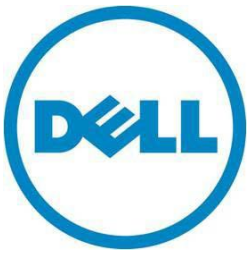
Dell OpenManage Essentials v2.0 - Device support

This Dell technical white paper provides complete details about support for the following Dell devices in OpenManage Essentials: EqualLogic Groups, PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, Dell Networking, KVM, PDU, and UPS.

OME Engineering Team



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Executive summary

This document describes complete support of Dell devices in OpenManage Essentials. The following topics will be covered in this document:

1. Device Discovery/Inventory & Classification
2. Device Health
3. Application Launch
4. Monitoring these Devices (Alerts)
5. Troubleshooting

Introduction

OpenManage Essentials enables users to manage and monitor the discovered Dell EqualLogic Groups, PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, Dell Networking, KVM, PDU, and UPS devices, in addition to the devices supported in the previous version, in a single centralized mode.

Scope

With OpenManage Essentials users can perform discovery and inventory to manage devices present in their network. The scope of this document is limited to complete support of Dell EqualLogic Groups, PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, Dell Networking, KVM, PDU, and UPS devices in OpenManage Essentials.

Pre-requisites

OpenManage Essentials can discover and receive alerts from Dell EqualLogic Groups, PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, Dell Networking, KVM, PDU, and UPS devices using SNMP protocol. SNMP protocol versions V1 and V2 are supported as of now. User has to configure the SNMP protocol on all the target devices and set the management station IP address to the system where OpenManage Essentials is installed. Also, the same IP address must be mentioned for SNMP trap receiver for that device. Although these settings are not required on all these devices, it is recommended to check for the SNMP configuration before performing discovery/inventory. The “Troubleshooting” section provides guidance on how to make sure that a target device is configured correctly to be managed by OpenManage Essentials.

Protocol Support

OpenManage Essentials uses SNMP protocol for discovering Dell EqualLogic Groups, PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, Dell Networking, KVM, PDU, and UPS devices. Receipt of SNMP traps/alerts is also well supported for these devices in OpenManage Essentials.

Device Discovery/Inventory & Classification

The process for discovering a Dell EqualLogic Groups, PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, Dell Networking, KVM, PDU, or UPS through OpenManage Essentials is as follows:

1. Launch Open Manage Essentials.
2. Navigate to Manage → Discovery and Inventory.
3. Click “Add Discovery Range” on the left pane.
4. Enter the IP address / Host name and subnet mask and click “Add”.

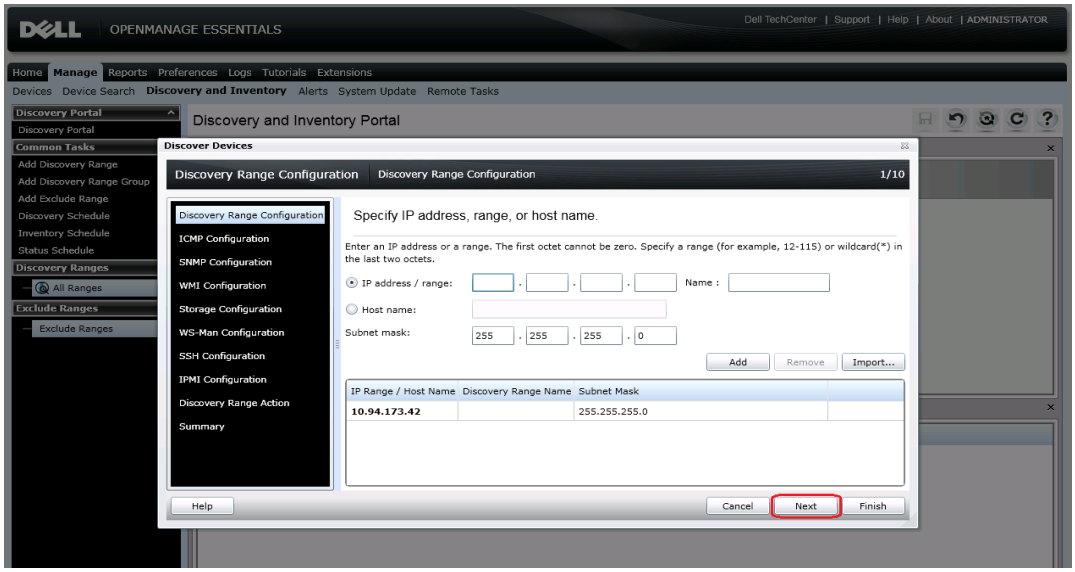

Figure 1: Discovery Range Configuration

5. Click “Next”.
6. ICMP Configuration: click “Next”.

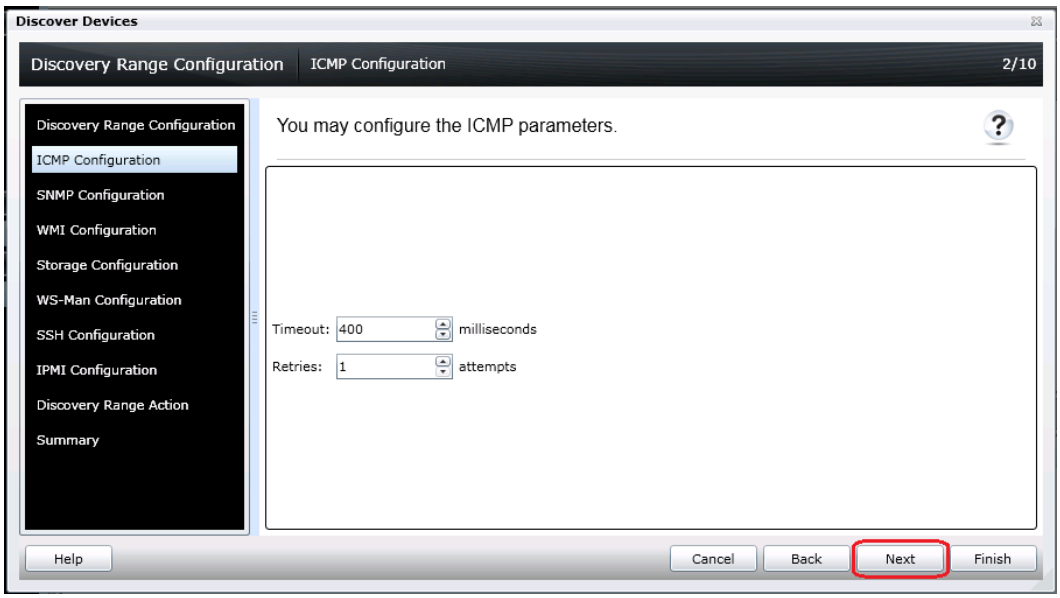

Figure 2: ICMP Configuration

7. SNMP Configuration: Modify "Get community" field if other than "public" and then click "Finish".

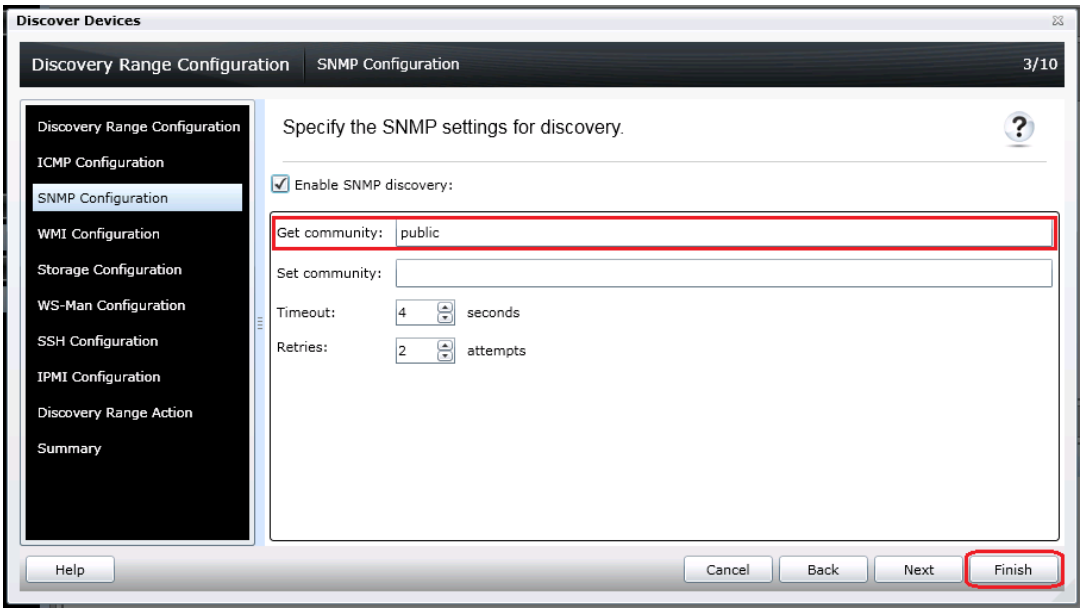

Figure 3: SNMP Configuration

Classification

Dell EqualLogic Groups

Dell EqualLogic groups are classified under All Devices → Storage Devices → Dell EqualLogic Groups in the tree on the left side. A discovered Dell EqualLogic Group will be represented as shown in the following figure.

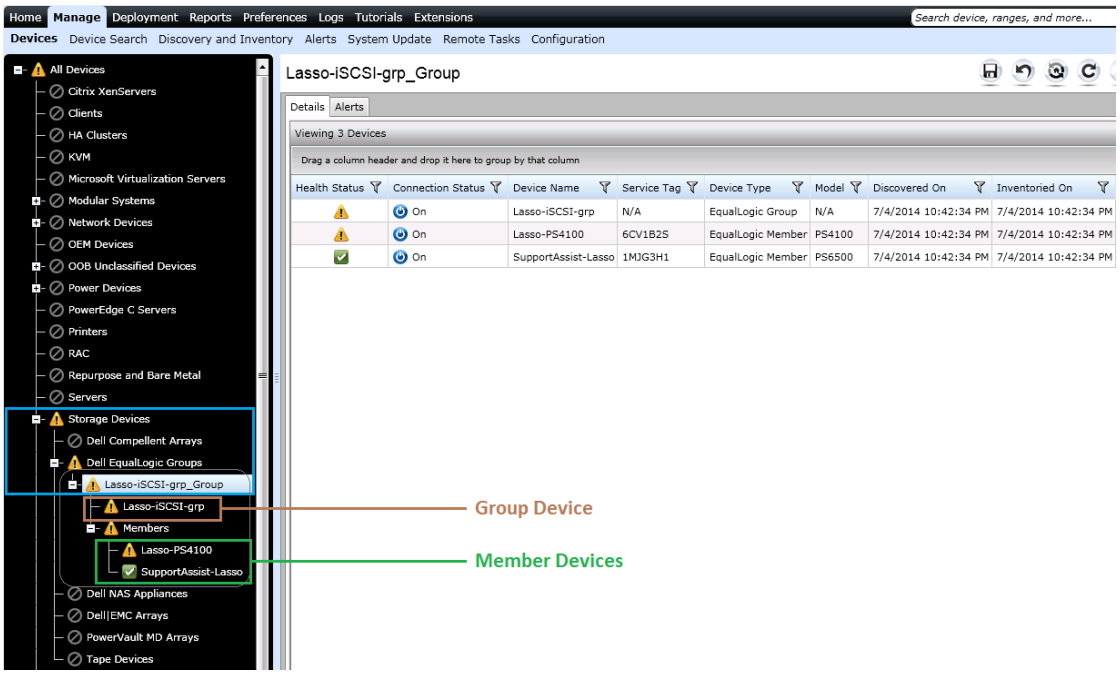

Figure 4: Dell EqualLogic Group Representation

Dell EqualLogic storage is no longer represented as a single device, instead, it is represented as a group, where:

- The Group Device holds group level data.
- The Member Device holds member specific data.

Dell EqualLogic groups are auto generated during the discovery process and get cleaned up automatically when either the Group Device or the corresponding Discovery Range is deleted. Every discovered Dell EqualLogic group will have one Group Device and multiple Member Devices depending on the number of enclosures added to the group.

Group Device Tables and Data

The following tables will be shown as part of the inventory details page for the EqualLogic Group device:

- Device Summary – Model and Service Tag will be shown as N/A for the EqualLogic Group device.
- Data Sources – Shows group-level health status and other details.
- NIC Information – Lists only EqualLogic Management and Storage Group IP addresses.
- Storage Group Information – Information about the storage group.
- EqualLogic Volume Information – Lists the volumes created under the group.

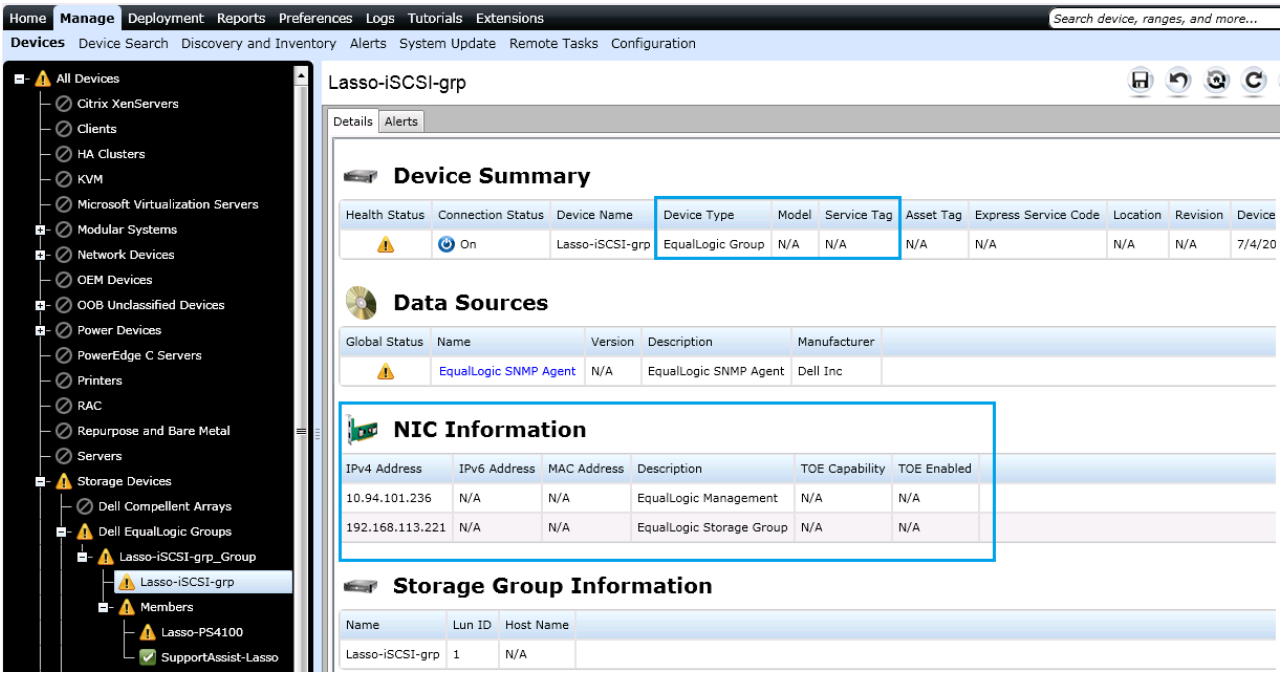

Figure 5: Dell EqualLogic Group Device Inventory I

Member Device Tables and Data

The following tables will be shown as part of the inventory details page for the EqualLogic Member device:

- Device Summary – Shows the member-specific model and Service Tag.
- Data Sources – Shows the member-specific health status and other details.
- NIC Information – Lists only the member-specific IP addresses.

