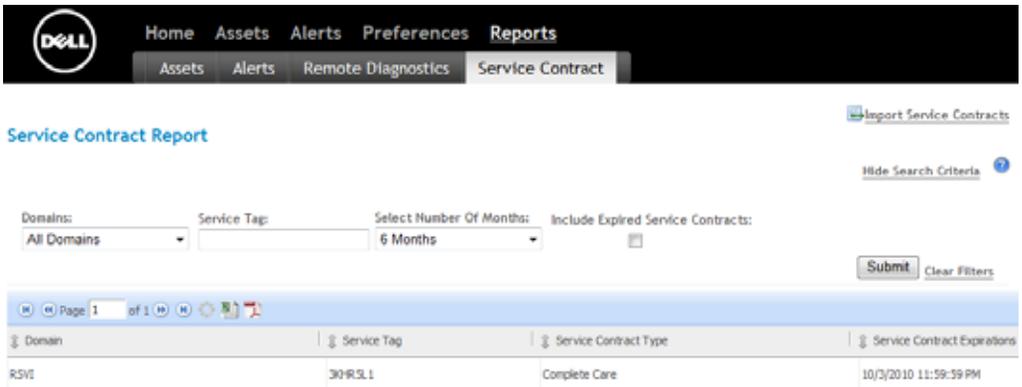
Figure 3-24. Service Contract Report Button



2. Click on the *Service Contract Report* button to display a set of filters you can use to narrow your search.

See [Figure 3-25](#).

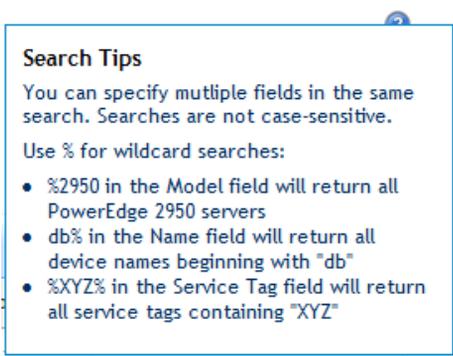
Figure 3-25. Service Contract Report Search Filters



3. To view search criteria tips, mouse over the blue *Help icon* next to the *Hide Search Criteria* action link.

A pop-up tooltip displays. See [Figure 3-26](#).

Figure 3-26. Service Contract Search Criteria Tips



- To import a list of service contracts from a file, click on the **Import Service Contracts** button.

See “Importing Service Contracts” on page 3-19 for more information.

- Select the Management Domain from the **Domains** drop-down.
- Optionally, type the **Service Tag** into the text field.
- Using the **Select Number of Months** drop-down, filter the data to display the service contracts that will expire within the selected time frame.

The default value is *6 Months*.

- Optionally, to include service contracts that have expired, select the **Include Expired Devices** checkbox.
- Click on the **Submit** button.
 - Or, click on the **Clear Filters** button to reset all fields and begin again.

The Service Contract Report displays, filtered to your selections. See Figure 3-27.

Figure 3-27. Service Contract Report

Service Contract Report

Domains: Service Tag: Select Number Of Months: Include Expired Service Contracts:

Domain	Service Tag	Service Contract Type	Service Contract Expirations
RSVI	61SKYF1	Technical Support	11/14/2010 12:00:00 AM
RSVI	61SKYF1	Technical Support	11/14/2010 12:00:00 AM
RSVI	61SKYF1	Next Business Day Onsite	11/13/2010 11:59:59 PM
RSVI	61SKYF1	Next Business Day Onsite	11/13/2010 11:59:59 PM

Paging Controls Export to Excel Export to PDF

- To change the display order, click on the report's **column headers**.
- To page through several screens of service contracts, click on the **Paging Controls** on the bottom toolbar.

Exporting the Service Contract Report

Procedure: To Export the Report to a Microsoft Excel (XLS) or Portable Document Format (PDF) File

1. **Click on either the *Export to Excel* or *Export to PDF* button.**
A File Download dialog displays.
2. **Click on the *Open* button to open the file in your default spreadsheet (XLS) or PDF reader program.**
 - a. **Or, click on the *Save* button to save to file to your computer.**
 - b. **Or, click on the *Cancel* button to abandon the operation.**

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