

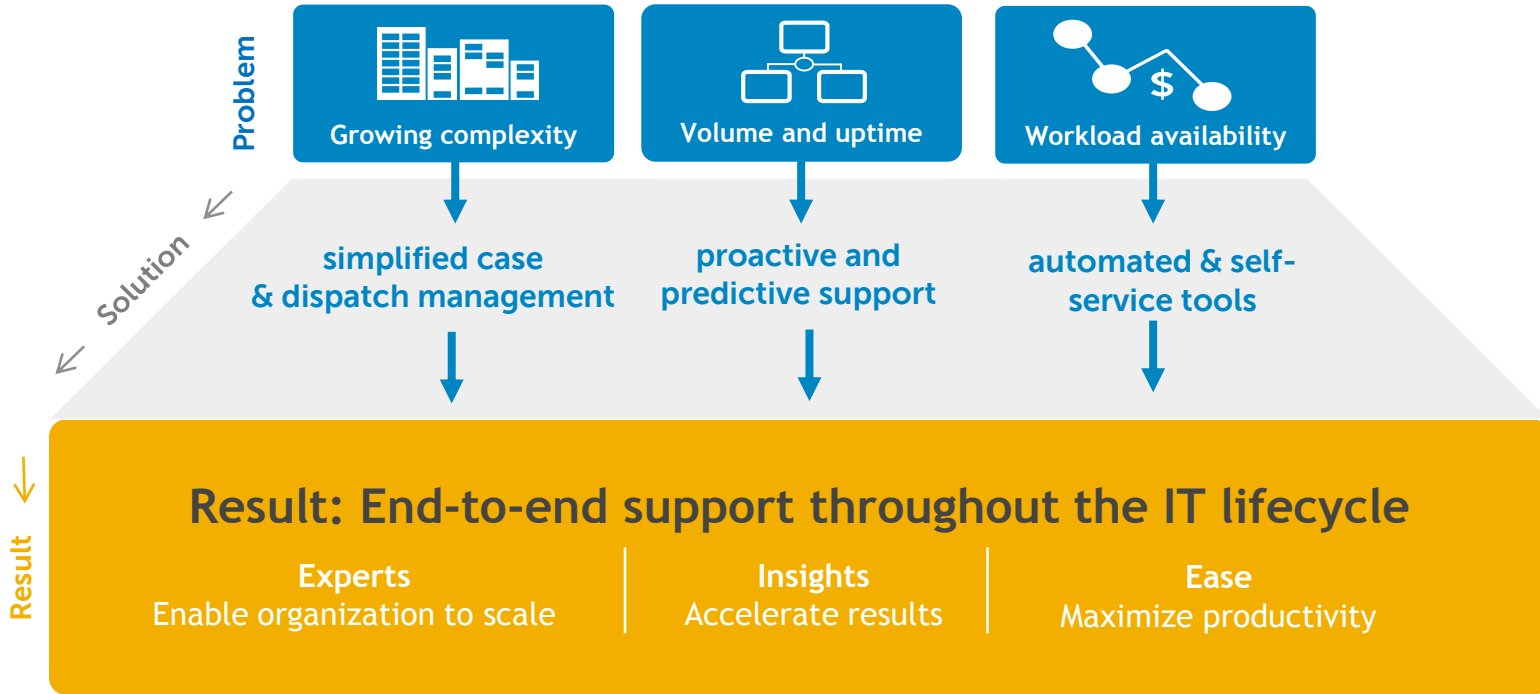
Dell SupportAssist

Server, Storage and Networking



Overcome IT challenges

With Dell support tools and service



Introducing SupportAssist

"I've never experienced better IT support than from Dell. It's also truly proactive, anticipating problems and dealing with them before they occur."