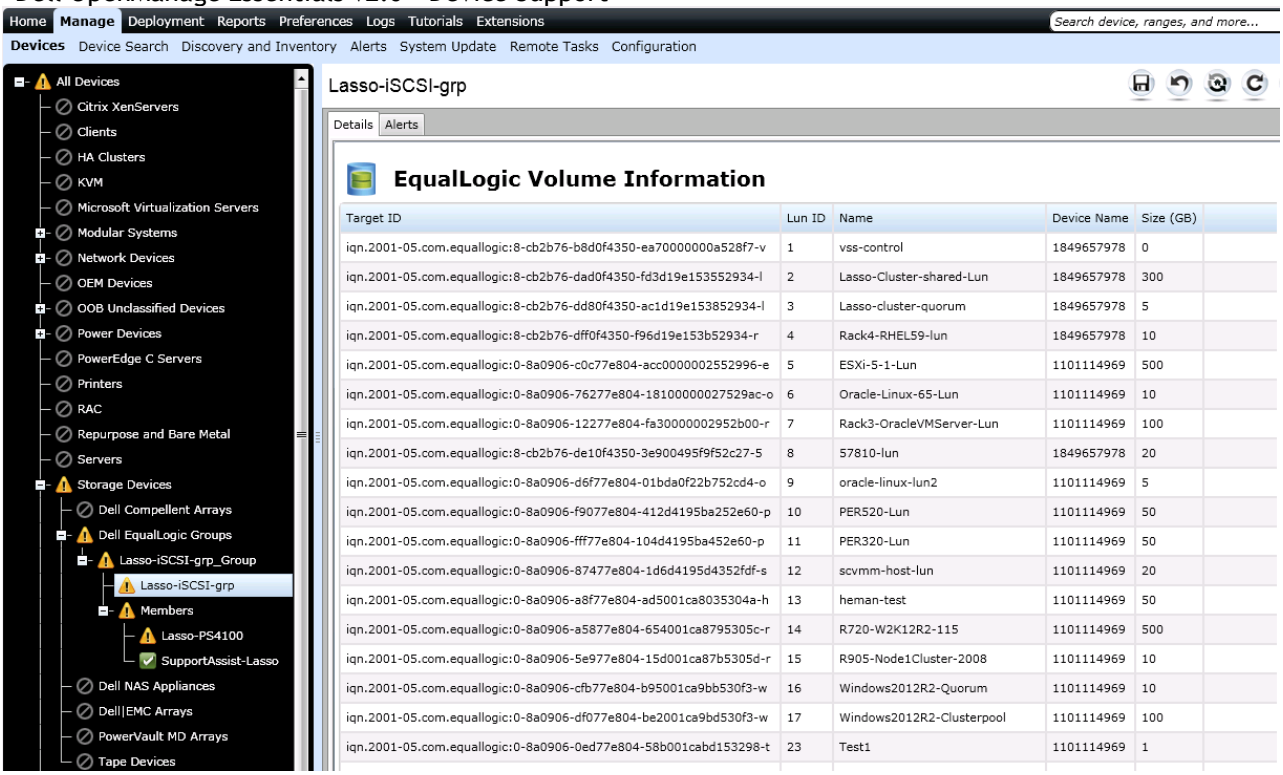

Figure 6: Dell EqualLogic Group Device Inventory II

- Controller Information – Lists the controllers associated to the selected member.
- Enclosure Information – Lists more details about the selected member.
- Physical Disk Information – Lists the disks residing in the selected member enclosure.

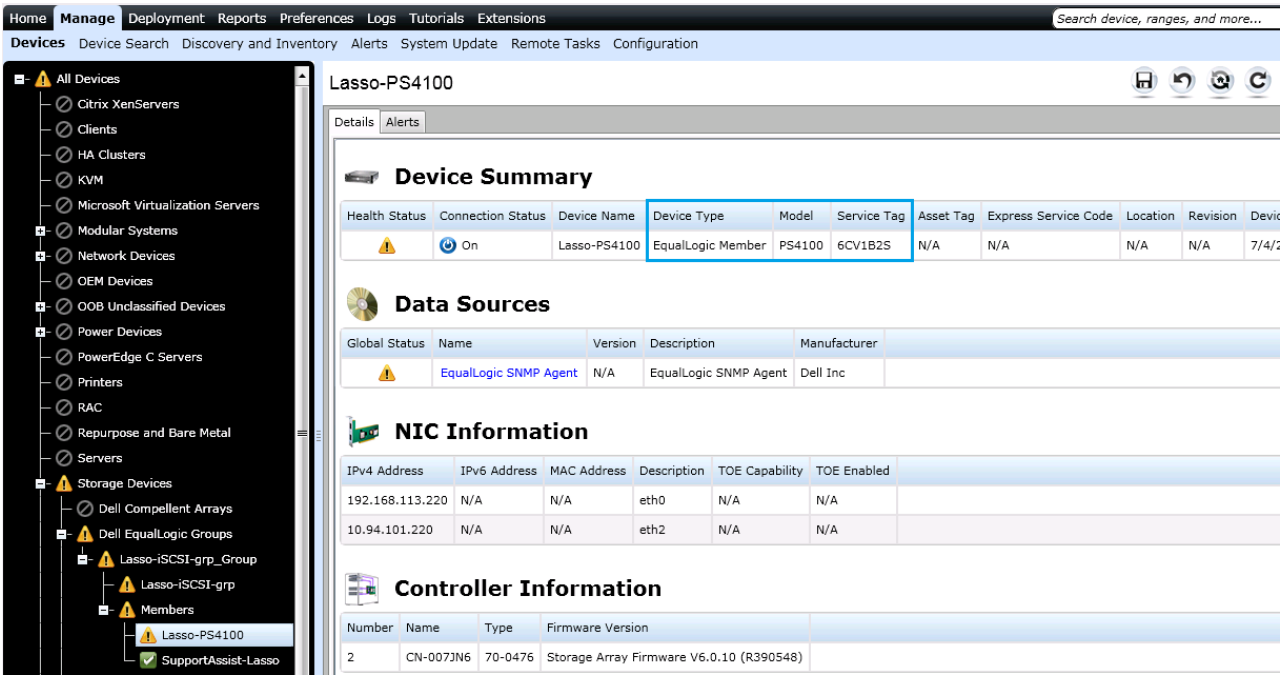

Figure 7: Dell EqualLogic Member Device Inventory I

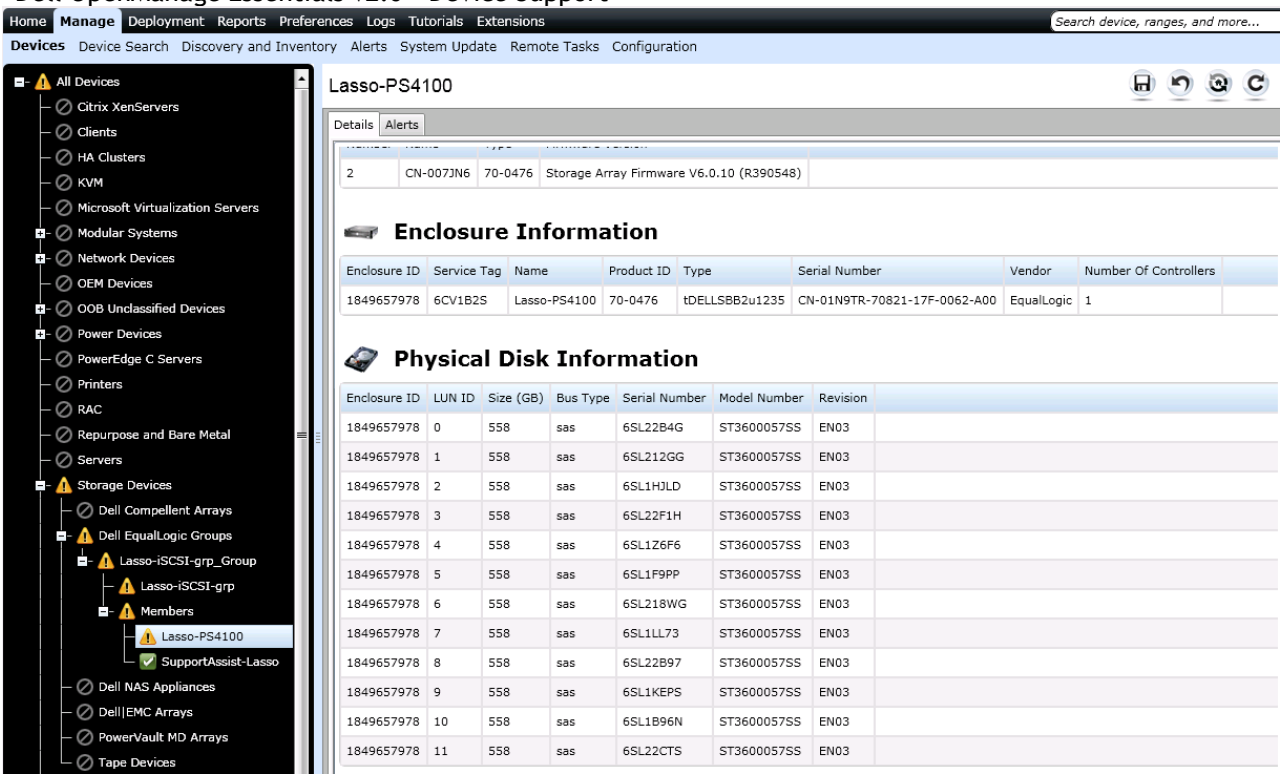

Figure 8: Dell EqualLogic Member Device Inventory II

Supported Actions For Dell EqualLogic Group

Below table lists the supported actions and their behavior for Dell EqualLogic Groups.

Table 1: Dell EqualLogic Group - Supported actions

Action	Group Device	Member Device
Application Launch	Dell EqualLogic Console	View and renew warranty Dell EqualLogic Console
Refresh Inventory	Updates inventory for the entire group. Re-creates any deleted members.	Updates inventory for the entire group. Re-creates any deleted members.
Refresh Status	Updates status for the entire group including all members.	Updates status for the entire group including all members.
Add to New Group	Supported.	Supported.
Ignore All Alerts from Device	Ignores all alerts coming from the EqualLogic Group device only.	Ignores all alerts coming from the selected member only.
Exclude	Supported.	Not Supported.
Delete	Deletes the entire group including all members.	Deletes only the selected member.

Event Association For Dell EqualLogic Group

Dell EqualLogic member SNMP alerts are associated at member device level and not at the group device level. Alerts tab for EqualLogic Member device will list all the alerts received from the selected member as shown in the following figures.

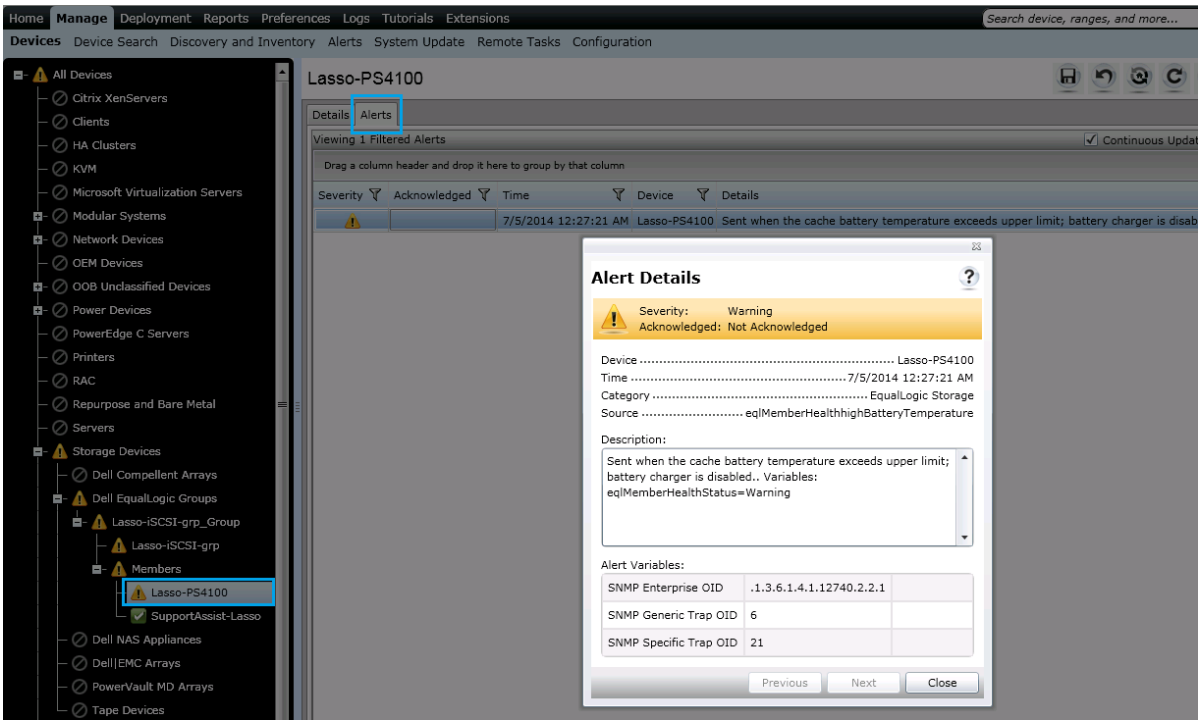

Figure 9: Dell EqualLogic Member Event Association I

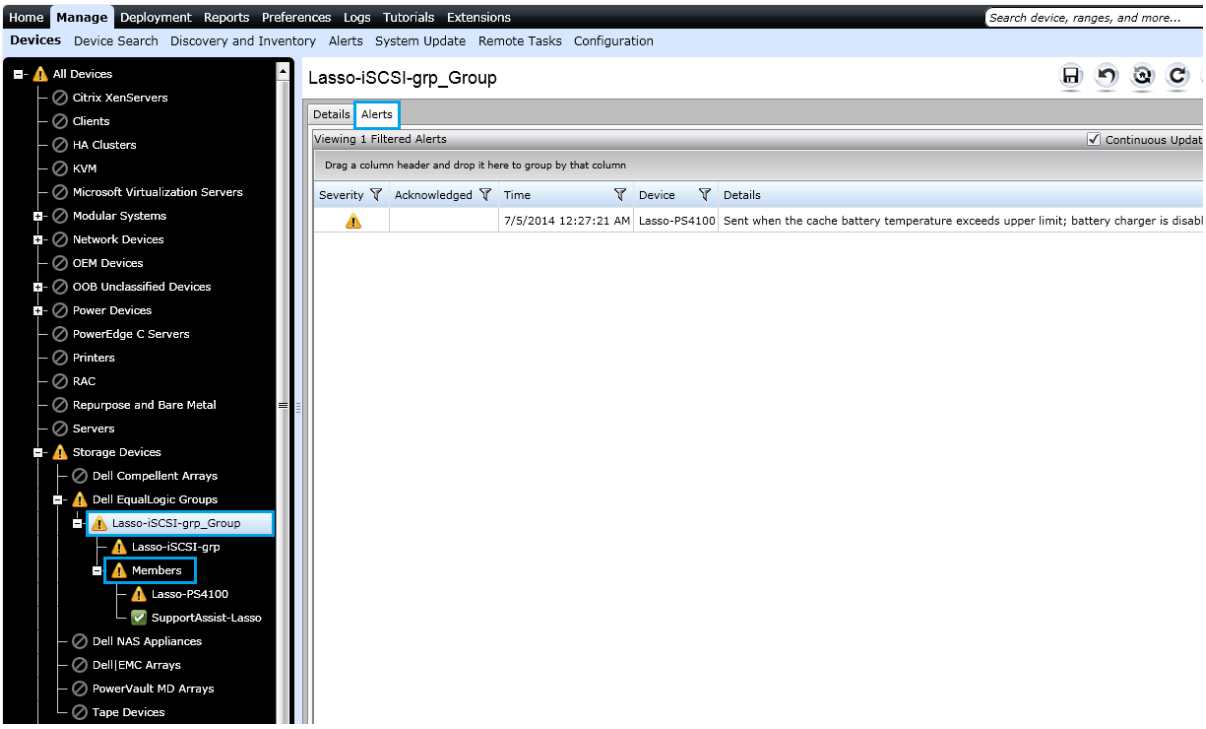

Figure 10: Dell EqualLogic Member Event Association II

Recommendations For Dell EqualLogic Group discovery

The following are highly recommended for proper support of Dell EqualLogic Groups in OpenManage Essentials:

- After upgrade from previous versions of OpenManage Essentials, it is mandatory to perform re-discovery of all the discovered Dell EqualLogic devices to have proper functionality.
- It is recommended to discover Dell EqualLogic storage arrays using the Group Management IP or Storage Group IP only, and not include any of the member IPs in the discovery range configuration.

Note: The back-end Dell EqualLogic storage of a FS7500/FS7600/FS7610 NAS setup will be classified as Dell EqualLogic Groups instead of Dell NAS Appliances in OpenManage Essentials.

Dell PowerVault NX3500

Dell PowerVault NX3500 devices are classified under All Devices → Storage Devices → Dell NAS Appliances in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in the following figure.

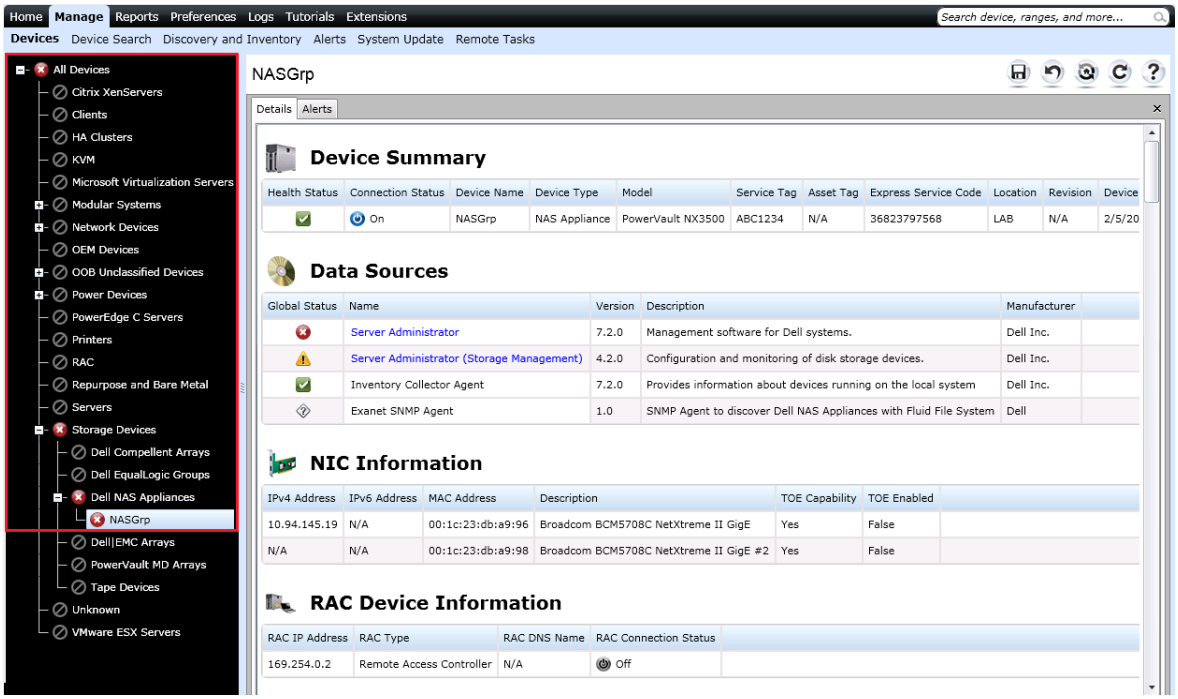

Figure 11: Dell PowerVault NX3500 Classification and Inventory

Supported Models

OpenManage Essentials currently supports Dell PowerVault NX3500 device.

Note:

For Dell PowerVault NX3500 NAS appliance, discovery/inventory and alerts/traps support is provided only for the solutions with Dell Fluid File System (FluidFS) V1 with OpenManage Server Administrator (OMSA) services running on the nodes. This is the default setting for any node with FluidFS V1. The Appliance Node Information table will list out the applicable details regarding the nodes present in the NAS solution. Rest of the inventory details will match the standard Dell PowerEdge Server inventory in OpenManage Essentials.

Dell SonicWALL Firewall

Dell SonicWALL Firewall devices are classified under All Devices → Network Devices → Network Appliances in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in the following figure.

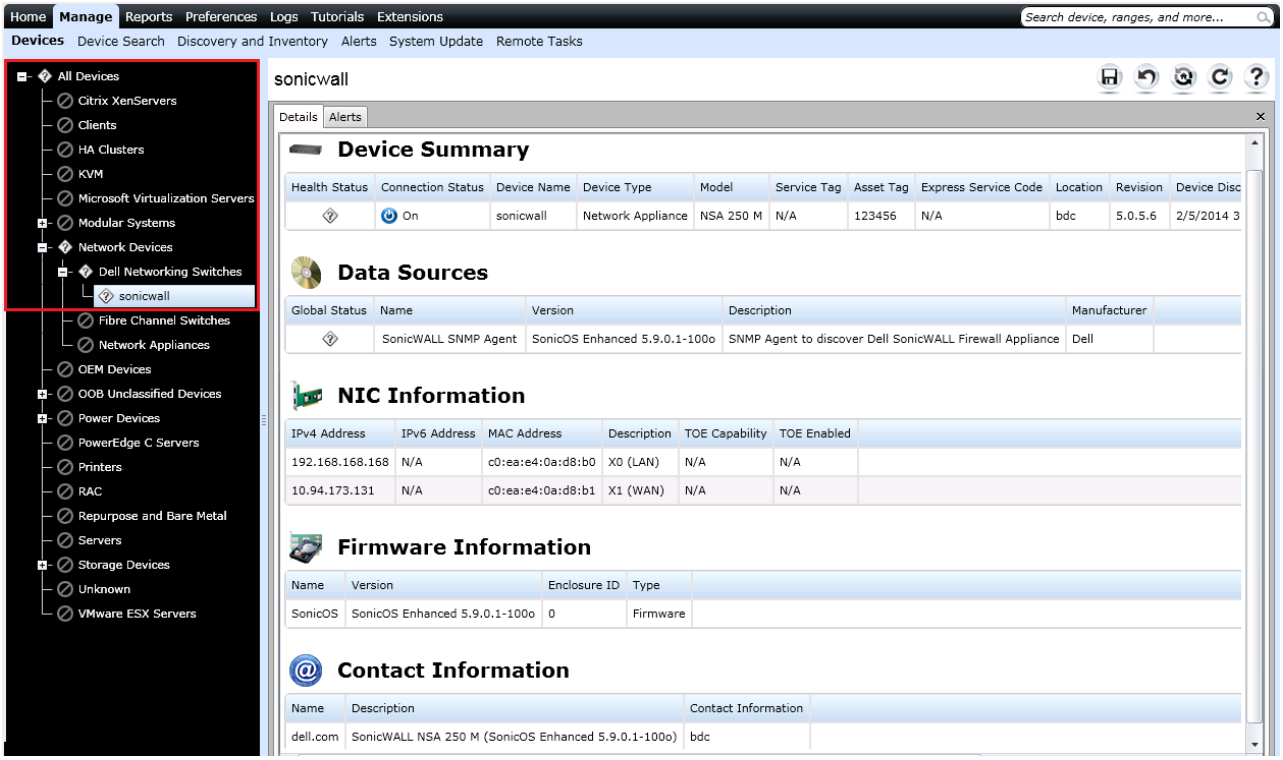

Figure 12: Dell SonicWALL Firewall Classification and Inventory

Supported Models

OpenManage Essentials currently supports Dell SonicWALL NSA 250M Firewall device.

Note:

Global health status for SonicWALL Firewall devices will always be shown as 'Unknown' in OpenManage Essentials. This is because the SonicWALL SNMP agent does not report device health through its Management Information Base (MIB). SonicWALL SNMP agent runs on SonicOS, which is also available on following platforms:

- TZ 100/100W, TZ 105/105W, TZ 200/200W, TZ 210/210W, and TZ 215/215W
- NSA 220/220W, NSA 240, and NSA 250M/250MW
- NSA 2400/2400MX, NSA 3500, NSA 4500, and NSA 5000
- E-Class NSA E5500, E6500, E7500, E8500, and E8510

Since the above listed models run the same firmware, they may also be classified in OpenManage Essentials similar to NSA 250M.

Dell PowerConnect W-Series

Dell PowerConnect W-Series devices are classified under All Devices → Network Devices → Dell Networking Switches in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in the following figure.

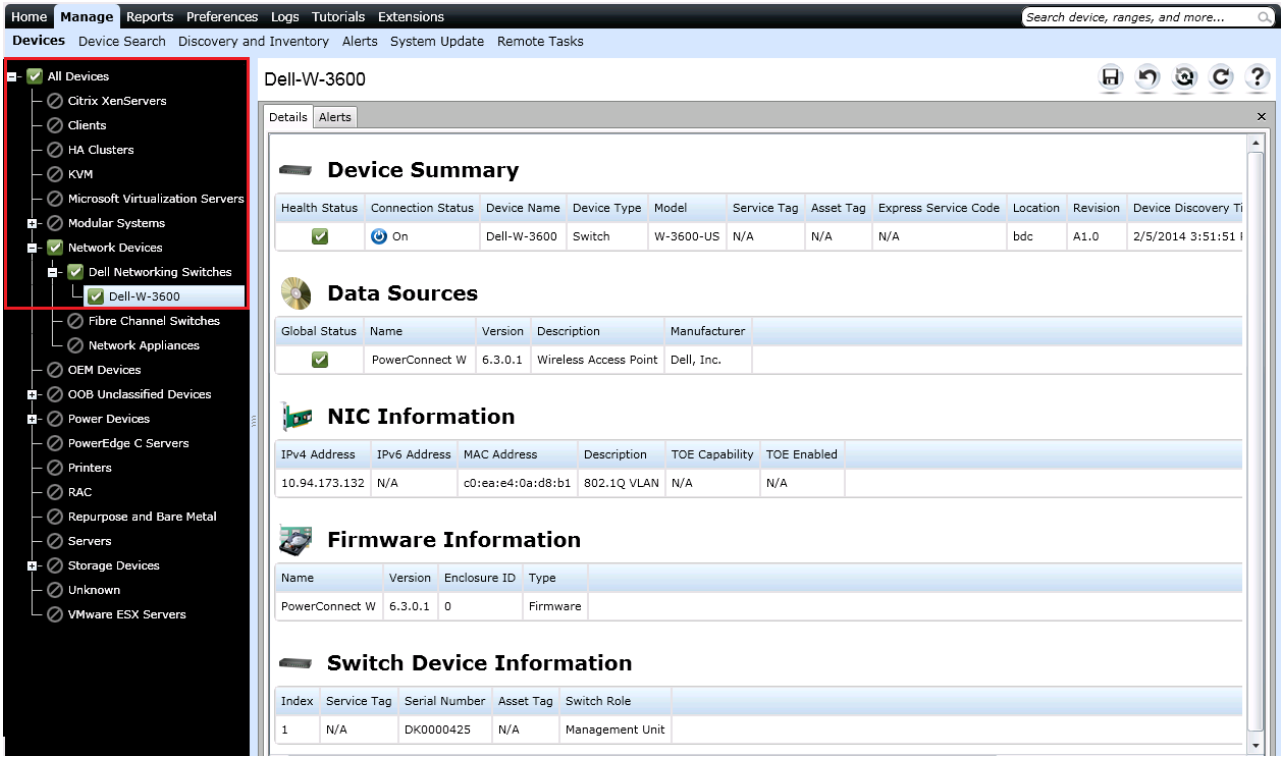

Figure 13: Dell PowerConnect W-Series Classification and Inventory

Supported Models

OpenManage Essentials currently supports following Dell PowerConnect W-Series devices: W-3200, W-3600, W-6000 M3, W-650, W-7210, W-7220, and W-7240.

Note:

PowerConnect W-Series devices will report only Normal or Critical (for active or inactive controllers) global health status in OpenManage Essentials. It is recommended to have ArubaOS version 6.3 or later installed on the mobility controllers for proper discovery and classification in OpenManage Essentials.

Brocade Fibre Channel

Brocade Fibre Channel devices are classified under All Devices → Network Devices → Fibre Channel Switches in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in Figure 14.

