Getting started with connectivity in the data center

Once connected, unlock the power to:

1. Predictive analysis failure detection includes server hard drives and backplanes when connected through secure connect gateway technology.
2. The secure connect gateway securely collects only system state information.
3. The secure connect gateway technology monitors your enterprise environment.
4. Leave issue resolution to secure connect gateway.
5. Prevent outages with automated, persistent monitoring.
6. Leave troubleshooting with minimal effort.
7. Get the best performance with actionable recommendations.
8. On-demand reporting optimize health and diagnostic information.

Lease issue resolution to secure connect gateway and minimize your effort.

The secure connect gateway securely collects only system state information. System state information includes logical, user, and inventory data. Dell Technologies uses these secure connect gateway data for support cases and automatically updates your data center logins. You can register here to access your data center logs through the secure connect gateway.

The best time to solve a problem is before it happens. The secure connect gateway technology enables the monitoring of your environment and recommends actions when issues are detected. This helps prevent failures before they happen and keeps your data center running without a glitch.

Problem solved!

Features vary depending on your service level for connected Dell EMC systems.

We alert you when the problem is detected, before the resolution is opened automatically. A support case is sent to Dell Technologies support, and the diagnostic information is provided.

To learn how our connectivity technology monitors your enterprise environment, choose the virtual appliance or application software best suited for your environment.

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How to connect your enterprise systems:

1. Log in or create a business account.
   - Log in with your existing credentials or create a business account.

2. Download the software.
   - The software will be available when you authenticate with your business account.

3. Deploy software.
   - Setup your network, hardware, and software.

4. Create a 4-digit pin and click “generate access key.” This will send the access key to your email.

5. Ensure the access key and pin are available when you are ready to configure the secure connect gateway.

6. Choose or search for your site location. If you do not see your location, request a new site ID by emailing support@emc.com.

7. Generate your access key.

8. Choose the virtual appliance or application software best suited for your environment.

9. The download will become available after you authenticate with your business account.

10. Download the software.

11. Install setup instructions. How-to videos can provide additional guidance.

12. Ensure the access key and pin are available when you are ready to configure the secure connect gateway.


14. Setup your network, hardware, and software.

15. Start adding your devices.

16. Leave issue resolution to secure connect gateway.

How do I access the secure connect gateway software? To learn how to access the secure connect gateway software, please visit our website and select the appropriate software version for your system.

The secure connect gateway product page:

1. Log in or create a business account.
2. Choose the virtual appliance or application software best suited for your environment.
3. The software will become available after you authenticate with your business account.

SupportAssist Enterprise includes monitoring, alerting, and reporting features for Dell EMC ProSupport Plus for Enterprise customers. SupportAssist Enterprise is available as a feature of ProSupport Plus for Enterprise customers and makes data center standards

Supporting your remote workforce starts in the data center.

Your data center is the backbone of the applications and workloads that your business requires. Your technical staff is in charge of keeping the applications and workloads running smoothly. But what if you need to limit IT staff onsite, modify data center settings, or optimize IT support model to support your remote workforce?