- John Billington, Network Manager
Hugh Baird College, United Kingdom



Features: Automated, proactive and predictive

- Automated issue detection and notification
- Automated case creation and contact from Dell
- Predictive issue detection for failure prevention

Benefits: Reduces IT effort and downtime

- Improve productivity by replacing manual routines with automated support
- Accelerate resolution with proactive response from Dell experts
- Gain insights to prevent problems from turning costly



Reduce customer effort and downtime with SupportAssist

Proactive and predictive automated support

Hardware Support

Traditional manual support

Higher customer effort, longer downtime



Hardware & Software Support

Proactive automated support

Less customer effort and downtime



Predictive automated support

Avoid failures and downtime

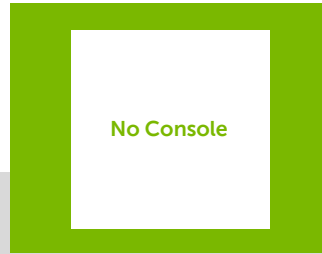


Features comparison per Dell Service entitlements

	Basic	ProSupport	ProSupport Plus
Remote monitoring	✓	✓	✓
Automated issue detection and data collection	✓	✓	✓
Automated case creation and notification		✓	✓
Predictive issue detection for failure prevention			✓
Monthly optimization reporting			✓



SupportAssist enterprise version options with requirements



Devices

- Dell servers (9G-13G, up to 20 devices)

- OpenManage Essentials (OME)
 - Dell servers 9G-13G, storage and networking
 - SNMP configured
- Microsoft SCOM
 - Dell servers 9G-13G