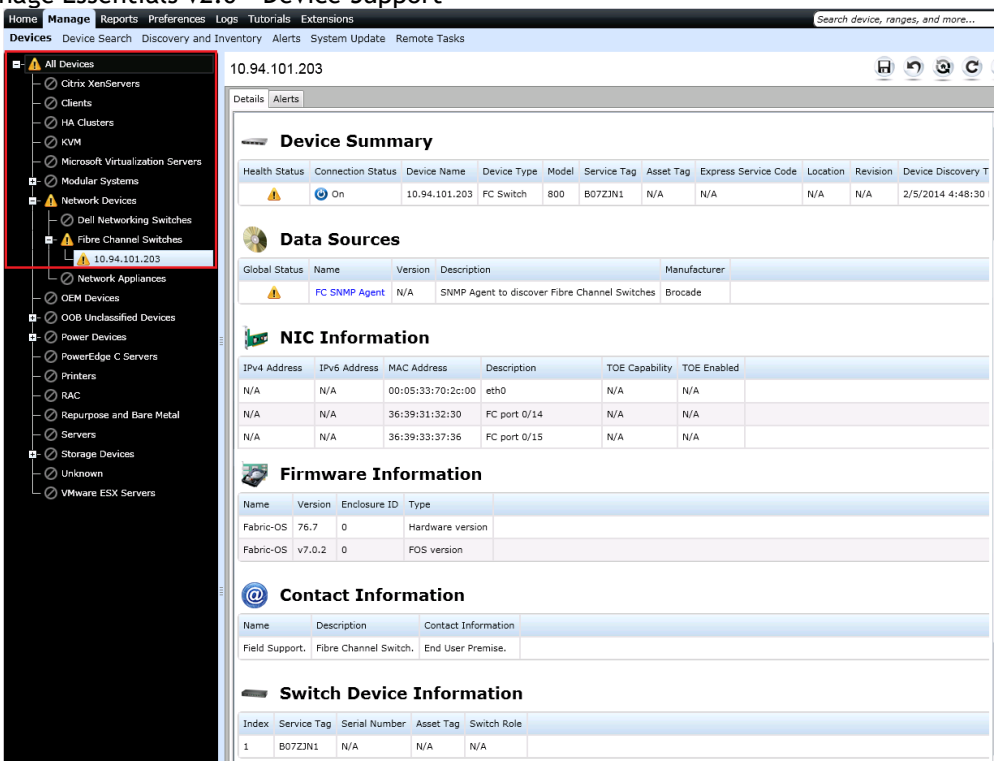

Figure 14: Brocade Fibre Channel Classification and Inventory

Supported Models

OpenManage Essentials currently supports following Brocade Fibre Channel devices: 200E, 300, 4424, 5100, 5300, 6505, 6520, 8000, 8424-K, M5424, and M6505.

Dell Compellent

Dell Compellent devices are classified under All Devices → Storage Devices → Dell Compellent Arrays in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in the following figures.

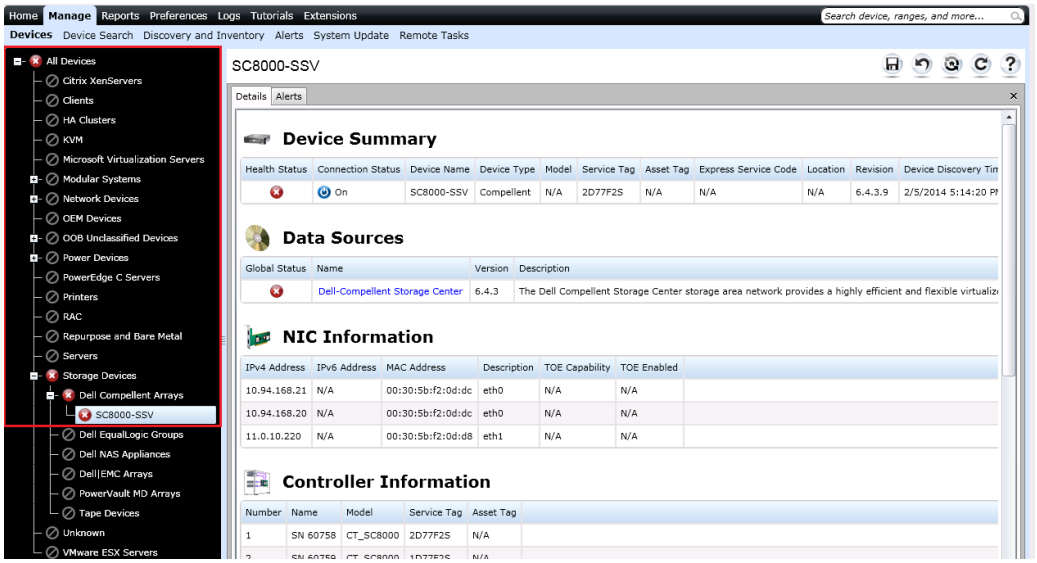

Figure 15: Dell Compellent Classification

Details | Alerts

Device Summary

Health Status	Connection Status	Device Name	Device Type	Model	Service Tag	Asset Tag	Express Service Code	Location	Revision	Device Discovery Tim
	On	SC8000-SSV	Compellent	N/A	2D77F2S	N/A	N/A	N/A	6.4.3.9	2/5/2014 5:14:20 PM

Data Sources

Global Status	Name	Version	Description
	Dell-Compellent Storage Center	6.4.3	The Dell Compellent Storage Center storage area network provides a highly efficient and flexible virtualiz

NIC Information

IPv4 Address	IPv6 Address	MAC Address	Description	TOE Capability	TOE Enabled
10.94.168.21	N/A	00:30:5b:f2:0d:dc	eth0	N/A	N/A
10.94.168.20	N/A	00:30:5b:f2:0d:dc	eth0	N/A	N/A
11.0.10.220	N/A	00:30:5b:f2:0d:d8	eth1	N/A	N/A

Controller Information

Number	Name	Model	Service Tag	Asset Tag
1	SN 60758	CT_SC8000	2D77F2S	N/A
2	SN 60759	CT_SC8000	1D77F2S	N/A

Enclosure Information

Channel Number	Enclosure ID	Name	Product ID	Type	SCSI ID	Asset Name	Asset Tag	Service Tag	Serial Number	Part Number	Bac
N/A	1	Enclosure - 1	N/A	SAS_EBOD_6G	N/A	N/A	N/A	N/A	N/A	EN-SASX6X24	N/A

Physical Disk Information

Enclosure ID	Disk Number	Name	Size (GB)	Serial Number	Model Number	Revision	Vendor
1	1	01-03	146	6XM0N50Z0000B24591U8	SEAGATE ST9146853SS	XRY2	SEAGATE
1	2	01-12	146	6XM0N6S00000B244D3KZ	SEAGATE ST9146853SS	XRY2	SEAGATE
1	3	01-04	146	6XM0N67C0000B245AK5F	SEAGATE ST9146853SS	XRY2	SEAGATE
1	4	01-02	146	6XM0N6QV0000B245AS49	SEAGATE ST9146853SS	XRY2	SEAGATE
1	5	01-08	146	6XM0N6B10000B245AMLX	SEAGATE ST9146853SS	XRY2	SEAGATE
1	6	01-01	146	6XM0N6JX0000B245AQC3	SEAGATE ST9146853SS	XRY2	SEAGATE
1	7	01-07	146	6XM0N6EA0000B245AJH3	SEAGATE ST9146853SS	XRY2	SEAGATE
1	8	01-11	146	6XM0N6TF0000B244CGGA	SEAGATE ST9146853SS	XRY2	SEAGATE
1	9	01-06	146	6XM0N6AK0000B245AM85	SEAGATE ST9146853SS	XRY2	SEAGATE
1	10	01-09	146	6XM0N6AR0000B245AM8Y	SEAGATE ST9146853SS	XRY2	SEAGATE
1	11	01-05	146	6XM0N6BB0000B245AMML	SEAGATE ST9146853SS	XRY2	SEAGATE
1	12	01-10	146	6XM0LSG70000M2448B1H	SEAGATE ST9146853SS	XRY2	SEAGATE

Figure 16: Dell Compellent Inventory Details

Supported Models

OpenManage Essentials currently supports Dell Compellent SC8000 device.

Note:

The “Device summary” and “Enclosure Information” tables will show the service tag in the “Service Tag” column only if the Dell Compellent device is running with firmware version 6.4.1 or later. If the firmware version is earlier than 6.4.1, the “Service Tag” column will show “N/A”. The firmware version can be located under the “Agent Version” column of the “Data Sources” table as highlighted in Figure 16. Users are suggested to update all their target devices with the latest firmware available.

Dell Networking

Dell Networking devices are classified under All Devices → Network Devices → Dell Networking Switches in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in the following figure.

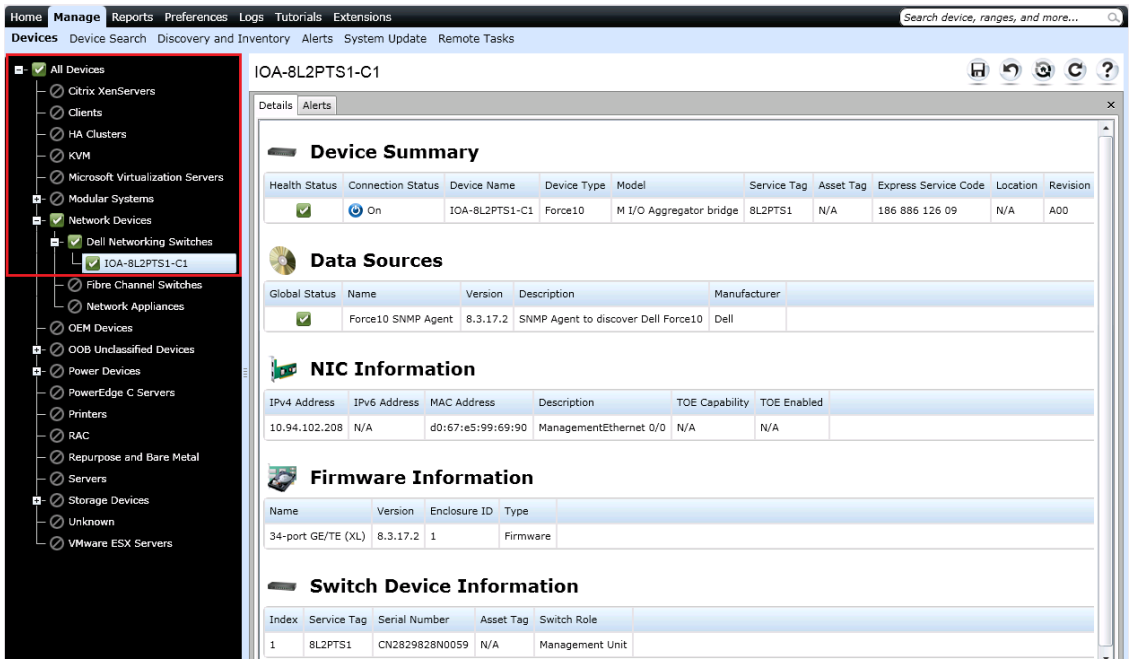

Figure 17: Dell Networking Classification and Inventory

Supported Models

OpenManage Essentials currently supports following Dell Networking Switches:

Table 2: Minimum firmware version that supports the display of Service Tag of Dell Networking devices

Dell Networking Model	Minimum Firmware Version
C-Series	8.4.2.7
E-Series (ExaScale)	8.4.1.5
E-Series (TeraScale)	8.4.2.7
S25, S50	8.4.2.7
S55	8.3.5.3
S60	8.3.3.8
S4810	8.3.12.0
S4820T	8.3.19.0
S5000	9.0.1.3
S6000	9.0.2.0
M-Series	8.3.16.1
Z-Series	9.0.0.0

Note:

Device type for the entire portfolio of Dell switches will be shown as Dell Networking (this does not include Brocade Fiber Channel switches). This behavior is irrespective of whether the firmware on the switch device has been upgraded to the rebranded one or not.

Note:

The "Device summary" and "Switch Device Information" tables will show the service tag in the "Service Tag" column only if the Dell Networking device is running with the supported firmware versions or later. Refer Table 2 for firmware versions supporting service tag for corresponding Dell Networking models. If the firmware version is earlier than those listed in Table 2, the "Service Tag" column will show "N/A." The firmware version can be located under the "Version" column of the "Firmware Information" table.

Dell KVM

Dell KVM devices are classified under All Devices → KVM in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in the following figure.

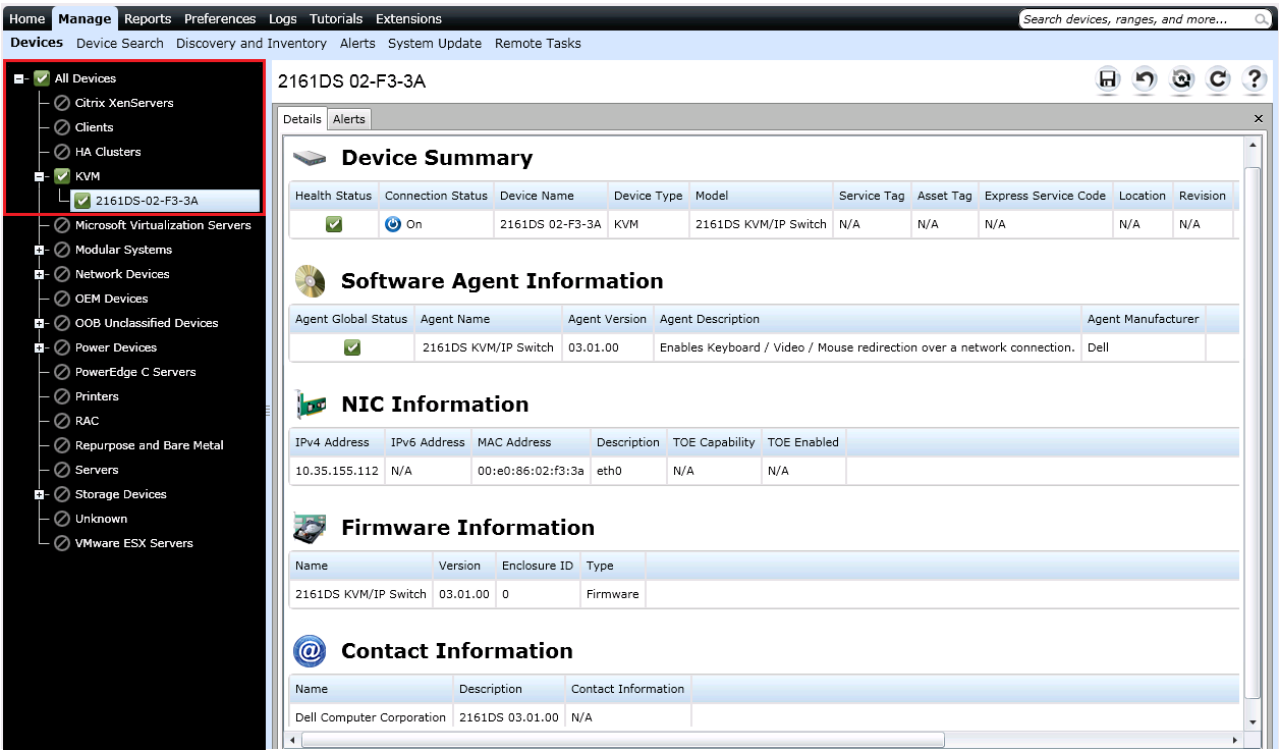

Figure 18: Dell KVM Classification and Inventory

Supported Models

OpenManage Essentials currently supports the following Dell KVM devices: 4161DS, 1082DS, 2161DS, 2161DS-2, 2162DS, 2321DS, and 4332DS.

Note:

It is recommended to have latest firmware (version 1.16) installed on the KVM device to properly discover and classify it in OpenManage Essentials.

Dell PDU

Dell PDU devices are classified under All Devices → Power Devices → PDU in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in Figure 19.

