Dell SupportAssist

Server, Storage and Networking

Overcome IT challenges
With Dell support tools and service

Problem

Growing complexity

Volume and uptime

Workload availability

Solution

simplified case
& dispatch management

proactive and
predictive support

automated & self-
service tools

Result

Result: End-to-end support throughout the IT lifecycle

Experts
Enable organization to scale

Insights
Accelerate results

Ease
Maximize productivity
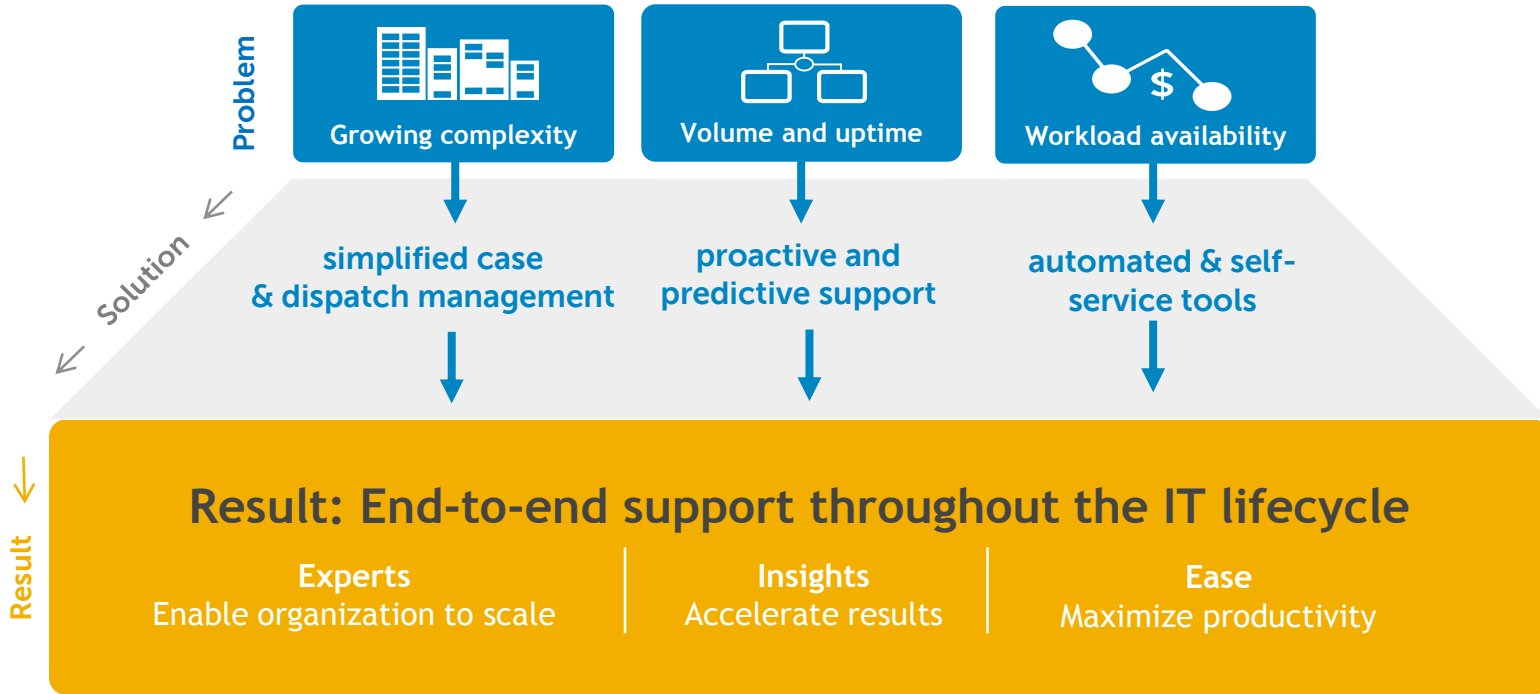
Introducing SupportAssist

"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

Fault occurs → Customer contacts Dell → Verify service contract → Manual case creation → Gather system state → Trouble-shoot → Resolve