- EqualLogic products
- SCv2000 series

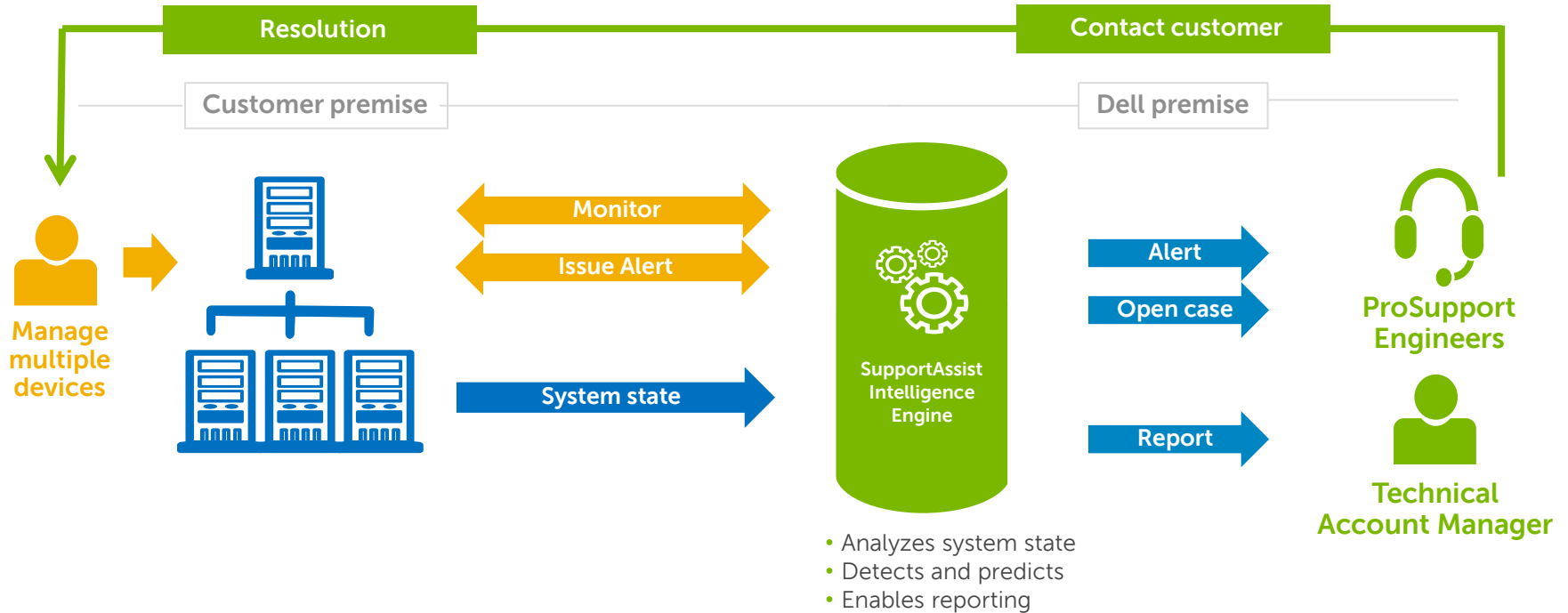
Requirements

- PowerEdge servers on Windows server 2008 or 2012 OS

- OME
 - PowerEdge on Windows or Linux ESX/ESXi
 - PowerVault (MD,NX,DL), EqualLogic Arrays
 - PowerConnect; Force10
- SCOM
 - PowerEdge with VRTX, Windows server 2003, 2008 or 2012 OS
 - Dell Server Management Pack Suite configured

- Enable from SAN HQ console
- Enable from Enterprise Manager Client console & Storage Center Operating System

Managing ProSupport Plus devices with SupportAssist

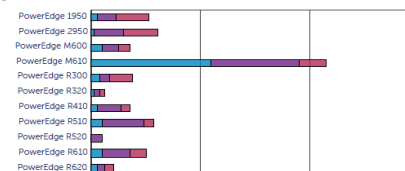


ProSupport Plus reporting – prevention made simple

	Without SupportAssist	With SupportAssist
General environment reporting		
Install base overview product, entitlement and expiration	✓	✓
Incidents by rate, age and product (overview)	✓	✓
Dispatches by rate, age and product (overview)	✓	✓
Detailed case/incident review		✓
Firmware and software revision recommendations		✓
Utilization		
Storage enclosure overview summary		✓
Overall volume capacity and utilization		✓
In-depth capacity review		✓
Page pool configuration		✓

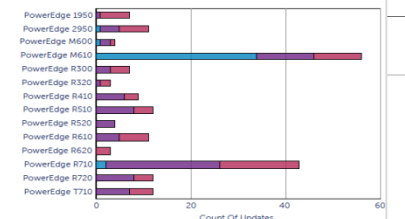
1.2 Health Assessment Summary

Asset Model	Optional	Recommended	Urgent
PowerEdge 1950	2	7	12
PowerEdge 2950	1	11	12
PowerEdge M600	4	6	4
PowerEdge M610	44	32	10
PowerEdge R300	3	4	8
PowerEdge R320	1	2	2
PowerEdge R410	2	9	3
PowerEdge R510	4	15	4
PowerEdge R520		4	



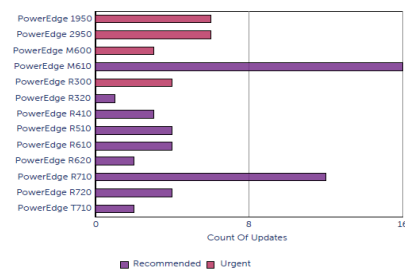
1.4 Firmware Versions

Asset Model	Optional	Recommended	Urgent
PowerEdge 1950		1	6
PowerEdge 2950	1	4	6
PowerEdge M600	1	2	1
PowerEdge M610	34	12	10
PowerEdge R300		3	4
PowerEdge R320		1	2
PowerEdge R410		6	3
PowerEdge R510		8	4
PowerEdge R520		4	
PowerEdge R610		5	6
PowerEdge R620			3
PowerEdge R710	2	24	17
PowerEdge R720		8	4
PowerEdge T710		7	5
Total	38	85	71



1.3 BIOS Versions

Asset Model	Recommended	Urgent
PowerEdge 1950		6
PowerEdge 2950		6
PowerEdge M600		3
PowerEdge M610	16	
PowerEdge R300		4
PowerEdge R320	1	
PowerEdge R410	3	
PowerEdge R510	4	
PowerEdge R610	4	
PowerEdge R620	2	
PowerEdge R710	12	
PowerEdge R720	4	
PowerEdge T710	2	
Total	48	19



