Enhanced connectivity management experience for gateways and clusters within MyService360

Get connected to keep your systems running at their best with Secure Remote Services

MyService360 provides a best-in-class online support experience that takes the guesswork out of managing your enterprise services for Dell EMC products.

Unlock a richer online experience through MyService360 with Secure Remote Services (formerly ESRS). This secure, two-way connection between Dell EMC products and Dell EMC Customer Support helps you avoid and resolve issues up to 73% faster[1]. It is completely virtual and offers flexibility for enterprise environments of any size.

Secure Remote Services gateways can be configured as a single, standalone connection to manage many devices or can be grouped together to provide a high availability and failover option for your Dell EMC products.

Benefits

- Proactive wellness monitoring and issue prevention

- Automated issue detection, notification and case creation for quicker uptime

- Predictive[2] analytics-based recommendations through MyService360

Access connectivity insights from serialized product pages within MyService360

Read our FAQs on Dell EMC Connectivity and MyService360 for additional information on your connectivity management experience.

Optimize connectivity across your environment with centralized gateway and cluster management level views in MyService360

Get started from your serialized product support page for your system

Under Connectivity, click on Details on the Gateway or Cluster Connection panel to:

· View and manage details including nicknames and site information
· Identify gateway or cluster locations via geospatial mapping
· Find the list of individual devices connecting through a gateway or cluster

**Tip:** Also get started with the serialized product ID for your gateway or cluster
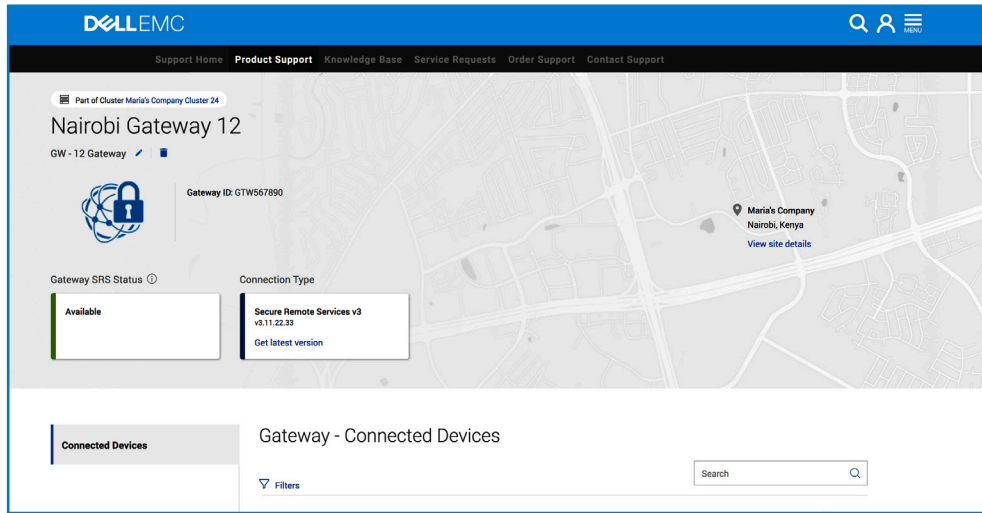
For gateways that are a part of a cluster, the cluster name and link are displayed at the top of the Gateway management level view

Easily monitor and troubleshoot connectivity for gateways and clusters

From the Gateway or Cluster management level view:

· Verify the availability of Secure Remote Services connections in real-time
· Access information to troubleshoot gateway issues
· Learn how to connect offline gateways or clusters
· Update or upgrade to the latest Secure Remote Services version
· Filter and export data for analysis and management
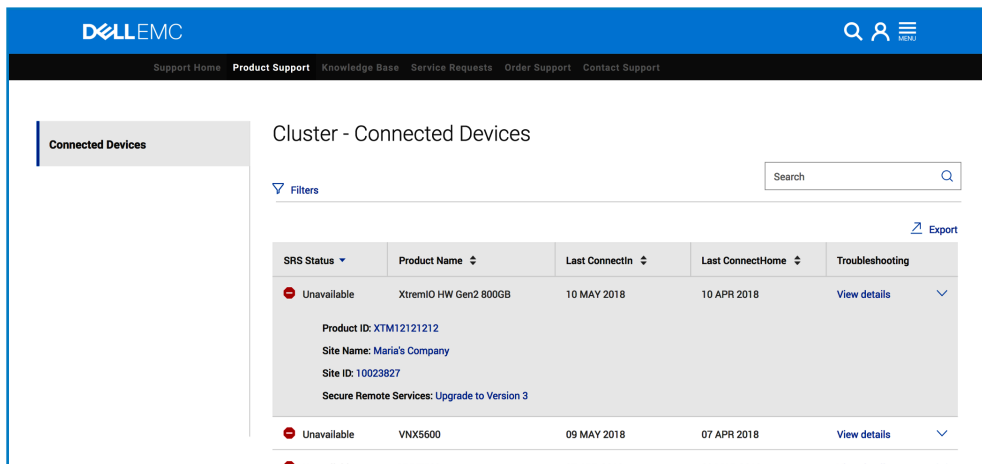
Easily drill into details of managed devices with unavailable status in the Cluster (shown) or Gateway management level views

For more information visit dellemc.com/myservice360

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