



## Streamline more than server registration with the Dell OpenManage Enterprise Services plug-in

One of the biggest challenges a sysadmin deals with is time management—the clock is ticking on day-to-day tasks, issue resolution, and furthering their company’s goals and objectives.

Working through a single console enables sysadmins to work smarter. In previous studies, we have found that Dell™ OpenManage™ Enterprise (OME) integrations and plug-ins can automate high-touch server lifecycle management tasks, dramatically reducing the amount of sysadmin time and effort required for those tasks.<sup>1</sup>

The Dell OpenManage Enterprise Services (OMES, previously OME SupportAssist) plug-in unifies both OME and Services in one console—reducing the complexity of server lifecycle management. With the OMES plug-in, sysadmins no longer need to switch between two consoles to access the common features they need while performing server registration tasks. This can ultimately help companies divert admin resources to other important initiatives.

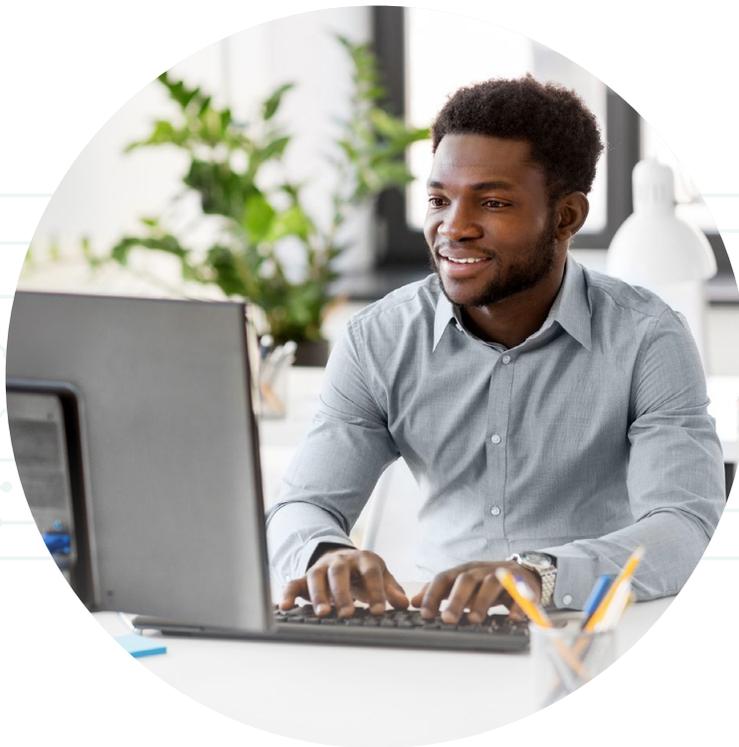
In this report, we use our hands-on findings to illustrate how using the OMES plug-in could reduce the challenges associated with server registration across multiple consoles.

## Automated server registration that scales

We onboarded three ProSupport-entitled Dell PowerEdge™ R740 servers twice: once through the OMES plug-in and a second time through SupportAssist Enterprise, which is now part of Dell Technologies Services secure connect gateway (SCG) technology. Our results:

- OMES plug-in process: Single or multiple server discovery required 6 steps that took 1 minute and 22 seconds.
- SCG + OME process: Single or multiple server discovery required 6 steps that took 1 minute and 24 seconds.

While both processes required similar time and effort, the process with OMES was more streamlined: It allowed us to do everything through the OME console with the OMES plug-in instead of toggling between the OME and Services consoles through an adapter (the SCG + OME process). Where the OMES plug-in shines is in large deployments. Plus, by having everything on the OpenManage Enterprise console, you have the added benefit of centralized lifecycle management with end-to-end integrated security.<sup>2</sup> On the next page, we explore some of the core sysadmin- and resource-specific differences between the two processes.