Simple interface

- Interface language options: English, German, Spanish (Euro), French, Simplified Chinese and Japanese
- Email notification language options: English, plus 27 languages

The image displays four overlapping screenshots of the Dell SupportAssist web interface. The top screenshot shows the 'Case List' table with the following data:

Case Status	Case Number	Case Title	Service C...	Device Type	Service Tag	Date Opened
Submitted	800963209	WCG: OMEI PS4 EM1 E1200 16-slot switch/router [Windows] The driveragent generate this trap when a card/stack unit operational status is down.	Unknown	Switch	6C7950M1	05/02/2014
Submitted	800970406	WCG: OMEI PSI FA/ PowerEdge M610d Red Hat Enterprise Linux Server release 6.4 (Santiago) Thermal shutdown protection has been initiated.	ProSupport	Server	79S7YF1	09/03/2014

The middle-left screenshot shows the 'Device Inventory' table with the following data:

Name	Type
WIN-L1M0QLLUEV	PowerEdge Server Device
BR3R1EGL01	EqualLogic Storage
BR3R1EGL02	EqualLogic Storage
CMC-PLST056	PowerEdge Server Device
PCT_7024	Dell Networking
SA-TEST M6L	Dell Networking

The middle-right screenshot shows the 'Device Inventory' section with an 'Add' button and a table containing a device named 'M610-9.domain.local'.

The bottom-right screenshot shows the 'System Log Collection Schedule' configuration page, including fields for Device Type, Credential Type, Frequency, and Recurs every, with 'Apply' and 'Cancel' buttons at the bottom.



Get started with SupportAssist today!

Dell.com/SupportAssistGroup

SupportAssist download links, tutorial videos, manuals and more!

The screenshot shows the Dell SupportAssist website. At the top, there are navigation tabs for Shop, Support, and Community. Below this is a search bar and a 'Join group' button. The main content area features a welcome message and a list of benefits, including improved case accuracy and faster issue resolution. A 'Downloads' section is visible, with a table of download links for various Dell products.

Environment	Systems/Management Console	Download Instructions
Dell Integrator PowerEdge PowerConnect Force10	OME	Download OME and SupportAssist within a bundle Download If you already have OME but do not yet have SupportAssist for OME, download now.
Dell Storage EqualLogic	SAH HQ July 2014 release	SupportAssist is bundled with every SAH Headquarters Server 10.0 and configured from the SAH Headquarters Client.
Dell Servers PowerEdge	Microsoft SCOM	Download Dell Server Management Pack Suite for Microsoft SCOM Download Download

The screenshot shows the Dell SupportAssist forum page. It features a navigation bar with 'Home', 'Blog', 'Forum', and 'Files'. The main content area displays a list of forum posts, including 'Frequently Asked Questions Hyper-V microsoft.scom', 'Remote Consulting Service (RCS)', 'SupportAssist Microsoft SCOM FAQs', 'SupportAssist Microsoft SCOM User Guide', 'SupportAssist SCOM Quick Start Guide', 'SupportAssist Microsoft SCOM Support Matrix', and 'Features by Contract Level'. A 'Downloads' section is also visible, with a table of download links for various Dell products.

File Name	Date	Downloads	Author
Frequently Asked Questions Hyper-V microsoft.scom	8 Sep 2014	236	DELL-GASTE
Remote Consulting Service (RCS)	8 Sep 2014	85	DELL-GASTE
SupportAssist Microsoft SCOM FAQs	14 Oct 2013	247	DELL-GASTE
SupportAssist Microsoft SCOM User Guide	14 Oct 2013	161	DELL-GASTE
SupportAssist SCOM Quick Start Guide	14 Oct 2013	145	DELL-GASTE
SupportAssist Microsoft SCOM Support Matrix	14 Oct 2013	129	DELL-GASTE
Features by Contract Level	14 Oct 2013	309	DELL-GASTE

The screenshot shows the 'Dell SupportAssist: Security Considerations' document. It includes a title, a sub-header, and a brief introduction stating that the document provides details on how SupportAssist maintains data security and privacy, and also defines the network configurations required for SupportAssist.

