


# **SupportAssist Version 2.2 for Dell OpenManage Essentials**

## **Quick Setup Guide**



## Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your computer.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

# Getting started with SupportAssist

Dell SupportAssist for OpenManage Essentials automates technical support from Dell for Dell server, storage, and networking devices. SupportAssist integrates with OpenManage Essentials to monitor alerts received from remote devices and automatically opens a support case when a hardware issue is detected.

This document provides instructions on how to monitor a single remote device by using SupportAssist.

**NOTE:** In this document, the term *management server* refers to the server on which you will install OpenManage Essentials and SupportAssist; *remote device* refers to the server that you want SupportAssist to monitor.

To get started, perform the follow tasks sequentially:

1. [Download and install OpenManage Essentials and SupportAssist](#)
2. [Install Server Administrator](#)
3. [Install SNMP Service](#)
4. [Configure SNMP Service](#)
5. [Discover the remote device in OpenManage Essentials](#)
6. [Set up SupportAssist and configure credentials](#)

## Topics:

- [Download and install OpenManage Essentials and SupportAssist](#)
- [Install Server Administrator](#)
- [Install SNMP Service](#)
- [Configure SNMP Service](#)
- [Discover the remote device in OpenManage Essentials](#)
- [Set up SupportAssist and configure credentials](#)
- [Next steps](#)

## Download and install OpenManage Essentials and SupportAssist


1. Log in to the management server.
2. Visit [Dell.com/ome](http://Dell.com/ome).  
The Dell OpenManage Essentials website is displayed.
3. In the **Overview** section, click the link to download OpenManage Essentials and SupportAssist software.  
The **Dell OpenManage Essentials Software Download** page is displayed in a new web browser window.
4. Fill out your details in the form and click **Submit**.  
The **Thank You** page is displayed.
5. Click **Download** and then click **Save**.  
Download of OpenManage Essentials installer package is initiated. Wait until the download of the installer package is completed.
6. Right-click the OpenManage Essentials installer package and click **Run as administrator**.  
The **WinZip Self-Extractor** window is displayed.
7. Click **Unzip**.
8. In the unzip successful prompt, click **OK**.  
The **Dell OpenManage Essentials Install** window is displayed.
9. Ensure that **Dell SupportAssist** is selected. Click **Install**.  
The **Dell OpenManage Essentials Prerequisites** window is displayed.

10. Click **Install All Critical Prerequisites**.
11. In the confirm installation prompt, click **Yes** and wait until the pre-requisites are installed.
12. In the **Dell OpenManage Essentials Prerequisites** window, click **Install Essentials**.
13. In the install Essentials on a local or remote database prompt, click **Yes** and wait until Microsoft SQL Express 2012 is installed.
14. In the **Dell OpenManage Essentials Prerequisites** window, click **Install Essentials**.  
The **Install Wizard for Dell OpenManage Essentials** window is displayed.
15. Click **Next**.  
The **License Agreement** page is displayed.
16. Read the terms, and if you agree to the terms, select **I accept the terms in the license agreement** and click **Next**.  
The **Setup Type** page is displayed.
17. Click **Next**.  
The **Ready to Install the Program** page is displayed.
18. Click **Install**.  
The **Installation Completed** page is displayed.
19. Click **Finish**.  
The OpenManage Essentials home portal is displayed in a new browser window. Simultaneously, the **Welcome to Dell SupportAssist Installer** window is displayed.
20. In the **Welcome to Dell SupportAssist Installer** window, click **Next**.  
The **License Agreement** page is displayed.
21. Read about the data that SupportAssist collects, and select **I Agree**.
22. Read the license agreement, and select **I Agree**.
23. Click **Next** and wait until the installation is complete.
24. Click **Finish**.  
The **SupportAssist Setup Wizard** is displayed in a new web browser window.

## Install Server Administrator

1. Log in to the remote device and download [Dell OpenManage Server Administrator Managed Node Version 8.3](#) for Windows (64-bit).
2. Right-click the OpenManage Server Administrator installer package and select **Run as administrator**.  
The **WinZip Self-Extractor** window is displayed.
3. Click **Unzip**.
4. In the **Unzip successful** prompt, click **OK**.
5. Browse to the C:\Openmanage\windows folder.
6. Right-click the setup file and select **Run as administrator**.  
The **Server Administrator** window is displayed.
7. Click **Install Server Administrator**.  
The install wizard is displayed.
8. Click **Next**.  
The **License Agreement** page is displayed.
9. Read the terms and click **Next**.  
The **Setup Type** page is displayed.
10. Click **Next**.  
The **Ready to Install the Program** page is displayed.
11. Click **Install**.  
The **Install Wizard Completed** page is displayed.
12. Click **Finish**.