### About Dell OpenManage Enterprise Services

According to Dell, OMES (previously OME SupportAssist), in addition to replacing manual routine operations with automated support, enables IT admins to monitor devices with ProSupport and ProSupport Plus entitlements, detect hardware problems before they happen, and expedite the dispatch process.<sup>3</sup>

## Overarching advantages of the OMES plug-in

In the table below, we explore a few of the bigger differences in the day-to-day management of dozens, hundreds, and thousands of servers. In larger deployments, the time and steps required with the SCG + OME process add an extra dimension of complexity. By contrast, the OMES plug-in is an automation that Dell says scales to 8,000 devices.<sup>4</sup>



Dimensions of complexity	OMES plug-in process	SCG + OME process
How many virtual appliances do you need to deploy and manage your server environment?	This process required one virtual appliance deployment with a single user interface for managing servers. The OMES plug-in fits within the OME console and looks and feels the same.	This process required deployment of two virtual appliances—with two user interfaces for managing servers. This process required that we pivot between these different user interfaces to perform common tasks.
How complicated is it to discover and manage SupportAssist-entitled servers?	This process was automatic and happened during OME discovery.	We needed to set up an OME-to-SCG adapter before we could start the discovery process. Adapter syncs occur once a day or at custom intervals—so, without human intervention, there could be a gap of 12 to 24 hours between server onboarding and device discovery.
How complicated is credential management?	We only entered credentials once. The OMES plug-in automatically re-used our OME credentials during server registration.	We had to enter credentials into both consoles—we weren't able to reuse OME credentials in this process. This means that every time there's a password change, you have to change it in two places.

Overall, the OMES plug-in process streamlined our common server registration administrative tasks, enabled us to do everything from one console, and made duplicative work unnecessary when compared to the SCG + OME adapter-enabled process.

In addition to the SupportAssist-entitled server registration benefits we mention above, using the OME console has the potential to simplify out-of-band networking and server lifecycle management. For example, in cases where your environment requires using a routable out-of-band network with firewalls, any network changes that you have to make for OME you will also need to make for SCG, with additional firewall rules to allow for communication between the two services. If you have to use firewall rules, you could need fewer because OME and OMES are running on the same virtual appliance.

The OpenManage systems-management portfolio further facilitates end-to-end server lifecycle management from a single pane of glass with a wide variety of built-in tools and plug-ins.<sup>5</sup> One such tool is a telemetry plug-in that Dell claims is able to automate data collection and upload to CloudIQ.<sup>6</sup> Other plug-ins include the Dell Update Manager for updating server firmware and the Dell Power Manager to help reduce inefficiencies and enable sustainability in power utilization across the data center.<sup>7,8</sup> Conversely, the SCG + OME process necessitates a familiarity with both server management functions on one console and Services functions on a second console.

### About Dell OpenManage Enterprise 3.9

According to Dell, with this Dell systems management and monitoring console, sysadmins can manage activities on up to 8,000 devices from a unified console; navigate to critical information quickly and easily; and create one-to-many intelligent automations with user-defined policies, templates, and baselines.<sup>9</sup>



## Conclusion

In our OME + OMES versus SCG + OME comparison, we found that the OMES plug-in enabled us to do everything through a single console instead of toggling between the OME and Services consoles through an adapter. Reducing the number of virtual appliances you need to deploy and manage in your server environment is an additional advantage. Another is streamlining credential management. These overarching advantages can help companies divert admin resources to other important initiatives.

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2. Dell Technologies, "OpenManage Systems Management Solution Portfolio," accessed June 6, 2022, <https://www.dell.com/en-us/dt/solutions/openmanage/enterprise.htm?dgc=SM&cid=243908&lid=spr3470526067&linkId=92952834#pdf-overlay>//www.delltechnologies.com/asset/en-us/products/servers/briefs-summaries/openmanage-brochure.pdf>.
3. Dell Technologies, "Support for Dell EMC OpenManage Enterprise Services (previously OpenManage Enterprise SupportAssist)," accessed May 13, 2022, <https://www.dell.com/support/kbdoc/en-us/000180961/support-for-dell-emc-openmanage-enterprise-supportassist#OMEServices-Benefits>.
4. Dell Technologies, "Support for OpenManage Enterprise," accessed May 23, 2022, <https://www.dell.com/support/kbdoc/en-us/000175879/support-for-openmanage-enterprise>.
5. Dell Technologies, "Dell EMC OpenManage Enterprise," accessed May 19, 2022, <https://www.dell.com/en-us/dt/solutions/openmanage/enterprise.htm>.
6. Dell Technologies, "Support for OpenManage Enterprise CloudIQ Plugin," accessed May 19, 2022, <https://www.dell.com/support/kbdoc/en-bg/000196371/support-for-openmanage-enterprise-cloudiq-plugin>.
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9. Dell Technologies, "Dell EMC OpenManage Enterprise," accessed May 11, 2022, <https://www.dell.com/en-us/dt/solutions/openmanage/enterprise.htm>.

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