Hardware & Software Support

Proactive automated support
Less customer effort and downtime

Fault occurs → Auto case creation → Dell contacts customer → Resolve

Predictive automated support
Avoid failures and downtime

Predict failure → Auto case creation → Dell contacts customer → Resolve

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

	No Console	**Systems Management Consoles**	**Storage Systems Management Consoles**
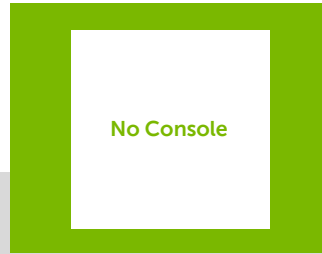
Devices	• Dell servers (9G-13G, up to 20 devices	• OpenManage Essentials (OME)
		  – Dell servers 9G-13G, storage and networking
		  – SNMP configured
		• Microsoft SCOM
		  – Dell servers 9G-13G
			• EqualLogic products
			• SCv2000 series

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
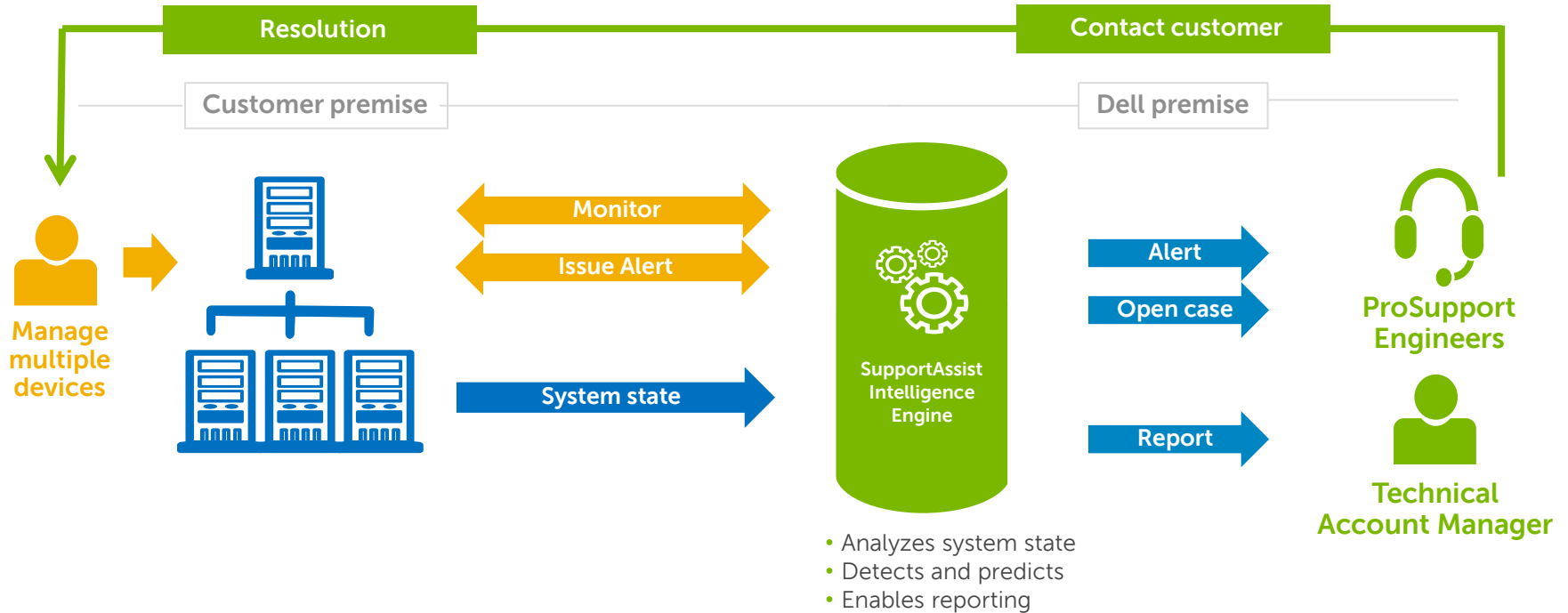
ProSupport Plus reporting – prevention made simple

General environment reporting	Without SupportAssist	With SupportAssist
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	
Total			
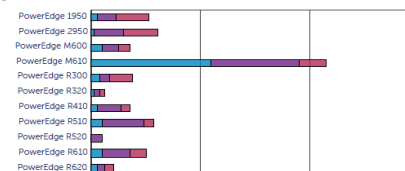
1.4 Firmware Versions