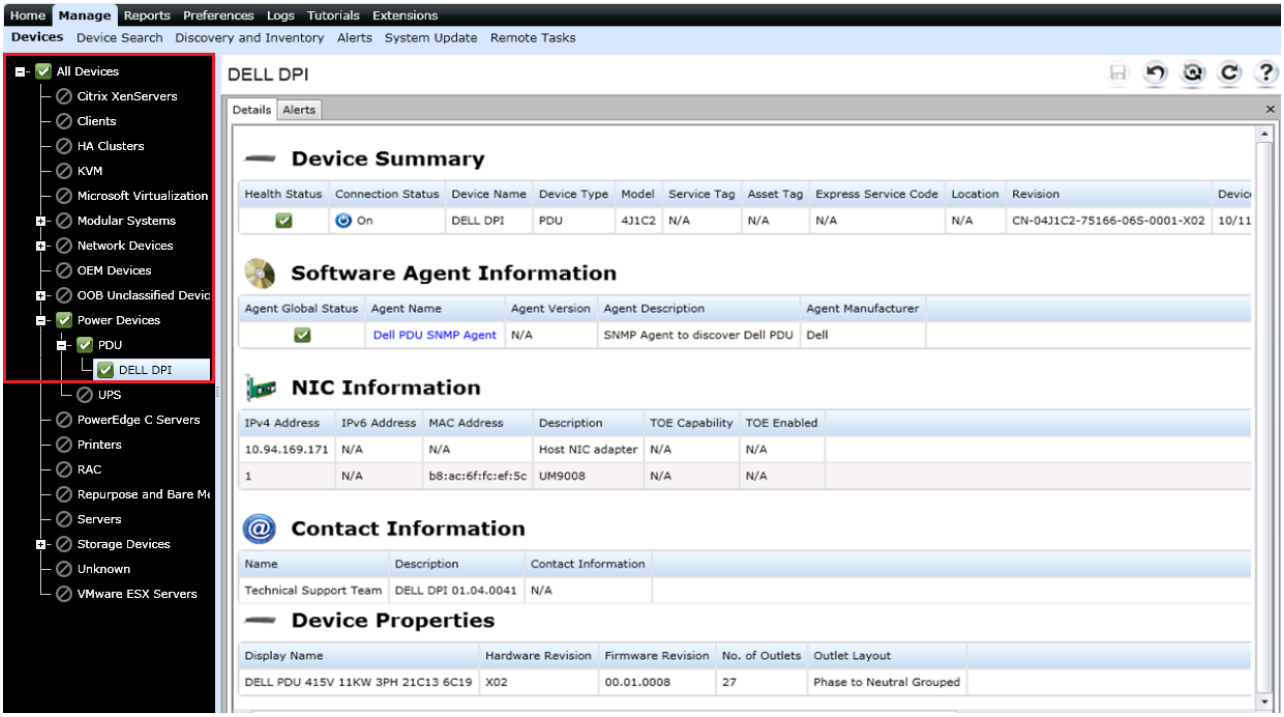

Figure 19: Dell PDU Classification and Inventory

Supported Models

OpenManage Essentials currently supports following Dell PDU devices:

- Managed Rack PDU: K538N, G756N, H544N, J523N, and K539N.
- Metered Rack PDU: 1X98J, 7P35N, 09FG8, 4J1C2, XX5T6, RXKCH, K5YYY, 2CM2K, C0G4D, G728N, J519N, K535N, G740N, H534N, J520N, K536N, G744N, J521N, and 6809.

Dell UPS

Dell UPS devices are classified under All Devices → Power Devices → UPS in the tree on the left side. User can click the discovered device to see all the inventoried tables as shown in the following figure.

Supported Models

OpenManage Essentials currently supports the following Dell UPS devices: 1000T HV, 4200R HV, 1920T LV, 1920T HV, 500T LV, 500T HV, 1000R LV, 1000R HV, 1920R LV, 1920R HV, 2700R/T LV, 2700R/T HV, 2700R/T HV-US, 2700R Telco LV, 2700R Telco HV-US, 2700R Telco HV, 3750R HV-US, 3750R HV, 4200R HV-US, 4200R HV, 5600 LI HV-US, 5600 LI HV, 5600R OL HV-US, and 5600R OL HV.

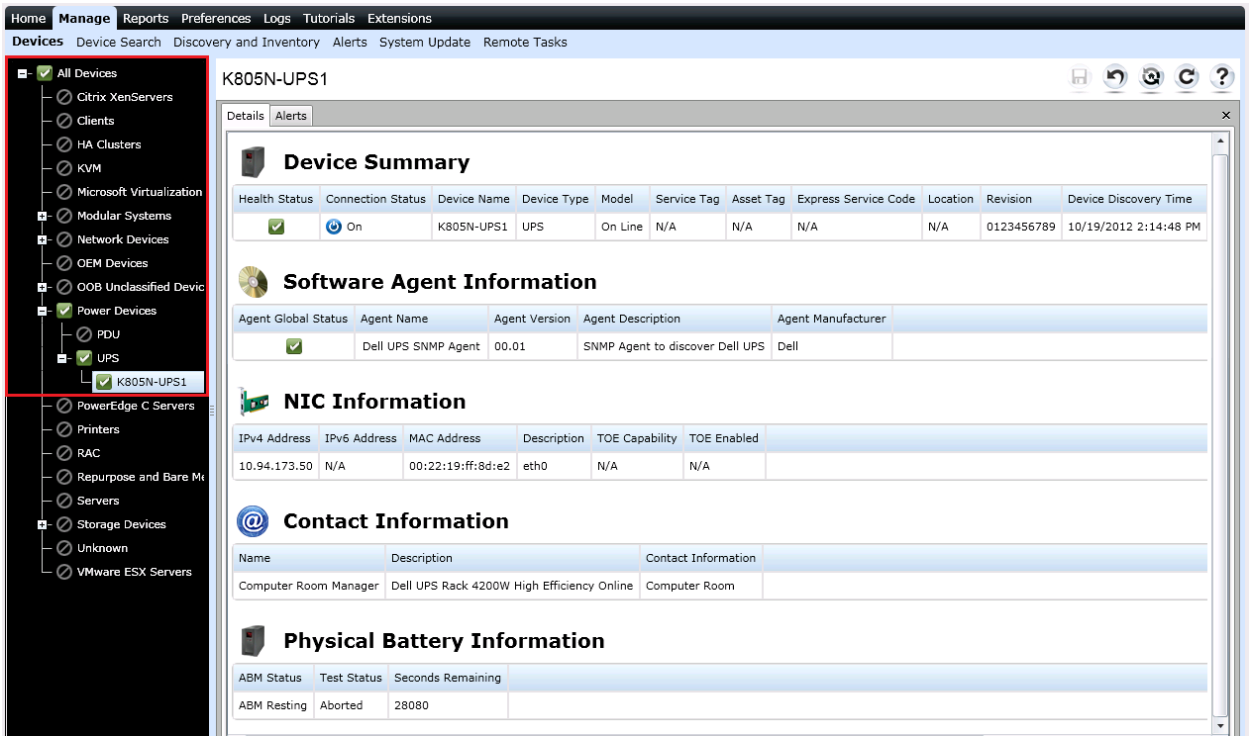

Figure 20: Dell UPS Classification and Inventory

Device Health

Health status reflects the overall health of the device contributed by their SNMP agent. The health status can be Critical, Warning, Normal or Unknown. Please refer to the Table 3 for more details:

Table 3: Device Health Symbols

Symbol	Description
	Indicates that a device is critical and requires attention. This information is rolled up to the parent device type. For example if a PDU is in critical state and requires attention the same symbol is assigned to the parent device type, i.e. Power Devices. Critical health state is given the highest priority. That is, in a group, if different devices are in different states, and if one device is in critical state, then the state of the parent device type is set to critical.
	Indicates that there is a deviation from the expected behavior, but the device is still manageable.
	Indicates that the device is working as expected.
	Indicates the device does not have proper instrumentation or proper protocol was not used to discover the device.

Warranty Information support

OpenManage Essentials v2.0 supports device warranty information through the Warranty Information report. Users can also view and renew warranty on the Warranty Information report page. This warranty information is collected at run time from Dell Support site by providing corresponding service tag of the hardware.

Warranty information is based on the service tag and is available for Dell EqualLogic Groups, Dell PowerVault NX3500, Brocade Fibre Channel, Dell Compellent, and Dell Networking devices. Warranty information is not available for Dell SonicWALL Firewall, PowerConnect W-Series, KVM, PDU, and UPS devices. The warranty report can be viewed by navigating to Reports → Warranty Information as shown in Figure 16.

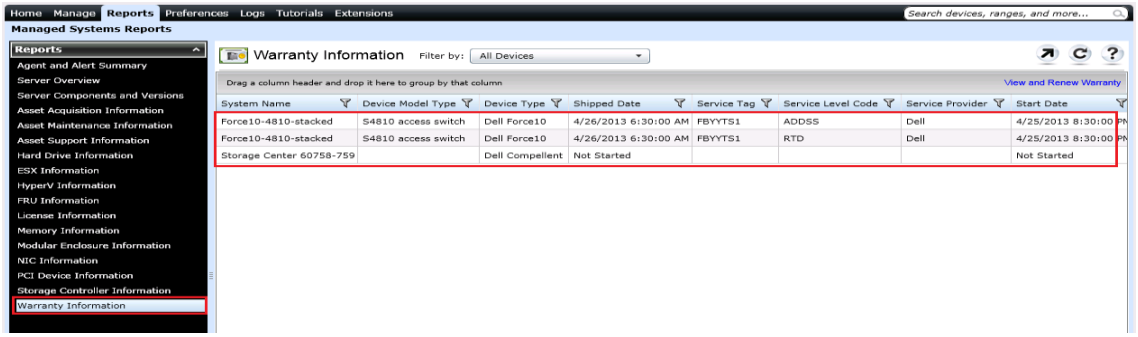

Figure 21: Warranty Information

Application Launch

Application launch provides a right-click action menu item on the discovered device to launch 1×1 console or application. OpenManage Essentials provides the capability to launch and navigate to the device-specific console for Dell EqualLogic Groups, PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, KVM, PDU, and UPS. Application launch action can be performed as shown in the following figure.

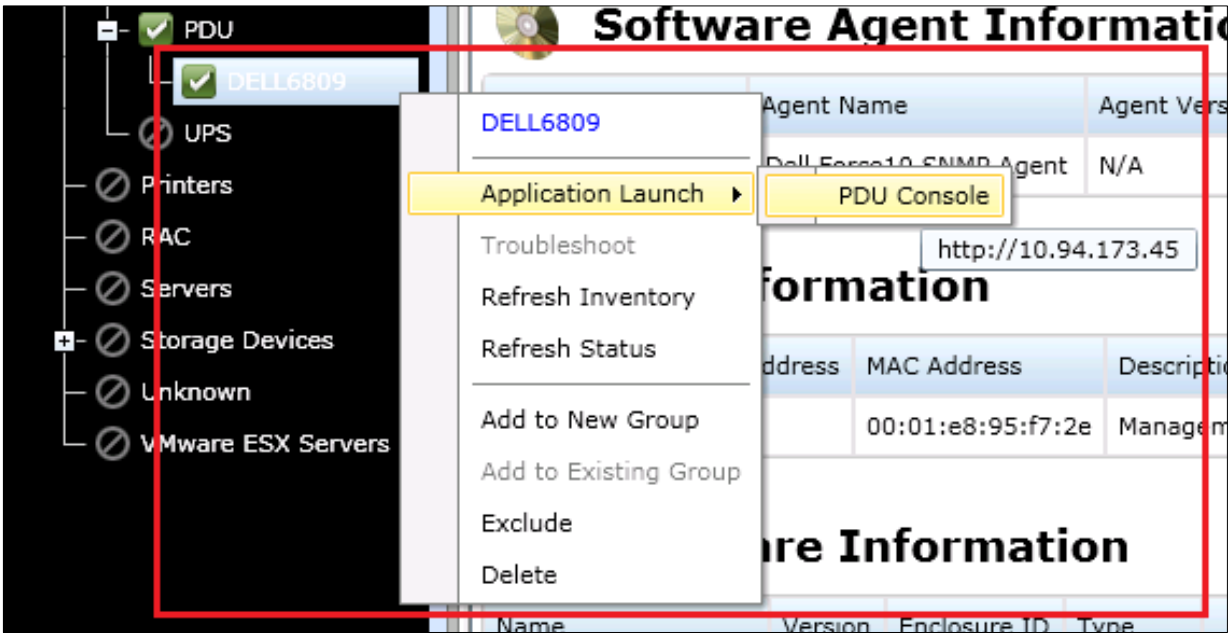

Figure 22: Application Launch for Dell PDU

Configuring Custom URLs

OpenManage Essentials supports creation and launch of custom URLs on all device groups. This feature comes handy when user wants to visit same URL for a group of devices. Once created, any device falling under the group gets added with the custom URL launch.

Creating a Custom URL

Steps to create a custom are as follows:

1. Click Preferences → Custom URL Settings.
2. Click icon on right side.
3. Enter the Name, URL, Description and select the device type from the drop-down list. After entering the URL, you can also test the URL launch by clicking the "Test URL" button.
4. Click "Ok."

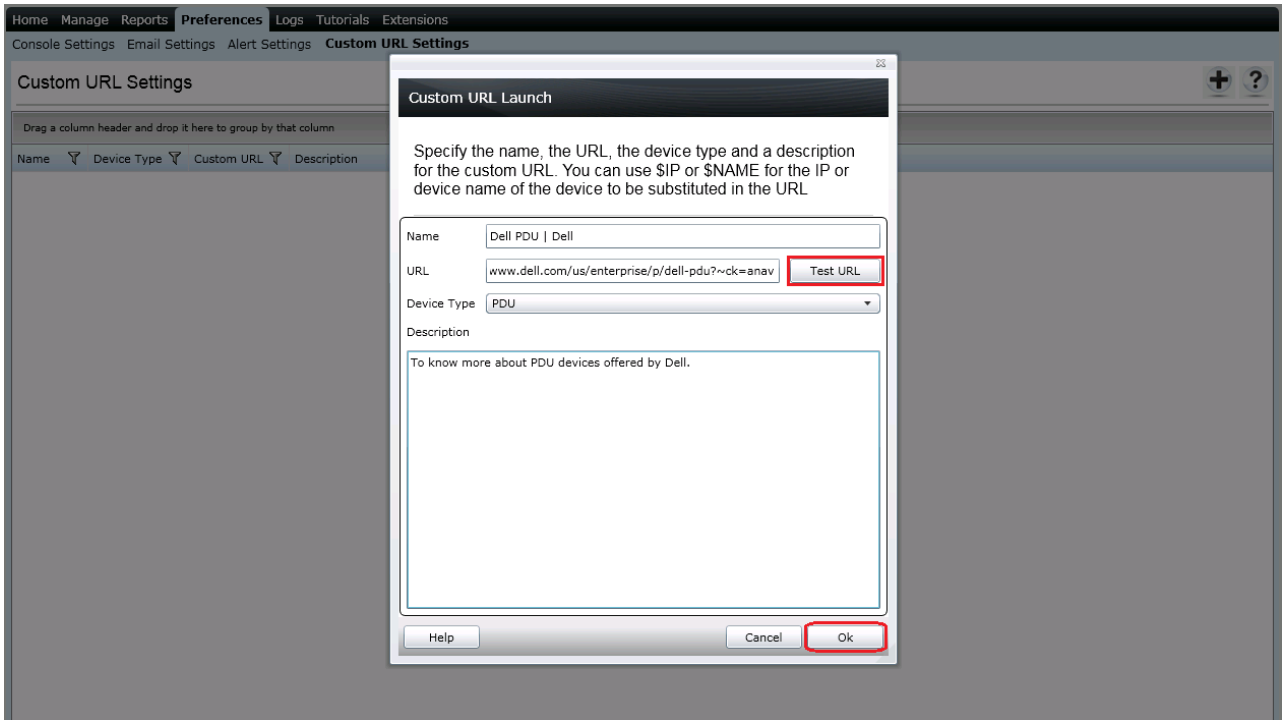

Figure 23: Creating a Custom URL

Launching the Custom URL

Procedure for launching the custom URL is as follows:

1. Click Manage → Devices and select the device from the tree.
2. Right-click the device and select "Application Launch."

