

Getting Started with Connectivity in the Datacenter

Remote IT support and monitoring software for IT infrastructure

Our [secure connect gateway 5.x technology](#), the next generation connectivity software from Dell Technologies Services, handles even more telemetry data and actions without missing a beat.

It provides a single connectivity solution for managing Dell infrastructure i.e., servers, networking, data storage, data protection, converged and hyper-converged (CI/HCI) products.

Connect Dell hardware and software with active support contracts to leverage our unique integration of smarter AI, automated support and real-time analytics. Let us help you achieve high availability and reliability of the critical infrastructure for your business.



Stay ahead of disruptions with effortless support



Unlock richer insights to streamline your workday

Hear from the experts



Maximizing datacenter uptime with intelligent support

Learn about our support features, deployment options, security architecture and common configuration scenarios

[Listen to IT infrastructure podcast!](#)

[Listen to PowerEdge podcast!](#)



Connectivity features and benefits

Get more from your support contracts for connected devices and gain value from connectivity beyond support

[Watch video!](#)



Security architecture and features

Get answers to common questions on how we integrate data protection and threat prevention measures

[Watch video!](#)


[Read security paper](#)



Security configuration scenarios

Examples of how real-world deployments can be flexibly configured for large and small-scale environments

[Watch video!](#)



FORRESTER

IT leaders thrive with AI-powered connectivity technology from IT services providers²

- 62%** Improved IT productivity by replacing manual routines with automated support
- 57%** Leverage connectivity technology to accelerate issue resolution
- 43%** Prevented or automatically fixed issues with proactive and predictive intelligence

Get more value from your support experience

Setting up connectivity enhances the support experience for Dell infrastructure products with active support contracts. It is free software – no license needed. Once our software is monitoring the Dell systems in your environment, we provide you with proactive, preventative and, in some cases, predictive support that drastically accelerates resolution or prevents issues for connected systems

Companies with [ProSupport Infrastructure Suite](#) and select [Specialty Support for Infrastructure](#) services receive great value across all levels. Features vary by service level for connected products.



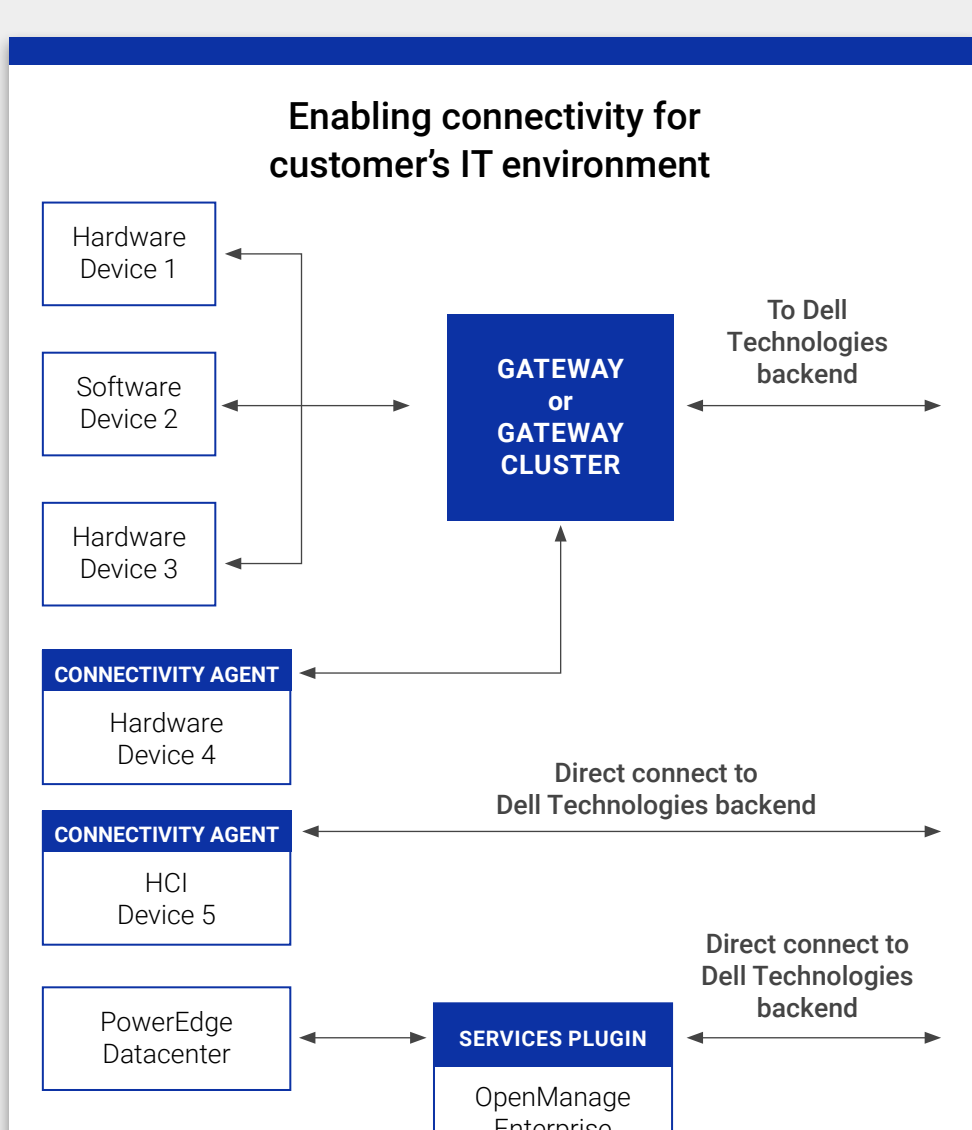
ProSupport Plus for Infrastructure provides up to 40% better resolution time for Severity 1 incidents³

