



Dell SupportAssist for SC Series Arrays

Dell Storage Engineering
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A Dell Deployment and Configuration Guide

1 Overview

Dell SupportAssist (formerly known as PhoneHome) provides an enhanced support experience for Dell Storage SC Series arrays by sending system state information consisting of configuration and diagnostic information to Dell at regular intervals. Dell analyzes this system state information and automatically performs health checks. If issues are detected that require attention, support cases are opened automatically, immediately starting the process to troubleshoot and resolve the issue. This often occurs before storage administrators even notice that a problem exists.

If you need help with an issue and need to call Dell Technical Support, they will have access to the system state information for your storage array sent by SupportAssist. This will allow them to start helping you right way, without having to wait for system state information to be collected and sent to Dell. This shortens the amount of time it takes to resolve an issue.

2 Dell SupportAssist system state information

The system state information sent by SupportAssist, includes the following:

- SC Series licensed features
- SC Series log files
- Hardware inventory including model numbers and firmware versions
- Connectivity status of server, controller and enclosure ports
- SC Series volume attributes like name, size, volume folder, storage profile, snapshot profile and server mappings
- SC Series server attributes like name, server folder, operation system definition and HBAs
- SC Series user attributes like name and user group, but no passwords
- Controller network configuration
- I/O, storage and replication usage information

Note: SupportAssist does not provide Dell with the information needed to connect to an SC Series array, as passwords are not transmitted. Data stored on SC Series volumes is not sent by SupportAssist.



3 Secure data transmission and storage

SupportAssist uses a secure link to connect to Dell. System state information is sent over an HTTPS (Hyper-Text Transfer Protocol with Secure Socket Layer) session encrypted with a 2048 bit RSA key. Once it arrives at Dell, the system state information is stored securely in the Dell SupportAssist database in accordance with the Dell privacy policy available at

<http://www.dell.com/learn/us/en/uscorp1/policies-privacy?c=us&l=en&s=corp>.

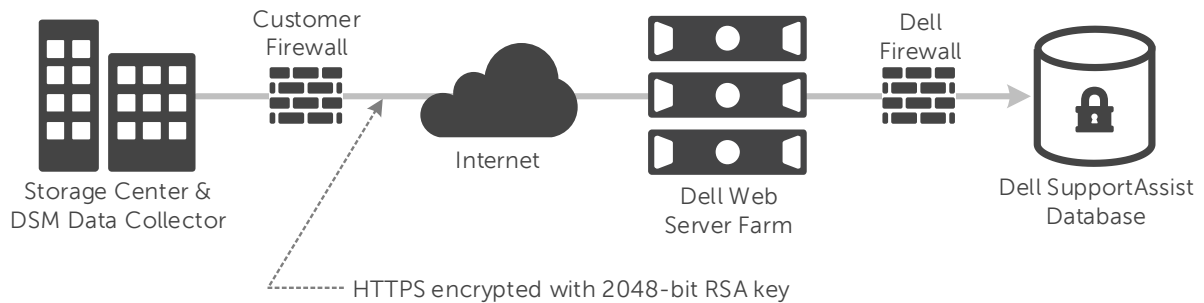


Figure 1 SupportAssist transmitting to Dell

Note: Enabling SupportAssist does not give Dell the ability to access the array. Information is always pushed to Dell, never pulled. SupportAssist can be disabled at any time, giving customers complete control over the transmission of system state information.

4 Configuring Dell SupportAssist

System state information can be sent from both the SC Series array and the DSM Data Collector. To get the most out of SupportAssist, it is important to enable system state information to be sent from both sources. Just follow these simple steps using the DSM Client:

1. Accept the Dell SupportAssist agreement.
2. Configure Dell SupportAssist to use a web proxy (optional).
3. Select DSM Data Collector system state information.