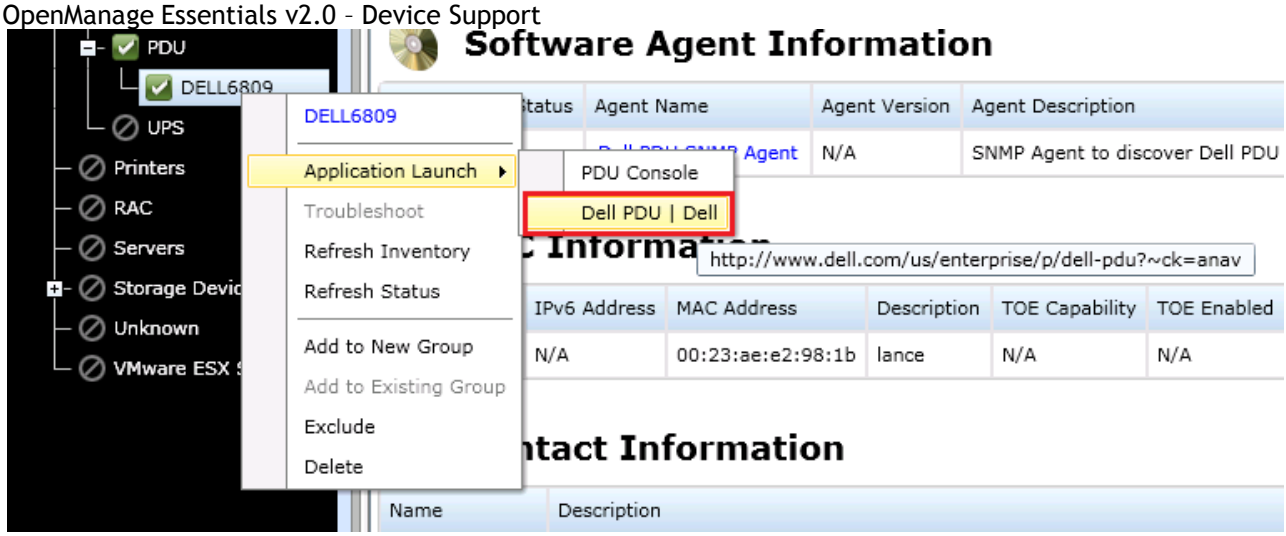

Figure 24: Launching the Custom URL

Alerts (SNMP Traps)

The SNMP alerts received from discovered Dell devices will be shown under the alerts tab of the respective device. OpenManage Essentials supports SNMP V1/V2 alerts only (as of now). The status of the device is polled every time an SNMP trap is received from that device. For example, if a trap with critical severity is received from a device, status of that device is set to critical.

Understanding the Alert types

The following alert log types are displayed:

Table 4: Alert Types

Icon	Alert	Description
	Normal Alerts	An event from a device that describes the successful operation of a unit, such as a power supply turning on.
	Warning Alerts	An event that is not necessarily significant, but may indicate a possible future problem, such as crossing a warning threshold.
	Critical Alerts	A significant event that indicates actual or imminent loss of data or loss of function, such as crossing a failure threshold or a hardware failure.
	Unknown Alerts	An event has occurred but there is insufficient information to classify it.
	Information Alerts	Provides information only.

Viewing Alerts from a Device

Click on the device in the device tree then navigate to the “Alerts” tab as shown below:

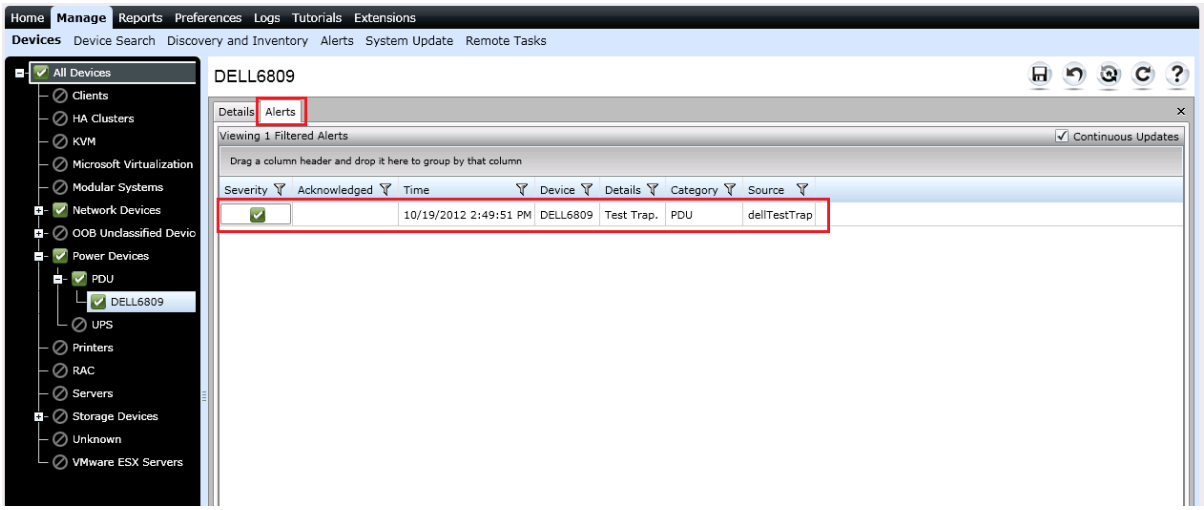

Figure 25: SNMP Alert from a Dell PDU

Viewing Alert Categories

Predefined alerts for Dell PowerVault NX3500, SonicWALL Firewall, PowerConnect W-Series, Brocade Fibre Channel, Compellent, Dell Networking, KVM, PDU, and UPS devices can be seen under the Alert Categories section in OpenManage Essentials. Navigate to Manage → Alerts → Alert Categories, and then click the appropriate alert category.