Proactive remote support enabled by AI-powered connectivity



Flexible deployment for small and large-scale enterprise environments

Choose what's right for your needs with our flexible installation options – a gateway option (delivered as a virtual appliance, a package for containerized deployment or a standalone application), a direct connect option and a plugin option. All are customer installable and upgradeable.



Integrated Solutions	Hardware and Software Supported
Secure Connect Gateway 5.x Virtual Appliance Edition For VMware and Microsoft HyperV Container packages : Docker, Podman, Kubernetes	Entire Dell product portfolio – data storage, servers, networking, CI/HCI and data protection
Secure Connect Gateway 5.x Application Edition Windows Enterprise management on servers Linux management on servers	PowerEdge, iDRAC, PowerSwitch, Webscale, PeerStorage, EqualLogic, Compellent, Fluid File System (FluidFS), PowerVault
OpenManage Enterprise Services plugin For your OpenManage Enterprise environment	PowerEdge servers

Direct connect for select Dell hardware

- Connectivity integration into Dell product's operating environment. Check Dell product support documentation to verify the specific product model and version.
- Appropriate for heterogeneous deployment of multiple Dell hardware products.
- Connect directly to Dell Technologies or via the secure connect gateway server

[Read Customer FAQs](#)

Our technology works the same no matter what deployment option you choose. Ultimately, the 'right' connectivity configuration is the one that is manageable and effective for your company.

You must, how teams work together and how to minimize network complexity. This will allow you to design the most effective architecture based on the varied deployment options.

[Read Connectivity Configuration Considerations](#)

How to connect Dell infrastructure products

Connect via the gateway option

1

Prepare your site & verify account

Preview technical requirements at the [product support page](#) for secure connect gateway and plan with your network and security teams. Get our [security paper](#).

Log in with or create an [enterprise business account](#) at Dell.com/Support. **Tip:** You should see a black check mark next to your name on the sign-in icon.

2

Download

Sign in with account credentials at the [product support page](#) on Dell.com/Support.

The download will become available after you authenticate with your business account. Choose the right edition – virtual appliance, container or application software – for your environment

Create your authentication access key:

- Choose or search for your Site ID and/or Location ID.
 - **Tip:** If you do not see an ID, request help from our [Administrative Support page](#). Be sure to sign in so you can see and choose the [Account Access Issues](#) option. Next, select [Create Service Request](#) to get started.
- Create a 4-digit pin and click [Generate Access Key](#). This will send the access key to your email.
- Ensure the access key and pin are available when configuring the software. The access key will expire 7 days after it is generated. If needed, generate a new access key from the download page.

3

Install and provision

Set up your network, hardware and software. Review the [user guide, product support matrix and other documentation](#) as well as [support videos](#) for detailed guidance.

Deploy the virtual appliance template, container template or install the application software.

Complete initial registration steps. Here's how:

- Have your proxy information available if required for your environment
- Authenticate using your access key and set up your primary contact for support

4

Connect your Dell devices

Configure and enable communications between your Dell products and the gateway server

[Go to interactive demo](#)

Preview technical tips¹ to install, configure and use the gateway editions and optional policy manager

Connect via direct connect and plugin options

For Dell products with direct connect capabilities: You will be prompted to enable connectivity services while setting up your Dell hardware and software products. No software download and set up is needed. [Read Customer FAQs](#) for product details and more.

For PowerEdge only datacenter: Simply install [Open Manage Enterprise](#) in your environment, onboard your server products and then install our Services plugin – making sure that your firewall is configured correctly – so it starts sending alerts and telemetry back to Dell. [Visit the product support page](#).

For information and resources, get started at [Dell.com](#)

1 English Only
2 Source: A commissioned study conducted by Forrester Consulting on behalf of Dell Technologies Services. "IT Leaders Need IT Services To Achieve Business Outcomes", March 2023
3 Based on an internal analysis of service requests from the prior two years for Dell Technologies data protection and high-end storage products covered by ProSupport Plus for Infrastructure vs. products with Basic Coverage. February 2024. Actual results may vary.

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