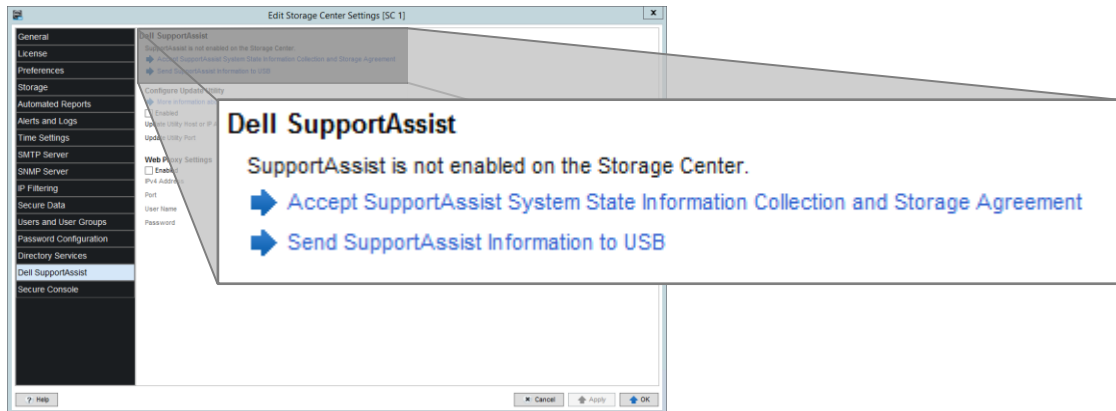
4.1 Accepting the Dell SupportAssist agreement

To accept the Dell SupportAssist agreement, use the DSM client connected to either a DSM Data Collector or directly to an SC Series array.

Perform the following steps using the DSM client:

1. If connected to a DSM Data Collector:
 - a. Click the **Storage** view.
 - b. Select the array you want to configure from the **Storage** navigation pane.
2. Click on **Edit Settings** on the **Summary** tab. The **Edit Storage Center Settings** dialog box appears.
3. Click the **Dell SupportAssist** tab.

4. Under **Dell SupportAssist**, click on **Accept SupportAssist System State Information Collection and Storage Agreement** to access the dialog box.



5. Review the agreement and select the terms acceptance checkbox.
6. Click **Next**.
7. Under **Provide Contact Information**:
 - Enter contact information and preferences.
 - Check the box if you would like receive SupportAssist emails.
8. Under **Storage Center Shipping Address**, enter the shipping address for replacement parts.
9. Click **Finish** and then **OK**.

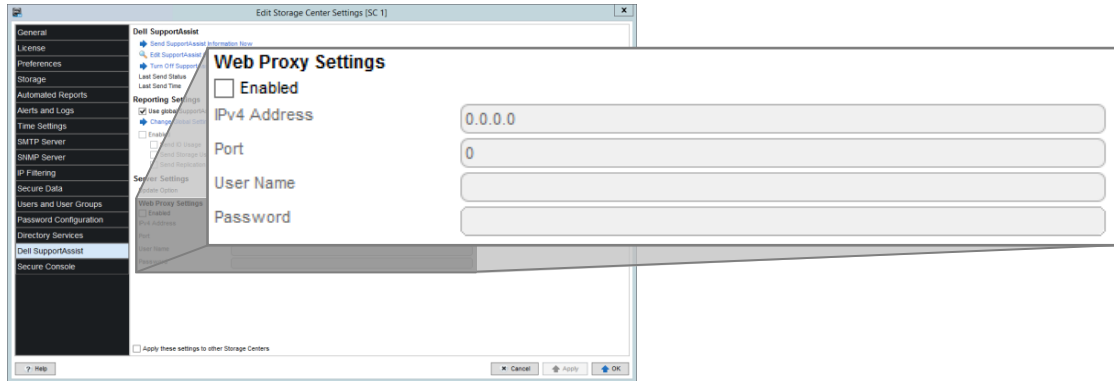
4.2 Configuring Dell SupportAssist to use a web proxy

If the storage array does not have direct access to the internet, SupportAssist can use a web proxy to send system state information to Dell. To configure a web proxy, use the DSM Client connected to either a DSM Data Collector or directly to an SC Series array.