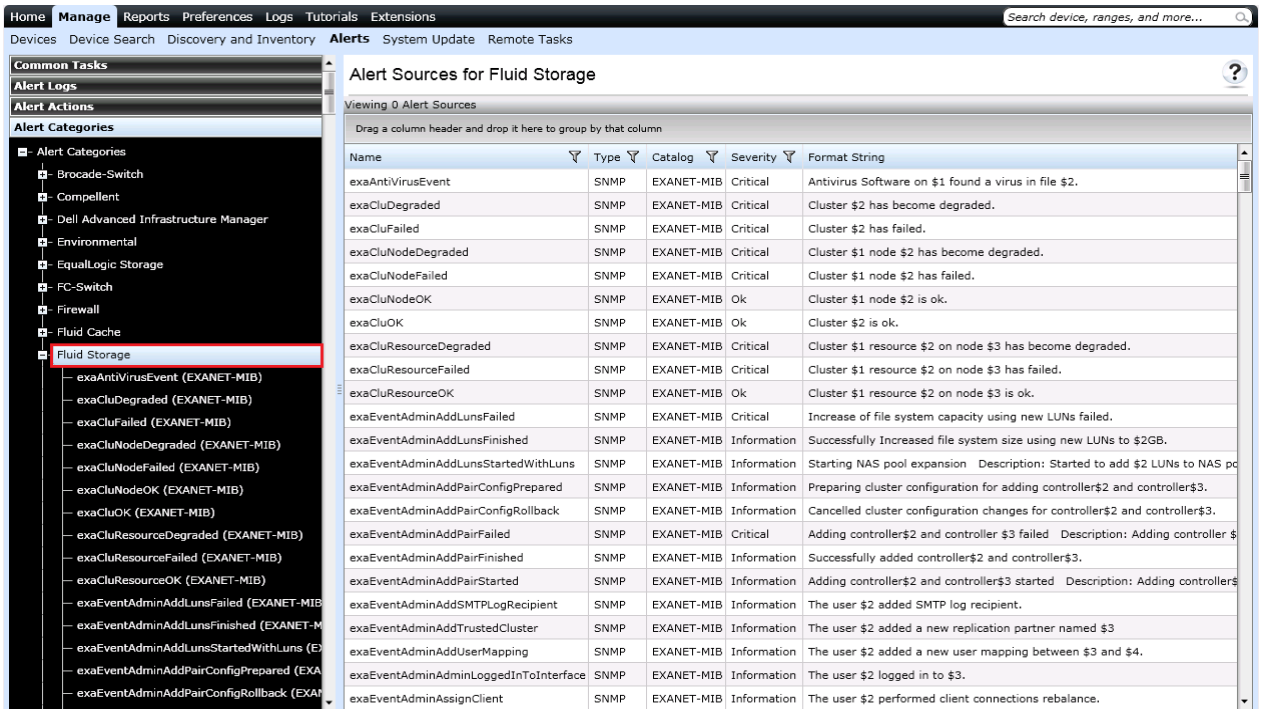

Figure 26: Alert Sources for Dell NAS Appliances

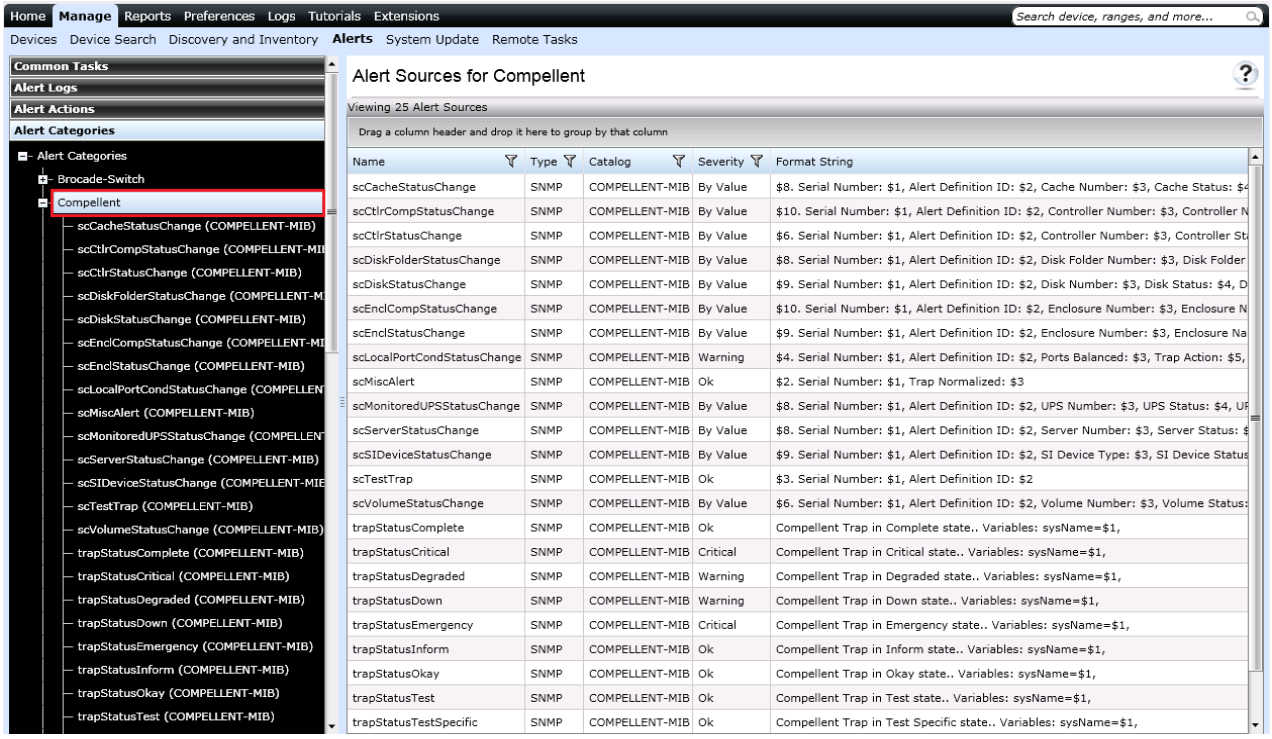

Figure 27: Alert Sources for Dell Compellent

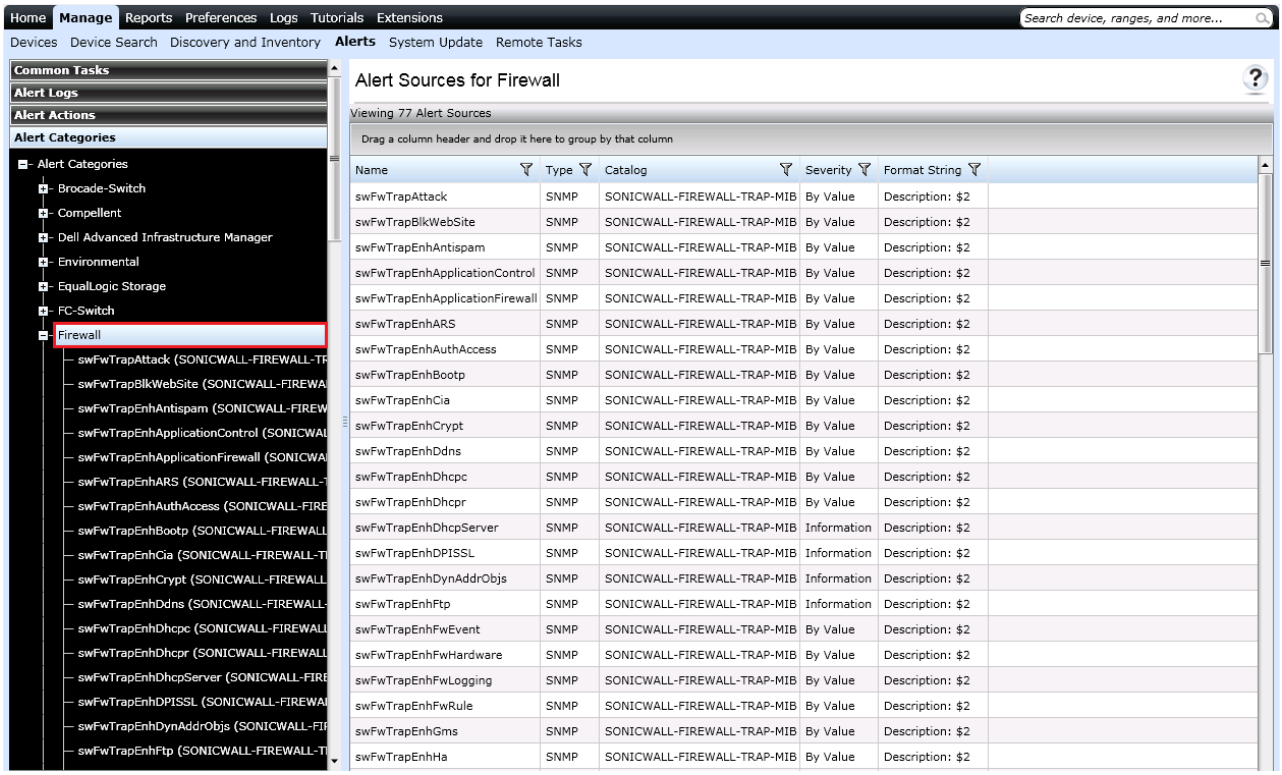

Figure 28: Alert Sources for Dell SonicWALL Firewall

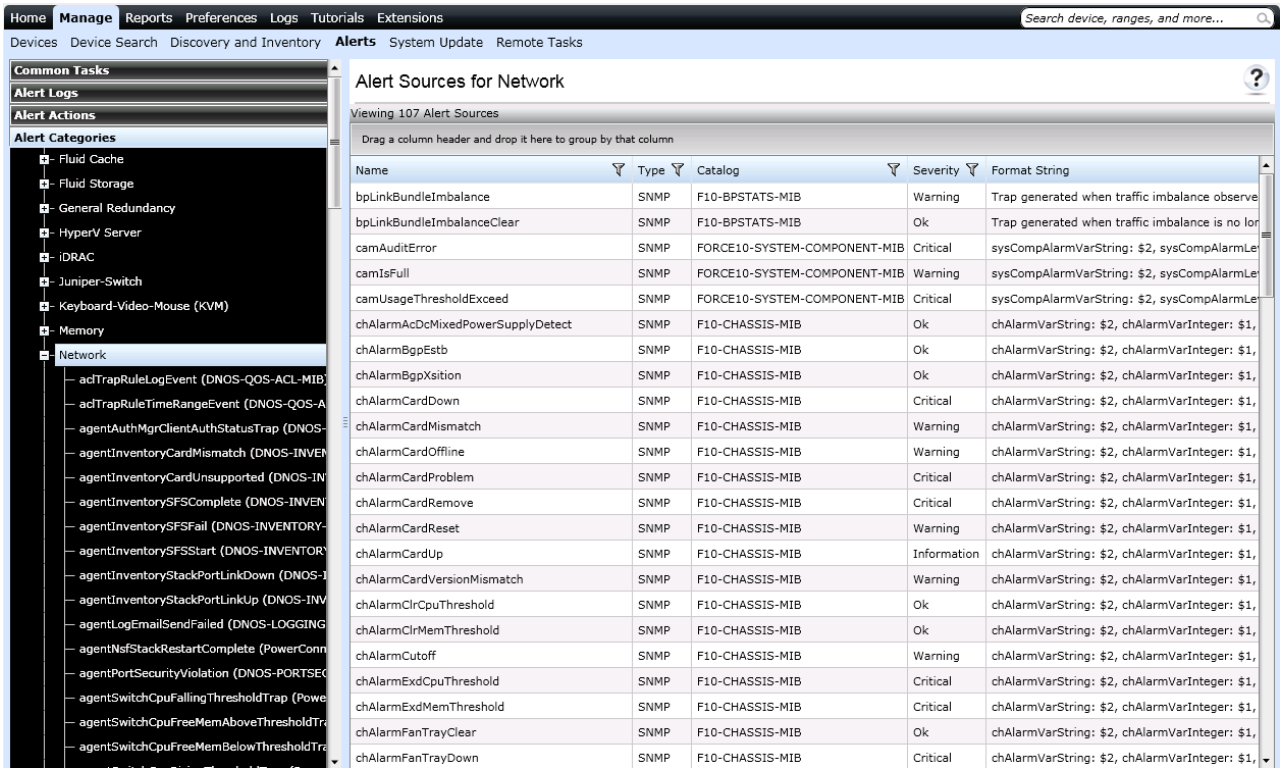

Figure 29: Alert Sources for Dell Networking

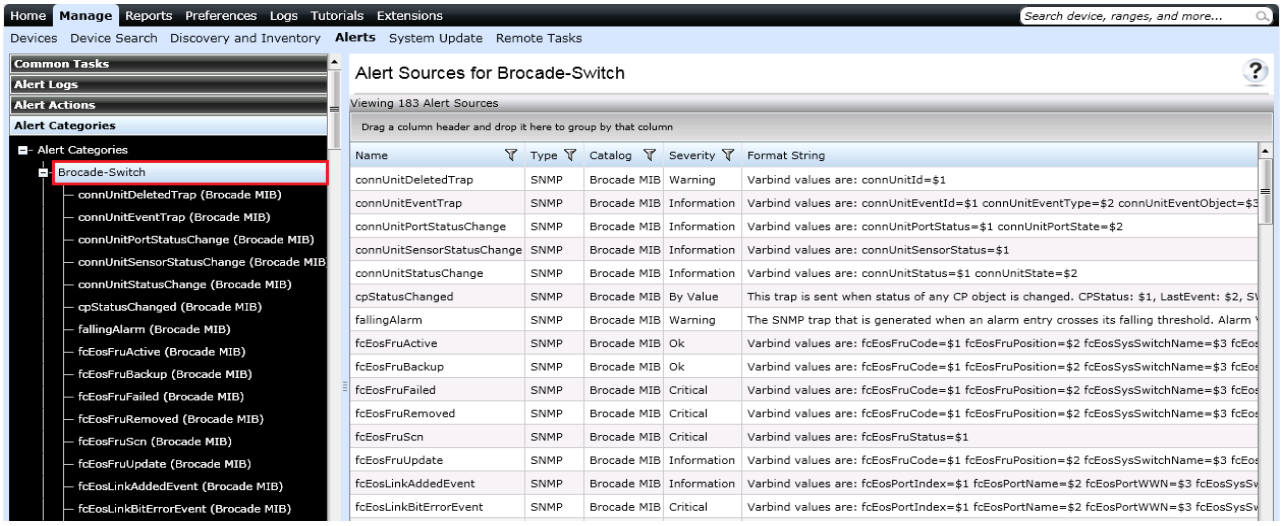

Figure 30: Alert Sources for Brocade Fibre Channel

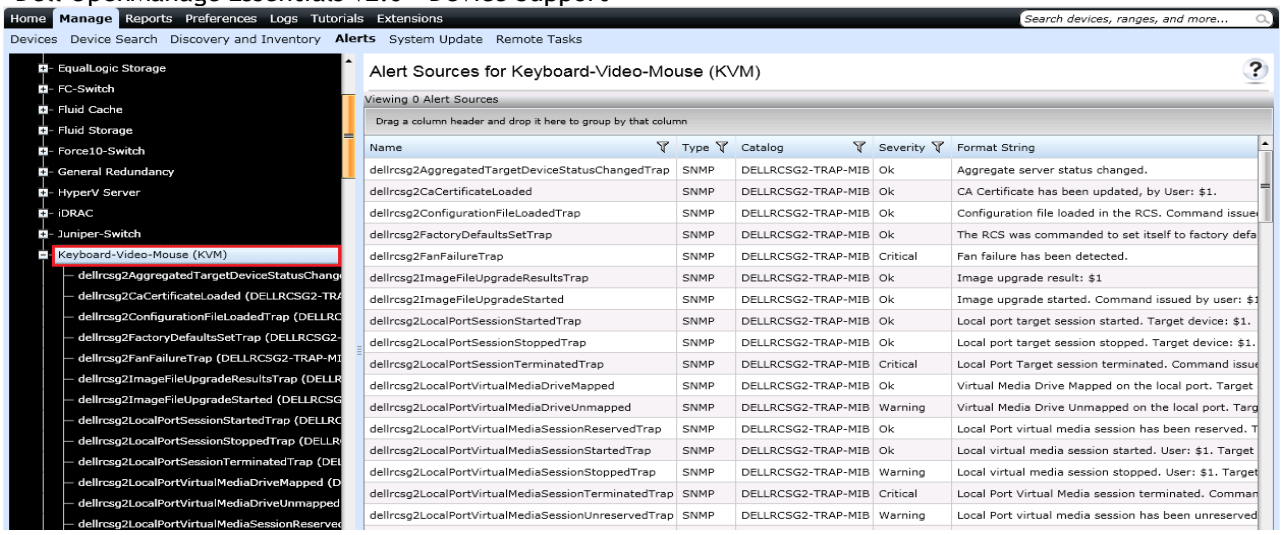

Figure 31: Alert Sources for Dell KVM

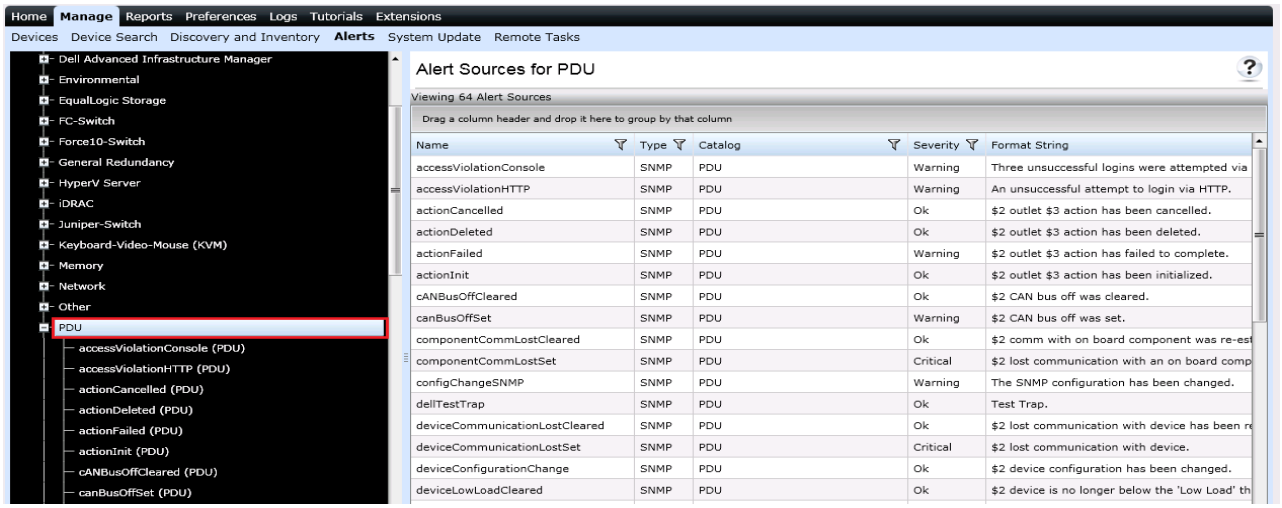

Figure 32: Alert Sources for Dell PDU

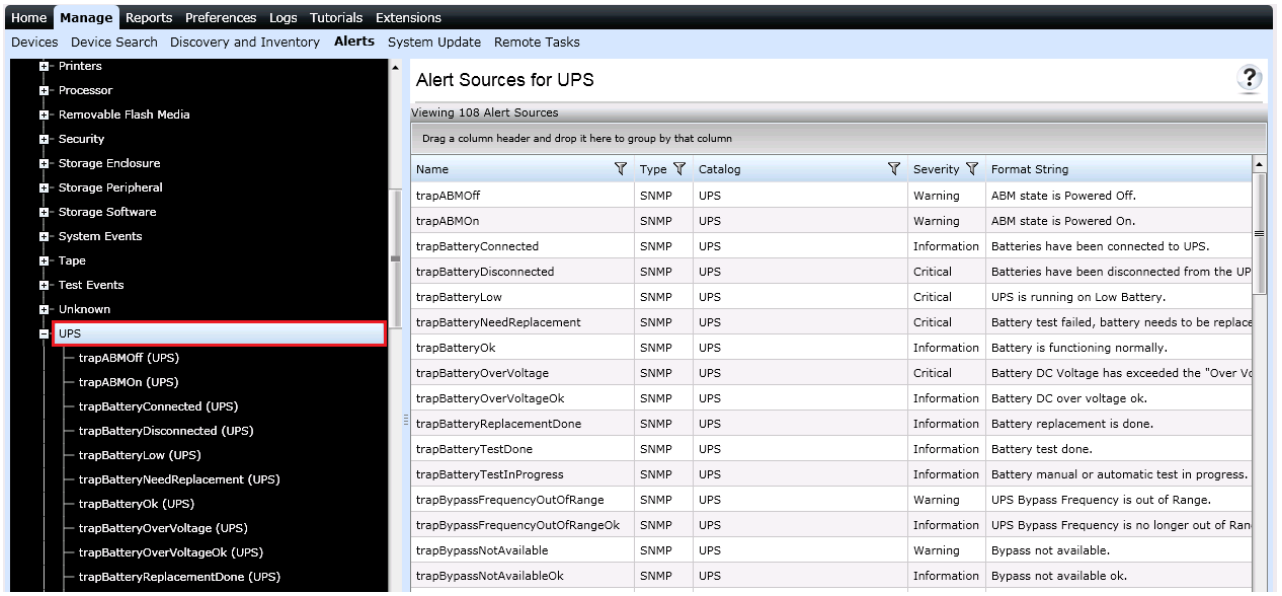

Figure 33: Alert Sources for Dell UPS

Configuring Alert Actions

Alert actions occur on all alerts received in the OpenManage Essentials console. The alert is received and processed to take appropriate action depending upon the user configuration for that alert. To configure an alert action, navigate to Manage → Alerts → Alert Actions and then right-click on the appropriate category as shown in Figure 34.