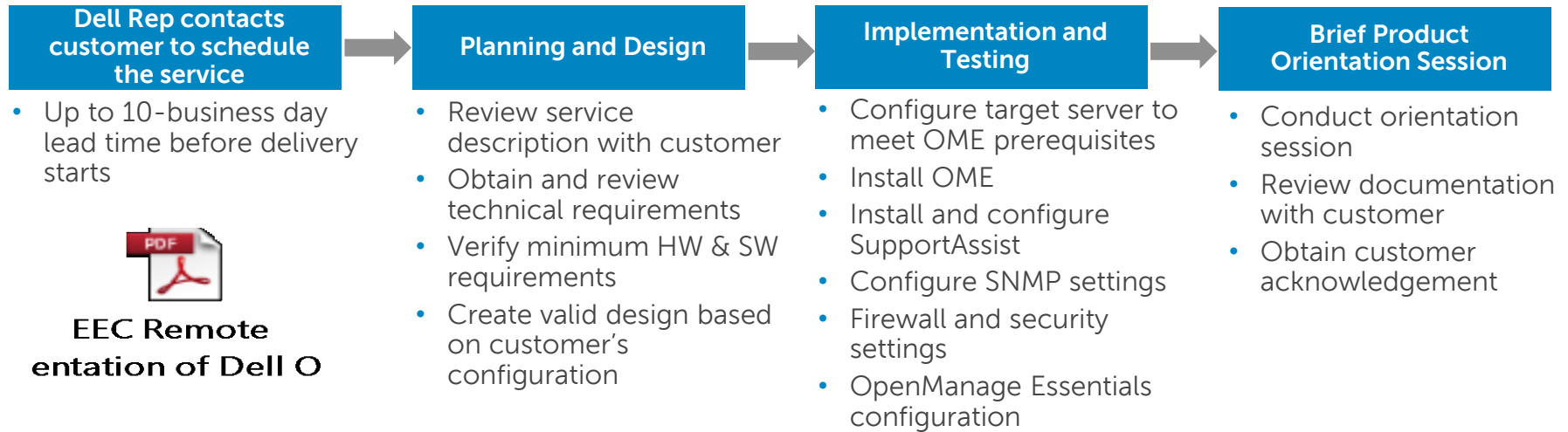
Three video thumbnails are displayed, each with a 'SupportAssist' watermark. The first video is titled 'Installation and Initial SupportAssist Setup' and shows a server rack. The second video is titled 'Configuring and Editing Credentials' and shows a server rack. The third video is titled 'Manage the Device Grouping' and shows a server rack.

Need Dell assistance



SupportAssist for OME: Dell Remote Consulting Service (RCS)

- RCS provides remote implementation of Dell OpenManage Essentials (OME) with discovery of two (2) Dell servers, storage or networking devices. Add-on services may be purchased for the discovery of up to 40 additional supported devices.
- This Service allows Customers to work remotely with Dell by phone to set-up OME and SupportAssist. The process flow is shown below:



EEC Remote entation of Dell O

- Attached file is the service description and SKUs for remote implementation of OME through Dell Remote Consulting
- Services General Remote Consulting service description can be found [here](#).



SupportAssist for MS SCOM: Dell Consulting Services

- You may want to consider Dell Consulting for expert assistance with planning, design, validation and risk mitigation with the deployment of Microsoft System Center Operations Manager (SCOM)
- If you already have the SCOM console in use, but wants assistance with adding SupportAssist for SCOM, simply reach out to your Account Representative and request Remote Consulting Service (RCS).



Thank you

