



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.

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:

Monitored Windows assets must meet the following requirements:

- Windows Server 2000, 2003, or 2008
- Dell PowerEdge 6th generation server or higher (e.g., 2650, 6600, 4600)
- OpenManage Server Administrator (OMSA) 4.5 or newer installed on the server to be monitored
- Server, RPC, Remote Registry and TCP/IP NetBIOS Helper services running
- NetBIOS over TCP enabled, in order to allow hostname resolution. Otherwise, the asset's IP address will be used as its hostname.

Requirements for VMware/Linux systems:

Monitored VMware/Linux assets must meet the following requirements:

- Red Hat Enterprise Linux 3, 4, 5, or 6
- SUSE Linux Enterprise Server 10 or 11 (64-bit only)
- VMware ESX (vSphere) 4.1 and 4.5
- VMware ESXi (vSphere) 4.1 and 4.5
- SSH access to Linux/VMware systems
- Dell PowerEdge 6th generation server or higher (e.g., 2650, 6600, 4600)
- OpenManage Server Administrator (OMSA) 4.5 or newer installed on the server to be monitored
- SNMP installed
- UDP ports 161 and 514, and TCP port 161, open between the monitored system and the SilverStreak host

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

The proxy software must be installed on a system running one of the following Windows operating systems, using Administrator privileges.

- Windows Server 2008 R2
- Windows 7 Enterprise or Professional, 32-bit or 64-bit
- Windows Vista Business, Enterprise, or Ultimate 32-bit or 64-bit (Service Pack 1 or higher recommended), with User Access Control (UAC) disabled
- Windows XP Professional 32-bit or 64-bit with Service Pack 1 or higher (Service Pack 2 or higher recommended, with the Microsoft firewall's Startup Type set to Manual)
- Windows 2003 Server 32-bit or 64-bit
- Windows 2000 Professional or Server with any Service Pack (Service Pack 4 recommended)

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.