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
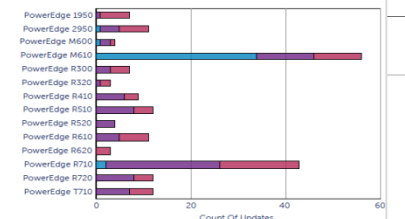
1.3 BIOS Versions

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

Count Of Updates

Recommended ■ Urgent

DELL
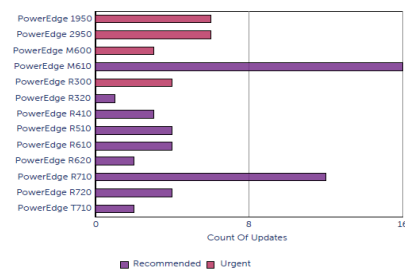
Simple interface

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

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Dell.com/SupportAssistGroup

SupportAssist download links, tutorial videos, manuals and more!

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:

| Dell Rep contacts customer to schedule the service | → | Planning and Design | → | Implementation and Testing | → | Brief Product Orientation Session |

- **Dell Rep contacts customer to schedule the service**
  - Up to 10-business day lead time before delivery starts
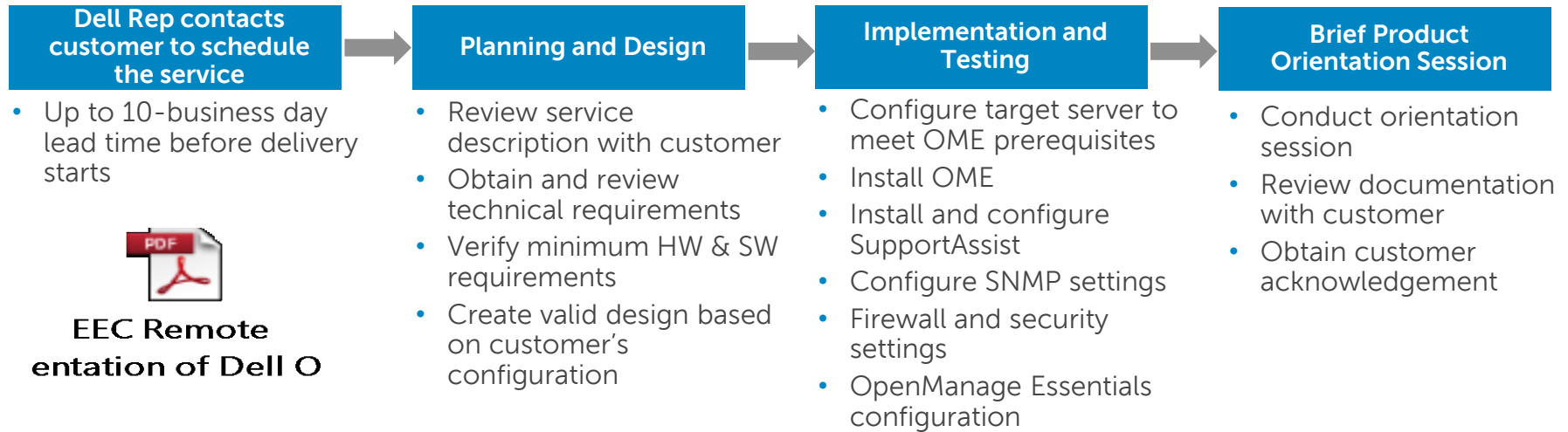
EEC Remote entation of Dell O

- **Planning and Design**
  - Review service description with customer
  - Obtain and review technical requirements
  - Verify minimum HW & SW requirements
  - Create valid design based on customer's configuration

- **Implementation and Testing**
  - Configure target server to meet OME prerequisites
  - Install OME
  - Install and configure SupportAssist
  - Configure SNMP settings
  - Firewall and security settings
  - OpenManage Essentials configuration

- **Brief Product Orientation Session**
  - Conduct orientation session
  - Review documentation with customer
  - Obtain customer acknowledgement

- 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