Perform the following steps using the DSM Client:

1. If connected to a DSM Data Collector:
 - a. Click the **Storage** view.
 - b. Select the array you want to configure from the **Storage** navigation pane.
2. Click **Edit Settings** on the **Summary** tab. The **Edit Storage Center Settings** dialog box appears.
3. Click the **Dell SupportAssist** tab.

4. Under **Web Proxy Settings**:
 - a. Select the **Enabled** checkbox
 - b. Enter the IP Address (IPv4) and port of the proxy server
 - c. If the proxy server requires authentication, enter the credentials in the **User Name** and **Password** fields.



5. Click **OK** to complete the web proxy configuration.

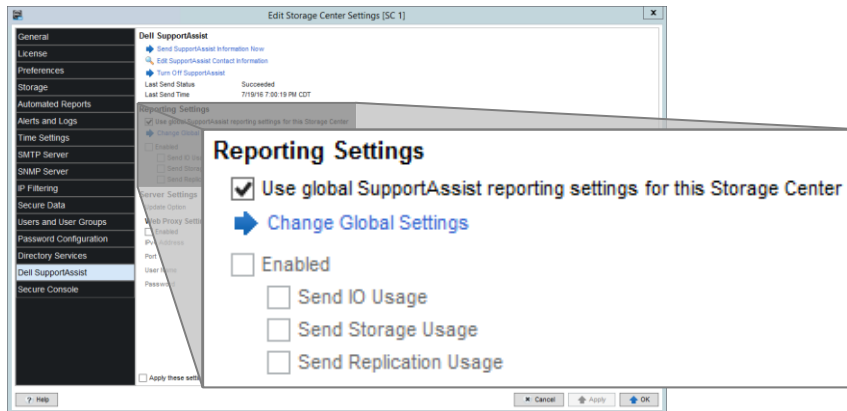
4.3 Selecting DSM Data Collector system state information

To configure the DSM Data Collector to send system state information to Dell, use the DSM Client connected to the DSM Data Collector. You must connect to a DSM Data Collector. DSM Data Collector system state information cannot be selected when connected directly to an SC Series array.

Perform the following steps using the DSM Client:

1. Click the **Storage** view.
2. Select the array you want to configure from the **Storage** navigation pane.
3. Click **Edit Settings** on the **Summary** tab. The **Edit Storage Center Settings** dialog box appears.
4. Click the **Dell SupportAssist** tab.
5. Under **Reporting Settings**, select the data collector system state information by either choosing the global SupportAssist settings (option a) or by selecting the system state information for just the selected storage array (option b).
 - a. To select the data collector system state information by choosing the global settings:
 - i. Select the **Use global SupportAssist reporting settings for this Storage Center** checkbox.
 - ii. Click **Change Global Settings** to verify the global settings. The **Edit Data Collector Settings** dialog box appears.
 - iii. Select the **Global Settings Enabled** checkbox.
 - iv. Under **Global Reporting SupportAssist Settings**, select the data to be sent for all SC Series arrays. For best results, select all of the following:
 - Send IO Usage
 - Send Storage Usage
 - Send Replication Usage
 - v. Click **OK** to close the **Edit Data Collector Settings** dialog box.

- b. To select the data collector system state information for just the selected storage array:
- Deselect the **Use global SupportAssist reporting settings for this Storage Center** checkbox.
 - Select the **Enabled** checkbox.
 - Select the data to send for the selected array. For best results, select all of the following:
 - Send IO Usage
 - Send Storage Usage
 - Send Replication Usage



6. Click **OK** to close the **Edit Storage Center Settings** dialog box.

A Additional resources

A.1 Technical support

[Dell.com/support](https://www.dell.com/support) is focused on meeting customer needs with proven services and support.

[Dell TechCenter](#) is an online technical community where IT professionals have access to numerous resources for Dell software, hardware, and services.

[Storage Solutions Technical Documents](#) on Dell TechCenter provide expertise that helps to ensure customer success on Dell Storage platforms.

A.2 Referenced or recommended resources

For more information about how to manage an SC Series array, including Dell SupportAssist, please see the *Dell Storage Manager Administrator's Guide*.