The following alert actions are supported in OpenManage Essentials:

- Application Launch
- E-mail Notification
- Ignoring Alerts
- Forwarding Alerts

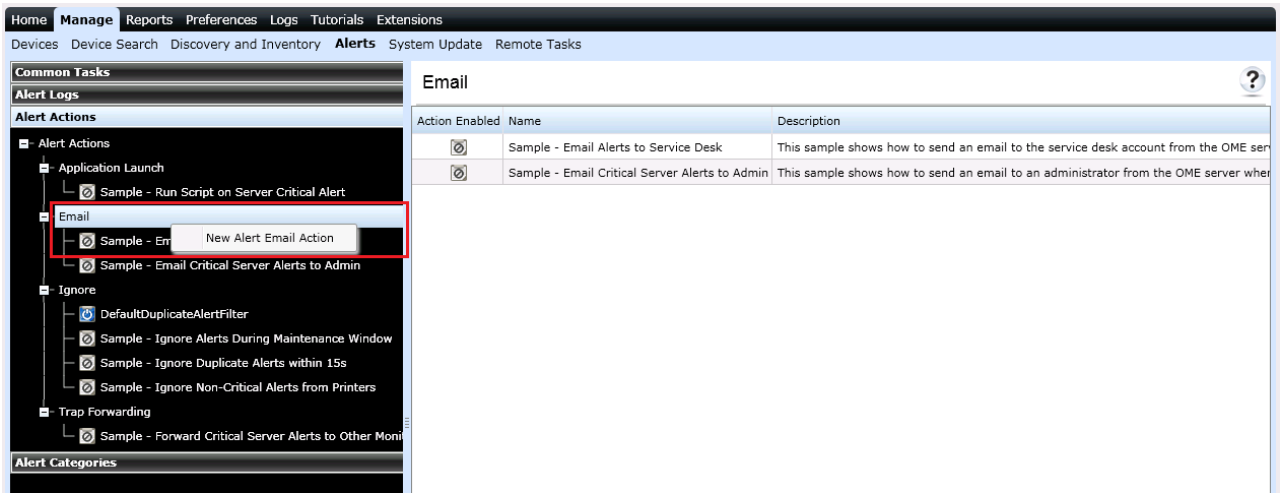

Figure 34: Configuring Email Alert Action

Configuring Warranty Email Notifications

You can configure OpenManage Essentials to send a warranty notification of your devices at periodic intervals through email based on the configuration done by you. The warranty notification email provides a list of devices and appropriate links that you can click to renew the warranty of the devices. Follow these steps to configure Warranty Email Notifications:

1. Click Preferences → Warranty Notification Settings.
2. Under Warranty Email Notifications, select "Enable Warranty Email Notifications."
3. In the "To" field, type the email addresses of the recipients (semicolon separated).
4. In the "From" field, type the email address from which the warranty notification email is to be sent.
5. Set the criteria for the devices to be included in the warranty notification email.
6. Set the frequency at which you want to receive the warranty notification email.
7. To include devices with expired warranty or no warranty information in the warranty notification email, select "Include Devices with Expired Warranties."

8. In the "Next Email will Send On" field, select the date and time at which you want to receive the next warranty notification e-mail.
9. If you want to configure the SMTP email server, click "Email Settings."
10. Click "Apply."

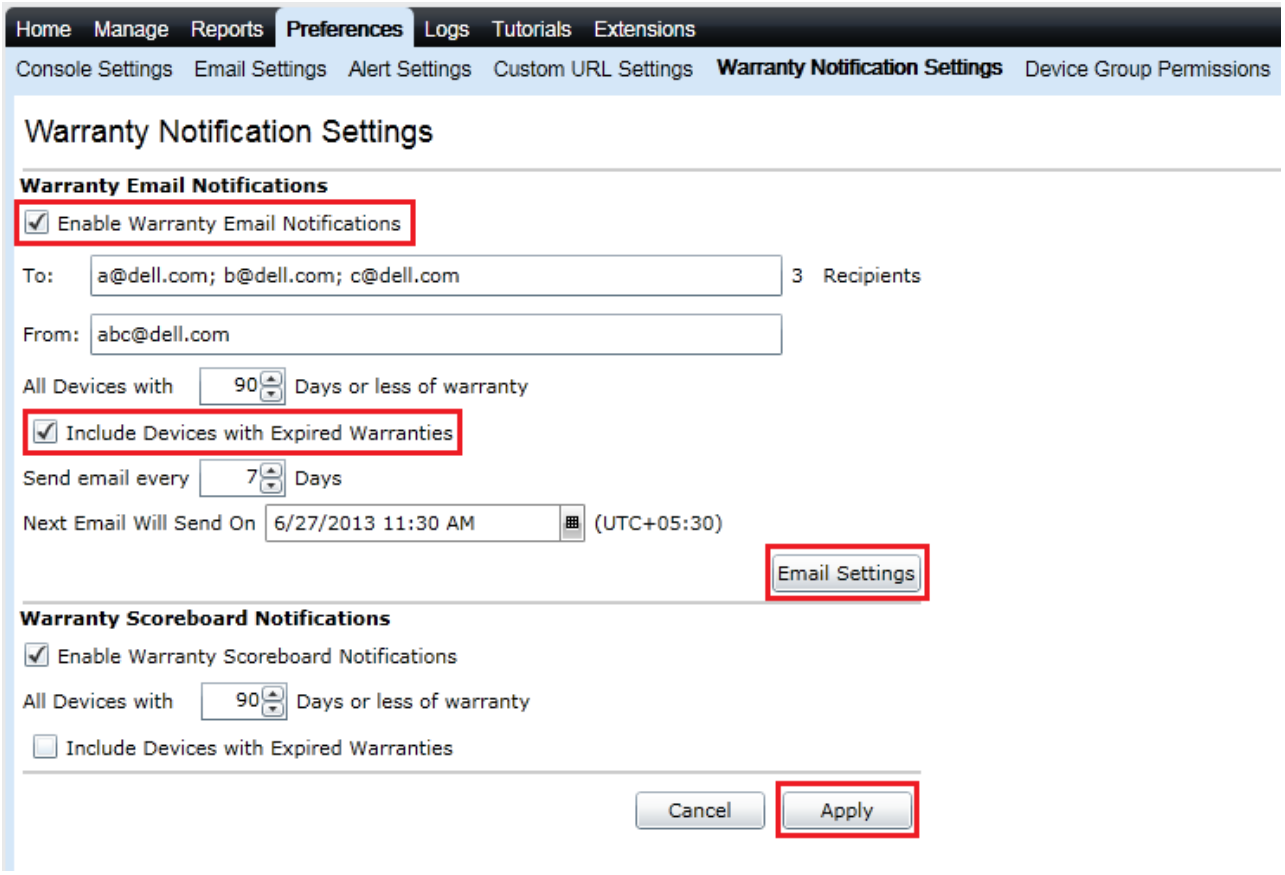

Figure 35: Warranty Email Notification Settings

Configuring Warranty Scoreboard Notifications

You can configure OpenManage Essentials to display a warranty scoreboard notification icon in the heading banner. If any device meets the set criteria, the OpenManage Essentials heading banner displays the warranty scoreboard notification icon including the number of devices. Follow these steps to configure Warranty Scoreboard Notifications:

1. Click Preferences → Warranty Notification Settings.
2. Under Warranty Scoreboard Notifications, select "Enable Warranty Scoreboard Notifications."
3. Set the criteria for the devices to be included in the warranty notification scoreboard.
4. To include devices with expired warranty or no warranty information in the warranty notifications scoreboard, select "Include Devices with Expired Warranties."
5. Click "Apply."

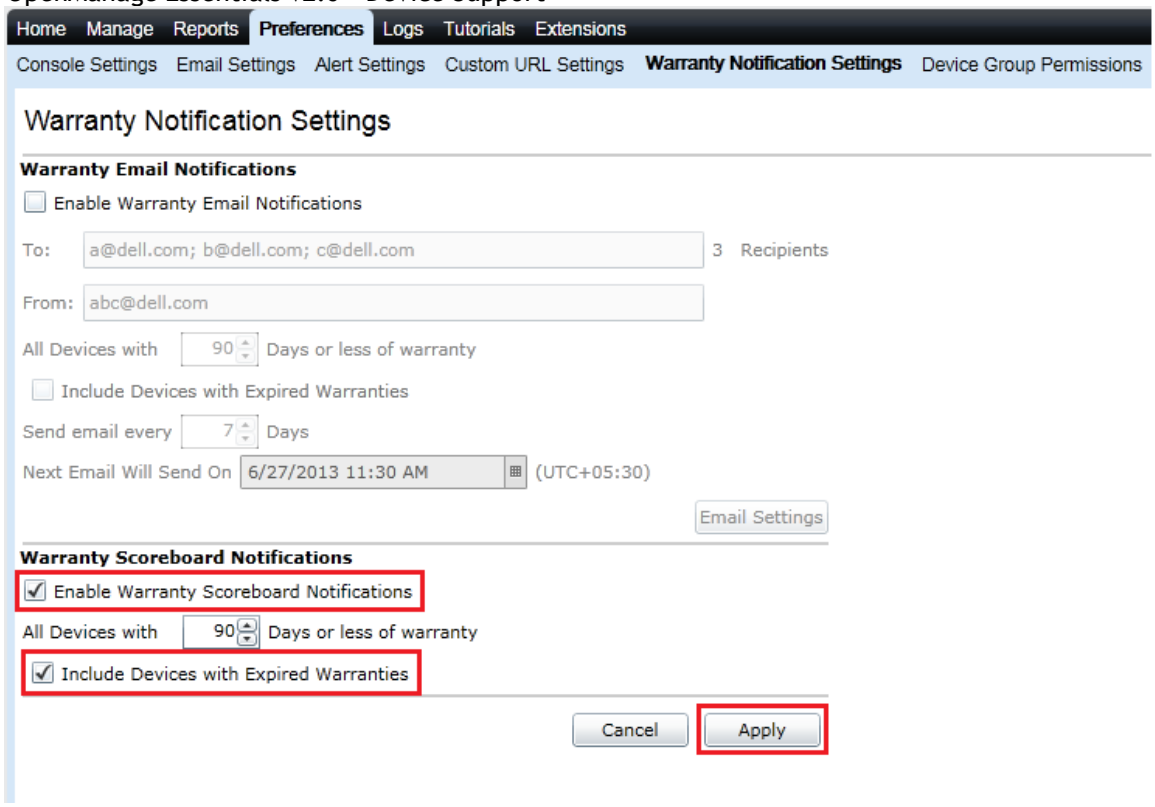

Figure 36: Warranty Scoreboard Notification Settings

Troubleshooting

OpenManage Essentials Troubleshooting Tool

The OpenManage Essentials Troubleshooting Tool is a standalone tool that installs along with OpenManage Essentials. You can use this tool for a wide array of protocol related problems that are often at the root of discovery and alert issues.

Troubleshooting Discovery of a Dell Device

1. Ensure that SNMP is enabled and properly configured on the target device by accessing its Web Interface.
2. Launch the Dell Troubleshooting Tool.
3. Navigate to Protocols (Remote Box) tab.
4. Give IP of the target device.
5. Select “SNMP” in the “Select Protocol(s)” pane.
6. Provide correct community name and click “Run Test.”

The “Result” window should show the SNMP test results for that device.

Example (refer Figure 37): For a Dell UPS, following rows should display:

1. MIB-II (System Name)
2. MIB-II (MAC Address)
3. Dell UPS (Family Name)

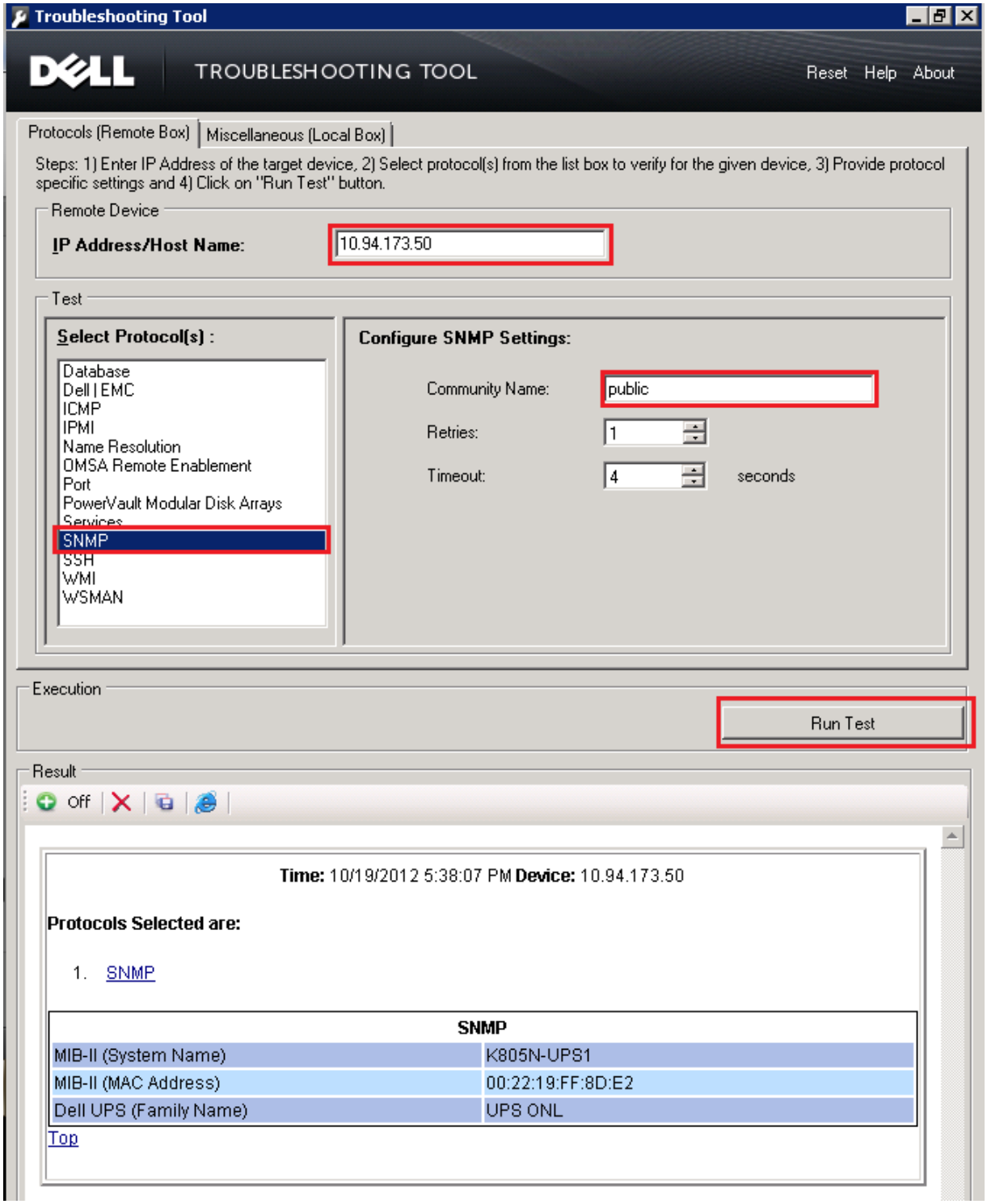

Figure 37: Troubleshooting Tool: SNMP Test for Dell UPS

ProSupport with Dell SupportAssist

The Dell SupportAssist plug-in proactively identifies hardware failures in your IT environment, and provides you with an efficient and personalized support experience. The Dell SupportAssist plug-in is bundled as part of the OpenManage Essentials installation media and can be installed from there as required.

Dell SupportAssist integrates with OpenManage Essentials to give you the added capabilities of secure remote monitoring so you know how your systems are performing at all times. SupportAssist is designed to help you manage your environment proactively with the following features:

- Detects and analyzes problems using automated data collection and diagnostics
- Helps accelerate resolution by automatically generating notifications and accurate case information with your Dell support team
- Provides parts replacement, as needed, directly from Dell

Dell Networking devices are currently covered under ProSupport with Dell SupportAssist. For more information please visit: *www.dell.com/learn/services/support-assist*

Learn More

Please Visit: *www.delltechcenter.com/ome*