

davenport group

CloudIQ Quick Start Guide Dell SC Storage

March 2022

- 1. Visit: https://cloudiq.emc.com (Figure 1)
- 2. Create an account or use your login credentials with support.dell.com

Sign in Email *	Create an account
Password * Show	Last Name *
Sign in Forgot your password? Employees and Vendors Sign in here a	Email *
Dell EMC Partner Program Become a Partner > Find a Partner > Partner Support	Assistance - Show Show Minimum 1 number, 1 upper, 1 lower, 8 characters
	Dell'technologies and la doctore to enail uppendic Dell'Echnologies and the group of comparises would love to stay in touch to hear about your needs and to keep you updated on products, envices, solidons, exclusive offers and special events. Preses esc esc or Pharlos: Statement for deals on how Dell Technologies protects your personal data. You can unsubarche at any time.
	By clicking Create Account, you agree to Defin Terms of sale Partners: create account here. Create Account Cancel

Figure 1 – Log In URL

3. After logging in, click on "Connectivity" and click "ADD SC SERIES" (*Figure 2*)

	CloudIQ					Q Search	10 - NEW 2	algie.mccoy@davenportgroup.com +
Overview Health System Health Health Issues Alerts	DAVENPORT GROUP; IN Connectivity Status	C. Connected	Type Storag	r System 1		Product Unity 1		
System Updates	1 of 1 Filtered by All					2	ADD SC SERIES	ADD POWERVAULT ADD VXBLOCK
Systems	Connectivity Status	Identifier	Product/Model	Туре	Site ID	Location	Last Contacted	Instructions
Hosts	Connected	APM00193112610	Unity/Unity 480F	Storage System	1004603365	COLUMBIA, SC	Thu, Jan 23 2020, 10:14:	24
Performance Admin Customization Contection Contection Bettings Pelp	2 2 2 1							
								Connectivity Help





4. Confirm SupportAssist (previously Phone Home) is actively sending data. (Figure 3) Click "NEXT"



Figure 3 – SupportAssist

- 5. The following information is required (*Figure 4*):
 - System Serial Number
 - System Service Tag
 - Firmware Version (The version number must be at 7.3 or higher to use CloudIQ)



6. Click "NEXT" and then click "ADD"



Figure 4 – Adding Information







7. If you have another system to add do so now or simply click "NEXT" (Figure 6)



8. Once all of your systems are entered, click "FINISH" (Figure 7)

Storage Center	Adding your storage systems in Unisphere
1. SupportAssist	You can add multiple storage centers in this step. Click next to see the added systems in summary screen.
2. Find Attributes	System Serial Number *
3. Add Systems	Sustem Service Ten *
4. Summary	Storage Center Version *
	* Required
	CLOSE BACK ADD NEXT
gure 6 (above) and Figure 7	(below)
Storage Center	Summary of your SC Series Systems in Unisphere
1. SupportAssist	Systems Added
	24502

2. Find Attributes

3. Add Systems

4. Summary

34582

It may take up to 24 hours for all system data to show up in CloudIQ after taking these steps.





9. Confirm systems were added and review reporting (Figure 8).

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B Overview Health System Health Health Issues Alerts	~	DAVENPORT GROUP; IN Connectivity Status * All 2	C, Connected 2	Type Storage 2	System 2		Product SC Series 1	Unity 1		
System Updates	×	2 of 2 Filtered by: A8 Connectivity Status	Identifier	Product/Model	Туре	Site ID	Location	ADD SC SERIES	ADD POWERVAULT	ADD VXBLOCK
Hosts	>	Connected	APM00193112610 34582	Unity/Unity 480F SC Series/SC4020	Storage System Storage System	1004603365 SC-34582	COLUMBIA, SC	Thu, Jan 23 2020, 10:39:24 Thu, Jan 23 2020, 10:49:06		宜 -
Performance Admin	>									
Customization Collectors Connectivity Settings										
(1) Help										
										ý.

Figure 8 – Dell SC Series Added

Additional Notes:

- CloudIQ is a web application that can be viewed anywhere through the internet.
- CloudIQ can also be viewed on your mobile device through the CloudIQ App. Links below.
 - o Apple
 - https://apps.apple.com/us/app/dell-emc-cloudig/id1438499574
 - o Android
 - <u>https://play.google.com/store/apps/details?id=com.emc.cloudiq&hl</u>
 <u>=en_US</u>

If you have additional questions or would like a 1:1 review of your system, please reach out to support@davenportgroup.com.