## Install SNMP Service

 **NOTE:** The following steps are applicable only to Microsoft Windows Server 2012 or later operating systems. For all other operating systems, skip the following steps and proceed to [3b\) Configuring SNMP Service](#).

1. On the remote device, open **Server Manager**.
2. Click **Manage > Add Roles and Features**.  
The **Add Roles and Features Wizard** is displayed.
3. Click **Next** repeatedly until the **Features** page is displayed.
4. On the **Features** pane, scroll down and click **Remote Server Administrator Tools > Feature Administration Tools > SNMP Tools**, and then click **Next**.
5. Click **Install**.
6. After the installation is complete, click **Close**.

## Configure SNMP Service

1. On the remote device, open a command prompt, type `services.msc` and press Enter.  
The **Services** window is displayed.
2. In the right pane, double-click **SNMP Service**.  
The **SNMP Service Properties** window is displayed.
3. Click the **Traps** tab.
4. In the **Community name** field, type `public` and click **Add to list**.
5. Under **Trap destinations**, click **Add**.  
The **SNMP Service Configuration** window is displayed.
6. In the **Host name, IP or IPX address** field, type the IP address of the server on which OpenManage Essentials is installed, and click **Add**.
7. Click the **Security** tab.
8. Under **Accepted community names**, click **Add**.  
The **SNMP Service Configuration** window is displayed.
9. In the **Community Name** field, type `public` and click **Add**.
10. Select **Accept SNMP packets from any host** and click **Apply**.
11. Click **OK** to close the **SNMP Service Properties** window.
12. In the **Services** window, right-click **SNMP Service** and select **Restart**.

## Discover the remote device in OpenManage Essentials

1. On the management server, double-click the OpenManage Essentials desktop icon.  
OpenManage Essentials opens in a new web browser window.
2. On the menu bar, click **Manage** and then click **Discovery and Inventory** submenu.  
The **Discovery and Inventory** portal is displayed.
3. Click **Add Discovery Range**.  
The **Discovery Wizard Configuration** window is displayed.
4. Select **Guided Wizard** and then click **Finish**.  
The **Discover Devices** wizard is displayed.
5. In the **IP address / range** field, type the IP address of the remote device.
6. Click **Add** and then click **Next**.  
The **Device Type Filtering** page is displayed.
7. Select an appropriate protocol for discovering the remote device.
8. Click **Next** repeatedly until the **Summary** page is displayed.
9. Click **Finish**.  
The **Discovery Range Summary** portal is displayed. The portal displays the status of the device discovery.
10. After the discovery is complete, click the **Devices** menu.  
The **Devices** portal is displayed. The remote device that you discovered is displayed in the **Servers** node of the **All Device** tree in the left pane.

# Set up SupportAssist and configure credentials

1. Open the web browser window where the **SupportAssist Setup Wizard** is displayed.
2. On the welcome page, click **Next**.  
The **Registration** page is displayed.
3. Provide the contact information, select the preferred email language, and click **Next**.  
The **System Credentials** page is displayed.
4. Type the user name and password of a user account that has Administrator rights on the management server, and click **Next**.  
The **Summary** page is displayed.
5. Click **Finish**.  
The SupportAssist **Cases** page is displayed.
6. Click the **Settings** tab.  
The **System Logs** page is displayed.
7. In **Edit Device Type Credentials**, type the user name and password of the remote device.
8. Click **Save Changes**.

## Next steps

You have now installed and configured SupportAssist to monitor a single remote device. To learn more about monitoring Dell server, storage, and networking devices by using SupportAssist, see the following manuals at [Dell.com/ServiceabilityTools](https://Dell.com/ServiceabilityTools):

- *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials User's Guide*
- *Dell SupportAssist Version 2.2 for Dell OpenManage Essentials Support Matrix*
- *Monitoring Dell EqualLogic Storage Arrays Using Dell SupportAssist*
- *Monitoring Dell Networking Switches Using Dell SupportAssist*
- *Monitoring Dell PowerVault MD Series Storage Arrays Using Dell SupportAssist*
- *Monitoring iDRAC Using Dell SupportAssist*

You can also find video tutorials, peer-to-peer questions, user's guides, and other useful information at the community for SupportAssist users at [Dell.com/SupportAssistGroup](https://Dell.com/SupportAssistGroup).